

THE FINDINGS

During September, October and November 2013 we conducted a patient survey in an effort to be responsive to patient needs and ensure the Practice is providing the highest quality service possible. Questions were based on priorities identified by the Practice and the Patient Representative Group (PRG) at our meeting on 24/07/13 (Minutes attached). During the meeting it was agreed that we would build on last year (year 2) and look at different ways of improving access. The survey was available for patients to complete in paper form at the reception desk or on our website, www.peelparksurgery.co.uk. The demand for appointments is an ongoing issue at the practice. With this in mind, it was agreed with the PRG that we would include the following questions in this year's survey:

Question:

In order to improve access we are thinking of offering one or two sessions per week of 'walk-in' appointments. Please tell us what you think of 'walk-in' appointments.

(The Practice started these sessions on a trial basis in September 2013.)

Answer:

Our survey showed that 90% of patients thought the walk-in sessions were a good idea.

Question:

In order to improve access we are now offering 'Book on the day' appointments. Please tell us what you think of 'Book on the day' appointments.

Answer:

Our survey showed that 56% of patients would prefer to book their appointment on the day and 43% would prefer to pre-book their appointment.

Question:

Generally, how satisfied are you with the service you get from your G.P.?

Answer:

Our survey showed that 97% of patients are either very satisfied or satisfied with the service they get from the GPs at this surgery.

Question:

Generally, how satisfied are you with the service you get from the Practice Nurse at this surgery?

Answer:

Our survey showed that 96% of patients are either very satisfied or satisfied with the service they get from the Practice Nurse at this surgery.

Question:

Generally, how satisfied are you with the service you receive from our reception staff at this surgery?

Answer:

Our survey showed that 91% of patients are either very satisfied or satisfied with the service they receive from our reception staff.

Question:

How clean is your G.P. surgery?

Answer:

Our survey showed that 81% found the surgery/waiting room area to be very clean.

(See survey summary)

After the survey ended, a meeting was held with the Patient Representative Group on 18/12/13 (Minutes attached) where the group was provided with an opportunity to assess, comment on and discuss the findings of the survey in order to help create an appropriate action plan to try and reduce non-attendances.

Our response as a result of the survey findings and in agreement with the PRG is set out as follows together with our intended actions:

- To continue to offer a session of walk-in appointments on Monday mornings with the possibility of also offering a walk-in session on Thursday mornings in the future. We will undertake an audit at the end of March 14 to see if dna's (patients who fail to attend for appointment) have reduced since walk-in sessions were introduced in September 13 in comparison to the 6 months prior to September 13.
- To continue to offer both book-on-the-day and pre-bookable appointments.

About our Patient Representative Group:

The Practice set up the PRG (Patient Representative Group) in June 2009 initially comprising of 4 patients. We advertised the PRG in the waiting room, on the notice boards, on the patient call board, verbally at the front desk and on our website. We now have 8 participating PRG members who are a fair representative of a cross-section of the practice population including the elderly and disabled. Discussion is open and constructive, analysing service provision and introducing alternative perspectives which are valuable for the medical team and patients. The group has fostered a sense of ownership and partnership between the practice staff and patients. The practice team at Peel Park have found the input of the Patient Representation Group members most valuable and we look forward to working with them in the future.

Thank you to all our patients who contributed to this survey. Your comments are appreciated and provide valuable feedback. It is always good to hear when something goes particularly well. Compliments are welcome as they enable 'best practice' to be shared and rewarded. We value your comments and suggestions and where possible we will continue to act upon them.

Our opening times:

8am – 6pm Monday, Wednesday, Thursday, Friday and 8am – 8pm each Tuesday.

Consulting times:

Monday	Tuesday	Wednesday	Thursday	Friday
8.30 – 12am	8.30 - 11.30am	8.30 – 11.30pm	8.30 – 11.30am	8.30 – 11.30am
2.30 – 5.30pm	2.00 – 5.30pm		3 – 5.30pm	3 – 5pm
	6.30 – 7.30pm			

