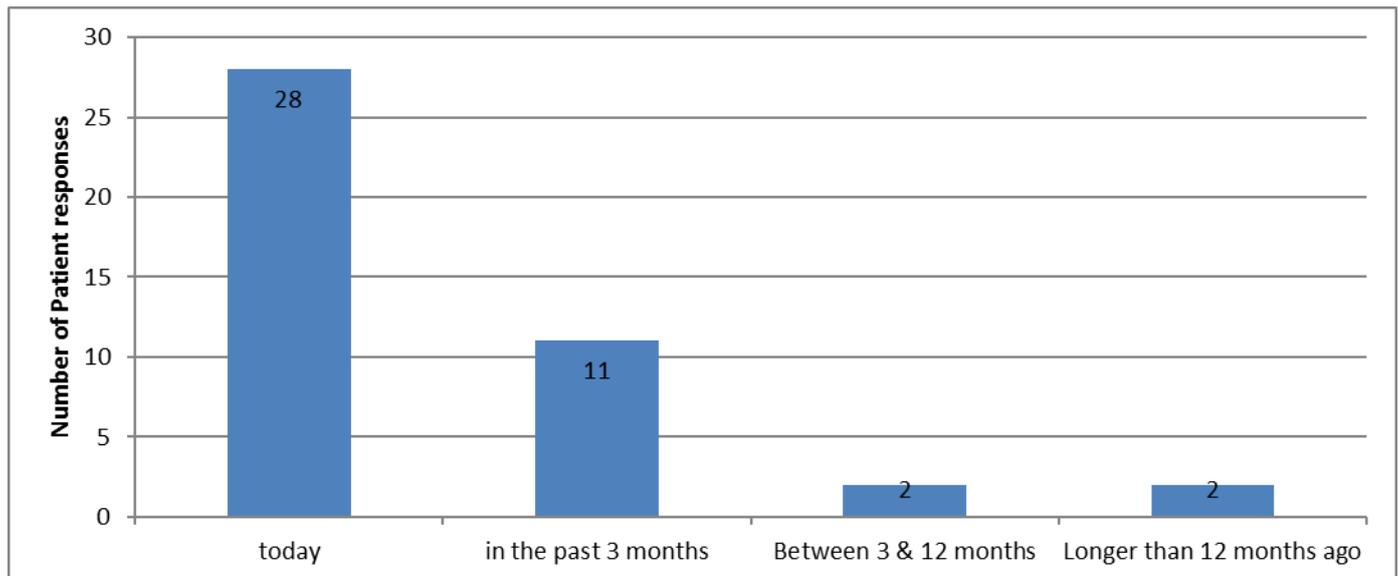


2016 Patient Survey Report

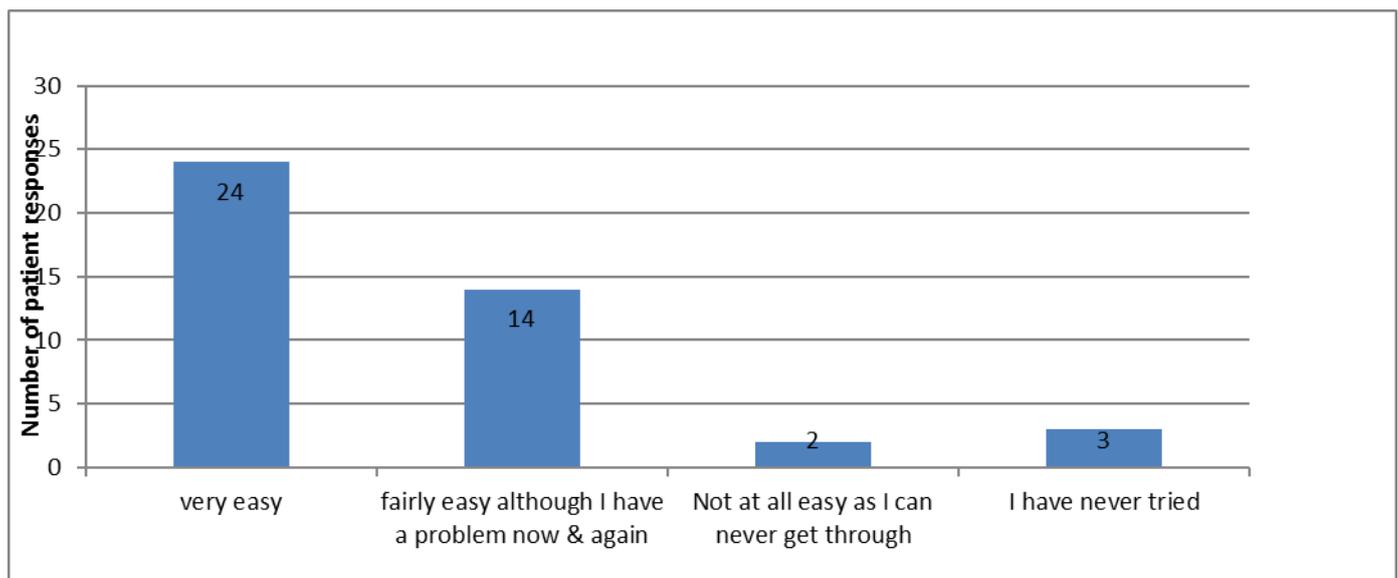
Thank you to the patients who took the time to complete our annual survey. The results and action plan are detailed below.

Survey results

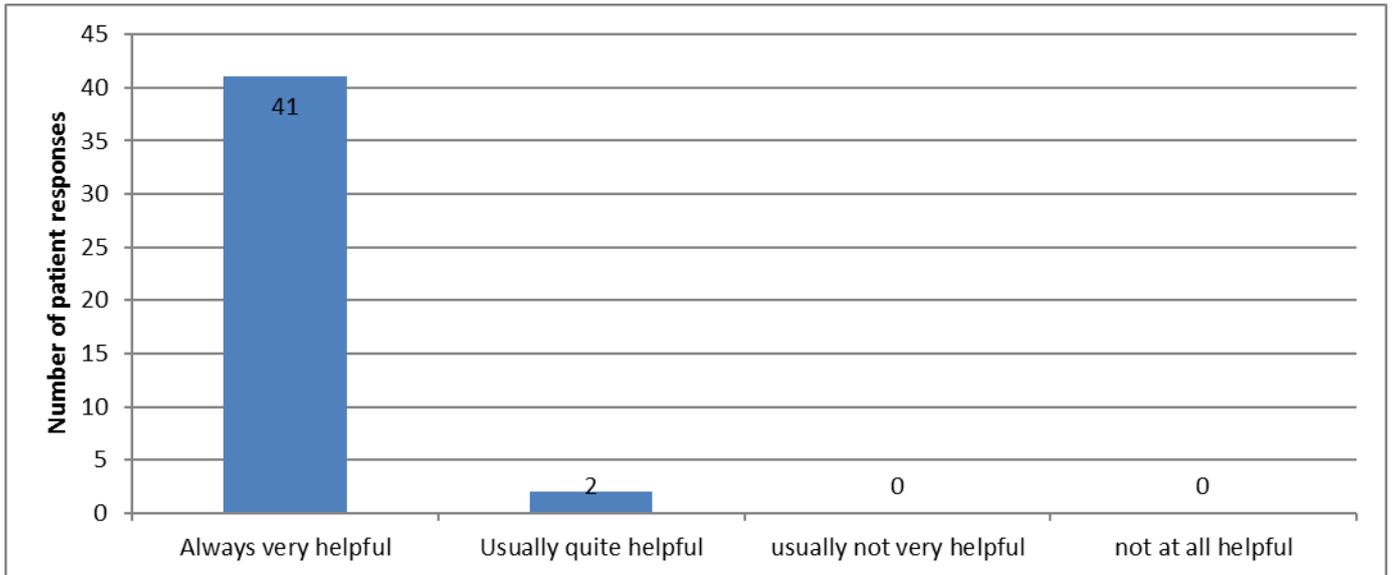
1 When did you last see or speak to a member of the surgery team?



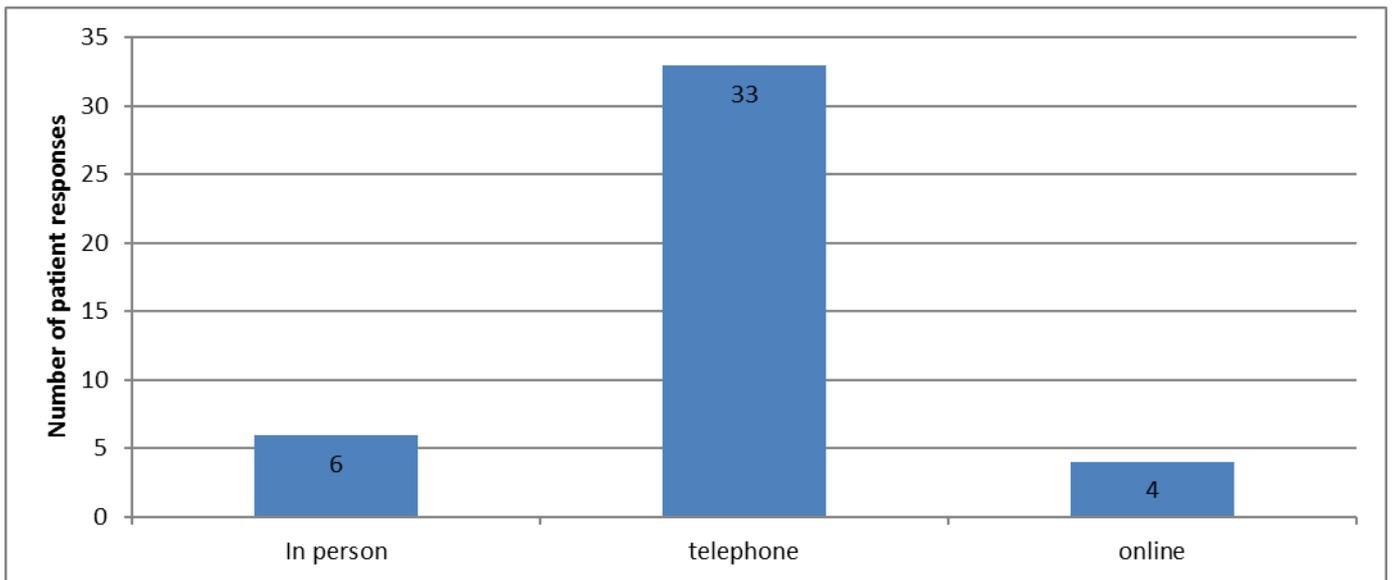
2 Generally how easy is it to get through to someone at the surgery on the phone?



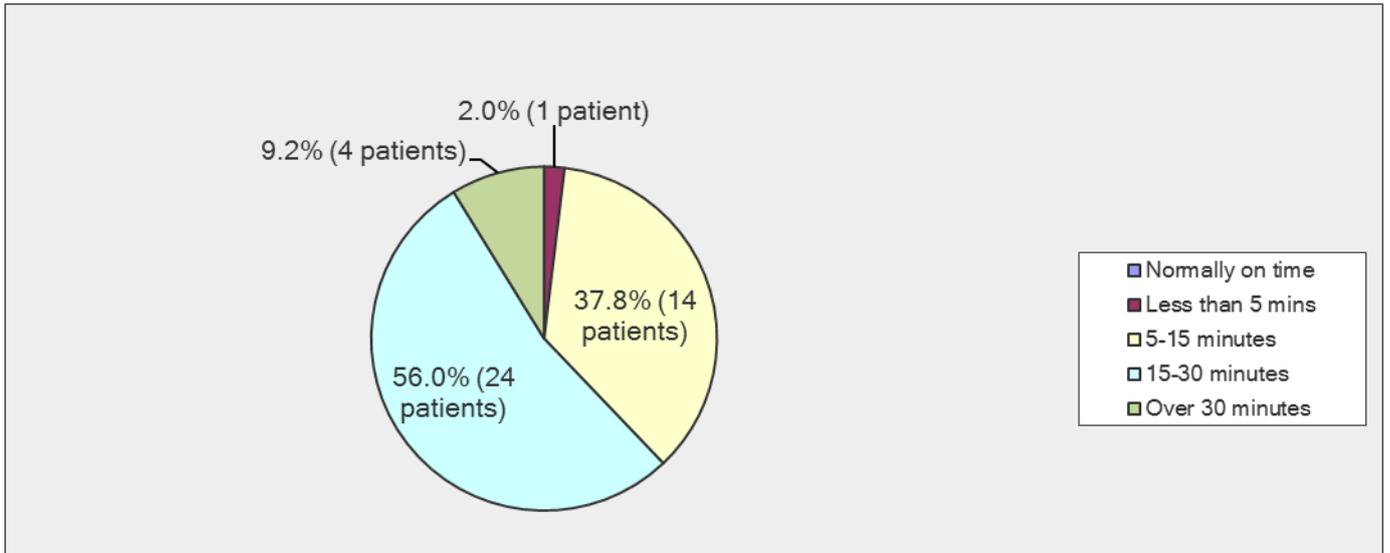
3 How helpful do you find the receptionists at the surgery?



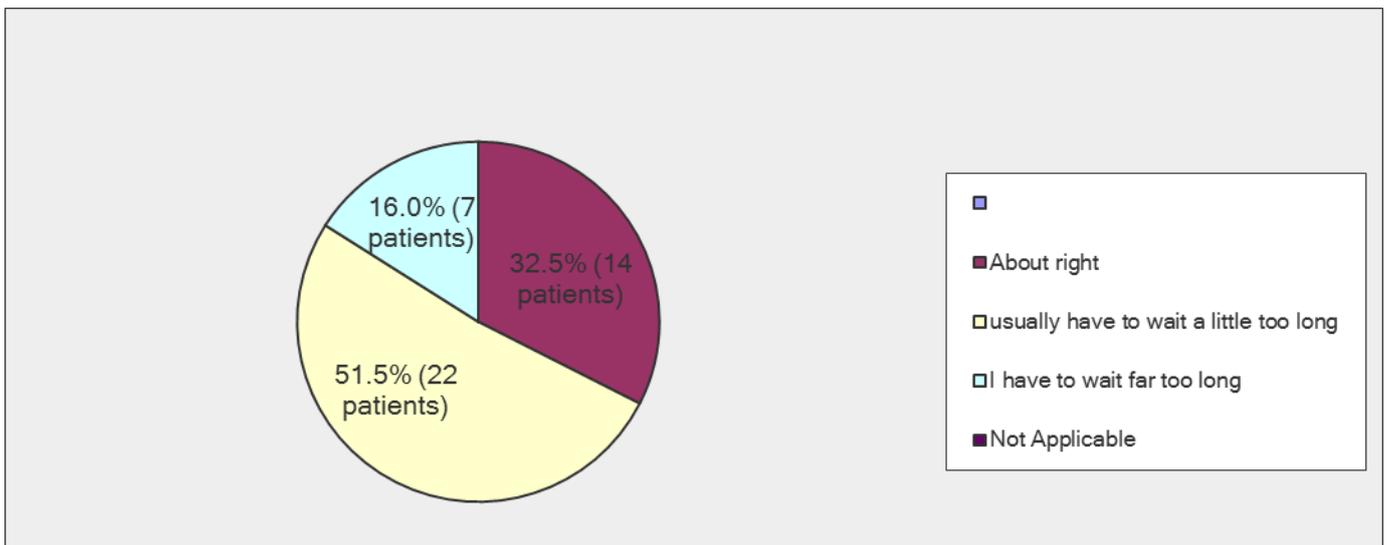
4 How do you normally book an appointment to see a GP or Nurse at the surgery?



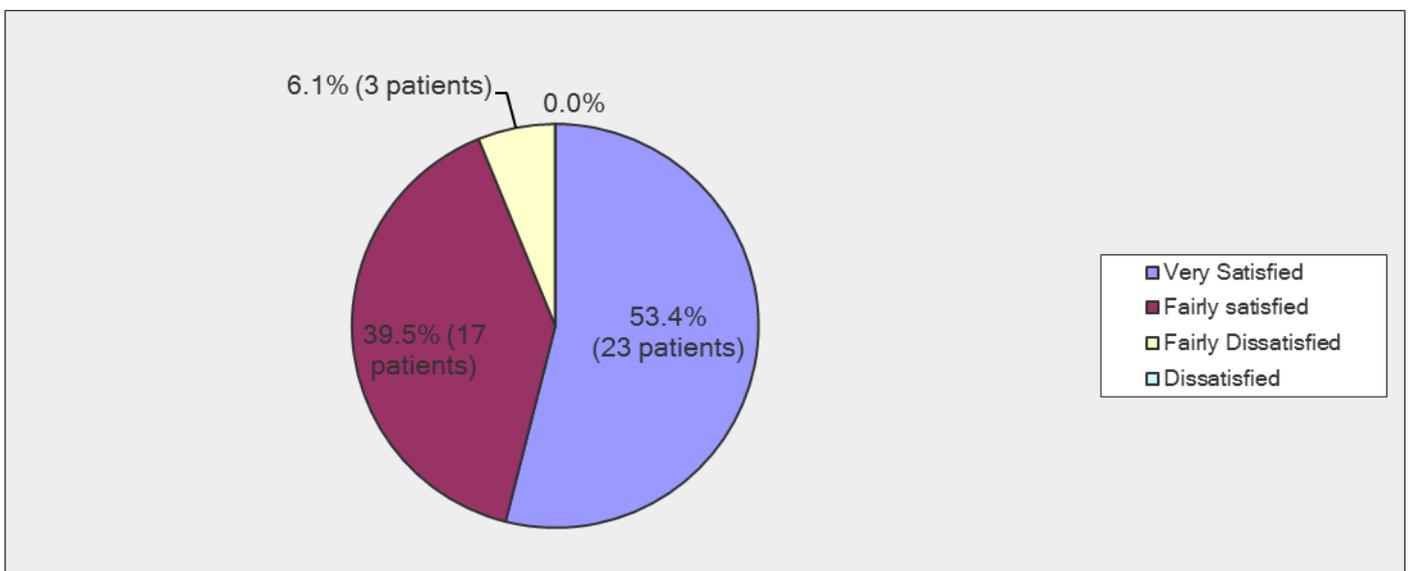
5 Once you have arrived at the surgery how long after your appointment time do you usually wait to be seen?



6 How do you feel about how long you normally have to wait to be seen?

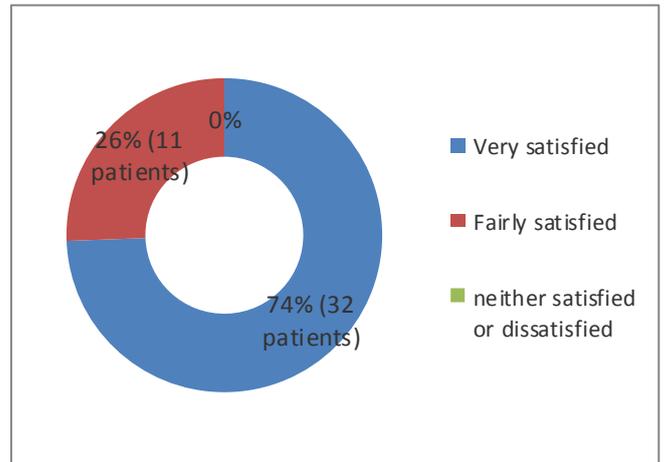


7 How satisfied are you with the opening hours of the surgery?

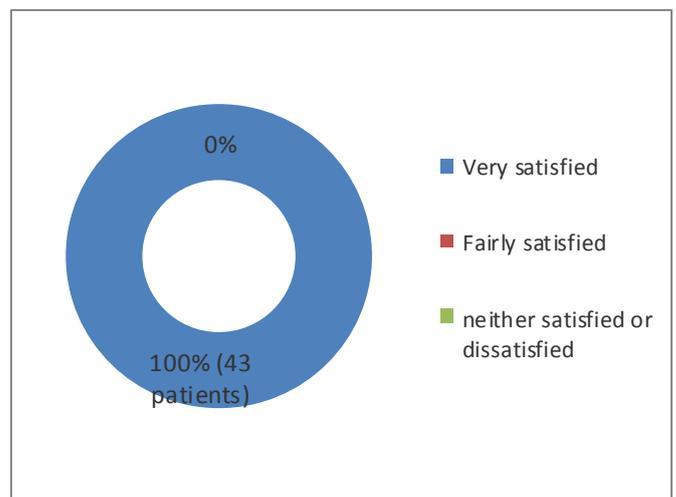


8 Last time you spoke to a GP how good was the GP at the following:

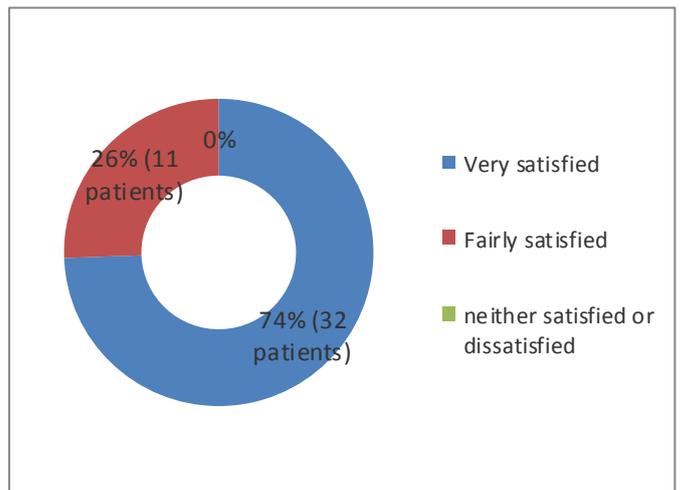
Allowing you enough time



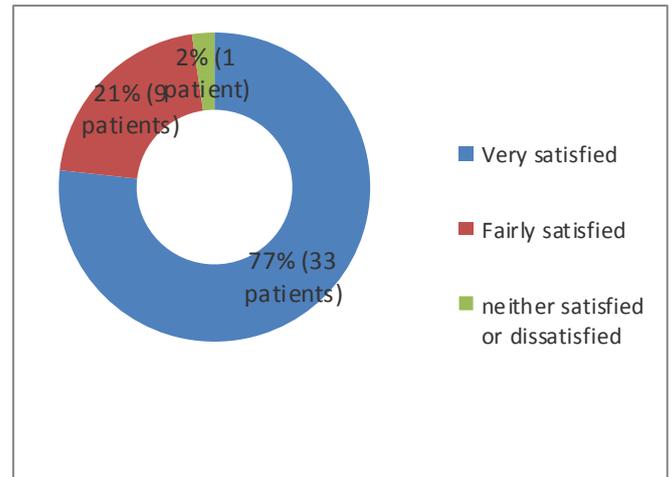
Asking about your symptoms



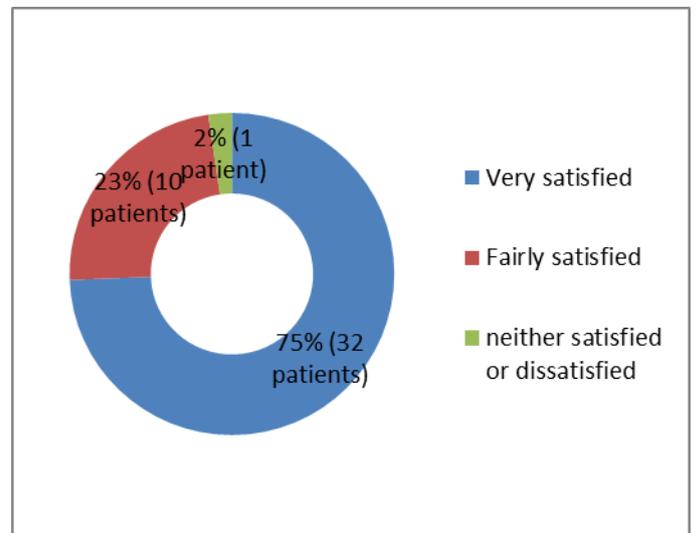
Listening to you



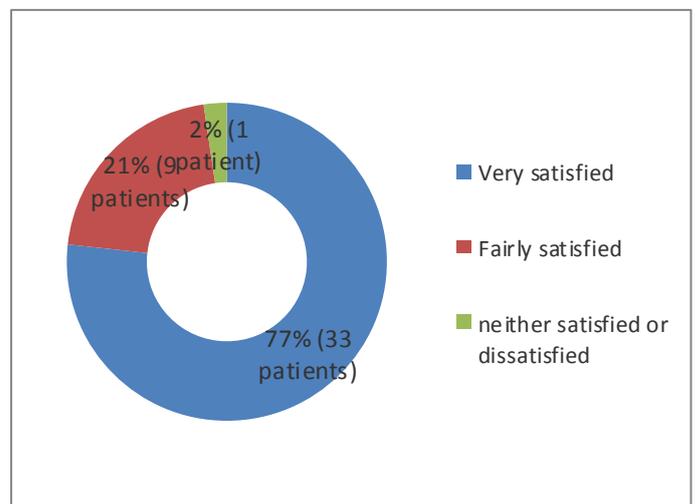
Explaining about tests & treatment



Involving you in decisions about your care

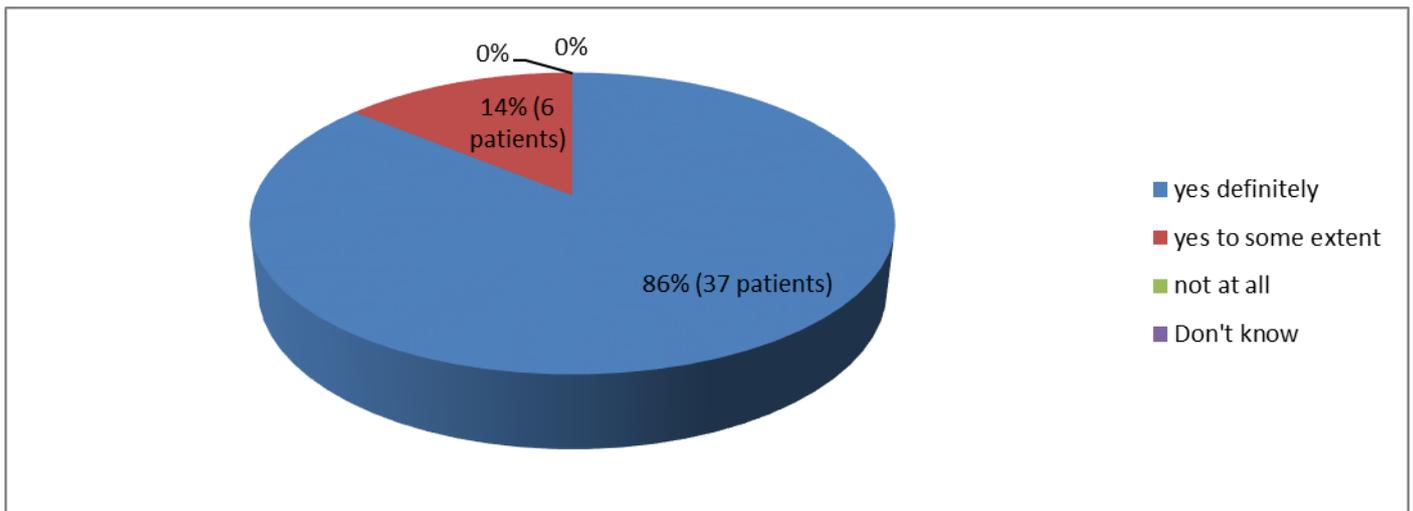


Treating you with care & concern

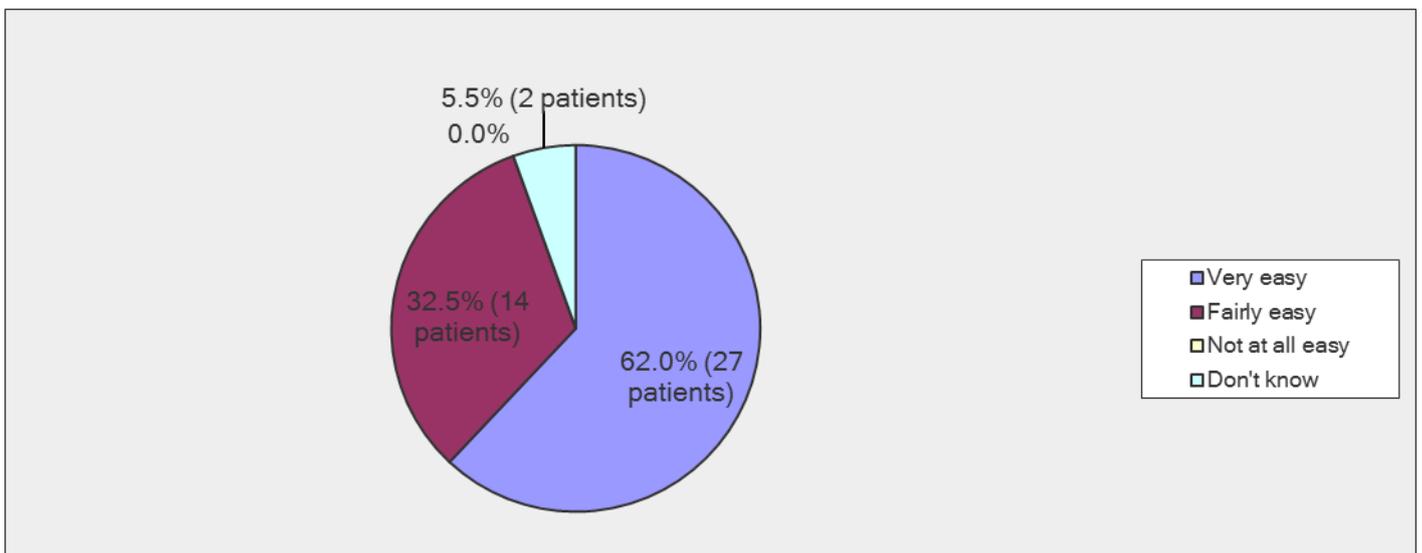


No patients were very dissatisfied with any of the areas in question 8.

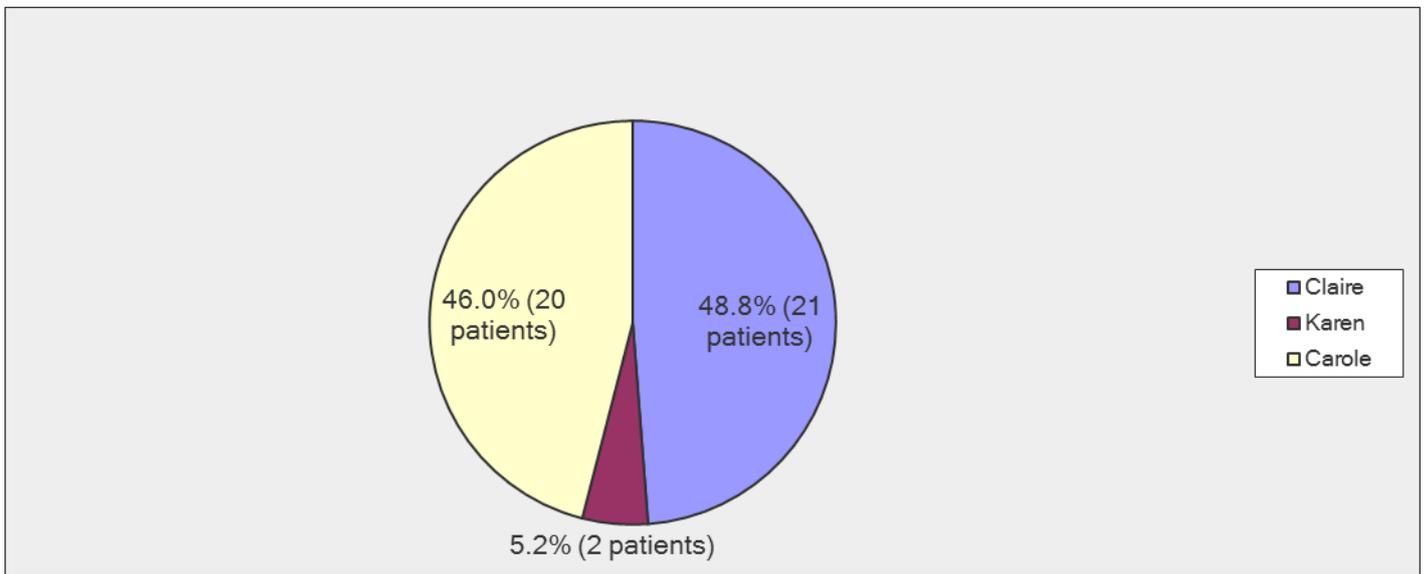
9 Did you have confidence and trust in the GP that you saw or spoke to?



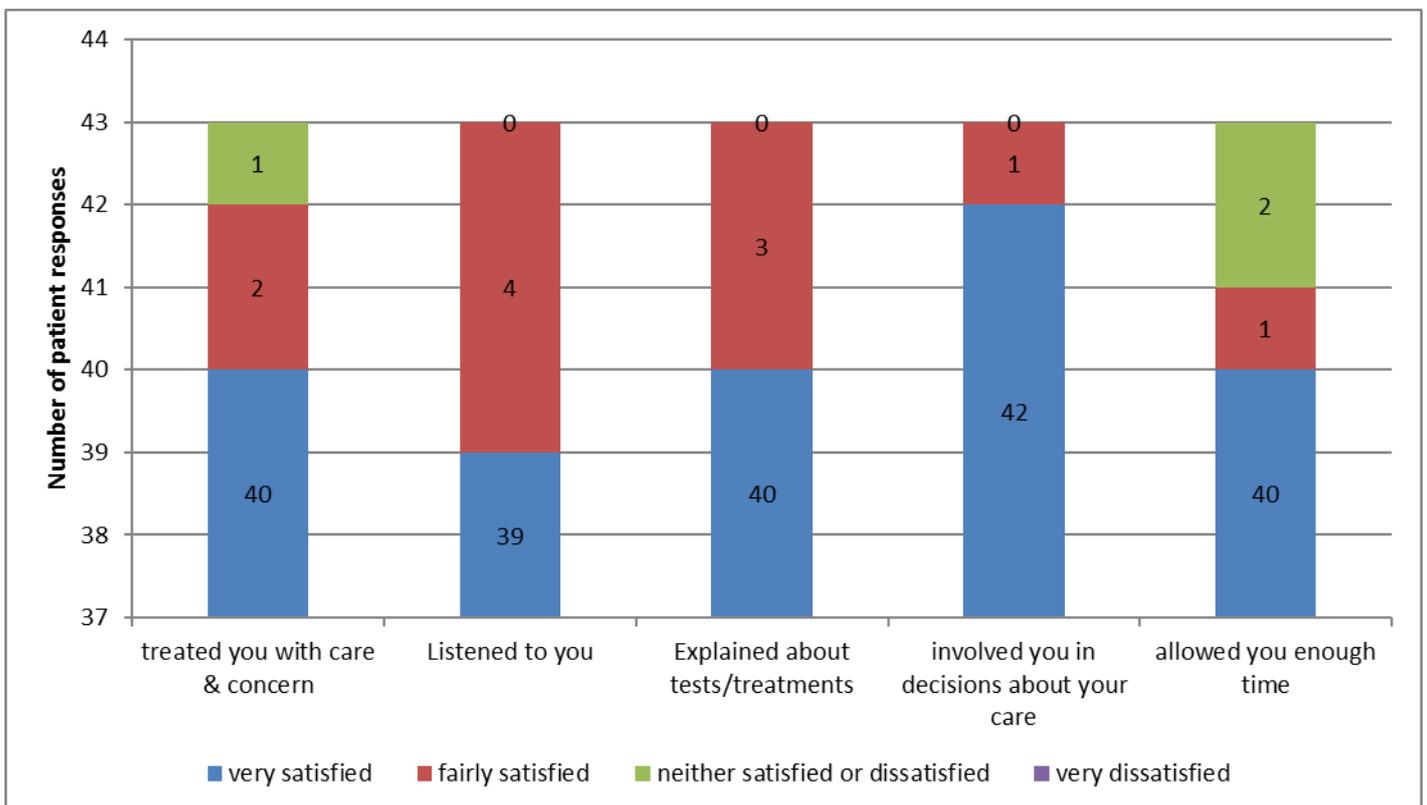
10 How easy is it to make an appointment with a Practice Nurse or Healthcare Assistant at the surgery?



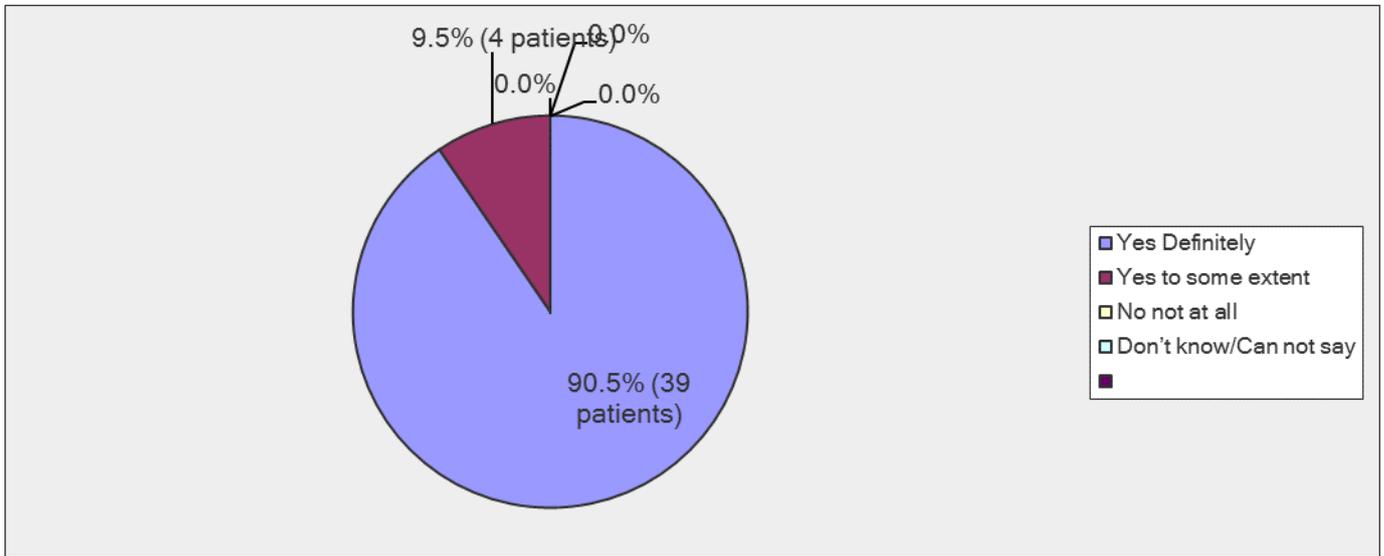
11 Which Nurse or Healthcare Assistant do you usually see?



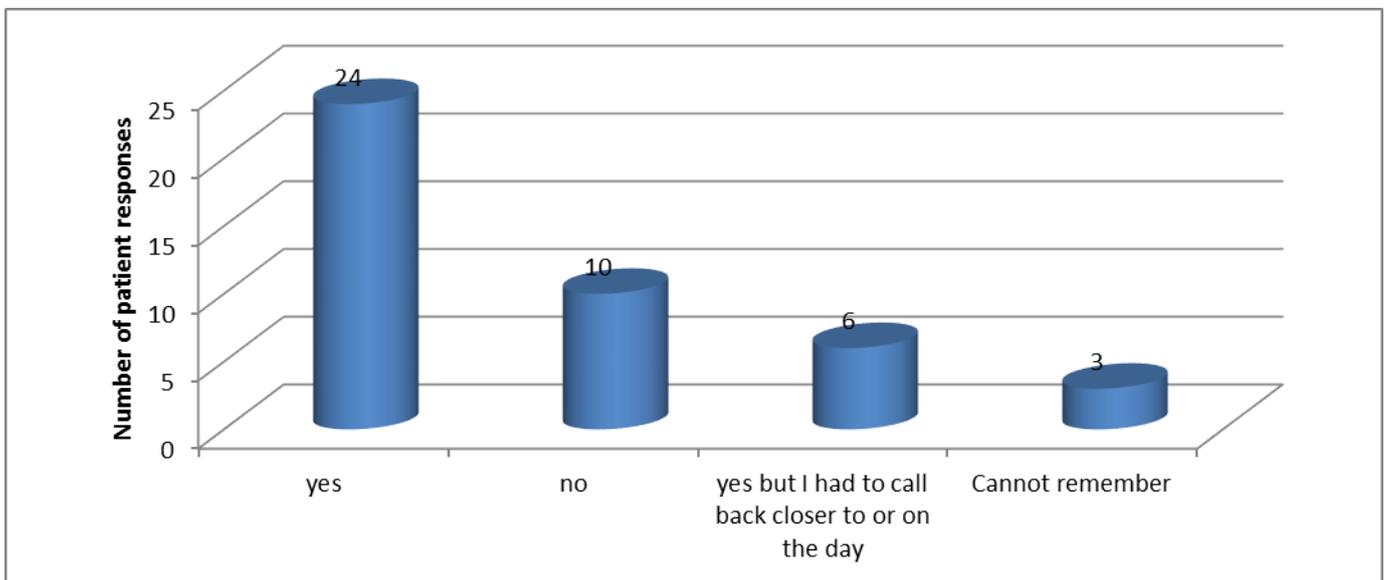
12 Please rate your last appointment with a Nurse or Healthcare Assistant at the surgery.



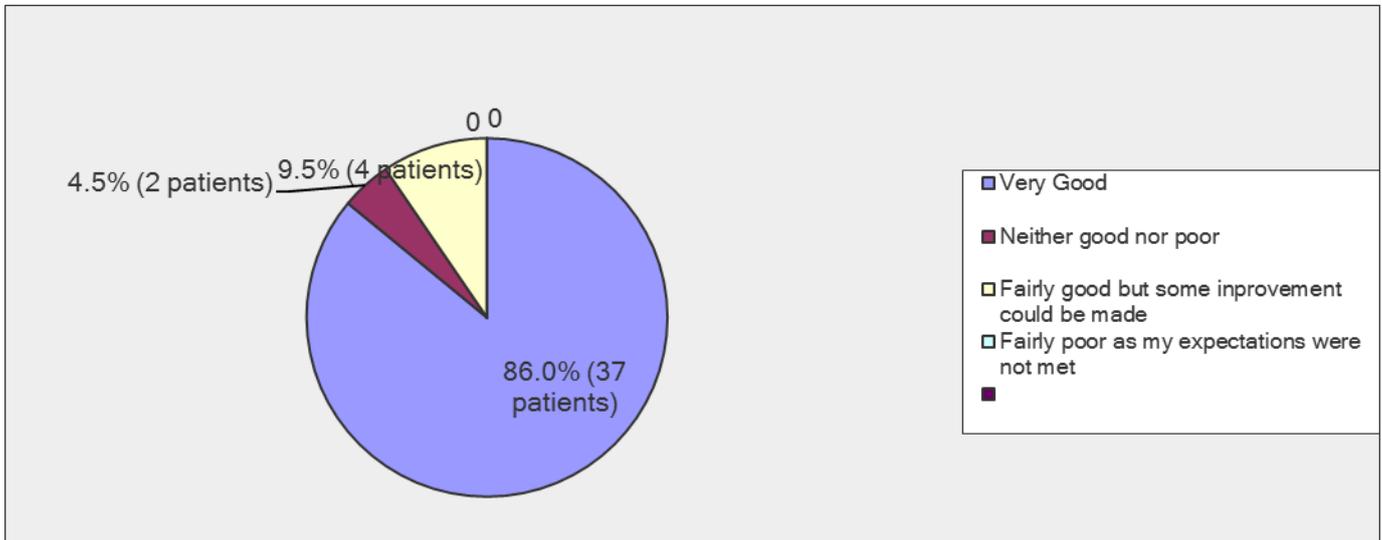
13 Did you have confidence & trust in the nurse you saw?



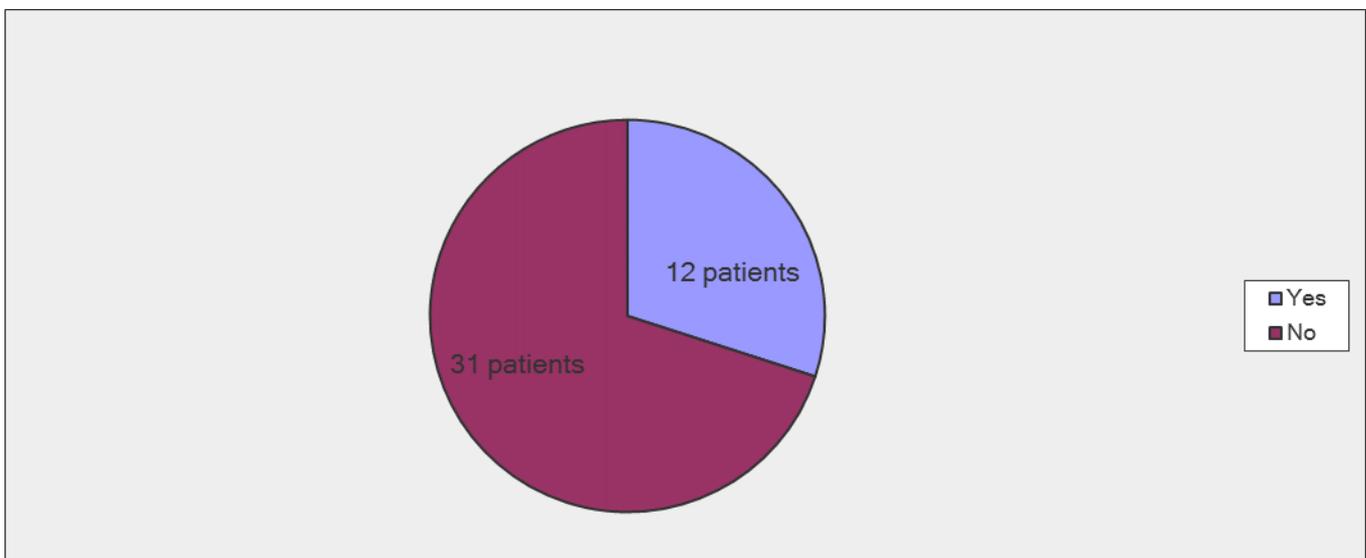
14 Last time that you wanted to, were you able to get an appointment to see or speak to someone?



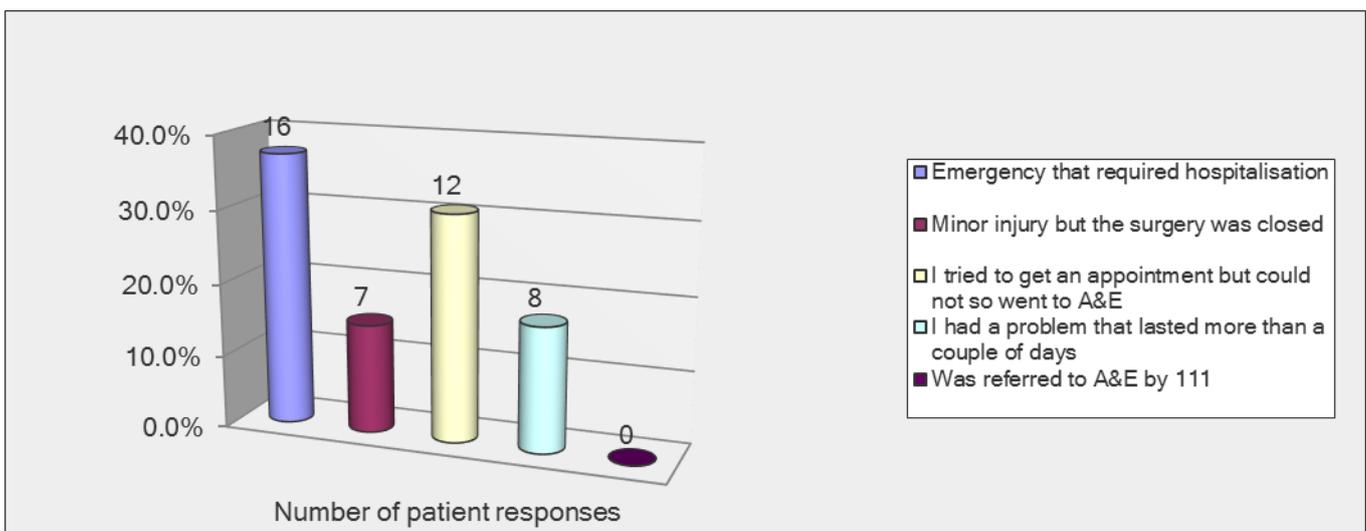
15 Overall how would you describe your experience of making an appointment?



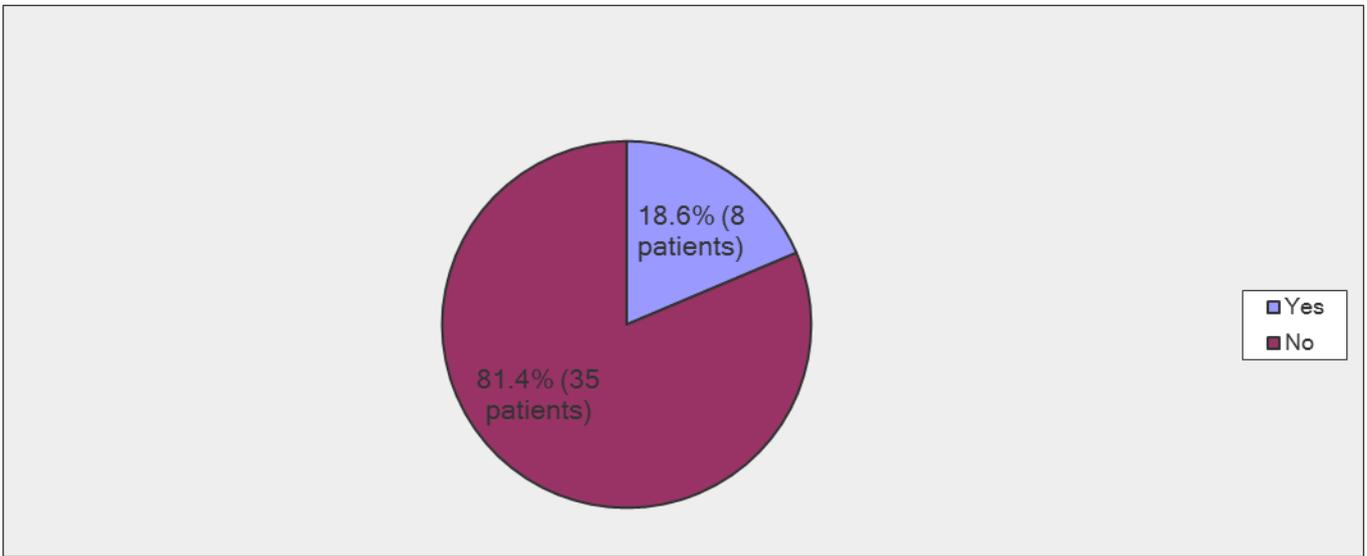
16 Have you or your family visited A&E in the past 12 months?



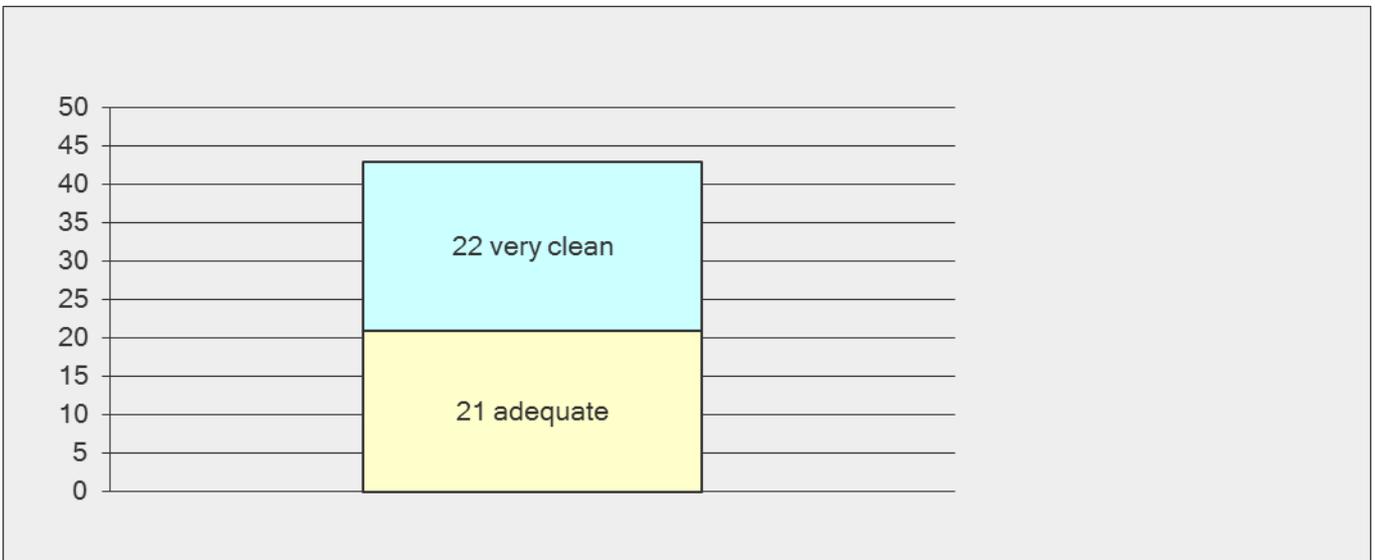
17 Why was this?



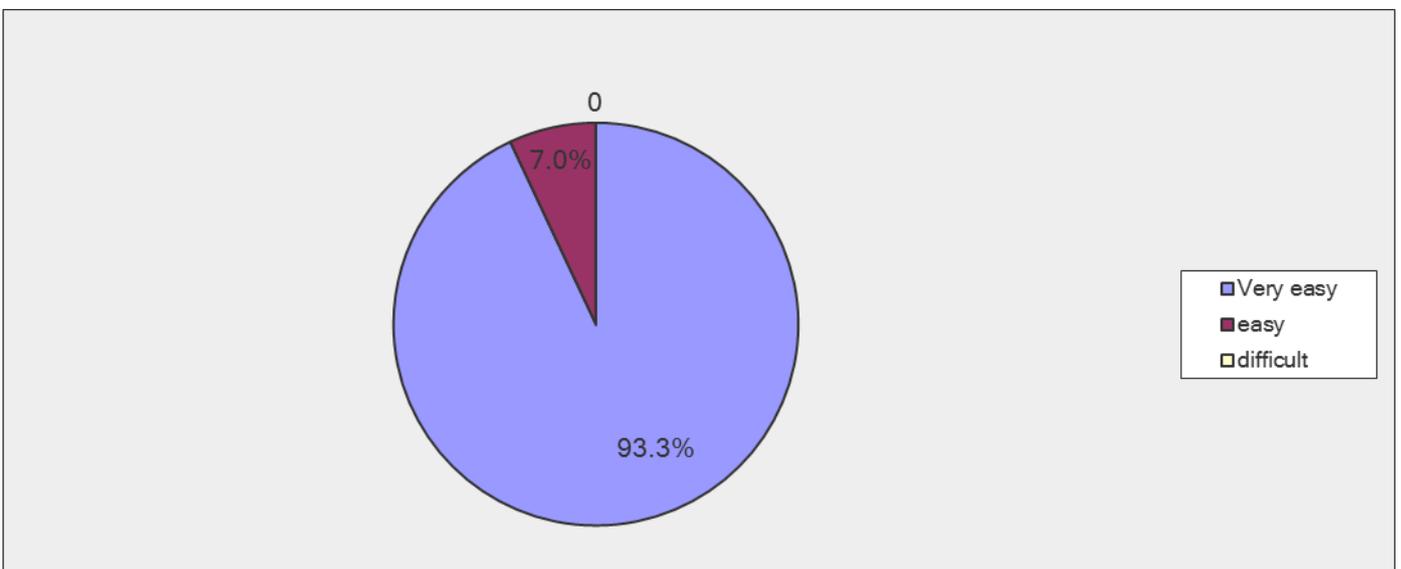
18 Do you use online services to book appointments & order scripts?



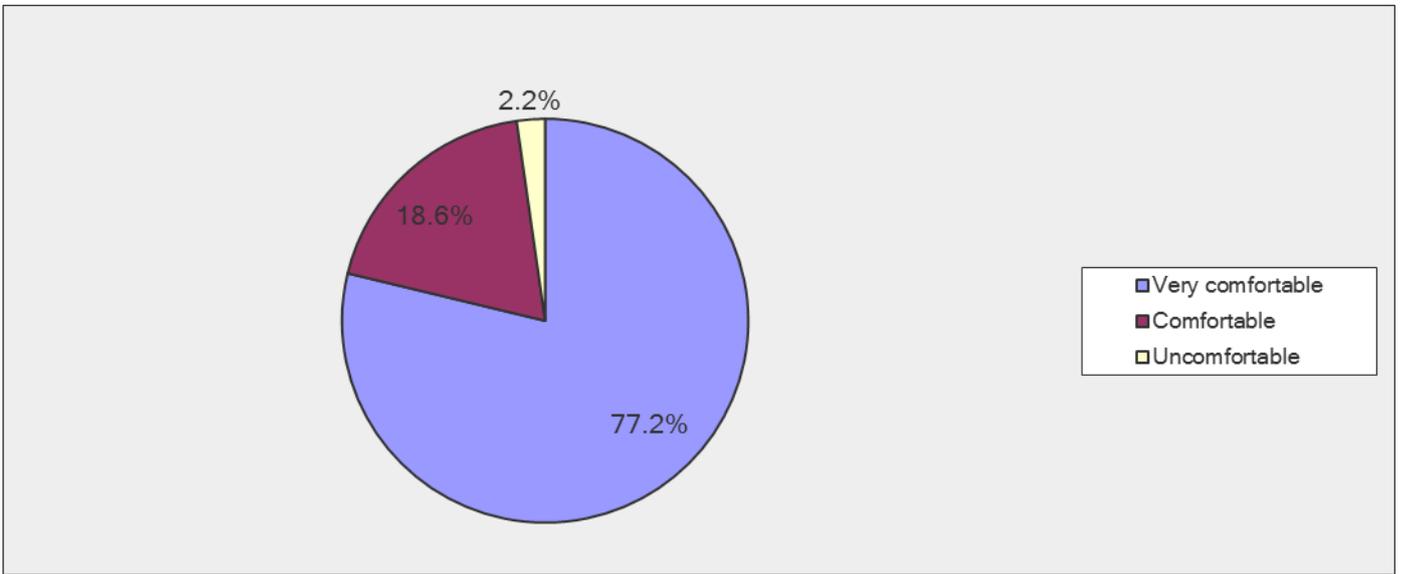
19 How clean is the surgery?



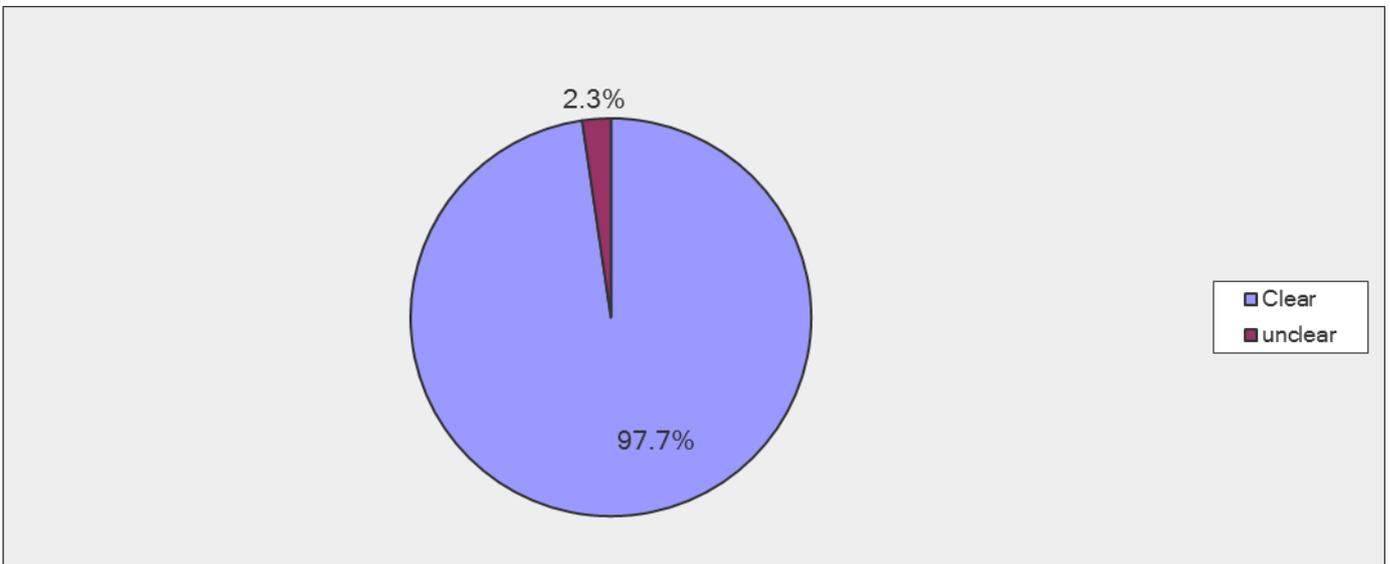
20 How easy is it to get into the surgery building?



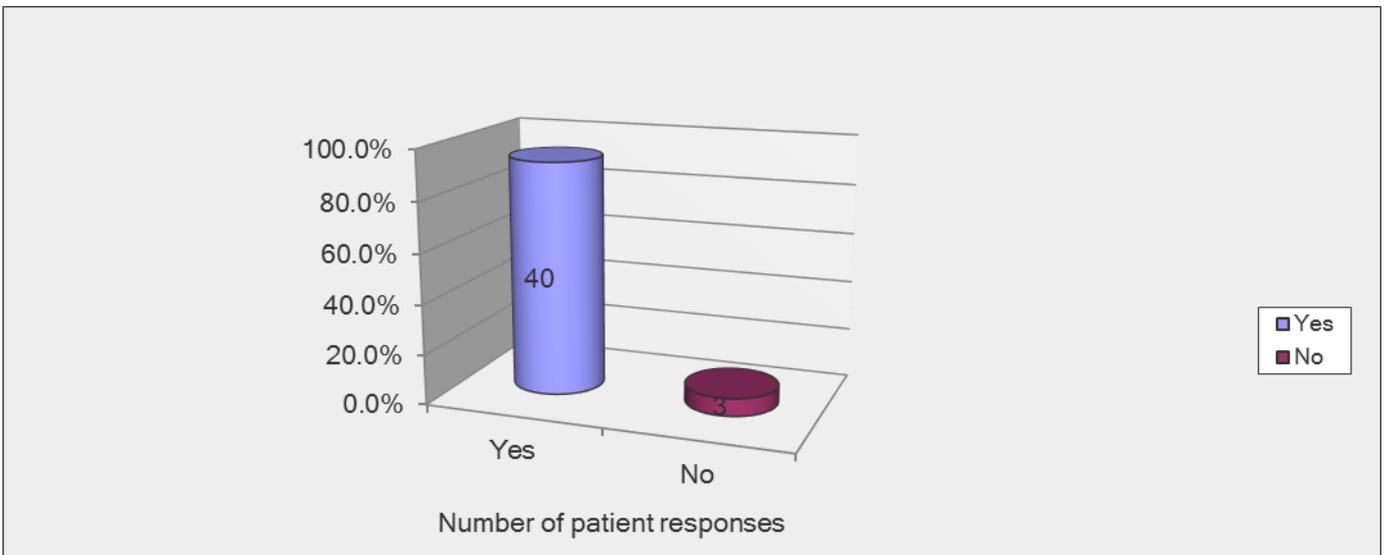
21 How comfortable is the waiting area?



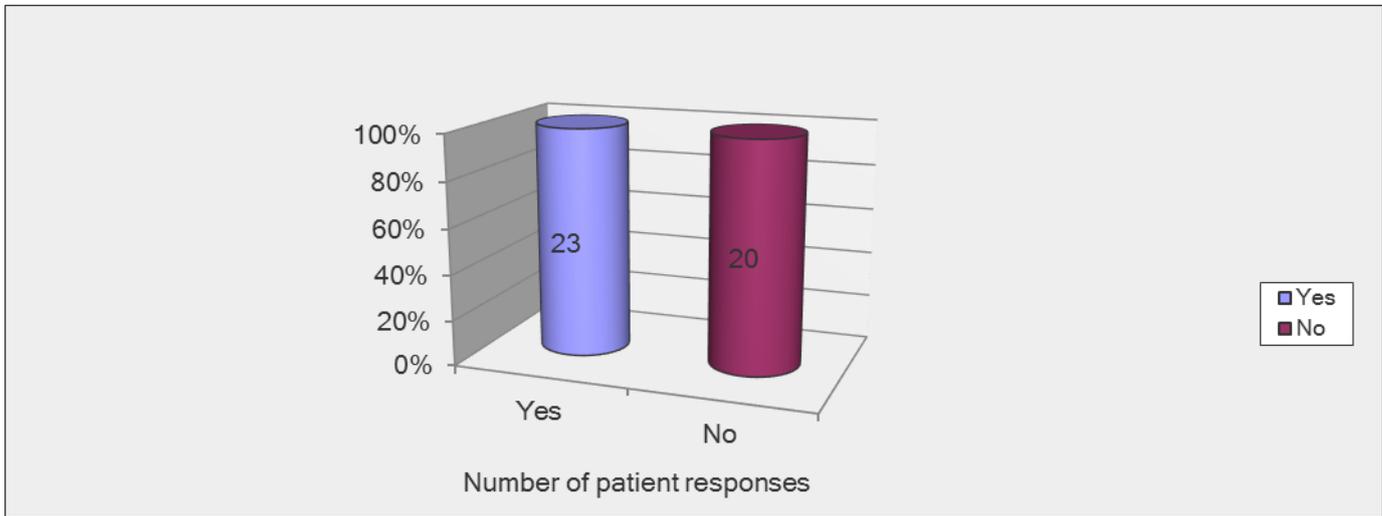
22 How clear are the signs inside & outside of the building?



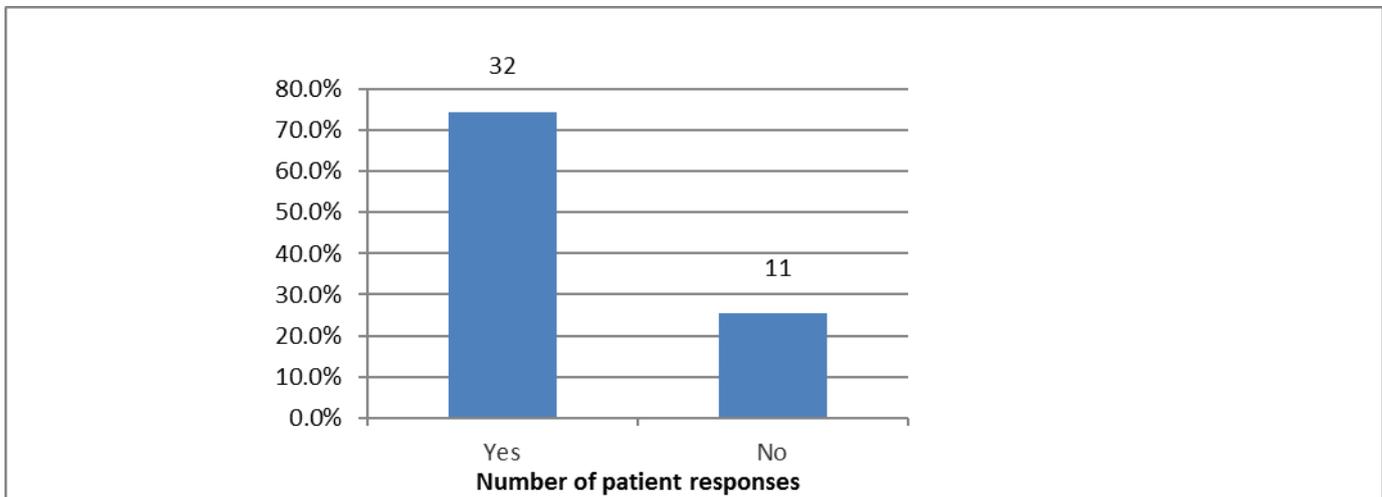
23 Would you recommend this surgery to your family & friends?



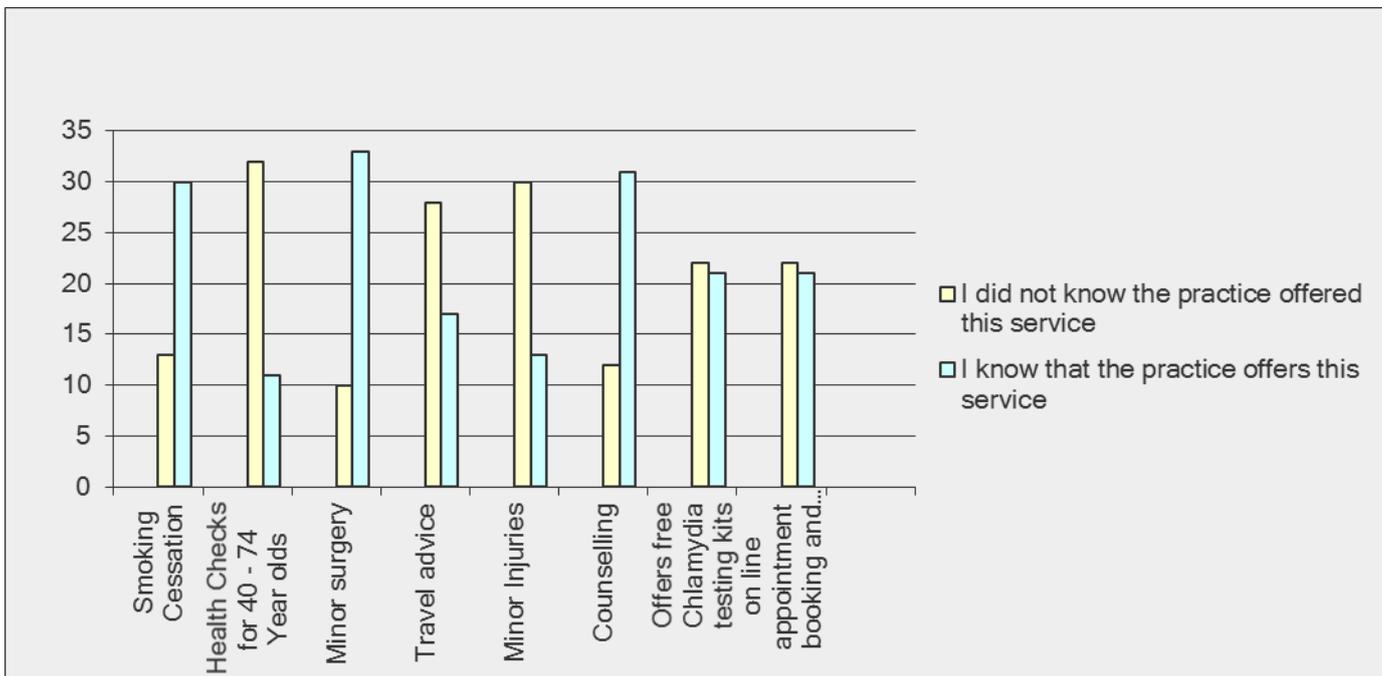
24 Do you know who to contact for medical advice when the surgery is closed?



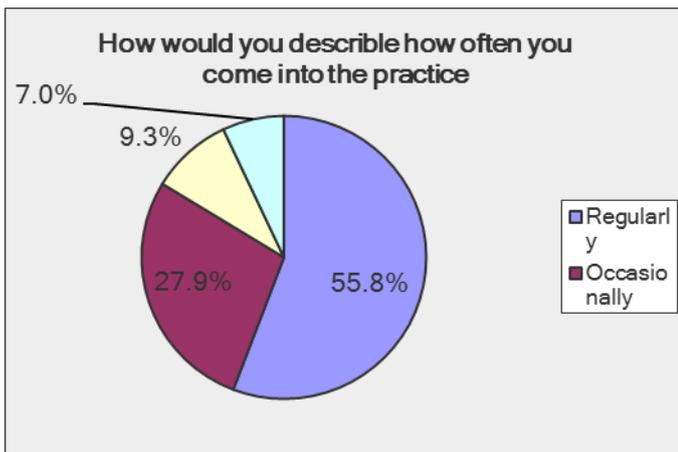
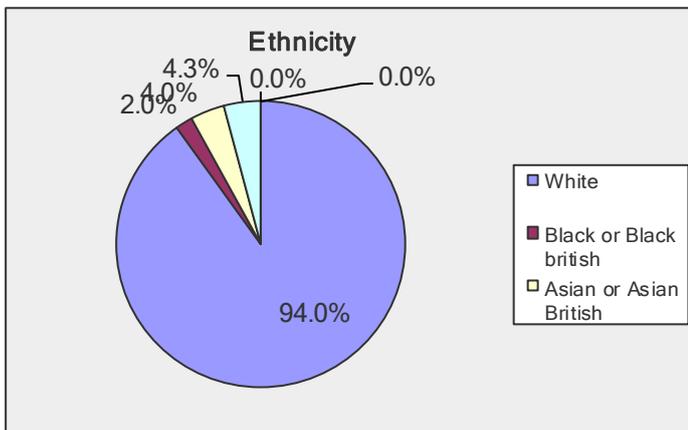
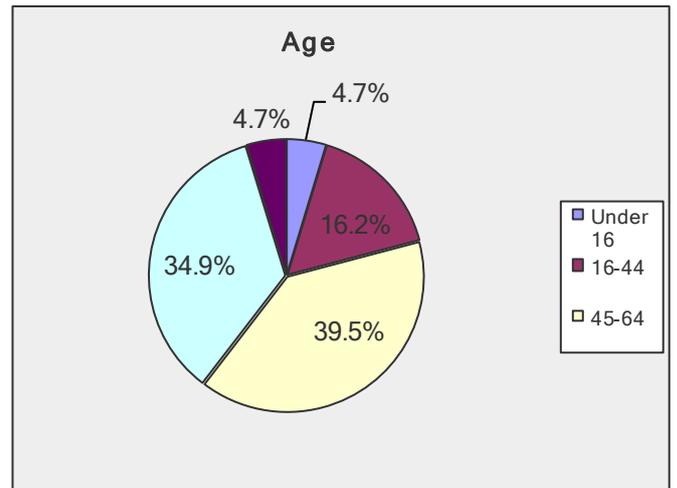
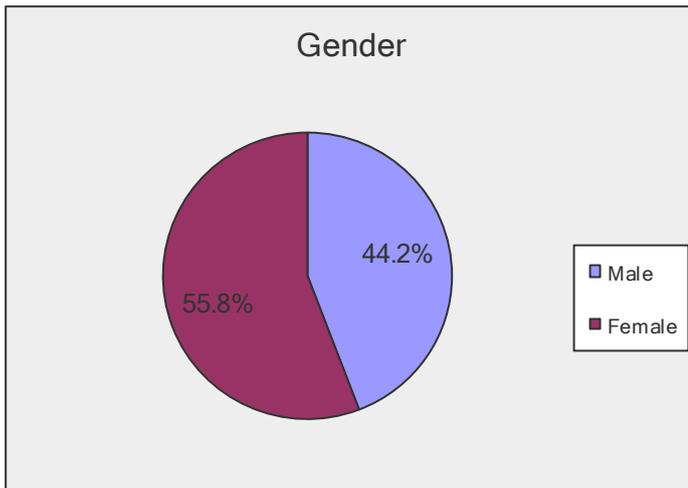
25 Do you feel that other patients can hear patient conversations with the receptionist?



26 Do you know about other services we offer?



Patient demographics



Improvement Plan 2016-2017

Area of improvement	Identified by	Actions
Waiting times (in surgery)	Practice & Patient Group	<ul style="list-style-type: none"> • To promote the 'how to have a good consultation' leaflet. • Since the Patient Group meeting advice has also been printed onto the reverse of appointment cards. • Ensure clinics start on time whenever possible. • Reception to advise patients of any delays in excess of 20 minutes as per practice policy.
Promote online access	Patient group	<ul style="list-style-type: none"> • Consider adding a message to prescriptions • Use other organisations via the PPG to promote the service • Text messaging • Promoted by staff in clinics & at reception
A&E attendance	Patient group	<ul style="list-style-type: none"> • Consider promoting pharmacy services & giving out pharmacy contact numbers • Consider introducing a triage service • Consider a nurse practitioner (there is no funding available for this at present)
Out of hours awareness	Practice	<ul style="list-style-type: none"> • There is already a message on the answer machine, on the doors and in the booklet, on the websites & on Facebook re this so the result was surprising. • Consider a mini survey to only look at this area in an attempt to identify the problem • Consider text messaging • Continue to promote the 111/OOH service via the media we already use. • Raise awareness in newsletters • Take this to the Patient Group for further discussion.
Privacy	Practice	<ul style="list-style-type: none"> • Ensure that there are signs up advising patients that they can discuss private issues in another room • Consider an expansion to our card scheme which allows patients to point at what they require on a list rather than having to verbally ask. • Ensure that staff continue to adhere to the date of birth rule rather

		<p>than names during telephone conversations.</p> <ul style="list-style-type: none">• Continue to develop plans to change the reception area if funding becomes available.
Feedback for the GP	Practice	<ul style="list-style-type: none">• Although the majority of patients were very satisfied with the GP and all were very satisfied or fairly satisfied, the practice are to review the findings as a team to see whether any improvements can be made.