

The Ivers Practice Annual Survey and Local Patient Participation Report

This will be the third year we have been running our Annual Practice Survey. Our aim as always, is to find out your views about the service we provide and how we might improve them.

We sought advice regarding the areas to be covered in the survey from our Patient Reference Group. They are patients from a broad cross section of our practice . They were contacted via e-mail and after their feedback , the Survey was published on our Practice website. In order to get responses from a wide population, we also handed out paper copies which could be completed and posted into a sealed box ensuring anonymity. About a third of responses were in paper form, the rest were on our website.

This year we were able to text patients to invite them to participate in the survey . We texted all of the patients that we have written consent to contact via mobile phone (1,500 patients).

60 patients completed the survey . The results were emailed to our Patient Reference Group and published on our website . The responses were very useful and have helped formulate our action plan for the Practice next year .

The Survey results are available on the “Get involved” part of this website or by contacting our practice manager.

Summary of Results

Question 1. How helpful do you find the receptionists?

Over 70% of patients rated our receptionists as fairly helpful or very helpful.

Question 2. This year we have made some changes to the reception area. How have you found these changes?

40 % said this was fairly welcoming with a similar number saying they felt there was no change from before .

Question 3. How easy is it to get through to someone at the surgery on the telephone?

This produced a 50/50 split between very easy and fairly easy to not very easy and not at all easy .

Question 4. How easy is it to book ahead at the surgery?

Just over 50% said it was very easy or fairly easy to book ahead.

Question 5. Would you be interested in being able to book an appointment using an on line service, available at any time?

96% of patients said they would be interested in on line booking.

Question 6. How good was the last GP you saw at giving you enough time?

87% of patients felt the doctor was either very good or good at giving them enough time.

Question 7. How good was the last GP you saw at treating you with care and concern?

94% of patients felt they were treated with care and concern.

Question 8. How good was the last nurse you saw at treating you with care and concern?

Our nurses scored highly too , 87 % of patients felt the nurses were either very good or good at treating them with care and concern.

Question 9. Are you happy that the information you discuss with your GP would be kept confidential ?

88% of patients were happy that the information they discuss with the GP was kept confidential.

Question 10 . Please rate the service you get from your GPs .

78% of patients rated our service as excellent or very good.

Comments

Some patients have commented that they would like to make appointments further ahead than a week. Booking two weeks in advance has been previously attempted at the practice. Unfortunately, we found that this actually increased waiting times to see a doctor as the number of patients not attending booked appointments rose significantly. On average, there were 50 "did not attend" appointments using this system per week.

The removal of toys from the reception area has been because of having to abide by "Care Quality Commission" rules on infection control and health and safety.

Our triage service has had good feedback. It is a way of providing on the day help and advice for patients, if there are no appointments on the day .

It does mean that truly urgent cases are seen on the day and those thought to be less urgent are advised to book a routine appointment, increasing health education in the process.

There was also helpful feedback regarding the politeness of the admin staff at the practice. This is a issue we are continuing to tackle. We aim to give the best possible service to our patients, and are planning more conflict resolution training this year for the whole team at The Ivers.

Our Action Plan

Contacting the surgery

We realise that making an appointment, or ringing to speak for advice can be difficult, especially as we have increased our access to health professionals via the telephone over the last 2 years.

We are looking into changing the telephone system, so that your call is answered more quickly. Our current telephone system unfortunately has no call prioritisation, and this can lead to calls being answered in an unfair and random order, leading to unnecessary delays for patients on the phone.

Having looked into this problem extensively and liaised with communications providers, it is difficult to install an automatic call prioritisation software for a small business, but a compromise of a new telephone messaging system will at least make the answering fair to all and as timely as is feasible.

The electronic booking-in system by the front desk was meant to cut down unnecessary patient queues and free up reception time, enabling more staff to be able to answer the telephone. Unfortunately, the electronic system can be unreliable, and some patients have lost confidence in the system, meaning more reception staff manning the front desk to book patients in. We are hoping to have an engineer look into the booking-in system glitches.

We are still in the middle of refurbishing both Iver and Iver Heath Surgeries. The Reception area will have a designated receptionist to welcome patients. Hopefully this receptionist will be freer to assist patients at the desk and we hope, more able to fully meet the needs of the patient in a courteous manner.

Making an appointment

We are looking at introducing an on line service for booking appointments. To participate in this, patients need to log onto the surgery website to register to consent and ensure confidentiality.

Seeing the doctor or nurse

It was pleasing to see that the care which the doctors and nurses give was rated highly.

We all endeavour to provide high quality care to our patients under significant pressures and new political challenges.

In recent years, we have become a training practice. This means that our quality is judged by a panel of GPs who have to deem us fit to be worthy of such an accolade.

The presence of student doctors and training GPs helps us reflect better on our own practice, improves our knowledge base and gives patients a more wide ranging skill set of GPs to choose from when booking an appointment.

Repeat Prescriptions

We are hoping patients we be able to request repeat prescriptions on line in due course.

Full details of our practice profile, opening hours and how to access services during our opening hours are available on our website .

Profile of our patient reference group

We currently have 149 patients (81 male, 68 female), with a mix of white British 121, Asian 21 and black 7.

If you would like to be part of our patient reference please register online, on our website.

We would like to thank everyone for participating in our survey .We are very grateful to our Patient Participation Group for their time and helpful comments and suggestions.