

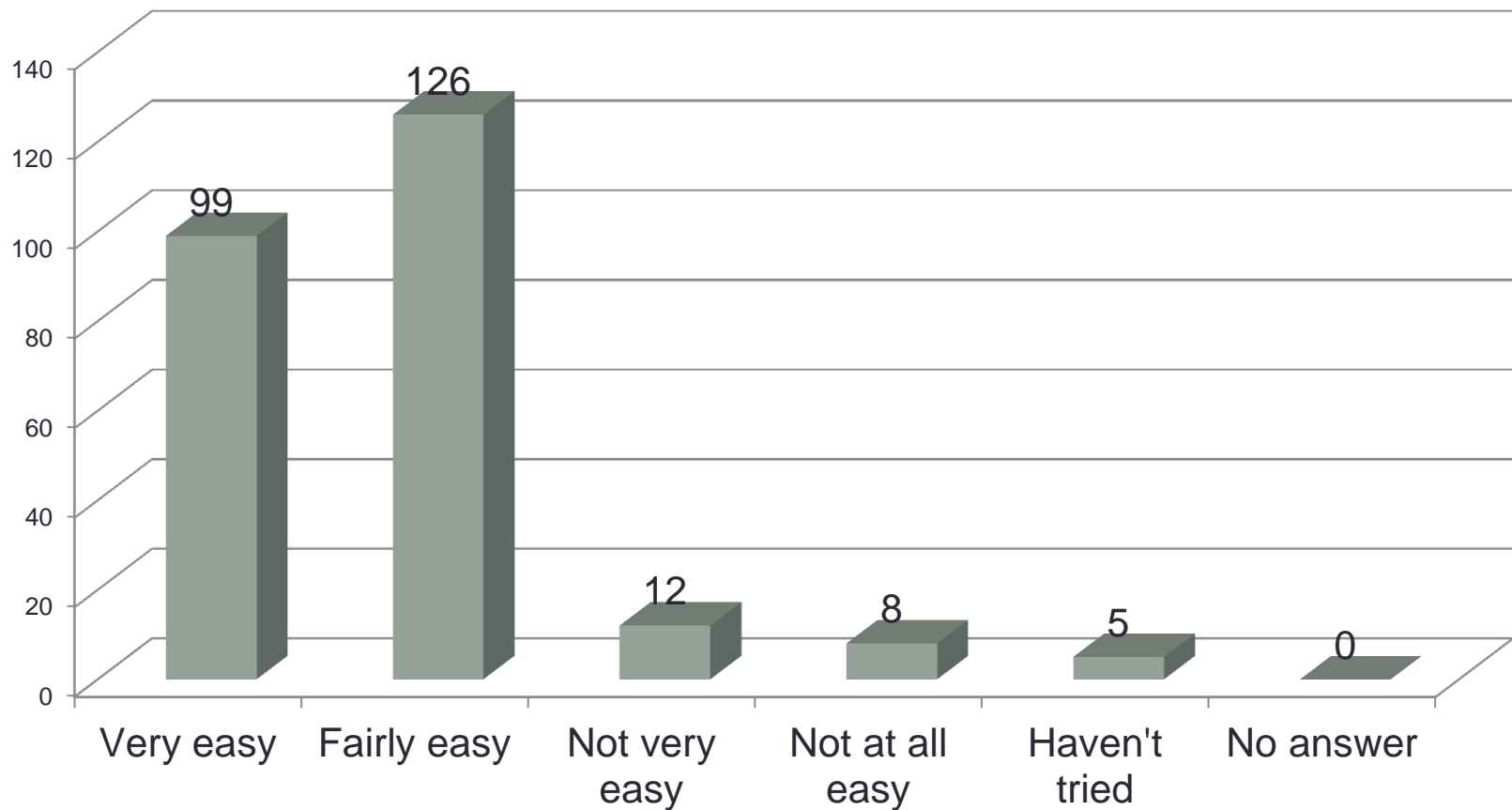
GP PATIENT SURVEY 2016/17

How are we doing?

What we did

- A total of 250 patients were asked to complete a questionnaire when they attended the surgery.
- The questionnaire was based on the National Survey carried out by the Health Authority.
- The responses are as follows.

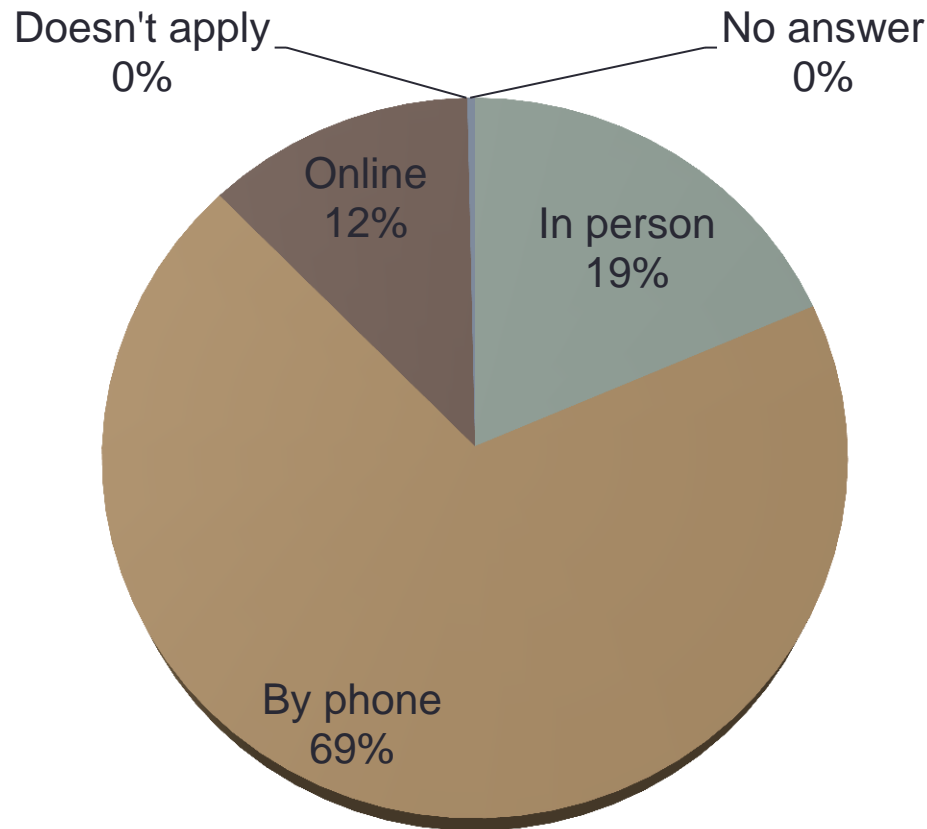
Generally, how easy is it to get through to someone at your GP surgery on the phone?



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- 225 of patients surveyed found it 'very easy' or 'fairly easy' to get through on the telephone.
- 20 patients found it not 'very easy' or 'not at all easy'
- Please can we remind patients that mornings are always a busy time for the telephones, and if you have a query that will wait until later in the morning, we would appreciate it if you could call after 10 am.

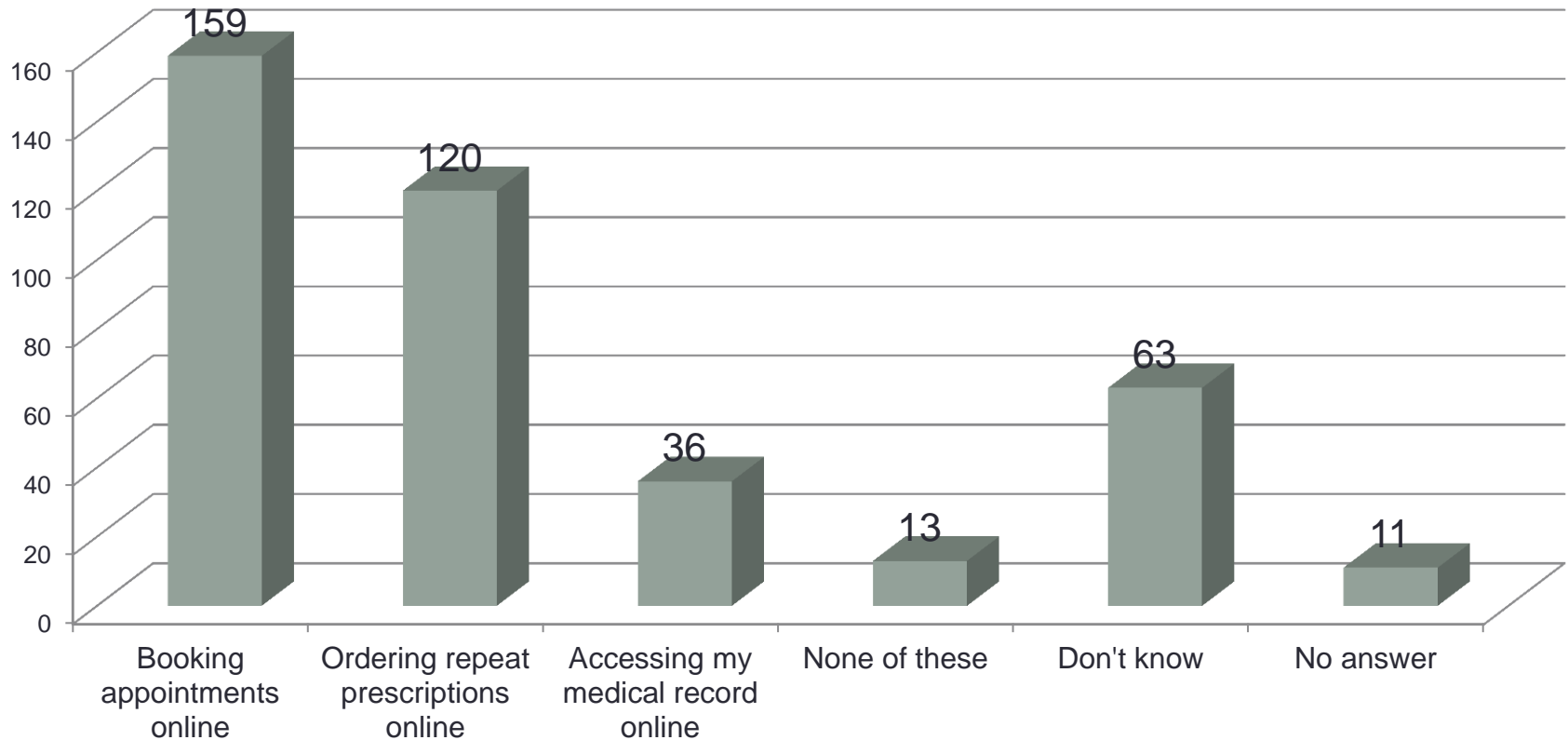
How do you normally book appointments to see a GP or Nurse at your GP surgery?



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- 69% of patients surveyed use the telephone to make an appointment.
- Only 12% use the online services to make an appointment.
- Our online booking service is available to all patients who use the internet. Please enquire at reception if you would like to be set up for this service.

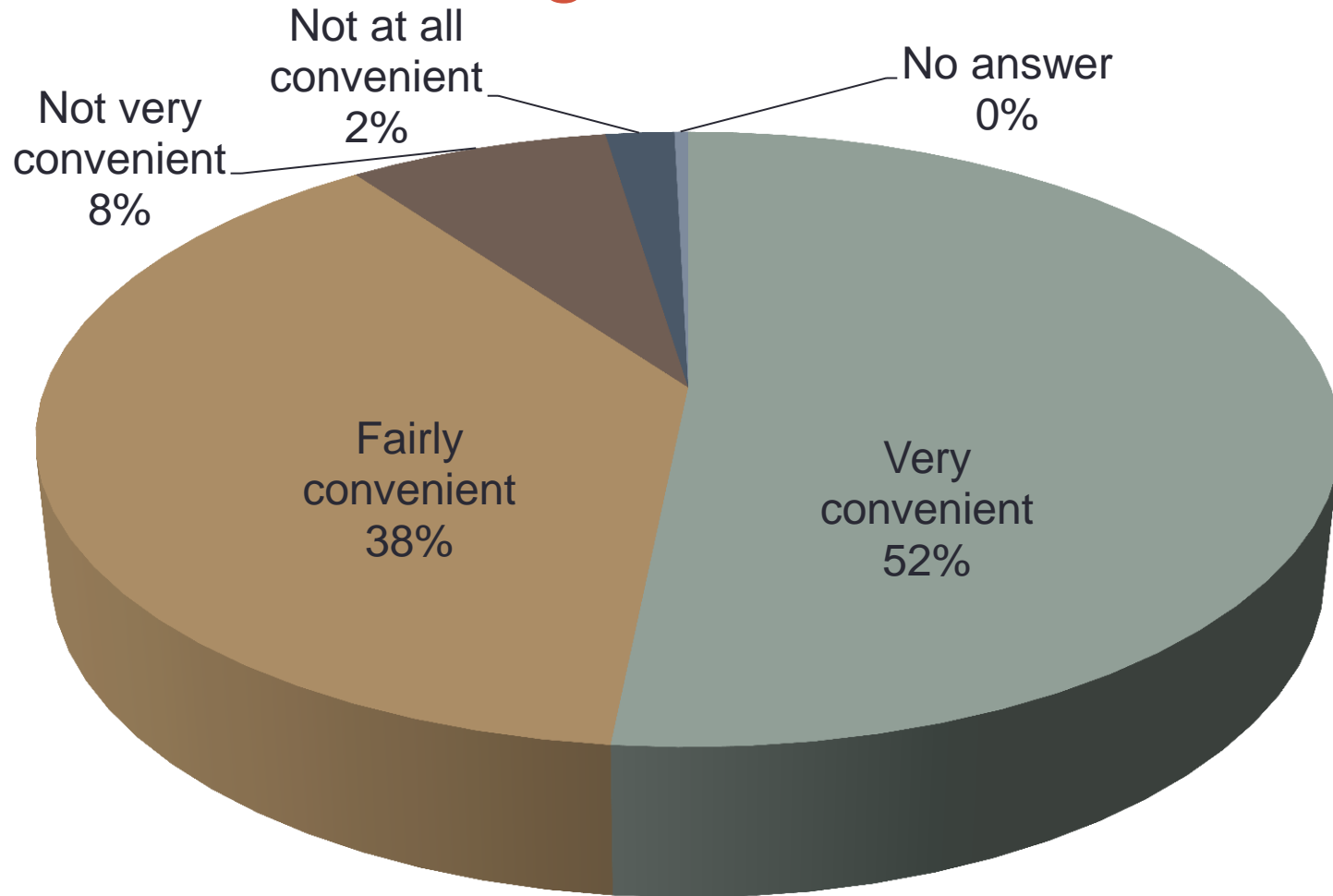
As far as you know, which of the following online services does your GP surgery offer? (By online we mean on a website or smartphone app)



As far as you know, which of the following online services does your GP surgery offer?

- It seems that many of our patients are not aware of the online services we offer.
- Only 36 patients realised that you are able to see your medical record summary online providing you have an online account.
- Please enquire at reception to get set up with this.

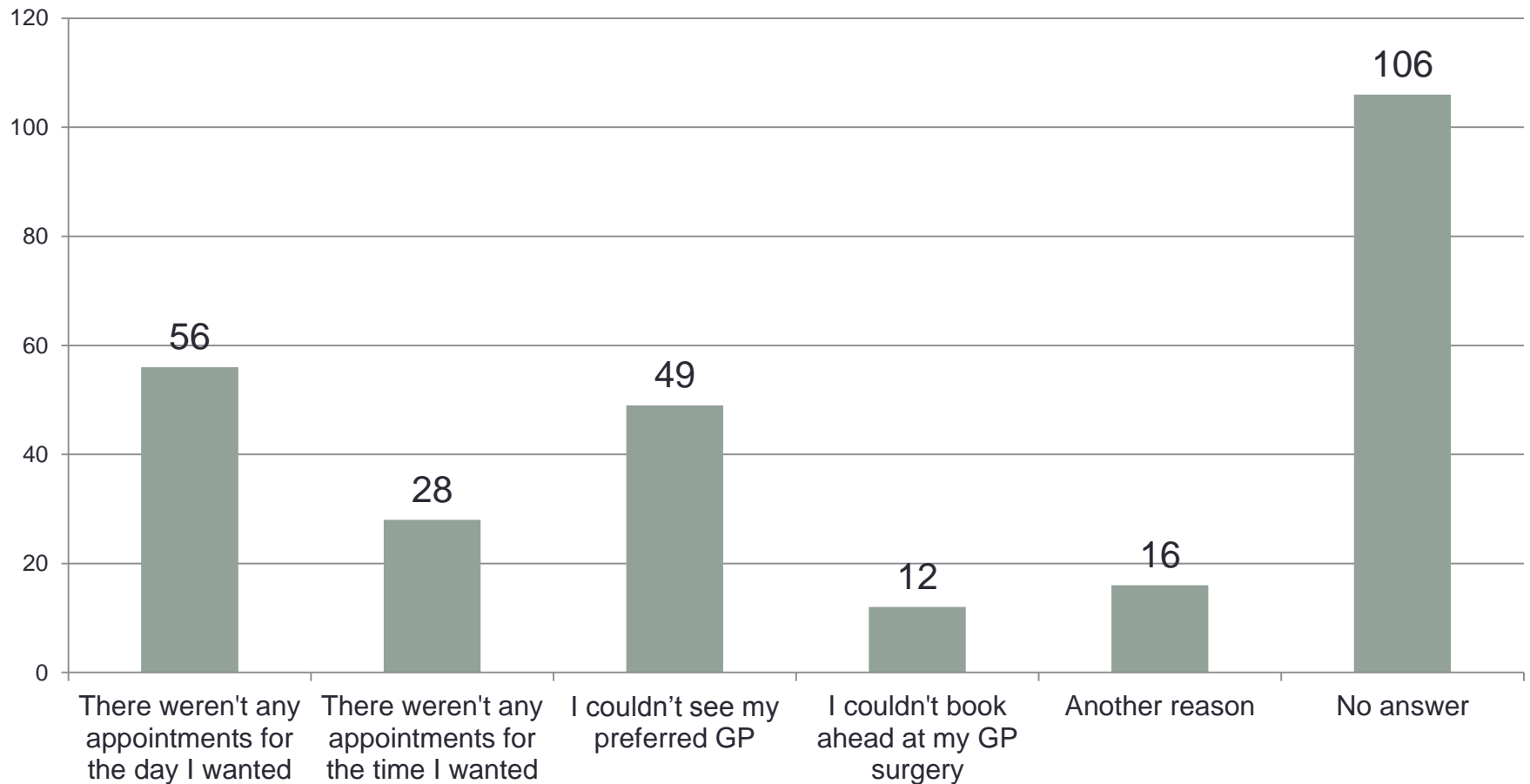
How convenient was the last appointment you were able to get?



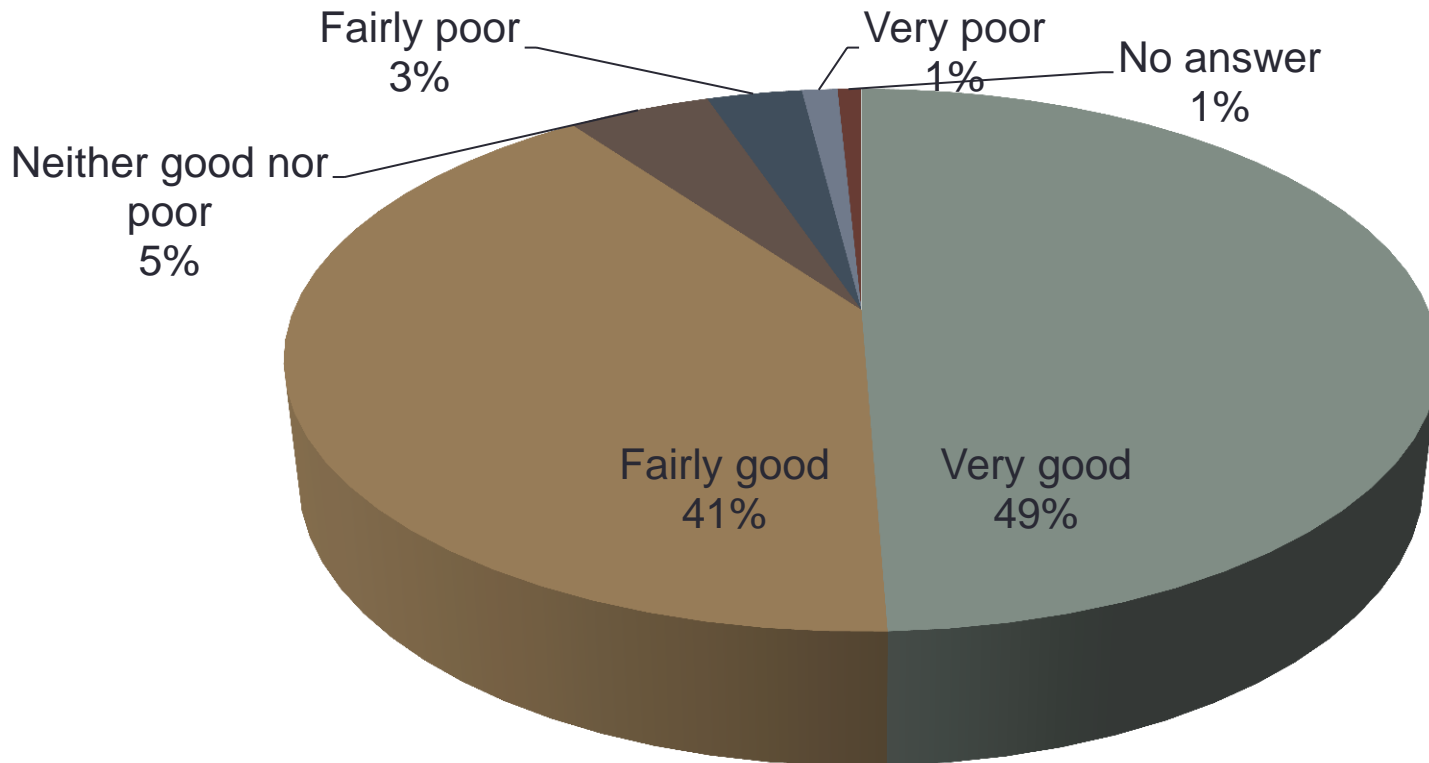
How convenient was the last appointment you were able to get?

- 52% (thats 129 patients) said very convenient
- 38% (96 patients) said Fairly convenient
- 8% (19 patients) said not very convenient
- And 2% (5 patients) not at all convenient

If you weren't able to get an appointment or the appointment that you were offered wasn't convenient, why was that?



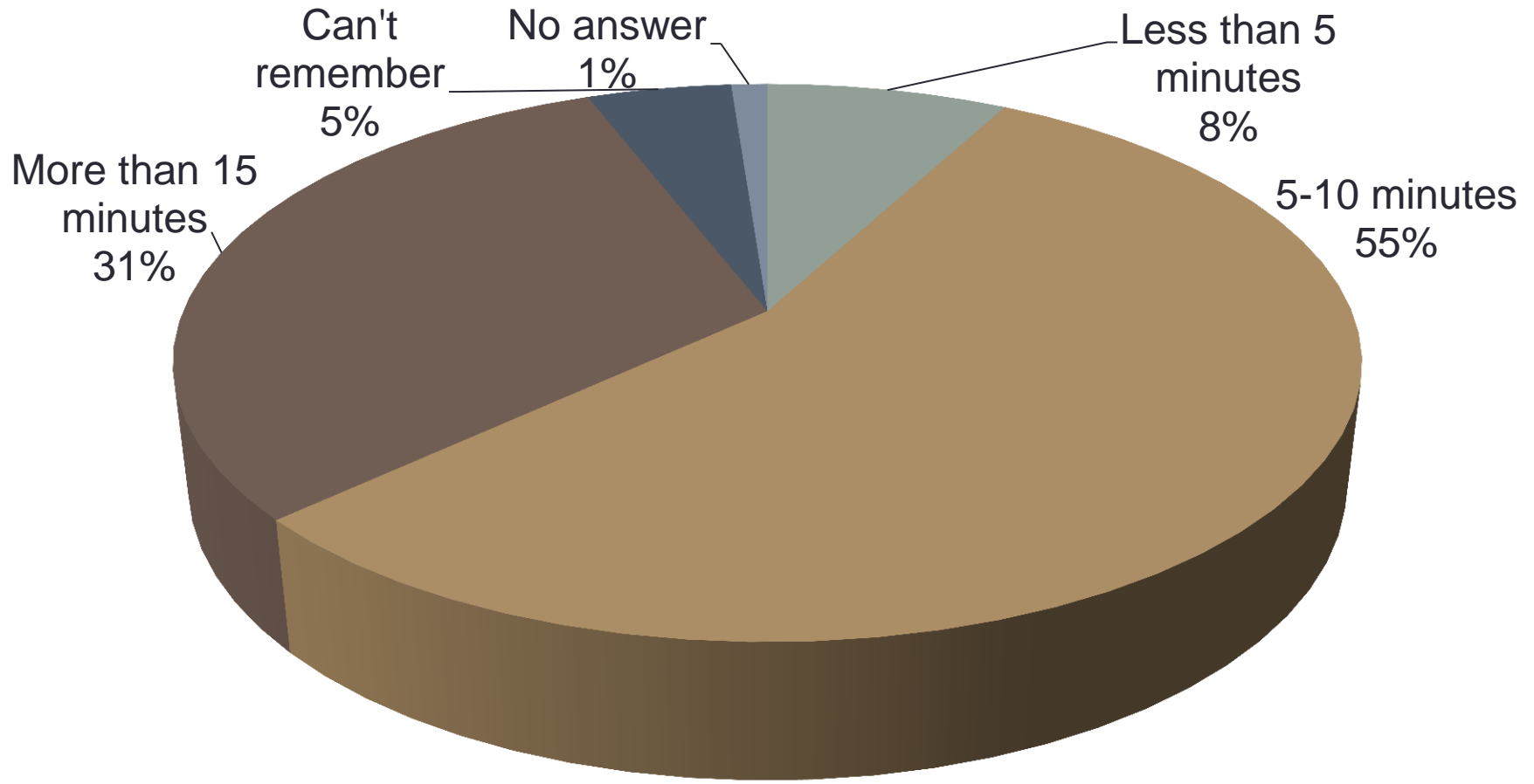
Overall, how would you describe your experience of making an appointment?



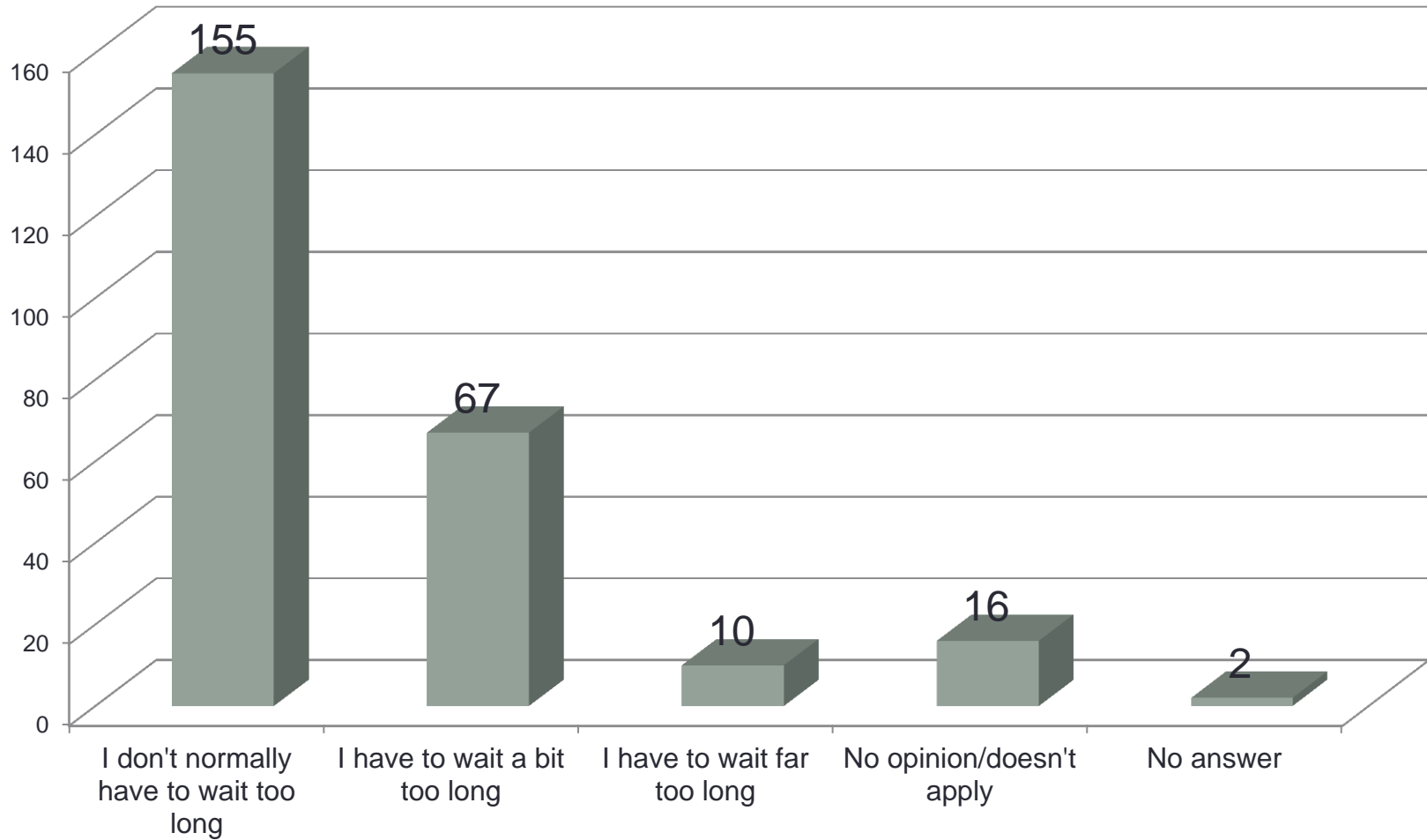
Overall, how would you describe your experience of making an appointment?

- 41% are fairly good
- 49% are very good
- 1% of patients surveyed (3 patients) said that their experience of making an appointment was 'Very Poor'.
- We have been using an automated telephone answering system for a few months now and it has been very successful in easing telephone congestion. The system allows patients to book an advanced appointment with a doctor when the surgery is closed.
- We always have on-day emergency appointments for things that will not wait.
- We offer on-day non-urgent appointments, telephone consultations and advanced appointments.

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



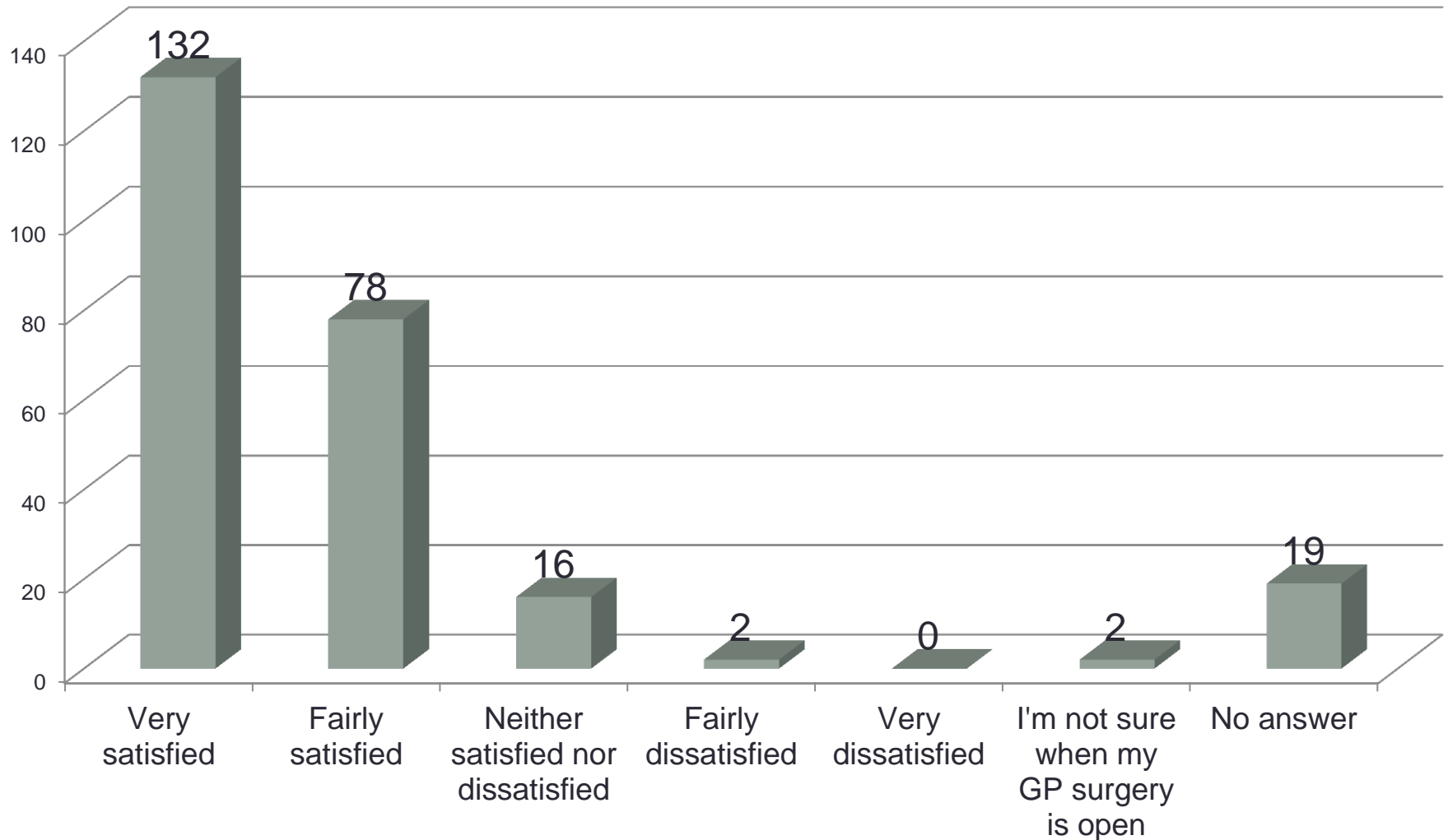
How do you feel about how long you normally have to wait to be seen?



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

- We are aware that sometimes waiting times have been a little longer than usual. We are very sorry for the inconvenience caused. This is due to demand and a shortage of Doctors.
- We have eased the pressure by using some brilliant locums which has enabled us to 'top-up' the amount of available appointments.
- We are also advertising for a new GP to pick up on some sessions where availability has not be very good.

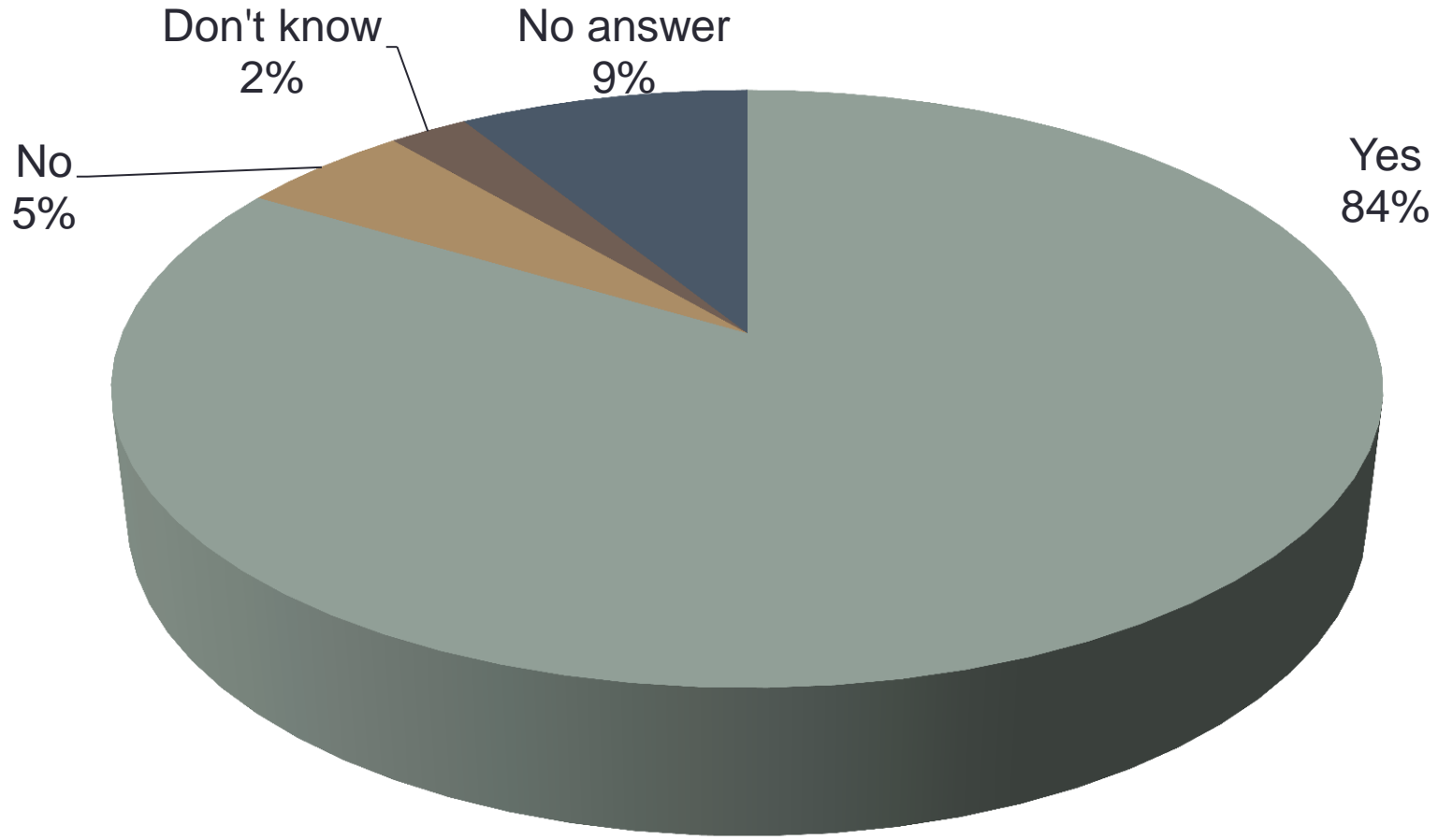
How satisfied are you with the hours that your GP surgery is open?



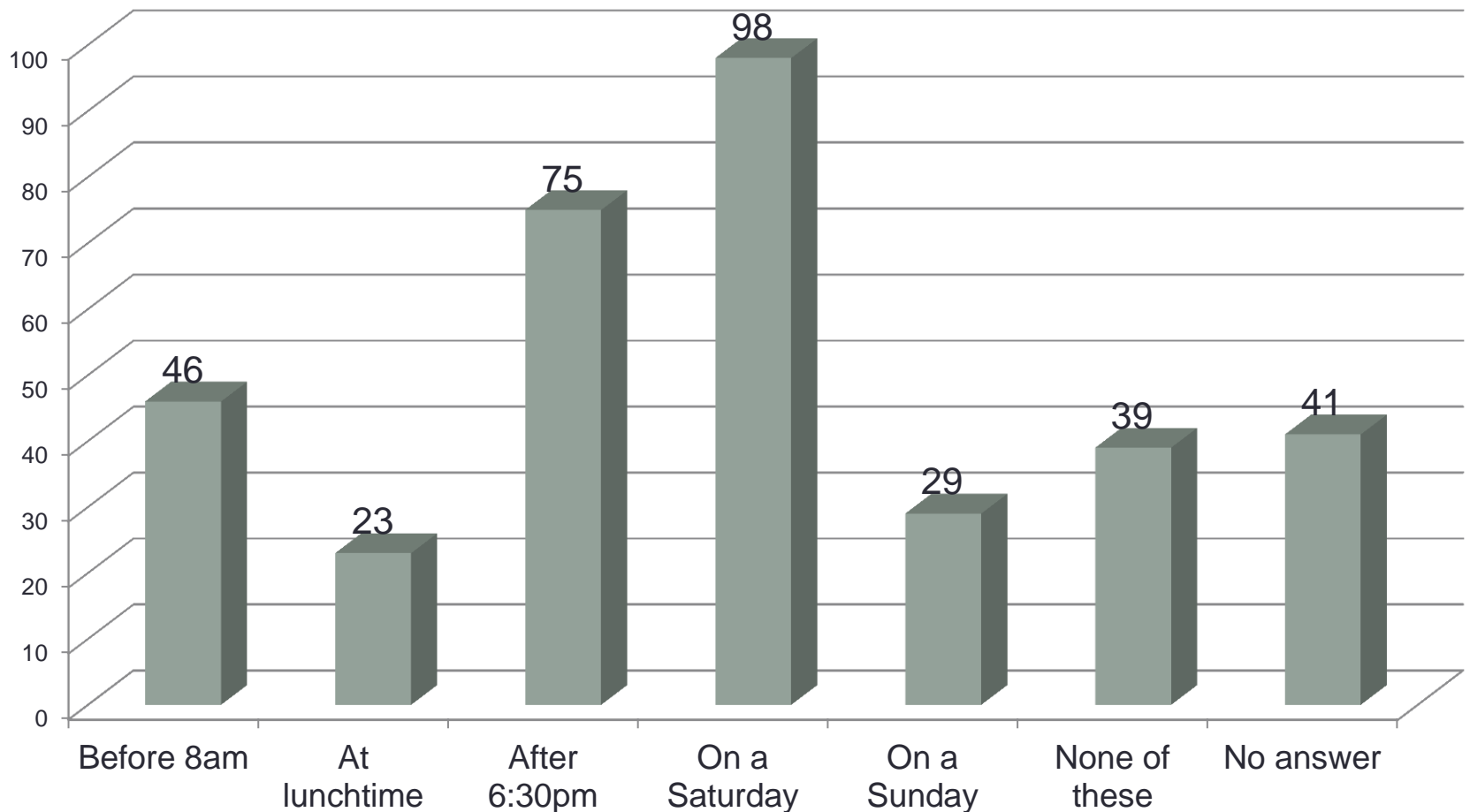
How satisfied are you with the hours that your GP surgery is open?

- 210 out of 250 patients surveyed are 'very satisfied' or 'Fairly satisfied' with the hours that we are open.

Is your GP surgery currently open at times that are convenient to you?



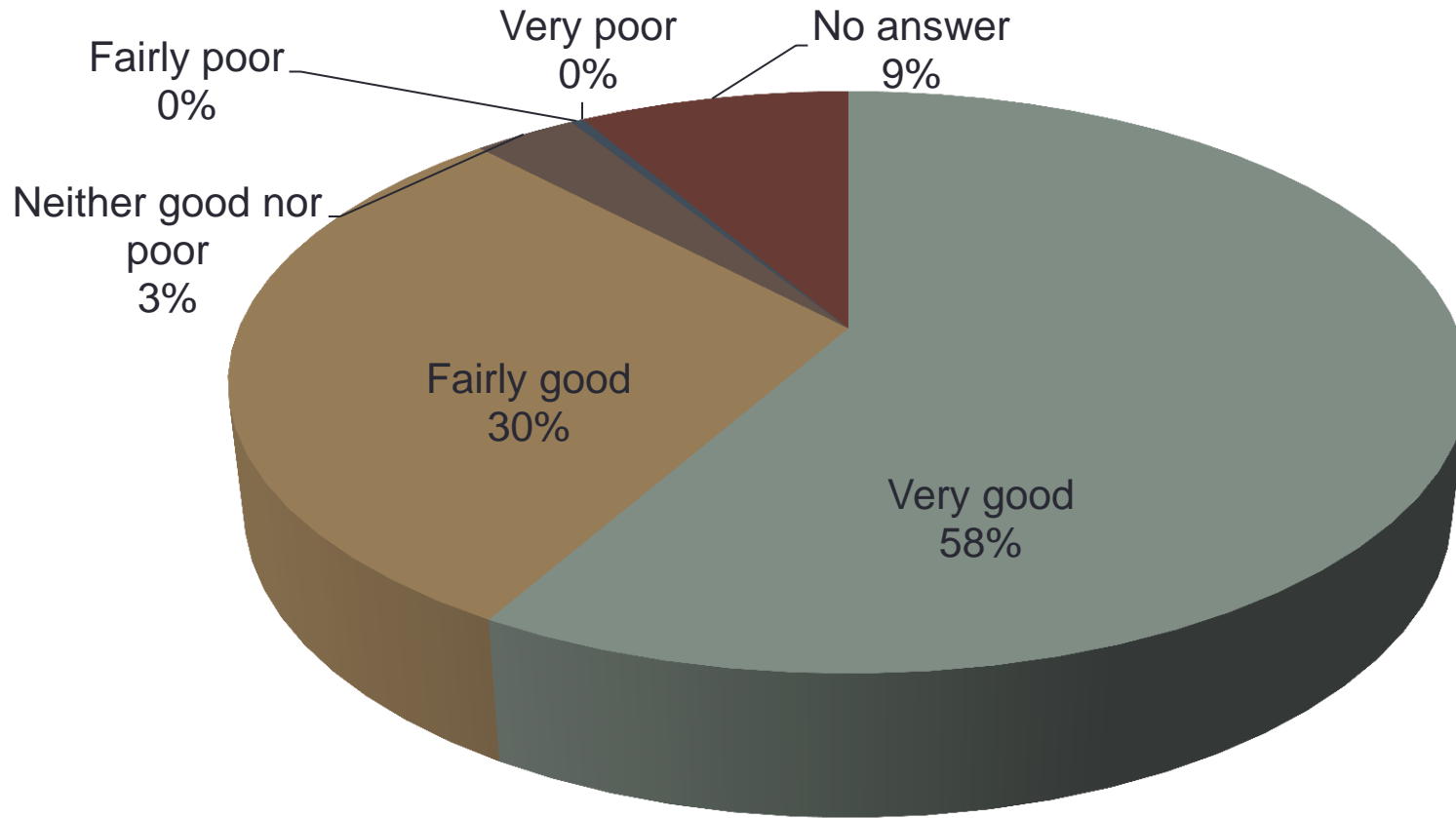
Which of the additional opening times would make it easier for you to see or speak to a doctor



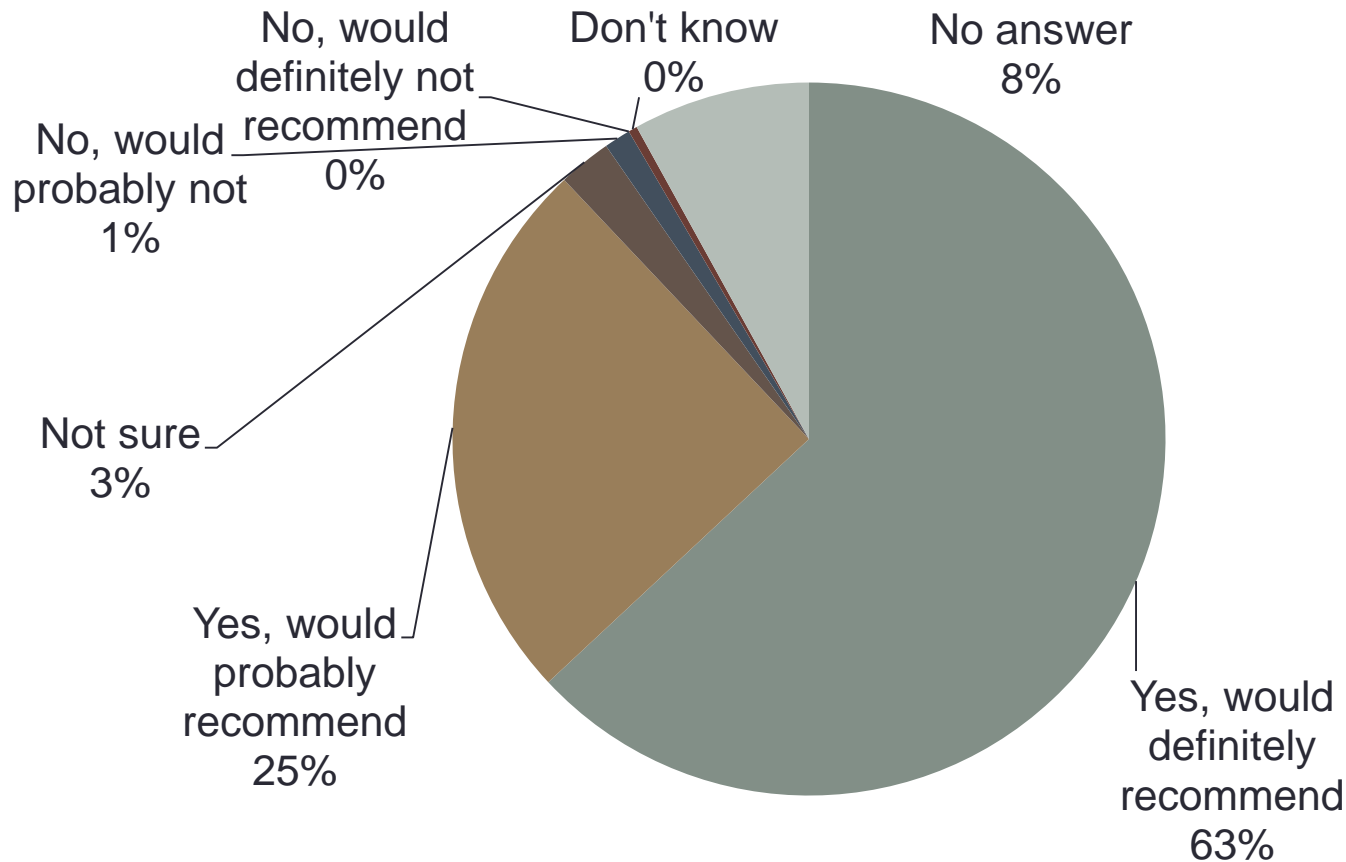
Which of the additional opening times would make it easier for you to see or speak to a doctor

- We would like to remind patients that we are open on a few Saturday mornings every month. These appointments are pre-bookable only.
- We also have a late evening surgery on Mondays.

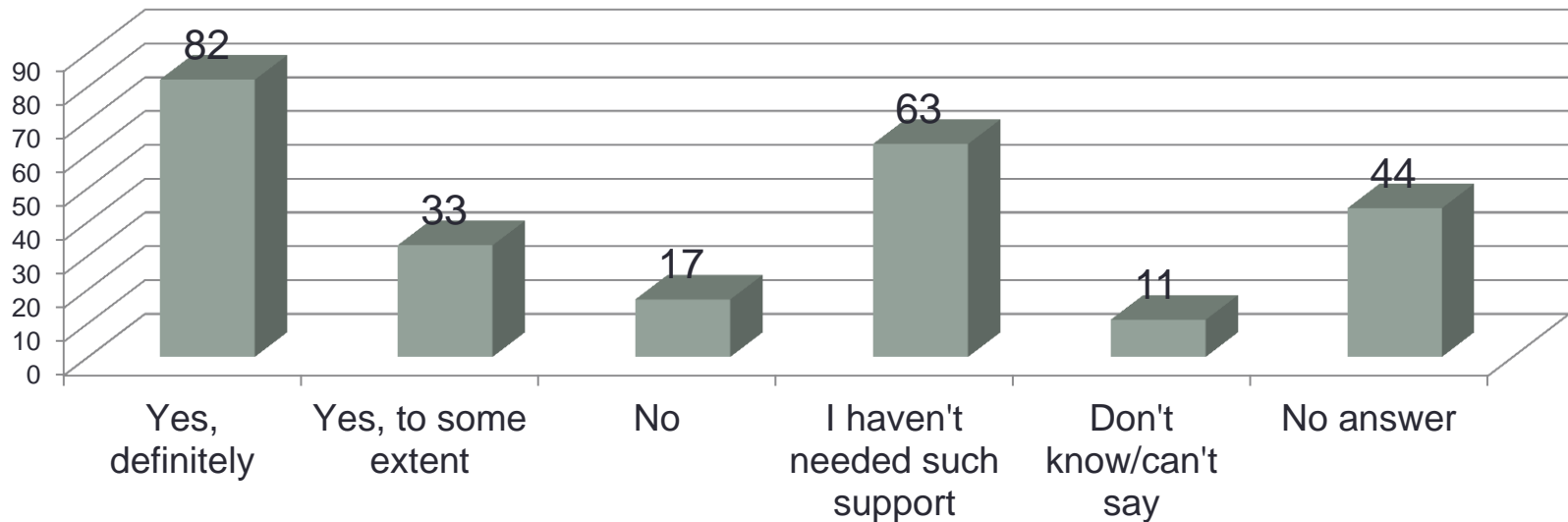
Overall, how would you describe your experience of your GP surgery?



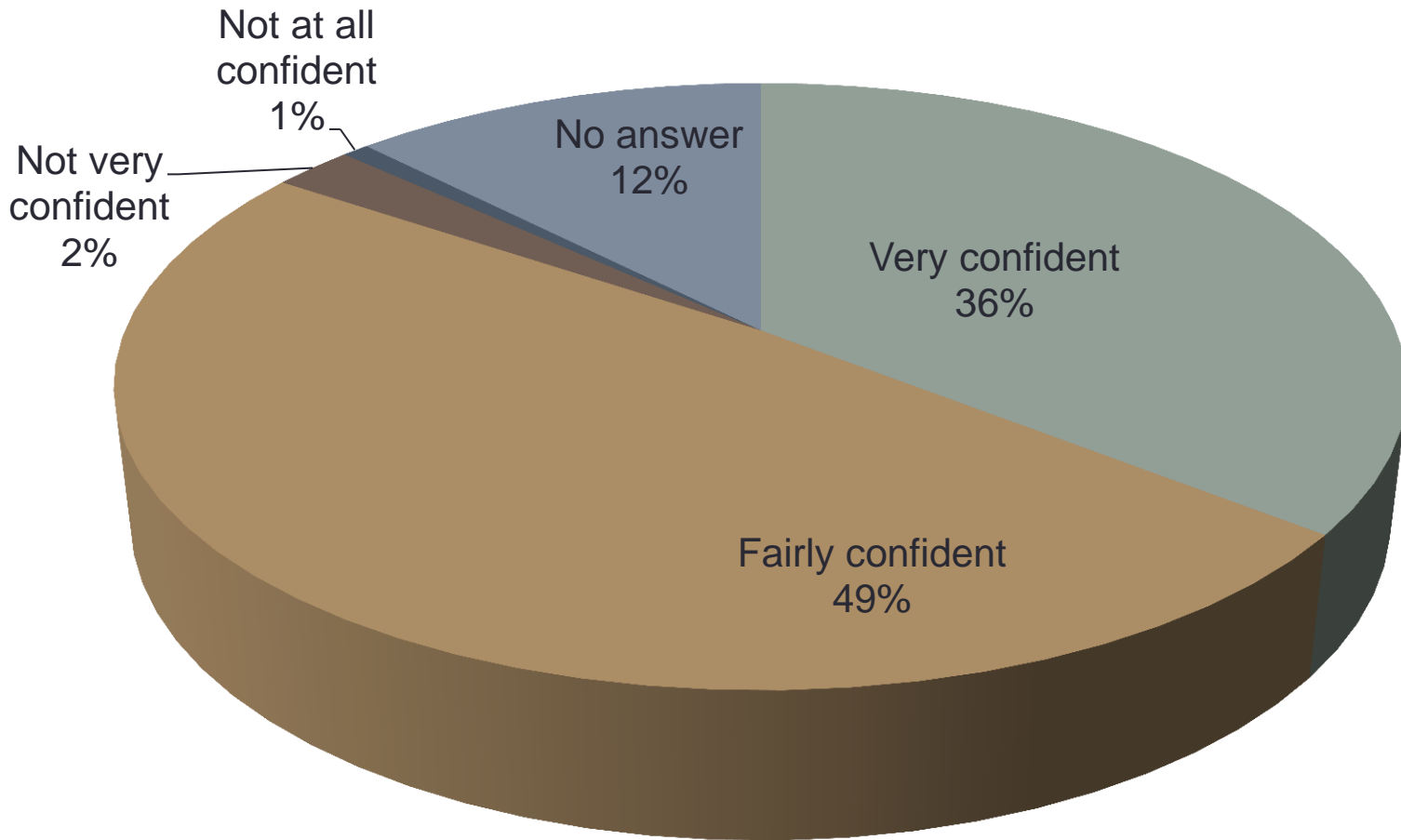
Would you recommend your GP surgery to someone who has just moved to your local area?



In the last 6 months, have you had enough support from your local services or organisations to help you manage your long-term health condition(s)? Please think about all services and organisations, not just health services.



How confident are you that you can manage your own health?



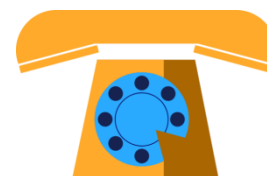
How confident are you that you can manage your own health?

- We aim to offer patients enough support to patients for them to manage their own health, and to feel confident doing so.
- 36% of patients surveyed are 'very confident' and 49% are 'fairly confident'. This could be better.

Action Plan

Following the results of this survey we have identified some areas where we would like to try to improve further.

Getting through on the phone?



- Despite some improvements on the question of getting through on the phones we still think we could do better. We have added another member of staff to the telephone answering team from 8am – 9.30am. We have recently installed Patient Partner a 24 hour a day 7 day a week automated phone system for patients to book and cancel their appointments over the phone when the surgery is closed. We will regularly monitor this system from monthly reports and recheck that there have been further improvements when we carry out our annual patient survey in 2017

Action Plan



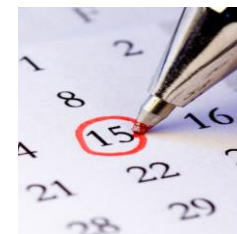
Online Services

We were quite surprised that on 12% of patients use our on-line services.

We plan to more actively promote this and task the reception team with increasing the awareness of on-line services available during their contacts with patients. We will also promote this to our PPG and via our website and patient leaflets.

We will continue to monitor the use of our on-line services and include this question in next years patient survey.

Action Plan



Convenience of Appointments

- Over the winter of 2015-2016 we had a GP on long term sickness which had affected our ability to offer the full capacity of appointments for a short time whilst we put locum cover in place.
- This has now been rectified by using a regular locum Doctor and we are recruiting a further Salaried GP

We will continue to monitor our list size and a further appointment survey will be carried out in early 2017 in order to monitor demand for appointments.

Update – August 2016 We have now recruited Dr Rebecca Honeyman who will join the team for 3 days per week in October.

Action Plan

Opening Hours



The Survey showed that 98% of patients would like us to be open on Saturday mornings.

We will address this by increasing Saturday morning surgeries from one every other month to one per month and monitor this via the next patient survey in 2017.

Your feedback is important

- If anyone has any ideas as to how we could support them further please get in touch. We have a comments section on our website elmhayessurgery.co.uk.
- We also have a patient participation group. Visit our website for details.