

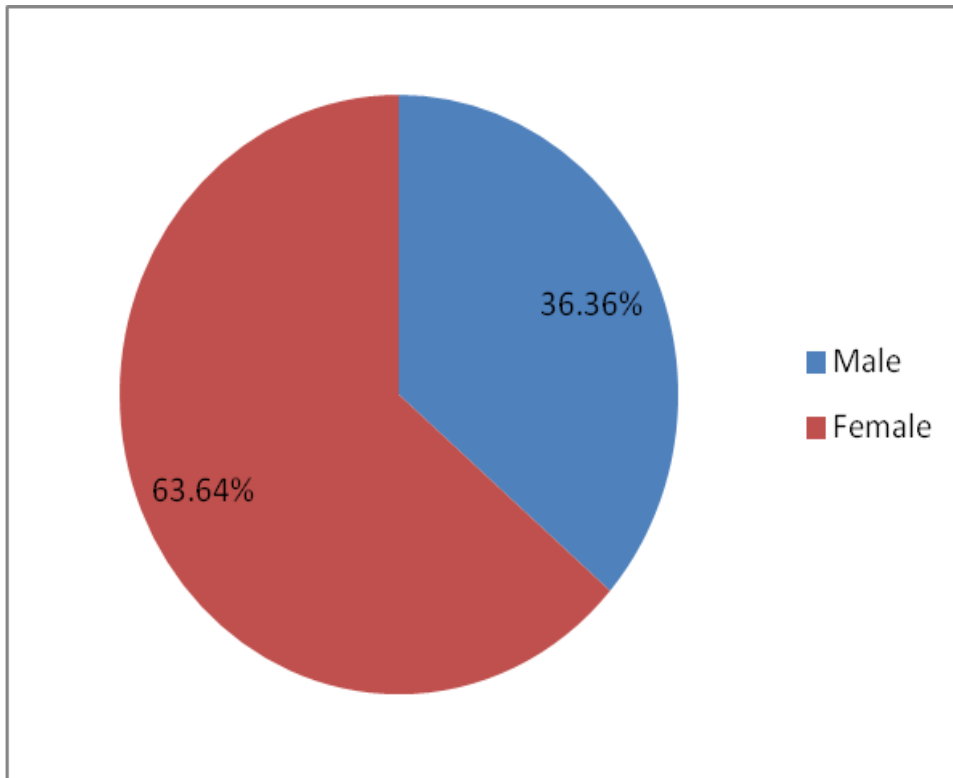
# **ALEXANDER HOUSE SURGERY**

## **PATIENT PARTICIPATION GROUP 2013/14 QUESTIONNAIRE RESULTS February 2014**

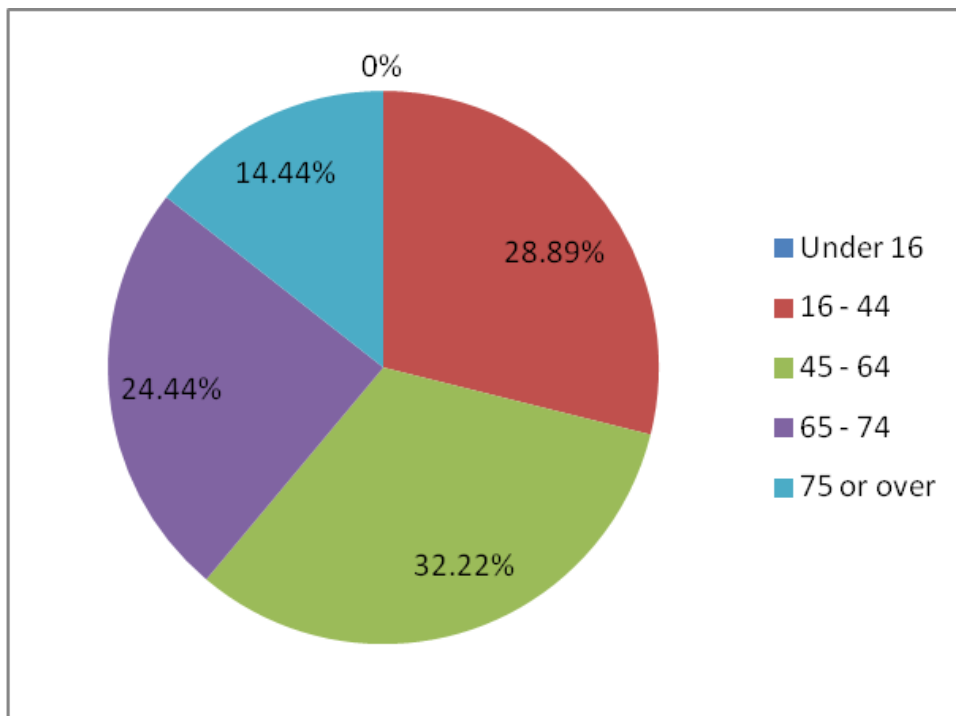
NUMBER OF RESPONSES – 98 (61 paper, 37 internet)

## Demographics of the survey respondents

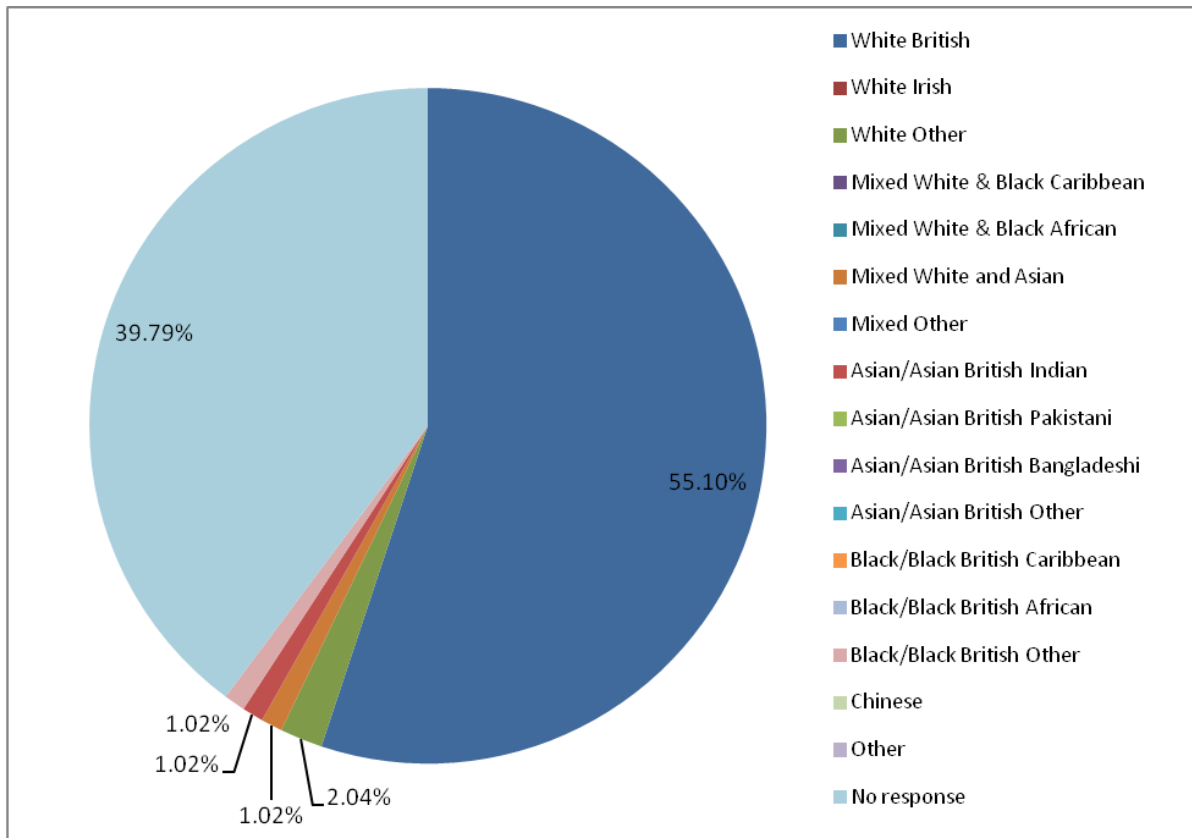
### Sex:-



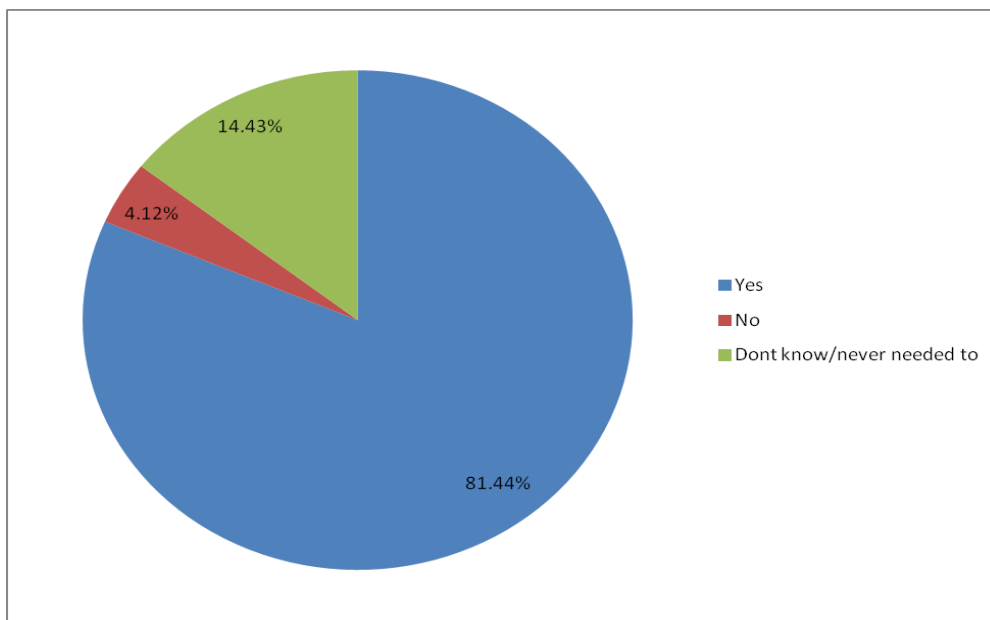
### Age:-



**Ethnicity:-**



**Q1 – The telephone triage system is now well established. Do you understand what the surgery means by it?**



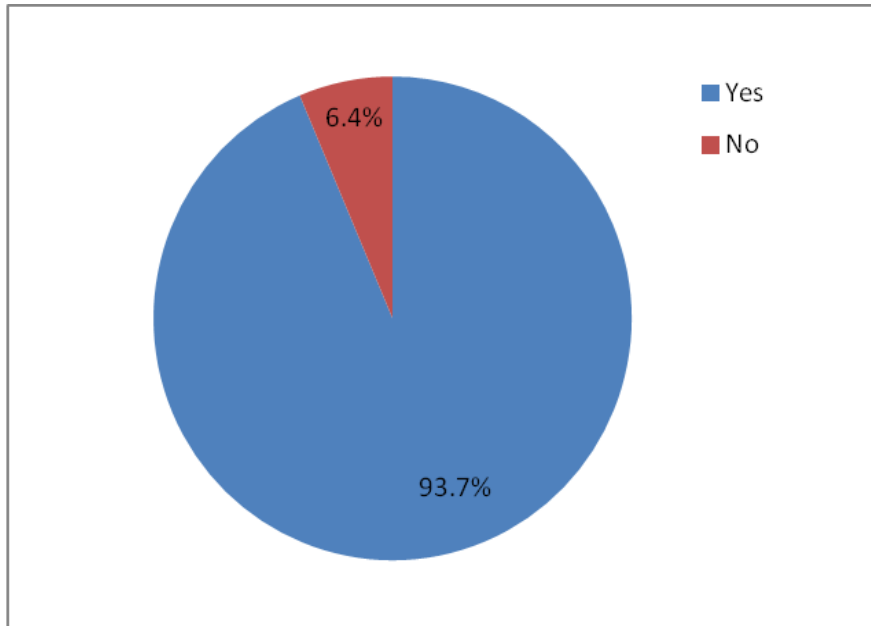
**PPG Comments**

The vast majority of patients are familiar with the term triage and happy with its implementation.

**Practice Comments**

We are pleased that the majority of patients are familiar with the triage system

**Q2 - If you have needed to use the telephone triage system were you happy with the outcome?**



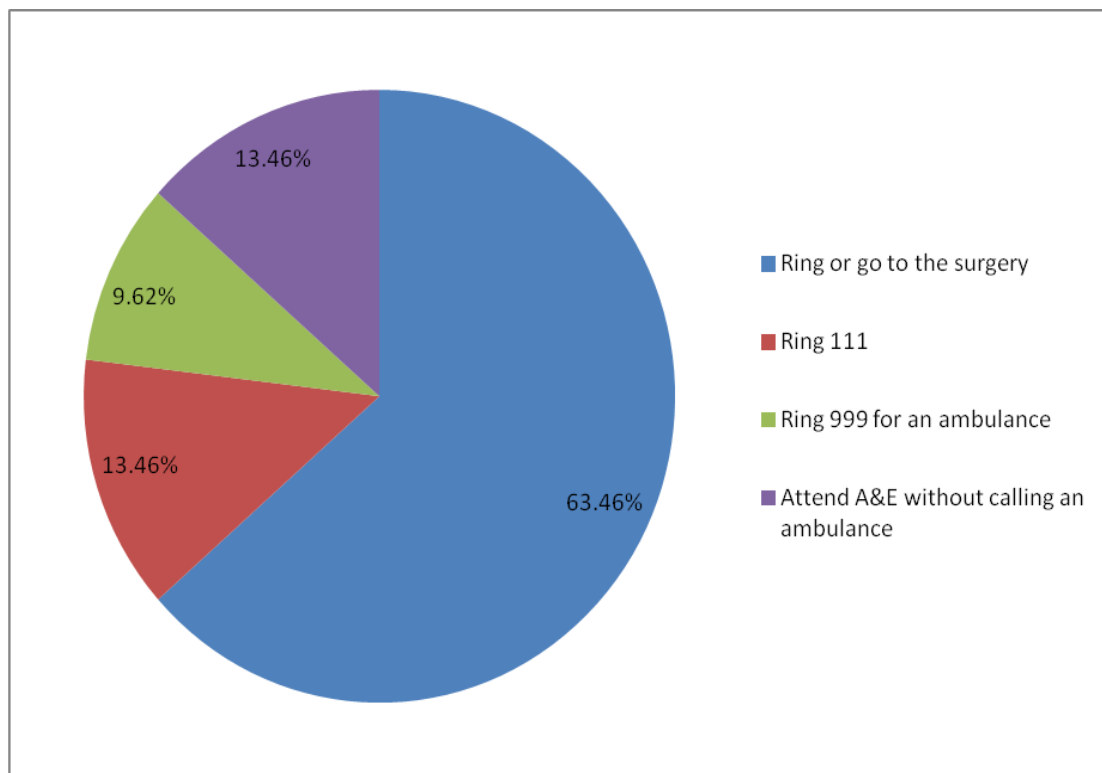
**PPG Comments**

The vast majority of patients are familiar with the term triage and happy with its implementation.

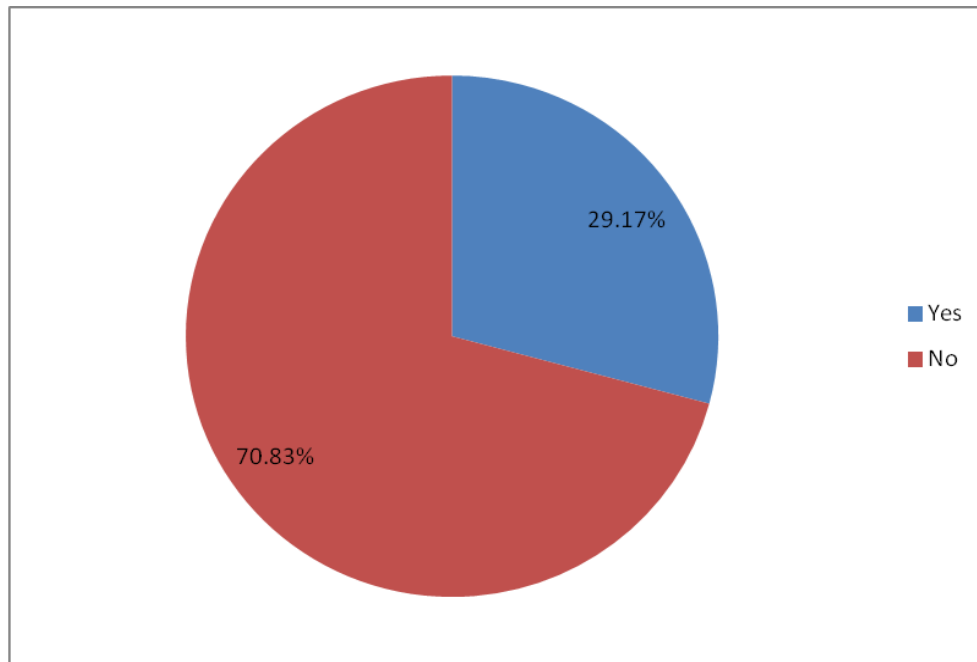
**Practice Comments**

We are pleased that the majority of patients are familiar with the triage system

**Q3 If you have had an urgent health issue in the last year whilst we were open (Monday - Friday 8am - 6:30pm), did you:-**



**Q4 If you were taken to A&E were you admitted for a stay in hospital as a result?**



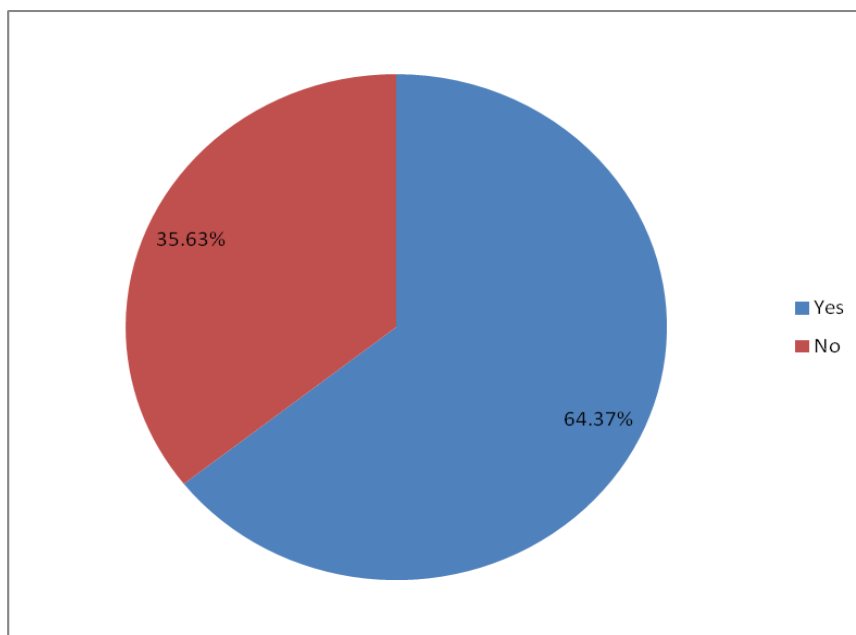
**PPG Comments (Q4 & 5)**

Patients demonstrate an understanding of the options open to them with a reasonable number using the surgery in the first instance. A small proportion went straight to A&E. A comparatively high subsequent rate of admission to hospital (29%) indicates genuine medical concerns.

**Practice Comments (Q4 & 5)**

The practice continues to encourage patients to contact the surgery in the first instance during working hours.

**Q5 Do you find the ability to book an appointment on line advantageous?**



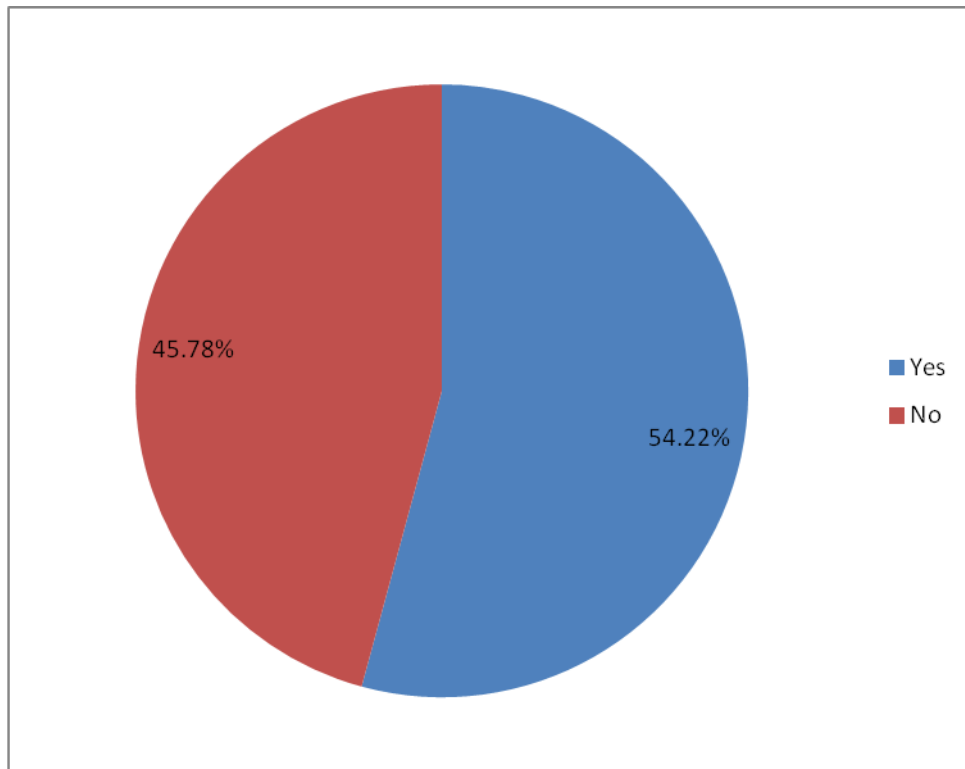
**PPG Comments**

Those who book appointments online find it advantageous.

**Practice Comments**

The practice is pleased to be able to offer multiple ways for patients to book an appointment

**Q6 Do you find ordering prescriptions online a big improvement?**



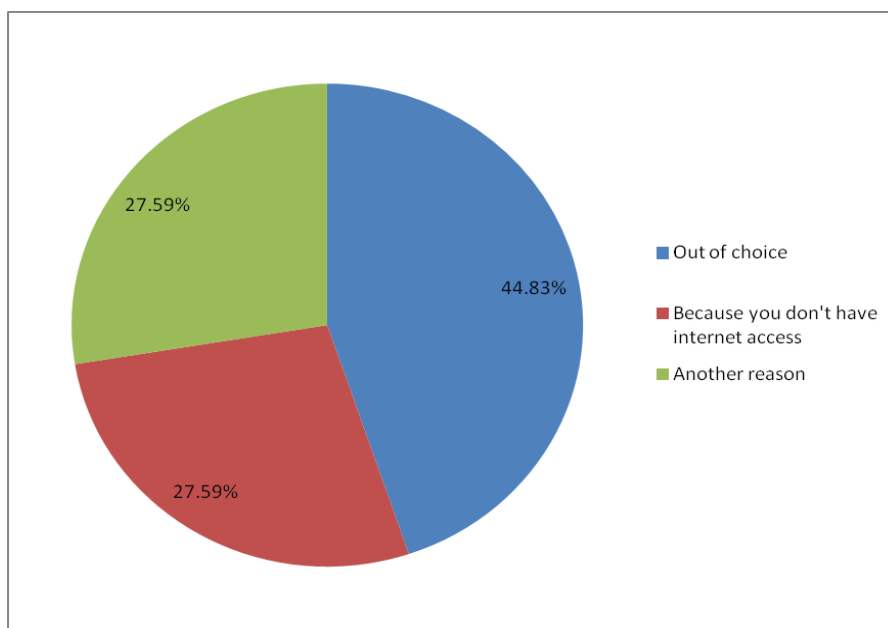
**PPG Comments**

There is a more mixed response to ordering prescriptions online. It appears patients prefer to continue as they have done till now. 28% of patients responding have no internet access.

**Practice Comments**

The practice is pleased to be able to offer multiple ways for patients to request repeat prescriptions.

**Q7 If you answered "no" to questions 5 and/or 6 was it:-**



Other reasons given:

- Patients using the chemist repeat prescription request service
- Not tried yet but intend to sign up
- Did not have the requested ID available

#### PPG Comments

There is a more mixed response to ordering prescriptions online. It appears patients prefer to continue as they have done till now. 28% of patients responding have no internet access.

#### Practice Comments

Patients now have another option of requesting repeat prescriptions and booking appointments online.

### **What does the surgery do well and what could be improved – summary of comments**

Although not asked about it in the survey, concern was expressed about the decor and layout of the waiting room including use of space. Patients also commented on the telephone system which appeared unable to cope with demand at peak times. Monday mornings are a particular 'problem time' especially for patients who are ill and anxious to see a doctor. Additionally it was felt improved publication of extended hours and Saturday surgery times was necessary.

Conversely there were many favourable comments praising the friendliness and helpfulness of doctors and staff including receptionists and nursing staff. Ease of appointments, flexibility and ability to see patients at short notice were highlighted. Doctors were much praised for their care of patients and their general efficiency was much appreciated. Telephone access when necessary was acknowledged and praised. Receptionists got special mention for their friendly manner on the phone and helpfulness. Certain individuals warranted special mention but the practice presents as an efficient, caring and friendly place with the welfare of its patients central to its functioning.

#### Practice Comments

The patients comments have been extremely valuable and we specifically note the feedback above regarding the waiting room decor and publication of working hours including our Thursday evening and Saturday morning clinics.

We are extremely pleased to see the positive feedback regarding our staff and accessibility of our services.