

## PPG Patient Questionnaire Summary Report 2015/16

For a period of two months from 1<sup>st</sup> January – 29<sup>th</sup> February 2016 a patient survey was available in reception for all who visited the practice. In total 154 surveys were completed.

There were four sections in the questionnaire;

### 1. Accessing the surgery

The majority of patients still prefer to book their appointments via the telephone and report it is generally quite easy to get through to the surgery via the phone to do this. We are finding an increase in the demand for online booking this year although there is still the largest demand via the telephone, particularly for the first hour of each day from 8:00am, and we are currently investigating ways to try and relieve the pressure at this time. The Practice Manager answers the telephone from 8:00am to support the administrative staff during this busy time.

We offer same day appointments, next day, triage with the on call doctor and advance bookings up to six weeks ahead of the appointment date.

Online bookings now offer a responsive service to those who find it easier to book via this method, in addition to this, the introduction of online records allows patients a coded view of their medical record, test results online and ability to order repeat prescriptions online. We are keen to support technology and move forward with this whilst ensuring we don't disadvantage those patients who do not wish to access services in this way.

We have received Winter Planning funding once again from the North Derbyshire Clinical Commissioning Group and have used this to employ locums to support the demand through the winter period.

Dr Rachel Monk left the Practice in December and at this stage we have been unable to recruit a replacement for her despite advertising widely. Again, we are using locums and our existing doctors are working additional hours but we are experiencing a short fall of appointments and this is proving to be a challenge. We appreciate that sometimes this lack of availability can make it harder for patients to see the clinician of their choice and we hope that this will be easier once we are able to fill her vacancy. We have publicised in our reception area the ongoing challenge with regards to offering the usual level of appointments whilst we await a replacement for Dr Monk.

### 2. Waiting times

If you are booked in to see our on-call doctor you will be advised at the point of booking that you may find you are waiting longer than usual as the doctor can be called out to an emergency situation. If you are waiting for the on-call doctor and you find you are unable to wait for your appointment time, then we do display posters requesting you discuss this with reception who will see if they can offer you any alternatives. Unfortunately, the large demand for appointments means that sometimes it will not be possible to do so.

Sometimes delays can occur unexpectedly, and although we try and avoid these, our clinicians are keen to ensure that patients are not rushed and have sufficient time to discuss their needs.

Most respondents to our questionnaire advised that they don't feel they normally have to wait too long for their appointment time. A standard doctor's appointment is 10 minutes. If you would like to discuss more than one issue it may be that you would benefit from booking a double appointment.

### 3. Opening hours

91% of people advised they were happy with our opening times. Of those who said they weren't happy many didn't complete the supplementary questions as to which other times they would prefer to be able to access the service so it is hard to draw any real conclusions from this. We offer a good range of extended hours options and accommodate individual requests as much as is practicable within standard surgery hours.

We feel this works well and will be unlikely to change the current system based on the positive feedback we receive.

### 4. Overall experience

95% of people rate us good or excellent when describing their experience of using the service and the majority would recommend us to someone who has just moved to the area.

This is an excellent achievement and supported by the many positive comments which people took the time to share within their questionnaire responses.

### Additional Patient Feedback

We are always keen to develop our surgery and genuinely listen to all feedback we receive. We will always consider suggestions and respond to these ideas. Throughout the year you will find 'You said, we did' posters displayed in surgery and in our newsletter – we use this forum to share ideas we have received from patients and to let you know how we have been able to respond to these suggestions.

From this years' questionnaire, feedback can be grouped under the following headings:

#### **Parking**

We are aware that the surgery offers limited parking spaces on site compared to how many patients may be using the surgery at any one time and patients often rely on being able to park on the roads outside the surgery. At school times or if there is a function at the church, this can be particularly challenging.

We unfortunately do not have the space or finance to look at adding to or reconfiguring our car park to offer additional parking.

If we find someone using our car park during the week who is not a visitor to the surgery we will always put a note on the car advising them not to park there again. Our car park is not overlooked by staff and therefore we rely on patients' notifying us if they see someone parking in the surgery car park who is then going elsewhere.

In addition to the general challenges of parking we often find that people who are not blue badge holders park in our disabled parking bays. This is not acceptable and Derbyshire County Council are currently undertaking a Crackdown Campaign.

Please can we remind all patients that these bays are situated where they are and are sized accordingly to accommodate those visitors to the surgery who have recognised mobility issues. Again, if we are made aware of anyone parking inappropriately in these bays we will request that your vehicle is moved immediately.

### **Online Services**

Around the time we ran the survey we were experiencing a few problems with our online appointment booking system.

One of these was a national problem of appointments not being available to book online even though appointments were available. This was investigated by the technical team and we haven't had any issues for the past few weeks so we believe this is now resolved.

If you are using your online system at home and encounter a problem please do make a note of any error message, print any page where you found the issue or take a screen shot and email it to us at [admin.whittingtonmoor@nhs.net](mailto:admin.whittingtonmoor@nhs.net). In doing this it will help us to identify and resolve any issues as quickly as possible.

The second problem that we experienced was that Dr Stoodley and Dr Reynolds did not appear to have any appointments available to book online even though they had available appointments. We investigated this ourselves with the help of the regional team and have been able to change the way Dr Stoodley and Dr Reynolds clinics appear on our system so that their appointments are now bookable in the same way as our other clinicians.

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