

Southdene Surgery

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ANNUAL PATIENT SURVEY

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. After analysing the results, we have developed an action plan, which was introduced to and approved by Patient Reference Group.

THE RESULTS AND ACTION PLAN

QUESTION 1: How do you rate the way you are treated by receptionists at the practice?

POOR - 4%

FAIR – 17%

GOOD – 79%

We are please to know that the majority of our patients find our reception staff professional and efficient.

ACTION PLAN: The Practice will continue with weekly meetings with reception staff. Educational hours are planned for next year to continue with a good standard of Customer Service.

Practice Lead: Practice Manager

Deadline: Continuous through the year

QUESTION 2: How do you rate the hours that the practice is open?

POOR – 3%

FAIR – 27%

GOOD – 70%

Majority of our patients are happy with the Surgery's opening hours.

ACTION PLAN: From 1st March 2013 the Practice is open all day. This is to facilitate convenient access to the Surgery.

Practice Lead: Practice Manager

Deadline: Continuous through the year.

QUESTION 3: How easy is it to get through to someone at the practice on the phone?

DIFFICULT – 17% FAIR – 48% EASY – 35%

ACTION PLAN: The telephone system will be changed this year to ease the access to the Surgery via telephone.

Practice Lead: Practice Manager
Deadline: August 2013

QUESTION 4: How easy is it to get an appointment to see any GP?

DIFFICULT – 14% FAIR – 50% EASY – 36%

Following last year's review of the appointment system, afternoon walk-in surgery was introduced to facilitate patients' requirements. Additionally, the Practice continues to offer in advance and 48 hour appointment system to facilitate easy access.

ACTION PLAN: review weekly access to make sure that the Practice provides appointments within National Guidelines.

Practice Lead: Practice Manager
Deadline: continuous through the year

QUESTION 5: How easy is it to get an appointment to see a GP of your choice?

DIFFICULT – 34% FAIR – 47% EASY – 19%

The survey shows that it is fair or difficult to get an appointment with a GP of their choice.

ACTION PLAN: The practice will review access by individual doctor to determine the improvement plan.

Practice Lead: Practice Manager
Deadline: August 2013

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