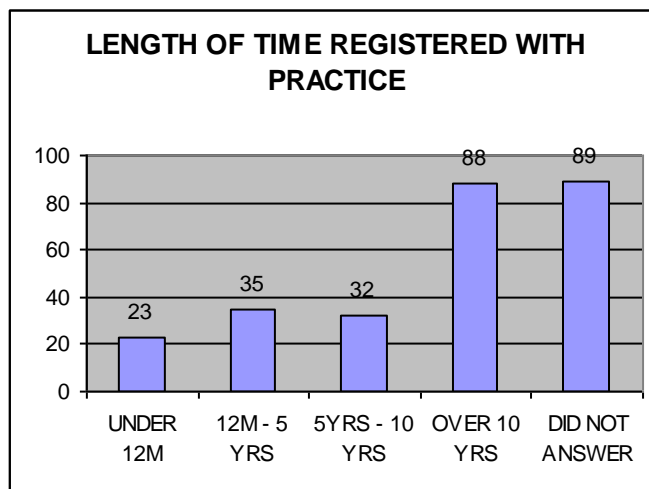
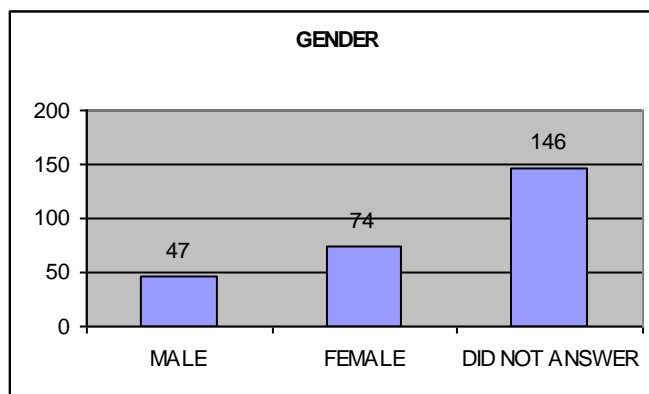
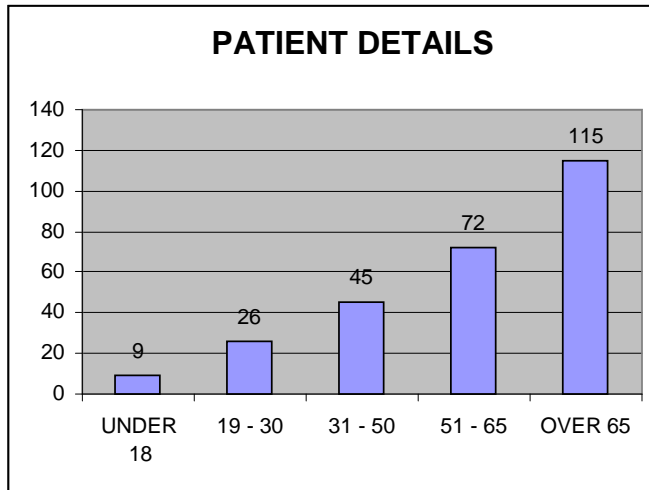


PORTCULLIS SURGERY – PATIENT SURVEY 2013

RESULTS FOR PATIENT SATISFACTION PART TWO

The age range, gender and years at the practice were not completed consistently; those that were are shown in the graph below

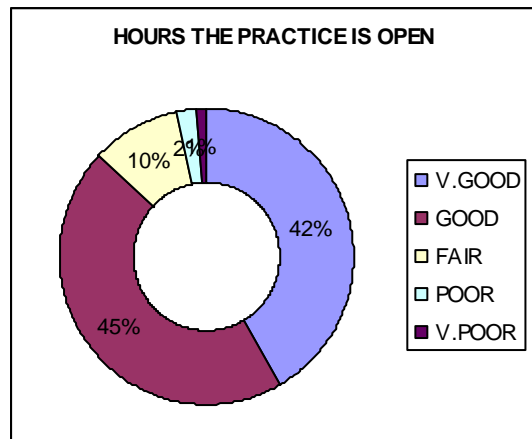
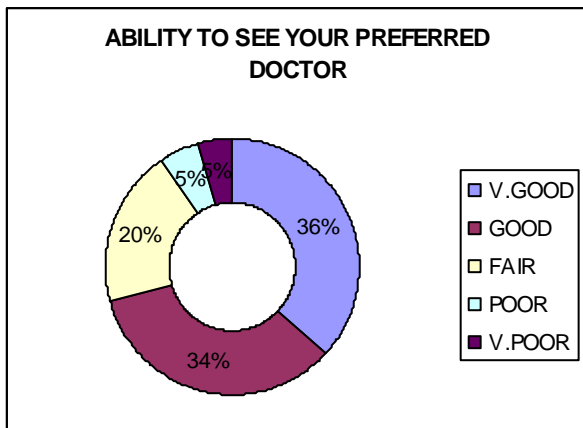
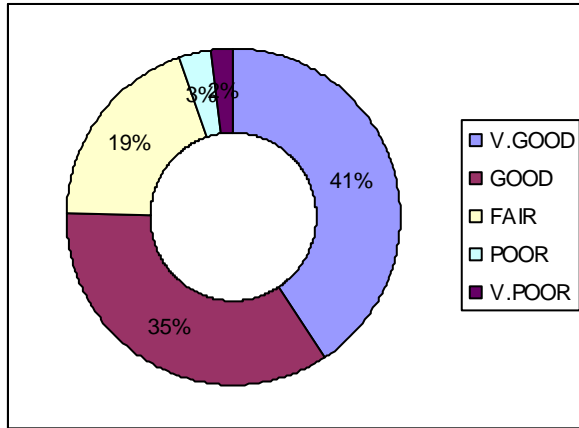


PORTCULLIS SURGERY – PATIENT SURVEY 2013

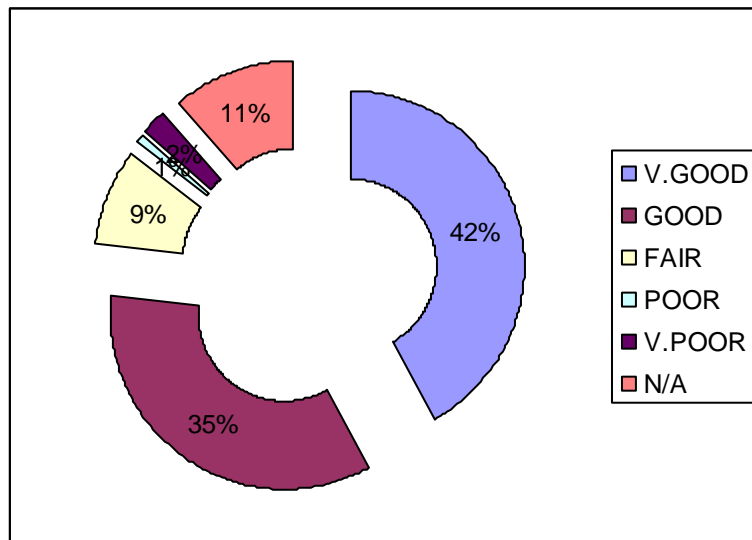
RESULTS FOR PATIENT SATISFACTION

HOW WELL DO YOU THINK WE ARE DOING

This graph shows the ease in which patients feel they are able to get an appointment to see a doctor within 2 working days



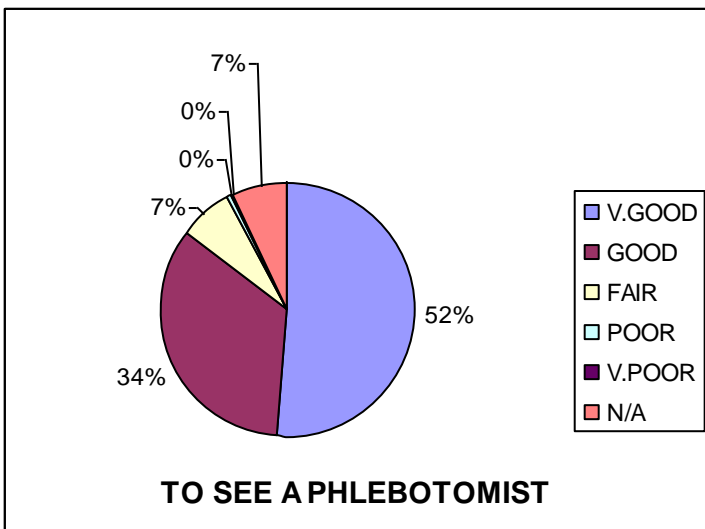
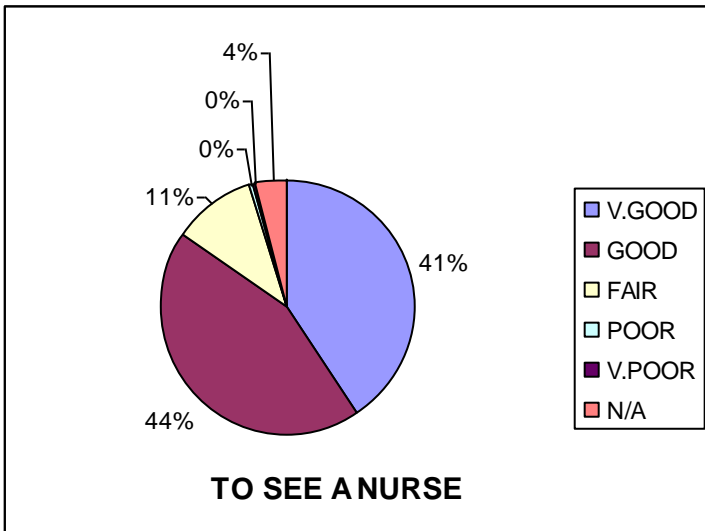
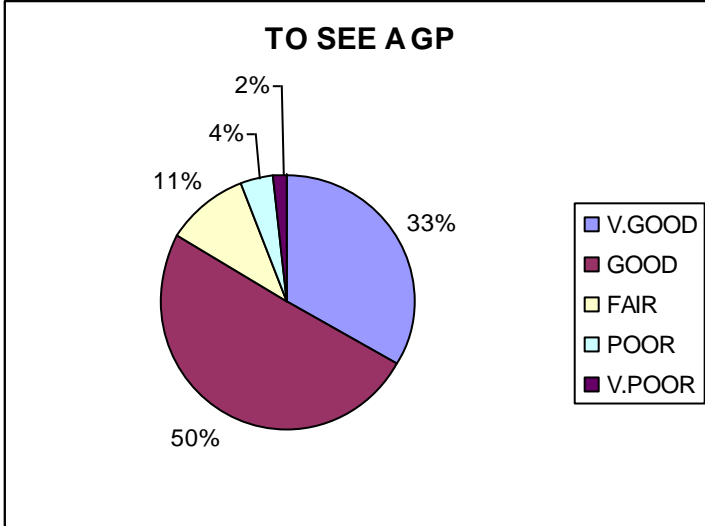
The graph below shows the ability to speak to a doctor or a nurse on the telephone



PORTCULLIS SURGERY – PATIENT SURVEY 2013

RESULTS FOR PATIENT SATISFACTION

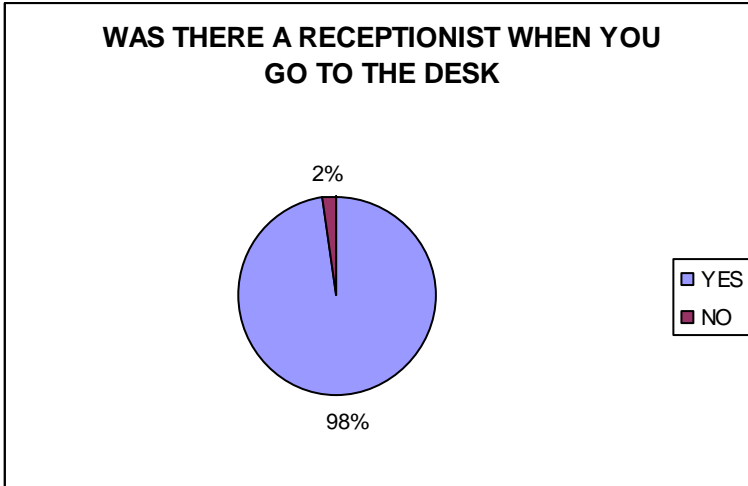
WAITING TIMES FOR BOOKED APPOINTMENTS



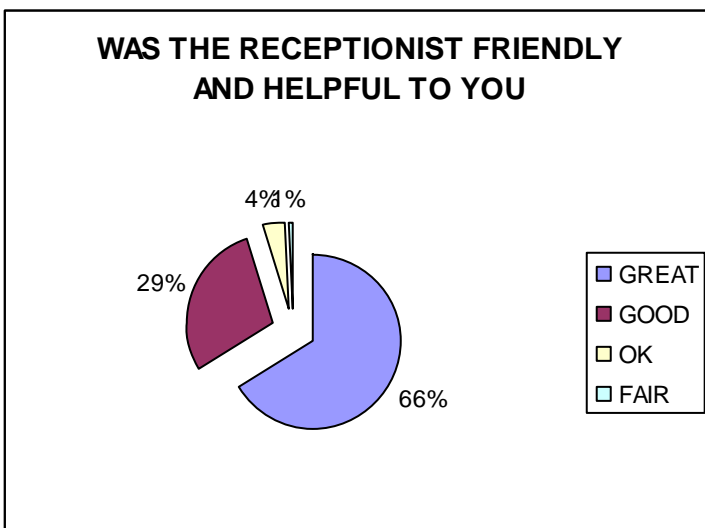
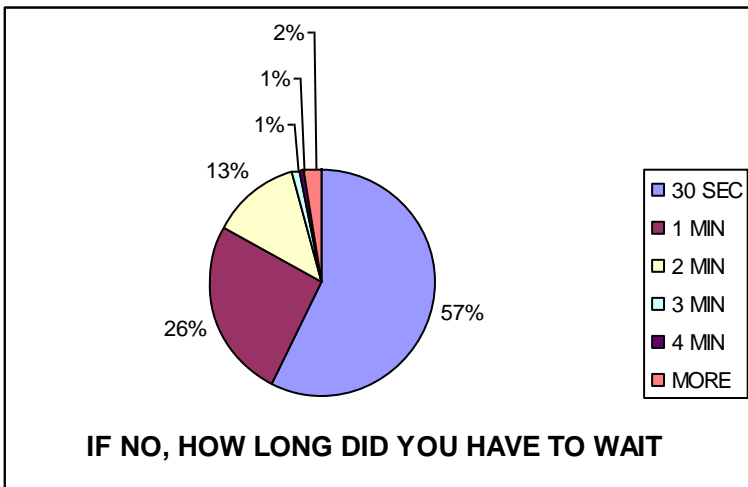
PORTCULLIS SURGERY – PATIENT SURVEY 2013

RESULTS FOR PATIENT SATISFACTION

RECEPTIONISTS ON THE DESK

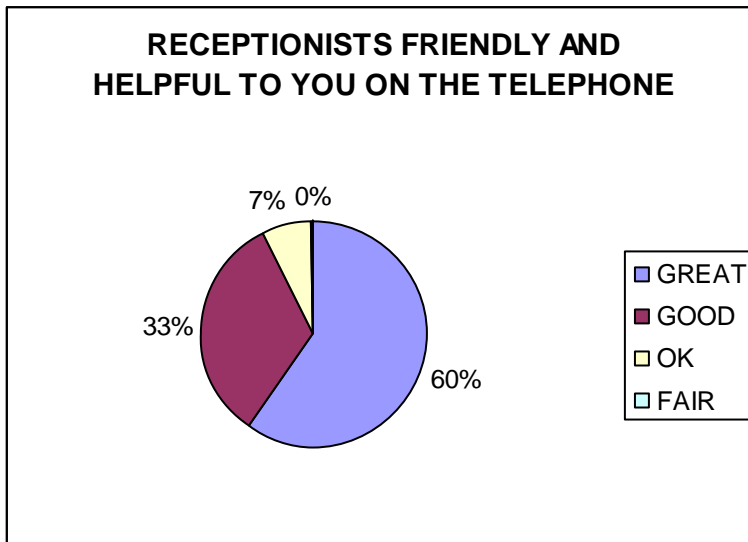
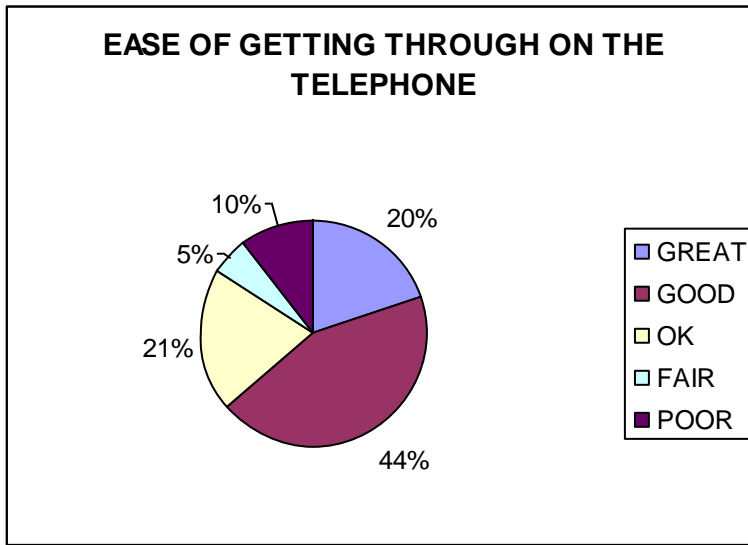


There seems to have been some confusion about this next question as there were only 6 patients that said there was not a receptionist on the desk when they came into the practice

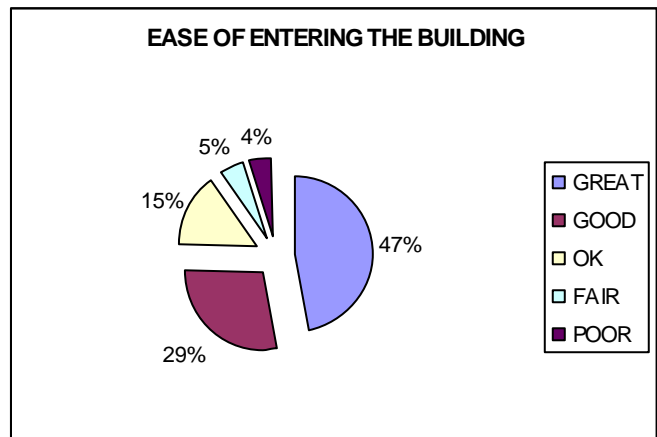
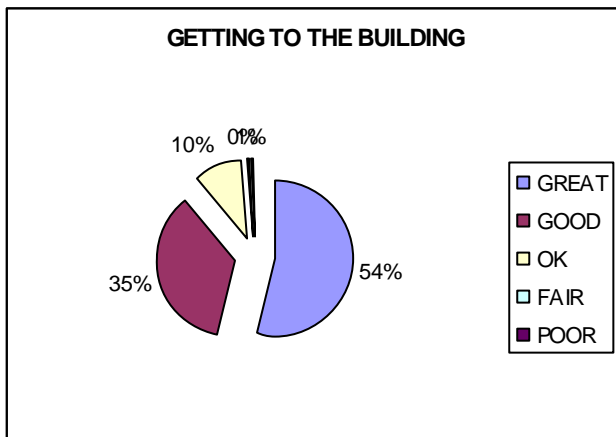


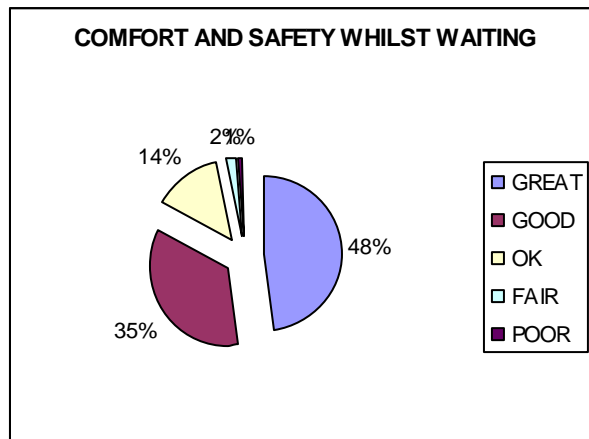
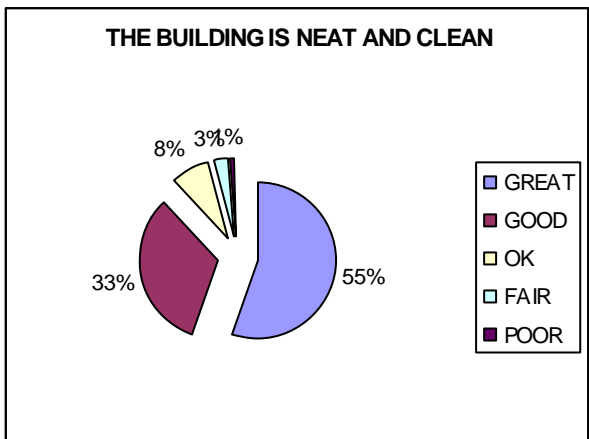
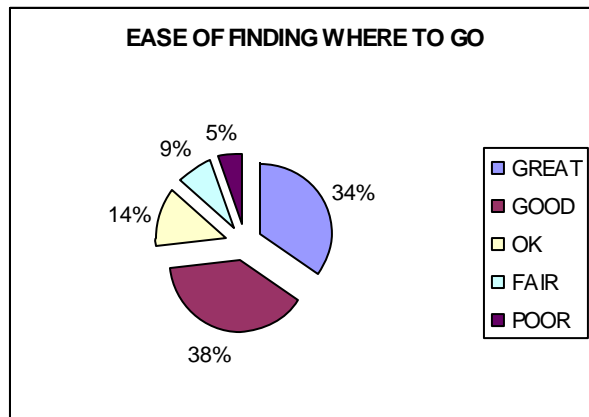
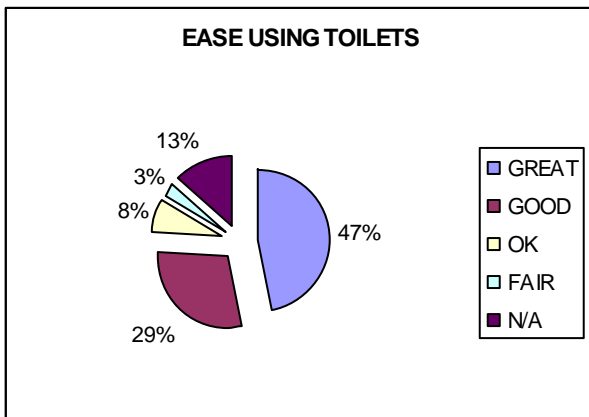
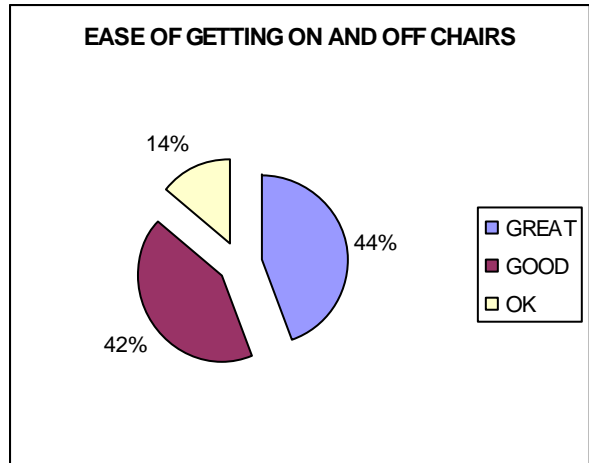
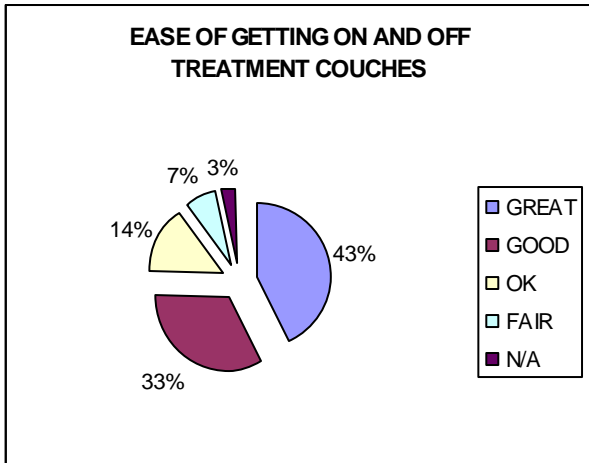
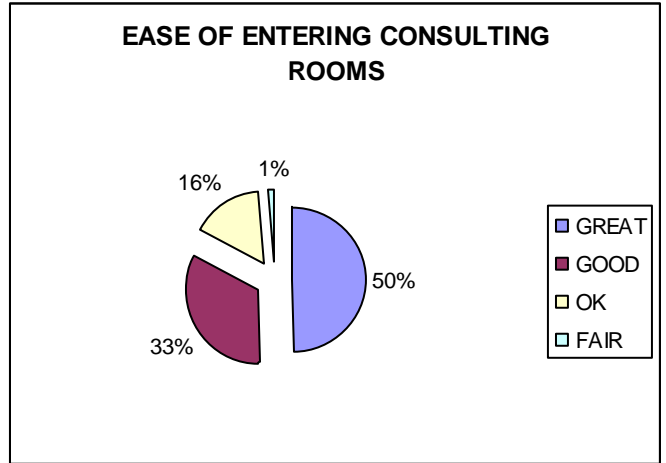
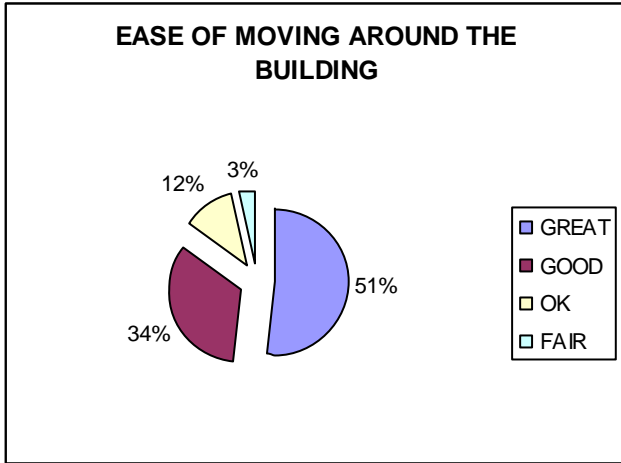
PORTCULLIS SURGERY – PATIENT SURVEY 2013

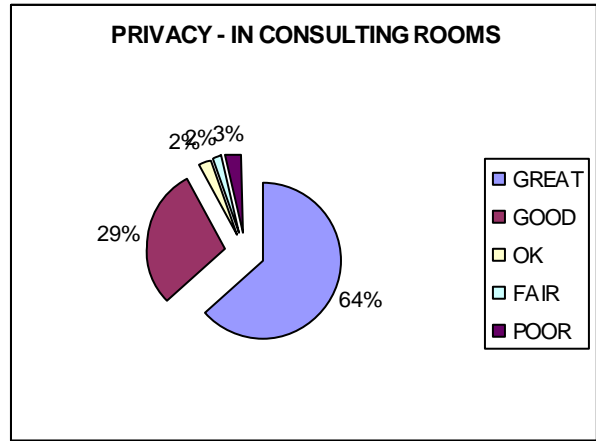
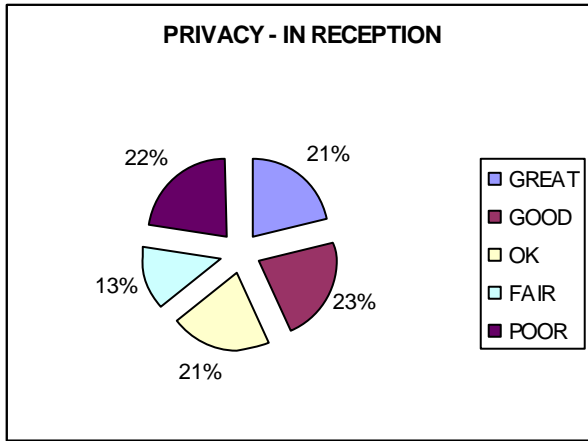
RECEPTIONISTS ON THE TELEPHONE



OUR BUILDING







Questions we asked our patients

What do you like best about our Medical Practice?

Answers

- Dr Boog-Scott
- The staff are generally very good and helpful that is why I like this practice
- Phone consultations with a doctor
- In the centre of town
- Always there when needed
- Doctors are always very friendly and professional
- I am not a driver so the practice in town is great
- Friendliness

What do you like least about our Medical Practice?

Answers

- The reception area is a bit cramped
- Never being seen at time of allotted appointment
- Waiting for the phone to become free to make an appointment
- Difficulty in making an appointment
- Getting in and out of the building
- Having to pay for parking

Suggest improvements for our Medical Practice

Answers

- Time management courses for GPs to ensure appointments are on time
- Make a larger reception area (this was repeated over and over again)
- The sitting area. I cannot get up of the bench it would be nice to have chairs with arms
- You need an answer phone to leave a message, make patients aware of what is happening in the surgery
- More GPs to make more appointments available
- Having parking places for patients
- You need to have more lines it is very difficult to get through on the telephone

How do you get your information about your health?

Answers

- NHS on line
- Library (repeated over and over again)
- Internet (repeated over and over again)
- Website (repeated over and over again)

What other services would you like us to provide?

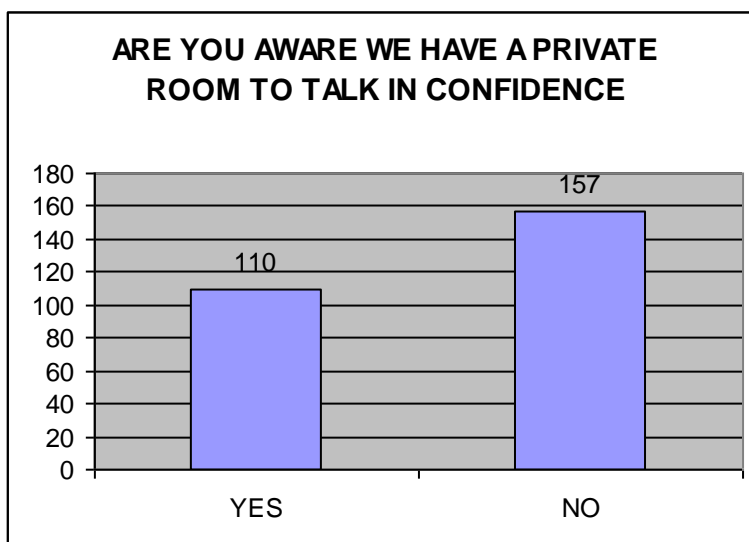
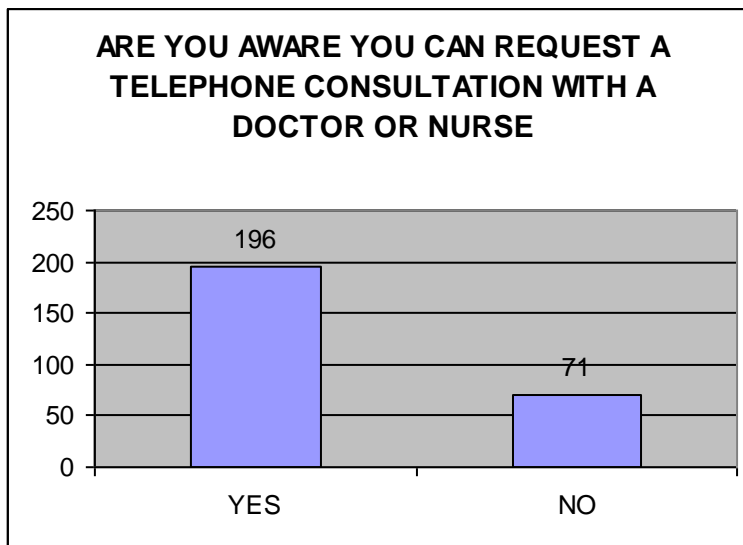
Answers

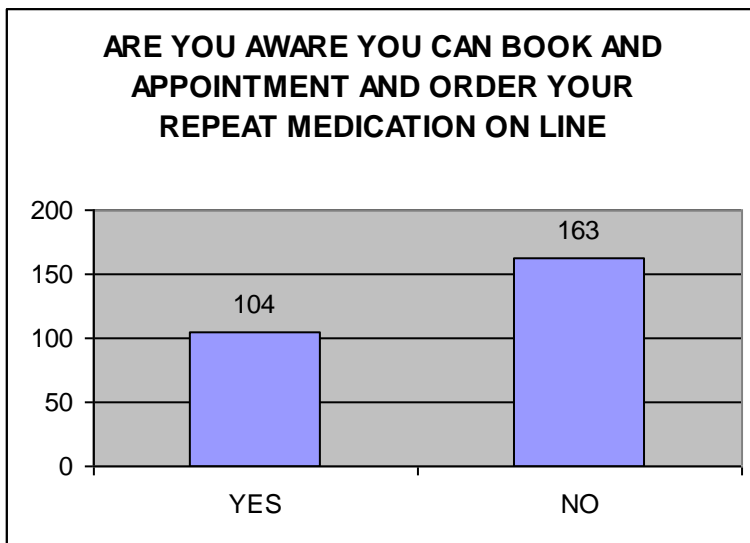
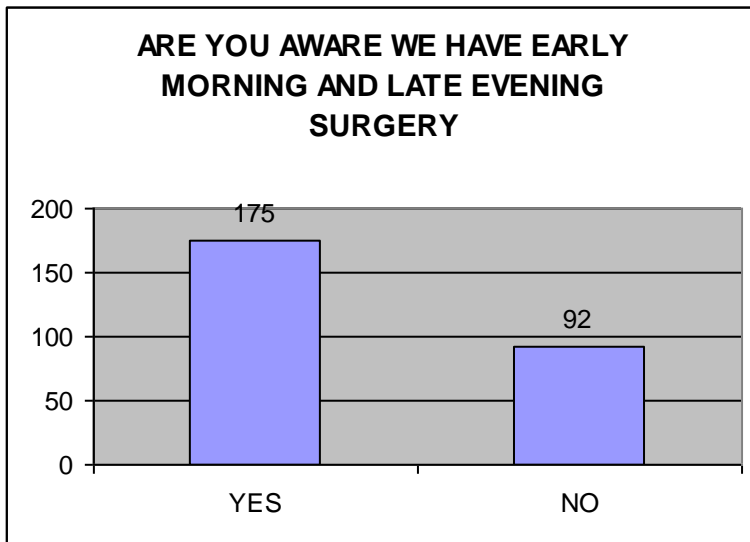
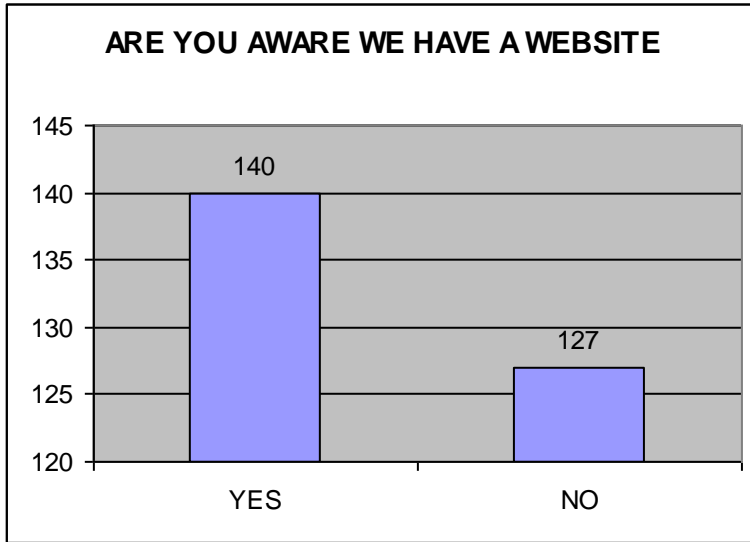
- Telephone repeat prescriptions would be helpful (repeated over and over again)
- A Pharmacy. (repeated at least 50 times)
- More GPs on call after hours. Shropdoc does not work. Ludlow is a growing town and needs either the hospital to be open at night and a doctor there to help instead of waiting hours and hours for one to phone you back

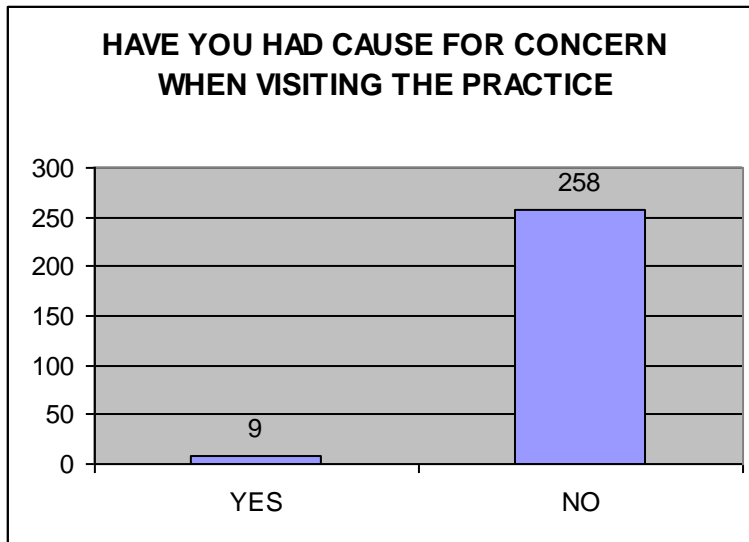
RESULTS FOR PATIENT SATISFACTION

This section of the survey was all about communication. We asked questions to try to establish in what areas we need to improve our communication to promote our additional services to make life easier for our patients.

The results are as follows:







PATIENT OVERALL COMMENTS ON OUR SERVICES

EASE OF GETTING CARE COMMENTS

- Not given the opportunity for telephone appointments.
- The practice could be open outside working hours for ease for those who work
- Although I am able to attend the surgery at any time as I am retired. I do think that people who are working and have a non-urgent problem that Saturday morning surgery should be available
- Very good at getting appointments for my daughter which is excellent. It is harder to get one for me or my husband
- I had to say I needed an urgent appointment to be able to be seen otherwise I would have had to wait 2 days

WAITING TIME COMMENTS

- Not ill often therefore only consult surgery when absolutely necessary. When I am ill I expect to be seen quickly which was not the case
- The time you have to wait for certain doctors is unacceptable
- Patients should be kept informed if a doctor is running late not just left no knowing what is going on
- I think the phlebotomist should be available in the afternoon
- 40 minutes to see a GP. Don't mind the wait so much but it would help to know that when you arrive
- I see Dr Beverly Farnell. It's a pity she is only there 1 day a week

RECEPTIONISTS ON THE DESK COMMENTS

- I can say that the receptionists are very helpful, efficient and friendly even at times dealing with awkward people. However there is one receptionist that I find to be abrupt, quite rude and epitomises the old adage of the receptionist
- There is a warm welcome from everyone except the one receptionist
- Very warm and friendly receptionists
- On the whole they are very friendly and helpful
- They do a wonderful job but are always very busy
- Sometimes they do not have the time to spend with the patients that they should have
- Most of them bend over backwards to help

RECEPTIONISTS ON THE TELEPHONE COMMENTS

- Engaged constantly, more lines needed
- The phone is engaged a lot
- It is very difficult to get through to the surgery, you should have more telephone lines
- Ease of getting through on the phone is very dependent on the time the call is made

OUR BUILDING COMMENTS

- Parking is a problem
- A ramp outside would be useful
- Please do not move this surgery
- There is no privacy in the reception area (this was repeated over and over again)
- The consulting rooms that go off the reception area are not soundproof. You can hear the conversation between the doctor and the patient whilst sitting waiting for an appointment

**ACTION PLAN AND CONCLUSION AGREED BY THE PATIENT
REFERENCE GROUP ON THE 14TH MARCH 2013**

Privacy – in the Reception

The survey reported that:

21% of patients reported privacy in the reception was Very Good

23% of patients reported privacy in the reception was Good

21% of patients reported privacy in the reception was OK

13% of patients reported privacy in the reception as Fair

22% of patients reported privacy in the reception as Poor

The practice realises that privacy in the reception area is poor due to the size of the booking in area. If you have a queue of patients it is almost impossible to have a private conversation with the Reception team. It will of course be much improved when we move to the new Hospital Facility with a purpose built surgery however, as this was still some months away discussions took place on how we could improve this until then.

It was decided that the reception team be more vigilant and empathic to the needs of patients that needed privacy. The busy reception team will always try and preamp the situation and take the patient to another less busy window. We have now also converted a spare room into a consulting room which will be ideal for a patient who needs to discuss issues in private. We are also aware that new members of staff will need to be conscious of the patients privacy needs. We also need to advertise further via our Web media screen/practice leaflet and notice boards that we have a private room for patients use.

All staff have annual training on confidentiality. It was decided that all staff will have training updates on patient privacy and well being as per the CQC.

Are you aware that you can book and appointment on-line and order your prescriptions electronically?

Surprisingly the results of the survey were much the same as last year even though the practice had put new ideas in place to ensure patients knew about on line appointments and prescriptions.

The group decided that if more patients booked on line this would free up the overload on the telephone system. It was decided that we could continue to deliver this message via the right hand side of the prescription, via the practice registration pack, notice board and also on the new LED Web screen that the practice has purchased in March 2013 in the waiting room area. Inviting patients to complete a simple form to receive a password to enable them to access the surgery appointment system.

Signage in the waiting room

The group again discussed the signage in the waiting room area from the comments. It was decided that the signage be re looked at and a lot of the posters removed from the waiting area to make the signage good on the eye. The patient

group will undertake this duty. There is a poster for advertising the room on the notice board but it is over powered by every thing else.

Ease of getting through on the telephone

20% of patients reported Very Good for getting through
44% reported Good for getting through
21% reported ok for getting through
5% reported Fair for getting through
10% reported poor

Although 64% of patients reported Very Good or Good it was still thought that improvements could be made on ease of getting through to the practice for patients.

This was discussed at length as at certain times of the day the telephones are constantly ringing. We have discussed having extra lines but then need the staff to answer them. The practice is looking at a Patient Appointment Booking Service (via Shropdoc call handlers) that could be used at peak times of the day i.e. 8.30am

With the new LED Web Media Screen in the waiting area it was thought that a lot of information and advice can be transmitted via this screen particularly in areas that would assist the patients for e.g. asking the patient not to ring at peak times.

It is hoped on our next survey in 2014 that there will be an improvement.

FURTHER COMMENTS FROM THE PATIENT REFERENCE GROUP.

It is to be noted that there were comments from the patient survey relating to the cramped areas in the waiting area and also in the reception area. As we are moving to a new practice in 2014 it was decided by the group that there wasn't any point in spending money in these areas but just keeping them clean, tidy and free from clutter until we move.

For more information about the patient group please contact Anne Baird
Practice Manager 01584 872939