

Euxton Medical Centre

Patient Experience and Satisfaction Survey Report 2017

Introduction

Each year we conduct a survey of patient experience and satisfaction about the services we provide. We analyse the results, compare them to the previous years and complete an action plan to address and action any areas that require improvement.

In addition to the annual experience and satisfaction survey, we also aspire to carry out further surveys to address particular areas of service provision including: a practice nurse survey and smaller email surveys through our online PPG.

Patient feedback is extremely valuable to our Practice and assists in guiding future plans and decisions to further improve the care received by our patients.

Patient Participation Group

As part of our aims to involve patients in service planning and the care they receive at the Practice we currently run an online Patient participation group.

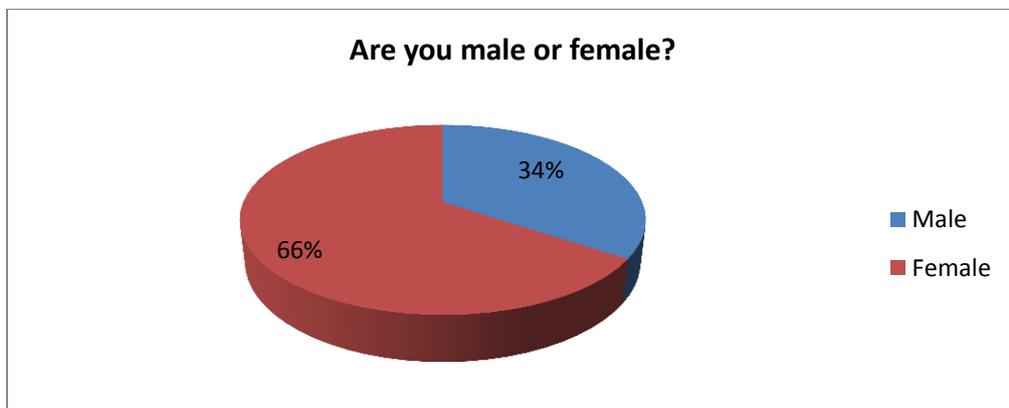
We currently have 14 members of our PPG who have been recruited via advertisement at the Practice and on our website. Our Practice website contains information about our PPG and how to join.

The profile of the group aims to reflect the ethnic background of the patient list. We aspire to take further steps to ensure greater representation in the next 12 months. This will include appointing a named member of staff to become 'PPG Lead' and look to introducing in-house meetings at the Practice.

Survey questions and results

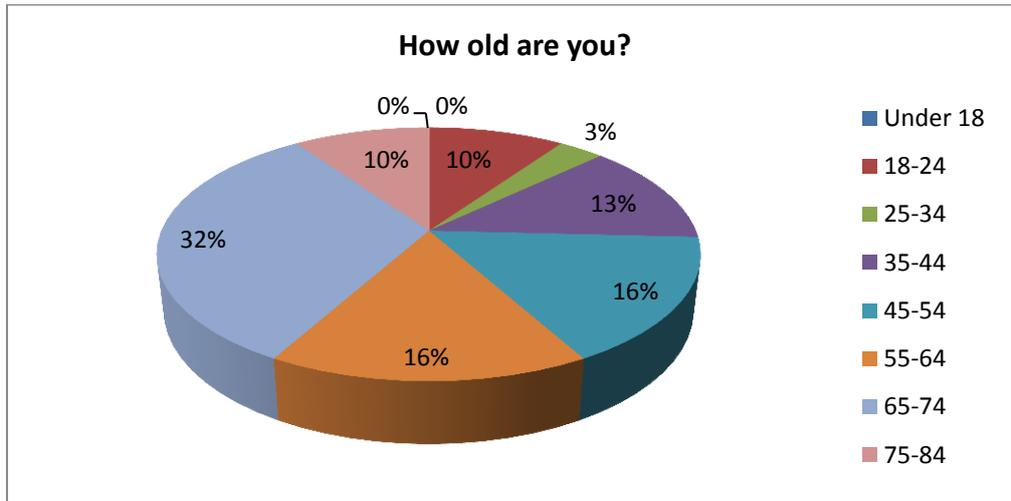
This year's survey was offered at random to patients attending the Practice over a period of 2 months.

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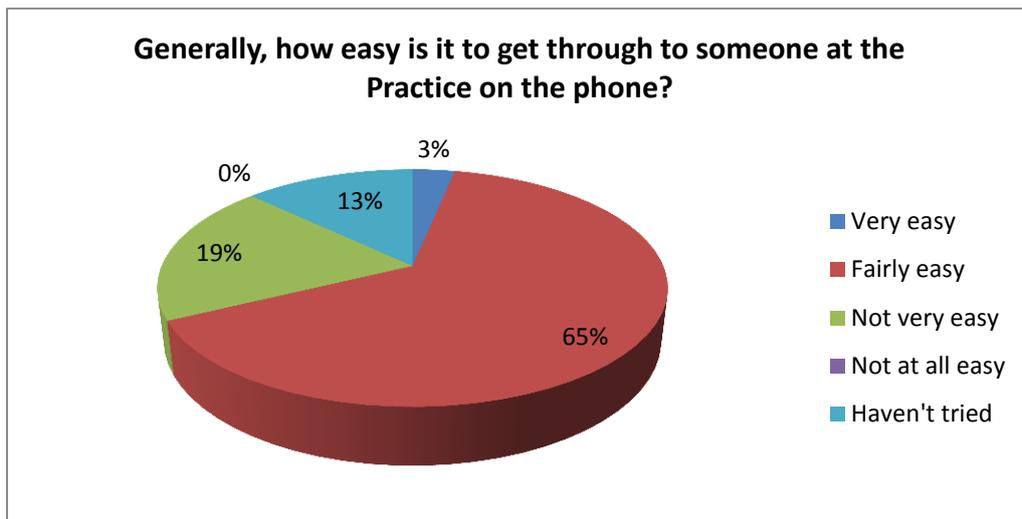


Euxton Medical Centre

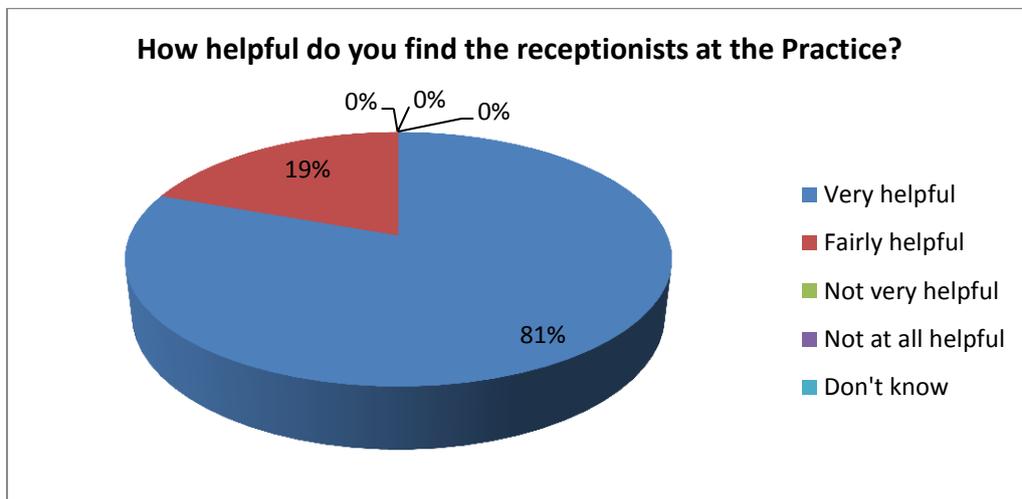
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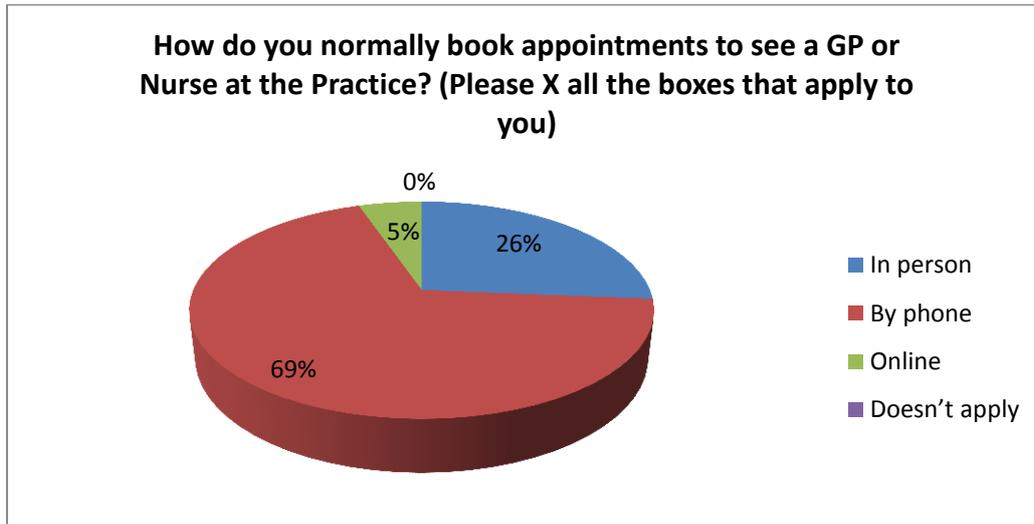
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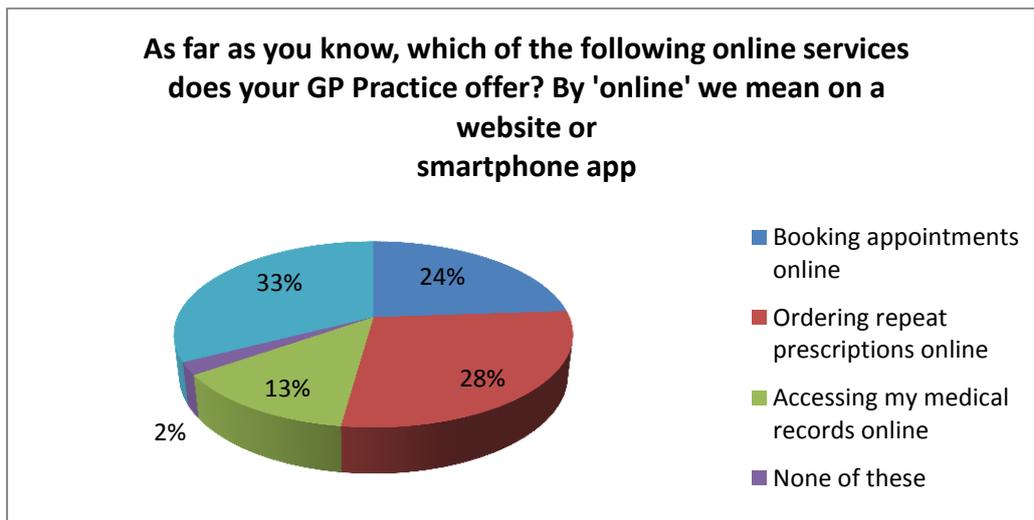
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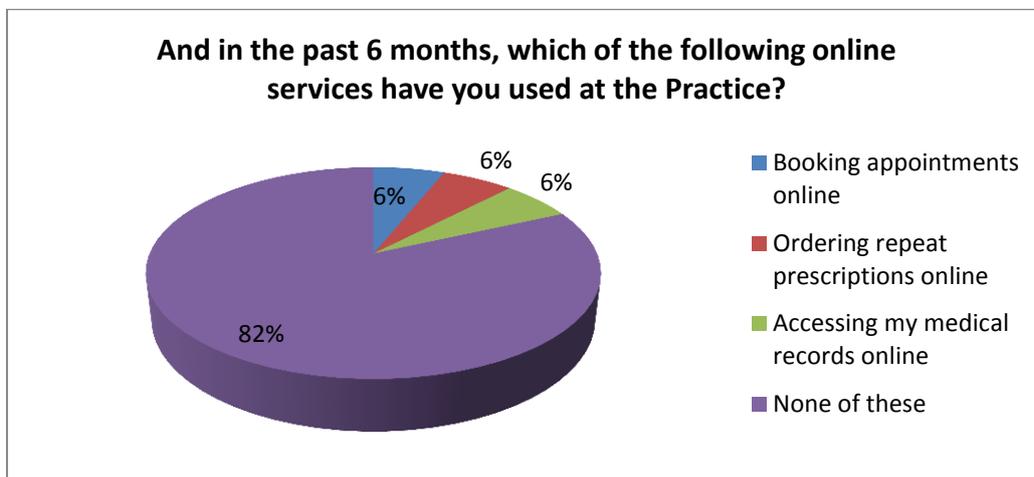
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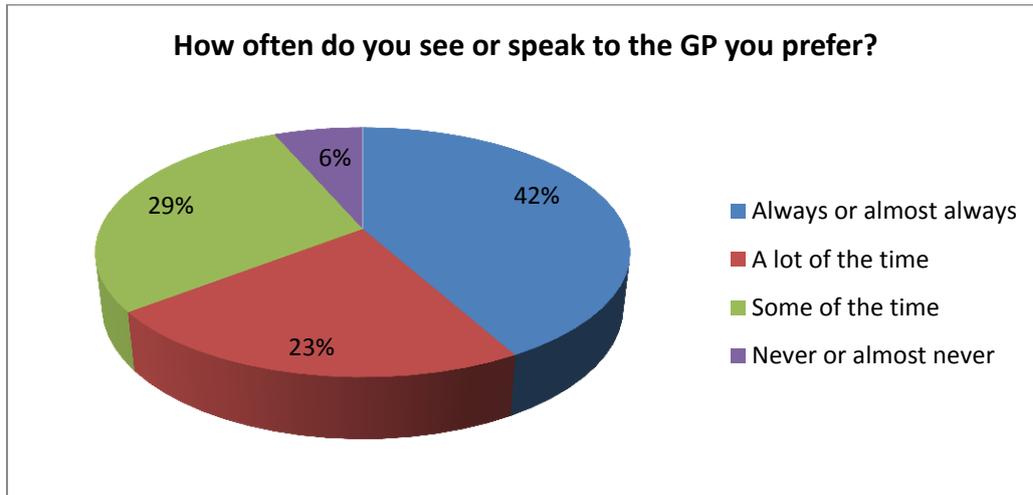
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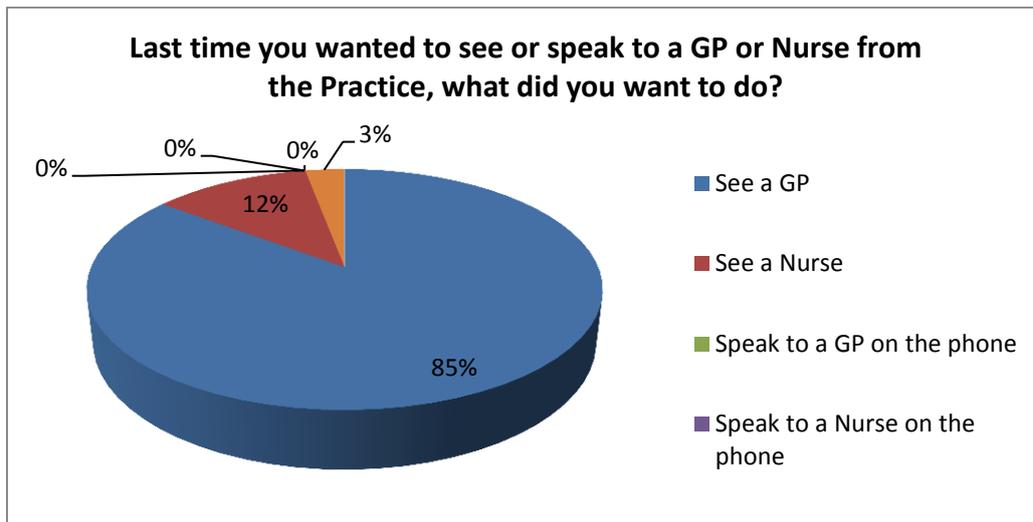
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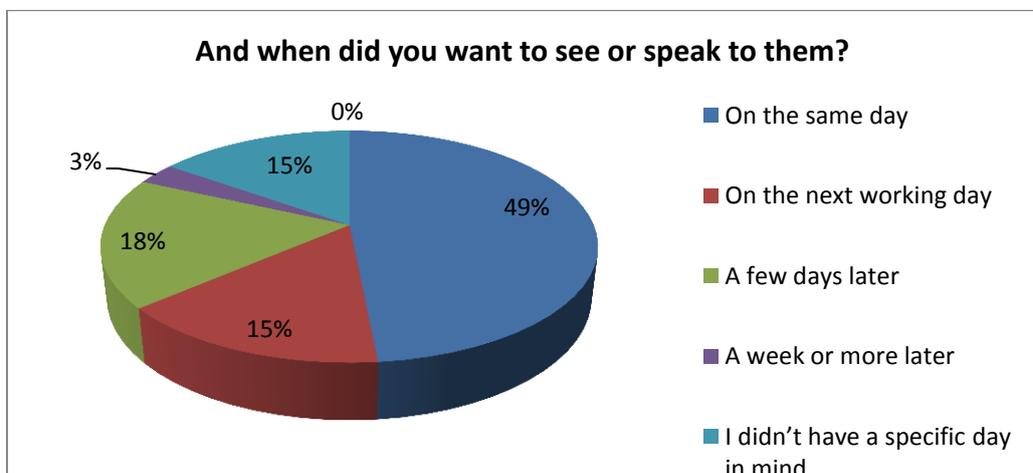
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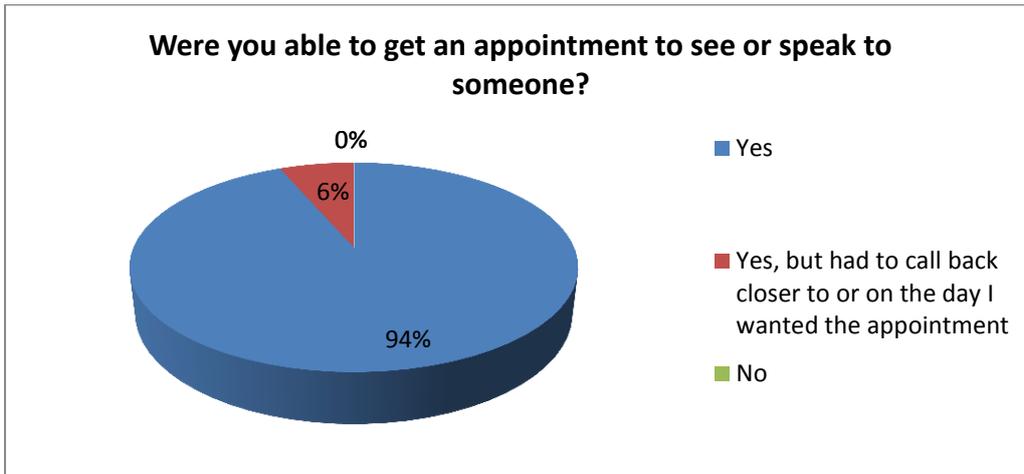
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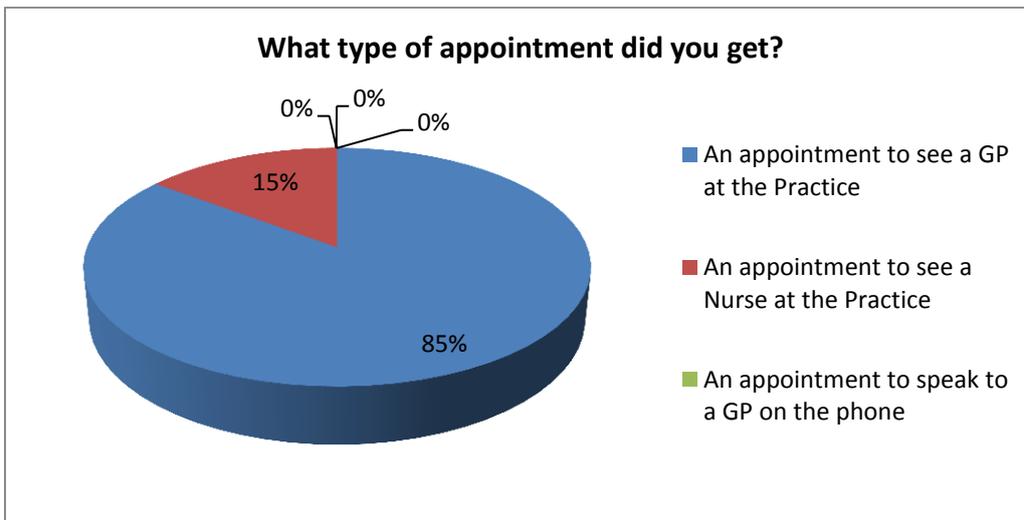
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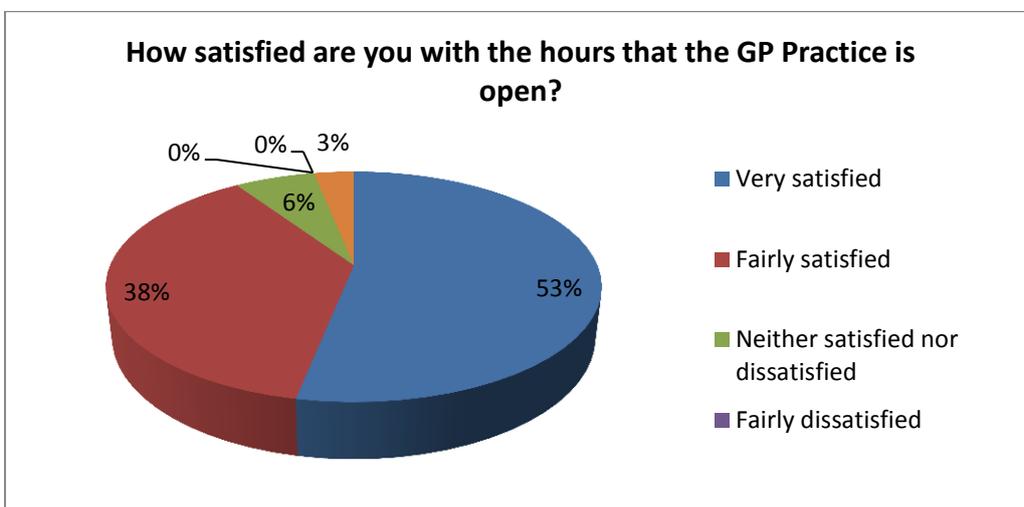
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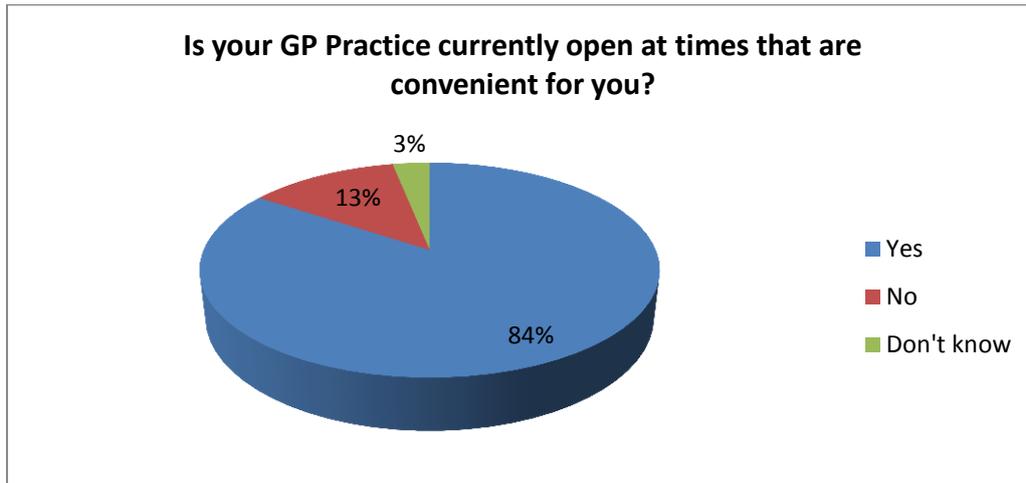


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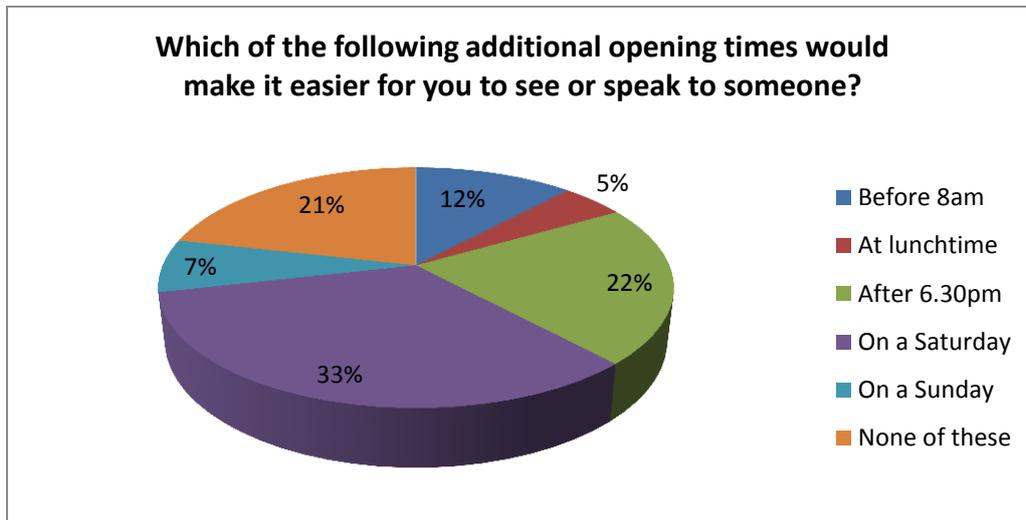


Euxton Medical Centre

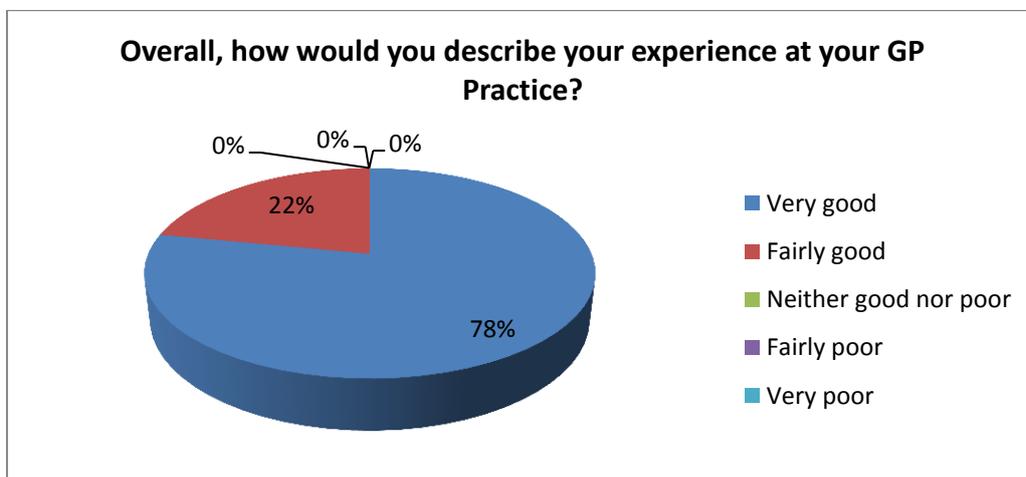
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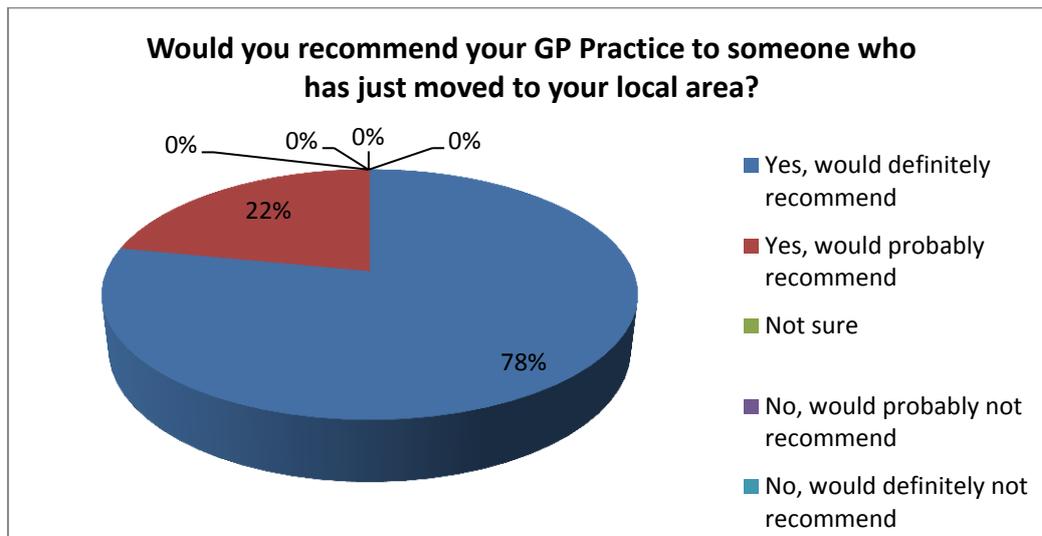
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Evaluation of results

The aim of the survey was to gather an up to date overview of our current patient experience at the Practice. The choice of questions allowed us to focus on various areas of patient satisfaction including our opening times and appointment options.

66% of the surveys were completed by female patients within the 45-74 age categories. The results demonstrate that in general 65% of patients find it fairly easy to get through to the Practice. 81% of patients found the receptionists very helpful which is consistent with previous results.

The results highlight that the main way patients contact the Practice to make an appointment is via telephone. 26% of patients prefer to book in person and only 5% of the patients we surveyed are using the patient online access booking system.

The results show that patients are aware of the patient online access services but only 18% are using them to book appointments, order repeat prescriptions or view their medical record.

We asked patients how often they were able to see or speak to the GP they preferred and overall this was very positive with 42% stating 'always or almost always' and 23% stating 'a lot of the time.' Only 6% of the patients surveyed answered 'never or almost never.'

It was also noted that 94% of patients were always able to get an appointment to see or speak to someone, the remaining 6% were also accommodated but stated that they had to ring back on the day they wanted to be seen, this is consistent with previous years results.

Euxton Medical Centre

84% of patients are satisfied with the current opening times and feel they are convenient to them. Patients selected 'after 6.30pm' and 'Saturdays' as desired additional appointment options but were overall satisfied with the current opening times.

The results highlight that overall patients at the Practice describe their GP experience as 'very good' and would recommend the Practice to others.

Action plan

Whilst the survey results show that the Practice is performing well and that patients are generally satisfied, there are areas we can improve on, examine and alter if needed to further meet the needs of our patients.

- Method of booking appointments – Further advertising and promotion of the online booking facility and ensure adequate appointments available to book. A recent patient access promotion day proved positive with patient uptake so look to arranging another session with the EMIS support team. Add patient access sign up details to new patient registration forms to encourage sign up.
- Practice opening times – Currently working with other Practices in the area to form a collaborative group. This should create more appointment for our patient to attend out of core hours. Although our patients seem satisfied with the appointment system generally, it was noted that Saturdays are desired. Saturday appointments have been well utilised in the past at the Practice so collaborative working will provide an opportunity to reintroduce these appointments to our patients.
- PPG – As part of this action plan, we endeavour to improve our PPG member uptake over the next 12 months. An email will be sent out to all our current PPG members initially to seek their interest in remaining a member of the group. This communication will also provide an opportunity to check that all current contact information is correct and invite patients to give feedback and suggestions of ways we can improve our PPG. Look to appoint a named lead and introduce in-house PPG meetings at the practice in 2018.