

Patient Participation Group

Patient Survey 2012 - Summary

As you may be aware, since its inception, the PPG has conducted an annual survey of Thorney Medical Practice patients' views. This article reports the summary findings of the recent one.

See <http://www.thorneymedicalpractice.co.uk/practice/participation/> for full details, or you can read a paper copy in the Thorney / Eye surgeries.

OVERVIEW

The questionnaire, although by means perfect, was much improved on the previous one. This made it much simpler and quicker for patients to complete and for the PPG to collate and analyse the data. However, some shortcomings with it were still identified and the PPG will be starting to take action and make further improvements for this year's survey. If anyone has any input on this matter they would like to share, or if anyone is prepared to assist with it in any way then please leave your contact details at your local surgery so you can be contacted by a member of the PPG.

This year's sample was relatively small, especially at the Eye surgery. Its main contributors were those people who attended the flu clinics and therefore by definition the results were skewed age wise.

There was a minor error on two questions, which was not picked up during publishing and so the data from these was not used. (Q15 & 16 which related to long term illness.) This has now been corrected.

Overall there were a lot of similarities between the responses from both surgeries, which is what you should expect.

HOW DID THE THORNEY MEDICAL PRACTICE DO?

In order to provide some meaningful way of expressing satisfaction (i.e. was does 69% mean?) a scale of Excellent to Major Issue was introduced (eg Good – Bad). On the basis of this scale the Thorney surgery was rated as Very Good and Eye was rated Good.

Although this year's and last years' surveys are not the same if they are compared then Thorney has improved and Eye has stayed the same.

WHAT WENT WELL (Highest 3 results)

Section 6 of the full report shows the greatest patient satisfaction, across both surgeries, as being:-

- Access
- Cleanliness
- Helpfulness & Confidence in the staff

TOP 3 ISSUES FOR FOCUS (Lowest 3 results)

The lowest three were not the same across both surgeries, so there are actually four items listed as this then covered the whole practice. They are:-

- The ability to book an appointment more than 2 working days in advance
- Being kept informed if appointments are running late

- Privacy in the reception area
- Getting through on the phone

The PPG is starting work on understanding the patients perceptions which resulted in the above responses and it will create and publish an action plan with success criteria and target dates to address any identified issues. Watch this space.

To do this effectively we need more members so please come along to our PPG meetings which are held at Thorney surgery at 7pm on a Wednesday night every other month. (See #ThorneyMedical on Twitter or the PPG notice board in both surgeries for the latest information on meetings.)

Finally, if anyone is interested in gaining a simple understanding of what the PPG is, what it does and why it is important for more representation across all ages / sexes and ethnic groups then please leave your contact details with the surgery and someone will be in touch with you to answer your questions on a one to one basis.

Response from Thorney Medical Practice to Issues for Focus.

- Booking ahead.

Appointments are available to be booked up to 7 days ahead, once these pre-bookable appointments are gone the rest of the appointments are released on the day at 8 a.m. If we make too many appointments pre-bookable then there may not be enough available for urgent problems. If we allow appointments to be booked further in advance the number of people who " do not attend " goes up because people either forget or decide they no longer need the appointment. We have tweaked the appointment system a great deal, but we think we have got the balance about right at present, but we continue to monitor it and are open to comment and suggestion.

- Being kept informed if appointments are running late.

At present reception staff will inform the waiting patients if a doctor is called out or involved in something lengthy and/or urgent which significantly delays matters. As far as we can see it is not practical to keep patients informed during routine surgery as to how the surgery is running. If a solution to this comes up we would be willing to try it out, for example a scrolling message bar might be suitable.

- Privacy in the reception area.

This presumably applies to Eye Medical Centre, as we have a privacy booth at Thorney Medical Centre. There is a side reception window at Eye Medical Centre, and patients can ask to speak there, where things are certainly more private.

- Getting through on the phone.

First thing in the morning is certainly a peak time for phone calls. We have a queuing system which holds no more than 3 calls, and two members of staff are answering calls at each surgery at this time, so if you are in the queue do not put the phone down, your call will be answered very soon. If you are ringing for anything other than an appointment e.g. for test results or to order a prescription please try and ring later in the day when the phones are less busy, after 10 a.m. would be ideal.