

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 29th November 2012, 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 impact of the changes to the surgery, ie, reduction in appointments and also to establish the quality of the service and how patients felt whilst seeing a clinician or member of the practice team.

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:

- Patients needed to be informed of the changes to the practice ie, less appointments being offered
- The reduction in emergency appointments
- The practice needed to demonstrate that the change would not have an impact in the quality of service delivered
- The days worked by each doctor needed to be highlighted
- What the practice expects and what the patient expects should be clearly defined

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

Speaking with the PPG Members on Monday 25th March the results of the survey were discussed and ideas and solutions made as a result of the responses. There were 43 responses to the survey and some of them were discussed at length.

THE RESULTS

The survey was split into the patient experience whilst in their consultation, their experience in getting through to the surgery and the reception staff, their feeling that they were being listened to and treated appropriately and the cleanliness of the practice.

95% of the patients responding to the survey said that they felt able to express their concerns and 97% of them felt that they understood their diagnosis and treatment. 86% said they felt confident that they were listened to and 83% said that they understood how to manage their condition.

Of those that had to be examined 67% said that the examination had been explained and where appropriate 25% said they had a chaperone. 57% of the patients responded that a chaperone was not applicable, ie, they were either a male or they had someone in with them during the consultation apart from the doctor.

93% of the patients said that they found the receptionists helpful if they had a query and 4% said no and that they found the receptionist rude. Patients were offered a choice of doctors and had to wait less than 2-5 minutes for a response from reception on the phone during busy periods of 8-11am. 58% of the patients could access an emergency appointment and 37% of patients were offered an appointment in less than 1 week.

OUR RESPONSE

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

- Continue to publish a newsletter
- Continue to ensure patients are receiving a high standard of care
- Look at ways of helping patients manage their ailments first prior to making an emergency appointment
- Clearly display up-coming meetings
- Doctors to encourage more patients to sign up
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WHAT NEXT

After discussion it was felt that the group should try to increase the momentum and have an education meeting.

If you are in getting involved and 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

