

**LODGE SURGERY PRG  
YOUNG PERSON SURVEY 2017/18  
RESULTS AND ACTION PLAN**

We ran a survey aimed at our younger patients, aged 25 and under, to find out their views on the practice and our services. We sent a link to the survey via text to patients in this age group who have a mobile number recorded and we had paper copies in both waiting rooms. It was also available from our website. We had only a handful of paper copies returned but had over 100 responses from the texts we sent out which shows that this is the ideal method of communication with this age group. We do not intend to bombard them with text messages but to drip feed information on an ongoing basis.

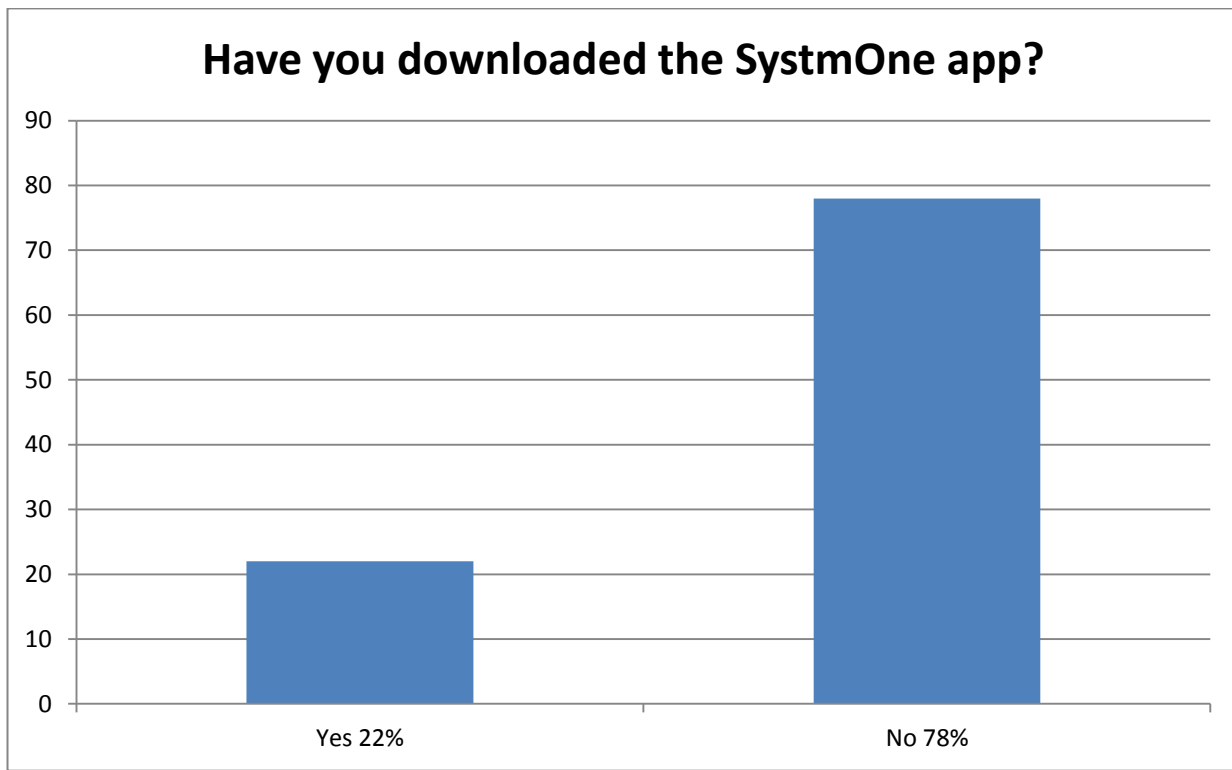
1. We asked patients whether they had registered yet for online services so they can book and cancel appointments and order repeat medication.



36% said yes  
64% said no

We need to promote the online services and use of our app that can be downloaded. As it is clear from the results of this survey that the best way to contact this age group is via SMS we will use this method to inform them.

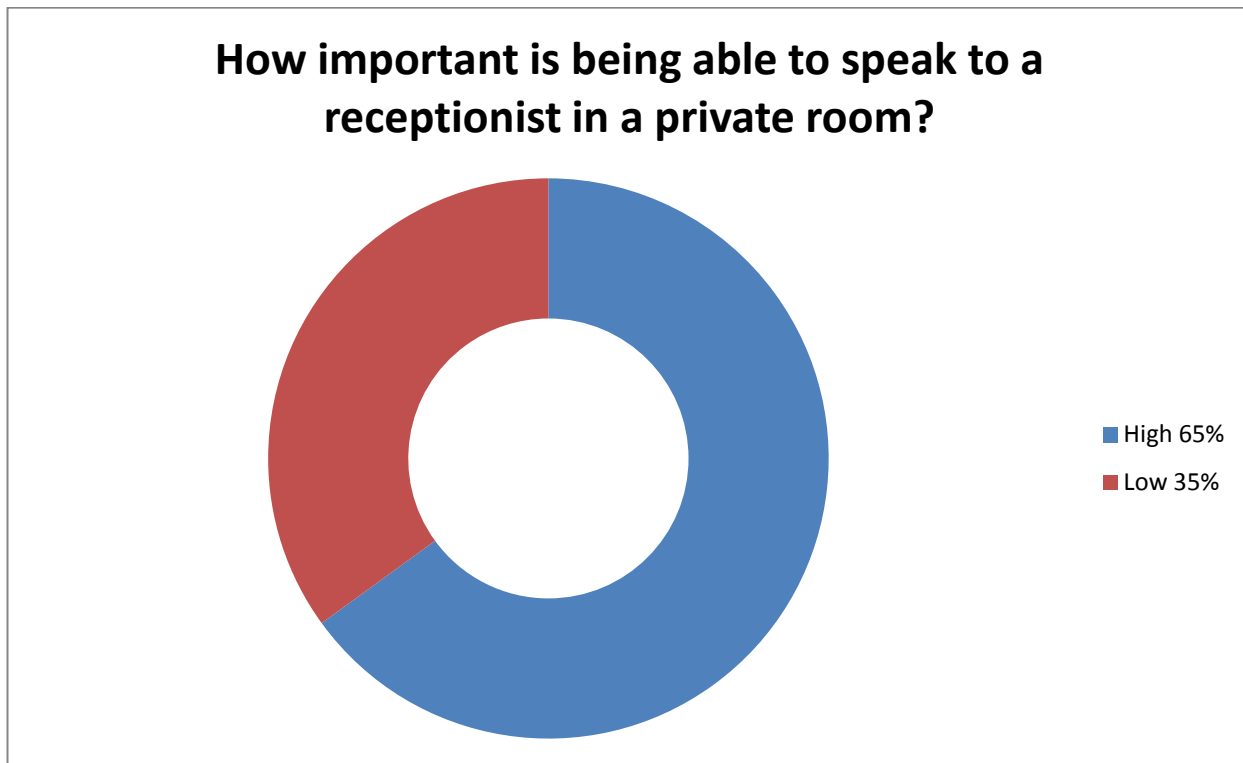
2. We asked whether patients know they can access the online services from a mobile phone by downloading the SystemOne app.



22% said yes  
78% said no

This is also an area we need to highlight to all our younger patients and we will include information telling them about the app and how to use it in the same text as above.

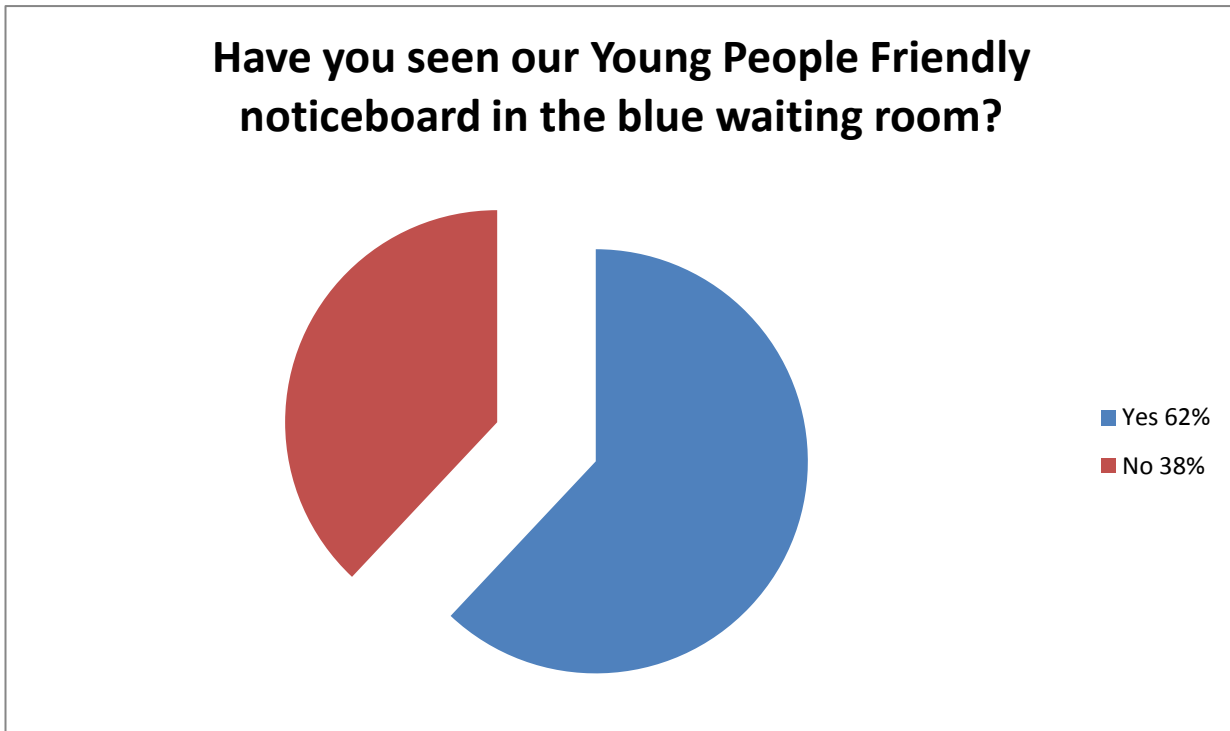
3. We asked patients whether they knew that they can request a private room when speaking to the receptionist about something they may feel uncomfortable talking about in public and how important it was to them.



Low importance 35%  
High importance 65%

We will put up posters to inform patients about our 'private room' that is available if they need to speak to a receptionist in private. We will also send a text.

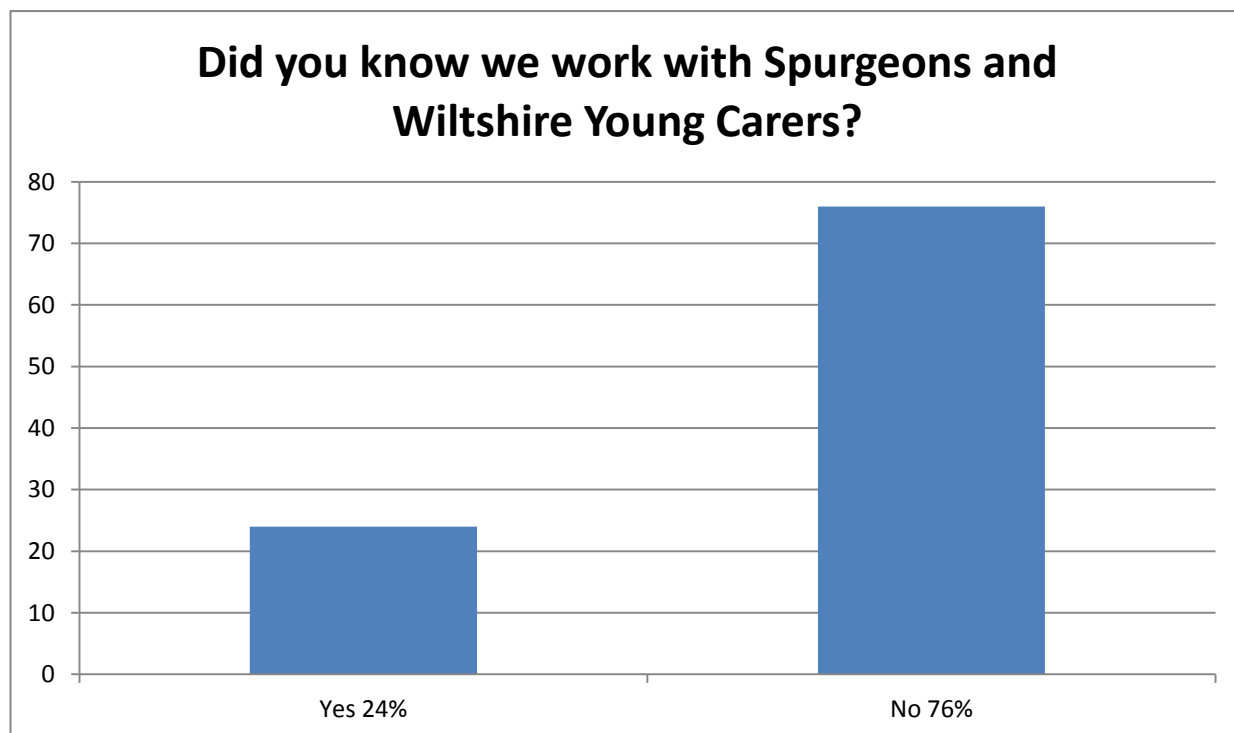
4. We asked patients whether they knew we have a dedicated Young People Friendly noticeboard in our blue waiting room which is full of useful info and websites.



62% said yes  
38% said no

We intend to put up posters on our Young People Friendly noticeboard signposting the page on our website. We will also send a text with a link to the website page.

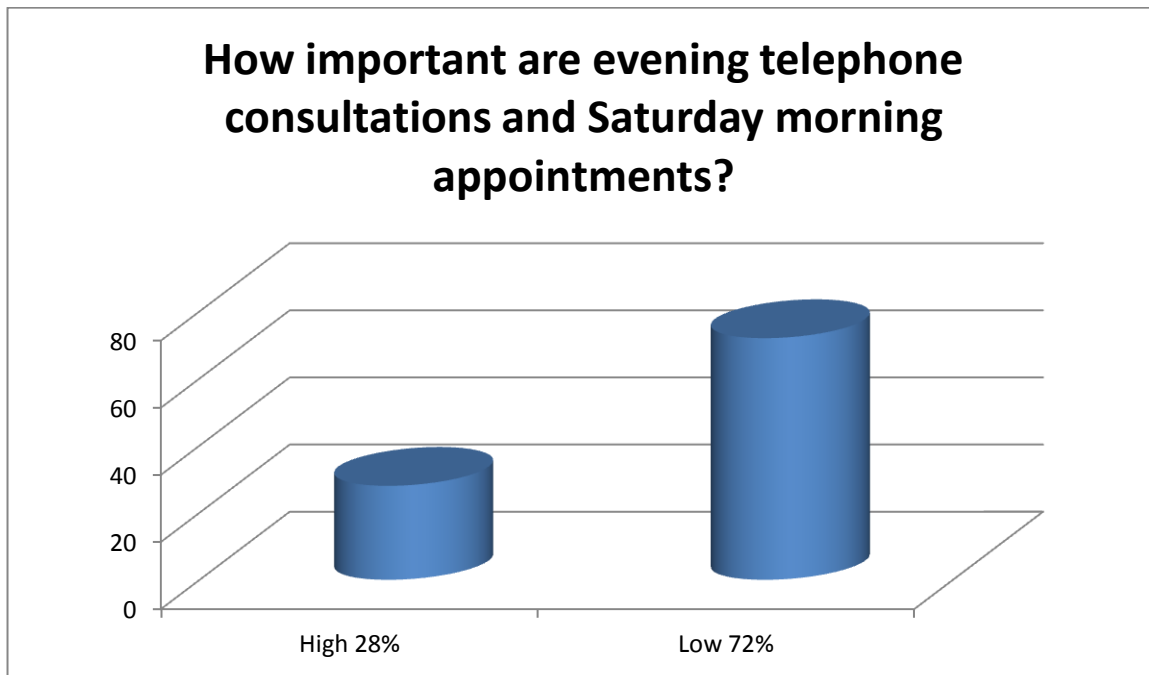
5. We asked patients whether they knew we work closely with Spurgeons and Wiltshire Young Carers to support our patients who care for another member of their family.



24% said yes  
76% said no

We plan to send a text encouraging patients to identify themselves as young carers so that we can signpost them to organisations who can help and support them as well as supporting them ourselves.

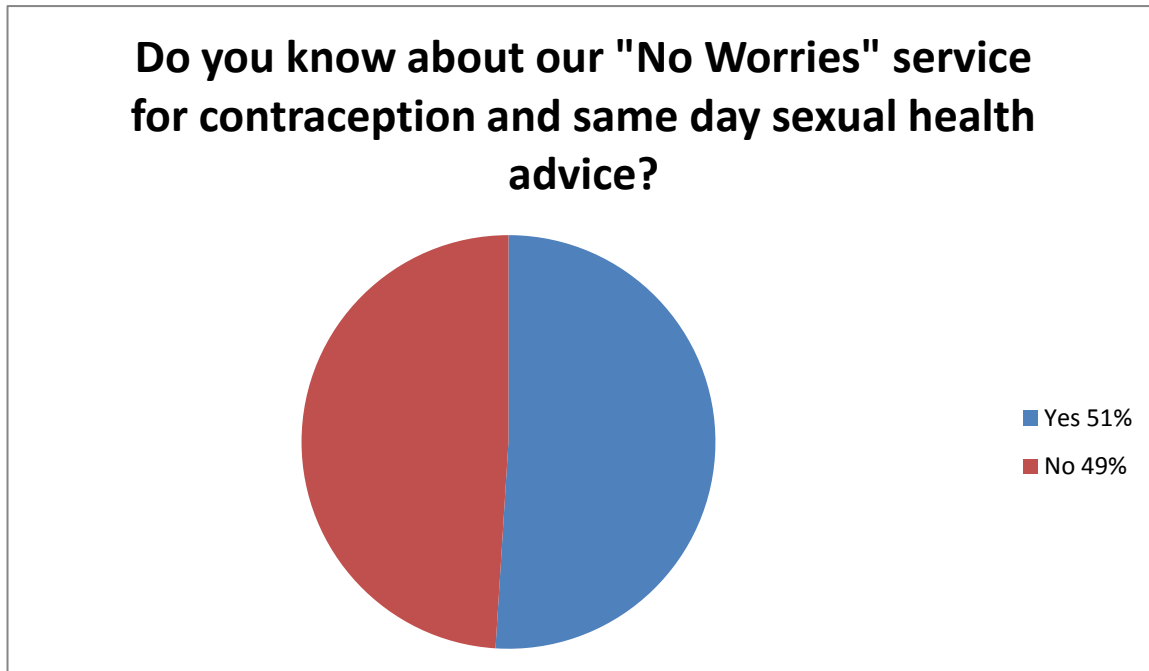
6. We asked patients whether they knew we offer telephone consultations (by appointment at reception) between 6.30-7pm Monday to Thursday and routine appointments at a monthly Saturday clinic and how important it was to them.



Low importance 28%  
High importance 72%

We will send a text letting patients know about the availability of appointments and how to book them.

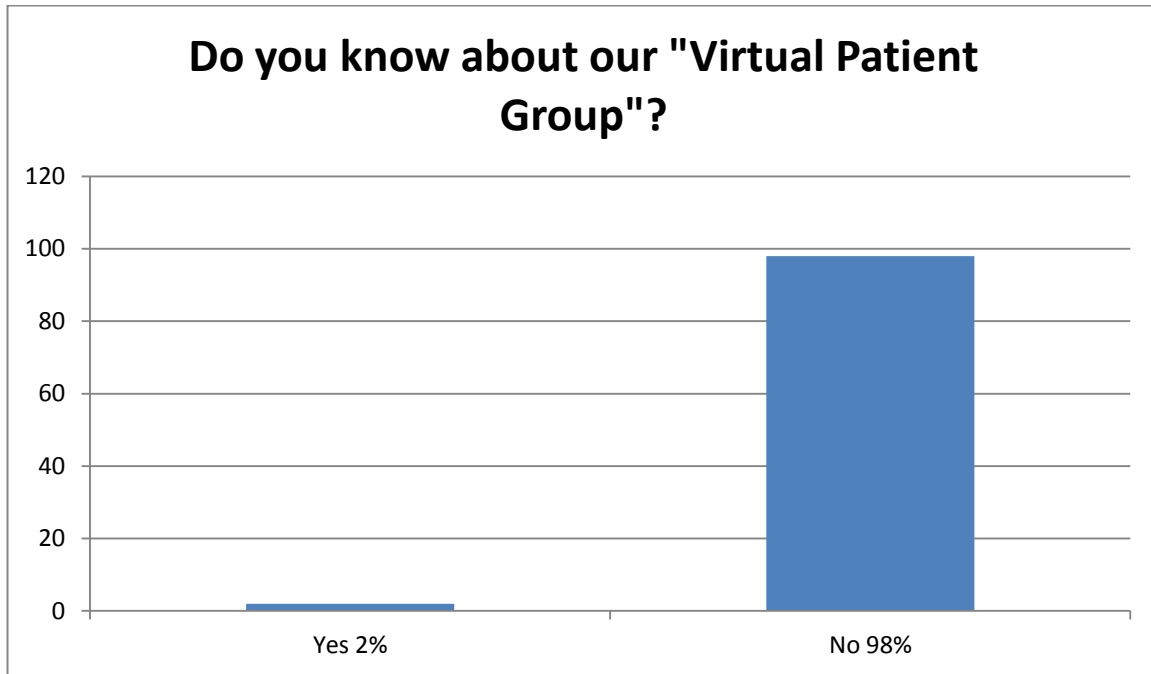
7. We asked patients whether they knew we offer a “No Worries” service at the surgery where young people can be seen in confidence on the same day, given contraception and offered sexual health advice.



51% said yes  
49% said no

We will send a text letting patients know about this service and reminding them that they can request a private room as in question 3.

8. We asked patients whether they knew we have our own “Virtual Patient Group” where we share ideas and suggestions about the surgery.

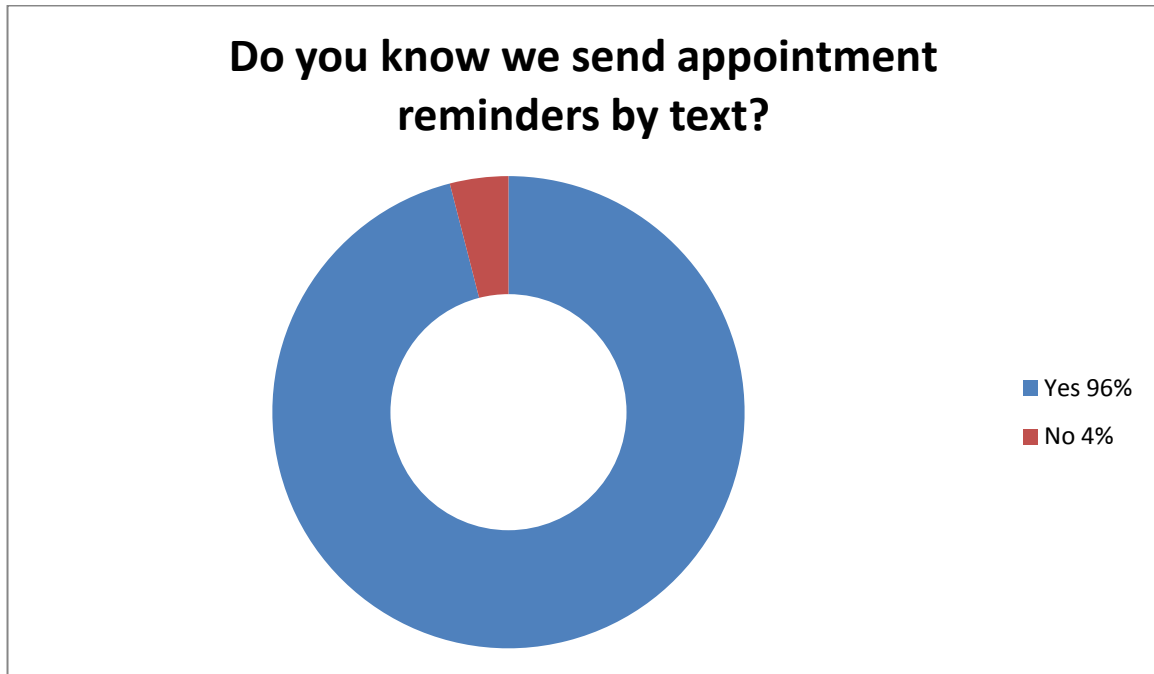


2% said yes  
98% said no

We will send a text informing patients about the group, asking for their input and letting them know how to join as it could be beneficial in terms of CVs and university applications.



9. We asked patients whether they knew we send out appointment reminders by text to patients who give us their mobile number.



96% said yes  
4% said no

10. We asked for suggestions to improve our service to young patients:

**“Email services.”**

This is a service we have offered for many years. Patients are welcome to contact the surgery by email to cancel appointments, request repeat prescriptions or make a general enquiry on: [enquiries.lodgesurgery@nhs.uk](mailto:enquiries.lodgesurgery@nhs.uk)

**“I was late for my appointment the other day because the woman ahead of me in the queue was talking to the receptionist – then the receptionist told me off for being late!! Not really fair.”**

We would encourage you to use the booking-in screen on your left as you walk into reception – it is quick, easy to use and you don't need to wait for a receptionist to become available.

**“More phone appointments as often I feel I am wasting time booking physical appointments.”**

Telephone appointments are available every day and you are welcome to request one instead of booking a face to face appointment.

**“I feel that telling the receptionist what is wrong is very personal and I feel we should be given the option as to whether we wish to disclose this information or not.”**

The doctors ask the receptionists to request basic information about why the appointment is required to ensure that the right appointment is offered to patients. Sometimes a Nurse or Health Care Assistant appointment may be more appropriate. It can also help the doctor to be more prepared where necessary for the appointment.

**“Sending reminders of appointments a couple of days in advance rather than the day before.”**

The computer system we use is automatically set up to send SMS reminders the day before an appointment as well as confirming the appointment by SMS at the time of booking. Sending reminders earlier is less effective. Sending them the day before still allows time to cancel and/or rearrange if necessary, whether online, by email, phone or in person.

**“Better scheduling of NHS hospital appointments. Too slow.”**

We have no control over NHS hospital appointments so unfortunately this is out of our hands.