

Action Plan - Patient Questionnaire Results - March 2012

Appointments					
Question	Patient Responses	Improvements / Suggestions for 12/13 & beyond	Timescale	How we will evaluate change	By whom
I would prefer to book my appointment the same day, that I need it.	* 32 Patient's Strongly Agreed * 52 Patient's Agreed * 28 Patient's had Mixed Views * 5 Patient's Disagreed * 3 Patient's Strongly Disagreed 120	* We continue to offer a combination of some appointments that are bookable on the day and some that are pre-bookable up to a month ahead. Recently we have increased the proportion of appointments that are bookable on the day.	From February 2012	We aim to monitor the demand for appointments. Also we will continue to invite patient feedback and adjust accordingly.	Dee Holland, Sally Knapp and Christine Wickenden
I would prefer the appointment system to be pre-bookable only.	* 14 Patient's Strongly Agreed * 23 Patient's Agreed * 38 Patient's had Mixed Views * 29 Patient's Disagreed * 16 Patient's Strongly Disagreed 120	* 50% of our appointments are offered to patients to pre-book for general routine appointments. Half of our afternoon appointments are pre-bookable and all of our Registrars are also pre-bookable. This is to facilitate patients seeing a particular doctor for follow up.	From February 2012	We aim to monitor the demand for appointments. Also we will continue to invite patient feedback and adjust accordingly.	Dee Holland, Sally Knapp and Christine Wickenden
I feel that it is relatively easy for me to get an appointment for when I want, to suit my routine.	* 33 Patient's Strongly Agreed * 42 Patient's Agreed * 21 Patient's had Mixed Views * 15 Patient's Disagreed * 9 Patient's Strongly Disagreed 120	* To suit working people we start morning surgeries at 8am and continue to 6.30pm Monday, Tuesday and Friday and to 8.00pm Wednesday and Thursday and we also provide a Saturday morning surgery. Recently we appointed a nurse who provides a Saturday morning surgery and one late night	From February 2012	We have recently appointed a new nurse for our practice, so this will give patient's a better option of booking an appointment with a nurse.	Dee Holland
I sometimes worry that I will not get an appointment on the day when I call up in the morning.	* 30 Patient's Strongly Agreed * 46 Patient's Agreed * 29 Patient's had Mixed Views * 9 Patient's Disagreed * 6 Patient's Strongly Disagreed 120	* We ensure that there are 3 members of staff answering patient calls at the busiest times especially first thing in the morning. * We will review the numbers of personnel answering the phones to ensure that all calls are answered and dealt with accordingly. We have also requested additional funding from the PCT to purchase a new telephone system that incorporates a call waiting services. We have recently upgraded to Emis Web which provides an excellent on-line Emis Access service whereby patients can log in using a secure ID to book their own appointments and request prescription on-line. We will be recruiting a new doctor in the next few months which will also help in increasing the number of appointments available.	From February 2012 - to be reviewed every month	Monitor patient feedback and see how we can improve the service. We need to monitor numbers queuing if possible and / or number of calls dealt with.	Dee Holland/Sally

Action Plan - Patient Questionnaire Results - March 2012

Doctors and Reception Staff					
Question	Patient Responses	Improvements / Suggestions for 12/13 & beyond	Timescale	How we will evaluate change	By whom
I have always found the Doctors here extremely helpful and caring.	* 54 Patient's Strongly Agreed * 51 Patient's Agreed * 12 Patient's had Mixed Views * 3 Patient's Disagreed * 0 Patient's Strongly Disagreed 120	* We have found, through our survey, that the Doctors here have an excellent review from the patients. We aim to continue with the service, hoping to gradually improve.	Everything regarding the Doctors and Reception staff will start From	We will monitor patient feedback on a regular basis to ensure that these figures do not dip.	Dee Holland and Sally Knapp
I personally wished I had more of an option seeing my preferred Doctor.	* 32 Patient's Strongly Agreed * 55 Patient's Agreed * 23 Patient's had Mixed Views * 6 Patient's Disagreed * 4 Patient's Strongly Disagreed 120	* To give patients more of an option seeing there preferred Doctor can be quite difficult. However, by displaying the Doctors days and times when they work in the waiting room could improve this. Also we could advertise when they can book in-advance for a particular Doctor.	February 2012	We could display all out Doctor's working hours on the reception notice board. From what hours they work to what days they work.	Dee Holland and Sally Knapp
I find the reception staff extremely courteous and respectful, they are always willing to help when needed.	* 64 Patient's Strongly Agreed * 46 Patient's Agreed * 8 Patient's had Mixed Views * 1 Patient's Disagreed * 1 Patient's Strongly Disagreed 120	* Our receptionist here have had amazing feedback from the patients. Again we aim to continue with the service, hoping to gradually improve.		Again we will monitor patient feedback regarding our reception staff on a regular basis and hope that we can improve on our services.	Sally Knapp
The receptionist here have never dismissed me, they listen carefully to my needs.	* 60 Patient's Strongly Agreed * 47 Patient's Agreed * 13 Patient's had Mixed Views * 0 Patient's Disagreed * 0 Patient's Strongly Disagreed 120	* Same as above.		Same as above	Sally Knapp

Action Plan - Patient Questionnaire Results - March 2012

General Queries					
Question	Patient Responses	Improvements / Suggestions for 12/13 & beyond	Timescale	How we will evaluate change	By whom
In general, I find it relatively easy getting through to someone on the phone.	* 29 Patient's Strongly Agreed * 62 Patient's Agreed * 20 Patient's had Mixed Views * 7 Patient's Disagreed * 2 Patient's Strongly Disagreed 120	* We aim to continue with the service we provide regarding the incoming telephone calls we receive. We understand that early morning can be difficult, but we aim to ensure 3 members of staff work in the busiest hours of the surgery.	From February 2012	We will look into "call waiting" which will provide patients a service that will suit their queries as soon as possible	Dee Holland
However, at certain times I find it difficult to get through.	* 8 Patient's Strongly Agreed * 33 Patient's Agreed * 43 Patient's had Mixed Views * 24 Patient's Disagreed * 12 Patient's Strongly Disagreed 120	* Again we aim to ensure that 3 members of staff are answering the calls at the busiest time, which is 8am. We hope, as a practice, that all calls are dealt with accordingly and professionally, whatever the urgency.	From February 2012	Same as above	Dee Holland
I find the appointment system quite hard to understand.	* 4 Patient's Strongly Agreed * 20 Patient's Agreed * 27 Patient's had Mixed Views * 48 Patient's Disagreed * 21 Patient's Strongly Disagreed 120	* We need to advertise more regarding our appointment system. For example when you can book for a certain Doctor and when you can pre-book for a certain Doctor. This is something that we aim to do.	From February 2012	We Will look into advertising our Doctors hours / days and when they can be pre-booked for in the waiting room for all patients to see and understand.	Dee Holland
Whenever I'm told to call back on a certain day, I never can seem to get an appointment with a specific Doctor.	* 10 Patient's Strongly Agreed * 31 Patient's Agreed * 43 Patient's had Mixed Views * 28 Patient's Disagreed * 8 Patient's Strongly Disagreed 120	* Same as above.	From February 2012	Same as above	Dee Holland
Overall I am very happy with what the surgery provide.	* 41 Patient's Strongly Agreed * 62 Patient's Agreed * 12 Patient's had Mixed Views * 3 Patient's Disagreed * 2 Patient's Strongly Disagreed 120	* We will aim to continue with the way we provide our services. Our patient survey shows that we are providing our services correcting and accordingly.	From February 2012	Monitoring our patient feedback, whether good or bad we aim to provide the best service possible.	Dee Holland and Sally Knapp
However, I do feel that the surgery could improve on something's.	* 13 Patient's Strongly Agreed * 34 Patient's Agreed * 36 Patient's had Mixed Views * 29 Patient's Disagreed * 8 Patient's Strongly Disagreed 120	* We thrive on patient feedback, whenever it is negative or positive. We will always look into ways in which we could improve our services to our patient's.	From February 2012	Same as above.	Dee Holland and Sally Knapp

Priorities for 2012 & 2013

Telephones - Dee Holland

Some patient's believe that at certain times they can not seem to get through to the surgery, and we can agree that it seems to be at our busiest times. There are a number of things that we are looking into to ensure that all calls are dealt with accordingly. We always have 3 members of staff on front reception at the busiest times, and we aim to continue with this. 75.84% of patients surveyed agreed that in general they find it relatively easy getting through to someone on the telephone. However, 34.17% agreed that at certain times they find it difficult getting through to someone. We can only agree that probably the most difficult time getting through to the surgery is at 8am. We are currently reviewing the numbers of personnel answering the phones, in order to maximize their use at the busiest times.

Appointments - Dee Holland, Sally Knapp and Christine Wickenden

The response we got regarding the appointments was of a positive nature rather than negative. 57.50% disagreed that they found the appointment system hard to understand. We try to explain the appointment system to all patients, old and new ones, to ensure that it is understandable to all those who wish to make an appointment. 70.00% of patients agreed that they preferred book their appointment on the same day, that they had it. 31.67% had mixed feelings on whether they would prefer the appointment system to be pre-bookable only, however 30.84% agreed that they would prefer it but 37.50% disagreed that they would not prefer it. We feel that from this feedback, our 60/40 appointment system is working. 62.50% of patient's agree that it is relatively easy for them to get an appointment for when they want, to suit their routine. This is good feedback for us, by having 60% of our appointments pre-bookable and the 40% book on the day only, shows that patient's are getting an appointment for when they want it. We aim to monitor the demand for appointments, and to ensure that they are being used wisely. Patient feedback regarding our appointment system, whether it is negative or positive, is vital. Sending out future questionnaire's will be an aim for us to ensure that patient's are satisfied with the appointment system.

Doctors and Reception Staff - Dee Holland and Sally Knapp

The feedback that we received regarding the Doctors and Reception Staff was excellent and no improvement was suggested. We, as a practice, strive to ensure that all patient's are treated with the upmost respect and courtesy that they deserve. A total of 87.50% of patient's agreed that they find the Doctors here extremely helpful and caring. 72.50% agreed that they wished they had more of an option seeing their preferred Doctor. This is something as a practice we are looking into improving, by letting the patient's know when their preferred Doctor is in, when they can book for them (on the day or in advance) and what times they work from. The response we received regarding the reception staff was equally excellent. A total of 91.66% of patient's agreed that they find the reception staff extremely courteous and respectful, and that they are always willing to help when needed. With a 89.17% agreeing that the receptionist here have never dismissed them, and that they listen carefully to their needs. We aim to monitor patient feedback regarding both the Doctors and reception staff here on a regular basis to ensure that these figures rise rather than dip. We aim to continue to prioritise our patient care.

General Queries - Dee Holland and Sally Knapp

The response we received regarding the service that we provide was excellent. 85.84% of patient's agreed that overall they are very happy with what the surgery provides. This, we feel is great feedback and are pleased that they are happy with our services. However, 39.16% agreed that they feel the surgery could improve on something's. Suggestions and comments were given regarding what we need to improve on and how to improve it. We are pleased with the feedback we received regarding what we could improve on as this is something we can now monitor. As a practice we will be looking into these suggestions, whilst designing a way in which we could improve our services to you. Patient questionnaire and feedback will be reviewed every 3 months to ensure that our services to our patient's are improving.