

KINGSWAY MEDICAL CENTRE PRACTICE PARTICIPATION SURVEY, ACTION PLAN AND REPORT 2012/2013

The partners and staff at Kingsway Medical would like to thank once again all the patients who took the time to complete our recent Patient Survey.

In 2011/2012 we surveyed our Patient Participation Group and patients, the results of which are on our website. From this we developed our Action Plan and Report 2011/2012, which is also on our website.

Following the survey results in March 2012, the GP partners, Registrar and Practice Manager met to look at the results of the survey, and had two areas of concern.

1. 9% of patients felt they could not get an appointment at the time they wanted.
2. Over 70% of patients felt they did not know which days of the week their GP was available.

ACTION: practice website and practice brochure was updated with information about the extended hours availability and general days the GPs are usually in session.

We displayed the results in the waiting area and the website, and asked for feedback from patients via our comments/suggestions slips which are always available in the waiting area to, and which can be dropped into a secure and confidential box. Generally the feedback was positive, but some patients said they found ordering their prescriptions on-line was really easy, and could we provide on-line appointments. Also some felt that if they had talked to someone, they could have had advice instead of an appointment.

In July 2012 we generated access to the on-line appointment system and posted some GP appointments on-line. This new service was advertised on the electronic call board, by posters in the waiting room, and on the website itself. Take-up of this is increasing, and the feedback we have had so far has been very positive, typical comments being very easy to use, and very convenient.

We also in June 2012 increased the number of telephone triage appointments with our Nurse Practitioners from 2 per day to 5 per day. It was hoped that this would give patients requesting an urgent appointment with a GP to be triaged and offered an appropriate appointment with a nurse or GP. We also increased the number of telephone appointments per GP from 3 per day to 5 per day, giving 25 appointments per week over to telephone consultation and triage.

We agreed to undertake a survey again in 2012/2013.

The practice decided to ask our Patient Participation Group which survey they felt to be the priority. This Patient Participation Group was set up in September 2011, with a total of 22 members.

Once again the areas we could use for the questionnaire were:

1. Clinical care
2. Getting an appointment
3. Reception issues
4. Opening times
5. Parking issues and so on.

In July 2012 we emailed our Patient Participation Group with a survey called 'Your Priority' – results are on the website.

By the end of July we had 20 responses back and the highest percentage of patients wanted to run the 'getting an appointment' survey. This was the one run in 2011/2012, so maybe this is still a concern for patients. The results were as follows:

KINGSWAY MEDICAL CENTRE

YOUR PRIORITY

Number of responses: 20

We are planning our next annual survey, and to ensure that we ask the right questions, we would like to know what you think should be our key priorities when it comes to looking at the services we provide to you and others in the practice:

What do you think are the most important issues on which we should consult our patients? For example, which of the following do you think we should focus on?

Clinical care	35%
Getting an appointment	45%
Reception issues	5%
Opening times	10%
Parking and so on	0%

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Following the Patient Participation Group recommendations, the nationally recognised survey tool, the **General Practice Assessment Questionnaire (GPAC) Appointment Survey**, was sent out to our Patient Group to complete and also paper copies were placed in the waiting room and handed out by reception staff to patients when they attended surgery during December 2012 and January 2013.

THE RESULTS OF OUR PATIENT QUESTIONNAIRE 2012/13.

17 results were posted back via our Patient Participation Group, and their response uploaded on to the practice website. These 17 were included in the final result of 320 completed surveys .

The questions were the same as in the previous survey, as requested by the Patient Group.

How easy was it to get an appointment for the time you wanted?

Not very easy	8%
Fairly easy	40%
Very easy	52%

Were you able to see the GP you wanted to see?

No	13%
Did not want a specific GP	20%
Yes	67%

How easy was it to get an appointment with the GP you wanted to see?

Not very easy	20%
Fairly easy	47%
Very easy	33%

How important is it to you that you see a specific GP when coming to the practice?

Prefer not to say	0%
Not at all important	18%
Fairly important	32%
Very important	50%

How well do you know which days of the week your GP is available?

Very well	1%
Quite well	30%
Not at all well	27%
Not very well	42%

To help us analyse your answers please tell us a few things about yourself:

Are you male or female?

Male 30%

Female 70%

What age are you?

Under 16 0%

17-24 8%

25-34 22%

35-44 10%

45-54 22%

55-64 23%

65-74 8%

75-84 7%

Over 84 0%

How would you describe how often you come to the practice?

Regularly 47%

Occasionally 37%

Very rarely 11%

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ACTION:

1. Feedback over the last six months has been very positive about the on-line appointments. We have added a User Poll to the website so that patients can let us know if they find the on-line booking service useful. We will review this regularly and look at ways to expand provision.
2. We will upload the survey results to the practice website and ask for feedback from the Patient Participation group.

3. We will make the results available and display them in the waiting room and ask for feedback from patients via the Comments/Suggestion slips to be posted in the confidential box.
4. We will look at all feedback during April/May and publish the results on the website, discuss any changes we propose following on from the feedback, and ask the Patient Participation Group their views. From this we will develop an Action Plan for 2013/2014.

It has been agreed to review and report progress of the Action Plan to the Patient Group and all patients on a quarterly basis – June, September, December, via waiting room displays and the practice website. During this time any further comments/suggestions will be taken into consideration.

Thank you to all the patients who gave their time to fill in the questionnaires. It is important that we try to improve things for all our patients, and the results of the patient surveys should help us to achieve that.