

# **PATIENT SURVEY FEEDBACK FOR CASTLEHEAD MEDICAL CENTRE 2015-2016**

During October through to December 2015 we conducted a patient survey for feedback on the services we provide to patients and their experience when accessing our services. We would like to thank all those patients who participated in the survey by completing the patient questionnaires. We are delighted to inform you that we received 376 completed questionnaires and we are now in a position to be able to publish the results to all patients.

You will find the results of the patient survey listed separately in great detail. We received 89% overall satisfaction ratings of good, very good or excellent, this has gone up 1%.

Here we will summarise the Priority for Action, Proposed Changes, and the timescale in which we hope to achieve the changes.

We discussed the results of the survey with both our practice staff on the 24<sup>th</sup> February 2016 and with our Patient Participation Group on the 14<sup>th</sup> & 15<sup>th</sup> of March 2016

## **Priority for Action (as discussed at Patient Participation Group on reviewing the results)**

We received comments on the lack of Nurse Appointments – we feel this was resulting from flu clinics and staff recruitment. The nursing staff, health care assistants, admin and management staff will meet in April 2016 to discuss the flu campaign and how best to roll this out to reduce any impact on nurse routine appointments during the launch of the campaign from September to December 2016.

## **Proposed changes (as discussed with Patient Participation Group on reviewing the results)**

We received quite a few comments regarding the music in the waiting room; whilst we understand everyone has differing tastes in music it can be difficult to please everyone. We are looking at alternatives which will appeal to most of our patients/visitors. We will keep you posted on the outcome and hope to achieve this within 12 month.

## **Proposed changes (as discussed with Patient Participation Group on reviewing the results)**

We received comments and suggestions regarding re-decorating the waiting room. The installation of privacy glass and removal of the curtain is underway and should be completed shortly. Additional chairs, particularly for those patients needing leverage to help sit and stand have now been purchased. Leaflet racks will be

sourced to display patient leaflets, hence making them more accessible to patients. We are considering replacing toys in the waiting room with wipe clean toys.

### **Items we are unable to address at present**

Unfortunately we will not be providing weekend appointments but for those patients who may not be aware we do provide a **late evening surgery every Tuesday**.

We realise that patients may not always be able to see their doctor of choice at a time that is convenient to them and whilst we endeavour to provide continuity of care with the same doctor this is not always possible due to many reasons examples being annual leave, study leave and attending compulsory training.

### **For future development**

#### **Appointments**

We will be looking at our appointment capacity against demand and our telephone system. We have already increased the amount of appointments available to those patients who use patient on line access

#### **Text messaging**

We are now in the process of purchasing software to enable us to provide text message service to patients. This is an opt out scheme. Patients will be asked when contacting the surgery if they wish to opt out of this service. We would advise all patients to ensure that we have the most up to date mobile number details on their medical records. It is the responsibility of all patients to advise the surgery of any change to their mobile number, personal details or demographics.

#### **Patient Access**

Did you know that you can order prescriptions on line, book appointments and have access to coded information on your medical records? For further information please view 'Patient Access' information on website.