

Southdene Surgery

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ANNUAL PATIENT SURVEY

THE RESULTS ARE IN!!!

Annual patient survey has been completed and results as well as action plan have been established. The questions for the survey were approved by our Patient Reference Group. We interviewed 10% of our patients' list by handing out the survey in the practice and e-mailing it to the patients. After analysing the results, we have developed an action plan, which was introduced to and approved by Patient Reference Group.

	No experience	Poor	Fair	Good	Very Good	Excellent	Action Plan
<i>Access to a Doctor or Nurse</i>							
1. Speed at which the telephone was answered initially	4%	6%	24%	33%	23%	10%	The Practice has changed telephone system in May 2013 in order to improve telephone access. Although, this year's survey results shows improvement, some of our patients still experience difficulty in getting through to the surgery. Following this outcome, we will arrange the meeting with the telephone system provider to discuss these issues.
2. Length of time you had to wait for an appointment	2%	11%	27%	30%	19%	11%	Following last years results, where 50% of questioned patients said that it's difficult to get an appointment, we revised our appointment system. We have now increased the number of pre-

							bookable appointments by 3 hours and increased the access for principal GPs by releasing them from on-call duty. This change reflects the outcome in this year's survey where 38% of questioned patients said that it's difficult to make an appointment. We will continue to review appointment access to adapt to patients' demands.
3. Convenience of day and time of your appointment	2%	4%	18%	31%	25%	20%	The Practice continues to provide Extended Hours service by operating late surgery every Monday and providing appointments every second Saturday of the month. We also offer appointments from 08.40am every day. This reflects the positive outcome for this question. We will continue with the same appointment provision this year.
4. Seeing the Doctor of your choice	9%	8%	18%	26%	20%	19%	Last year 47% of questioned patients said that it was difficult to get an appointment with the doctor of their choice. We carried out the audit and established that the demand was to see the principal GPs. Therefore, we released principal GPs from on call duty, and in doing so increased the pre-bookable appointments for principal GPs. Also,

							each principal GP increased their availability by an hour per week. The above will be continued next year.
5. Length of time waiting to check in with Reception	1%	3%	18%	32%	28%	18%	This outcome is positive. However, the Practice might consider purchasing the self check-in machine in the future.
6. Length of time waiting to see the Doctor or Nurse without explanation	17%	9%	21%	26%	16%	11%	All doctors and nurses endeavour to see patients on time and in cases where the patient has to wait, the explanation should be given. Although the majority of patients said that they were given the explanation, we will try to establish a new system of informing patients about waiting times.
7. Satisfaction of walk-in clinic service	29%	6%	9%	23%	15%	18%	Two years ago the Practice had the highest rate of A&E attendances compared to the rest of our peers. The challenge for the Practice was to reduce A&E attendances. We had reviewed our access, patients' list size (which did not increase in the past few years), human and financial resources, and came up with the idea to operate a walk-in clinic, where all emergencies would be seen. We listened to the patients' feedback and made adjustments where

							<p>possible, i.e. seeing children as a priority. The issue of waiting time is identified by the Practice. Walk-in clinic is for emergencies and each emergency differs in the time it takes to deal with. Patient's care and safety is the priority and cannot be compromised. The latter has the impact on the waiting times. Also, the issue of receptionists asking for the reason of attending walk-in clinic was raised. The receptionist has to ask the reason in order to prioritise the emergencies, i.e. if a patient suffers from a chest pain, he/ she needs to be seen as soon as possible. Without this information, we would endanger our patients. However, we will provide further training to the staff in dealing with the emergency patients in order to improve the satisfaction. Overall, we are pleased that the majority of our patients are satisfied with the walk-in clinic service.</p>
8. Opportunity of speaking to a Doctor or Nurse on the telephone when necessary	35%	8%	13%	19%	14%	11%	<p>The Practice's patient access is based on pre-bookable appointments and walk-in service. We do provide telephone</p>

							<p>consultations as well, but prefer patients to be seen. This reflects the outcome that the majority of questioned patients have not had experience of telephone consultation. However, this year we will be reviewing telephone access and the actions will be decided following this review.</p>
9. If you use Online Access service, how satisfactory it is	82%	2%	2%	4%	5%	5%	<p>Online Access was made available to our patients in September 2013. Although we have advertised this facility within the Surgery, the majority of our patients are not using it. The feedback from patients who use it is very positive as they are able to book appointments and request repeat prescriptions on line. However, issues to register on line were reported to the Practice. These issues were reported to the Redbridge CCG IT Team. This year we will continue to promote the Online Access</p>

Obtaining a repeat prescription

<i>10. Prescription ready on time</i>	23%	2%	6%	21%	22%	26%	Within the past two years the Practice has been developing a new prescribing process, i.e. establishing the role of Prescription Clerk, clarifying prescribing policy, providing prescribing training for staff. This year's outcome is very positive indicating that the prescriptions are issued on time, correctly and queries are handled efficiently. We will continue with the new prescribing process providing further training for the staff.
<i>11. Prescription correctly issued</i>	21%	1%	5%	18%	22%	33%	
<i>12. Handling of any queries</i>	25%	3%	8%	21%	21%	22%	

About the staff

13. The information provided by the Reception staff	4%	3%	11%	29%	25%	28%	In the past two years we have provided various training for the staff, which shows the improvement in the outcomes. We will continue with the training and weekly staff meetings to maintain/ improve the standards of Customer Service.
14. The helpfulness of the Reception staff	2%	3%	9%	25%	28%	32%	

And finally							
<i>15. My overall satisfaction with this Practice</i>	1%	2%	9%	28%	35%	25%	We are very pleased with this outcome as the majority of questioned patients rated the practice as good, very good or excellent. We will aim to maintain and improve this standard by providing training, auditing and developing services.

Practice Lead: Practice Manager

Deadline: continuous through the year

WE WELCOME YOUR FEEDBACK CONCERNING THE RESULTS AND ACTIONS WE INTENDING TO TAKE.