

Patient Reference Group Report 2014-15

Satisfaction Comparison

Telephones

| Site | 2013-14 | | 2014-15 | | Comparison |
|----------------|----------------------------|---------------|----------------------------|---------------|------------------|
| | Very Satisfied / Satisfied | Not Satisfied | Very Satisfied / Satisfied | Not Satisfied | |
| Bewley Drive | 42% | 58% | 77% | 23% | Up by 25% |
| Towerhill | 85% | 15% | 65% | 35% | Down by 20% |
| Overall | 58% | 42% | 75% | 25% | Up by 17% |

- BD Up (Reason) – New telephone system
- TH Down (Action) – Awaiting implementation of new telephone system

Access

| Site | 2013-14 | | 2014-15 | | Comparison |
|----------------|----------------------------|---------------|----------------------------|---------------|---------------|
| | Very Satisfied / Satisfied | Not Satisfied | Very Satisfied / Satisfied | Not Satisfied | |
| Bewley Drive | 78% | 22% | 82% | 18% | Up by 4% |
| Towerhill | 90% | 10% | 77% | 23% | Down by 13% |
| Overall | 81% | 19% | 81% | 19% | Same % |

- TH Down (Reason) – Less GPs so less available appointments
- TH Down (Action) – Appoint new GP / Diversify team to give more capacity if possible

Continuity

| Site | 2013-14 | | 2014-15 | | Comparison |
|----------------|----------------------------|---------------|----------------------------|---------------|--------------------|
| | Very Satisfied / Satisfied | Not Satisfied | Very Satisfied / Satisfied | Not Satisfied | |
| Bewley Drive | 86% | 14% | 76% | 24% | Down by 10% |
| Towerhill | 90% | 10% | 68% | 32% | Down by 22% |
| Overall | 87% | 13% | 74% | 26% | Down by 13% |

- Both Down (Reason) – Less GPs
- Both Down (Action) – Appoint new GP / Diversify team to give more capacity if possible