**MOATFIELD SURGERY**

**PATIENT SURVEY 2017**

**Implementation of the Survey**

The patient survey was conducted during October and November 2017. Paper copies of the survey were available to patients within the surgery during this time and it was also available on the website. Members of the PPG attended during the Saturday flu clinics to promote the survey and collect feedback.

Surveys completed were slightly lower than previous years but still sufficient for feedback:

2015 130 surveys completed for the GPs 97 for the nurses

2016 141 surveys completed for the GPs 138 for the nurses

2017 120 surveys completed for both nurses and GPs

Percentage of Patients who answered the following questions:

Under 18 – 0%

18-24 – 1.6%

25-44 – 10%

45-64 – 25%

65-74 – 42.5%

75 and over – 17.5%

Percentage of patients who answered the following questions:

Pharmacy – 30.8%

Walk in centre – 12.5%

NHS 111 – 10.8%

Minor Injuries – 23.3%

None – 42.5%

Other – 5.8%

Percentage of patients who answered the following questions:

All the time -10.8%

Most of the time – 65%

Hardly ever - 17.5%

Other Places patients have attended / Comments

Diabetic clinic

Hospital

A&E

Private

Well looked after here

Posh doctor

Percentage of patients who answered the following questions:

Important

Before 8am – 31.6%

After 6:30PM – 30.8%

Saturdays – 45%

Not Important

Before 8am – 54.1%

After 6:30PM – 50%

Saturdays – 40%

Percentage of patients who answered the following questions:

Yes – 15.8%

No – 37.5%

Comments

Pharmacy for meds and gp for diagnosis

Would have been better to see GP

NHS should investigate this as a sauce of getting revenue

Even with private healthcare I required a referral

Percentage of patients who answered the following questions:

Too much- 18%

Too Little- 4.1%

Just right – 70.8%

N/A – 5.8%

Comments

Computer down today

Themed board would be better rather than all mixed

Out of date / cluttered

Percentage of patients who answered the following questions:

Yes – 48.3%

No – 42.5%

Comments

Easy to see Good news x3

Bit hard to read

Cost of forms done by GP

Would do if the information wasn’t irrelevant

If unlikely please specify why. Patient’s comments

* Require a good practice manager
* because no appointments, I only ring when I need to see a GP which is not very often. I don’t like the way appointments are done like when the GP phones you up. Need another number for staff to answer
* Not likely as the practice is already full and busy
* low availability at short notice, doctors diagnosing over phone
* good service if you can get it
* make your appointments 24/7 365 days, we pay you a lot of money for the minimal service you provide

Extremely unlikely

Percentage of patients who answered the following questions:

Extremely likely – 41.6%

Likely – 27.5%

Neither likely or unlikely – 19.1%

Unlikely – 1.6%

Extremely unlikely – 2.5%

Don’t know – 0%

If there was one thing you would like the surgery to offer what would it be? Patient comments

* Quicker appointments with my own GP
* More appointments x9
* Water x4
* Annual checks
* University students to stay registered
* From staff point of view that they are not put under such pressure of time – although they don’t show it!
* Transport to surgery
* More parking
* If one is early there should be a reasonable appointment time of being early
* More Telephone triage
* Shorter waiting time for GP in out of hours to permit full time workers to not need to take a day off of work
* GP names and info
* More appointments on a Saturday
* Longer hours and more people on
* More out of hours appointments
* 24/7 365 days service

Is there any Information you would like to see displayed in the waiting area? Patient comments

* Pictures of all staff x2
* Weight control / fitness
* Social service information
* Updates when doctors running late
* More voluntary information
* Numbers in the que before me
* More ‘need help’ leaflets

**CONCLUSIONS**

The practice has continued to have a challenging year with patient demand for appointments. Along with the other two surgeries in the town the practice continues to have a capped list which means new patients wanting to register are allocated between the three surgeries dependent on list size. As Moatfield is the largest of the three surgeries, we continue to receive the highest number of new patient registrations. We are pleased with the survey results this year and they have given the practice a number of action points. It was clear from some of the comments received that there is a lack of understanding in some areas with incorrect conclusions being reached by some patients. With improved communication we can help patients understand certain processes within the NHS and the reasons behind these decisions and the difficulties general practice face.

The practice found the responses to the question regarding patients who had been seen by an alternative service interesting in that the majority of people attending an alternative health care provided did not also require an appointment with the GP. This is encouraging in educating patients that they can confidently see another provider to have their problem resolved without the need to see a GP.

**PRACTICE ACTION PLAN ARISING FROM THE RESULTS OF THE PATIENT SURVEY 2016**

**IMPROVING PATIENT SATISFACTION**

**MOATFIELD SURGERY**

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| --- | --- | --- | --- |
| **Area for Improvement** | **Recommendation and Action required** | **Practice Lead** | **Timeframe** |
| Free text comments from patients | Notice board in waiting room showing patient comment and the practice response. | Practice Manager | 3 Months |
| Promotion of alternative services to obtain health care | Targeted campaign in the waiting room and website | Practice Manager/GPs | 6 Months |
| Promotion and streamlining of information displayed in the waiting room, on the website and on the TV screens | Update | IT/GPs/Practice Manager | 3 Months |