



Park Surgery Patient Satisfaction Survey Results & Action Plan 2014

- 68.5% of you found it very easy or fairly easy to get through on the phone, but 20% of you still found it not easy.
- **93% of you rated the receptionists at the surgery as extremely, very or fairly helpful. We are sorry that 7% found the reception staff unhelpful.**
- 54% of you had used the triage service and found it helpful. 12% had used it but not found it helpful. 23% preferred not to use this service.
- **Website. 51% of people completing the survey had used the website. Of those, 71% found the information about the practice very good or good, 73% found the general health information very good or good, and 60% found the facility to book appointments online and order repeat medication good or very good. 71% rated the website as user friendly.**
- Repeat prescriptions—90% of those on repeat prescriptions were happy with the system and said their prescriptions were ready in time.
- **Branded v generic medication. 58% of those responding were aware of the difference between branded and generic medication, 65% were aware that branded medication cost the NHS more, and 80% agreed that the NHS has a duty to reduce prescribing costs by prescribing generically.**
- Of the patients that self referred to minor injury or Accident and Emergency departments, 18% did so because they could not get an appointment at the surgery, and 27% because the surgery was closed.

These results along with the comments received have been discussed with members of the Patient Representation Group and helped us to decide on this years action plan.

ACTION PLAN 2014

What	Why	When
Better advertising of online services	People using the online booking service and prescription service seem very happy with it, however the survey indicates that some people who have access to a computer are not aware that the service is available.	End of May 2014
Review website	A significant number of people find the website average to poor. We will look into alternatives to see if something more interesting can be done.	End of June 2014
Review appointment numbers.	The telephone triage system is popular, but the commitment to dealing with all patients on the day has put a strain on the GPs. We will endeavour to recruit a new full time GP to ensure there are sufficient appointments	End of August 2014
Further education and training in customer care for staff.	Whilst the overwhelming majority of patients are happy with the service they receive from Reception and administrative staff, there is still a minority of patients dissatisfied with the service they received. We will continue to monitor staff performance and arrange further training in customer care skills.	End September 2014
Repeat prescribing	Again, the majority of patients are happy with the service they receive. However, for those who experience a problem getting their prescription this can cause a lot of time and effort tracking down. It is difficult to monitor what has happened when prescriptions seem to go missing between the practice and the pharmacy. We will investigate electronic transfer of prescriptions between the practice and the local pharmacies and hope this will improve the overall service.	End December 2014
Increase awareness of alternative sources of treatment particularly when the surgery is closed	Some patients are going to accident and emergency or minor injuries departments when this is not the most appropriate place for their treatment. We will provide literature to ensure patients know how to access the most appropriate services when the surgery is closed.	End May 2014

We value the opinion of our patients on the services we provide. If you are interested in getting involved and would like to join the Patient Representation Group please email the Practice Manager, Hannah Walker—pm.parksurgery@nhs.net