

Survey Results/Action Plan 2013/14

26.8% of patients were not aware of the online service. 38.14% chose not to use it.

ACTION:

The practice and PPG have promoted this by displaying posters in the waiting area, attaching slips to repeat prescriptions and organising training events to take place in the surgery for patients to drop in and learn how to access and utilise this service. The intention is to make accessing the services easier for patients.

60.6% of patients were aware that they could be overheard in the reception area. Out of these 16.16% were not happy about this. 20.2% were not aware.

ACTION:

This has been a concern for the practice since the move to the new building and has been raised several times with the project manager of the building and the building manager. It was agreed that each GP receptionist area would be separated by a perspex panel. The practice is aware however that this does not solve the problem of being overheard. There is a confidentiality booth that patients can ask to use if they so wish.

38.14% of patients would like the surgery to open at additional times. The times suggested varied; 12%% earlier than 8:00am, 10% later than 7pm, 35% Thursday afternoon, 42.5% Weekend.

ACTION:

The practice has looked at the surgery opening times and has varied a few times looking at different times. As the practice does not own the building any changes in opening times would have to be negotiated and agreed with the landlord. The practice did pilot opening until 8:00pm one night a week but feedback at that time showed that patients preferred more than one late night opening, therefore it was changed to 7:00pm 3 nights per week.