

PATIENT PARTICIPATION – UPWELL STREET SURGERY
Report on Survey 1 February – 28 February 2013

The Survey

- Questionnaire format agreed with Patient Reference Group
- Survey undertaken over period 1 February 2013 – 28 February 2013
- 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

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

Patient Responses to Survey Questions

- **Which Three Areas concern you most :**
 - 71% of respondents were most concerned about getting an appointment
 - 30% of respondents felt telephone advice from a doctor or nurse was important
 - 28% felt the quality of care provided by Doctors or Nurses was important
 - 34% were concerned about opening time of the surgery
 - 29% were concerned about the out of hours service
 - 13% of respondents were concerned about the cleanliness of the practice and how surgery staff should contact them
- **Any other comments**
 - 29 patients stated they had no concerns, or were completely happy with service with comments from patients stating 'the service is excellent', 'surgery outstanding'
 - 3 patients stated it would be better to have an 0114 number as 0845 numbers are expensive especially when calling from a mobile telephone
 - 16 patients commented on the difficulty of making appointments by telephone.
 - 1 patient was concerned that they could not easily make an at an acceptable time with the GP of their choice
 - 1 patient commented that the SMS text messaging service was very good
 - 6 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 the text messaging service or online prescription ordering service.
 - Mostly respondents were aware of all the services provided by the practice
 - However, responses indicate that we need to improve awareness raising of sexual health services including emergency contraceptive services, and smoking cessation
- **Are there other services you would like us to provide**

- No suggestions were made for additional services although one respondent stated it may be worth the practice considering a call waiting or queueing system on the appointment booking line

Next steps

The findings of this survey will be fully discussed at the Patient Participation Group on 11th April 2013. 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

- Following on from the previous survey we need to continue to promote practice services in the surgery, messages on prescriptions and on the website.
 - Including on line prescription service to patients
- The SMS text messaging service introduced is proving to be popular with patients
- To explore the practicality of liaising with patients by email – e.g., for review letters invitations for health checks etc . However, communicating by e mail is not popular with our patients and mostly when asked patients decline this as an option of communication.
- To ensure the website includes accurate clear information for patients on the services, who to contact and useful health information
- As and when the 111 service goes live to ensure information of the new out of hours services is available on the website and signage in the surgery
- To undertake a further review of the appointment system and how patients are using the surgery to ensure we are able to offer the maximum available appointments to patients

Future Surveys

For the future we will consider the survey questionnaire format and look to making changes as appropriate – for example on the question structure and how best to get clear feedback. We also need to look to ways of communicating across all sections of our patient population where English is not the first language.

We will also look to enabling patients to access a questionnaire via the website, and discuss with the website developers the practicality of patients being able to complete a questionnaire online. We will also explore how best to obtain feedback on services from the growing Slovak community

Patient access to a questionnaire would enable us to reach a wider section of our patient population .By sending SMS texts inviting patients to fill in a questionnaire online would possibly help us to reach those people registered with the surgery but who do not use the practice services very often. We are liaising with Public Health representatives and within the North Locality of how best to communicate services and health awareness to the growing Slovak community.