**Review of Patient Questionnaire November 2017**

|  |
| --- |
| Following on from the Practice CQC Inspection in 2016, an altered Patient Survey was carried out in November 2017 in order to gain an updated opinion of our practice population to see how they felt about accessing the resources and how they felt they were dealt with at the Surgery to see if we could somehow improve the service received. Previously we had received a rating indicating that patients were less than satisfied with accessing the Surgery to make an appointment and getting through on the telephone as well as other areas of concern we had endeavoured to address in 2015.  |
| **We devised a new series of questions to help us try and gauge how patients felt about the different areas of the Surgery asking patients to choose a word that best described their views and experiences in the following areas:****Recommendation of the Practice** **Opening hours****Getting through on the telephone****Access to appointments****We asked patients to choose whether they felt their experiences were:****EXCELLENT, VERY GOOD, GOOD, SATISFIED, DISSATISFIED, VERY POOR** **There were also comment boxes for patients to further elaborate if they so wished.****We then asked patients to give their views of the following:****Consultation quality****Overall Treatment****This time, we asked patients to choose whether they felt:****RESPECTED AND VALUED, PLEASED, INVOLVED, IGNORED, HURRIED, ANXIOUS (**patients could choose more than one option**)****The analysis of 100 questionnaires over a month-long period resulted in the following:** |

1. **Action plan priority areas and implementation**

|  |
| --- |
| Priority area 1 |
| Description of priority area: **Access to Appointments** |
| What actions were taken to address the priority?**Whilst the majority of questionnaires handed in stated that patients stated accessing their appointment as being ‘excellent, very good or good’ or that they were ‘satisfied’, 16 patients were either ‘Dissatisfied’ or found this area to be ‘Poor’. So, after reading some of the comment boxes we decided to investigate some of the areas that could be improved in relation to access for patients.** |
| Result of actions and impact on patients and carers (including how publicised):* **Practice has applied for additional lines to be opened in order that more reception/admin staff can answer the phones at busy times – patient are advised of this when they comment about making appointments at the front desk or by phone**
* **Practice implemented the texting service, giving patients the chance to text in to cancel an appointment or to reply to invitations without having to call the surgery and are further promoting this service – it is showing great improvements to date**
* **Practice piloting a ‘Web GP’ service, giving patients the opportunity to request a consultation via the internet after having first exhausted self-help options – with early signs this is proving beneficial to working/housebound patients**
* **Practice freed up even more online access appointments for those patients unable to call the surgery at 8am in the morning**
* **Practice making changes to the call filter system allowing patients to choose who they wanted to speak to as some comments that this is in illogical order. If calling for a referral or prescription enquiry for example patients now have the option to speak directly to that department instead of waiting in line to speak to a receptionist to transfer the call**
* **Patients are told about the new GP Extra service based at Heath Road in Runcorn which offers booked (through Murdishaw Practice) appointments in the evenings and at weekends – this is proving very popular so far**

**All Publicised: On the Practice notice board and website “You Said – We Did”** |
| Priority area 2 |
| Description of priority area: **Getting through on the telephone** |
| What actions were taken to address the priority?**As above, in the main, patients were happy with the service they receive. 15 patients reported that they were dissatisfied or felt the service was poor in this area, so we looked at ways of getting to each patient’s call more quickly and dealing with enquiries efficiently to reduce the frustration caused by waiting for a reply.**  |
| Result of actions and impact on patients and carers (including how publicised):* **Staff rota reviewed and teams moved around to allow more to man the phones first thing in the mornings.**
* **Practice using leaflets designed to advise patients about the different ways to book an appointment and to access other services. This should cut down the number of patients trying to telephone the practice with enquiries as many will find answers on the website or by using the Care and the Chemist scheme for example.**
* **All staff briefed on dealing with calls efficiently by taking details of callers with non-urgent, detailed enquiries so that they can be called back later, after the busy period in order that the phone line is released to allow another call to be answered quickly.**
* **All staff briefed to explain to patients that all enquiries will be answered and those patients requiring an appointment will get one – to emphasise that patients do not need to call as soon as the phone lines open and can call later in the morning with their requirements.**
* **Extra training given to reception staff and some of the administrative team in Active Signposting to support them when dealing with patient enquiries. This training to continue with CCG support.**

**Publicised on the Practice Notice Board and Website – “You Said – We Did”** |

|  |
| --- |
| Priority area 3 |
| Description of priority area:**Extra appointments in evenings and at weekends to meet needs of working patients and those with limited access availability** |
| What actions were taken to address the priority?**Halton’s Federation: GP Health Connect have commenced a bespoke GP Extra service operating weekday evenings and at weekends.** |
| Result of actions and impact on patients and carers (including how publicised):* **All staff briefed in telling patients about the new GPX service and how this can be accessed. All bookings to be made through the Practice. Service is based at Runcorn local practice – Heath Road which is easily accessed by car or public transport.**
* **Patients requiring later appointments and those who cannot be accommodated at the Practice are offered a GPX appointment – this is booked by the Practice using a shared appointments system with a pro-rata share of availability allocated to each local practice.**
* **Leaflets promoting the service are given to patients and are available in the waiting area for patients to take**
* **Wall screens (Jayex) are showing advertisements for the new GPX service**
* **More appointments have been made available for on-line booking which will help patients who find it difficult to come in or phone the practice.**

**Publicised on the Practice Notice Board “You Said – We Did”** |