

Albrighton Medical Practice – Annual Patient Survey – 2011

Albrighton Patient Group (APG) currently has a committee consisting of 5 males and 14 females. Of these 19 members, 2 are aged between 25 and 49, 4 between 50 and 64, 9 between 65 and 74 and 4 between 75 and 84.

The Practice sent letters out to every household in Albrighton as well as publishing the letter in Pattingham and surrounding villages' Parish Magazine. The letter invited patients to join APG in order for the group to become more representative of the practice population. In addition, APG attended several group meetings to advertise the group and recruit members. APG now has a notice board in the waiting room advertising their role. Minutes of meetings are available in the waiting room as well as the local libraries.

A sub committee of APG discussed and designed the content of the survey and handed out questionnaires to patients. APG attended the local school's Christmas Fair and handed out questionnaires. In addition, the reception staff handed out questionnaires to patients who presented to the surgery for an appointment. The questionnaire issued in the surgery had additional questions relating to their consultation on that day. All questionnaires were anonymous.

The sub committee of APG collated the data which was summarised by the Practice and an action plan drawn up. The action plan was reviewed and amended by the full APG at their meeting on 27th March 2012. During discussions, the members agreed ways of improving the survey for next year. As a result of completing the survey it has become apparent that both APG and the Practice need to investigate methods of advertising our services to the total practice population.

232 responses were received and the scores were collated by the sub committee of the PRG, 82 were male and 150 female. 98% were white.

The overall results of the survey were very positive and in several areas an improvement from last year was indicated.

The main findings are summarised below:

- 98% of patients were satisfied with the ability to contact the Practice by telephone
- 20% of calls were not answered in 5 rings compared to 33% last year
- 73% were unaware they could contact the surgery between 12.00 and 1.00pm to access test results
- Reception staff were courteous and effective
- 16% felt there was insufficient privacy at the reception desk
- 95% of patients saw a doctor on the same day when clinically needed
- 80% of patients were able to book ahead to make an appointment with a particular doctor
- 94% were satisfied with the opening hours
- 62% were unaware the surgery opened on a Monday evening
- 78% were unaware emergency contraception was available, 66% were unaware of free contraception services and 65% were unaware there were substance misuse clinics
- 68% had not heard about the PRG, 77% had not seen the PRG Newsletter
- The length of time waiting beyond the allocated appointment time had reduced from the previous year
- Only one patient had had a consultation with anyone other than a GP

The Practice has noted some of the comments on time management. There had been an improvement on this from last year, 77% were seen in less than 20 minutes compared to 63% last year.

The Practice would like to thank the PRG for their help and assistance in devising and issuing the survey as well as the collating of the results and their input into this report and action plan.

The Practice premises are open from 8.15a.m. - 6.00p.m. every day, patients can contact the Practice via telephone or visiting during these times. The Practice also offers an evening surgery on Monday between 6.30p.m. - 8.45p.m. This evening surgery consists of one GP, nurse and HCA.

The Action Plan is detailed on the next page:

Albrighton Medical Practice Action Plan following 2011/2012 Survey	By Whom	How	By When
Advertise in Practice leaflet and in surgery other services offered to patients	Practice	Update leaflet	July 2012
Contact the school nursing team to make them aware of our opening times and the services we offer	Practice	Telephone	Jun 2012
Advertise more widely the ability to contact the surgery to obtain test results	Practice	APG newsletter In Practice	Jun 2012
Endeavour to recruit others onto the PRG in an attempt to make the group more representative of the Practice profile, by continuing to visit local groups	APG	APG members	March 2013
A copy of the APG Newsletter will be posted onto the Practice website	Practice	Email newsletter to Practice Manager	Next Issue
Explain in the Newsletter why we cannot dispense to all patients	APG	APG	Next Issue
Explain in the Newsletter that Health Visitors are managed by Shropshire Community Health Trust and the structure of their clinics is determined by this Trust	APG	Newsletter	Next Issue
Explain Infection Control legislation in terms of toys in the waiting room	APG	Newsletter	Next Issue
The surgery is currently investigating automatic opening doors	Practice	Obtain quotes	Sept 2012
Review the survey questions in readiness for next year's survey	APG	Redesign survey	Sept 2012
Endeavour to obtain more responses in connection with other clinicians	APG/Practice	Practice to give to patients seeing other clinicians	March 2013
Investigate other methods of communicating long waiting times when doctors are running late	Practice	Internal Staff Meetings	Sept 2012