

**PATIENT PARTICIPATION – UPWELL STREET SURGERY**  
**Report on Survey 24 February – 21 March 2014**

**The Survey**

- Questionnaire format agreed with Patient Reference Group
- Survey undertaken over period 24 February – 21 March 2014
- Survey targeted at patients 16+ attending surgery
- Posters displayed in surgery inviting patients to complete a questionnaire
- Receptionist invited patients to complete a questionnaire

**Survey Response**

- 140 completed questionnaires analysed
- Some patients declined to complete a questionnaire

**Patient Responses to Survey Questions**

- **Which Three Areas concern you most :**
  - 75% of respondents were most concerned about getting an appointment
  - 25% of respondents were concerned about opening time of the surgery
  - 31% of respondents were concerned about the out of hours service
  - 31% of respondents felt telephone advice from a doctor or nurse was important
  - 29% felt the quality of care provided by Doctors or Nurses was important
  - 16% of respondents were concerned about the cleanliness of the practice and how surgery staff should contact them
  - 14% of respondents were concerned about how staff should contact patients
- **Any other comments**
  - 32 patients stated they had no concerns, or were completely happy with service with comments from patients stating 'no complaints', 'polite and helpful staff' 'surgery outstanding'
  - 1 patient stated the patient contact number should be charged at local charge or no charge call rate.
  - 10 patients commented on the difficulty of making appointments by telephone.
  - 1 patient commented that parking at the surgery was a problem
  - 3 patient commented that same day appointments do not work
  - 4 patients commented that sometimes they had to wait longer than expected for their appointment
- **Are you aware of the services we provide**
  - Practically all patients surveyed were now aware of all the services offered by the practice
  - However, a number of responses indicated that we need to improve awareness raising of care planning, minor surgery
  - There was a small minority of patients who were unaware of a number of services available at the surgery

- **Are there other services you would like us to provide**

- One suggestion was made for additional service – suggesting a ‘ Well Child Clinic’

## **Next steps**

The findings of this survey will be discussed in greater detail at the next Patient Participation Group meeting planned for May 2014. An action plan will be agreed to take forward proposals to continue to respond to patient comments. The results of the survey will also be published on the practice website

- As suggested in previous surveys we need to continue to promote practice services in the surgery, messages on prescriptions and on the website.
  - We will explore options to further promote the practice services with the patient group members at the next meeting scheduled for May 2014
  - We have introduced a ‘ Whats new’ link on the practice website to highlight new services
- The SMS text messaging service introduced is still proving to be an effective method of communication with patients.
- We will also continue to encourage using e mail as a means of communication with patients— e.g., for review letters invitations for health checks etc . However, communicating by e mail is still proving to be not as popular with our patients and mostly when asked patients decline this as an option of communication.
- We will continue to ensure the website includes accurate clear information for patients on the services, who to contact and useful health information
- The 111 out of hours service appears to be working well and patients understand how it works . Feedback from the survey indicated this service was important to our patients
- We have taken steps over the past 12 months to maximise the number of appointments available. We have worked with the CCG to run additional clinics for new registrations (ie., Slovak registration clinic), run care planning service for patients (to help them with their healthcare) and made additional appointments available during the winter pressure period (to help prevent attendances at A&E) .
- The patient telephone line is now a local call charge rate number
- We are increasing the capacity for patient appointments by maximising the physical capacity available
- A survey questionnaire was prepared in slovak for completion by patients. With the help of interpreters we encouraged slovak patients to provide feedback. Mostly patients were reluctant to participate although were more comfortable giving verbal feedback. All the patients who gave some feedback were complimentary about the services offered by the surgery, and were very happy with the treatment by doctors and reception staff.

## **Future Surveys**

For the future we need to consider how best we can gather feedback from patients who do not have English as their first language. We will raise this with members of the Group Practice Association to look at ways of improving communication with , for example, slovak patients.

The patient questionnaire is available on the website for patients to download and complete ,

We will look to how we can reach patients who do not attend surgery very often. Their views on the services offered by the practice are important. By highlighting new services on the website and encouraging patients (via the website and SMS texts) to give feedback could provide useful evaluation of our services for the future.