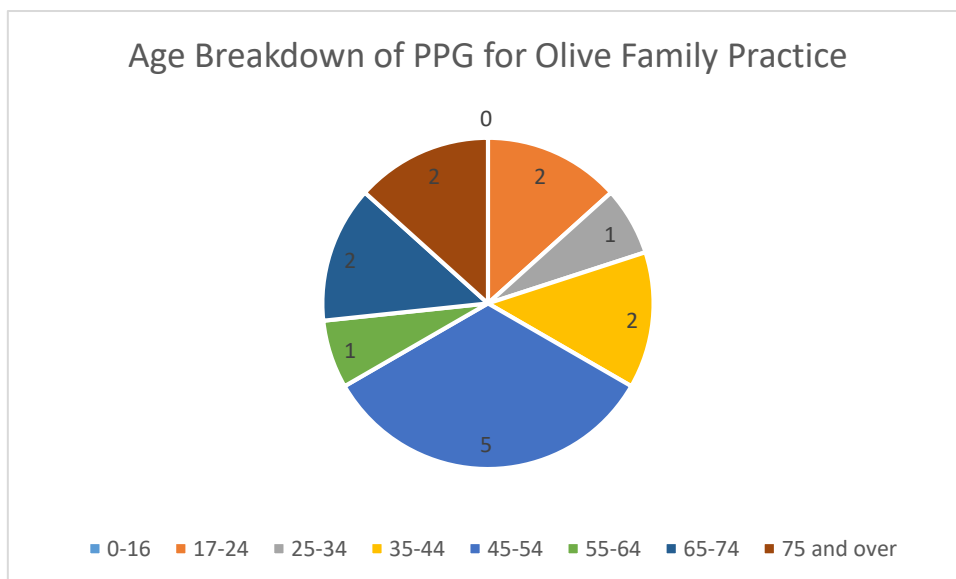
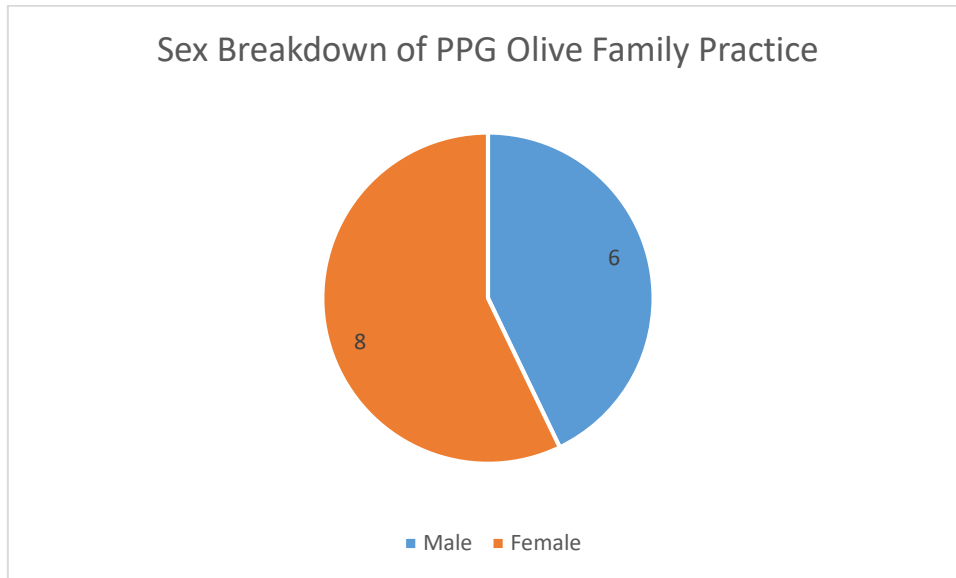
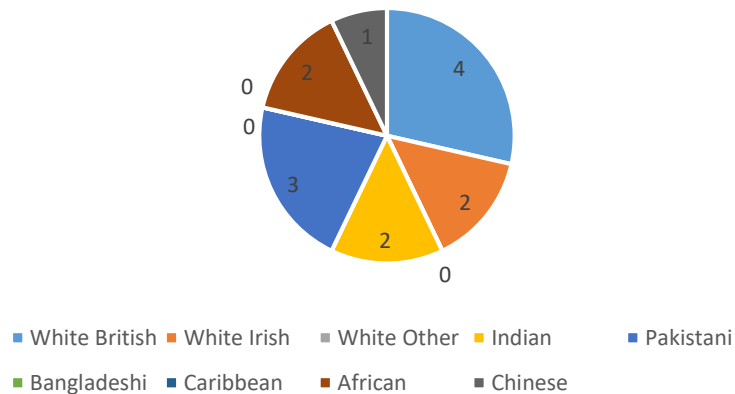


Olive Family Practice Patient Survey Results August-September 2022

Below shows the profile of the members of our Patient Participation Group:-



Ethnic Background Breakdown of Olive Family Practice PPG



The patient group was emailed the practice survey. The survey was also emailed to all patients with a verified email address and was placed on the practice website for 1 month.

A total of 160 responses were received by the surgery.

1. How do you normally book your appointment?	By Telephone	120	75%
	Online via an app	10	6.25%
	Online via online consultation	10	6.25%
	In Person	20	12.05%

2. We are currently operating a telephone triage system for appointments with a doctor, pharmacist or advanced nurse practitioner. Are	Yes	134	83.75%
	No	26	16.25%

you aware that these appointments can be booked up to 6 weeks in advance?			
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3. Telephone triage allows our clinicians to speak to more patients every day and allows us to offer face to face appointments to patients most in need. Has our triage system been explained to you by our admin team?	Yes	120	75%
	No	40	25%

4. How easy do you find it to get through on the telephone?	Very Easy	80	50%
	Easy	50	31.25%
	Neither easy nor difficult	30	18.75%
	Difficult	0	0%
	Very difficult	0	0%

5. Did you know you can visit our practice website and fill in a short online consultation form to get health information and to speak to a clinician?	Yes	20	12.5%
	No	140	77.5%

6. Our practice pharmacist and Advanced Nurse Practitioner can offer medication reviews and see patients for many routine problems including chest infections, coughs and cold etc. Would you be happy to speak to a pharmacist or advanced nurse practitioner rather than a doctor for minor problems?	Yes	135	84.375%
	No	25	15.625%

7. Last time you wanted to book a routine appointment to see or speak to a doctor how long did you have to wait for an appointment?	Within a week	72	45%
	Within 2 weeks	52	32.5%
	Within 3 weeks	20	12.5%
	Within 4 weeks	16	10%

8. How would you rate the service you have received from our admin team the last time you contacted the surgery?	Excellent	110	68.75%
	Good	32	20%
	Neither Good or Poor	2	1.25%
	Poor	16	10%
	Very poor	0	0%

Action Plan for the Practice

Overall the survey results were positive. 81.25% of patients found it very easy/easy to get through on the phone. To improve this figure the practice has installed a new phone system which means all the admin team and management can now answer the phones at busy times to improve access. The surgery will also install a queueing system on the phone network in Autumn 2022.

88.75% of patients rated the service from our admin team as excellent/good. To improve this figure weekly team meeting for all staff members has been introduced to discuss feedback and complaints to help us improve our service.

Currently only 12.5% of patients are aware we offer online consultations. All staff members are now informing patients at every opportunity about the benefits of using online consultations rather than ringing the surgery.