

Maple View Medical Practice

Patient Survey Results February 2013

Members of our Patient Participation Group conducted a survey during the week commencing 4th February 2013. The purpose of the survey was to engage with our patients on the facilities provided by the surgery, and to see where improvements could be made in particular with the view of the practice moving into new premises in the Autumn of this year.

A total of 137 responses were received with 12.4% of newly registered patients, 10.9% of patients registered between 1 – 5 years 13.9% of patients registered between 5 – 10 years and the majority of 62.8% of patients who have been registered with the practice for more than 10 years.

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

Very easy	24.1%
Easy	34.3%
Difficult	23.4%
Very difficult	18.2%

How do you rate the opening times?

Very good	32.8%
Good	38.1%
Satisfactory	21.6%
Unsatisfactory	7.5%

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

Within 24hrs	12.4%
24 – 48 hours	14.0%
1 week or more	73.6%

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

Within 24hrs	36.4%
24 – 48 hrs	30.2%
1 week or more	33.3%

During May, June & July last year we conducted a triage pilot, all incoming calls requesting an appointment with the doctor were logged and either passed through to the doctor or the telephone number was taken and the doctor phoned the patient back, they were either given advice on the telephone or booked into see a doctor. 48% of patients surveyed were aware of the triage system, 33% thought it improved access, 20% felt it was the same and 40% thought it was harder to access an appointment. When asked which system they preferred 55% said prior to the triage, 18% while the triage was running and 26% preferred the system now

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

Survey rates for doctors – greeting, understanding of concerns, treatment explanations and awareness of medical history were mainly good

Survey rates for Practice Nurse – greeting, understanding of concerns, treatment explanations and awareness of medical history were mainly excellent.

Many patients were unaware of the PPG

Action Plan	Time frame	Action By
➤ Review appointment availability	on going	Practice
➤ Look at telephone system for possible use of text messages and local number to be operational in the new building	Before we move to new building	Practice
➤ Improve awareness of Patient Participation Group	PPG notice board in reception	PPG Members
➤ Although access scored well in the survey we will be looking at ways to ensure our new building will meet all the recommended requirements.	Before moving to new building	Practice