

PATIENT REPRESENTATIVE GROUP
PATIENT SURVEY 2013/2014

We currently have 10 members on our Patient Representative Group, 4 females and 6 males with ages ranging from 28 to 83 all are white British. We actively attempt to recruit new members to the group and during the week of the survey the members of the group spent some time talking to patients about how the group see themselves as a bridge between the patient and the practice. The PRG members are in the process of putting updated information on our notice board in reception and arranging a series of sessions where they will sit in the waiting room and discuss any relevant issues with the patients.

We hold regular bi-monthly meeting and during the meeting on 1st October 2013 we had a discussion around the topics to be included in the patient survey in February. These were agreed by all and one of the members compiled the survey, he also produced the results which are also published on the web site.

The Members of our Patient Representative Group conducted our second survey during the weeks commencing 10th February 2014 and 17th February 2014. The purpose of the survey was to engage with our patients on the facilities provided by the surgery, how they felt about the new premises and any suggestion to take the practice forward. The survey was open to all patients

A total of 100 responses were received with 5.8% on newly registered patients, 20.58% of patients registered between 1-5 years, 7.84% of patients registered between 5 – 10 years and 65.68% of patients registered with the practice for more than 10 years.

This is a summary of the results:

How do you rate booking an appointment at your GP Surgery?

Very easy	36.84%
Easy	42.1%
Difficult	9.47%
Very difficult	11.57%

How do you rate the opening times ?

Very good	43.13%
Good	45.09%
Satisfactory	8.82%
Unsatisfactory	2.94%

How long do you usually have to wait for an appointment with the GP of your choice?

Within 24 hours	50.9%
24 – 48 hours	10.9%
1 week or more	38.18%

How long do you usually have to wait for an appointment with any GP?

Within 48 hours	66.6%
24 – 48 hours	4.76%
1 week or more	28.57%

Comparing these results with the previous survey we have improved the percentages for all the above areas

Overall access to the building, helpfulness of staff, cleanliness of the waiting area, seating arrangements and information on display were generally rated as good to excellent.

Survey rates for doctors – were generally rated good to excellent.

Survey rates for Nursing/Health Care Assistants were also rated good to excellent.

After the results had been collated we had a further meeting on 4th March 2014 where the results were discussed by the members of the PRG and members of the practice team, an action plan was drawn up as a result of this discussion which is detailed below.

ACTION PLAN

Continue to review appointment availability.

time frame

on going

Action by

by practice

Improve awareness of the PRG

Better notices in reception

on going

PRG & Practice staff

As a result of the survey patients wanted access to physio services

summer 2014

by practice manager

Access for patients to the in-house physio service started end of March 2014

The practice currently opens Monday to Friday 8.30 – 1.00 and 14.00 – 18.30 with telephone access 8.30 to 6.30 daily. Our Extended hours service is available between 18.30 pm and 19.00 Monday, Tuesday, Wednesday and Thursday with a mixture of appointments available for the doctor and practice nurse.

It was encouraging to see an improvement in some areas of the survey directly related to the new premises, we moved in the new building December 2013 and the cleanliness, access and information on display were rated high.

Further details of the survey findings are also published on the web site.