

2013 Survey Results and Action Plan

PPG Report on the Survey Results

From a PPG point of view, the survey is very encouraging with patients mostly satisfied with how they are treated at the surgery. Patients are happy with the receptionists who are polite and helpful and listen.

There are ongoing concerns with the time patients have to wait on the telephone. This should be better when the new telephone system is installed.

Patients appear to be happy with the times that are available for them to see either the GP or a nurse. More info could be made available to indicate our late night opening. Patients are quite happy with appointments to see the nurse/phlebotomist.

Patients are also very satisfied with the way they are treated by our GP and also by the Nursing staff. It is very satisfying that the majority of our patients would recommend our practice to new patients.

Privacy at reception has already been raised with the new reception desk. The privacy issue may become less of a problem once the waiting room is completed.

From a PPG point of view, we have mentioned the problems with the appointments on numerous occasions whether the new phone system will help, we will have to wait and see. This is not just our problem, it is a problem throughout HCCG.

I think that we should promote later appointments for our elderly patients better. Anne's poster about the appointment system should help, but it won't help those patients who don't visit the surgery. We may be able to get to them via the website, but again we need to let everyone know about it.

It is clear that we have work to do to get patients to read the information provided in the waiting room and on the website. There is a varied answer to the way patients want info presented, with notice boards just coming out on top.

It is quite clear that the majority are not aware of the PPG or what we do, so we will have to try harder to promote the group and tell our patients what we have achieved. It is very important that patients are aware of how we can assist them.

Summary Of The 2013 Action Plan

Actions arising:

Action	Responsible	Date
<p>Improve information requirements for patients. Results from the survey indicate that patients prefer to access information within the surgery.</p> <p>Set up a resource library for patients in the waiting room to include publications and books for loan. Include books\audio resources for the visual impaired. Include resources in different languages.</p>	KB/NB	By Summer 2013
Results from the survey indicate some dissatisfaction with elements of the appointment system. Discuss with PPG and pilot some changes to the appointment system	PPG members Reception team	ASAP
Work with local voluntary groups to promote voluntary sector. Set up resource file for reception team to be able to sign post patients	ER	End of June 2013
Once extension has been completed ensure privacy is improved at the reception. Carry out another survey to check patient satisfaction with the changes	KB	ASAP
Continue to enhance the website and improve information available for patients	KB	ASAP
Re design and improve our patient leaflet.	KB	End of June 2013