



Patient Survey February 2014 and Action Plan

1 Are the receptionists helpful?

Yes (97.5%)

Practice is pleased with this result. The receptionists represent us incredibly well and will continue to provide the best service possible.

2 Is it easy to get a routine appointment?

Yes (75.5%)

Room for improvement. A lot depends on a person's definition of routine. If someone wants a specific time/date/doctor we cannot always oblige, but will always try to offer a reasonable alternative. Question is a bit ambiguous. **In next survey we will define what routine means and what is urgent**(although that can be very subjective).

3 Did you know you can see any doctor in the practice? (Although we do recommend seeing the same one each time to build up a relationship and help with the continuity of your care).

Yes (93.9%)

We will continue to promote seeing the same doctor each time for routine appointments. We have a good mix of male and female doctors and we pride ourselves on getting people seen on the day if the problem is urgent.

4 Did you know that you can now book routine appointments on-line? (You can register for this service at reception or via our website www.northroadwest.co.uk).

Yes (52.1%)

PPG representative MrDE said that some patients worried that on line booking would mean that some receptionists would get sacked! This is not the case – the aim is to provide a convenient service for those who want to use it, and even if everyone used it, the receptionists would still be busy.

On line booking also allows the facility to add details of why you wish to see the doctor. **Practice to keep advertising the facility.**

5 If you have tried the on-line booking facility, did you find it easy to use?
Yes (75% – of the 28 patients who have used the facility).

Group members who have tried it said that the more you use it, the easier it becomes.

Practice will try to flag up ways of making on line booking easier

6 Did you know that we can send texts to your mobile phone to remind you about appointments? (Just tell the receptionist you want to sign up to this when you book your next appointment).
Yes (55.8%)

We are very keen to push this as it should help to reduce the number of patients who DNA (Do Not Attend) appointments.

Signing up for this is also a good way of checking that mobile phone numbers are up to date; many people no longer have a land line.

Practice to continue promoting the service, then compare DNA rates before and after text reminders have been in wider use for 6 months or so.

7 Did you know that if a pharmacy is collecting your prescription, you need to allow an extra 2 days for your medication to be dispensed? (ie order your medication 4 days in advance)
Yes (58.9%) Action: Keep advertising and reminding patients.

Internally we aim to turn requests around within 48 hours but pharmacies do not collect from us every day and then need time afterwards to dispense medication.

Practice to put this (and details of practice 'comings and goings' into a 'News' slot on website

Practice attaches messages to patients onto prescription counterfoil eg blood test required before next repeat. PPG representative Mr NC pointed out that if pharmacy collecting and requesting scripts, patient does not get to see counterfoil and pharmacist does not pass on message.

Practice to identify a better way of informing patients.

8 If you have Asthma or Epilepsy and your condition is stable, would you like to have your annual review conducted via the telephone, to save having to visit the surgery?

Yes (65% – out of 37 pts who have asthma or epilepsy) .

For patients with chronic illnesses which are stable, taking time out to see the doctor and be told they are well is a waste of their time and ours – particularly younger patients. However, a face to face consultation is incredibly valuable for patients with lots of things going on.

This would be an opt-in service very much for patients whose condition is stable. The computer system flags up people who do not appear to be taking their medication. Handfuls of prescriptions get wasted because patients fail to pick them up.

Practice to go ahead with offering Remote Care Monitoring

9 Ethnicity/age of respondents

Most were British or Irish, with only 10% being of other nationalities. Only 14% of respondents were under the age of 35.

Similarly, ethnic groups and younger people are under-represented in the PPG membership.

PPG representative Mr DE volunteered to canvass at Tamfu House(Chinese community with interpreter).

Look at timing of meetings, as which suits/attracts retired people.

Consider taking a survey to Refugee Action where interpreters would be available.

Look at ways of being more inclusive.

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1	Social networking
Action	Agreed not to use Facebook for the time being – just website – as it would require almost a daily effort to update it and keep it contemporaneous and we do not have capacity to do that.
2	If we introduce a facility to book appointments on-line would you be likely to use it?
Action	Agreed to discuss at practice planning meeting in April to review cost and what the software would provide and make a decision re whether/when to implement.

3	Would you find it helpful to have a text (SMS) reminder the evening before your appointment?		
Action	Practice would like to introduce this. Patients would need to sign up to it. Agreed to discuss at practice planning meeting in April to review cost and what the software would provide and make a decision re whether/when to implement. About 10% of our patients DNA (do not attend) appointments. A note is made on their records and they are challenged about their non attendance at their next appointment. All children who DNA appointments either here or at hospital are followed up at the time. We have a number of patients eg addicts with chaotic lifestyles who would ignore a letter but whose attendance might improve after a texted reminder.		
4	Are you aware that the following services are available at the surgery? (please choose the ones that you are aware of)		
	22 % Physiotherapy 24 % Smoking clinics 15% Minor operations	11% Wart removal 5% Toenail removal 14% Joint injections	10% None of these
Action	Agreed to list in every newsletter as a standard feature and plan an advertising campaign to tie in with periodic national NHS campaigns eg re smoking cessation.		
5	The practice has a chaperone policy. Before you undressed for a physical examination that required the removal of underwear did the Doctor or Nurse ask whether you would like a chaperone?		
Action	Already have posters in waiting rooms but also need to remind clinicians to ask. Will mention on website and in newsletter.		
7	If Yes, was the clinic convenient and well run? (please choose all that are relevant)		
Action	Members of the group not all aware of our extended hours routine surgeries or our flu clinics. Agreed to promote them more visibly.		
8	Are the noticeboards in reception and the waiting rooms helpful and up to date?		

Action	Notice boards seem to be useful but it is those in the waiting rooms rather than the foyer that tend to get read as people are just passing through the foyer and don't stop to look. It was suggested that we could put posters on the inside of windows which could be read from outside.		
10	Are you aware that we have noticeboards in Waiting Room 1 which are dedicated to information for carers?		
Action	Double-size notice board dedicated to carers in WR 1 but no room to repeat the display in the other two waiting rooms – agreed to put an eye-catching poster in other two waiting rooms to direct patients to relevant notice board with full display.		
12	Have you ever used the suggestion box built into the reception counter?		
Action	Agreed to promote use of suggestion box. Several suggestions had been received but were anonymous so practice unable to respond. Agreed to add the following to suggestion slips: "If you would like feedback, please print your name, date of birth and a daytime telephone number".		
13	Which radio station(s) would you like to listen to while waiting? (Choose all)	14	Which radio station(s) would you NOT like to listen to while waiting?
Action	Seemed to be a feeling that using radios in waiting rooms was preferred to watching health promotion DVDs. Practice agreed to tune radios according to expressed preference in survey, provided we are able to get the required signal/clear reception.		

ACTION PLAN AGREED WITH PATIENT PARTICIPATON GROUP at meeting 14 March 2012 and the outcomes.

Points arising from February 2012 survey responses	Practice response	Agreed Action after discussion with Patient Participation Group
Getting through on the phone	We always endeavour to answer the phone as quickly as possible	First thing in the morning is always busier. Practice to implement poster campaign

	to check whether calls are urgent before asking if caller minds being put on hold. Urgent calls are flagged up on the doctor's screen for ASAP response – not to wait until end of surgery	suggesting that patients ring later in the day re non urgent matters. Done
Speaking to a Doctor on the phone	Doctors take calls from their patients from 11.45 to 12 noon – if they are busy then they will ring patients back. Do pts realise this option is available?	In Spring newsletter – circulated to all PPG members and available from website and reception desk
Speaking to a Nurse on the phone	Nurses take phone calls from patients between 12noon and 12.15 each day	JCH to ask nurses what sort of calls they would welcome and be able to deal with – can then clarify this via newsletter etc. Done – in newsletter
Obtaining test results by phone	Usually not a problem unless results not back at the time the patient rings	Working reasonably well. Best if patients ring in the afternoon when it is quieter – practice has advertised this.
If the surgery car park is full, it is not always easy get a parking space elsewhere	A huge issue for patients and surgery staff alike (staff are not allowed to use car park). Council is about to restrict free parking spaces even further by the installation of parking meters in some roads nearby. If any patients have off-road	Patient group members to lobby council (contact details provided) in particular to provide disabled parking bays adjacent to the practice. New Business Support permit available for up to 5 hrs per day. One is £300 per year, 2 costs £400 up to max 5 at £700 each. Cost prohibitive. (Employee

	parking which could be used by practice staff this would be very much appreciated.	permit not available in our Zone)
If patients do not find it easy to gain entrance to the practice, they can ring the bell on the entrance slope to summon help		Practice to advertise this facility more widely. Done – in newsletter. Poster on entrance door.
If patients are not able to manage stairs, and their doctor works upstairs, some did not know that the receptionist can ask their doctor to see them in a downstairs room		<ul style="list-style-type: none"> • Advertised at the desk • Plethora of posters and notices on glass screen of reception desk has been reduced in order to draw attention to most relevant matters – patient feedback shows that information now stands out more.
Many patients are not aware that they can request privacy at the reception desk	Receptionist can open a hatch to one side of the glass screen to enable more privacy, but needs to move back to desk to access computer.	Practice experimenting with signage asking patients to respect the privacy of the person at the counter, so that they stand back from desk until it is their turn to be attended to.
Patients use a variety of ways to find out information about the surgery	Patient newsletter to be produced, which will be available in reception and the waiting rooms and on the website, and be sent to members of PPG and all patients who request scripts via e-mail.	Newsletter content to include notification of personnel changes, update re local NHS changes and how they might affect patient care, explanation of Health Watch, and survey action plan. Done.
The Health	Practice must have a	Practice investigated cost of

<p>Education DVDs showing in the downstairs waiting room help to mask conversations at the desk, but patients find them boring.</p>	<p>Performing Rights Licence in order to play music or to show copyright DVDs – cost escalates according to number of seats available.</p>	<p>licence for public premises – cost prohibitive as require 3 licences (PRS, PPL and TV licence) Plan in place to play radio in downstairs waiting rooms instead (still need 2 licences)</p>
<p>Not all patients are able to see the doctor they would prefer to see within the time frame requested.</p>	<p>If your preferred doctor does not have a free appointment within a few days, the receptionist can ask him/her to ring you to discuss your problem. You might not then need to be seen, or your doctor can book you with someone else who is available sooner.</p>	<p>Practice to advertise this facility in newsletter. Done.</p>
<p>Some respondents did not know that the surgery is open at lunchtimes/ some Tues evenings/ some Saturdays</p>	<p>The surgery is open 8.30 am to 6.00 pm and at lunchtime every weekday, and on some Tuesday evenings and Saturday mornings.</p>	<p>Practice to advertise opening hours more widely. Done – in newsletter</p>