National Patient Survey Results 2012 / 2013

Following the publication of the results of the National Patient Survey Results of 2012 / 2013, the Dunstan Partnership met with their Patient Participation Group on the 17th September 2013, when part of the Agenda for the meeting was set aside for discussion of the results.

The results were sent to the PPG Group prior to the meeting.

The majority of the results are very positive, which is encouraging.

82% of patients are satisfied with telephone access.

95% of patients make their appointments by telephone and it is by far and away the preferred method of making appointments.

30% of patient would prefer to make their appointments on line and this is what we hope to offer within the next few months, when we change our existing appointment system to one which is part our new clinical system.

Waiting time in the waiting room for 72% of patients was 15 minutes or less.

91% of patients were able to get an appt which was either very or fairly convenient.

86% of patients stated that they would recommend the practice to a neighbour.

Of the 20% of patients for whom our surgery times were not convenient, 41% would like them to be before 8.00 am, 73% would like after 6.30pm, 53% would like Saturdays and 39% would like Sundays.

The practice already operates an extended hours service and opens at 7.30 each morning.

The practice would not be looking to change the surgery times just yet, but will continue to monitor them.

One negative aspect of the survey results is that 64% of patients stated that they feel they are overheard on reception. We need to look at this situation to see how we can improve in this area.

Discussions took place with regard to the comments about confidentiality and the fact that sometimes, patients could be overheard at the reception desk.

The practice installed the Patient Information Television in reception to give Health Advice primarily, but also to help with the confidentiality issue at the desk.

The practice also has a sign on reception informing patients that they can speak confidentially in another room, and encourages patients to let the receptionist know when they would like to do this.

Various other options were discussed and the group agreed that removing the front row of seating from the waiting room, would help with the situation, and would also create more space in front of the reception, allowing more room between the patient at the reception window and the next patient in the queue. This was taken as an action at the meeting and would be completed as soon as practicably possible.

The Dunstan Partnership will be undertaking its own Patient Questionnaire, following consultation with and with the help of Patient Participation Group. A meeting will take place on the 20th December 2013 to discuss the Questionnaire and the results will be published in a Newsletter and on the Practice Website, when they are available.