

Station Drive Surgery

www.stationdrivesurgery.co.uk

Dr G P Cook
Dr C Morton
Dr D Partridge
Dr A Chamberlain
Dr S Williams
Dr. J Groning

Station Drive
Ludlow
Shropshire
SY8 2AB
Tel 01584 872461
Fax 01584 877972

Patient Survey 2011

May we first thank all the patients who took part in this survey, the Patient Participation Group for organising it and Jon Broad who coordinated the results.

We think the analysis has raised several significant questions for the Practice;

20% of people felt the need for greater privacy at the reception desk.

This issue has been raised in the Patient Participation Group in the past. Various considerations have been voiced for an improved reception, and of course the results of this survey will need to be fed back to the developers of the new surgery.

Practically we would not envisage large changes being possible however would like once again to put this to the Patient Participation Group. Improved use of on line booking and the touch screen should assist with privacy.

Opening Times

We are delighted that so many people are aware of the extended opening hours (more than 60%). We note the request for weekend opening but practically this is not feasible with our current staff configuration.

We as GPs continue to support ShropDoc and practically “do” a number of weekend and out of hours shifts already. The extended hours opening has already created very long working days and currently it is difficult to imagine weekend opening without a significant effect on service within the working week.

Appointments

We are disappointed by the long waiting time for appointments. 18% of patients reported waiting more than twenty minutes. Our Administrative system records waiting times and of course some of these patients would have arrived earlier than their allocated time. Nonetheless we are keen to address this issue.

One clinician has extended their morning surgery in effect building in additional space for the inevitable delays we experience. Another area that we are looking at and trialling after this surgery is a **Telephone Call Back** this mechanism is used for Urgent on the day demand to either offer telephone advice or to allow

the clinicians to directly book the patient into time slots which avoid emergency visits.

The telephone call back has been shown already to help mitigate high demand for appointments, patients are often pleased to receive simple advice on the phone or to be booked into an appropriate routine appointment rather than an Urgent (and shorter) appointment slot “on the day”.

Contacting the Surgery

The ease (or lack of) in contacting the surgery remains an issue. We have recently invested in a new telephone system, however it is clear that demand remains an issue. We have contracted for an Urgent Care review which is an independent survey of urgent care demand. This survey is looking at telephone and face to face patient demand and trying to offer solutions.

We are aware of this problem but need to carefully explore solutions. These will probably involve better IT to allow patients to use the internet for routine prescription requests and to make appointments. We are looking at providing increased staffing levels.

We are also trying to analyse patient demand (Our initial statistics do suggest that Station Drive Patients are seen more frequently and have higher consultation rates than PCT averages). This analysis again is an ongoing piece of work and we hope to report more detail soon.

More than ¼ of our patients would like to use online booking, a further significant number would like to use the internet to reorder repeat prescriptions. We will aim to introduce these services soon.

The comments reported are clearly heartfelt and improving access to booking appointments is a top priority.

Patient Participation Group

We are delighted with the support and energy of the Patient Participation Group. We look to this group as a “critical friend” we expect to be criticised and actually the results of this survey have been helpful in our looking at improving the patient experience.

The Patient Participation Group have been active in suggesting simple and more complicated reforms. Disability access (the handrail to the surgery for example). A water source in the waiting room, advice on privacy, lighting, improvements to the waiting room is all evidence of this influence.

This survey is also a testament to the influence of the group.

On a wider scale the PPG have also been involved with the local MPs the PCT and have a strong voice heard at County Level regarding patient issues and the developing and changing state of health care.

We look forward to discussing this survey and our response and indeed to being held to account by the Group. Please try and get to the meetings or feedback to the Patient Participation Group by note in the box, e mail or message if you have any issues to raise.

Clinician Feedback

We have all received personal feedback and commentary. These questions were based on standard measures used in previous surveys and although the method (patients attending rather than random patients) was different we do feel that clinical care standards are generally improving and all the clinicians welcomed the feedback.

Summary

We look forward to discussing all the findings in more detail but we have received the message that we need to address appointment booking and have already instigated a professional report changed our on the day system and will make further changes.