

WESTERN ROAD SURGERY PATIENT NOTICE AND REQUEST FOR FEEDBACK

As you may be aware the Department of Health write to a selected number of patients on a quarterly basis to review how satisfied you are with various aspects of our surgery.

The first quarter's results can be found at www.gp-patient.co.uk

We have reviewed our results and focused on those regarding accessing appointments at the surgery. The results were as follows:

Ease of getting through on the phone 71%
Able to see a Doctor fairly quickly (within 48 hours) 95.5%
Able to see a specific GP 88.7%
Satisfied with opening hours 82.4%
Able to book in advance 89.6%

Overall this gave us a patient satisfaction score of 85% in the above domains.

We can see that you are pleased we offer routine pre-bookable appointments within 48 hours. We are also able to let you book an appointment with your Doctor of choice up to two weeks in advance. Nurse appointments can be booked more than two weeks in advance.

We note that some patients answered the survey that they would like to see us open on a Saturday. We now offer (since September 2008) a Saturday morning surgery, 8 am to 1.00 pm, for pre-booked appointments. These can be booked two weeks in advance.

We need you to help us to identify what we can do to try and improve any area that you are not satisfied with. We believe that the main area for improvement is the telephone service. However we acknowledged this as a problem in the past and have purchased a new phone system to try and help but this does not appear to have met your expectations.

In view of this I would be grateful if you could take the time to complete this short survey so that we can look at your comments and see if there is any way to further improve the telephone service at the Surgery.

Thank you for taking the time to answer the questions and give your comments. Please return this survey to the Receptionist or post back to me by Monday 28th September 2009.

**Julie Jackson
Practice Manager**

1. In the past 6 months, how easy have you found the following?
 (please put an x or ✓ in one box for each row) (% results detailed)

	Haven't tried	Very Easy	Fairly Easy	Not very easy	Not at all easy	Don't know
Getting through on the telephone	1.85	43.52	46.30	6.48	1.85	0
Speaking to a doctor on the telephone	56.49	20.37	15.74	3.70	0	3.70
Speaking to a nurse on the telephone	70.38	9.26	9.26	2.77	0	8.33
Getting test results on the telephone	37.04	34.25	18.52	3.70	1.85	4.63
Ordering a prescription on the telephone	42.59	43.52	10.19	2.77	0	0.93

2. We have increased the number of lines into the surgery; reorganised how staff answer the telephone and structured how and when we give test results in order to avoid these calls at the busiest times of the day. What else do you think we could do to improve the telephone service?

(please give a brief description of any suggestions)

I would like to suggest the following:	Suggestions attached
I have no suggestion to make	

3. We are one of only a few surgeries to offer a telephone prescription line. Would you be happy to see us change our procedure to only accept prescriptions in writing in order to free up another incoming line for answering calls for appointments, tests, visits etc.?

YES	NO
13.88% patients said Yes	81.48% patients said no

(Please mark X or ✓ in box).

If you have any further comment to make please do so on a separate sheet.

Suggestions Received from Patients:

Would like to get test results outside of the 12 – 2pm period – workers

Maybe more receptionists to answer the telephone

I think the telephone service is much more efficient now

Online routine appointments/freephone telephone numbers

Repeat prescription line is really useful for people with chronic conditions requiring constant prescriptions

Generally find the practice very good

It works for me

Found that line is engaged even before getting through to the options/ Maybe book appointment via the web site? Perhaps possibly to be open at the weekends as at work during the week

Satisfied with the service/keep email prescription service

The telephone service I have experienced is good – the main problem is getting through at 8.30 am

Do not restrict the times you give out results – it's infuriating and inconvenient

You are brilliant

Happy with present arrangements

Very pleased

I don't know what to suggest – once I get past the engaged signal everything works extremely well but it can take up to 10 times – Not your fault. This system is a vast improvement on the old one

Acknowledgement by email if there is an issue with a prescription order "on-line"

No one likes change

Test results should be available at all times. If you work it is not always possible to call at the prescribed time

I always get sent to and spoken to quickly

Saturday Emergencies

Online service to have a logging on functionality that stores the patient's prescribed drugs – allows the patient access to what he/she has and review dates

Think it works well. Am content with all services 😊. I order online satisfactorily

I see regular improvements in the surgery and cannot make any suggestions

Communicate new format and arrangements so that patients are aware of times to ring/

Anything that is possible to reduce having to go through range of options when transferred to appointments line

To be able to make an appointment in advance i.e. in 1 wk to 2 wks time

Online appointments? Online prescription ordering works well

I tried to arrange an appointment yesterday (24.9.09) but I couldn't get through. The phone message wanted me to go to an emergency service. After driving to the Doctors I saw a note on the door saying you were closed for training. A message to this effect on the telephone would have been useful

No suggestion but to congratulate you on a very good service

I found trying to get my test results not easy. The times given did not work well with my working day. When I remembered it was not open and when they were open I was in meetings. It took me about 4 wks to get them

Be able to email for repeats and get an acknowledgement email back in case of problem at the chemist

All works well for me

Personally I find it (word illegible) that I can only get test results between certain lines. I tried yesterday morning at 8.40 only to find I needed to call back. I found this (word illegible) due to a pressurised job and I may not remember or have the line to call back later