

Peel Group Practice Patient Survey – Results 2013

The practice recently conducted a patient survey for views on the services/appointments offered by the surgery. The results are detailed below. The Results were discussed at a recent Patient Participation Group in February - these meetings are held quarterly and involve patients and staff from the Practice. Thank you to all our patients who completed the recent survey, we do appreciate it.

Over the last six months 82% of patients booked their appointments via telephone and 27% booked at reception. (More than one response could be chosen)

Access - In the past 6 months

	Review	Action needed
Speaking to a Doctor on the phone	38% of patients were aware they could book a telephone call to speak to a GP on the phone on a specified day.	Update Practice Leaflet and create a better website with information.
Speaking to a Nurse on the phone	8% of patients were aware they could speak to a Nurse on the telephone if they required advice.	Update Practice Leaflet and website with information. Messages are left for the Nurses and they contact patients between their appointments.
Obtaining test results by phone	30% of patients surveyed had used the service to obtain test results over the telephone.	Information to be put in our Practice Leaflet, poster to be put up about this service and also on the Jayex Board.
Trying to see a Doctor urgently	44% of patients surveyed had used this service when an urgent appointment was needed.	Information is in the leaflet but needs to be cascaded down to patients to ensure they understand that if it is urgent they will be seen / spoken to that day by a GP.
Awareness of Triage System	47% of patients surveyed were aware that this system was in place	Urgent system/triage is for one urgent problem to be discussed in the appointment and a laminated card detailing this to be handed out to each patient as they attend reception to read.
Attending reception with Query	24% of patients surveyed had queries that were dealt with at the Reception Desk.	

Over the last 6 months 95% of the patients surveyed were satisfied or very satisfied with how their query was dealt with at reception. 2% were dissatisfied but no reason as to why was given.

Patients were asked how they would like to find out about the services the Surgery offers:

52% said Practice Leaflet, 37.5% said Practice Website, 16% said ask at Reception

(more than one response could be chosen)

Patients were asked if they had ever missed an appointment at the Surgery. 18% said yes. The reasons given are listed below:

- Forgot
- They had written down / came on wrong day on the Calendar
- Off island / stuck in the UK
- Patient or Children sick
- Buses cancelled
- Unforeseen
- Child taken to Hospital / In hospital
- Family member did not pass on message
- Arrived too late for the appointment
- Family bereavement

Patients were asked about other services they would like to see at the surgery, any general comments and suggestions they had.

Blood tests for children	Under 5's – Practice does not do this, it is done at the hospital
Pharmacy Service – Clear Pharmacy	Explain medidos and delivery service that Clear Pharmacy offers in a leaflet
INR Testing	Weekly clinic to commence from 3 rd April 2013 at the surgery.
Refreshments in Waiting Area	Tea/coffee/vending machine was suggested – Practice to look into further
Counselling Service	Information to be posted on new Website
Wifi in Waiting Area	Practice to look into further
Digital Weighing Scales for Foyer	Practice to look into buy/rent – depends on cost
Minor Surgeries Information Leaflet	Practice new Website
Evening Well Woman Information	Practice to look into possibility of having Well Woman Clinics in the evening
Physiotherapy and Podiatry Service	Qualified person required, main issues would be insurance and space within the Practice
Loop Service for TV	Practice to look into further
Complimentary/Naturopathic Service	Information available but no service available within the Practice
2nd Jayex Board in waiting room	Practice does not feel that this is needed at this time
Wellman Clinic	Service already provided by Practice Nurse
Rheumatology Outpatient Service	Not sure what was meant by this as the Practice liaises with Rheumatology Department
More info on Web page	Practice looking to update and revamping the website
Online prescription ordering/email service	Website being reviewed and updated with a view to enabling this service to commence

General Comments and Suggestions

Order prescriptions on phone and fax to local chemist	Prescriptions can be requested by Fax and can be faxed to certain chemists. We are unable to accept requests via telephone as it needs to be in writing to avoid any errors. We are looking at providing an email prescription service on our updated website in the future.
Phone lines often engaged or ringing out	Surgery number is 686968. This number is on a "hunt group" which means it can be answered by a number of people. At 8am in the morning there are 3-4 people answering the phone. The Practice has a policy of all calls being answered within 3-5 rings. Please bear in mind that between 8am-9am the telephone lines are extremely busy.
Appointments not available far enough in advance	Where possible, the Practice endeavours to have appointments open 6-8 weeks ahead. Occasionally this may be delayed due to unforeseen requirements for our GP's and Nurses.
Car Park often full	There have been a number of people who have been using the car park but not attending the surgery. Letters are now being placed on cars that are regularly using the car park and not attending the Practice.
Text Message Reminder	Practice has looked in to this, but there is a cost that would be incurred, but will continue to monitor this. Practice has introduced a mobile telephone number so patients can text in and cancel an appointment, this is for cancellations only – mobile number is 468468 send name, date and time.
Privacy needed at reception desk	Practice looking into a queuing system/stand that says "wait here", the aim is to call patients to the reception desk.

Patients who completed the Survey were asked where they live, gender and age – details are below

Areas surveyed patients lived

Peel	Kirk Michael	St Johns	Foxdale	Glen Maye	Crosby	Other and unknown
62%	13%	7%	5%	1.5%	1%	10.5%

Gender & Age

Male	31%	Female	62%	unk	7%				
Under 18	3%	18 – 24	5%	25 – 34	13%	35 - 44	21%	35 - 44	21%
45 - 54	14%	55 - 64	16%	65 – 74	17%	74 - 84	5%	85 + over	1%
unknown	5%								

Please see Reception if you would like a copy of these results