

PATIENT SURVEY 2017 & ACTION PLAN

The Practice undertook a Patient Survey during May 2017.

The Survey was based on patient responses to services offered.

GPAQ form was utilised and the statistical analysis was completed.

The Survey was undertaken by handing the form to patients prior to GP consultations. Afterwards the form was placed by the patient into a sealed box to ensure anonymity. GPs were identified by coding.

A total of 164 fully completed forms were utilised for the purpose of the survey.

The following questions were asked, percentage result is shown:

1. How helpful did you find the receptionists at your GP Practice?

91.9% stated either 'very helpful' or 'fairly helpful'

2. How easy is it to get through to someone at your GP Practice on the phone?

67.1% said 'very easy' or 'fairly easy'

3. How easy is it to speak to a doctor or nurse on the phone at your GP Practice?

64.7% said 'very easy' or 'fairly easy'

4. If you need to see a GP urgently can you normally get seen on the day?

55.1% said 'Yes'

5. How important is it to you to be able to book appointments ahead of time in your Practice?

85.6% said 'Important'

6. How easy is it to book ahead in your Practice?

62.8% said 'very easy' or 'fairly easy'

7. Which of the following methods would you prefer to use to book appointments at your Practice?

23.8% said 'In person' and 54.76% said 'By phone' and 21% said 'Online'

8. Is your GP Practice currently open at the times that are convenient to you?

86.8% said 'Yes'

10, Overall, how would you describe your experience of your GP surgery?

65.7% said 'Excellent' or 'Very Good'

ACTION PLAN 2017

The Practice will continue to improve standards by regularly monitoring appointment availability, patient access, online requirements e.g. appointment booking, prescription requests etc.

- To continue to monitor the appointments daily to ensure availability is maximised.
- Continue to ensure the Nurse Triage clinic is offered appropriately.
- To continue to offer the use of Gresham Street surgery.
- To continue to improve awareness with regard to online services e.g. appointment booking and prescription ordering. To achieve this, the Practice will put posters in the waiting room, make it evident on the website and encourage reception staff to offer this to all patients when attending the surgery.
- Increase online appointments
- GP sessions increased to 3 extra per week, Practice Nurses increased by a further 5hrs per week

Mary Start has responsibility for the implementation of the Action Plan. It will be monitored throughout the year. To be included as an item on the Practice Meeting agenda and Patient Participation Group Meeting agenda for 4 September 2017.