

LODGE SURGERY

PATIENT SURVEY RESULTS 2013/14

REPORT & ACTION PLAN

Practice Profile : 8256 patients			
Age Range	Sex		Ethnicity % (Represented by Black & Minor Ethnic Groups)
	Male %	Female %	
0 – 98 years	49%	51%	2%
PRG Profile : 19 members			
Age Range	Sex		Ethnicity % (Represented by Black & Minor Ethnic Groups)
	Male %	Female %	
21 - 84 years	26%	74%	1%
<p>Every effort was made to attract new members for the PRG that would provide a fair representation of the practice without any exclusion. This was carried out in the following ways:</p> <p>Posters displayed on notice boards in waiting rooms. Advert on practice web site. Posters at front reception desk/enquiry office. Invitations attached to prescriptions collected. Invitations emailed back from electronic enquiries. Advertised in our quarterly Newsletter displayed in waiting rooms and on practice website. A5 size hand-outs made available in waiting rooms and consulting rooms. Word of mouth invites by dedicated staff and doctors.</p>			
<p>Meetings and discussions were held from July 2013 to September 2013 with the PRG to seek their views and it was decided that Access to the surgery remained top priority and that comparisons made from last year's survey could prove a useful exercise. It was also agreed by the PRG to include questions surrounding the satisfaction of services provided. They were also very keen to include a question about young people so it was decided to focus on the 'No Worries' service that we offer.</p>			
<p>The questions were drawn up as a result of consultations with the group. It was decided to keep some questions from last year's survey to compare but also to add new questions surrounding Access to Doctors and the level of satisfaction of services provided by them.</p>			
<p>The survey was conducted for a period of 4 weeks covering October 2013. 426 patient questionnaires were distributed.</p>			

The Survey was distributed via the following methods:

The Practice Website

Available on paper in both waiting rooms

Random postal invitations

Available on the counter on front Reception/Enquiry desk for completion

Attached to prescriptions upon collection

Emailed to Patients

Electronic Survey Monkey

We received 367 responses, showing a return of 86%.

52% of responses were from Female patients, 38% were Male patients.

14% of responses were from under 18 year olds, indicated by the tick box.

The results were collated and discussed at a meeting and Virtual members' discussion on 10/02/2014

Suggestions were made by both groups which were pooled together to form the Action Plan and Report.

**There were no areas of disagreement.
There were no contractual considerations to be made.**

Full Report/Action Plan will be published on the practice website in March 2014.

Designated notice board in waiting room will display results in graph format with results highlighted in percentages and actions taken.

Copies sent to all members of the PRG.

Our opening times are confirmed as below:

Mon – Fri 8:00am – 6:30pm

Ext. Hours: Tuesday & Wednesday 6:30 pm – 8:30pm according to rota.

One Saturday per month 8:00am – 10:00am according to rota.

Out of Hours: 6:30pm – 8:00am Mon to Fri and weekends to include Bank Holidays covered by NHS 111 service.

<p>Q1</p>	<p><u>We asked:</u></p> <p>Are you usually able to get an appointment with the doctor you prefer to see?</p> <p><u>You replied:</u></p> <table border="0"> <tr> <td>Always or most of the time</td> <td>68 %</td> </tr> <tr> <td>Some of the time</td> <td>30 %</td> </tr> <tr> <td>Never or almost never</td> <td>2 %</td> </tr> </table> <p><u>What we did (Action plan)</u></p> <p>We will continue to monitor appointment availability daily and adjust according to demand.</p> <p>Remind Receptionists to offer appointments with the doctor of choice where possible.</p> <p>Continue to monitor that the number of hours worked by each doctor is proportionate to the numbers of patients registered with them therefore ensuring that the right number of appointments are offered.</p>	Always or most of the time	68 %	Some of the time	30 %	Never or almost never	2 %
Always or most of the time	68 %						
Some of the time	30 %						
Never or almost never	2 %						
<p>Q2</p>	<p><u>We asked:</u></p> <p>Thinking back to the last time you saw a doctor, how good was the doctor at involving you in the decisions about your care?</p> <p><u>You replied:</u></p> <table border="0"> <tr> <td>Very good</td> <td>73%</td> </tr> <tr> <td>Good</td> <td>25%</td> </tr> <tr> <td>Poor</td> <td>2 %</td> </tr> </table> <p><u>What we did (Action plan)</u></p> <p>We will provide ongoing training to reinforce our existing policy of providing a variety of patient choices in ongoing care with explanations to patients about their choices.</p> <p>Care Plans are in place ensuring where appropriate advanced care planning is discussed with patients and care homes.</p>	Very good	73%	Good	25%	Poor	2 %
Very good	73%						
Good	25%						
Poor	2 %						

<p>Q3</p>	<p><u>We asked:</u></p> <p>Did you know that you can book a Telephone Consultation with the doctor of your choice whenever they are working in the practice?</p> <p><u>You replied:</u></p> <p>Yes 51% No 49%</p> <p><u>What we did (Action plan)</u></p> <p>We advertised this service within the surgery with posters and on our website. We have also trained our receptionists to offer this service.</p>
<p>Q4</p>	<p><u>We asked:</u></p> <p>If you have experienced a Telephone Consultation, was the doctor able to deal with your problem on the telephone?</p> <p><u>You replied:</u></p> <p>Yes 41 % No 2% Not experienced 57 %</p> <p><u>What we did (Action plan)</u></p> <p>We will advertise this service on our website and in house posters in order to increase usage as it is proven to be a worthwhile service. This question also served as a reminder to patients of this telephone service.</p>
<p>Q5</p>	<p><u>We asked:</u></p> <p>If you needed to see a doctor urgently, can you normally get an appointment for the same day?</p> <p><u>You replied:</u></p> <p>Yes 66 % No 7% Sometimes 26%</p> <p><u>What we did (Action plan)</u></p> <p>Our practice policy is that all requests for Urgent appointments are seen on the same day. We will be reminding reception staff of this as part of their ongoing training.</p>

<p>Q6</p>	<p><u>We asked:</u></p> <p>In general, how satisfied are you with the care you receive from the Surgery?</p> <p><u>You replied:</u></p> <p>Very satisfied 65% Satisfied 34 % Dissatisfied 1 %</p> <p><u>What we did (Action plan)</u></p> <p>In order to continue to provide a high level of service delivered by a dedicated and committed team we will ensure that our ongoing training process is reviewed and we can provide an up to date good quality of service. We will continue to encourage open communication with our patients and listen to their comments and suggestions.</p>
<p>Q7</p>	<p><u>We asked:</u></p> <p>Do you use our online system for booking appointments?</p> <p><u>You replied:</u></p> <p>Always 15 % Sometimes 31% Didn't know the service was available 54 %</p> <p><u>What we did (Action plan)</u></p> <p>An increased use from last year's survey of 39% reflects our promotional online registration project leading up to this survey was a success and therefore we will continue with this. Receptionist to ask when new patients register if they would like to sign up to use the On line service. In house training for this. Reminder message on prescriptions of this valuable service.</p>
<p>Q8</p>	<p><u>We asked:</u></p> <p>If you need to cancel an appointment which method do you use?</p> <p><u>You replied:</u></p> <p>Website 10 % Telephone, day or night 80 % In person 10 %</p>

	<p><u>What we did (Action plan)</u></p> <p>We will continue to advertise in-house and on our website that appointments can be cancelled online. We have just added methods of cancellation to our appointment cards. We will add a message to our prescriptions in rotation with Question 7. We will introduce a new mobile app to make this more convenient.</p>
<p>Q9</p>	<p><u>We asked:</u> If you own a mobile phone, would you like to be reminded of your appointments by text message?</p> <p><u>You replied:</u> Yes 62% No 38 %</p> <p><u>What we did (Action plan)</u></p> <p>In order to reduced wasted missed appointments we have just introduced a text message reminder service. Patients have the option to dissent from this service if they so wish. For a period of 1 month we will ask Receptionists to remind patients how they can contact us to cancel an unwanted appointment. We will re-design our web site to make it more user friendly to encourage patients to use it to cancel appointments. We will continue to monitor the effect of this service against the numbers of missed appointments with the aim of reducing them.</p>
<p>Q10</p>	<p><u>We asked?</u> Did you know we offer a “No Worries” service? (specially designed for young patients who can talk about any teenage health issues including emergency contraception or emotional issues)</p> <p><u>You replied:</u> Yes 34% No 66%</p> <p><u>What we did (Action plan)</u></p> <p>We have installed a dedicated notice board in our waiting room to advertise the service. We will add new posters around the surgery. We will promote the service on our website.</p>

Dr Muir and Partners would like to thank the patients who kindly took the time to fill out our Survey. We value your opinions and strive to improve our services constantly.

We would also like to thank our Patient Reference Group Members who gave their time to help with the setting up of this Survey, the distribution and completion of the Action Plan.