**The Caxton Surgery**

**Patient Survey Report 2014**

**The Method**

The patient group decided to keep a large proportion of the questions from the 2013 survey as they felt that the shorter format was more patient friendly and it would allow direct comparison of results between the years.

As in 2013 a number of surveys were posted to groups of patients (with SAE) who would be considered harder to reach so that the survey could be more representative of the views of all patients of the surveys. 80 surveys were sent out to:

* Housebound patients
* Patients on the mental health register
* Carers
* Young mothers

Paper copies of the survey were made available in the waiting room and a link to the survey was available on the practice website. The patient group came in on several occasions to promote the survey and encourage patients to take part, this proved very important in increasing the number of surveys that were completed and meant that over a 4 week period over 300 were completed.

**Progress against the 2013 Action Plan**

* *Promoting alternative methods to contact the surgery and improving telephone access for patients*

Over 150 extra patients have signed up for the online appointments in the last 12 months; this has been achieved by posters in the waiting room and information being made available in the new patient registration folder. The section within the 2014 survey which asked for patients interested in online services to leave their email address for us to contact them to set them up also generated an extra 20 online users.

Evidence of the extra awareness of the online services is highlighted by the results of question 16 ‘Are you aware you can book appointments on line?’ 65% answered ‘Yes’ this year which is a 25% improvement from 2013. There was also a small increase in the number of patients who indicated their preference for booking appointments online as this increased from 12% to 17%.

Over the year the practice has made several alterations to the phone system configuration and staffing rotas to help improve patient access through the phone system. The results of these changes are starting to be seen as questions 11 and 12 of the 2014 survey which directly relate to patients experience of access over the phone show slight improvements from 2013.

* *Promoting awareness of extended hours and reducing the did not attend (DNA) rate*

Progress on this has been mixed as awareness of Thursday evening appointments has improved slightly but knowledge of Saturday mornings has dropped fractionally.

However 98% of patients who completed the survey this year said that the surgery is currently open at a time convenient to them so it appears no great demand exists for extra further extended hours. Also the Thursday and Saturday sessions are always full so we do not feel the need to promote this further.

New notices regarding DNAs have been placed in the waiting room, on the information screen in the waiting room, and a new letter to be sent out to frequent offenders was created and used throughout 2013 and 2014. The DNA rate for GPs dropped for the January – December 2013 period from the 2012 figure which reflects the work we have been doing in this area.

* *Waiting room improvements*

Much work has been done in the waiting room over the past 12 months particularly around reading materials, seating and entertainment for children. New books have been purchased and donated for children, and posters added to the walls.

For adults we have signed up for new subscriptions for free magazines which has helped keep the reading material current and relevant, also we have purchased a discounted subscription to the ‘i’ newspaper for the waiting room which is being paid for from the interest from the patient donations account. If this proves popular we may look to extend this in the future.

Work in the waiting room has been reflected in the survey results from this year which show that 67% of patients feel that the waiting room has improved and 80% are ‘satisfied’ or ‘extremely satisfied’ with it.

**Summary of the key trends**

**Access**

The survey revealed that 79% of patients were able to be seen routinely by a GP within 0-4 days which is an improvement of 10% from 2013. 68% felt this to be ‘Extremely good’ or ‘Good’ which again is an improvement from 2013, only 9% felt their access to an appointment to be ‘Poor’.

**Care Experience**

All questions regarding the care and treatment of patients by the GPs or Nurses returned positive results above 90% which again was an improvement on last year.

**Overall Patient Experience**

80% of patients described their experience of the surgery to be ‘Extremely good’ or ‘Good’ with just 2% of patients describing it as ‘Poor’.

These figures are an improvement on the 2013 results and indicative of the improved results in almost all the areas this year.

**Friends and Family Test**

92% of patients when asked if they would recommend the surgery replied that they would with only 6% saying they wouldn’t, this was an improvement of 4% from last year’s survey.

**Action Plan**

**Telephones**

We aim to continue the improvements to the phone system and the staffing of them to improve response times for patients and options whilst patients are in the queue.

**Online Access**

To continue to promote the online appointment and prescription services available this should also have a beneficial impact upon telephone access. This will be done through targeting new patients who register with the practice and the patient group helping promote access to patients while they wait in the waiting room.

**Access for All**

We aim to make the entrance and reception area more user friendly for all our patients, this will include improving access for wheelchair users at the reception desk and providing a second automatic door at the main entrance.

**Entertainment and distraction for children in the waiting room**

A recurrent theme in the feedback from the survey was the request to provide more materials for the entertainment and distraction of children in the waiting room.