

Salters Meadow Patient Participation Report 2013/14

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Salters Meadow Patient Participation Report 2013/14

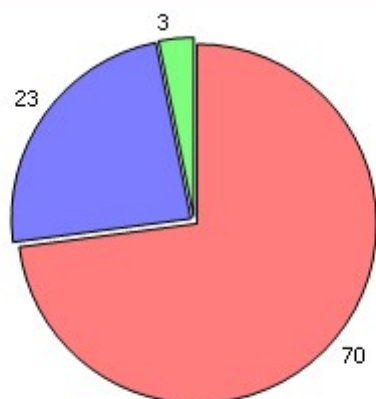
Our Patient Participation Group (PPG) started September 2011 and now numbers 96 members and communicates with the practice using email. New patients get invited to join when they register and people can always join via the practice website or by talking to the receptionists.

The members of the group are between 17 and 85 years of age, both male and female. They all seem to be white British but then so is the vast majority of the practice population. Some three quarters attend on a regular basis for more serious health problems whilst some are generally healthy and only attend rarely.

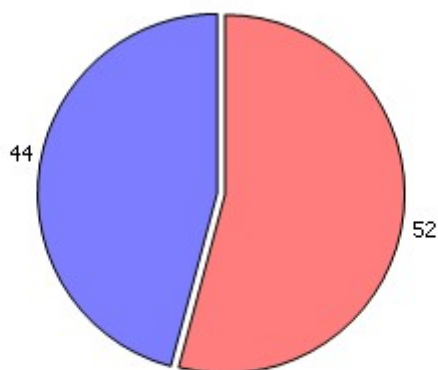
The Group is pretty representative of the general practice population as to age/gender. Patients who need to attend more often are over-represented but seeing that they are the people most affected by the surgery services that might well be a good thing.

Patient Reference Group Distribution Report 09/03/2014

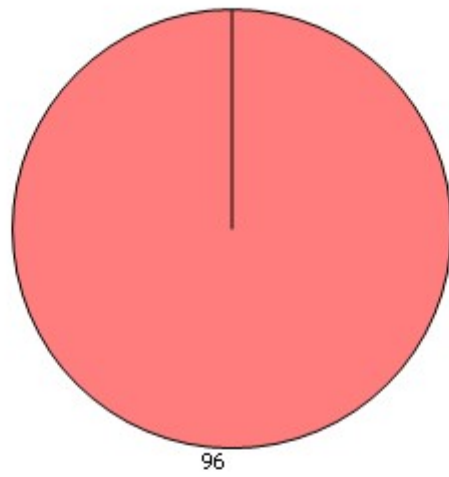
Attendance



Gender

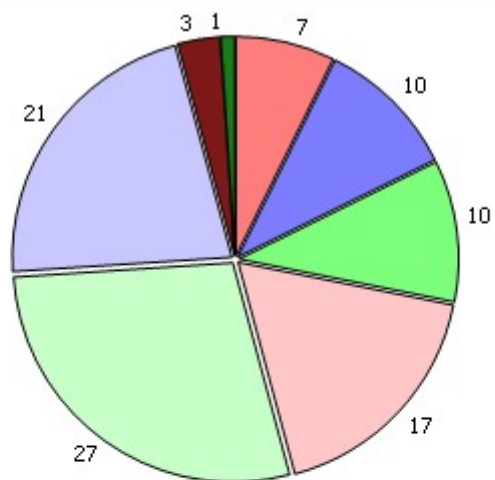


Ethnicity



White British (96)

Age



17 - 24 (7)

25 - 34 (10)

35 - 44 (10)

45 - 54 (17)

55 - 64 (27)

65 - 74 (21)

75 - 84 (3)

Over 84 (1)

Practice Population **2014**

Age	
17-24	994
25-34	1249
35-44	1376
45-54	1801
55-64	1689
65-74	920
>84	301

Actions resulting from last year's Action Plan:

- **PROMOTE THE SURGERY WEBSITE**

We have new promotional signs in the surgery as well as an entry on every repeat prescription. There also will be an eye-catching entry on all invitation letters to our chronic disease management clinics etc. Any feedback about the website is always welcome.

- **CONFIDENTIALITY AT RECEPTION**

We have promoted our designated "privacy room" (where you can speak with the receptionist away from the waiting room) by putting up a sign at eye level in reception.

- **LIAISE WITH VOLUNTARY DRIVERS SCHEME**

We have contacted the local Voluntary Drivers scheme, who can help with transport to doctor or hospital appointments for a contribution towards mileage costs, negotiated at the time of service use. We have information leaflets in the waiting room to help patients access them. However, they are short of drivers and very stretched so we haven't promoted their service more aggressively. We would be most happy to do this, though, if more volunteers would come forward!

- **IMPROVE PATIENT PARKING**

Unfortunately, this is one of the biggest complaints with the present building and there is very little that can be done. We organized a Patient Petition. We have had discussions with the owners of the

building who have talked to the owners of the car park, but they have not found a solution to our predicament. It looks like we are at the end of the road and will have to wait for the promised New Build (when it finally will arrive).

- **PROMOTE LIFESTYLE ADVISORY SERVICE**

Again, we are promoting the service in the waiting room and on the practice website. It is a self-referral service and seems to be well used.

- **WEIGH-IN SESSIONS AT THE SURGERY**

We have asked the Lifestyle Advisory services who are unfortunately not able to provide Group Sessions. We did explore the possibility of a nurse-led weigh-in session, but they are already swamped with ever-expanding chronic disease management and patient health-checks/smoking cessation. However, patients are encouraged to use the Lifestyle Advisory Service who can help with weight-loss on a one-to-one basis.

- **CHILDREN'S CORNER**

The practice reviewed this idea, but it was expensive and did not seem justified in the current financial situation. Apart from that, our receptionists report that the waiting-room is actually a calmer place since children don't squabble anymore over toys and do not have to be dragged away from them kicking and screaming when they have to go to their consultations.

- **SURGERY SIGN-POSTING**

The new signs and room numbers are now in place. This seems to have helped as the new system follows a more logical approach to room numbering.

- **IMPROVE TANNOY QUALITY**

We did monitor the situation over several months and the quality of sound and clarity seemed fine. However, we may be changing our telephone system in the near future and we will look into incorporating the tannoy system into this.

Developing the Annual Patient Feedback Questionnaire 2013/14

An e-mail and first draft were sent out to our PPG members with an invitation for suggestions and comments. Since people seemed in principle very happy with the format/content, the questionnaire was amended as suggested by their comments and the 2nd version of the APFQ) was relayed back to the PPG who approved it unanimously as fit for purpose.

Annual Patient Feedback Questionnaire 2014

Dear Patient,

Thank you for helping us to improve our services. The practice and the doctors/nurses would welcome your honest feedback. No-one at the practice will be able to identify your personal responses.

About Out of Hours

Q1 If you had to use the GP Out of Hours Service in the last year, how would you rate their services?

Excellent Very Good Good Fair Poor Very Poor Not needed

About Receptionists and Appointments

Q2 How helpful do you find the receptionists at your GP practice?

Very helpful Fairly helpful Not very helpful Not helpful at all Don't know

Q3 How easy is it to get through to someone at your GP practice on the phone?

Very Easy Fairly Easy Not Very Easy Not at All Easy Not tried for 6 months

Q4 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

Very Easy Fairly Easy Not Very Easy Not at All Easy Not tried for 6 months

Q5 If you need to see a GP (not necessarily your own) urgently, can you normally get seen on the same day or the next?

Yes No Don't know / not needed to in the last 6 months

Q6 How important do you find it to be able to book appointments ahead of time

Very Important Fairly Important Not Important

Q7 How easy is it to book ahead ?

Very Easy Fairly Easy Not Very Easy Not at All Easy Not tried for 6 months

Q8 How do you book appointments at your practice? Please tick all boxes that apply.

In Person By phone On-line Doesn't apply

Q9 How would you prefer to book appointments? Please tick all boxes that apply.

In Person By phone On-line Doesn't apply

Q10 How quickly do you usually get phoned or seen for an URGENT medical matter?

Within 24 hours 2-4 days 5 days or more I had no urgency for 6 months

Q10a (relates to Q10 only) How do you rate this?

Excellent Very Good Good Fair Poor Very Poor Does not apply

Thinking of your most recent consultation with a doctor or nurse

Q11 How long did you wait for your consultation to start (from scheduled time)?

< 5 mins 5-10 mins 11-20 mins 21-30 mins >30 mins Does not apply

Q11a (relates to Q11 only) How do you rate this?

Excellent Very Good Good Fair Poor Very Poor Does not apply

Q12 Is your GP practice currently open at times that are convenient to you?

Yes No Don't know / not needed to in the last 6 months

Did the last GP you saw ...

(If you haven't seen a GP in your practice in the last 6 months, please go to Q20)

Q13 Give you enough time

Yes, definitely Yes, to some extend No, not at all Don't know/ Can't say

Q14 Listen to you

Yes, definitely Yes, to some extend No, not at all Don't know/ Can't say

Q15 Explain tests and treatments

Yes, definitely Yes, to some extend No, not at all Don't know/ Can't say

Q16 Involve you in decisions about your care

Yes, definitely Yes, to some extend No, not at all Don't know/ Can't say

Q17 Treat you with care and concern

Yes, definitely Yes, to some extend No, not at all Don't know/ Can't say

Q18 Give you confidence and trust in them?

Yes, definitely Yes, to some extend No, not at all Don't know/ Can't say

Did the last nurse you saw...

(If you haven't seen a nurse in your practice in the last 6 months, please go to Q26)

Q19 Give you enough time

Yes, definitely Yes, to some extend No, not at all Don't know/ Can't say

Q20 Listen to you

Yes, definitely Yes, to some extend No, not at all Don't know/ Can't say

Q21 Explain tests and treatments

Yes, definitely Yes, to some extend No, not at all Don't know/ Can't say

Q22 Involve you in decisions about your care

Yes, definitely Yes, to some extend No, not at all Don't know/ Can't say

Q23 Treat you with care and concern

Yes, definitely Yes, to some extend No, not at all Don't know/ Can't say

Q24 Give you confidence and trust in them?

Yes, definitely Yes, to some extend No, not at all Don't know/ Can't say

Overall, do the clinicians (doctors and nurses) at the surgery help you to

Q25 Understand your health problems?

Yes, definitely Yes, to some extent No, not at all Don't know/ Can't say

Q26 Cope with your health problems

Yes, definitely Yes, to some extent No, not at all Don't know/ Can't say

Q27 Keep yourself healthy

Yes, definitely Yes, to some extent No, not at all Don't know/ Can't say

Finally

Q28 How would you describe your experience of your GP surgery?

Excellent Very Good Good Fair Poor Very Poor

Q29 Would you recommend your GP surgery to a friend?

Yes, definitely Yes, probably No, probably not No, definitely not Don't know

Q30 If you answered *No, probably not* or *No, definitely not*, please tell us which aspect of our service needs improvement most:

Q31 Please add any other comments you would like to make about your GP practice:

Please tell us about yourself

Q32 Are you?

Male Female

Q33 How old are you?

Under 16 16-44 45-64 65-75 75 or over

Q34 Do you have a long-standing health condition?

Yes No Don't know/ Can't say

Thank you for your time and assistance!

Distribution

This anonymised structured survey questionnaire was handed to as many patients as possible at the surgery without targeting any particular group of people and was available to all patients to fill in via the website over a two week period in February. All in all 336 people took the trouble to reply.

Results

The result (see Appendix 2) was then put onto a spreadsheet. A summary as well as a copy was sent by e-mail to all PPG members to consider. It also is published on the website (please go to www.saltersmeadowcentre.co.uk ->Home -> Further Information ->Survey Results) as well as on a board in the waiting room for all to see.

Developing the Action Plan

Following on from the summary a draft list of highlighted issues and possible areas for improvement was drawn up and passed to the PPG for comments and further suggestions (see Appendix 1). There were confirmative replies and no suggestions as to additional actions needed so that the Action Plan was formulated and is now published on the website.

Action Plan for Salters Meadow Centre 2014

as agreed by the Patient Participation Group based on the results of the last Annual Patient Feedback Survey:

1) Phone services:

The practice will try to reduce the strain on their phone lines at peak time by actively seeking to sign up the 20% of patients who would prefer to book their appointments by internet rather than phone. The practice will also look into alternative ways to structure the phone services - maybe a dedicated appointment line in the mornings or an option, where people can leave a number to be called back on (only for non-urgent issues, obviously).

Time frame: 12 months

2) Reception services:

There have been a few complaints about rudeness by reception staff. The practice will arrange for extra training to address this issue and to increase patient focus. The practice will also use quality control to address the concerns.

Time frame: 6 months

3) Appointment system:

The Practice will review the handling of requests for urgent appointments and try to reduce -where possible- the amount of surgeries running late. The practice will also review and improve the way in which late running surgeries get communicated to patients when they do occur.

Time frame: 6 months

Just as last year the surgery intends to keep the Patient Participation Group members and the general practice population in the loop by posting updates on the website as to developments and achieved objectives and hopefully everyone will benefit from the improvements.

The practice wishes to thank the patients who undertook the survey and all members of the Patient Participation Group for supporting this work.

Appendix 1

Outcome Annual Patient Feedback Questionnaire 2014

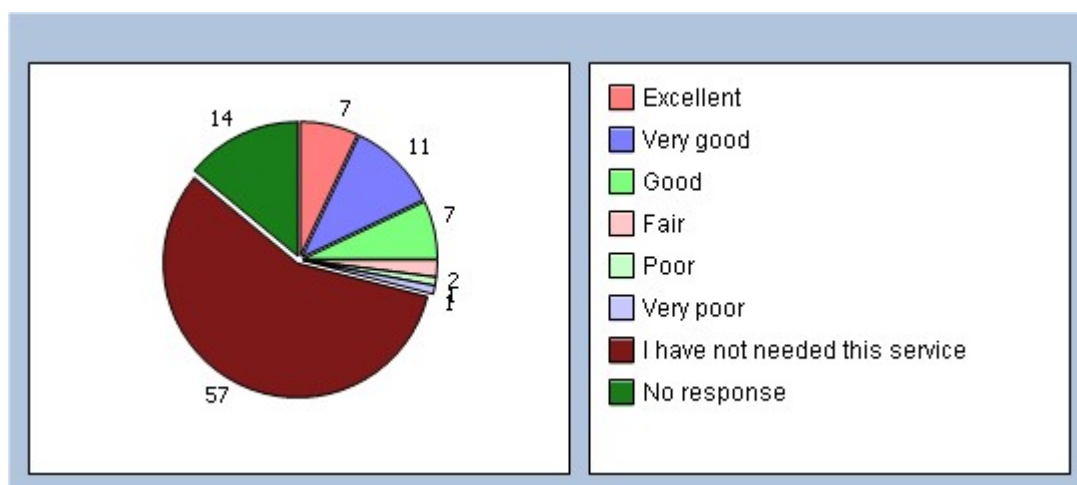
Dear Patient,

Thank you for helping us to improve our services. The practice and the doctors/nurses would welcome your honest feedback. No-one at the practice will be able to identify your personal responses.

About Out of Hours

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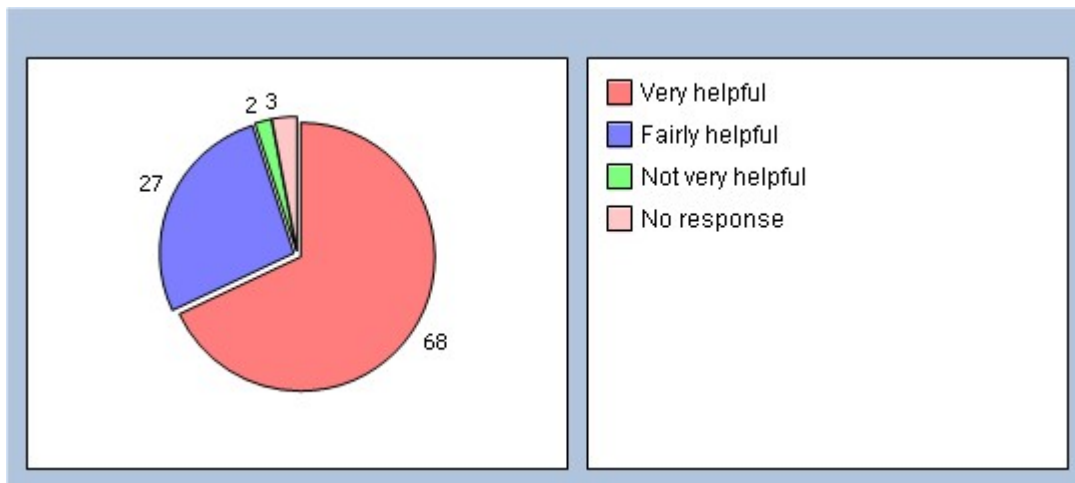
Excellent 7%
Very good 11%
Good 7%
Fair 2%
Poor 1%
Very poor 1%
I have not needed this service 57%
No response 14%



About Receptionists and Appointments

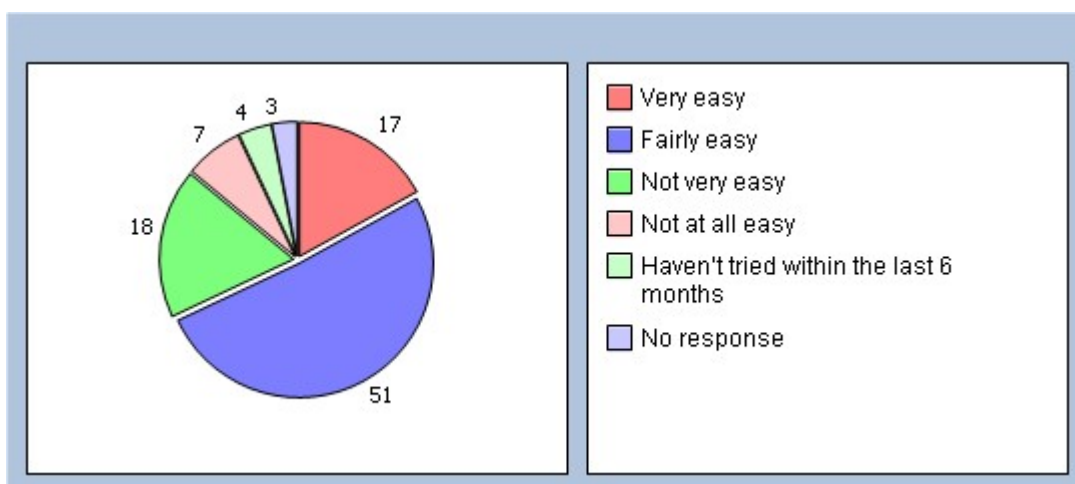
Q2 How helpful do you find the receptionists at your GP practice?

Very helpful 68%
Fairly helpful 27%
Not very helpful 2%
Not at all helpful 0%
Don't know 0%
No response 3%



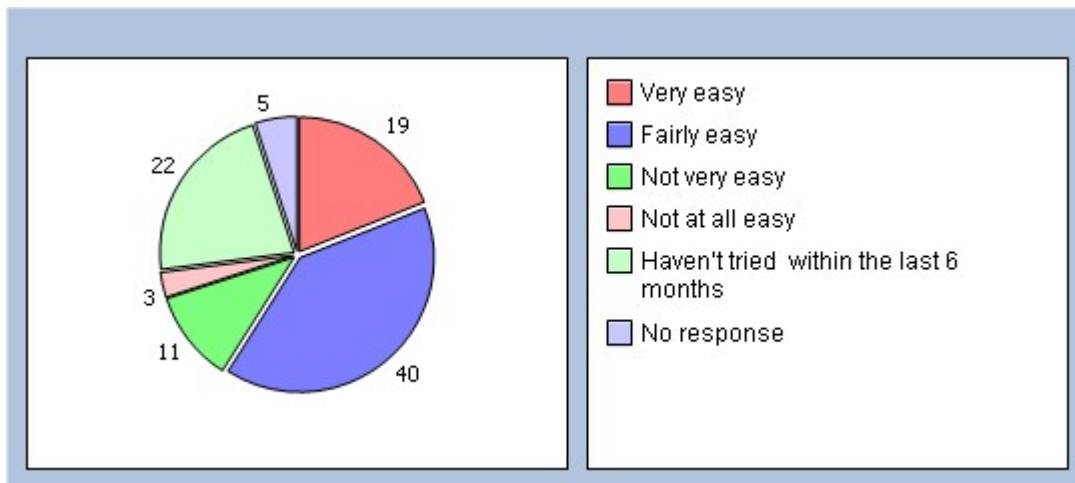
Q3 How easy is it to get through to someone at your GP practice on the phone?

Very easy 17%
 Fairly easy 51%
 Not very easy 18%
 Not at all easy 7%
 Haven't tried within the last 6 months 4%
 No response 3%



Q4 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

Very easy 19%
 Fairly easy 40%
 Not very easy 11%
 Not at all easy 3%
 Haven't tried within the last 6 months 22%
 No response 5%



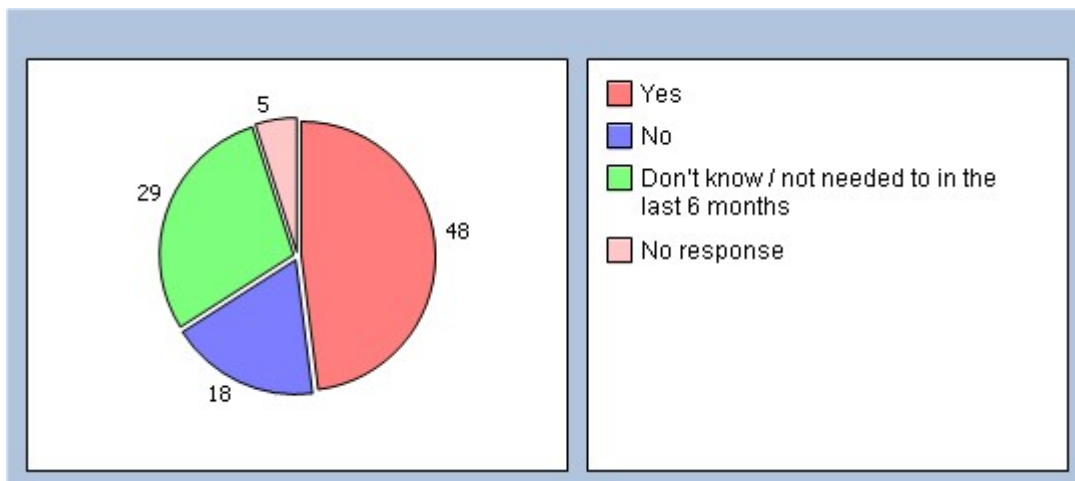
Q5 If you need to see a GP (not necessarily your own) urgently, can you normally get seen on the same day or the next?

Yes 48%

No 18%

Don't know / not needed to in the last 6 months 29%

No response 5%



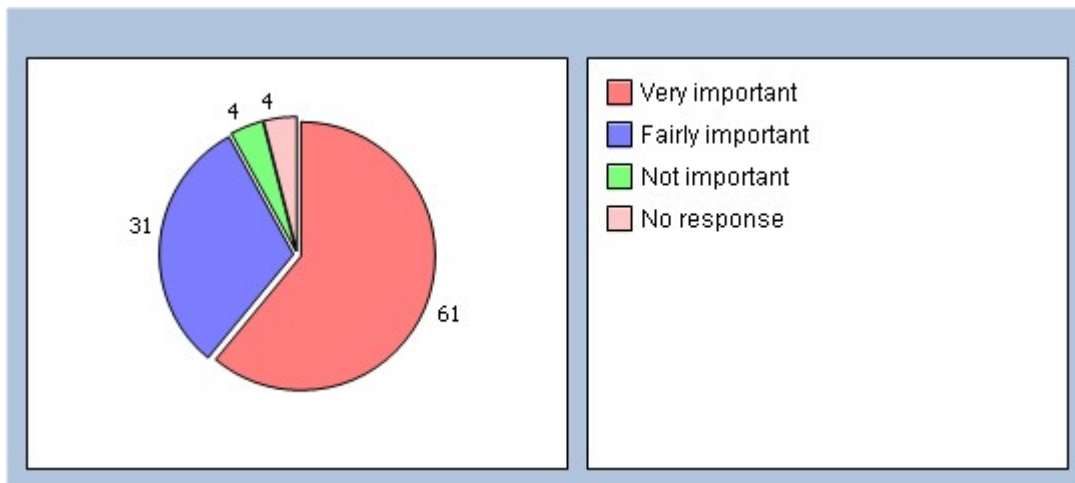
Q6 How important do you find it to be able to book appointments ahead of time?

Very important 61%

Fairly important 31%

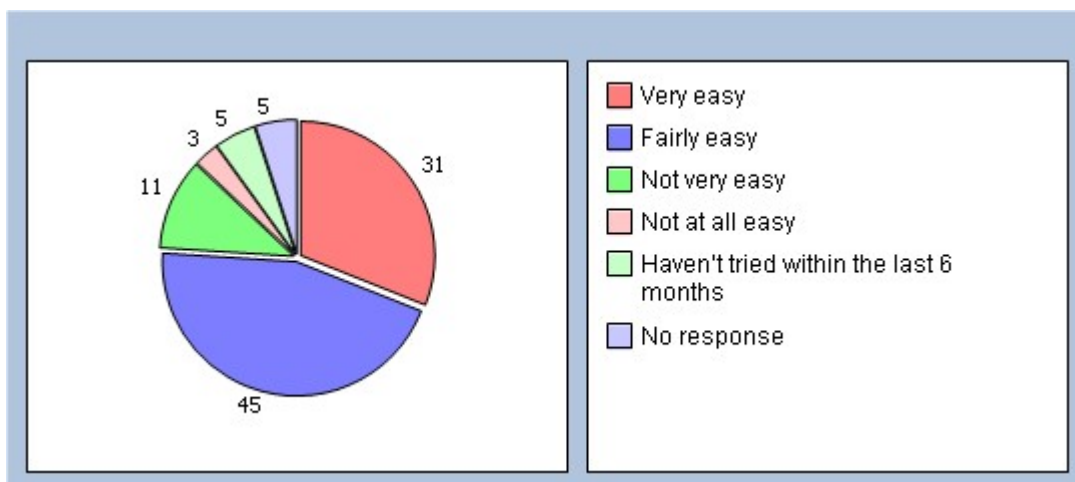
Not important 4%

No response 4%



Q7 How easy is it to book ahead ?

Very easy 31%
 Fairly easy 45%
 Not very easy 11%
 Not at all easy 3%
 Haven't tried within the last 6 months 5%
 No response 5%



Q8 How do you book appointments at your practice? Please tick all boxes that apply.

In person 34%
 By phone 82%
 Online 3%
 Doesn't apply 0%

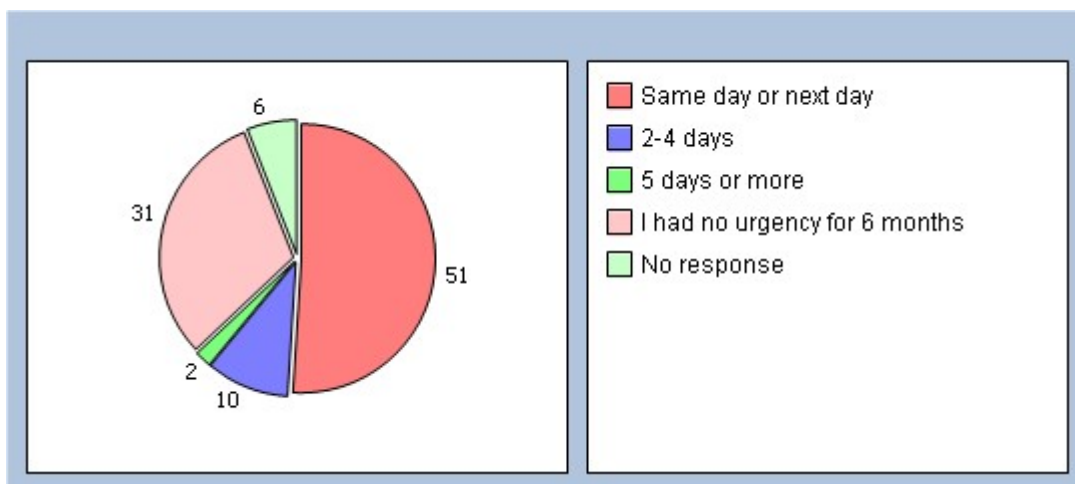
Q9 How would you prefer to book appointments at your practice? Please tick all boxes that apply.

In person 30%
 By phone 77%
 Online 20%
 Doesn't apply 0%

Q10 How quickly do you usually get phoned or seen for an urgent medical matter?

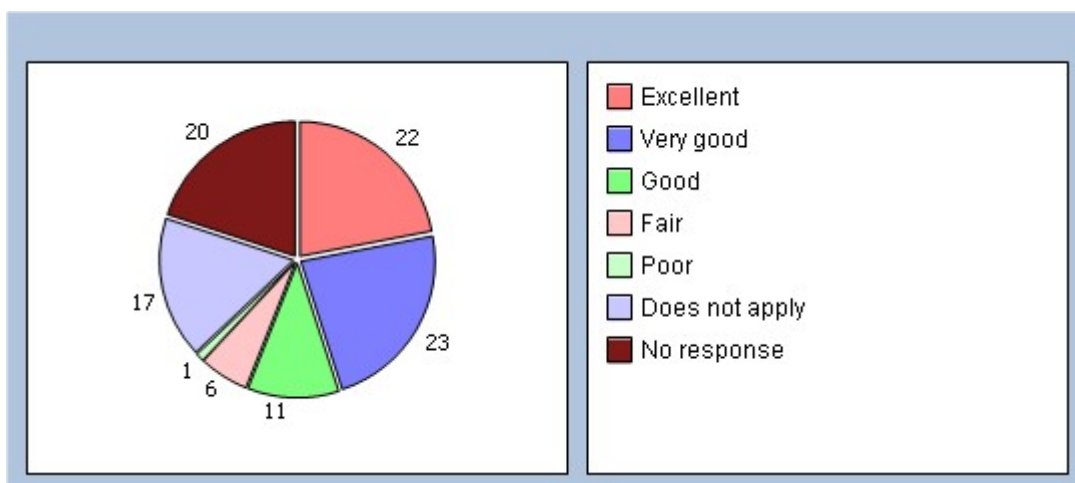
Same day or next day 51%
 2-4 days 10%

5 days or more 2%
 I had no urgency for 6 months 31%
 No response 6%



Q10a (relates to Q10 only) How do you rate this?

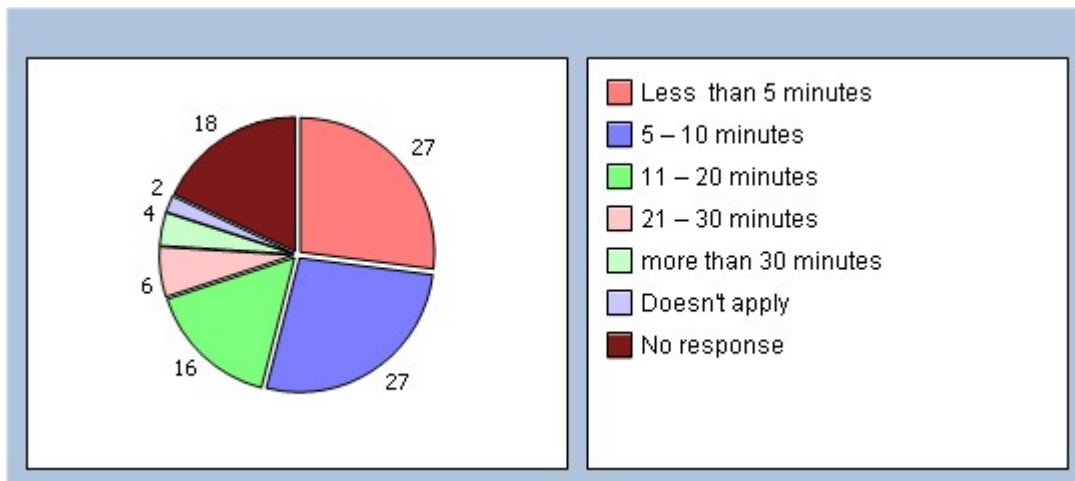
Excellent 22%
 Very good 23%
 Good 11%
 Fair 6%
 Poor 1%
 Very poor 0%
 Does not apply 17%
 No response 20%



Thinking of your most recent consultation with a doctor or nurse

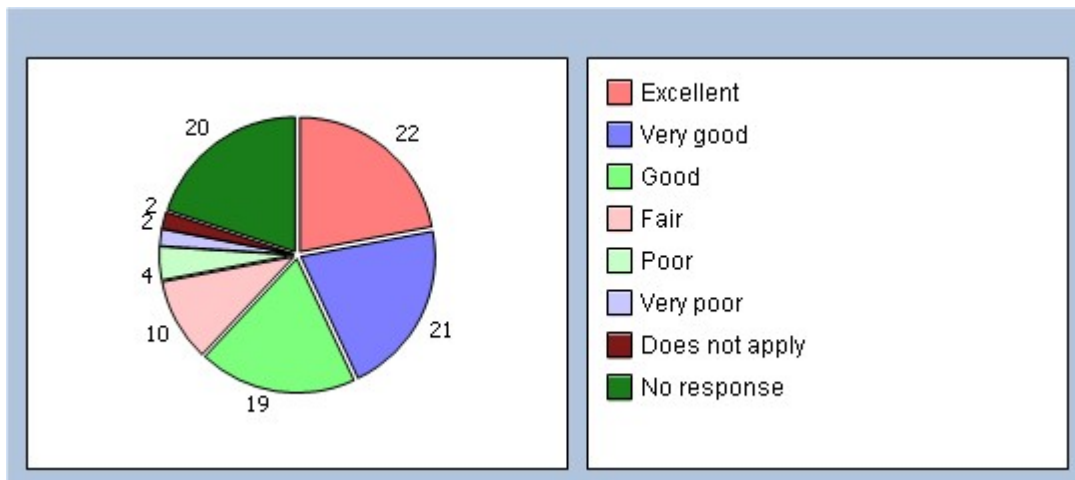
Q11 How long did you wait for your consultation to start (from scheduled time)?

Less than 5 minutes 27%
 5 – 10 minutes 27%
 11 – 20 minutes 16%
 21 – 30 minutes 6%
 more than 30 minutes 4%
 Doesn't apply 2%
 No response 18%



Q11a (relates to Q11 only) How do you rate this?

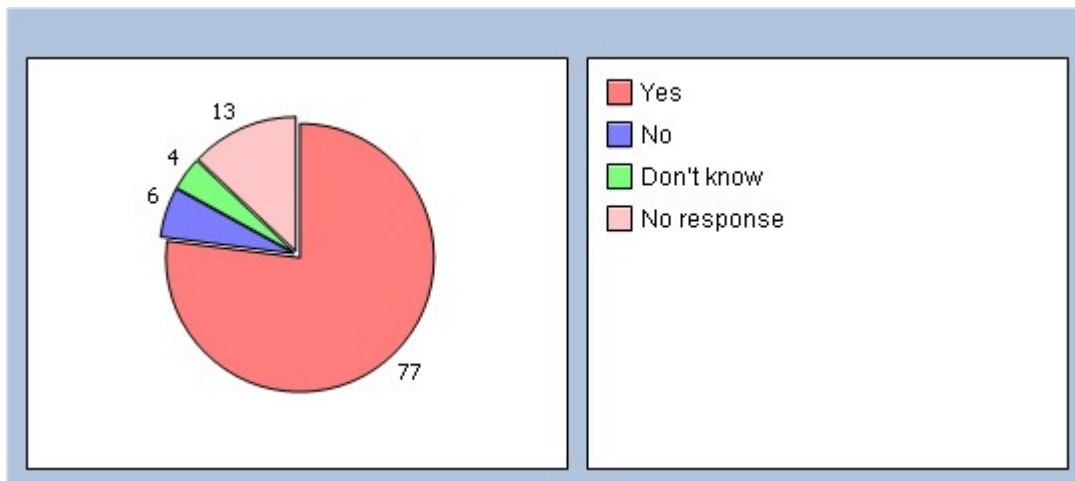
Excellent 22%
 Very good 21%
 Good 19%
 Fair 10%
 Poor 4%
 Very poor 2%
 Does not apply 2%
 No response 20%



About opening times

Q12 Is your GP practice currently open at times that are convenient to you?

Yes 77%
 No 6%
 Don't know 4%
 No response 13%

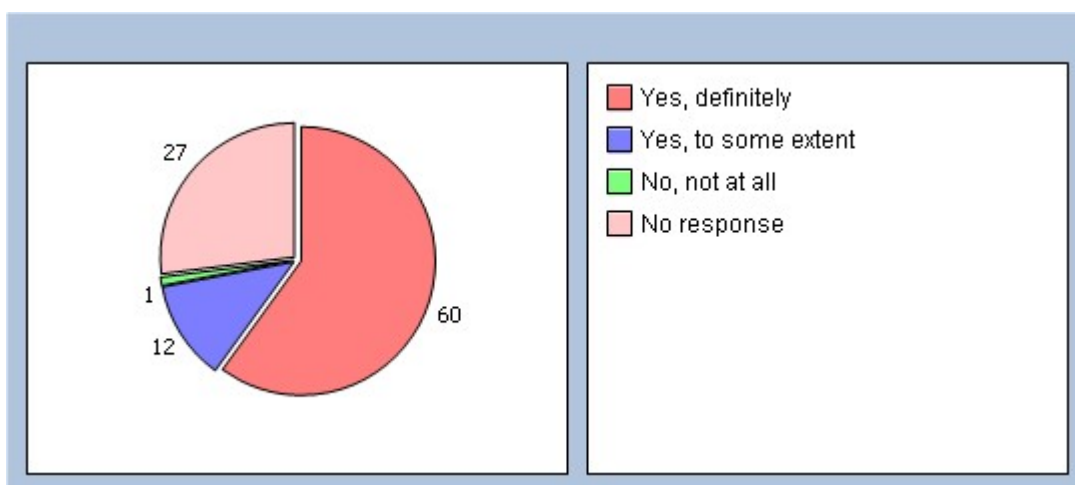


Did the last GP you saw ..

(If you haven't seen a GP in your practice in the last 6 months, please go to Q20)

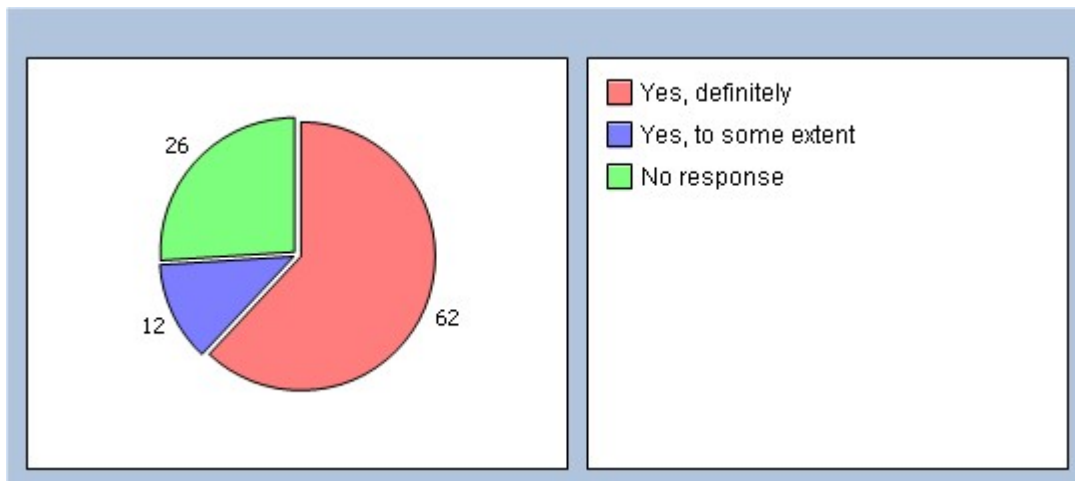
Q13 Give you enough time

Yes, definitely 60%
 Yes, to some extent 12%
 No, not at all 1%
 Don't know / can't say 0%
 No response 27%



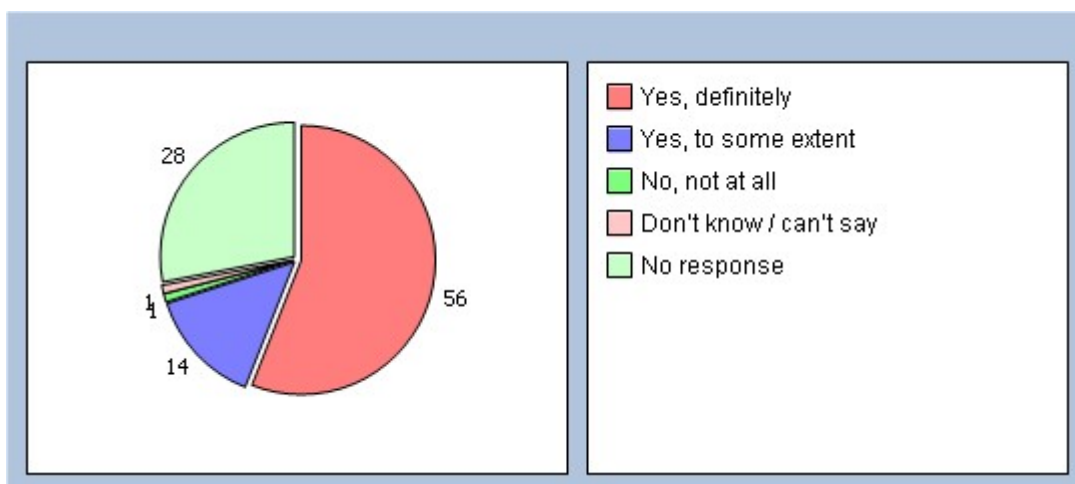
Q14 Listen to you

Yes, definitely 62%
 Yes, to some extent 12%
 No, not at all 0%
 Don't know / can't say 0%
 No response 26%



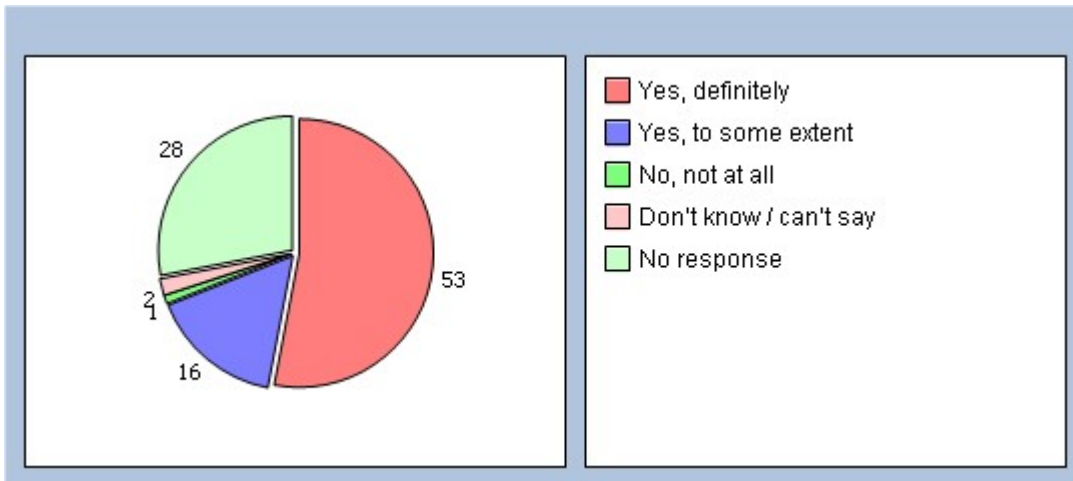
Q15 Explain tests and treatments

Yes, definitely 56%
 Yes, to some extent 14%
 No, not at all 1%
 Don't know / can't say 1%
 No response 28%



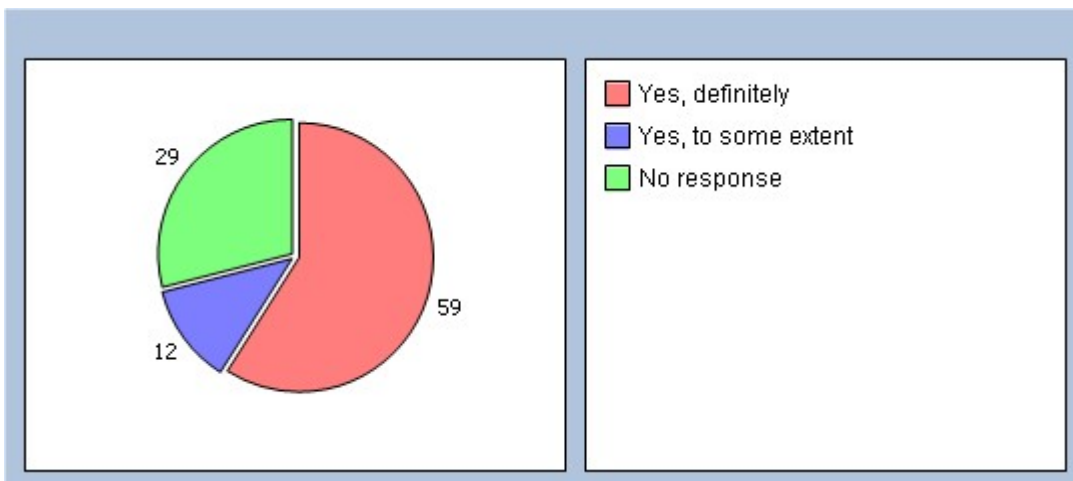
Q16 Involve you in decisions about your care

Yes, definitely 53%
 Yes, to some extent 16%
 No, not at all 1%
 Don't know / can't say 2%
 No response 28%



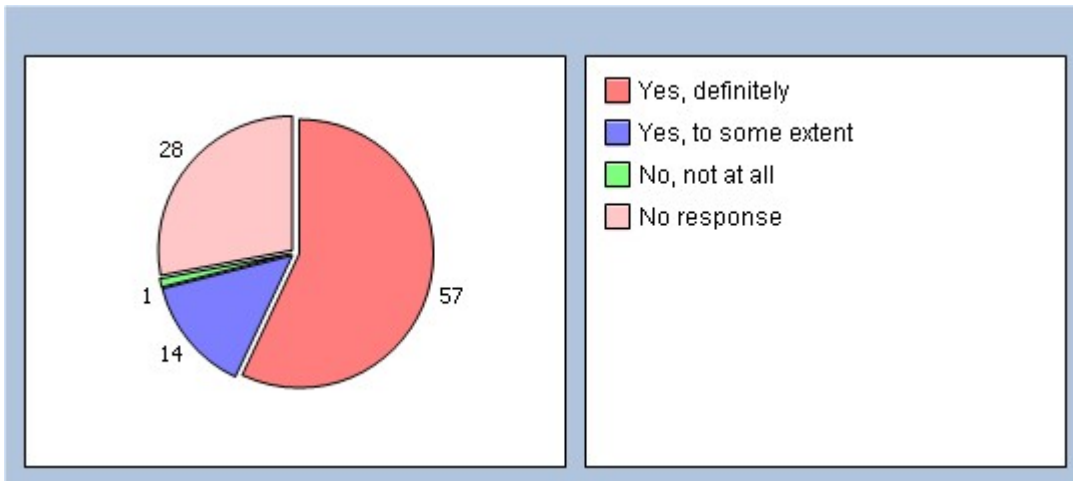
Q17 Treat you with care and concern

Yes, definitely 59%
 Yes, to some extent 12%
 No, not at all 0%
 Don't know / can't say 0%
 No response 29%



Q18 Give you confidence and trust in them?

Yes, definitely 57%
 Yes, to some extent 14%
 No, not at all 1%
 Don't know / can't say 0%
 No response 28%

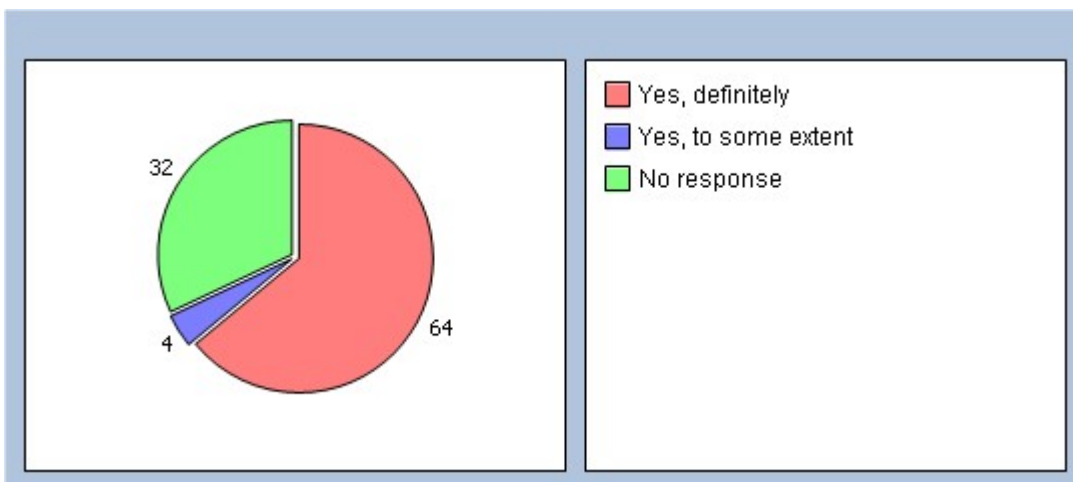


Did the last nurse you saw..

(If you haven't seen a nurse in your practice in the last 6 months, please go to Q26)

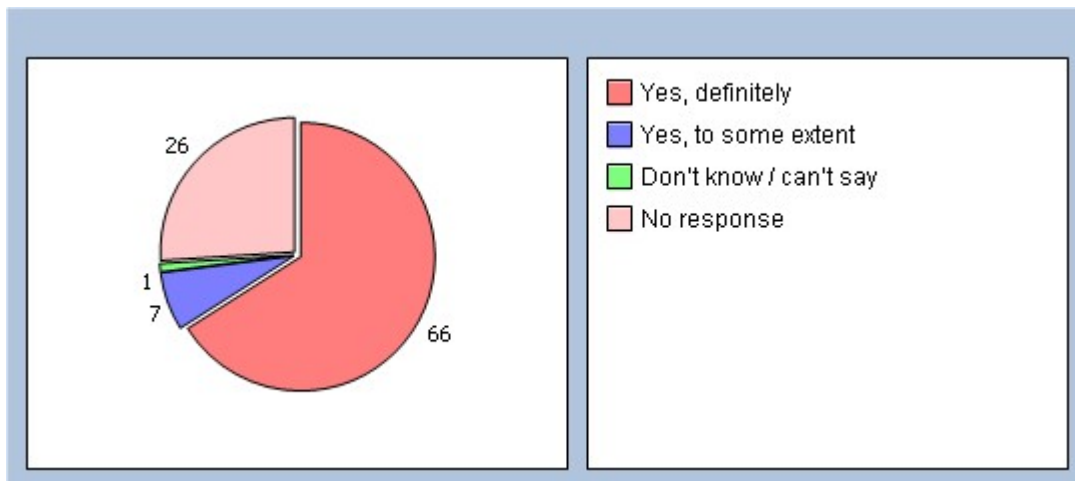
Q19 Give you enough time

Yes, definitely 64%
 Yes, to some extent 4%
 No, not at all 0%
 Don't know / can't say 0%
 No response 32%



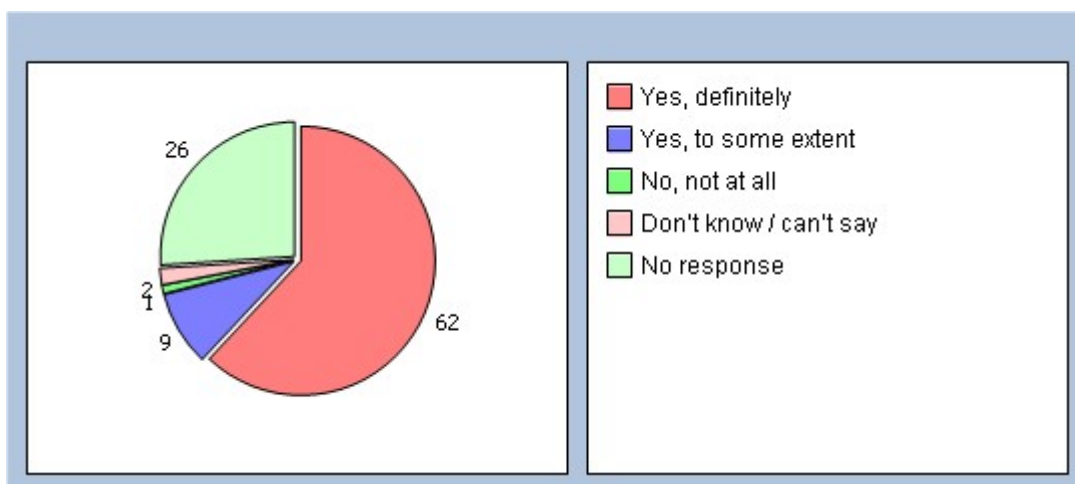
Q20 Listen to you

Yes, definitely 66%
 Yes, to some extent 7%
 No, not at all 0%
 Don't know / can't say 1%
 No response 26%



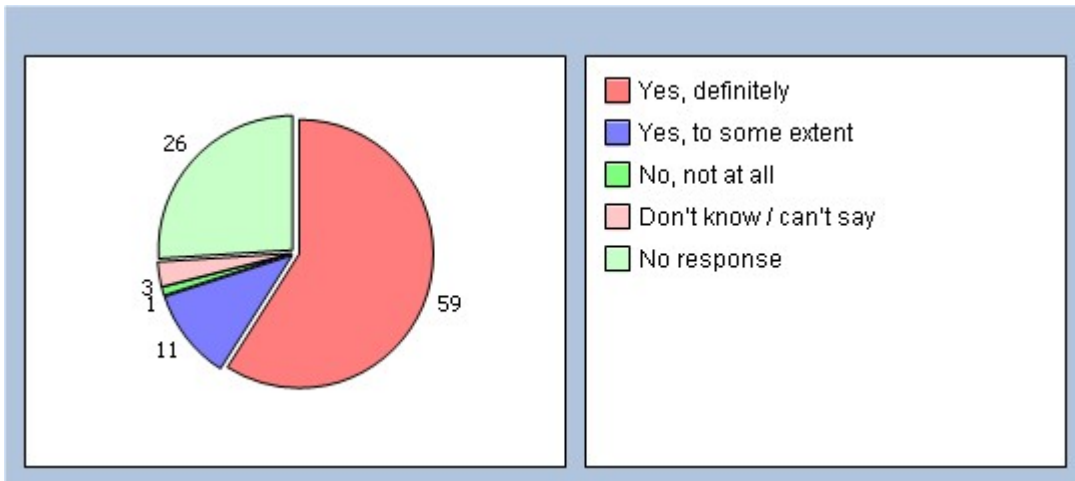
Q21 Explain tests and treatments

Yes, definitely 62%
 Yes, to some extent 9%
 No, not at all 1%
 Don't know / can't say 2%
 No response 26%



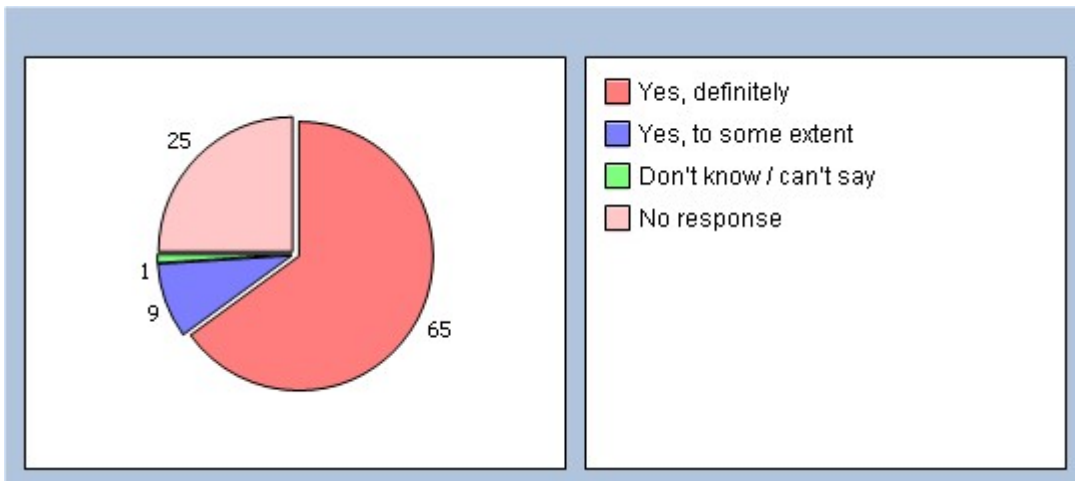
Q22 Involve you in decisions about your care

Yes, definitely 59%
 Yes, to some extent 11%
 No, not at all 1%
 Don't know / can't say 3%
 No response 26%



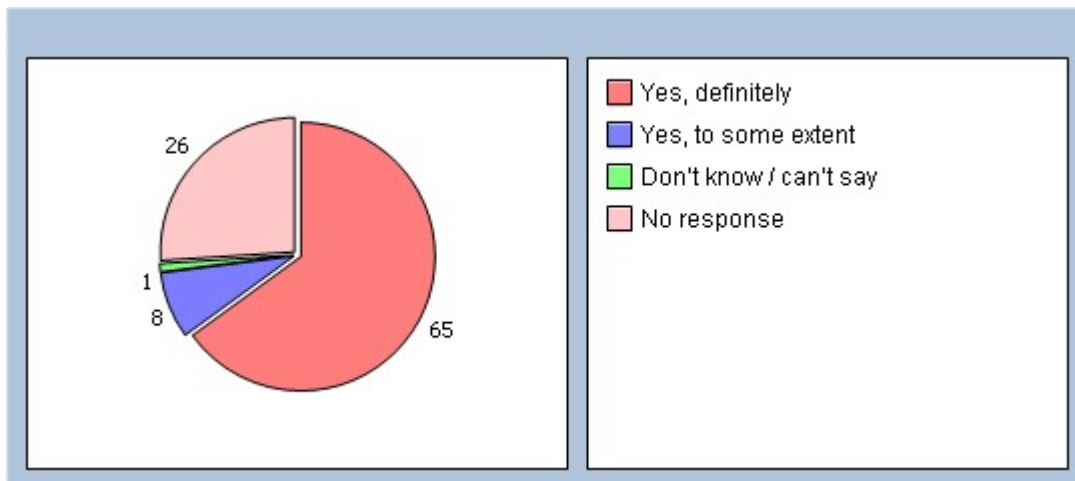
Q23 Treat you with care and concern

Yes, definitely 65%
 Yes, to some extent 9%
 No, not at all 0%
 Don't know / can't say 1%
 No response 25%



Q24 Give you confidence and trust in them?

Yes, definitely 65%
 Yes, to some extent 8%
 No, not at all 0%
 Don't know / can't say 1%
 No response 26%

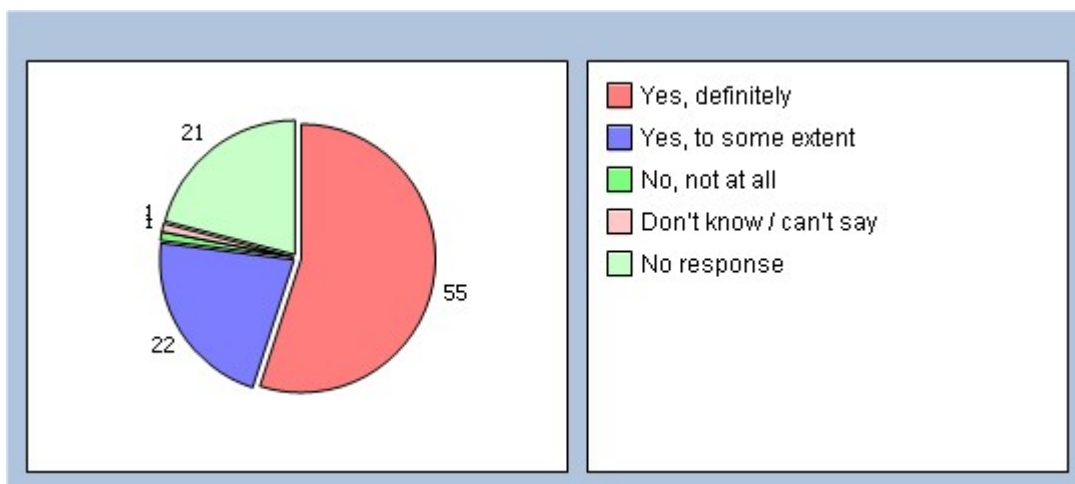


About care from your doctors and nurses

Overall, do the clinicians (doctors and nurses) at the surgery help you to

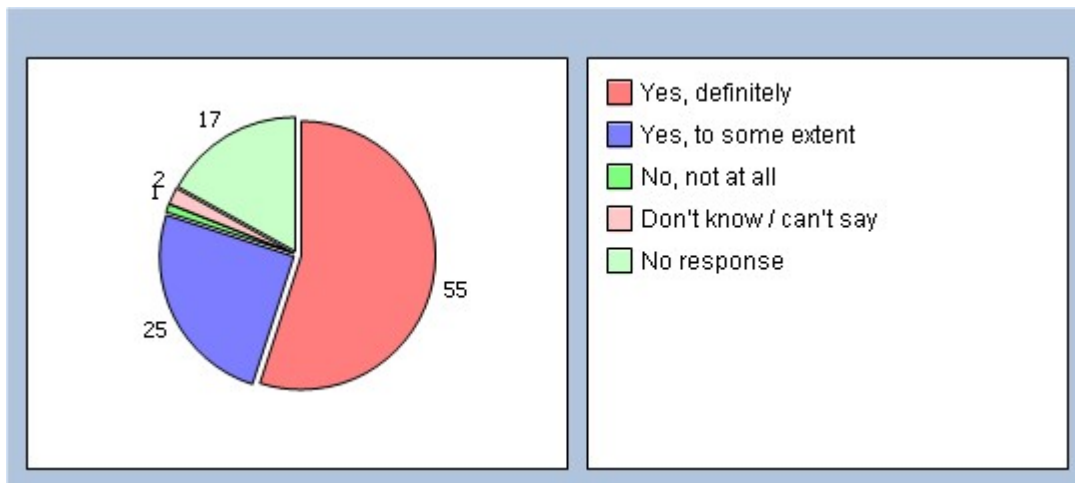
Q25 Understand your health problems?

Yes, definitely 55%
 Yes, to some extent 22%
 No, not at all 1%
 Don't know / can't say 1%
 No response 21%



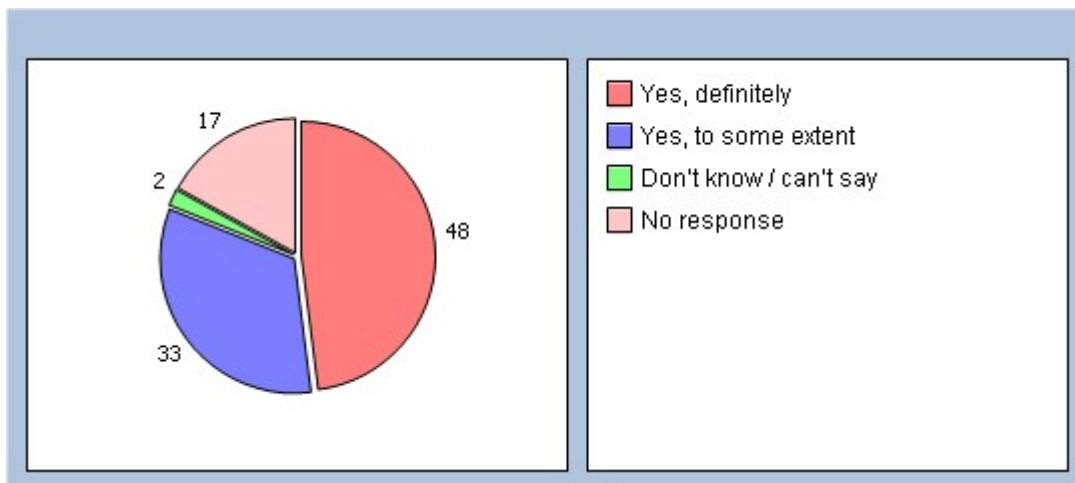
Q26 Cope with your health problems

Yes, definitely 55%
 Yes, to some extent 25%
 No, not at all 1%
 Don't know / can't say 2%
 No response 17%



Q27 Keep yourself healthy

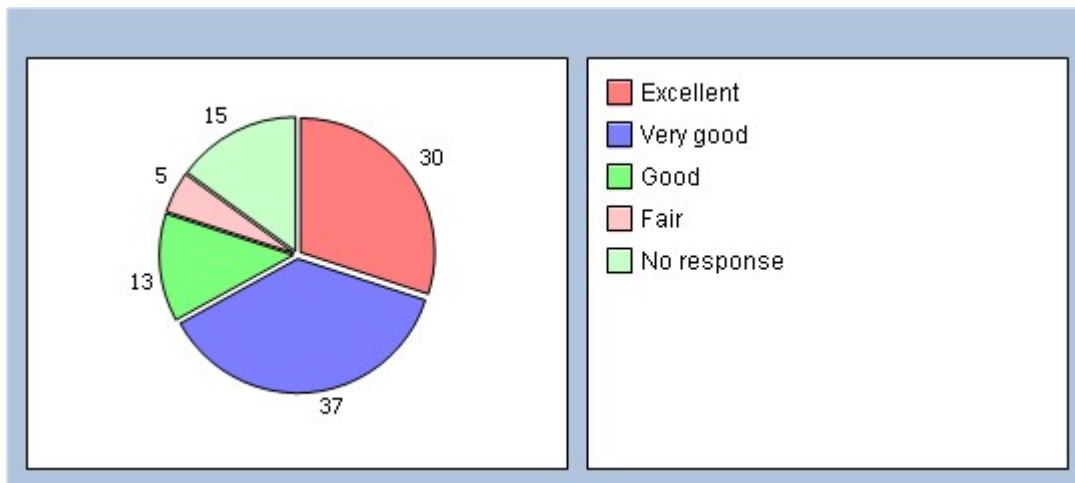
Yes, definitely 48%
 Yes, to some extent 33%
 No, not at all 0%
 Don't know / can't say 2%
 No response 17%



Finally

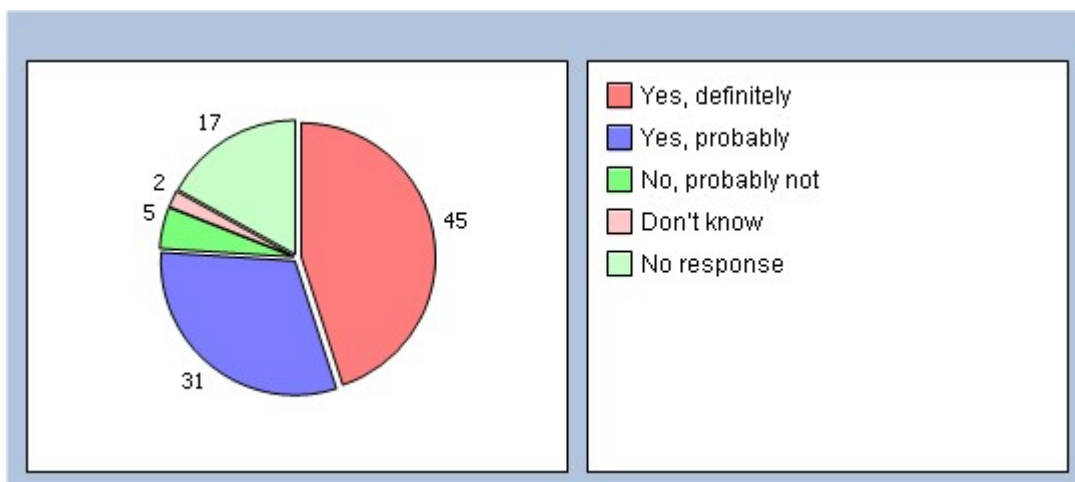
Q28 How would you describe your experience of your GP surgery?

Excellent 30%
 Very good 37%
 Good 13%
 Fair 5%
 Poor 0%
 Very poor 0%
 No response 15%



Q29 Would you recommend your GP surgery to a friend?

Yes, definitely 45%
 Yes, probably 31%
 No, probably not 5%
 No, definitely not 0%
 Don't know 2%
 No response 17%



Q30 you answered *No, probably not* or *No, definitely not*, please tell us which aspect of our service needs improvement most:

Patient Comments

- >> always there when you need help <<
-
- >> car parking <<
-
- >> Customer focus and care <<
-
- >> GP's need to have more contact with pt's direct, espically on diagnosis <<
-
- >> Haven't seen doctor in 12 months <<
-
- >> Heard of better service at alternative surgeries <<

>> I feel that this doctor is not being supportive either with this client's needs from the mental health trust, and been let down !! <<

>> I would really never recommend doctors to friends <<

>> One doctor bad attitude spoke down to patient in front of spouse would not recommend him. <<

>> overall very helpful practice <<

>> Quicker appointments <<

>> Quite satisfied <<

>> Recently when trying to call, the phone has just constantly rang out and unable to get through. There have been problems with referral to hospital and referrals not being made for 2 weeks after seeing the doctor. Sometimes if my has no slots free that are suitable, I have to wait and am not allowed to see another gp. <<

>> the reception attitude are all very helpful, my doctor is great (Dr Salvary) the other is ok when you can see her. <<

>> they all have their own doctors <<

>> Time <<

>> when a receptionist does not call you back when they say they will, following your concern to discuss with the GP. Look at having a triage service <<

>> when calling the surgery i find the operatives to be quite rude sometimes <<

>> when you book an appt you need to be told if you need to have to book a double appt if you have more than one question as this is not asked when booking.. Also the doctor should be more caring and understanding. They say they only have 8 - 10 mins per person but nothing is said when you have to wait 40 mins to see a doctor and not even a sorry at the end of it <<

>> You cannot get an appointment to see a G.P very easily and certainly not to fit around working full time and you have to chase things constantly there is no communication unless you do it. <<

Q31 Please add any other comments you would like to make about your GP practice:

Patient Comments

>> All personnel (particularly clinicians) are caring, considerate, courteous and pleasant <<

>> Always find everyone very helpful. Wouldn't like to go anywhere else. We are lucky with our Doctor and the nurses. Thank you <<

>> amount of time needed to get an appointment <<

>> better car park surface please <<

>> better car parking facilities <<

>> book double appointment with doctor to get more time <<

>> can't always get an appointment when needed. I had to wait 5 days to be seen when I had a problem when in labour. some receptionists are rude <<

>> depending on which receptionist answers the phone, depends on the help you receive. One is notoriously unhelpful and verges on rude <<

>> Doctors are good. Receptionist good and helpful, but feel we deserve a more upto date medical centre, especially building and car parking, must be nearly 50yrs old <<

>> Don't feel that Dr Gregory listens to you, on the odd occasion that I've had to have an appointment not with my usual doctor. Quite dismissive of concerns about child and moaned about being a doctor! Other than that, all other doctors that I have seen, for either myself or my children have been good. If the doctor is running late, could the booking in screens let you know about this? I've waited almost an hour three times in the last few months to see the doctor. <<

>> Dr Young - Quality Doctor 10/10. Nurses and reception always pleasant, helpful too. <<

>> Excellent practice wish all was as good <<

>> Excellent Service - Joanna is Excellent <<

>> Find it fairly difficult to get seen in an emergency, had to use burntwood health centre numerous occasions. other than that am happy with Doctors and Nurse <<

>> good practice, try to look after myself as much as possible so only see my GP when really necessary. never a problem <<

>> good service <<

>> I do not feel the health problem is given close enough examination or consideration <<

>> I do not use the surgery regularly. found the touch screen not working to register my appt. could not get to see my GP for 5 days. (earliest appt) <<

>> I find Salters Meadow very good and very helpful <<

>> I have always found both doctor and practise nurses polite, helpful and give good general help regarding the help you need for what ever health problem you have,they also explain and give you the time you need to feel comfortable about asking questions about your health. <<

>> I have always found the practice meets my expectations and my doctor (Dr Owen) extremely personable <<

>> I would like to confirm that I have always received very good service from the staff of Salters Meadow, the nurses and Dr Owen, my GP <<

>> if I cannot get through to the surgery I would like to be able to leave a message and then get called back <<

>> in ref to Q12 opening times suit me as I am a pensioner, but I do think the surgery should open on a saturday <<

>> Jo very helpful always goes that extra mile to put you first all the time and always smiles. <<

>> Keep up the good work <<

>> most receptionist are lovely, one is abrupt and rude. Trying to get past them puts me off trying to see the doctor <<

>> my doctor does not explain fully my treatment. i don't have a lot of confidence in my doctor <<

>> My doctor is Dr Krishna and I personally wouldn't change him for the world, he is the best doctor I have ever seen and the reception staff are great <<

>> my GP Dr Owen is very understanding and professional always makes time for you. <<

>> on the whole this is a good surgery and most people are approachable and friendly. some you can have fun with and a good banter <<

>> Phones ring and ring before they are answered and sometimes ring out. Not very good <<

>> receptionists and Nurses have always been very helpful <<

>> Routine evening appointments would be helpful <<

>> satisfied with practice <<

>> telephones to be answered quicker left on hold for too long. not to be asked what you are coming for this is a private discussion between patient and doctor <<

>> thankyou <<

>> the main issue is around making appointments <<

>> The same always very helpful over the years. I would not go anywhere else <<

>> the staff are very good, some doctors could do with some matters -- receptionist great <<

>> The surgery and staff, I find, are all excellent - providing a fantastic and efficient and very friendly service!!! Top rate!! <<

>> The telephone booking system does not work I usually resort to driving down to book <<

>> this is a very good surgery, staff very friendly <<

>> Urgent appointments need to be met (Its then a case of what is an Emergency needs clarifying) <<

>> very fortunate to have such good listeners from dr jenkins to dr vroom.. <<

>> very good excellent, would not go elsewhere <<

>> very happy with the level of service I receive <<

>> Very Satisfied <<

>> very satisfied <<

>> waiting room needs more ventilation, waiting room lighting is too dim and depressing, tannoy too loud <<

>> waiting times are too long. Appointment times should be within 5 minutes not in excess of 30 minutes <<

>> we are in process of deciding which other practice to move to, my husband has moved already <<

>> when I have asked to see another GP when my own is not available, I haven't been able to. <<

>> Wish you had a portable cholesterol tester that enabled onsite identification of L/H levels properly. Can we raise the money for one? <<

>> would like Saturday surgery <<

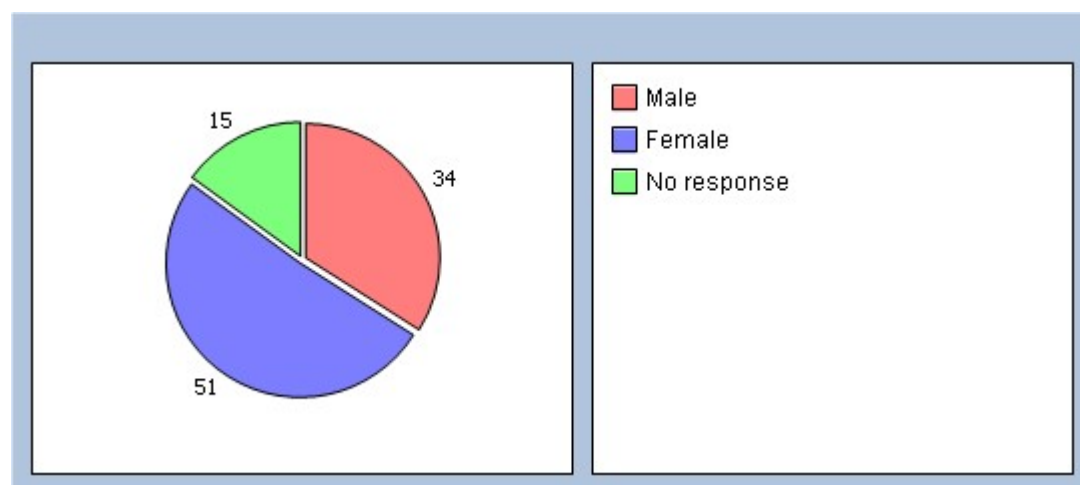
Please tell us about yourself

Q32 Are you?

Male 34%

Female 51%

No response 15%



Q33 How old are you?

Under 16 1%

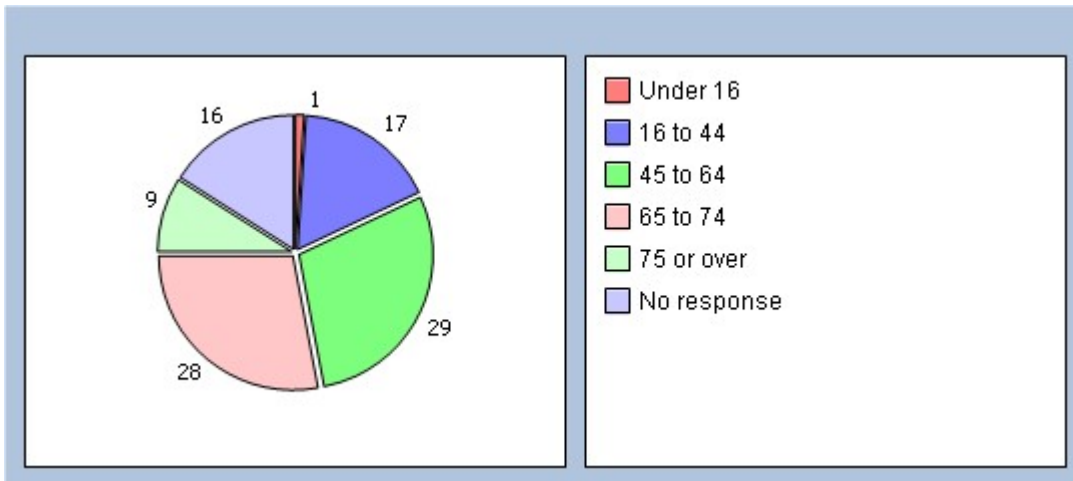
16 to 44 17%

45 to 64 29%

65 to 74 28%

75 or over 9%

No response 16%



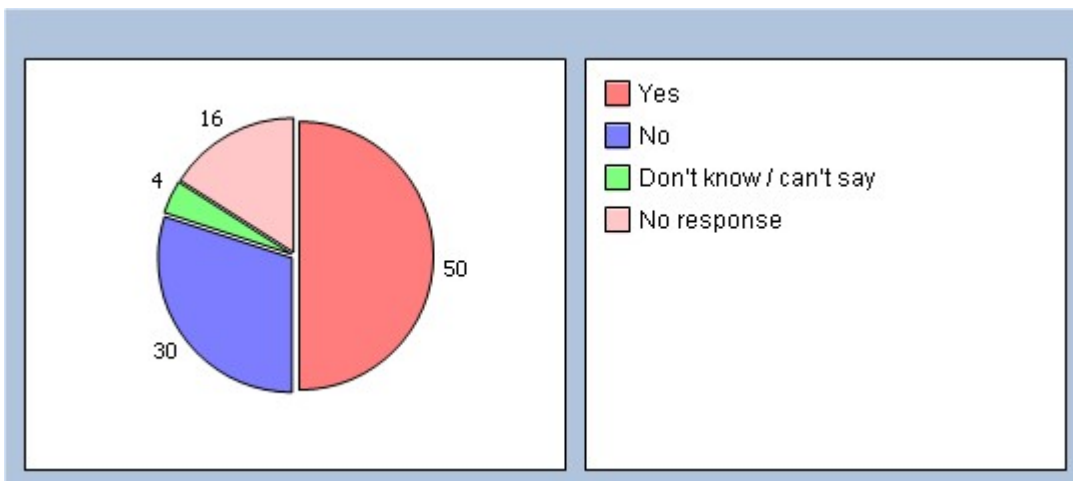
Q34 Do you have a long-standing health condition?

Yes 50%

No 30%

Don't know / can't say 4%

No response 16%



Thank you for your time and assistance!

Appendix 2

Salters Meadow Pre-Action -Plan Questionnaire 2014

Dear Patient Group Member,

Thank you for having a good look at our Annual Practice Improvement Questionnaire results on the website, the summary I sent you all the other day or even both! Based on what patients have told us, we now have the task to think of practical ways to address issues that have been raised. We obviously can't address things beyond our control, like the limited availability of doctors' time. I have been trawling through the results to identify areas we can realistically address and have put them down here as suggestions for you to comment on. There is plenty of free space so don't hold back with your honest opinions. As usually I will get back to you by next weekend with a first draft of this year's action plan.

Please answer all of the questions and click 'Send Survey' when you are done.

Q1. I think we could reduce the strain on our phone lines at peak times by actively recruiting the 20% of patients who would rather book their appointments by internet than phone. The practice should also look into alternative ways to structure the phone services - maybe a dedicated appointment line in the mornings or an option, where people can leave a number to be called back on (only for non-urgent issues, obviously).

Yes

Maybe

No

Your thoughts

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Q2. Rudeness from some receptionists has been complained about a few times. There should be extra training to address this issue and to increase patient focus.

Good idea

I am not sure this will make a difference.

Not a good idea.

Your thoughts

Q3. The Practice should review the handling of requests for urgent appointments and try to reduce -where possible- the amount of surgeries running late. Also it would be good to review and improve the way that late running surgeries get handled when they do occur.

Good idea

I don't mind whether you do or not.

This is not a good idea.

Your thoughts

Q9. Any other suggestions of worthwhile and practical initiatives that arise from the Annual Questionnaire results?

Many thanks for your time!

Opening Times



	Times
Monday	08:00 - 18:30
Tuesday	08:00 - 18:30
Wednesday	08:00 - 18:30
Thursday	08:00 - 18:30
Friday	08:00 - 18:30
Weekend	<i>closed</i>

You can book a GP appointment by using the website based direct booking facility if you have signed on to the service, which you can do at reception. You can also book GP appointments by phoning the surgery, or at the reception window. All other appointments are not accessible by web and have to be booked by phone or in person.

Appendix 4

Terms of Reference as on the Website

What is a Patient Reference Group?

It is a representative group of people who are happy to give their opinions of the services we offer and who would like to share ideas on how to improve them.

How does it work?

You have the opportunity to send us your comments and suggestions. Occasionally we will also ask for your opinion on specific issues. This will help us to identify service areas that can improve and find ways to do so. Don't worry, we will only ever use your e-mail address for this purpose and will NEVER pass it on to third parties.

In the long run we might branch out and run an internet forum so you can interact with other members and us more directly.

What not to do

This is not the right place for issues related to your personal health care or to put a complaint, please use the usual channels for that so that they can be addressed properly and timely!

On behalf of the practice team,

Alison Yardley, Dr Barbara Vroom