

PPG & Survey Results Report

MORLAND ROAD SURGERY

SURVEY REPORT

OUR PURPOSE

The aim of Morland Road Surgery Patient Participation Group and its members is to work with each other to improve the services offered and to involve patients more closely in their surgery.

ACHIEVING THE GOAL

Following on from the practice's Patient Participation Group meeting held on Thursday 19th January, the practice in agreement with all the members of that group agreed to produce a survey to all its patients to get feed back regarding the services we offered.

The survey was taken over a two week period and was also published on the website. The same questionnaire was handed to patients whilst waiting for the doctor or nurse.

It was felt by the members of that meeting that they were not fully aware of:

- the services offered by the practice.
- days worked by each doctor at the practice
- The appointments system and how it worked
- The opening times of the surgery

As a result of the questions raised a survey was produced and various questions were asked of the patients around these areas.

At a meeting on 23rd February the results of the survey were discussed and ideas and solutions made as a result of the responses. There were 63 responses to the survey and some of them were discussed at length.

THE RESULTS

58% of those responding to the survey said they were very satisfied with the current opening hours. Only 1% said they were dissatisfied. However, the 1% who was dissatisfied had concerns about those patients who were working full time – it transpired that they were unaware of the extended hours and as such the Group felt that the current hours were indeed satisfactory.

There seemed to be confusion with regard to our opening hours and as such we have decided to have clearer notices displayed in the surgery regarding our opening hours.

63% said they would like additional opening times, which is an ambiguous response to the first question. However this was an area the practice would review depending on the demand.

58% of our patients surveyed were not aware of the extended hours and as such the Group requested that clearer information needs to be given to the patients. Patients who register are given a Patient Information Leaflet. However, once registered it is not clearly displayed. Our response to this is to display clearer and concise information.

71% had difficulty contacting the surgery in the morning. This was discussed and this is something the practice will review as the peak periods were a common problem to all. Increasing staff and the cost issues needed to be considered.

49% of patients said they did not know which days of the week their GP was available, therefore we have decided to clearly display on each doctor's door their working days.

84% of patients did not know they could book their appointments in advance and as such it was clear our appointments system needed to be clarified. Patients felt that they could only get appointments on the day and therefore this had a knock on effect as to their perception as to doctors availability. Therefore this needed to be clarified to all patients.

69% were not aware of our website – these needed once again to be clearly displayed. We have made the information much clearer to read whilst waiting in the reception area. This would then follow that 65% were not aware that they could e-mail their prescription requests.

71% could not name a service were provided.

OUR RESPONSE

We have decided that as a result of the survey we will:-

- Display clearly and concisely our opening times
- Place on each doctors door their working hours
- Clearly display our website address
- Remove unnecessary posters and display relevant information

WHAT NEXT

After discussing with the Group – it was felt that the majority of our users to the practice were in the age range of 25-44. We would like to have more input from this age bracket.

We are proposing to have educational evenings. It was felt that if patients were more informed about their condition, ie, diabetes, asthma, they might be better able to manage it themselves. Look out on the website and in the surgery for further details.

Are you interested in getting involved? Would you like to have an impact on your local services? If so, please join us, for more information please contact Debra Surallie, Practice Manager or Karen Steer, Reception Manager for more information.

Patient Reference Group

The patient group comprises 7 members