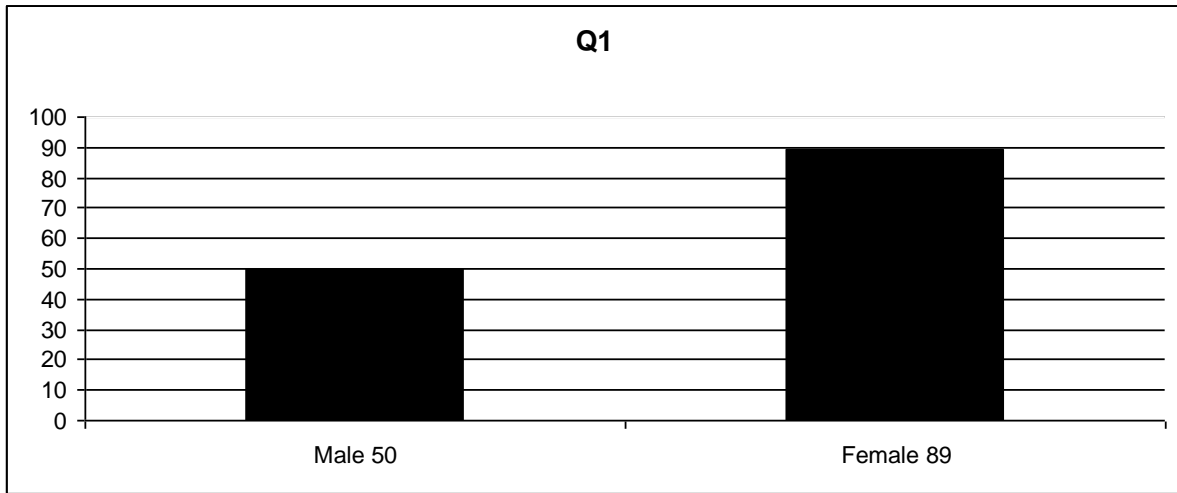


ALEXANDER HOUSE SURGERY

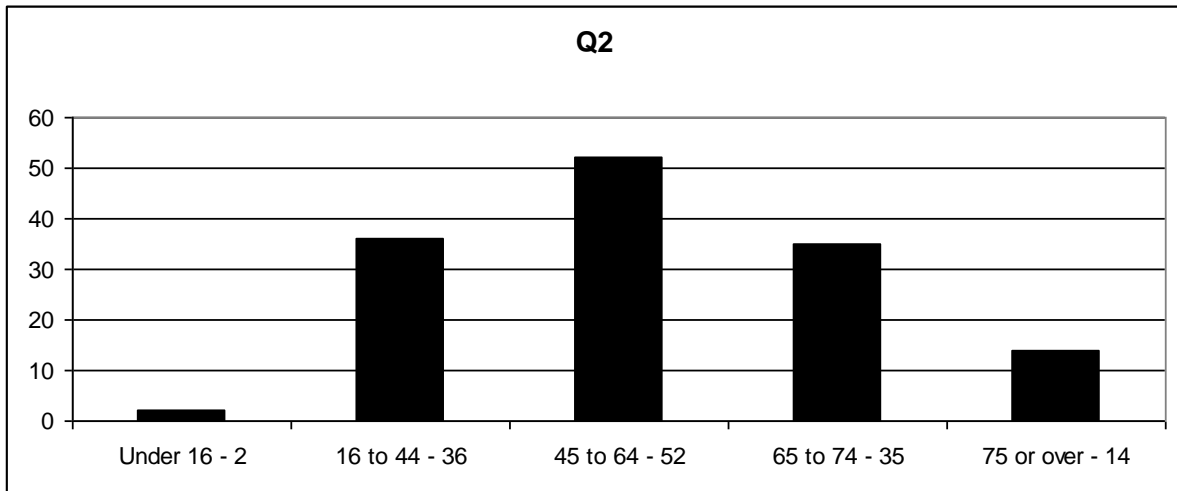
PATIENT PARTICIPATION GROUP QUESTIONNAIRE RESULTS (January 2013)

NUMBER OF RESPONSES – 139 (93 paper, 46 internet)

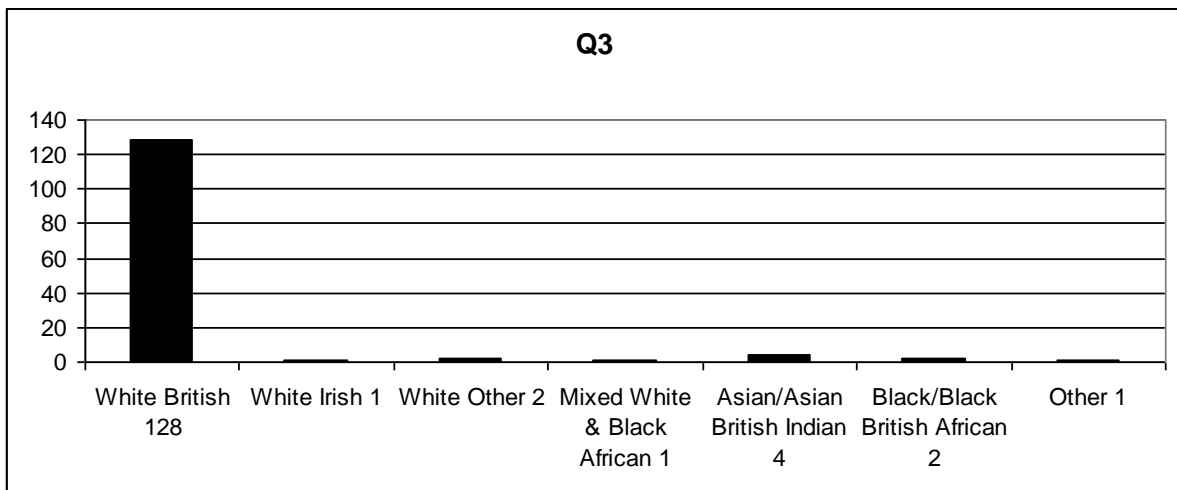
Q1 – Are you?



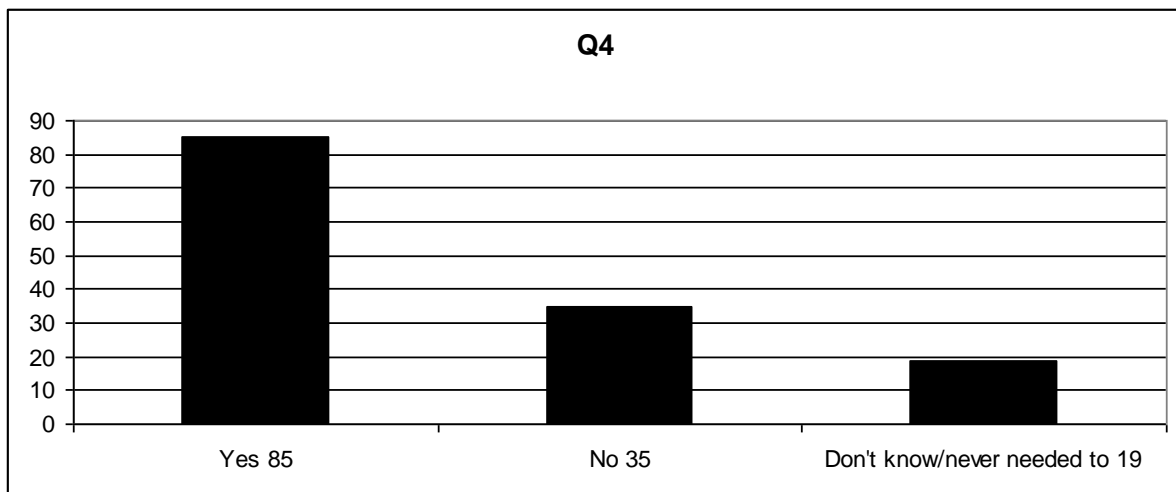
Q2 – How old are you?



Q3 – What is your ethnic group?



Q4 – Following the introduction of the GP led triage system, can you normally get seen, or speak to a GP on the same day?



PPG Comments

Taking out those patients who have never needed to use the triage system, 70% of patients can get seen or speak to a GP and 30% cannot.

This is a significant response for no and of concern to the Group.

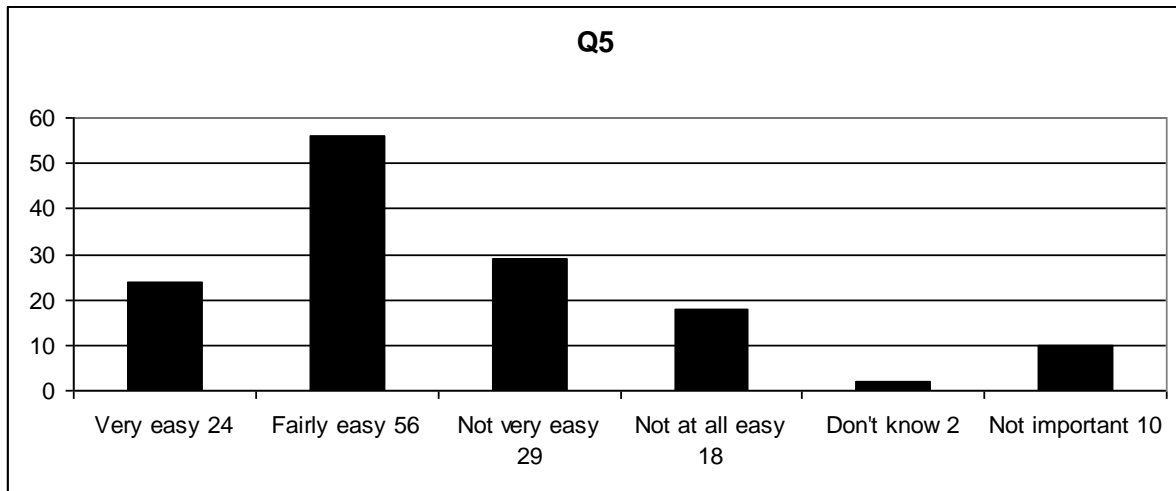
The Group would like to know whether triage is being offered to every patient and recommend further training for secretaries & receptionists.

It is accepted by the Group that the question could have been worded more specifically, as the triage service is only offered to patients who have an urgent problem, not for anything routine.

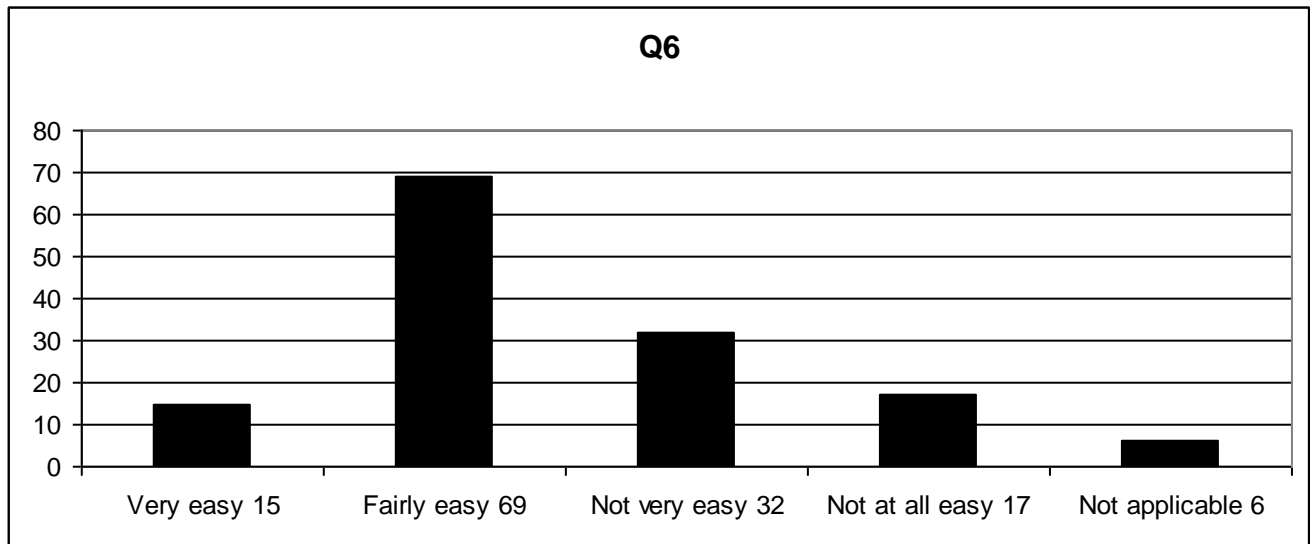
Practice comments

We are concerned about this figure as well and will be investigating this further. We plan to do an awareness campaign (leaflet/poster/newsletter/website) to ensure all our patients are aware of how our appointments system works as well as run in house training for our reception team to ensure all patients with an urgent problem are seen or spoken to on the phone by a GP on the day. We offer triage to all patients phoning in with an urgent problem first thing in the morning, and each doctor has allocated time to call patients back. Thereafter messages are put on each doctor's telephone list for the doctor to deal with during the course of the day.

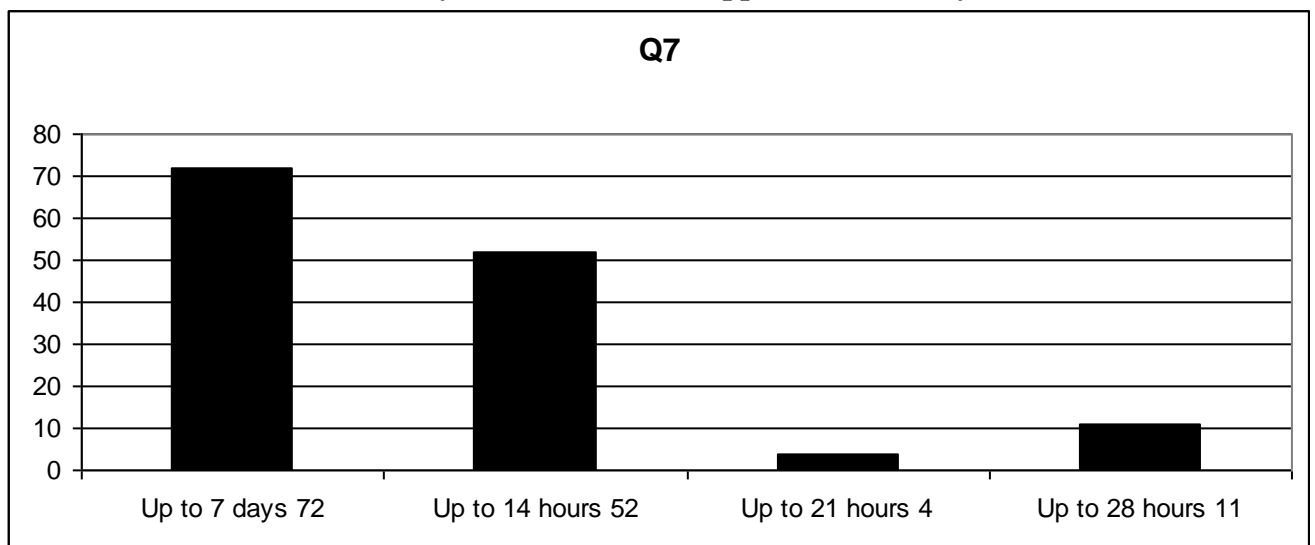
Q5 – If it is important for you to see a specific GP when coming to the surgery, how easy do you find making this appointment?



Q6 – How easy is it to get a GP appointment for the time you want?



Q7 – How far in advance would you like to book an appointment with your GP?



PPG Comments

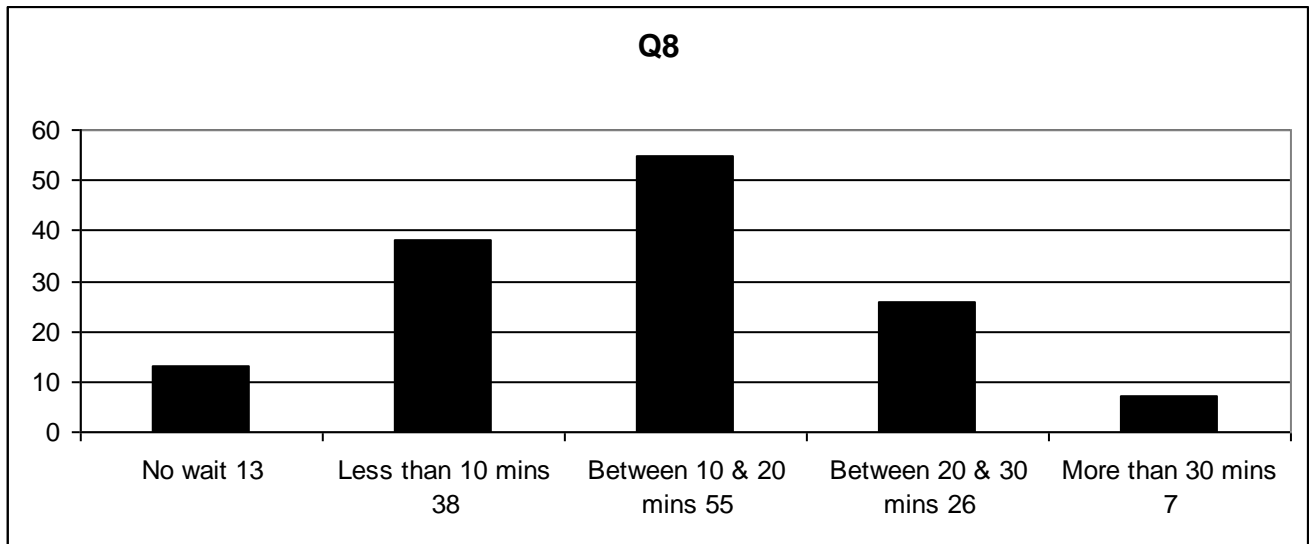
As 48% of patients would like to book an appointment for 14 days and over, the group feel the surgery should extend GP appointments to 14 days in advance, providing text alerts can be implemented.

If text alerts cannot be implemented, the group would like to see a trial run of increased appointments to see whether DNA statistics increase or not.

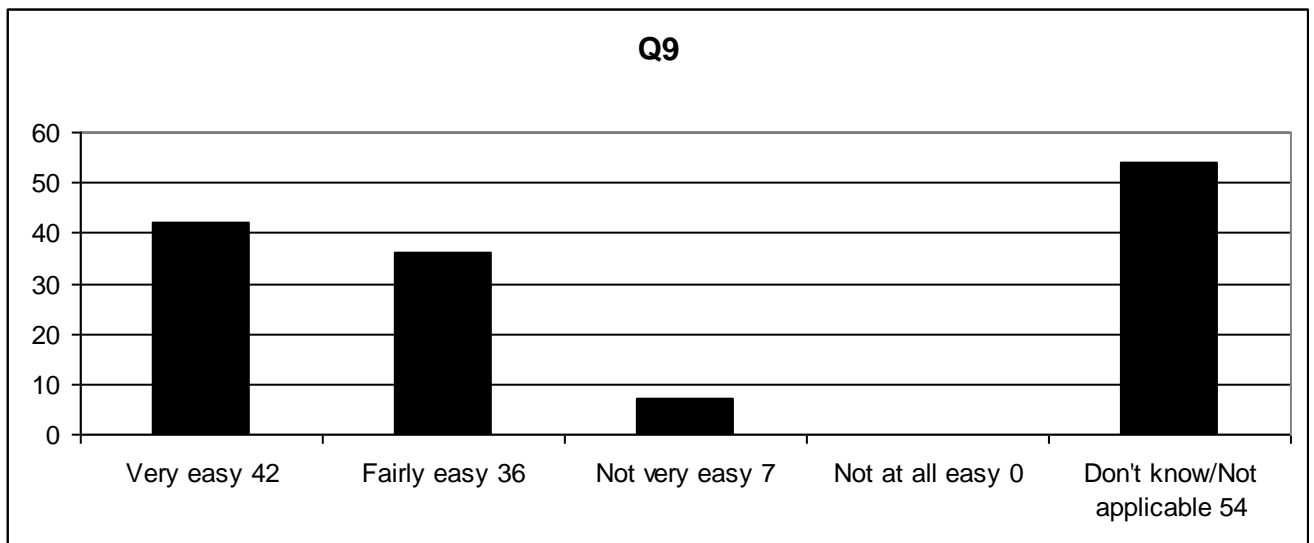
Practice Comments

We agree to do a 1 month trial enabling patients to book 14 days in advance. We will review this based on feedback and the rate of DNAs, i.e. patients who Did Not Attend. Our new clinical system allows us to offer text message reminders which we will also initiate in the coming months.

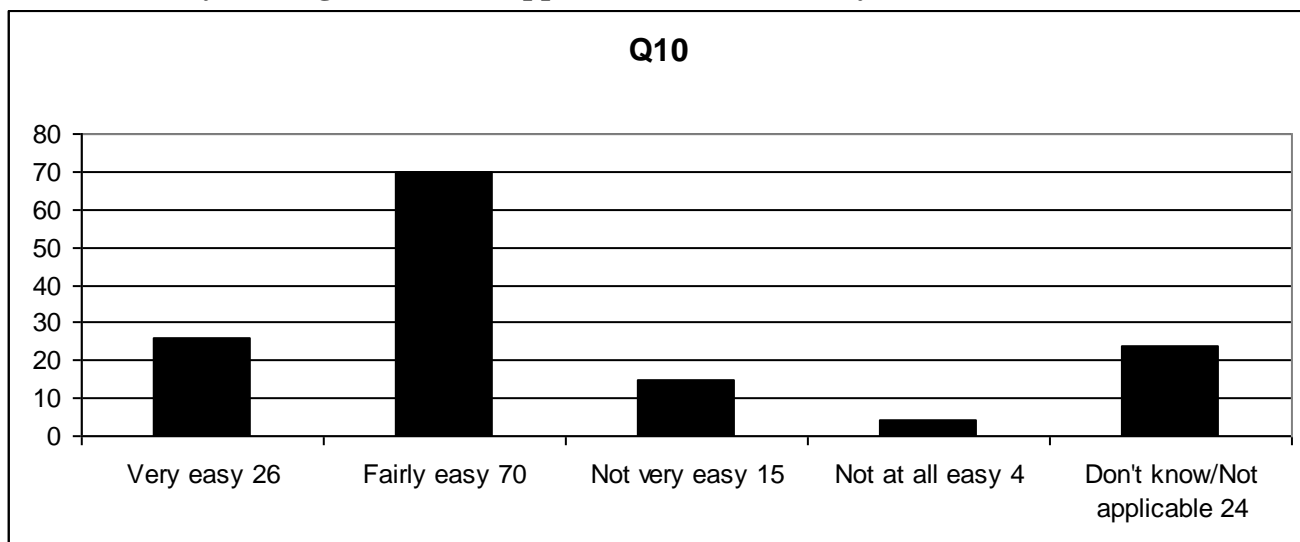
Q8 – Thinking about your last visit to the surgery to see a GP, how long after your appointment time did you have to wait to be seen?



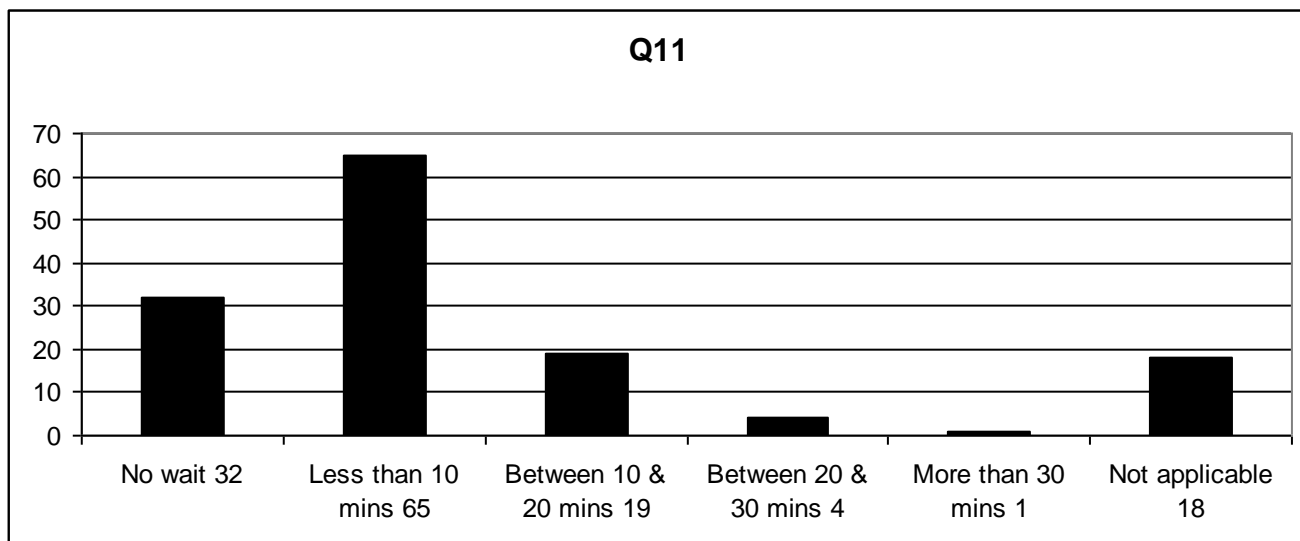
Q9 – If it is important for you to see a specific NURSE when coming to the surgery, how easy do you find making this appointment?



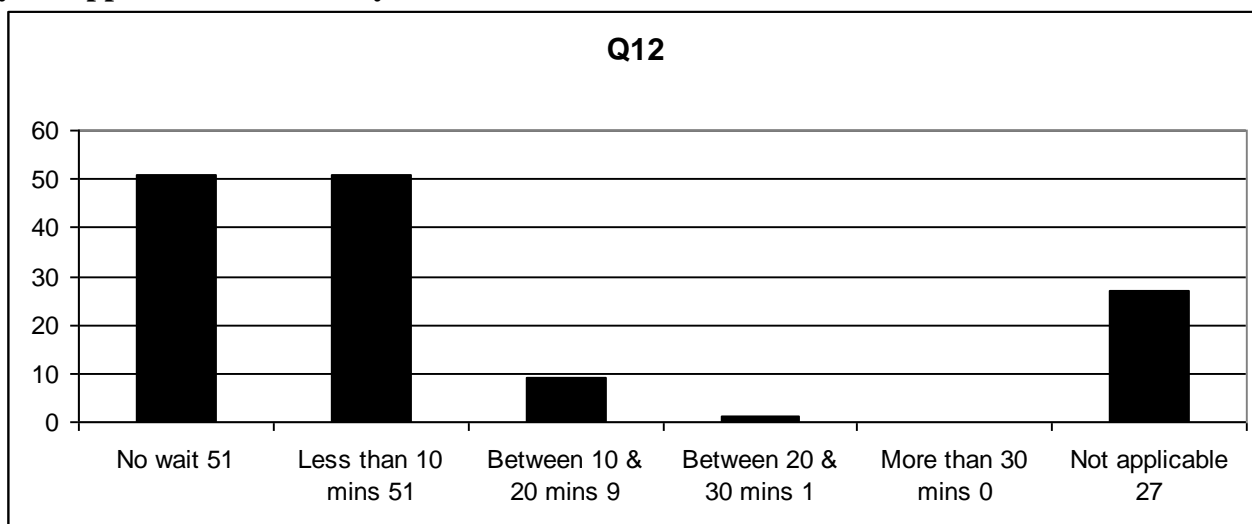
Q10 – How easy is it to get a NURSE appointment for the time you want?



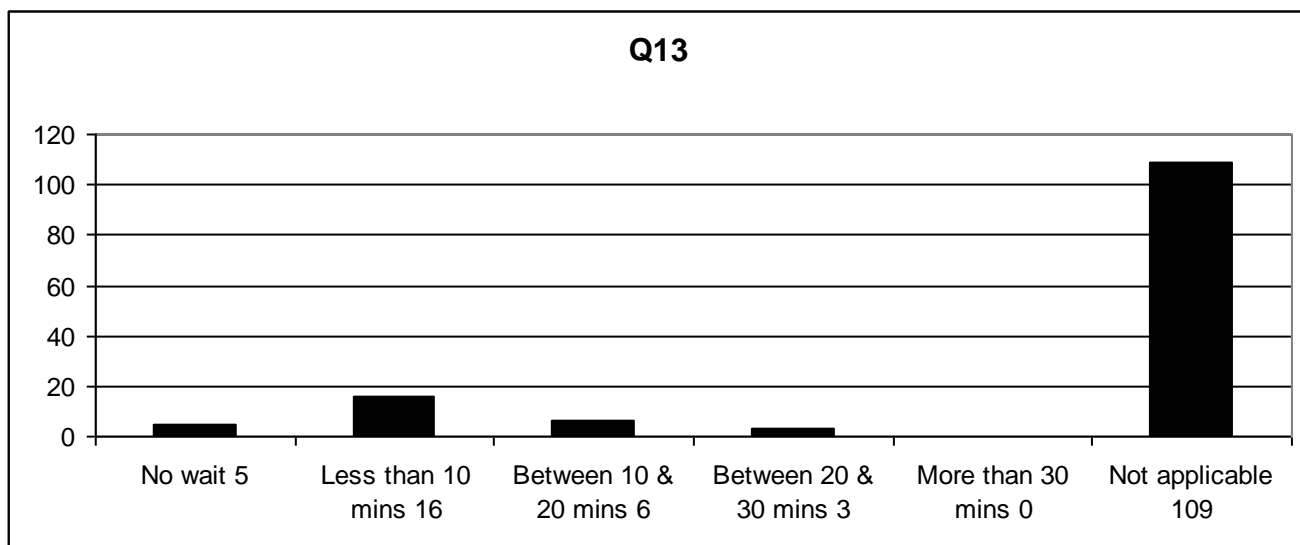
Q11 – Thinking about your last visit to the surgery to see a NURSE, how long after your appointment time did you have to wait to be seen?



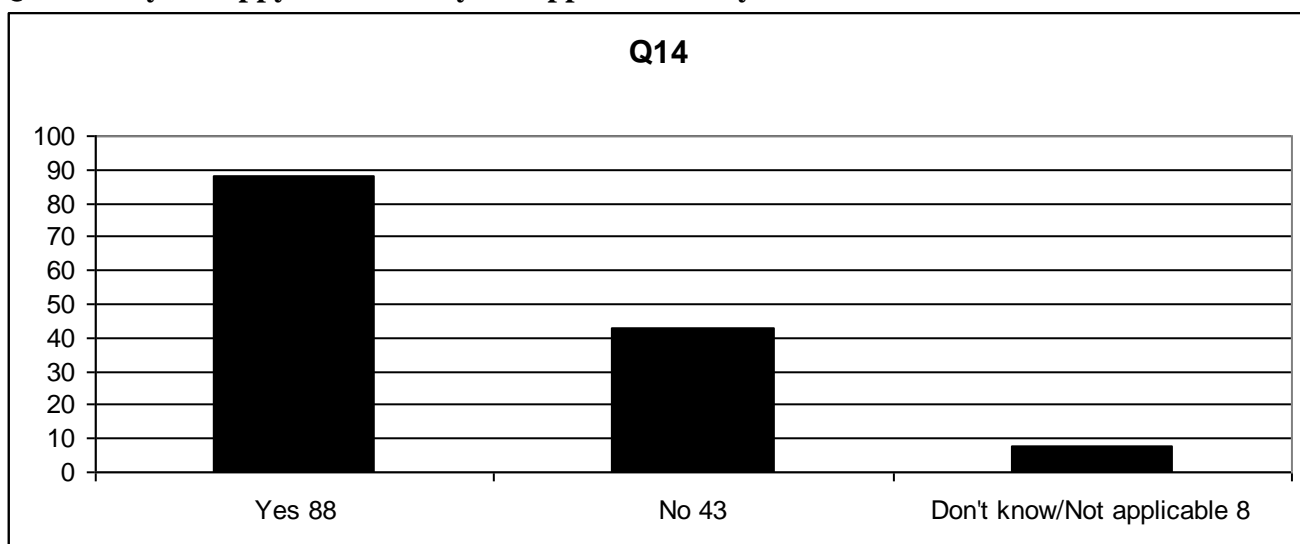
Q12 – Thinking about your last visit to the surgery for a BLOOD TEST, how long after your appointment time did you have to wait to be seen?



Q13 – Thinking about your last visit to the surgery for a CHRONIC DISEASE CHECK UP, how long after your appointment time did you have to wait to be seen?



Q14 – Are you happy with the way the appointments system works?



PPG Comments

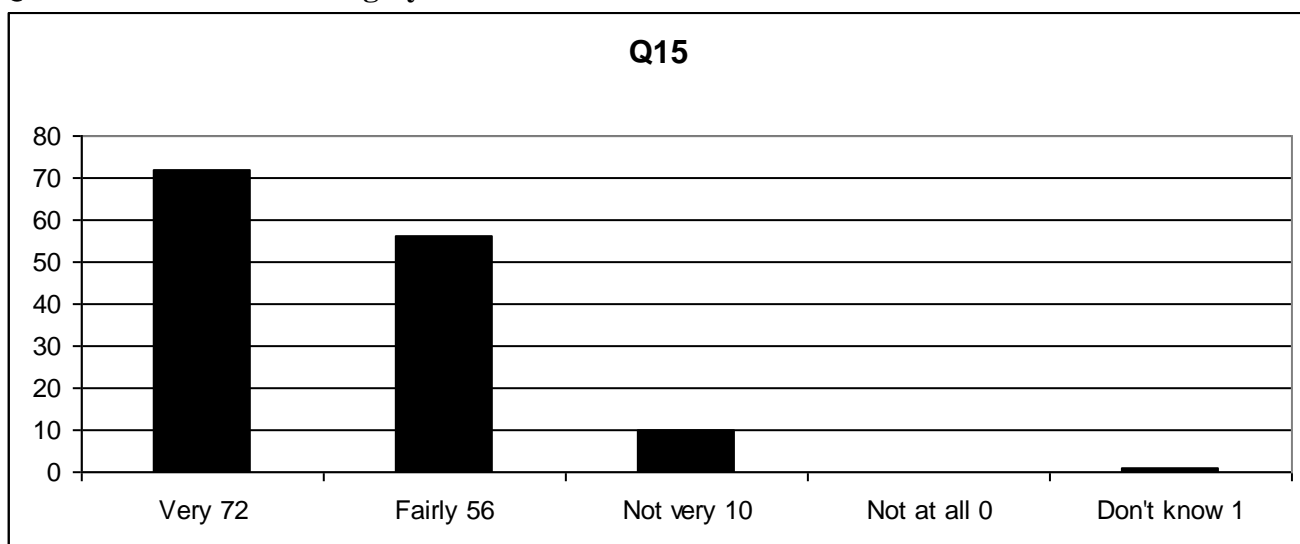
This is an improvement on the previous survey results, where 44% of patients were not happy with the appointments system, now dropping to 33%.

However, the Group still considers this to be a significant “no” response and feels further improvements need to be made. We would encourage the surgery to implement online appointment booking as soon as possible, and address the issues raised in Q4.

Practice Comments

The practice have recently enabled the online prescription request facility and will be implementing the online appointment booking facility for routine appointments within the next 6 months.

Q15 – How clean is the surgery?



PPG Comments

This is an improvement on the previous survey results, where 45% of patients thought the surgery “very” clean, now rising to 52%.

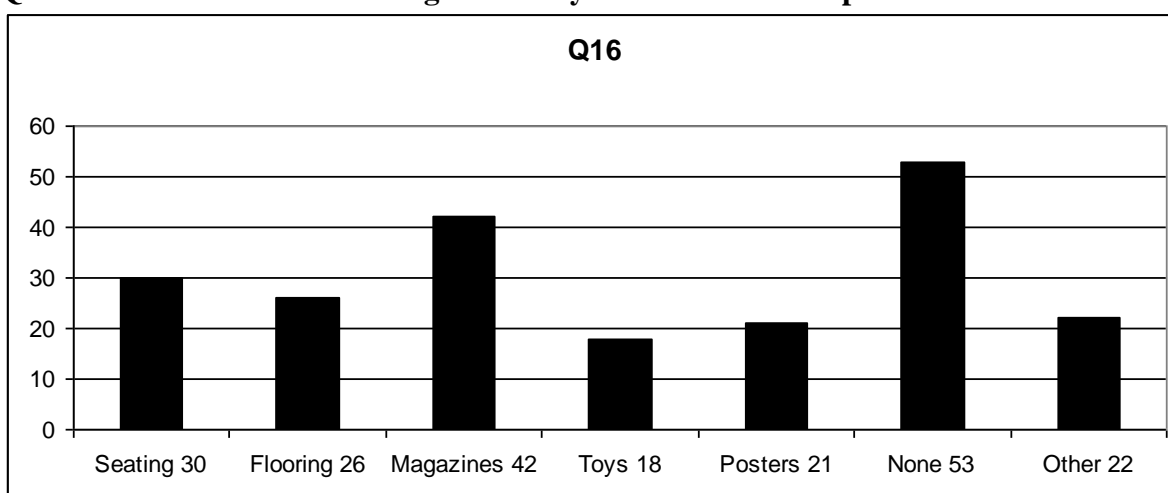
Similarly there has been a reduction from 15% to 7% for those patients who consider the surgery “not very clean” and not a single respondent considered the surgery “not at all clean”.

The group would however draw the surgery’s attention to the results of Q16 and some of the comments received.

Practice Comments

We are very pleased that our patients are more satisfied with the cleanliness of the surgery. We will also be addressing the issues raised in Q16 (see comments below).

Q16 – What areas of the waiting room do you feel could be improved?



PPG Comments

Although included in the graph above, the flooring to the waiting room was changed whilst the questionnaire was running, and from checking the dates on the completed questionnaires, not one respondent raised flooring as an issue after the new flooring had been laid.

The following comments were received and have been combined where appropriate:

Privacy

A line on the floor at the reception desk (like at airports) so you can have some privacy to speak to receptionists.

A TV or some music would be a very welcome addition.

A further 6 comments were received regarding patient privacy.

General decoration

Could do with a paint job.

General ambience and decoration (needs improvement).

It gives general appearance of being run down.

Needs a coat of paint.

Not a very welcoming environment.

Sorry to have to say this, but the waiting room needs a complete makeover, new lighting, replaster ceiling, redecorate and remove redundant fittings, and if money allow, seating.

The surgery has not changed much over the past 20 years. In serious need of redecoration – anything but magnolia. A brighter, more colourful and up to date décor would be a great improvement.

Fluorescent shades need cleaning – dead flies!

Posters & leaflets

There are too many notices for any one to have impact and it is difficult to read them without standing in front of a seated patient.

Removal of the negatively phrased posters on display would make the reception area a little more welcoming and easier for patients to relax in.

Too many posters/leaflets.

A rack of leaflets to take away would be good.

Check-in screen

Hand sanitizer should be by the appointment screen as well as the door, as this screen transfers infection – the PPG strongly recommend this.

Is there a possibility to move the screen to the right hand side of the doors? If this can be achieved, the PPG would recommend this change is made.

Put hand cleanser beside germ covered checking in board – as above.

Miscellaneous

A TV on the wall but with sound.

Wheelchair space away from door.

Surgery comments

We will be actioning the line on the floor at the reception desk and also intend to purchase a patient information screen with the facility to play music

We will endeavour to redecorate the reception area, corridors and consulting rooms

We take these comments regarding posters and leaflets on board and anticipate that, with the purchase of the patient information system, this will improve over the coming year. The posters do provide a wide range of information that we hope patients find useful.

We are looking into installing a TV and aim to have something in place by the end of 2013.

We will be implementing a specific space in the waiting room for wheelchairs.