

Action Plan following Patient Questionnaire/Survey carried out during the week of 10th February 2014 – Slag Lane Medical Centre

With the consideration and assistance of chosen representatives of the Practice Patient Participation Group (PPG), a questionnaire had been drawn up and had been distributed amongst 120 patients during the week of 10th February 2014. The areas which had been suggested by the PPG as priority survey areas were –

- Access to the Practice and its services
- Patient understanding of how to seek medical advice outside of surgery hours

At a meeting of the PPG held on 3rd March 2014, members were please to note the results from the questionnaire proved very positive – out of the 120 patients surveyed, examples of positive responses were:

- 114 patients felt Reception staff were very helpful
- 86 patients felt it was very easy to get through to the surgery on the telephone – 33 felt it was fairly easy
- 11 patients had found they couldn't get an appointment within two days BUT 5 of these patients had been offered an appointment within two days but advised it was at a time that was not convenient to them, the patient
- 108 patients had waited less than 10 minutes in the surgery for their appointment, of which 62 felt this was excellent and 34 felt it was very good, 14 good and 3 fair
- 90 patients were very satisfied with the current surgery opening times and 24 were fairly satisfied
- 89 patients rated the service they received from the surgery as excellent, 27 rated it very good

The questionnaire had then concentrated on the priority order in which patients knew how to/would access medical services **outside** of surgery hours and it was found that the work the Practice had been carrying out with regards patient education (of those patients who used Accident & Emergency Department before, for example, contacting the Practice out of hours service) had shown a positive response with 104 patients prioritising the use of either a Pharmacy, contacting NHS Direct/111, attend Walk-In Centre, contact Practice out of hours service BEFORE they would consider attending Accident & Emergency Department. PPG members and the Practice found this result encouraging but it was felt that education should continue in this area so as to avoid inappropriate use of Accident & Emergency Departments out of surgery hours; this would be achieved by the Clinicians within the Practice speaking to patients who they felt may present to A & E (or who had presented and it had been found to be inappropriate presentation), prompt access to appointments would continue (particularly for young children and elderly patients whose conditions could change so rapidly), Practice web site would carry advice, 'traffic light' leaflets were available within the surgery, Practice would take up any additional funding to offer additional/extra appointment sessions (ie Winter Pressure

Scheme had been adopted during Nov 2013 and February 2014 from which approximately 95 additional appointments had been provided during the winter months).

The questionnaire also revealed that patients had been pleased with the improvements made to the surgery premises during 2013 though with regards recent developments in services (on-line appointments/prescriptions, late night opening, availability of a Practice web site, development of a PPG) it was found that approximately half of the patients surveyed were not aware of these services. It was decided, therefore, with the assistance of the PPG a Practice Newsletter would be developed in the future and produced at regular intervals.

The survey also revealed that patients were not aware of various websites (such as NHS Direct/111, NHS Choices, NHS England, Wigan Borough CCG, Slag Lane Medical Centre) – guidance was being distributed to patients to provide them with the various web site addresses and the Practice web site would reflect same.

Patients completing the survey had been reminded of the existence of the Practice PPG but, sadly, advertising the PPG had resulted in just one new member. PPG members were keen to improve on its membership, particularly with the enrolment of younger members, and the Practice would continue to draw the attention of patients to the PPG and encourage membership.

PPG members and the Practice are also keen to encourage patient feed back – this could be achieved via the Practice web site, through the suggestion box in the Waiting Room or by written or verbal approach to the Practice Manager.

Action areas for the forthcoming year were therefore agreed as:

1. To continue to educate patients on the correct method of seeking medical help outside of surgery hours
2. To advise patients by means of a Newsletter of changes/introduction of new facilities/services within the surgery
3. To encourage PPG membership
4. To encourage patient feed back as to how the Practice could improve on the services it offered

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