

WOODCOCK ROAD SURGERY
ANNUAL PATIENT SURVEY RESULTS 2018

The majority of patients:

- Found it easy to get through on the telephone
- Found the Reception staff helpful
- Found it easy to use the Practice's website
- Were satisfied with the repeat prescribing service
- Were satisfied with the appointment times/opening hours

The majority of the patients completing the questionnaire had been seen in the last 3 months and stated that they did not seek advice before coming to the GP (from walk-in centre, website, pharmacy etc)

Patients were satisfied with the type of appointment they were offered (only 1 patient was not satisfied, but still took the appointment anyway).

The majority were seen on the same day that they contacted the surgery for an appointment and reported that their experience of making an appointment was very or fairly good.

Six patients reported **not** accepting an appointment offered because of one of the following reasons: it was not at the time or day they wanted, it was not soon enough, they could not pre-book the appointment, there was no appointments with the Professional they wanted to see, or the type of appointment they wanted was unavailable.

The majority of patients completing the questionnaire said they did not routinely refer to the Practice website for information or access to services. The Practice has 1309 patients (16%) signed up to on-line services as at 1/5/2019. These patients are able to access repeat prescribing, appointments and links to medical advice via the website.

The majority of patients indicated there was no specific GP they usually preferred to see or speak too, but if they did specify a particular clinician they always or almost always were able to see or speak to them.

Patients did feel the Clinician was:

- Very good at giving enough time
- Very good at listening
- Treated them with care and concern

All patients answering the question stated that they were involved as much as they wanted to be in decisions about their care and treatment.

The majority of patients had confidence and trust in the healthcare professional they saw or spoke to and felt their needs were met.

Overall experience of the GP Practice was rated Very or Fairly good by 100% of patients completing the Questionnaire.

LEARNING/ACTION POINTS:

It was noted that only 22 completed questionnaires were received. This was despite handing out over 250 on each Saturday in October when the Flu Clinics were run, and subsequently making them available for completion in the surgery.

With regards to patients not routinely referring to the Practice website for information or access to services - the Practice is encouraging patients to utilise the NHS app which becomes available in this area very shortly – and means that patients do not need to register at the surgery in order to access on-line services. The Practice will further advertise the on-line services, and information available via the website, in the Newsletter, via text message and via PIPS screen.

During 2019 the Practice will be reviewing Access and the availability of appointments. Our aim is to ensure that patients are signposted to the most appropriate clinician or service efficiently and in a timely manner. As part of this work we will be advertising key messages about services available including Pharmacy, NHS Choices, 111 Service, our website, access to the Walk-In-Centre, and Improved Access. Our aim is to ensure patients are better informed and able to seek help appropriately.

By 1st July 2019 the Practice will have also increased the availability of appointments bookable on-line. We will be offering a variety of appointments, including Phlebotomy for example. A minimum of 25% (350) of our appointments will be available for patients to book via the on-line access. We currently offer over 1,300 appointments, of all types, every week.

Finally, the 2019 Annual Patient Survey will be undertaken in Q2 (July – September 2019) and the Practice will adopt different methods to reach a variety of patients and obtain sufficient numbers of completed questionnaires to provide a meaningful audit, such as handing to parents during childhood vaccination clinics, emailing to patients, attaching to Chronic disease recall letters etc

Thank you for supporting us – your feedback is valuable and helps us to review our services and ensure they are meeting the needs of our patient group.