

Annual Patient Survey

This is the first newsletter produced by our practice and the main aim of this issue is to publicise the results of our patient survey.

As part of our contract with the local Primary Care Trust (PCT), we conduct an annual patient survey. This financial year it was carried out in September 2006 and was the third such survey we have carried out.

Over 100 of our patients who were attending the surgery for a consultation with a doctor were asked

to complete a 4 page questionnaire. The questionnaire is one that has been approved by a national panel.

The aim of conducting the survey is to find out the views of our patients and consider areas where changes could be made to improve the services we offer and the quality of care our patients receive.

The results of the survey showed that generally you are happy with the care and services we offer. Some of your concerns are out of our control such as

our opening times and the Choose & Book system.

Those concerns that you have where we can improve the service we offer have been discussed at a team meeting and this newsletter will give you more information on how we have changed some of our systems.

Compared to practices nationally, we scored well in our patient survey and it was encouraging to receive your positive comments.

Thank you to all those patients who took part.

TOPICS COVERED IN THIS ISSUE:

- ◆ Where we did well
- ◆ Telephone consultations
- ◆ Waiting Times
- ◆ Telephoning the practice
- ◆ Continuity of care—preference for a particular doctor?
- ◆ Appointments System
- ◆ Beyond our control
- ◆ Compliments and Concerns

Where we did well

You rated us highly on satisfaction with our receptionists and the availability of our doctors. Our doctors also scored highly on their communication skills

and their inter-personal skills during consultations.

We received many more positive comments than negative ones.



Waiting Times

We try to keep to our appointment times as closely as possible but please bear with us if you have to wait longer than expected—this is often because the doctor has had to deal with an emergency.

Telephone Consultations



Give me a call!

The only question we scored lower than the national benchmark was where you were asked about your experience of phoning through to the doctor for advice.

We also scored relatively poorly on this question 2 years ago and at that time changes were made which resulted in a better score last year. For some reason

the score has dropped again this year and we wondered if you weren't aware of how to speak to the doctor.

We now have a poster displayed in the waiting room giving guidance on this.

If you would like a telephone consultation with the doctor, you must make this clear to the receptionist however, you will probably find that the receptionist may take some details from you first, this is because often the receptionist can resolve your

query without the necessity to speak to the doctor.

If she can't do or you would prefer to speak to the doctor rather than the receptionist, for **Dr Kallarackel** you will be given an appointment time and Dr Kallarackel will ring you at this time (possibly later if his surgery has run late). Please ensure you give the receptionist a telephone number that you will be available on at that time. For **Dr Barsby**, patients are asked to telephone between 1130 and 12 noon.



Telephoning the practice

We scored lower this year than in last years survey on how satisfied you were with getting through to us on the telephone.

We have 2 lines coming into the practice (unless we are short staffed due to sickness or holidays when there will only be one) and at busy periods you will probably find that these are constantly engaged.

You may find the following advice useful when trying to get through to us:

- Mornings are much busier

Appointments System

Several of your comments and some questions where we scored lower this year than last year related to our appointments system so we thought it would be useful to share with you how our appointments system is run and why it is run in such a way.

Wherever possible we ask that patients telephone on the morning they want their appointment and as early in the day as possible. This system has worked well for many years now and means that we always have appointments

Beyond our Control

Some of the comments you made we can't act upon but where applicable they have been passed on.

You wanted longer surgery hours or evening surgeries—our contract with the PCT stipulates our opening times which are 8am to 12 noon on Tuesdays and 8am to 630 pm other weekdays. We do have evening surgeries but these are early evening due to our opening times.

You asked for air conditioning in the waiting area and for the waiting room magazines to be changed—as we are in a PCT health centre,

on the telephone than afternoons, if you can, please telephone in an afternoon (although see our advice about appointments and bear in mind the notice we need for prescriptions). Mondays and the day after a bank holiday are particularly busy.

. If this facility is available on your telephone, you may wish to consider using 'ring back' where your phone will keep trying our number for up to 45 minutes (please bear in mind there is probably a small charge for this)

available to book on the day you need to be seen.

We always have more morning appointments available than afternoon ones and so would ask that you make a morning appointment rather than an afternoon one. The other reason for this is so that we can keep back some afternoon appointments for patients who become ill during the day and who need to be seen that day.

We recognise that it isn't always possible for you to ring on the

these comments have been passed on to the health centre administrator.

You had problems with the Choose and Book system and wanted to go back to the old system—Choose and Book is a national initiative with the aim of giving you more choice of which hospital or consultant you are referred to. There have been teething problems but these are becoming fewer and fewer and we find that patients who are referred for further care prefer to leave the surgery with the date

Continuity of Care

This year we scored lower than last year on your satisfaction with the continuity of care we offer. We wondered if this could have been due to the retirement of Dr Smith.

If you do have a preference for a particular doctor please ensure you specify this when you make your appointment—if you don't specify a preference you will be given the first available appointment. Unless it is particularly busy, we usually can book you in with either doctor.

If you do have a preference you may have to be flexible on the day and time of the appointment we can offer you.



morning you want the appointment and that for various reasons you need to be able to book in advance and for some time now this has been possible—if you do want an advance appointment, you will have to be flexible about the day, time and possibly doctor depending on demand.

and time of their hospital appointment.

You said that you would like parking to be improved—we have never been aware that this is a problem. We have a patient car park and you can also park on Kiddrow Lane—we only ask that you don't block the driveways of our neighbours and don't use the staff car park—even though it may seem empty at times, this is because doctors and nurses and continually leaving and returning to the building. Thank you.

Compliments and Concerns

IF YOU HAVE ANY COMPLIMENTS OR CONCERNS ABOUT THE PRACTICE, PLEASE PASS THEM ON TO ANY MEMBER OF STAFF AS WE NOW HAVE A BOOK TO RECORD THESE VALUABLE COMMENTS WHICH ARE DISCUSSED AT OUR REGULAR TEAM MEETINGS SO THAT WE CAN TAKE ACTION THROUGHOUT THE YEAR. THESE ARE A SELECTION OF YOUR POSITIVE COMMENTS WE RECEIVED AT THIS YEARS SURVEY:

'Very good all round service'

'Totally satisfied'

'Friendly doctor, always welcoming, friendly and helpful receptionists'

'Pleasant, easy to talk to, attentive both doctor and nurse'

IF YOU HAVE A COMPLAINT, THIS SHOULD BE DIRECTED TO THE PRACTICE MANAGER.