**SPRING HILL MEDICAL CENTRE**

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**Report on the results from the Patient Questionnaire 2017**

**Presented to the PPG 27th March 2017**

With the input from the Patient Participation Group (PPG) deputy chair, the practice redesigned the patient questionnaire for 2017. Patient administration personnel handed it out to patients during January and February 2017 at Spring Hill and the branch site at Galley Common.

Please find below the outcome of the results of the patient questionnaire which was discussed and approved by the PPG members on 27 March 2017 along with the action plan for Spring Hill Medical Centre. It was approved by the PPG that all actions are to be completed by June 2017 and a post meeting report will be produced and distributed to the PPG to confirm in July 2017.

Overall the response from the questionnaire was positive with excellent suggestions from service users for potential additional services for the practice to investigate and develop.

1. Did you find the surgery easy to access?

The majority of patient responses found Spring Hill easy to access. The main site based at Arley has adequate parking therefore that is why the majority of medical personal are based there during the working week. The branch surgery should only have 1 GP, 1 Nurse and 1 Receptionist at any time during the working week.

1. How comfortable is the waiting area at Spring Hill and our branch surgery at Galley Common?
The majority of patient responses found the waiting areas were excellent to very good. Patients commented that the internal décor in Galley Common needed attention

**ACTION: Practice to focus on internal building investment within the branch surgery including new waiting room chairs and windows and also replacement of guttering and facias.**

1. How easy is it to get an appointment for the time you want for a GP or Nurse?

The majority of patient responses found that it was very easy to get a nurse appointment and fairly easy to get a doctor’s appointment. In response to patient comments about access to appointments, the practice have made changes to the current appointment system with effect from December 2016 this is a trial and feedback will be monitored and produced in order to consult with our patient participation group and any formal intentions of changes to the clinic appointment system will be communicated. The practice is currently running a survey on ease of access for appointments during the trial of the new appointment system, so far the feedback has been very positive and the practice did not attend rates have reduced from 182 to 82 per month.

**ACTION: Practice to focus on maximising the use of appointments and focus on DNA patients and highlight elderly access being very limited.**

1. How do you book your appointments?

The majority of patients booked their appointments via the telephone. The practice has increased is on line books via patient services for patients to pre book appointments to see their preferred GP and Nurse – this is providing very popular and will reduce the influx of telephone calls from patients at 8am and provide patients with the benefit of being able to access the website to make on line appointment bookings and order repeat prescription where ever they are.

**ACTION: Further communication campaign on using the internet to make on line appointments.**

**4b**. Are you aware of the different appointments used at the practice; Routine, sit and wait, emergency (to be seen)

The majority of patients understand the appointment system.

1. Are you aware of the Practice online system?

The majority of patients are now aware that the practice had a patient online system. The practice has spent a lot of time and effort promoting the on line booking system in house and via the Jayex and website. This has increased from last year’s patient survey results.

1. How often do you access the surgery’s website?

The majority of patients accessed the website; this could be due to no internet facility at home or they were no aware of the website address. This has increased from last years’ results.

1. Are you aware we can send out information via text messages?

The majority of patients now know that the practice sends out information via text messages. A communication drive on patients updating their contract details will be undertaken in April 2017.

1. Are you happy with the continuity of care you receive from Spring Hill Medical Centre – are you able to visit your desired GP or nurse?

The majority of patients were happy with the continuity of care they received from either a GP or Nurse however, the new clinical appointment system trial is a work in progress and does not suit all patients. As highlighted previously a survey is currently being undertaken by the practice to get feedback from the patients on the clinical appointment system and communication will be fed back to the PPG accordingly.

1. Are you happy with the care provided at your local hospital?

**Please circle your local hospital:**

**George Elliott/University Hospitals Coventry & Warwick/Heartlands /other**

The majority of patients were happy with care received but the practice will be looking into other patients comments about the poor care they have received (in confidence) and report back to the clinical commissioning group accordingly.

**ACTION: Practice to communicate with CCG re: poor patient care at hospitals.**

1. Are you aware the surgery offers the following services?

*Ear Syringe, ECG, 24hr BP Monitor,Spirometry, Minor operations, Cervical Smears, Asthma check, Liquid Nitrogen, Dressings, Certain Injections.*

The majority of patients knew about additional services that the Practice provided.

1. The Practice is keen to ensure it is providing the services its patients require. Is there a service you would like us to provide?

Patients have suggested the following services be brought into a Primary Care setting:

1. Additional Phlebotomy services
2. Baby weight clinics

1. Overall how satisfied are you with the practice?

Overall the majority of patients were very or fairly satisfied with the Practice. The practice received positive comments such as excellent service. The new appointment system is brilliant as I was seen on the day. Furthermore, the practice is working with Carers Corner and North Warwickshire County Council on pilot projects. The practice is also involved in a piece of work with external agencies, locality team and the clinical commissioning group to provide additional community services to patients.

The practice did received negative comments from patients on not being able to make a routine appointment, the length of wait on the telephone, no appointments as they are always gone at 8.15am, I cannot ring up at 8am for an appointment as I am at work and when they are booked for an emergency (to be seen) appointment the length of time it takes to be seen and that there is only one female doctor. Patients would like appointments with the female doctor to be made available each day for ‘female concerns’ so that they can be seen by a female doctor and not on an emergency appointment due to no routine appointments available. The partners and business manager will be looking into addressing (where at all possible) these comments on the areas of service the practice provides for its patients with focus on constantly reviewing processes and providing excellent management of care to its practice population.

**ACTION: Partners to consider the trial appointment system.**

**ACTION: Partners to consider pre bookable appointments with the female doctor for female patients each day.**

All results and actions have been agreed by the PPG.

**SPRING HILL ACTION PLAN – PATIENT QUESTIONNAIRE 2017 RESULTS**

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| NUMBER | ACTION | ACCOUNTABLE OFFICER | DATE OF COMPLETED ACTION |
| 1. | **Practice to focus on internal building investment within the branch surgery including new waiting room chairs and windows and also replacement of guttering and facias.** | **C Jones** | **June 2017** |
| 2. | **Practice to focus on maximising the use of appointments and focus on DNA patients.**  | **C Jones** | **June 2017**  |
| 3. | **ACTION: Practice to focus on maximising the use of appointments and focus on DNA patients and highlight elderly access being very limited.** | **C Jones** | **June 2017** |
| 4. | **Partners to consider the trial appointment system.** **Partners to consider pre bookable appointments with the female doctor for female patients each day.**  | **C Jones** | **June 2017** |

 Actions to be completed; June 2017. Report to be distributed to PPG July 2017.