



Patient Survey Report – March 2014

Overview

Eric Moore Partnership conducted a patient survey over a period of 2 weeks during December 2013.

The survey looked at five different aspects of the patients' journey when interacting with the practice and when attending for appointments. These areas were:

1. Accessing or booking their appointment
2. Arriving at the practice and checking-in for their appointment
3. Information given to them by the practice
4. Waiting times and environment
5. Their consultation with the clinician and the 'next steps'

Patients were asked to state whether each of these events made them feel:

- a. Respected
- b. Pleased
- c. Valued
- d. Cared for
- e. Involved
- f. Not listened to
- g. Hurried
- h. Frustrated
- i. Anxious

The results were shared with the practice's Patient Reference Group (PRG) at a PRG meeting and a discussion took place around possible action points that the practice could put in place based on those results.

The practice and PRG were each very pleased to note that the majority response for every question was 'pleased', and the vast majority of other responses were positive.

It was noted that the only area which received a notable proportion of negative responses was for the waiting times and environment.

The PRG felt that whilst it was understandable that clinicians sometimes run behind time due to the unpredictable nature of General Practice, but felt that it may be beneficial to patients if, when a clinician was running significantly behind (i.e. 1 hour or more), they could be contacted by the practice to advise them of this delay so that at least they would be prepared for a wait. The practice

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agreed that this could be a positive option and will explore staff opinion of these at the next full team meeting.

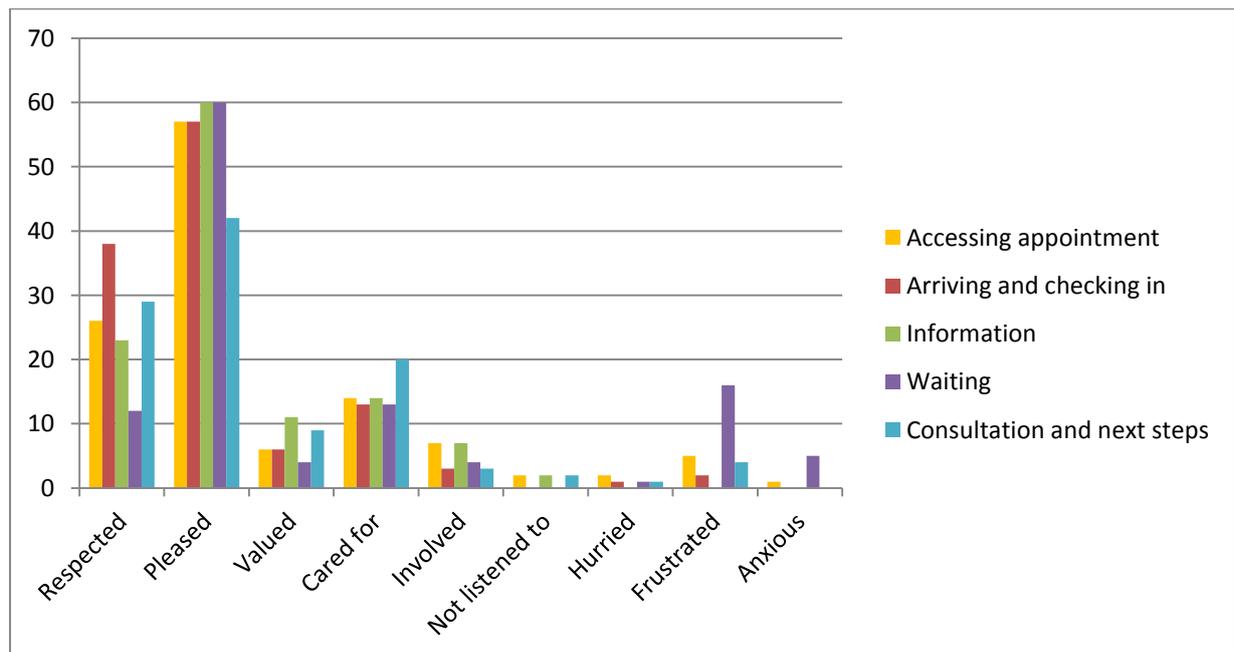
It was also felt by the PRG that the practice could better utilise the 'Numed' patient information display system which is place at the Orford Jubilee site for keeping patients informed of potential delays. It was agreed that the practice would look into the methods of doing this and would then feedback to the PRG at the next scheduled meeting, with an option at that point for the PRG to give their input and ideas of other messages which could be displayed on that system that would benefit the patients.

Finally, the PRG thought that the SystmOnline online services available to patients are very good, but despite the fact that these services are advertised on the front reception desk and on the practice's website there was a question raised about how well know this option was amongst the patient population and whether this could be better advertised to patients.

Agreed actions

1. Review of telephone system after moving into refurbished Eric Moore Health Centre
2. Explore patient call board upgrade possibilities and if possible add details of delays and other info felt useful
3. Look into additional methods of advertising the SystmOnline online services to patients

Survey results overview



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Selection of comments from completed surveys are below:

Reception were very helpful and always smiling

Polite staff

A bit more understanding from the receptionists

The wait time for doctors can be quite long

The wait was not long at all

GP was absolutely fantastic, very informative

Receptionist was very pleasant and apologised for the delay

Excellent service

They always display a caring attitude

Felt involved as receptionist took her time and listened to why I wanted the appointment

Staff are caring and very professional

All good today but sometimes can feel a bit rushed

Fitted in today for an appointment with no problems. Friendly staff