

Nunhead Surgery Patient Survey Questionnaire Action Plan 2013-14

	Question	Results	Suggestions/comments from patients	Actions
1	How easy was it to get through to the surgery when you telephoned?	The majority of those asked found it very easy to get through to the surgery by telephone (71.1%) Only 1.2% of the 473 patients asked found it not easy. This is a great improvement compared to previous comments from patients over the years. Staff are trained to answer the telephone within 5 rings (where possible). We believe this positive result is also contributed by the fact the surgery now has the option for patients to book their own appointments online, order repeat prescriptions. Telephone access times have also increased.	<p>The vast majority of patients were happy with the telephone access.</p> <p>The only comment received regarding telephones, was for a request to take prescriptions over the telephone.</p>	<p>Feedback positive response to staff Actioned 26.11.2013</p> <p>Poster displayed in waiting room , explaining the risks of routinely ordering medication over the telephone. This would also have an impact on the telephone lines being occupied, causing a delay in patients access Actioned 1.12.2013</p>
2	Did you find the receptionist telephone manner polite and approachable?	90% of patients asked found this to be good. Whilst 8.87% found it to be acceptable. Only 0.63% (3 patients) found this unacceptable. 2 patients failed to answer the question.	We did received a few negative comments from patients regarding the receptionists attitude and approachability, however there were overwhelming positive comments too. Receptionists could be a bit more approachable	The staff were given the patients feedback/comments to read following analysis. It was discussed at a practice meeting on 26 th November. The staff were reminded to be aware when dealing with patients, that their attitude can have an impact on the patient experience and reminded to be sympathetic to patient's needs. Actioned 26.11.2013

3	How did you find the level of tidiness and cleanliness in the reception area when you recently visited?	100% of the patient found this to be acceptable and above. 90% found it to be good.	<p>Patients wanted to have a coffee machine or water dispenser in the waiting area.</p> <p>Patients would like toys for children</p> <p>Patients would like magazines to read</p>	<p>Agreed by PPG at meeting on 20.2.2014 to create a poster for the waiting area and on our new practice website inviting patients to give us feedback and comments regarding their encounters with the practice. Completed</p> <p>Due to H&S we are unable to have a coffee machine. We do not have space for a water dispenser in the waiting area, but will display a notice to patients, advising they can ask reception if they want a drink of water. Completed</p> <p>Whilst we cannot have toys due to health and safety issues, we have discussed with the PPG and will have a small childrens area with wipe able books. Completed</p> <p>We have displayed a notice in the waiting area following patients comments stating that to prevent the spread of infection/germs, magazines are no longer available. Actioned 01.12.2013</p> <p>We are looking into having a information screen installed in the waiting room. To be actioned by 31st May</p>
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4	How was the level of patient confidentiality in the reception area and waiting room?	<p>76% of patients found this to be good. Whilst 22 % thought it was acceptable. 0.84% considered it to be not acceptable.</p>	<ul style="list-style-type: none"> One patient thought the layout makes it embarrassing when handing in specimens and discussing personal matters could be overheard 	<p>Agreed with PPG to display a notice in waiting area and lobby, informing patients if they want to speak to a receptionist in private, there is the facility to do this. Completed</p> <p>Awareness training with staff regarding patient confidentiality and discretion. To be discussed at regular team meeting throughout the year.</p>
5	How polite and approachable were the reception staff when you visited the surgery?	<p>90.6% felt staff were polite and approachable. 9.09% found this acceptable and only 1 person out of the 473 surveyed disagreed.</p>	<p>Overall we are extremely happy with this outcome and are very pleased with the staffs manner and professionalism when dealing with patients.</p>	<p>Meeting with staff to feedback. Actioned 26.11.2013</p>
6	How satisfied are you with the surgery opening hours?	<p>86.68% of patients were satisfied with the surgeries opening hours, 11.62% were fairly satisfied, 1.05% were not satisfied. 0.63% did not answer.</p>	<p>Two patients commented they would like the surgery to be open on Saturdays.</p> <p>Several patients commented they would like late evening and early morning appointments available.</p>	<p>Notice displayed in the waiting area to inform patients that we do not currently have the staffing levels to open on a Saturday Actioned 01.12.2013. This will also be reviewed with the Partners in light of the “challenge fund” monies that may be available to practices. To be actioned before 31.3.2015</p> <p>Raise awareness, as we already currently offer late evening appointments on a Tuesday evening. Display of survey results</p>

7	Would you recommend this practice to a neighbour or friend?	A staggering 94.5% of patients said "yes". 1.26% said no and 20 patients did not answer.	<p>One patient commented that they hadn't used the surgery enough to know.</p> <p>Another patient said they had quite a few negative experiences with the GP's, but never with the reception staff</p>	<p>includes information regarding our opening hours Actioned 01.12.2013 Will review with the Partners the possibility of offering appointments before 8:30am. To be actioned by 31.03.2015</p> <p>This is a great result for the practice and we will be sharing this with the staff and patients. To be actioned by 31.3.2014</p>
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