

## Albrighton Medical Practice – Annual Patient Survey – 2012

Albrighton Patient Group (APG) currently has a committee consisting of 5 males and 13 females. Of these 18 members, 2 are aged between 25 and 49, 4 between 50 and 64, 8 between 65 and 74 and 4 between 75 and 84 and is always looking to recruit new members.

A sub committee of APG discussed and designed the content of the survey and handed out questionnaires to patients. APG attended the local school's Christmas Fair and handed out questionnaires. In addition, the reception staff handed out questionnaires to patients who presented to the surgery for an appointment. The questionnaire issued in the surgery had additional questions relating to their consultation on that day. All questionnaires were anonymous.

222 responses were received and the scores were collated. 69 were male and 150 were female. 95% were white British.

The main findings are summarised below:

- 64% of patients were not aware of the current arrangements for accessing results, compared to 73% last year
- 85% of patients have been able to book ahead for an appointment with a doctor in the last 6 months
- 48% of patients knew the surgery is open between 6-8pm on Monday compared to 38% last year
- 81% of patients were not kept waiting 20 minutes beyond their appointment time, compared to 77% last year
- 44% of patients were informed of a delay longer than 20 minutes compared to 32% last year
- 98% of patients were satisfied with the quality of time spent with the healthcare professional, compared with 92% from last year
- 64% of patients were not aware that emergency contraception is available
- 1% of patients were dissatisfied with recent telephone contact with a GP/nurse
- 58% of patients were not aware that the Practice runs a substance abuse clinic
- Parking has been highlighted as a key issue for those with disabilities when accessing the Practice
- 96% of patients were satisfied with the cleanliness of the waiting rooms, 93% with the consulting rooms and 72% with the toilets
- Patients think the best qualities of the practice are the friendliness of the staff, quality of care, availability of short notice appointments and the pharmacy
- Patients think the worst qualities of the practice are parking, making appointments with specific doctors, communication of information between Practice staff
- Patients suggested more publicity on clinics and online information to improve the Practice. Additionally, to have clinics on specific issues for women (fertility, menopause)
- 31% of patients have not heard of the Albrighton Medical practice Patients' Group, compared to 68% last year

### Review of last year's action plan

All actions have been completed with the exception of contacting the school nursing team. The lead Practice Nurse is working with the PCT to investigate ways to make the surgery more young people friendly.

The Practice leaflet and website have been updated to give patients more information. APG newsletters are posted onto the website.

APG have again been pro-active in attempting to recruit new members.

This year's annual survey was reviewed and targeted other health professionals in addition to the GPs.

The surgery premises have been updated with the installation automatic opening doors to the main entrance and replacement flooring being fitted in clinical rooms.

### This year's survey

It is pleasing that there has been an improvement in many areas, including patient awareness of services. Fewer patients were kept waiting for more than 20 minutes and of those that were a higher percentage were informed of the delay.

Fewer patients than last year were able to book ahead with a specific doctor.

Online access for booking appointments and repeat prescribing has been highlighted as a problem; we feel that this is mainly due to initial problems with the migration to the new computer system.

Once again the Practice wishes to thank APG for their efforts and ongoing support in not only producing the survey but also in helping us to shape the future care of the patients of Albrighton Medical Practice.

**Albrighton Medical Practice – Action Plan from results of Patient Survey 2012-13**

| <b>Issue</b>   | <b>Action</b>  | <b>By Whom</b>   | <b>How</b>             | <b>By When</b> |
|--|--|------------------|------------------------|----------------|
| Patients want an increase in publicity of clinics and information – advertise more widely the Practice website | Letterheads, compliments slips and waiting room  | Practice Manager | Change letterheads etc | June 2013      |
| Patients want the communication between Practice staff (re. patient results and plans of action) to improve    | Internal review of procedures  | Practice staff   | Practice Meetings      | September 2013 |
| Patients want to increase the ease and time in which they can book an appointment with a specific doctor       | Internal review of procedures  | Practice staff   | Practice Meetings      | September 2013 |
| Patients would like a list of what Practice Nurses do to possibly save doctor time                             | Produce list and place on notice board and website   | Practice Manager | Produce list           | June 2013      |
| Continue to attempt to engage more young people to attend the Practice   | Practice nurse to continue to work with CCG  | Lead Nurse       | Joint meetings         | September 2013 |
| Target more young people to complete the patient questionnaire   | Advertise more widely the survey, text patients inviting them to complete the on line survey | Practice Staff   | Text messaging         | March 2014     |
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