

The Hawthorns Surgery Patient Participation Group and Survey 2014

We are pleased to outline the results from our 2014 survey. We would like to take the opportunity to thank all of you who took part.

The original set of questions was sent out to our Patient Participation Group to ascertain their feedback before the survey was made available. PPG members replied with key feedback which was incorporated into the questionnaire. At that time there were 42 members in our PPG, however this has now increased to 48. We are keen for more to join our PPG and invited patients to join at the end of the questionnaire as well as on our website.

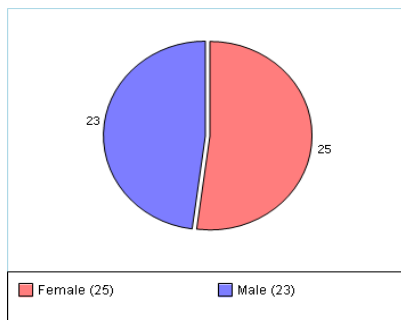
Members are recruited using flyers and posters in the waiting room, information on our Website and by 'word of mouth'. The recruitment process is ongoing. The practice has also recruited a disabled patient to the Group to ensure that the PRG is representative of its registered patients. We consider that the Ethnicity of the Group Members is representative of our patient population and the age range to be fairly evenly spread.

The survey was emailed to 402 patients, 42 PPG members and 360 newsletter subscribers. It was also made available on our website. 50 hard copies were printed and made available to patients without online access so as not to exclude certain patient groups. The total made available was 452 and of that number there were 153 responses.

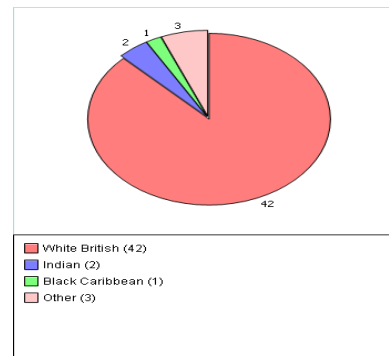
The feedback from the responses was generally very positive with patients agreeing / strongly agreeing that they were able to make a routine appointment with a Doctor and / or Nurse, getting through to the surgery on the telephone, how clean the Practice is, availability of test results etc. The report was shared with our PPG prior to being published on our website.

We have acted upon feedback and have produced an action plan, at the end of this document. The Practice also acted upon feedback from our 2013 survey and are now delighted to be offering online Repeat Prescription ordering and Booking / Cancelling appointments.

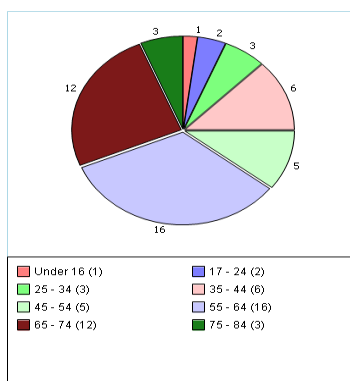
PPG Gender



PPG Ethnicity



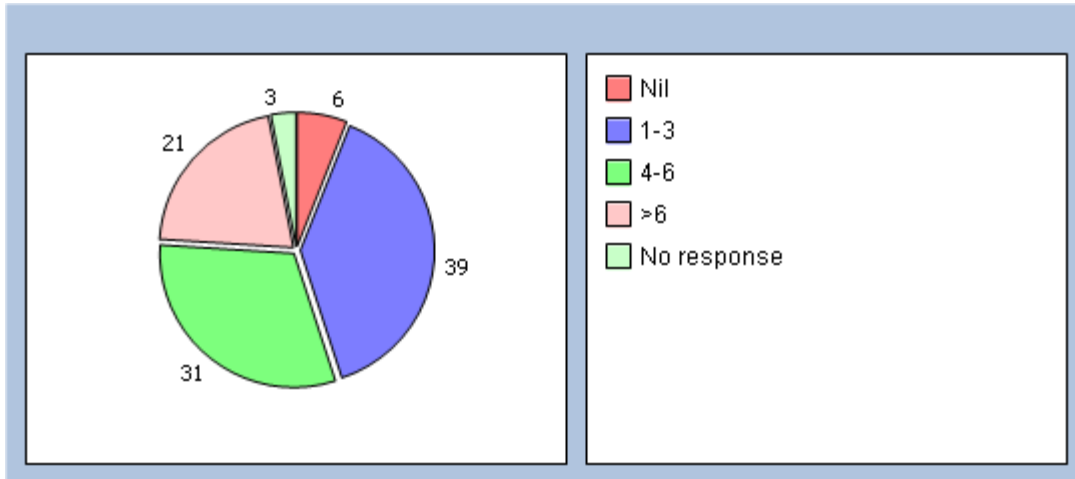
PPG Age



SURVEY RESULTS

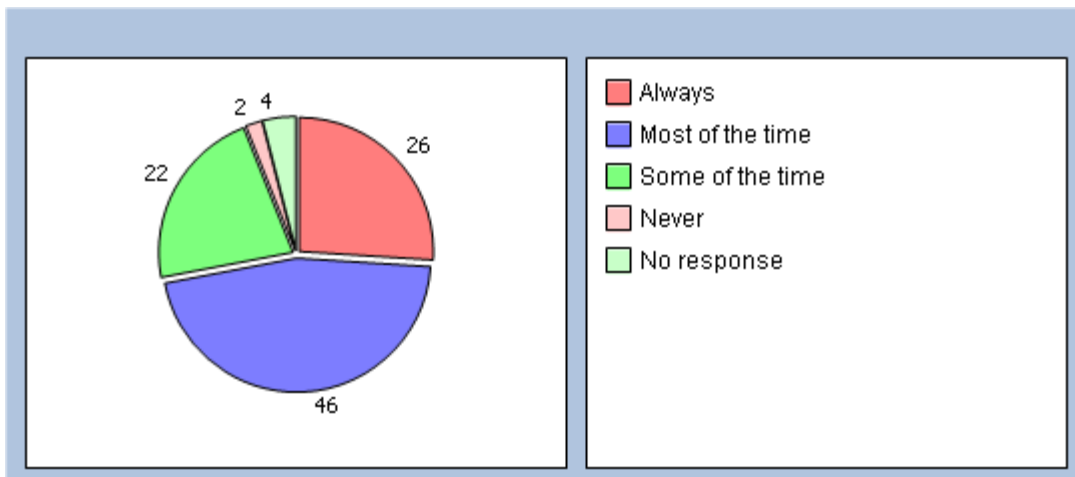
How many times have you attended the surgery to see a Doctor or nurse in the last 12 months?

- Nil **6%**
- 1-3 **39%**
- 4-6 **31%**
- >6 **21%**
- No response **3%**



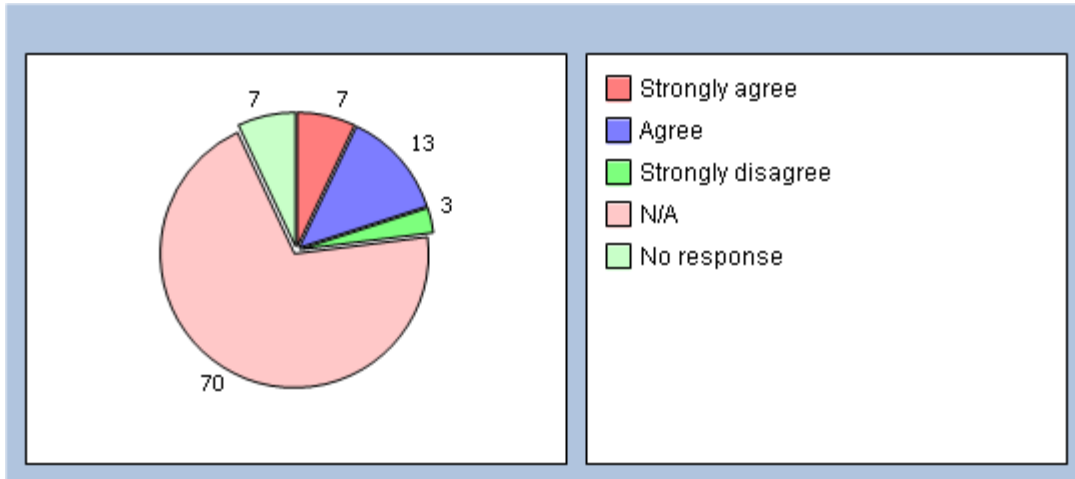
I am able to get through to the surgery on the telephone

- Always **26%**
- Most of the time **46%**
- Some of the time **22%**
- Never **2%**
- No response **4%**



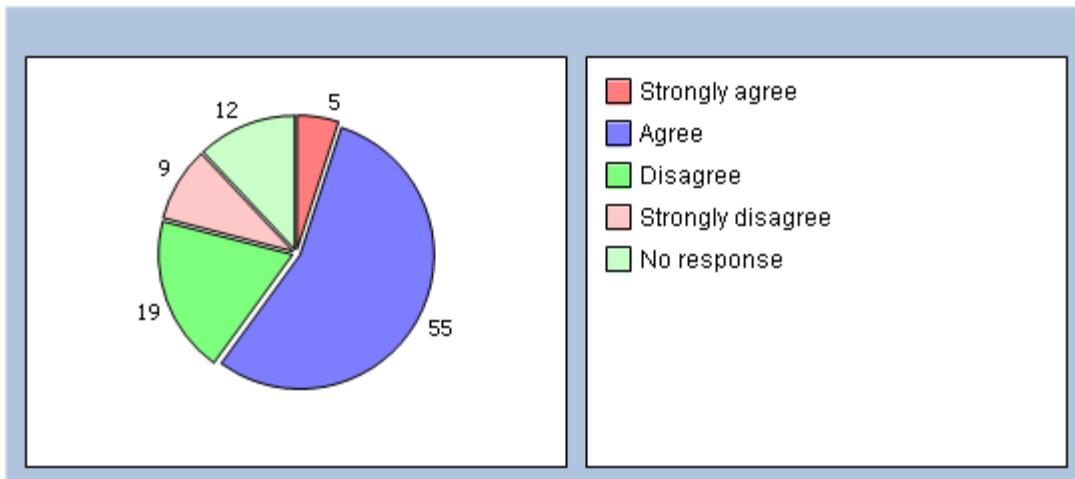
If you consider yourself to have a disability, or attend the practice with someone who does, do you think that we offer a disability friendly service?

Strongly agree **7%**
Agree **13%**
Strongly disagree **3%**
N/A **70%**
No response **7%**



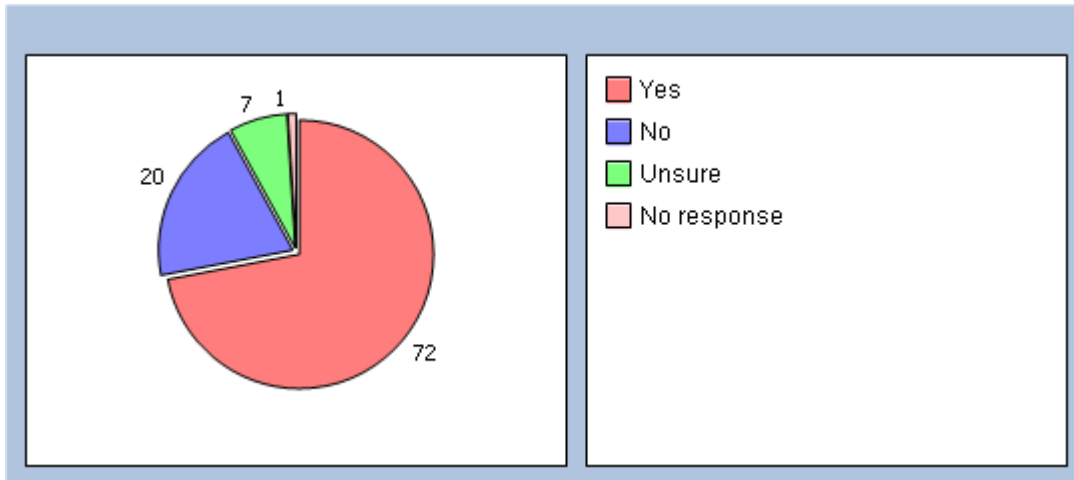
When I need to, I can obtain general and / or clinical telephone advice from the practice

Strongly agree **5%**
Agree **55%**
Disagree **19%**
Strongly disagree **9%**
No response **12%**



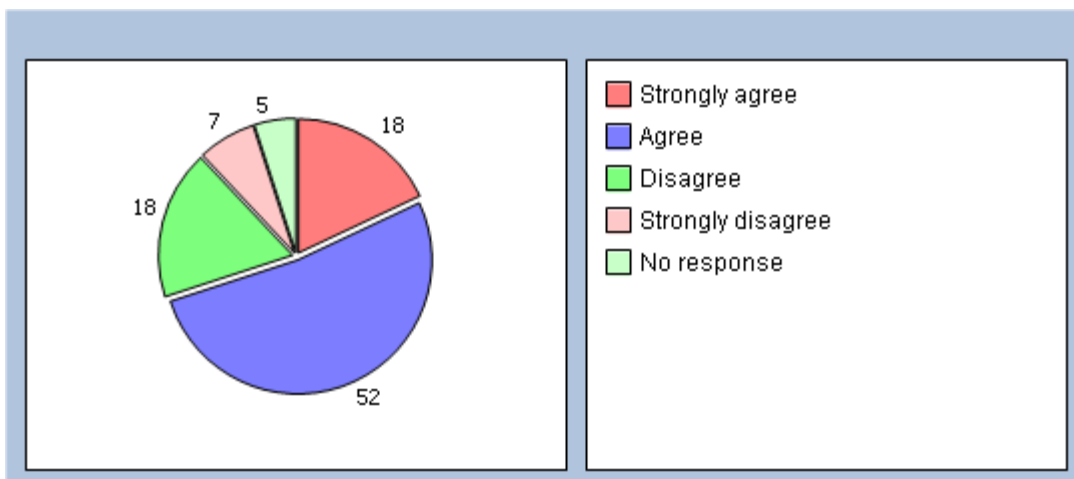
Are you aware that we hold emergency surgeries at the practice if you need to see a Doctor the same day?

Yes **72%**
No **20%**
Unsure **7%**
No response **1%**



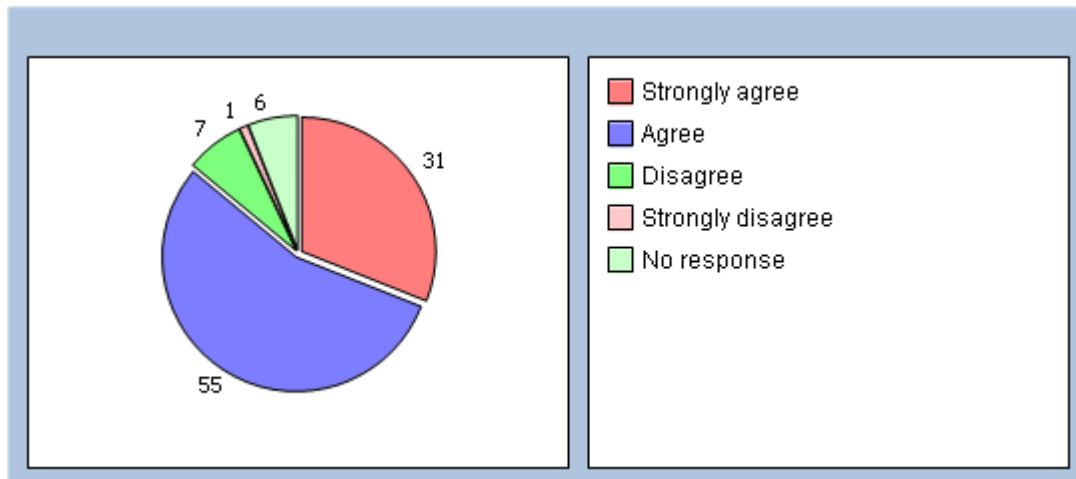
I am usually able to book a routine appointment with a Doctor

Strongly agree **18%**
Agree **52%**
Disagree **18%**
Strongly disagree **7%**
No response **5%**



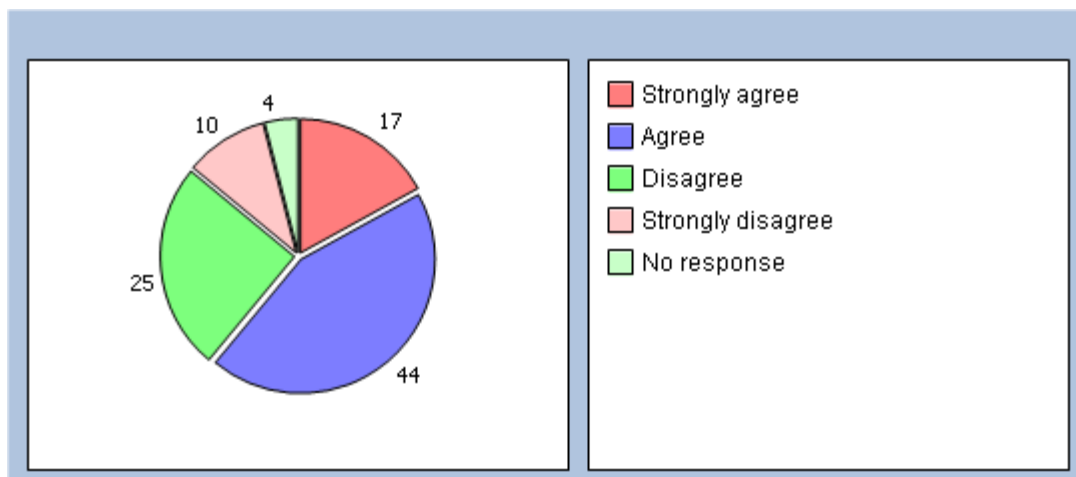
I am usually able to book a routine appointment with a Nurse

Strongly agree **31%**
Agree **55%**
Disagree **7%**
Strongly disagree **1%**
No response **6%**



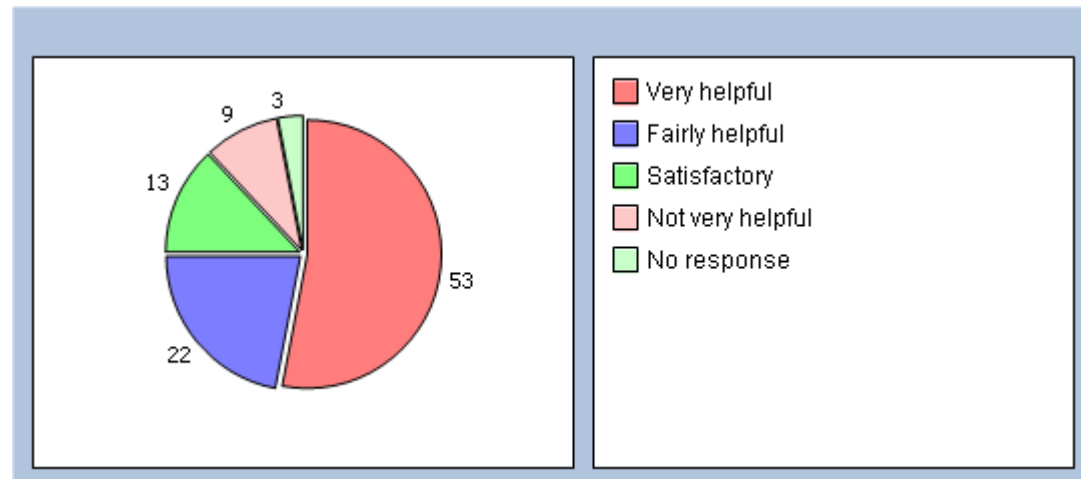
I am usually able to see the same Doctor for ongoing care of a particular problem

Strongly agree **17%**
Agree **44%**
Disagree **25%**
Strongly disagree **10%**
No response **4%**



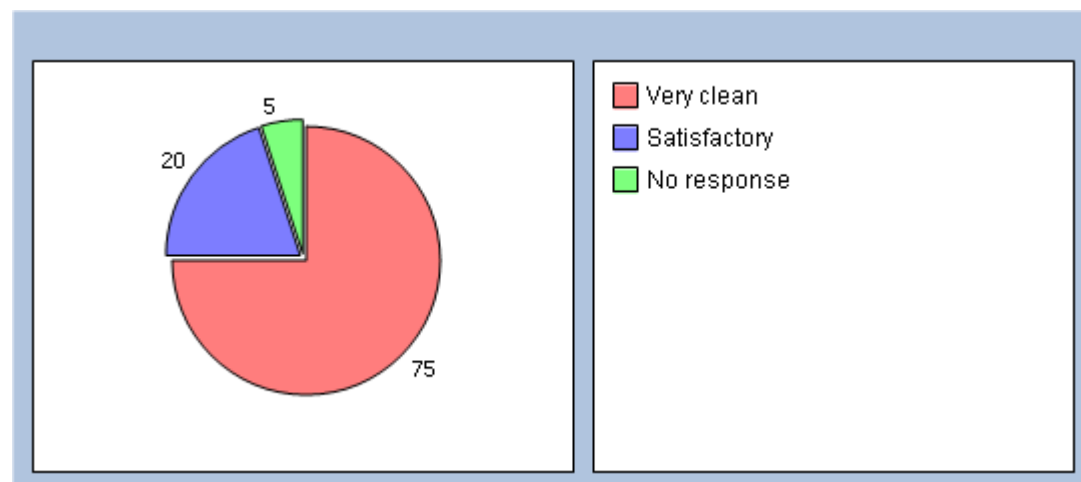
How helpful do you find the Receptionists at the surgery?

Very helpful **53%**
Fairly helpful **22%**
Satisfactory **13%**
Not very helpful **9%**
No response **3%**



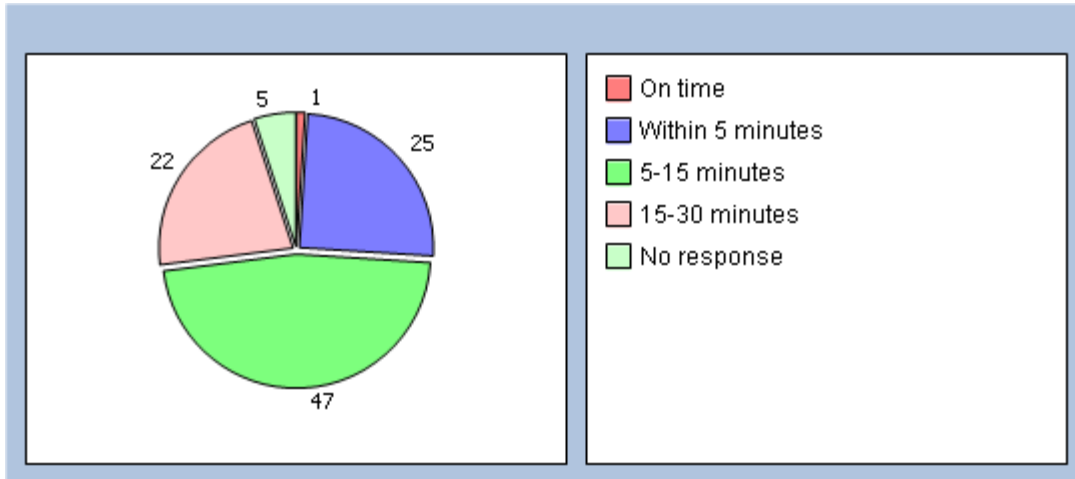
How clean is the surgery?

Very clean **75%**
Satisfactory **20%**
Not very clean **0%**
No response **5%**



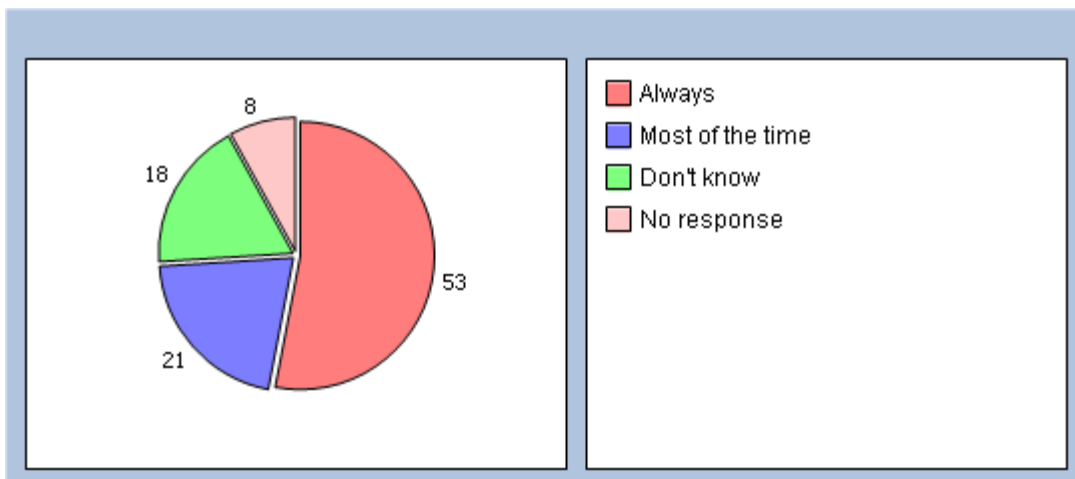
How close to your appointment time are you normally seen?

On time **1%**
Within 5 minutes **25%**
5-15 minutes **47%**
15-30 minutes **22%**
More than 30 minutes **0%**
No response **5%**



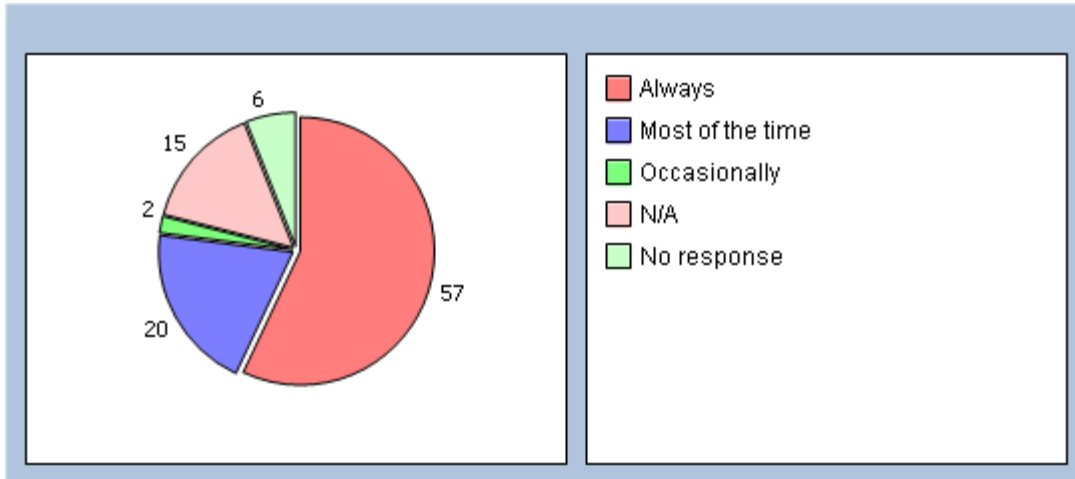
If I have blood tests the results are available to me within the timescale I have been given (usually 1 week)

Always **53%**
Most of the time **21%**
Occasionally **0%**
Never **0%**
Don't know **18%**
No response **8%**



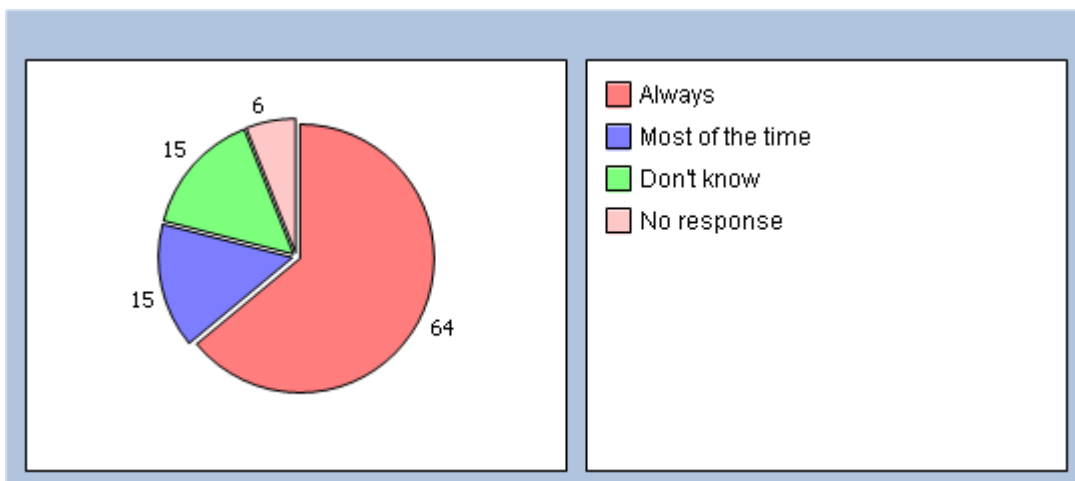
If I have been referred for further investigation or to be seen by a Specialist this is done efficiently

Always **57%**
Most of the time **20%**
Occasionally **2%**
Never **0%**
N/A **15%**
No response **6%**



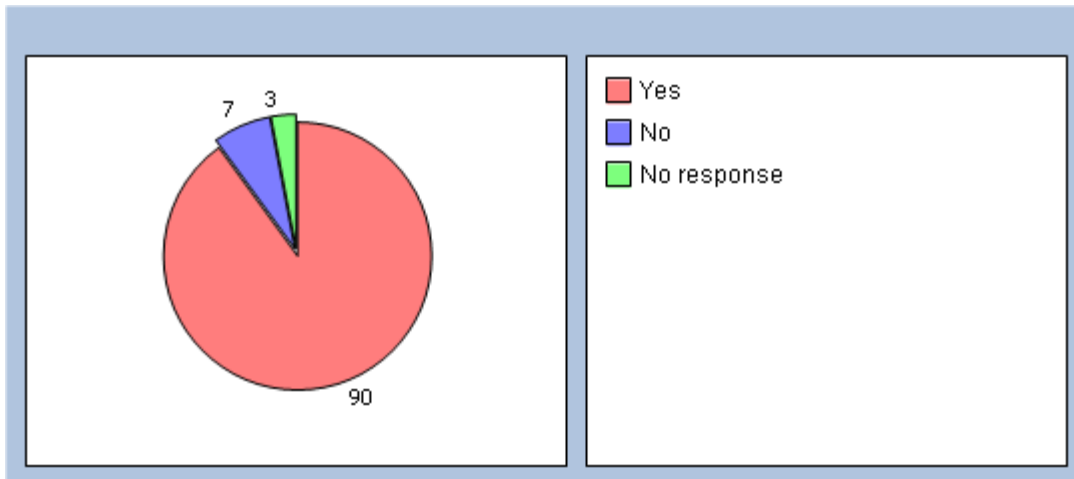
I am able to pick up my repeat prescription at the advertised time (2 working days) following request

Always **64%**
Most of the time **15%**
Occasionally **0%**
Never **0%**
Don't know **15%**
No response **6%**



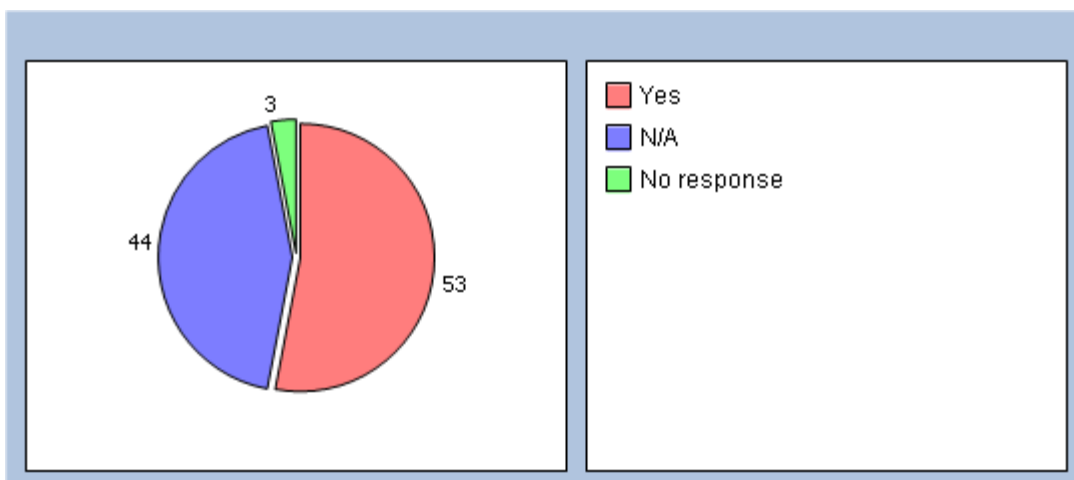
Are you aware that a Pharmacy can collect your prescription and you can collect or have it delivered to you if you are housebound?

Yes **90%**
No **7%**
No response **3%**



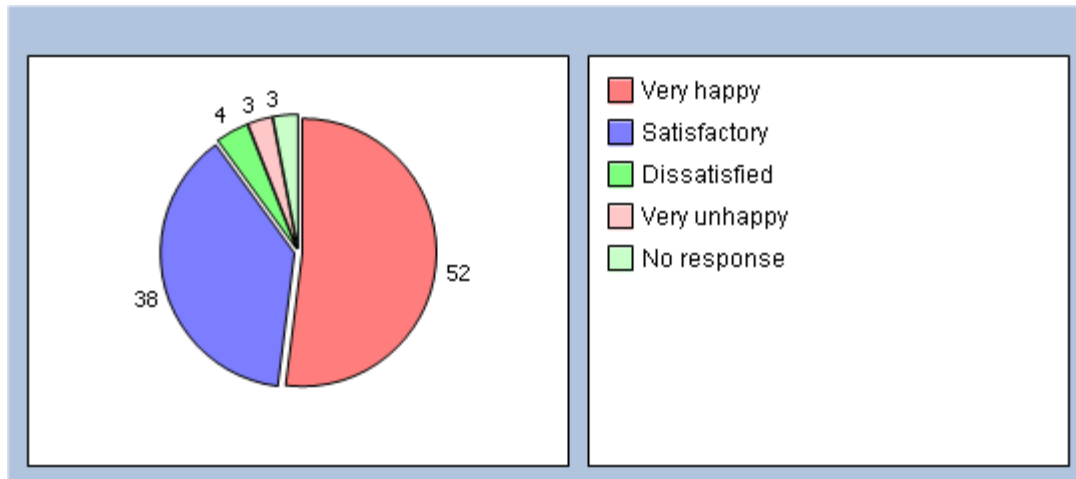
Do you value the in-practice minor procedure/surgery service?

Yes **53%**
No **0%**
N/A **44%**
No response **3%**



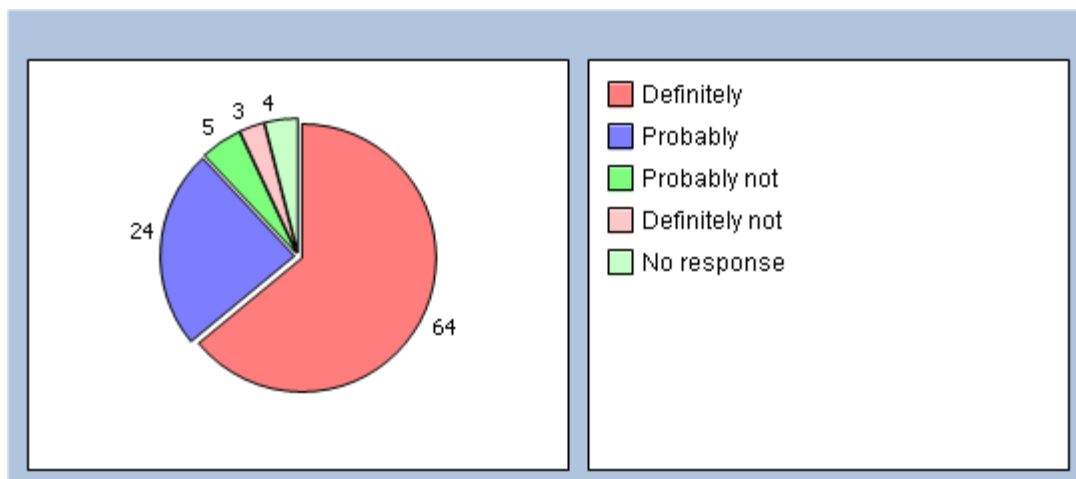
How would you describe your feelings regarding the service that you receive from the surgery

Very happy **52%**
Satisfactory **38%**
Dissatisfied **4%**
Very unhappy **3%**
No response **3%**



Would you recommend the surgery to your friends and family

Definitely **64%**
Probably **24%**
Probably not **5%**
Definitely not **3%**
No response **4%**



The Practice Team reviewed the survey response and agreed to action the following 3 points

1. Making patients more aware of the urgent appointment service we offer
2. Pharmacy collecting prescriptions
3. Online Booking Appointments in response to telephone being busy

After consideration an Action Plan has been devised to cover these points.

ACTION PLAN

Area	Action	Time frame
1. Urgent Appointment Service	Receptionists to be sharing this information more with patients. Include on website, posters on noticeboards	Immediate
2. Pharmacy Collecting Prescriptions	Advertising these services	Immediate
3. Online Booking Appointments	Practice has taken on board comments and this facility will be live on 14 th March 2014.	14 th March 2014

DID YOU KNOW?

- ✚ **SATURDAY MORNING SURGERY** – We have a number of **pre-bookable** appointments with a doctor on Saturday mornings
- ✚ **DOCTOR APPOINTMENTS** – Approximately half of our appointments are **pre-bookable up to 3 weeks in advance**
- ✚ **PRACTICE NURSE APPOINTMENTS** - **pre-bookable up to 6 weeks in advance**
- ✚ **ONLINE SERVICES** - **patients are now able to register for repeat prescription ordering and booking / cancelling appointments**

Opening Times

Monday	08:15 – 18:30
Tuesday	08:15 – 18:30
Wednesday	08:15 – 18:30
Thursday	08:15 – 18:30
Friday	08:15 – 18:30
Saturday	08:30 – 11:30
Sunday	Closed