**PATIENT SURVEY AUDIT**

**April 2019**

ULMC carried out a patient survey in the month of April 2019. During the survey period 100 surveys were given out and only 57 patients had returned a completed survey form.

The questions asked are generally under 7 categories, this year there are 8 categories:

1. Ease of getting care
2. Access (online and via App)
3. Waiting
4. Provider (doctor and nurses)
5. Reception staff
6. Facility
7. Confidentiality
8. Recommendation

**Ease of getting care**

56% said good to the ability to get in to be seen on time and 44% said they had to wait after their appointment time to be seen

82% said they are able to see the healthcare professional of their choice.

70% said they are happy with the opening hours of the surgery and only 5 % said they are unhappy

60% said good to their return on getting a response on queries whereas 20% said poor

**Access**

33% said they are happy with the waiting time to get through on the phone, whereas 24% said it was poor

55% said they have booked there GP appointment online via patient access or via the my GP app on their mobile phones and 45% are still booking GP by calling the surgery – the surgery will soon be part of the Voice connect system – allowing patients to book appointments by automated telephone booking

69% of patients are aware of being able to book appointments online, ordering prescriptions, and viewing there medical records online. 31% are still unaware that the practice offers these services; therefore the practice should look into ways of promoting their services further.

**Waiting**

45% said great and good to the time they have to wait in the waiting area and 15% said ok or poor

52% said great to the time they have to wait in getting test results

59% said great to the time they have to wait in getting appointments – they surgery offers a week in advance appointments, 4 weeks in advance online as well as on the day medical emergency appointments.

49% great or good to their prescriptions being issued on time.

**Provider (Doctor and Nurses)**

45% said great and 20% said ok to the doctors and nurses listening to the needs of patients

40% said great and 35% ok to the amount of time being spent with the patient

45% said great and 30% said ok to the doctors and nurses explain what they want the patient to know

45% said great to the advice and treatment they receive from doctors and nurses and only 10% said ok

45% said great and only 10% said poor to their trust and confidence in the doctors and nurses

**Reception Staff**

90% said that they find receptionists very helpful and 10% find receptionists fairly helpful.

35% said good and ok in answering questions and 10% poor

37% said good and 10% said poor in the accuracy of information provided by reception staff – the surgery staff would benefit from further training to increase staff knowledge medical administration.

45% said good to how well reception staff deals with patient queries and only 10% said poor

**Facility**

75% said great and 5% said poor to the cleanliness of the surgery

90% said great and 5% said poor to privacy in the surgery.

**Confidentiality**

68% said great to the question “keeping my personal information private”

**How likely patients are to recommend ULMC**

Only 74% of patients feel that they would recommend ULMC to family or friends and 14% said they wouldn’t recommend ULMC.

**Summary**

According to the patient survey carried out in April 2019, the surgery needs to improve in the following key areas:

**Waiting** – time they have to wait in the waiting area, waiting time to get through on the phone, time they have to wait in getting test results, the time they have to wait in getting appointments and prescriptions not being issued on time

**Access** - The surgery will soon be part of the Voice connect system – allowing patients to book appointments by automated telephone booking.

The surgery also needs to look into ways of promoting their online services further

**Reception Staff –** staff not being as knowledgeable in answering questions and the accuracy of information provided by staff. **–** This could be to the fact that the practice has just recruited 4 new members of staff.

**Action Plan:**

* New staff to receive further training
* Promoting online services further
* Staff to action on test results quicker (PN’s)
* Changes made to telephone system – practice to be part of voice connect system
* Next survey to be conducted in two months (June 2019)

To be discussed at next practice meeting.