

Action points arising from the patient group meeting held on the 26th February 2013 at the Combe Down Surgery to discuss the results of the patient questionnaire.

Attendees Gary Morris, Vera Brigden, Mary Read, Keith Jordon, Heather Mattock, Liz Kingsley, Suzanne Dewey, Pat Minns, Karen Slade.

Prior to the questionnaire being produced all representatives of the patient representation group had been invited to a meeting on the 4th October 2012 to decide on the format of the patient questionnaire for 2012 in compiling the questionnaires the action points from the 2011 survey below were taken into account .

Action points arising from the 2011 questionnaire

- The group's main conclusions on the results were very positive, they felt that the practice should be very pleased with the feed back, and there were no major areas of change required.
- The group agreed to work with the manager on compiling the questionnaires next year as some of the questions needed to be clearer and subsequently more useful..
- Although the age distribution was spread fairly this year, the male / female split was not equitable, so more males should be targeted next year.
- Manager to put notice on web site that the practice offered Saturday morning surgeries speak to staff and update web site.
- A notice to be put up to say the practice did not shut at lunchtimes.
- All the above had been actioned.

Review of the 2012 results

The surgery buildings

The results were very positive 94% of the patients were very happy with the access and all of the patients felt the surgery was clean.

This lead to a discussion about patients being able to overhear conversations taking place at the reception desk. It was agreed that a notice should be put in the reception area informing people that they could request to speak to a receptionist in private.

Action – KS to do a notice. . Notice put up 28/2/13

Ease of getting through on telephone.

This caused a lot of discussion as the results had improved on the previous year at 53% of respondents said it was “fairly easy” to get through, but 22 % said it was “not easy”. The problem times were between 8.00 and 9.00am.

KS explained that they had in the past 2 weeks installed on the telephone system an auto attendant and also employed an additional secretary to take calls from 8.00am which the practice hoped would make it easier for patients to get through on the phone, and also direct them to the correct member of the team so not duplicating workload. KS to keep under review.

Seeing a Doctor

The majority of patients stated that they could get to see a Doctor very easily either on the same day or the next working day, which the patient group felt was acceptable.

Practice nurse results

The results of the questions associated to the nursing team were discussed and it was agreed that no actions needed to be taken as the results were very positive.

Ease of speaking to a doctor on the telephone

It was agreed that this was a very useful facility for the patients and should certainly continue, as the pre bookable slots were very beneficial for the working patients, and those who wished to plan their days. - No actions required.

How long after appointment time were patients seen.

The results of this question were discussed as the majority (69.12) of patients stated that they had to wait 5 to 15minutes from their appointment time. This was felt to be a reasonable time scale as every one was aware that some patients needed longer than their allocated time. It was agreed however that it was very important that the Doctors commenced their surgeries promptly when ever possible. It was also agreed that the patients would have been more comfortable with the lateness of their appointment time if the receptionist had informed them that the GP was running late – Action – KS at staff meeting.

Surgery opening times

The results of all the questions around the surgeries opening times were discussed as a group.

It was felt that some patients were still not aware that the practice opened on Saturday mornings and this should be highlighted again by the receptionists and on the web site. The option for the practice to open in the evenings was discussed as 32% of patients asked had stated that as a preference. – Action KS to discuss with GPs as an option.

GP results

The results of the questions associated to the Doctors were discussed and it was agreed that no actions needed to be taken as the results were very positive. The Gps would have their results reviewed during their appraisal process.- No actions required.

Contacting the out of hours service

This area was discussed and it was agreed the message was much easier now 111 was live. – No actions required.

Action points

- Appointments leaflet to be updated when the new system was bedded in.
- Patients should be told that the Saturday AM surgery appointments were 15 minutes in duration, as this was felt to be useful.
- Patients could also be told that they could book double appointments if they felt they would need additional time with a GP.
- The group agreed again to work with the manager on compiling the questionnaires next year as some of the questions needed to be clearer and subsequently more useful.
- Although the age distribution was better this year, the male / female split was still not equitable, so more males should be targeted again next year.