

## Patient Experience Survey 2008/09 – Newsletter

The practice always wants to receive patient feedback on the services we offer and the experience they have, therefore we carry out a patient experience survey every year to capture the views and comments of our patients. This feedback enables us to understand what you like about the practice and what areas you would like to see improved.

Detailed below is a summary of the main points:

### Questionnaire Response Highlights

1. **84%** of patients responded that they could see any GP within 48 hours of their request. This is up from 81% in 2007/08. 72% responded that they could see any GP the same day, with 12% responding that they could see any GP the next working day.
2. **90%** of patients responded with Excellent, Very Good or Good when asked how satisfied they were with the service they received from the practice receptionists. This is up from 85% in 2007/08.
3. **76%** of patients responded with Excellent, Very Good or Good when asked how satisfied they were with the practice opening times. This is up from 69% in 2007/08.
4. **The overall patient satisfaction with the practice is 78%**, up from 76% in 2007/08.

### Positive Comments given by patients

- ‘New to the practice but found supported by the doctors, very friendly and helpful’
- ‘My health care is very good’
- ‘Dr McFadden was very helpful, excellent service, very understanding’
- ‘Locality & Drs/staff professional, made to feel at ease and processed without a fuss’
- ‘you get appointment quickly’
- ‘Fantastic doctors’
- ‘very good service and quick at seeing patients’
- ‘try to see Dr Caris and can not praise him enough always listens to my problem’
- ‘very good Drs and very good practice’
- ‘both Drs and Receptionist are great would not go to another practice’
- ‘reception staff helpful / doctors and nurses worked together to help me with my health issues’
- ‘Doctors very good’
- ‘practice nurse excellent’

### **Questionnaire Areas for Improvement**

Below are the main areas which you have highlighted as points which you would like us to address:

1. 43% of patients were satisfied when phoning through to the practice, an increase from 36% in 2007/08 however, it's still below the level we would expect it to be.
2. 40% of patients either didn't know or hadn't tried phoning through for advice from a GP.
3. 54% of patients were satisfied with the continuity of care.

### **Comments where we need to improve**

- 'more flexible times for working parents and evening appointments so you can come after school or work'
- 'ringing to make app could be easier'
- 'more private at reception area'
- 'to make appointment in advance'
- 'you should be able to book app before the day'

### **What we are doing to improve the practice?**

- In addition to increasing the number of telephone lines and increasing the number of receptionists answering the telephones, we are currently trialling a new telephone system to have a 'patient on hold' facility. This facility will let you know we are experiencing an increase in the volume of telephone calls and your call will be answered shortly. We will feedback the results of the trial and your views about it.
- We have recognised that a number of the 'comments where we need to improve' detailed above actually relate to areas that we have addressed in the past, such as longer opening hours for workers, being able to book in advance etc. However, the comments highlight that we need to do more as a practice to raise the awareness of these services. To address this we are developing information sheets which will be issued throughout the year informing you of the services and systems we have within the practice. For example: how our appointment system works, the role of each of our members of staff so you know who the most appropriate person is to see, how our longer opening hours work etc.
- We are looking into a system which would allow you to 'book appointments online' via our website. This would hopefully reduce the need for you to ring the practice just to make an appointment and could be done 24 hours a day in the comfort of your own home.
- We would like your help to set up a 'patient group' to enable you to share your experience of the practice with us. Look out for further details.