HAWKINGE & ELHAM VALLEY PRACTICE

PPG PATIENT SURVEY 2015

The survey results have been considered and discussed in the practice and we are very pleased with the positive feedback from patients.

We were interested to find out if patients were aware of the services we provide and with the collaboration of the PPG the questions in the survey were central to this objective.

One area of interest was the Telephone Triage since this was introduced fairly recently as a way of providing more access to the GP services. We are pleased that 70% were satisfied with the outcome of the call and 85% felt it was a useful way of accessing GP services, agreeing that this was a good way of accessing a GP, it saved travelling and was a better use of GP time for things like continuation of sick notes or discussing medication.

There were some negative comments around the Telephone Triage system mainly around not replacing face to face consultations. It is evident that more education is needed around the process of telephone triage since patients are not appreciating, or maybe not aware, that once a GP has spoken to a patient to assess the problem, if the GP feels a face to face consultation is needed they will book that patient into an appointment slot.

There were a high proportion of patients who were aware of the online services of ordering medication and booking appointments online and this service is due to be expanded in March to include access to medical records.

There were a high percentage of patients who were unaware of the 8-8 7 day a week working but this was due to the soft launch imposed when the service started, although, of those who were aware, over 90% felt the consultation met their needs.. The funding does come to an end at the end of March and practices in Shepway, including Hythe and Romney Marsh are working with the CCG to try to continue this funding.

It was encouraging to see that over half of those surveyed felt that the services we provided were excellent or good and did not need extra services.

It is hoped that the practice can work with the PPG to keep patients informed of the services we provide and help us to develop our services further where possible.

There were some comments made which, sadly, were personal to the GPs which we hope is part of the settling in process for the new GPs and for patients to build relationships with the new staff. Interestingly, despite the negative comments about the GPs, 94% said that the GPs are courteous and helpful, and 85% said that they always or often had enough time to fully explain their concerns and symptoms to a GP.

We would like to thank the PPG for organising and undertaking this Patient Survey for us, the results of which have been very useful to the practice. It is anticipated that the PPG will undertake a further survey which will reflect the views of a wider group of our patients and we are considering, with our PPG, how to reach those patients who are infrequent visitors to the practice.