

PATIENT PARTICIPATION – UPWELL STREET SURGERY
Report on Survey 9 February – 9 March 2012

The Survey

- Questionnaire format agreed with Patient Reference Group
- Survey undertaken over period 9 February – 9 March 2012
- 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

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

Patient Responses to Survey Questions

- **Which Three Areas concern you most :**
 - 51% of respondents were most concerned about getting an appointment
 - 25% of respondents felt telephone advice from a doctor or nurse was important
 - 24% felt the quality of care provided by Doctors or Nurses was important
 - 23% were concerned about opening time of the surgery
 - 22% were concerned about the out of hours service
 - 6.5% of respondents were concerned about the cleanliness of the practice and how surgery staff should contact them
- **Any other comments**
 - 20 patients stated they had no concerns, or were completely happy with service with one patient stating 'the service is excellent'
 - 3 patients commented on the length of time to receive blood test results, ECG results etcetera
 - 5 patients commented on the difficulty in making appointments by telephone with one commenting that they would prefer to make an appointment at the time they required it with the GP of their choice
 - 1 patient commented they had been left with the impression that the GP had not read their previous medical history
- **Are you aware of the services we provide**
 - Some 40% of patients were unaware of the text messaging service or online prescription ordering service.
 - Nearly all of the respondents were not aware of all the services listed under this heading
- **Are there other services you would like us to provide**
 - One respondent would like to see diet services and additional services for young people to increase weight

Next steps

The initial findings of this first survey were discussed at the Patient Participation Group held on 8th March 2012. Five members attended that meeting.

There was an open discussion as to how we might respond to the feedback from patients on the service. It was acknowledged that we need to manage patient expectations but by giving clear communication of how the service works and the services available to patients would improve the patient experience.

We agreed that the Practice would consider the following and/or take action :-

- To advertise practice services within the surgery
- To promote the use of SMS messaging
- To promote the online prescription service to patients by signage in the surgery, messages on prescriptions, website
- To explore the practicality of patients contacting the surgery by email to make appointments check results etc.
- To explore the practicality of liaising with patients by email – eg for review letters invitations for health checks etc
- To update the website with the services available
- To ensure the website includes accurate clear information for patients on the services, who to contact and useful health information
- To promote the website, once updated, to patients via posters in the surgery, adding the website address to letterheads, surgery leaflets etc, and messaging on prescriptions
- To explore the possibility of a VDU/television within the surgery providing information to patients on healthcare, useful information regarding the practice and the services available.
- To review the appointment booking system

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 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.

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