



Park Surgery Patient Satisfaction Survey Results & Action Plan 2013

- 93% of you rated the helpfulness of receptionists as excellent or good
- 95% of you rated the clinical care from doctors as excellent or good.
- 99% rated the clinical care from nurses as excellent or good
- 56% of you said the clinicians always involved you in decisions about your care, 36% found they usually involved you.
- 65% are very satisfied with the times we are open, and 34% are quite satisfied.
- 55% said it was fairly easy to get through on the phone, 13.5% found it very easy but 31% are still finding it difficult.
- 63% found it very or fairly easy to speak to a doctor or nurse on the phone.
- 56% felt it was fairly easy to get an appointment when convenient, 15% very easy but 27% found it quite or very difficult.
- 93% would recommend the practice to someone who had just moved to the area.

ACTION PLAN

We are pleased with the results of this year's survey, which show an improvement on last year in some areas.

The results of the survey have been shared with the Patient Representation Group, and we have formed this action plan based on their comments, the comments made on the survey form and the views of the staff and Partners.

Satisfaction with Reception staff, with clinical care from the doctors and nurses and with opening times is good.

Two areas came out as predominantly 'fairly good'; getting through on the phone and getting an appointment when convenient. It is these areas we will concentrate on in the coming year.

Getting through on the phone.

Satisfaction has improved since last year – last year's results and this year's results are shown below:

How easy is it to get through to the practice on the phone?

	2012	2013
Very easy	12%	13.5%
Fairly easy	35%	55%
Quite difficult	31%	20%
Very difficult	22%	11%

Getting an appointment when convenient.

The question was slightly different this year, but again there appears to be some improvement:

How easy is it to get an appointment in advance/when convenient for you?

	2012	2013
Very easy	15%	15%
Fairly easy	34%	55.6%
Quite difficult	27%	17.7%
Very Difficult	16%	9.8%

Actions to be taken to address these issues:

We hope the following steps will improve both of these areas.

What	Why	When
Online booking of appointments.	This will free up the phone in the morning, and make it easier for people who struggle to phone in surgery hours	End of May 2013
Review the appointment mix – book on day and book in advance.	We currently offer a mix of pre bookable (up to four weeks in advance) and book on the day appointments. We will review the numbers of each, and also make some appointments available to be booked in the next day or so.	End of May 2013
Review the number of appointments available.	The recommended number of GP appointments is 72 per thousand patients a week and we adhere to this. We will review this number once the above measures have been put into place.	End of August 2013

Other actions from comments:

What	Why	When
Online ordering of repeat prescriptions	Convenient for patients and should stop clerical errors	End of May 2013
Review parking at Park Surgery	Several patients commented about parking issues. There is no scope to increase the number of spaces, but we will review the ratio of patient : staff parking spaces and make the disabled bays clearer.	End August 2013
Friendliness of reception staff	Whilst the majority of you found the reception staff helpful and there were some very positive comments on the survey, there were a few negative comments and we will address this at staff training and monitor.	End May 2013
Attitude of doctors	Again, positive survey results but a couple of negative comments and this will be discussed with all doctors and monitored.	End May 2013
Privacy at Broomfield reception	We will endeavour to find a way to improve this	End November 2013

COMMENTS FROM PATIENT SURVEY 2013

STAFF

I always find everyone at Herne Surgery so helpful and you can always get appointments here. Pity Park isn't the same.

I quite understand that a receptionist's job can at times be very stressful and demanding. However, the receptionist is the first person one might see when one is desperately worried and nervous about one's health. Occasionally the feeling conveyed is that of mild irritation and resentment. A welcome smile could make all the difference.

All staff are generally always happy and willing to help.

All staff very helpful

I have to say I have never been asked to finish my session with a GP before. I was wanting to ask for a referral but was told that 'was enough' for today. Never had a problem before, perhaps just a bad day.

Excellent! Staff all courteous and efficient. (And they give you a smile on arrival).

Had to wait one hour to see a doctor, when the reception area was empty, when got in doctor was very vague and I had to push to be seen again the next day, then was told the wrong information, and had to phone up in the morning to get another appointment, the whole process should be easy, but it was not and the park surgery is in my eyes, Poor at best.

We have great confidence in the staff at the surgery.

PHONES

New telephone system brilliant! Easy to get through. Reception staff helpful and pass messages on. A satisfied customer.

Very pleased with the new telephone system.

Getting through on phone is a lot easier than previous to August 2012.

Phones – the new holding system is a nightmare. Preferred the engaged tone.

Always difficult to get through on the phone to make an appointment for that day when calling in the morning. Occasionally when I have got through there are no more available appointments.

Do not like the new number.

APPOINTMENTS

Book appointment via internet

Wish we could get appointments for the near following days.

Sometimes can be hard to get an appointment if do not call before 9am. End up going to Park. But equally can get any appointment on day.

All in all quite satisfied. Cannot always get appointment to see regular doctor.

Weekend normal appointments would be very helpful as you cannot control what day of the week you have a non emergency need to see a doctor.

Would be helpful to be able to book for next day.

Would like first come, first served appointment system.

Would like it to be easier to get an appointment quicker with doctor of choice. Sometimes I've had to wait over a week, almost two!

It often seems difficult to make an appointment a week or so in advance, rather than 'on the day'. Some surgeries now use an on-line booking system. This would also help to reduce the pressure on the receptionists, who clearly can become quite stressed when dealing with a barrage of phone calls. For example ***** Surgery uses an online system for both booking appointments and to process repeat prescription requests. I can see enormous benefits from this.

It's incredibly frustrating when you start trying to call from 8:30, by the time you get through at 8:45 there are no appointments available even if it's for a child/baby.

PRESCRIPTIONS

The repeat prescription service is not working properly. Items are often missed which means having to come back to the surgery and then return to the pharmacy.

PARKING

Traffic problems occurring on both entry and exit. Car park now too small for the practise.

To stop patients using the car park

Parking is terrible, disabled bays are not monitored, anyone parks in them. This happens on quite a few times.

GENERAL

Overall a good service. Did not realise the phone no 742568 was in use for Park. When phone is very busy sometimes is a long wait. Usually early AM. I tend to see any doctor therefore easier to get appointment than waiting for specific doctor.

Privacy and the Broomfield reception desk

By far the best

Every surgery should be like Park Surgery.

I have used Park Surgery since 2002 and have always had excellent service.

The exercise referral 6 week course at Broomfield Surgery was really helpful. Thanks for putting that on. Good to be able to access physio and consultants here at Park Surgery.

I do not feel comfortable giving my name and address over to a receptionist when there is a queue behind me.

In addition to patients name appearing on digital in waiting area I suggest announcing the name also.

I am very confident that you do your best for me.