

HAWTHORNS SURGERY

PATIENT SURVEY FEBRUARY 2015

The Practice recently introduced a Family & Friends questionnaire for patients to complete. The questionnaire was focussed on whether our patients had a good experience whilst at the Practice and whether they would recommend the Practice to their friends and family.

The overwhelming response was that our patients would indeed recommend our Practice to their friends and family. However, the key area of concern for our patients was appointment availability. We are fully aware that at present all sectors of the NHS are under huge pressures to deal with growing demand and we here at the Hawthorns are in the same position. We decided to contact our Patient Participation Group and Newsletter Subscriber Group to seek feedback in relation to two initiatives the Practice were considering.

Firstly we undertook an analysis focussing on appointments that had not been cancelled by patients and were subsequently unavailable to be released for another patient. This resulted in finding approximately 200 clinical appointments that should have been made available but were not due to patients not attending. Secondly, we sought feedback with regards to increasing the number of online appointments available for those patients who prefer to use online services.

The survey was emailed to 69 members of our PPG and 499 members of our Newsletter Subscriber Group. The survey ran for 2 weeks and we received 221 responses. The overwhelming feedback was that we launch a "DNA" policy to manage the number of appointments lost through non-attendance and that we increase the number of appointments available via online services. These initiatives will be put into practice with immediate effect. Online appointments will be increased by 15%.

We are always keen to promote patients signing up to our PPG and should you wish to, please do so by completing the form via our website. If you would like any further information please do not hesitate to contact the Practice.

We would like to thank all of those who took part in our survey.

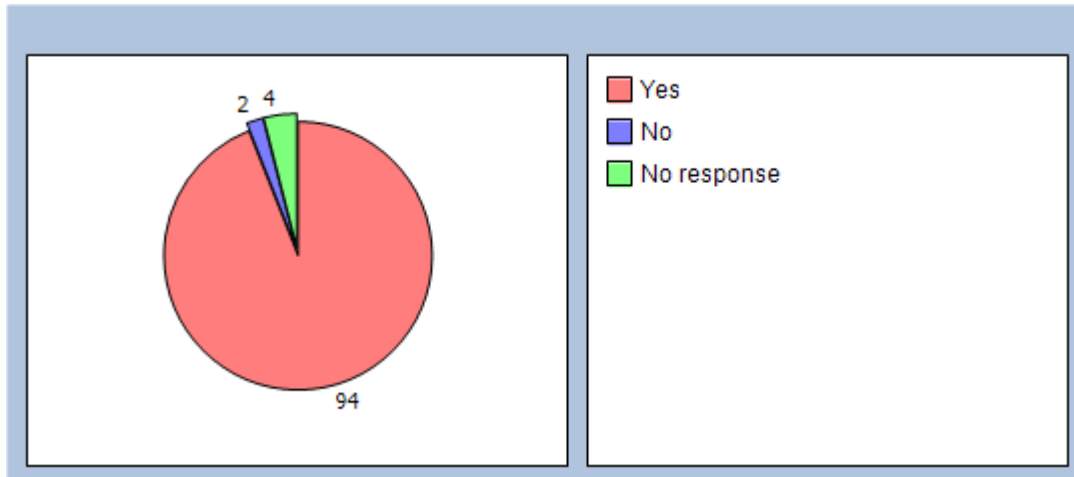
Please see below results.

The Practice Team

Appointment Availability

We currently have approximately 200 appointments a month with our clinical staff where a patient does not attend and does not cancel to allow that appointment to be released for a different patient. To increase appointment availability we want to introduce a policy whereby missed appointments are monitored and patients who consistently miss appointments are contacted by the practice. Do you feel this as a good idea and would increase appointment availability.

Yes 94%
No 2%
No response 4%



From feedback from our PPG last year we introduced on-line appointments do you feel we should increase the number of on-line appointments to our patients.

Yes 84%
No 13%
No response 3%

