

High Street Medical Practice Local Patient Participation Report

Issue One

1st September 2011

Results of 1st Patient Participation Report



First Local Patient Participation Report For High Street Medical Practice.

This is the first edition of our Patient Participation Report. High Street has a newly formed Patient Participation Group who represent the views of the 5000 or so patients registered at the surgery. We currently have 5 members, male and female, with an additional 10 patients who have expressed an interest in joining following the survey (which the members ran on behalf of the practice).

Following on from the Department of Health National Survey, where High Street as a practice had some fantastic results (compared to national average), the panel discussed the lowest performing area, according to the answers patients gave to the survey questions. We then carried out our own local survey—the results of which we are now publicising in this report.

Full results of the survey can be found at: www.gp-patient.co.uk/results and entering High Street Medical Practice.

We plan to run the same survey again in April 2012 to evaluate what results/awareness the actions taken in this report have gained.

The Patient Participation Group ran the survey over two consecutive Mondays. The survey was carried out anonymously and random patients were asked to complete it. Thank you to all those patients who took part in the survey.

The area we chose to concentrate on was the lowest performing areas compared with the PCT average. "I found it easy to speak to a Nurse on the Phone" was the lowest performing area. Out of a base of 194, 21% of patients said this, compared to 30% PCT average and 24% national average.

Results of Survey!

118 Questionnaires were completed by our patients. The Questions we asked were:

1. Did you know that you can request a "Telephone Consultation" with the Nurse?
2. Have you ever requested a "Telephone Consultation" with the Nurse?
3. If YES, were you happy with the outcome?

The Results were as follows:

1. 49 patients (41.52%) said they were aware they could request a Telephone Consultation with the Nurse. 69 patients (58.47%) said they were NOT aware they could request a Telephone Consultation with the Nurse.
2. There were only 49 responses to this question, with 11 patients (22.4%) answering that they had requested a Telephone Consultation, and 38 (77.55%) informing us that they had not.
3. All patients questioned were happy with the outcome.

The survey results have shown that the majority of patients are not aware that they can request a "Telephone Consultations" from the Practice Nurse. Therefore this report should raise awareness. The practice is also going to advertise this information on the website: www.highstreetmedicalpractice.co.uk, and also put a message on the Board in the waiting room.

Special points of interest:

A big Thank-you to the members of our Patient Group for helping with this survey.

- **Flu Season**— We will be offering the Flu Vaccinations in the first two weeks of October—please book your appointment with the reception staff.
- **Extended Hours**—We now offer an "Extended Hours" surgery on Monday evening from 6.30pm to 7.30pm. Patients are asked to pre-book these appointments with one of the Partners.