**Narrowcliff Surgery Survey Analysis and Action Plan 2013-14**

The patient participation group (ppg) were consulted on areas and services provided by the surgery, they wished to be included in the patient survey for 2013-14. A number of suggestions were put forward and the main themes received centred on the following:

1. Our 0844 telephone number
2. The car park including access and usage
3. Waiting room layout and tannoy system
4. Communication and awareness of surgery services

A draft survey form was sent to the ppg for final approval. Following their approval it was agreed to publish the survey. Forms were made available online via our website, we emailed a number of our patients who had agreed to be contacted, and copies were available in our waiting room.

Overall 106 completed surveys were received; these were a mixture of online, email and in person completed questionnaires. An analysis was completed and sent out to all 37 members of the patient participation group. The results were also uploaded onto the practice website. We received feedback from 10 members of the patient participation group.

Following this feedback and the analysis of the survey it was agreed the surgery would look in more detail at the following areas:

* **Access to and from the car park.** This was a concern for most of the people, who took part in the survey. The Council have changed the parking restrictions on the main road, Hilgrove Road, which has helped tremendously, however we will look at the exit from the surgery again to see if any further improvements can be achieved.

*We aim to do this by September 2014*.

* **Advertisement of the surgery services**. It seems many of our patients are not aware of the many services we offer; therefore we will continue to produce a quarterly newsletter and will highlight our services. The newsletter will also be used to explain in more detail the online booking of doctor appointments and our opening times. The newsletter is available on-line, and it is emailed to patients who have registered for the services, and copies are placed in the waiting room.

*We will continue to do this on a quarterly basis.*

* **Patient waiting room and calling system.** It was noted on various survey forms, that some patients experience difficulties in hearing the doctors when they are called for their appointment over the tannoy system. There were also a number of comments regarding the music, being too loud. The surgery will look at the options available to assist patients in this area.

*We aim to review this by September 2014*

* **Contacting the surgery via the telephone.** The surgery was tied into a seven year contract with the previous telephone supplier, however following early responses to the survey and from previous comments received from patients, we noticed that the majority of our patients would prefer to contact the surgery via a local 01637 telephone number rather than an 084 number. The surgery took action in November, to change the telephone number immediately after the contract expired.

*We completed this in November 2013*

Copies of this report will be sent to all members of the patient participation group, our email address list, and will be published on the surgery website. Copies will also be placed in the waiting room and local pharmacy.