

Action points arising from the patient group meeting held on the 13th December 2013 at the Combe Down Surgery to discuss the results of the patient questionnaire.

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Representatives of the patient representation group had agreed at the evening meeting of the 10th September 2013 to use the same questionnaire as used in 2012 – the action points below were from the 2012 survey.

Action points arising from the 2012 questionnaire

- 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
- 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.
- All the above points had been actioned.

2013 results – 230 questionnaires were completed.

The surgery buildings

The results were very positive 95.6% of the patients were very happy with the access which was an improvement on the previous year, and all of the patients felt the surgery was clean.

This led again to a discussion about patients being able to overhear conversations taking place at the reception desk, a notice is available in the waiting room informing patients that they can request to speak to a receptionist in private.

Action – KS to review and update notice.

Ease of getting through on telephone.

This has certainly improved since the practice set up an auto attendant service which gave patients different options and instructions on what is available i.e. no prescriptions would be taken over the telephone and results will be given after 3.00pm. The practice had also employed an additional secretary to answer the telephones and this had certainly eased congestion. The members present all agreed that the new system was working well. KS to keep under review.

Ease of speaking to a doctor on the telephone

The results on speaking to a Doctor on the phone had again improved with 95 % stating that they had no problems with speaking to a GP on the telephone.

Receptionists

The question on how helpful patients found the receptionists team showed excellent results with only two patients stating concerns. 98% of the patients stated that they were always treated with dignity and respect

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 very acceptable. It was also felt that as the practice had a nurse practitioner commencing work in Jan 14 this will free up a lot more GP appointments as she will be seeing all the patients with minor illness problems.

Booking appointment ahead.

The question if patients were able to book an appointment with a GP in advance had again improved with 77% stating that they were able to book ahead. Notices to this effect were up in both sites – so the message is getting through that we now have a lot more pre bookable appointments.

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.

How long after appointment time were patients seen.

The results of this question how long after your appointment time do you have to wait. For those who responded 5 to 15minutes the results had improved from 69.12% last year to 46.18%. This was felt to be a good improvement as everyone was aware that some patients needed longer than their allocated time. It was agreed however that it was still very important that the Doctors commenced their surgeries promptly whenever possible.

Surgery opening times (8.00am – 6.00pm – Monday to Friday Saturday 8.00am – 12.30pm)

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

The Saturday morning clinics were very popular (8.00- 12.15 Saturdays at Odd Down) and always fully booked, but once again over 50% of patients who responded stated they would like to come after 6.00pm, – Action KS to discuss with GPs as an option of splitting the Saturday morning sessions with an evening surgery.

Contacting the out of hours service

This area was discussed and it was agreed the message was much easier now 111 was live, and those that had used 111 were very pleased with the service provided.

Patient's responses

One of the action points from last year, were that the questionnaires should be given to a better cross section of our patients, this had certainly improved and was a much fairer representation of our patients.

Action points

- Notice re privacy to be moved to a more prominent position in the waiting area.
- KS to speak to Gps to look at providing more evening surgeries.
- Continue to get a good cross section of patients completing the questionnaire
- Receptionists to continue to promote the pre bookable appointments.
- Receptionists to utilise the appointments for the nurse practitioner to release more GP appointments.

