

Dr Seal – Dr Hughes – Dr Wedner – Dr Margutti – Dr Thomson

The Station Practice

Station Plaza Medical Centre

Station Approach

Hastings

East Sussex

TN34 1BA

Tel 01424 464756 – Fax 01424 464757

Patient survey results and Action Plan 2011-2012

Thank you to everybody who participated in our practice survey during December – February. This is a report of the findings and an action plan which has been agreed with the Patient Participation group

Survey

We used the standard patient survey material used by many practices.

During December 2011 to February 2012 surveys were available on the reception front desk.

Front line staff were given a target of 10 surveys a day to hand out to patients and encouraged to complete.

Surveys were offered to patients attending for consultations with clinical staff or collecting prescriptions, attending flu clinics, childhood immunisation clinics etc.

Some surveys were also sent to housebound patients to complete.

Responses were collected by the PRG and the results were analysed.

150 questionnaires were handed out and we received the completed questionnaires from 108 patients.

Our PRG was established in 2008 and we have recently been taking patient details to enable a virtual patient group. Information is listed in our patient information leaflet, on our website and on posters displayed with our practice and on our electronic notice board.

The virtual group will be used as a sounding board for ideas, changes etc, they will not necessary attend the meetings but will be consulted and any ideas, suggestions shared.

Core group recruited from volunteers (9).

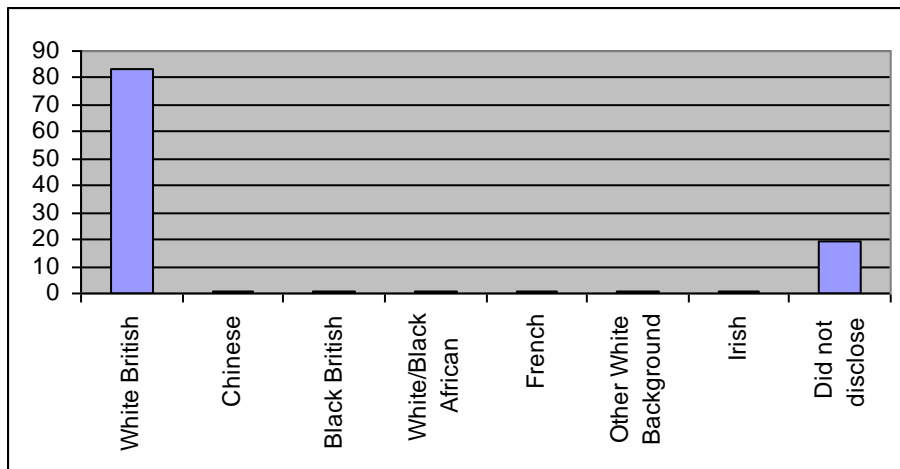
We are striving to achieve better representation.

All new patients are given a leaflet in the new patient information pack with information regarding the patient group.

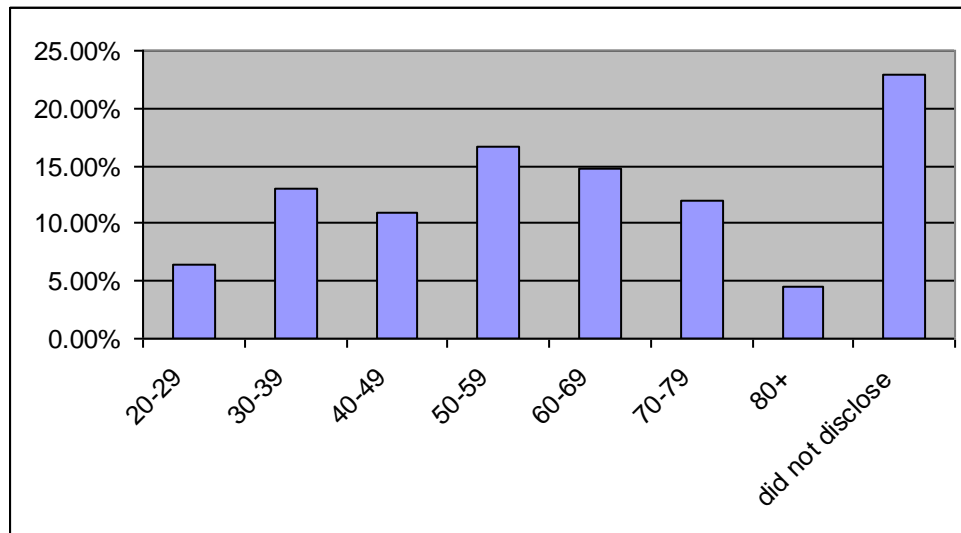
Clinical staff have been trying to recruit patients from ethnic minority groups

Survey Results

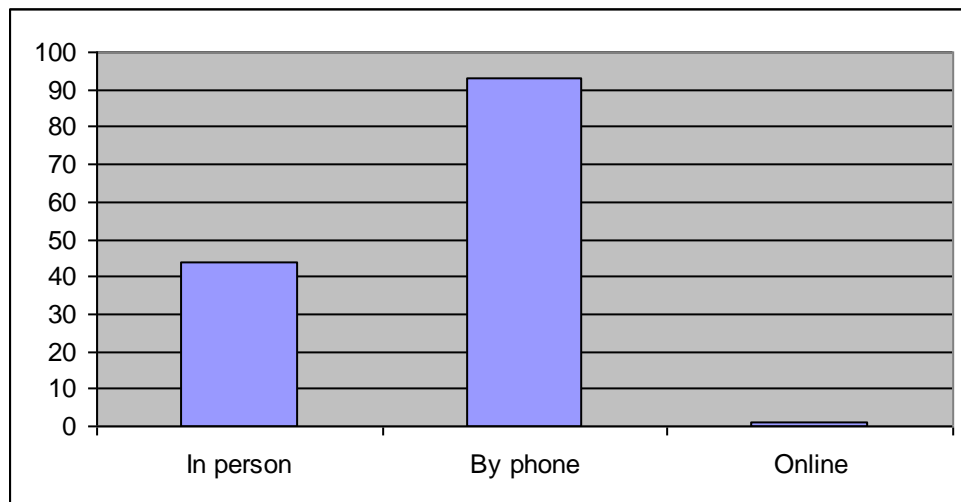
Ethnicity of participants



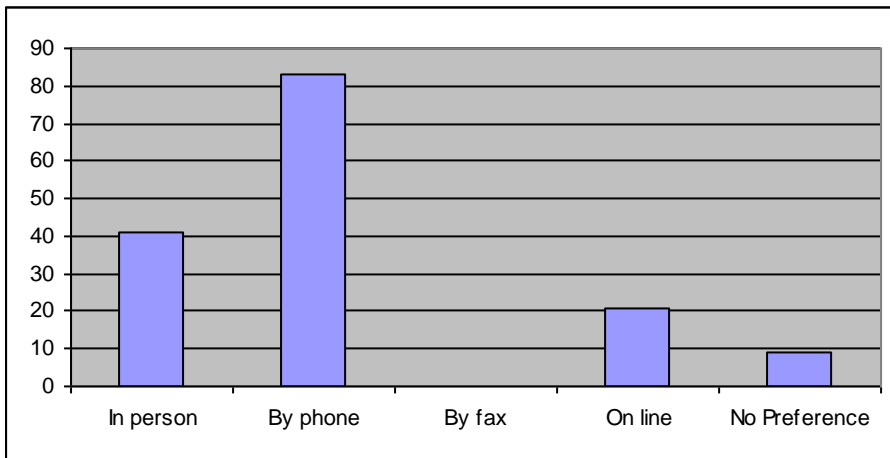
Age range of participants



How do you normally book your appointments to see a doctor or nurse at the surgery?

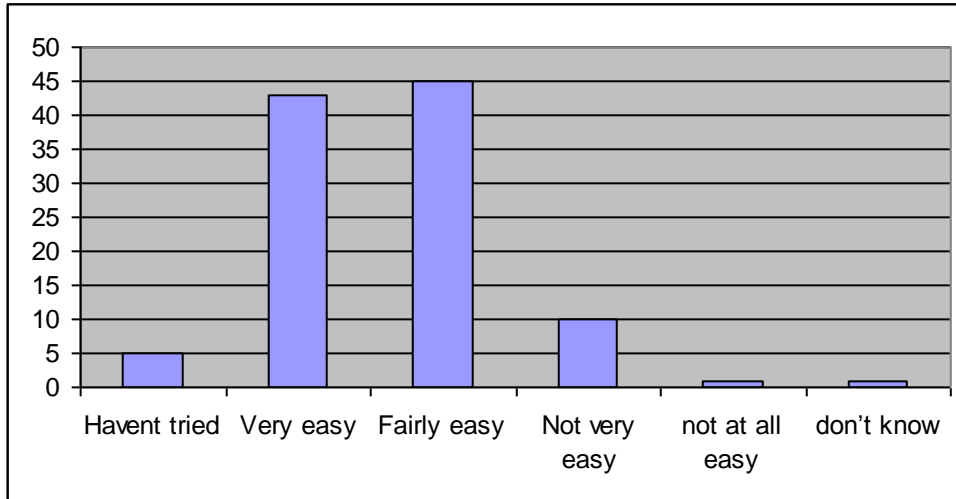


Which of the following methods would you prefer to use to book an appointment at the surgery?

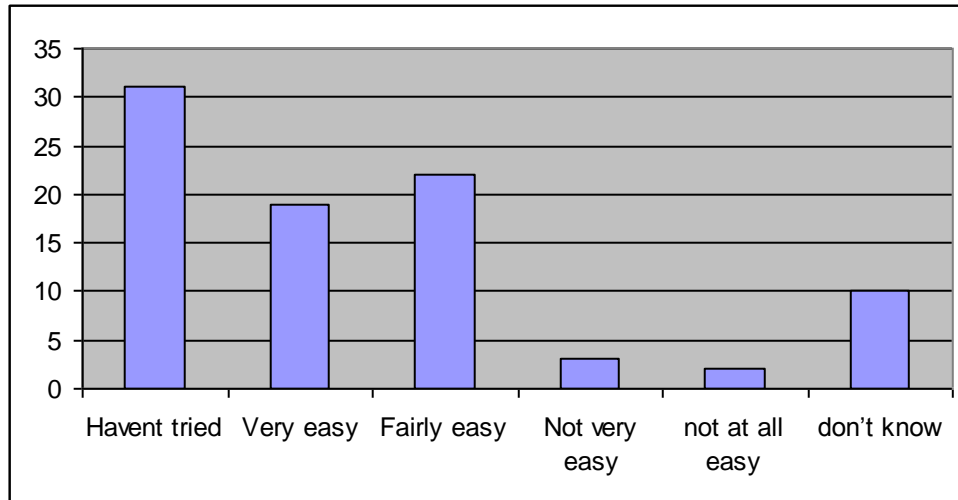


In the past 6 months how easy have you the found the following?

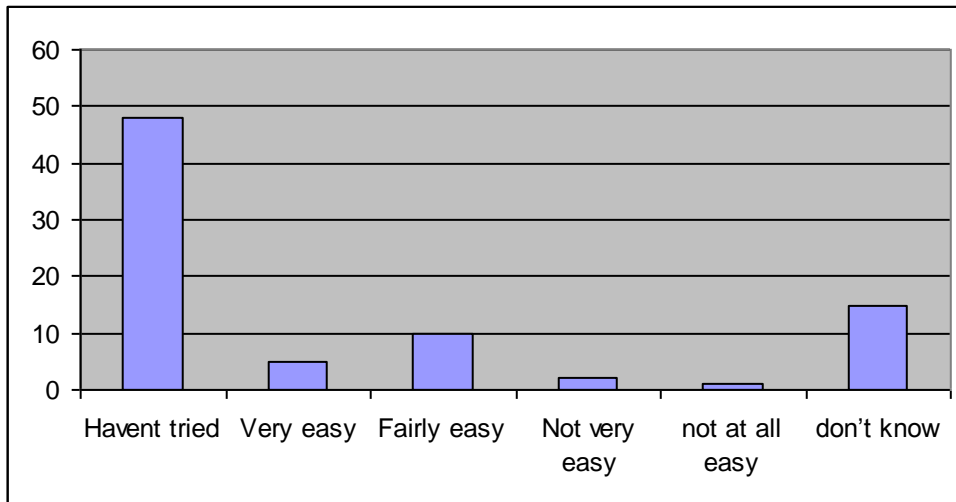
Getting through on the phone



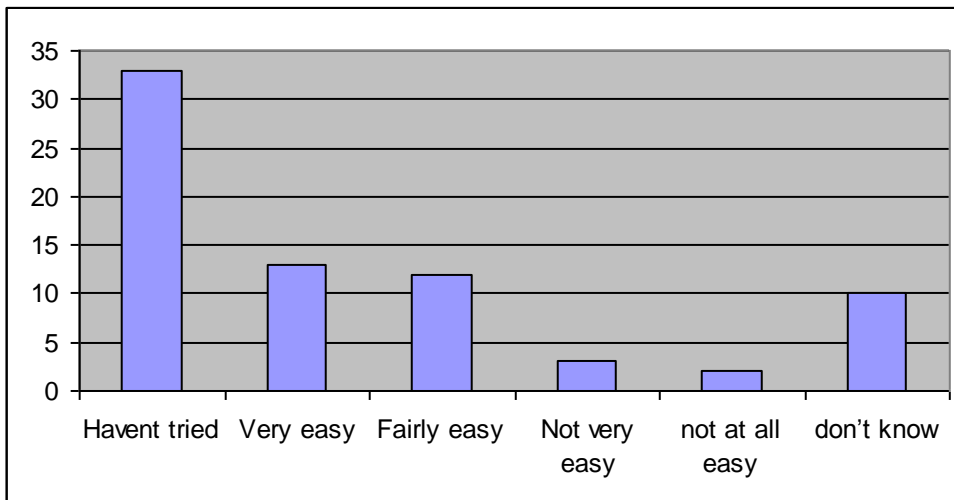
Speaking to a Dr on the phone



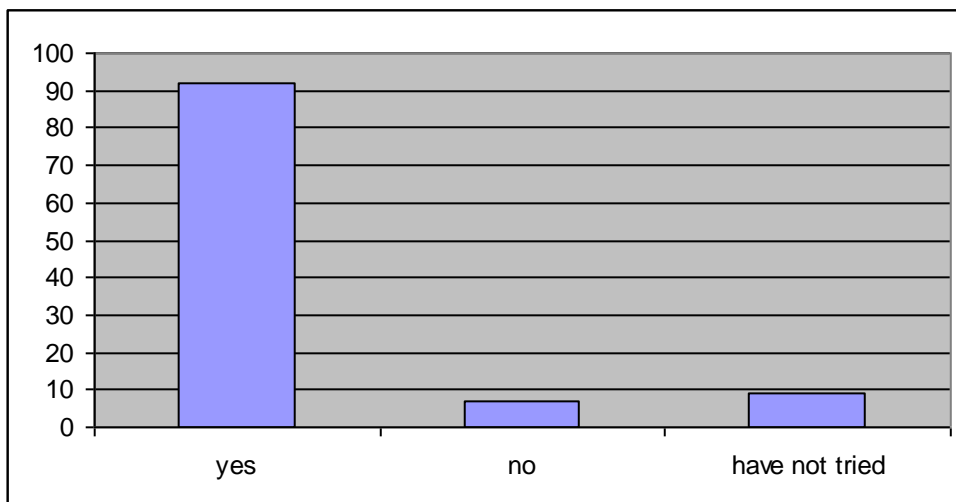
Speaking to a nurse on the phone



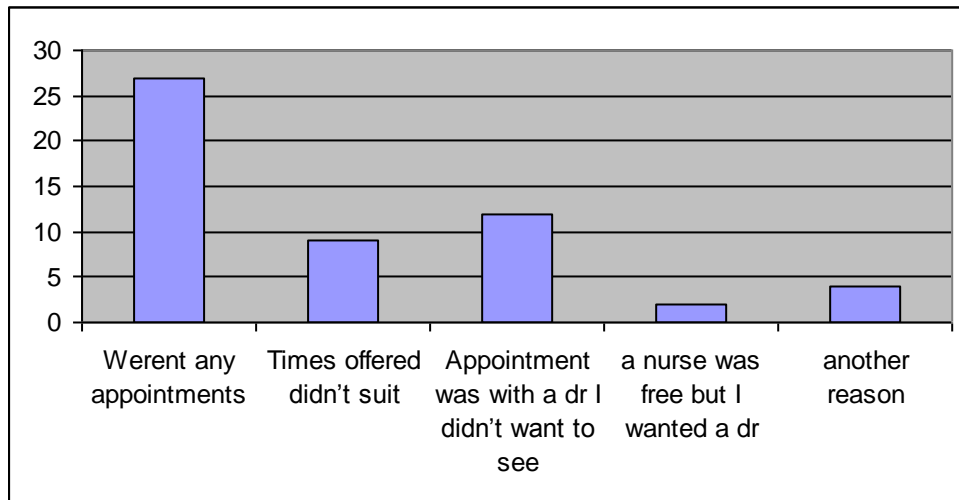
Obtaining test results on the phone



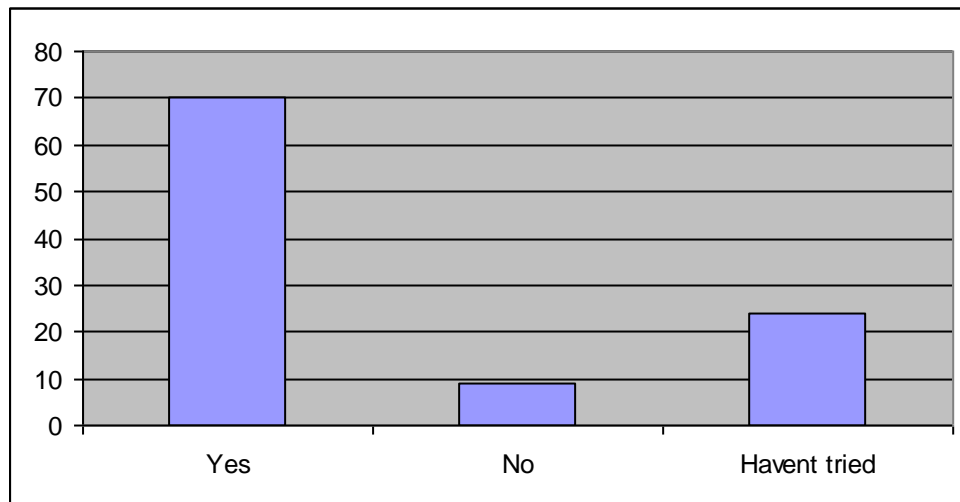
Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next two weekdays that the surgery was open?



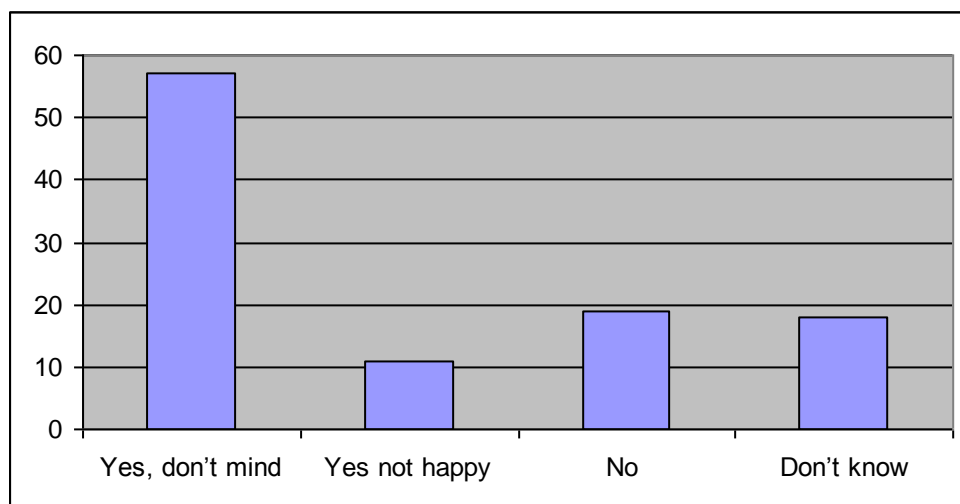
If you weren't able to be seen during the next 2 weekdays that the surgery was open, why was that?



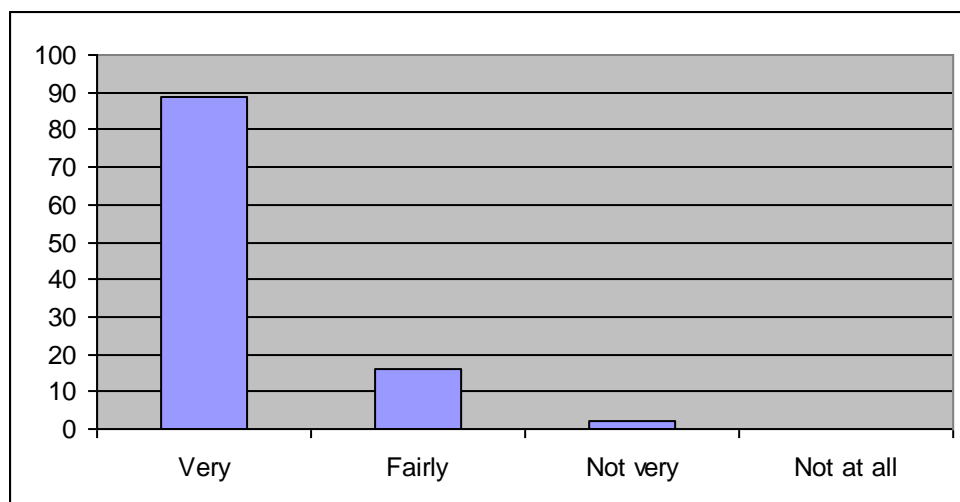
Last time you tried, were you able to book ahead for an appointment with a Dr?



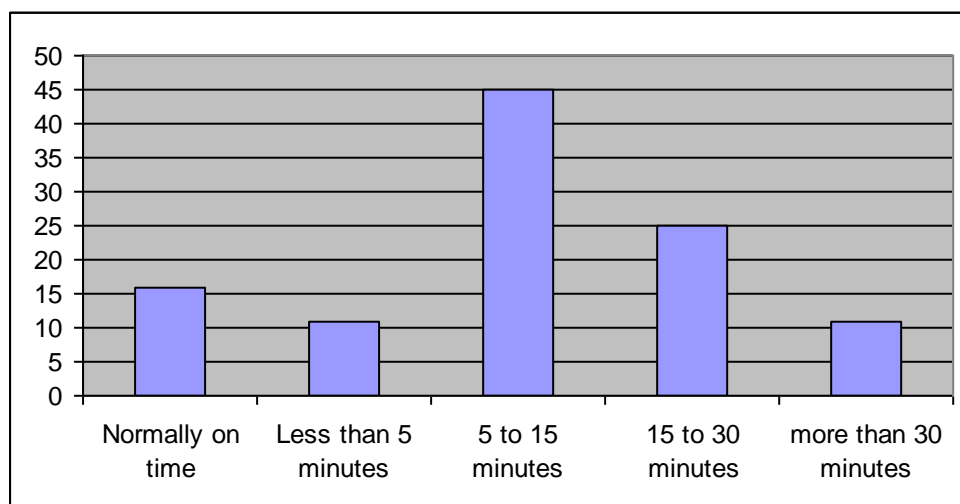
In the reception area, can other patients overhear what you say to reception?



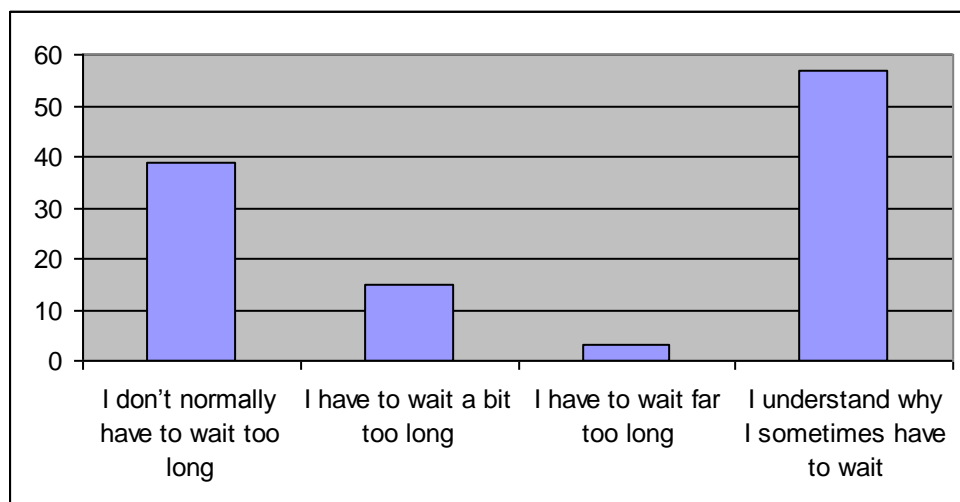
How helpful do you find the receptionists at the surgery?



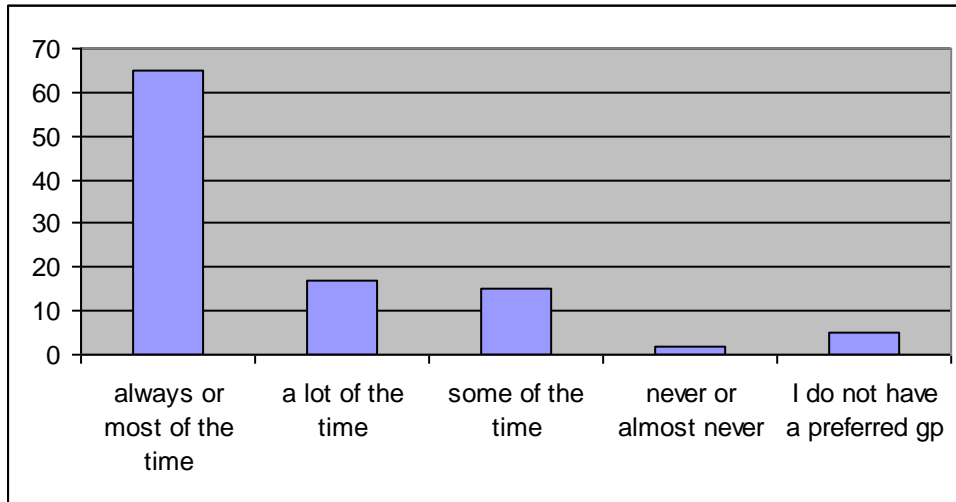
How long after your appointment time do you normally wait to be seen?



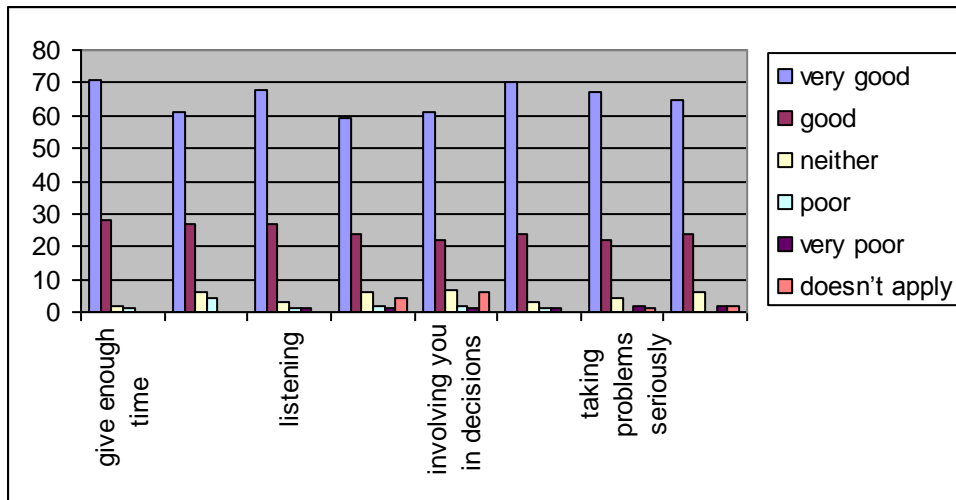
How do you feel about how long you normally have to wait?



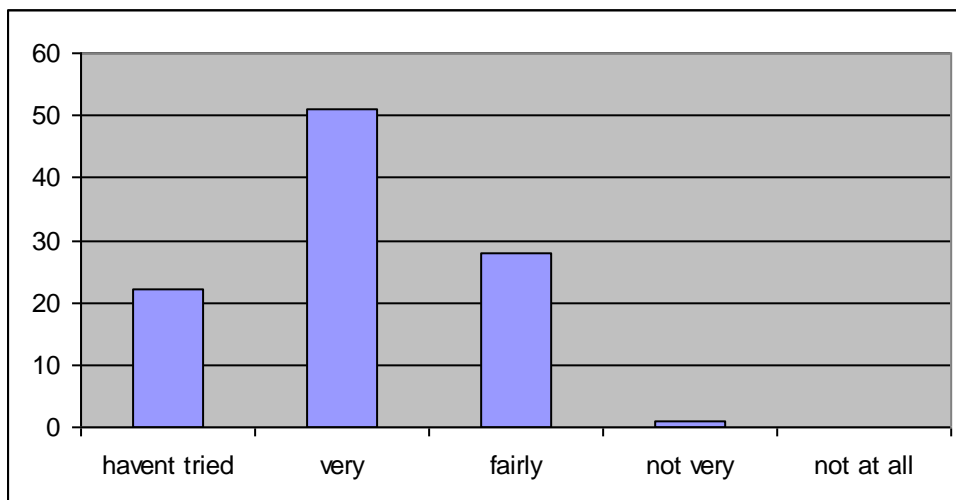
How often do you see a dr you prefer at the surgery?



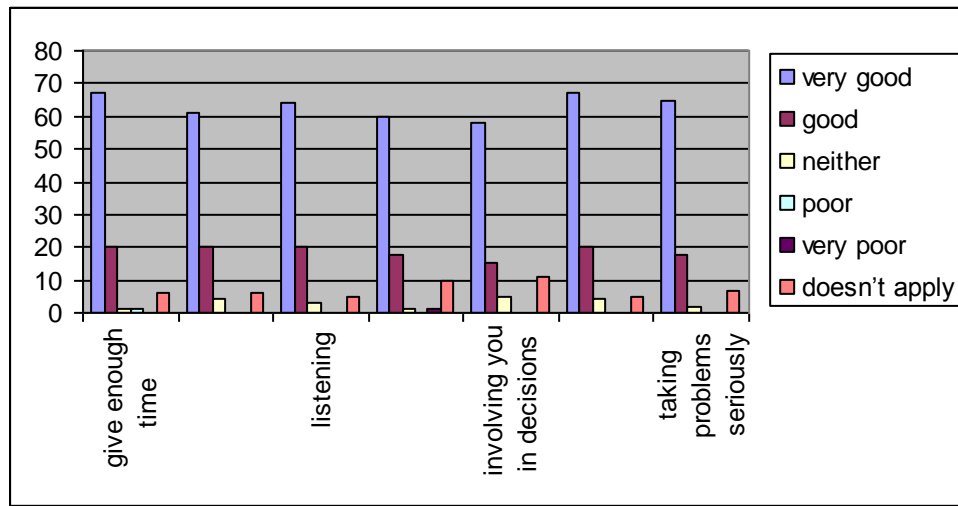
Last time you saw a Dr at they surgery how good was the Dr at each of the following?



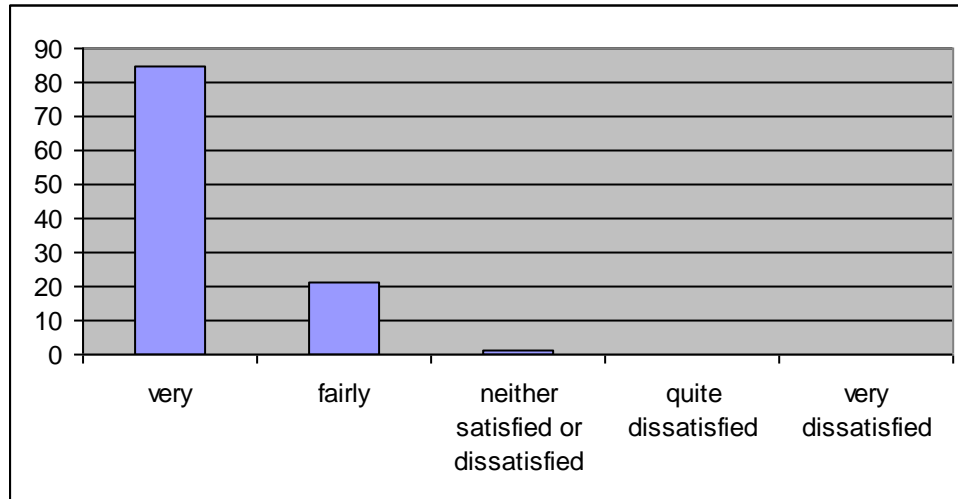
How easy is it for you to get an appointment with a practice nurse at the surgery?



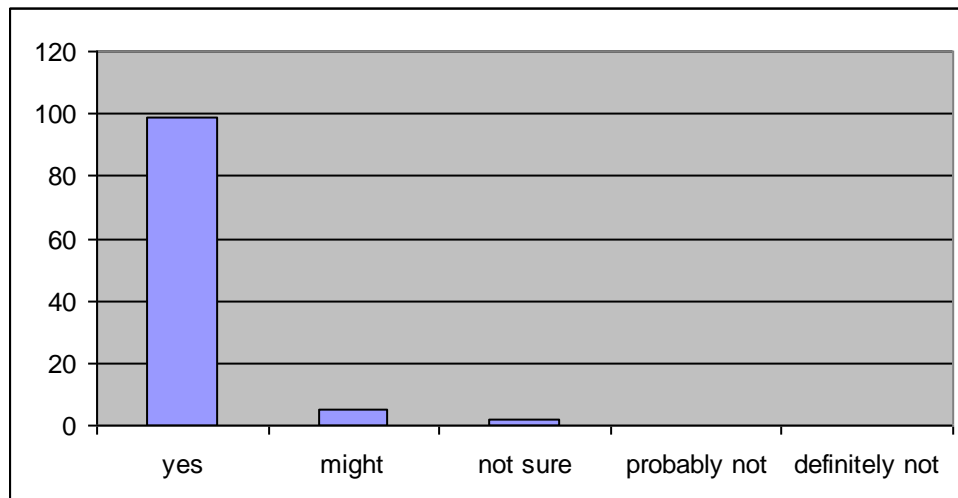
Last time you saw a practice nurse at they surgery how good was the practice nurse at each of the following?



In general how satisfied are you with the care you get at the surgery?



Would you recommend the surgery to someone who has just moved to your local area?



Practice Population Profile

Show how the practice demonstrates the Patient Reference Group (PRG) is representative by providing information on the practice profile

Age/Sex of practice population				Ethnicity
		Male	Female	
0-16	1389	750	639	Ethnicity is recorded in 65% of our patient population. 87% of recorded ethnicity is white or mixed British. 13% other ethnic groups
17-24	736	329	407	
25-34	968	461	507	
35-44	945	471	474	
45-54	1039	539	500	
55-64	821	396	425	
65-74	599	292	307	
75-84	420	159	261	
85-89	103	35	68	
90+	93	23	70	
totals	7113	3455	3658	

Patient Reference Group Profile

	Male	Female	Ethnicity
0-16			White British
17-24			
25-34			
35-44			
45-54	1	1	
55-64		2	
65-74	1	1	
75-84	2	1	
85-89			
90+			

Action plan

Dr Margutti and Claire Critoph met with the chair of the PRG Jennifer Winnington on Monday 13th February 2012 to discuss the findings of the survey results.

The PRG felt that the survey was very positive and an action plan was devised and circulated to all the members who agreed with the content.

Action Plan 2012

<u>Action</u>	<u>Proposed Changes</u>	<u>Who needs to be involved</u>	<u>What is an achievable time frame</u>
Confidentiality at front desk	Sign for patients informing them that they can be seen in a private room if they have a confidential matter to discuss. Queue sign to be moved further away from the reception.	Practice Manager Senior Receptionist Reception team	April 2012
Late running surgeries	Patients to be kept informed of late running surgeries by check in device having a ticker message informing patients of any delays in being seen	Practice Manager Reception staff	April 2012
Online booking of appointments	Set up online booking system through the website	Practice manager Senior Receptionist	Spring 2012
Appointments system	Clarification of the appointments system – advertise on the envisage system, modes of making appointments and alternatives eg telephone consultation if required – drs appt is not always necessary. DNA rate for the month displayed	Practice Manager	Spring 2012
Health Promotion – Men's Health	Survey results showed men feel less listened to. Clinicians to be aware when consulting – Men's health promotion to be displayed on the envisage system – men's health week/month?	Clinicians PPG	Summer 2012

Report written by Claire Critoph. This report has been emailed to all practice staff and PRG.

Uploaded onto practice website and made available to patients on 26th March 2012.

There are hard copies available in the waiting areas.

Practice Opening times

Monday to Friday 8.00am – 6.30pm

Saturday 9.00am – 11.30am