**Cannington Health Centre – Patient Participation Report 2016/17**

The Cannington Health Centre has a long history as a rural GP practice, providing a friendly and patient-centred service to its local population. We provide a range of services, including specialist clinics. We always aim to provide our patients with a friendly, responsive service and a high quality of care.

**Representation of the group**

We have made efforts to ensure that our Participation Group is as representative of our practice population as possible. You can see how the two groups compare below:

Age/sex of participation group

Age/sex of practice population

Our patient participation group is broadly representative of our patient community, with all genders represented in eight out of nine relevant, demographic bands (see above).

This year’s participation survey focused on accessing practice services, with a particular emphasis on how patients experience our appointment system.

We asked our participation group four questions:

1. **Do you find our appointment system easy to use?**
2. **Are you usually able to book an appointment at the time of your choice?**
3. **Are you usually able to see the clinician of your choice?**
4. **Are you aware that you can book your appointment on-line at the Cannington Health Centre?**

You can see a summary of the results below:

Question 1: 91% of our group say our appointment system is easy to use.

Question 2: 69% of our group are usually able to book an appointment at the time of their choice.

Question 3: 67% of our group are usually able to see the clinician of their choice.

Question 4: 37% of our group are aware that they can book their practice appointment on-line.

**You can see a graphical summary of our survey data below:**

After reviewing these results we were concerned by the fact that only 36% of our patient participation group are aware that they can book an appointment on-line. Of the areas covered in our survey this question had the least satisfactory outcome.

Extrapolating these results to the broader practice population it is probable that most patients do not know that this service is available.

The participation group has agreed that we need to address problems in this area, and that there is a clear need to communicate more effectively with our patients regarding the availability of these services.

Action Plan:

The practice will carry out the following actions to address the results of our local survey:

* The practice leaflet will be updated to promote online access.
* The practice will use prescription messages to promote this service
* The practice will use ‘in-waiting room’ presentations to promote this service
* The practice will advertise its on-line services in the local press.