












Patient Survey Analysis and Action Plan - 15th January 2014

Key Areas	Comments and Actions	Action for															
<div data-bbox="203 448 1084 778"> <p>8. Are the current extended hours surgeries convenient for you?</p> <table border="1"> <thead> <tr> <th></th> <th>Response Percent</th> <th>Response Count</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>90.7%</td> <td>509</td> </tr> <tr> <td>No</td> <td>9.3%</td> <td>52</td> </tr> <tr> <td colspan="2">answered question</td> <td>561</td> </tr> <tr> <td colspan="2">skipped question</td> <td>19</td> </tr> </tbody> </table> </div>		Response Percent	Response Count	Yes	90.7%	509	No	9.3%	52	answered question		561	skipped question		19	<p style="text-align: center;">Extended Hours</p> <p>90% said current provision is convenient</p> <p>Those who didn't agree said extended hours appointments were booked up in advance, no walk-in service. Some Patients would like more evening appointments available on different days. No chronic disease reviews or blood appointments available outside core hours. Telephones not in use on a Saturday</p> <p><i>Action: Further advertising about opening hours Continue to promote through reception. Facebook, twitter. Further promotion of Facebook and twitter</i></p> <p><i>Action: Insert in local press – A4 insert With useful numbers, opening hours and surgery information.</i></p>	<p>Communications Sub Group April 2014</p> <p>Communications Sub Group April 2014</p>
	Response Percent	Response Count															
Yes	90.7%	509															
No	9.3%	52															
answered question		561															
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10. Excluding urgent appointments would you prefer to see:

		Response Percent	Response Count
A Nurse Practitioner on the same day or next working day		24.0%	133
Any GP within 1-3 days		53.2%	295
Your choice of GP even if it means waiting 2 weeks		22.9%	127
		answered question	555
		skipped question	25

11. Are you happy to travel between the Brough and South Cave sites for the following appointments? Please tick all that apply:

		Response Percent	Response Count
Same Day Doctor Appointments		77.3%	435
Routine Doctor Appointments		46.4%	261
Nurse Practitioner Appointments		49.2%	277
Treatment Room Appointments		51.3%	289
Blood Appointments		51.5%	290
I am not willing to travel for any appointments		18.7%	105
		answered question	563
		skipped question	17

Appointment Choice

Over 53% of patients asked wish to see any GP within 1-3 days. Nearly 24% would prefer to see a Nurse Practitioner on the same day or next working day and 23% want to wait up to 2 week to see their GP of choice.

Very promising Nurse practitioner results on this survey if compared to previous responses. Patient information screen has been very good at promoting the Nurse Practitioner Role.

Cross site

Over 77 % of patients are happy to travel between sites for same day appointments

Only 18.7% are not willing to travel for any appointments.

Patients willing to wait for GP of choice and therefore willing to wait for appointment at Brough
 More people willing to travel for more things.
 Greater flexibility in appointments. We are finding more patients at the point of booking are saying they are willing to travel to South Cave.
 Some patients are willing to travel but don't have transport and not able to.

The group discussed the fact that Patient records

12. Are you aware that only routine appointments are available online?

	Response Percent	Response Count
Yes	46.6%	281
No	53.4%	299
answered question		560
skipped question		20

available at both sites and therefore clinical staff can access them at either site.

Online appointments

Only 46.6% of patients are aware that only routine appointments are available online Only 30% of patients are aware that you can't book nurse reviews online

Action: Practice to look at what guidance is on the website for patients when booking appointments. Note to be put on there that nurse appointments and nurse reviews cannot be made online. Also to state that it is only for routine appointments and not for urgent requests as Same Day Surgery not available on there.

Action: Practice to look at online booking settings to make sure good selection of appointments available and ensure patients are able to cancel appointments on the day of the appointment.

Practice February 2014 Completed 17/1/14

Practice February 2014 Completed 17/1/14

14. The Practice is currently piloting text message reminders for patient recalls for Asthma, Blood Pressure, Blood tests and other reviews. Do you think this is a good idea?

	Response Percent	Response Count
Yes	89.2%	497
No	10.8%	60
answered question		557
skipped question		23

15. Are you aware that the out of hours service is covered by NHS 111

	Response Percent	Response Count
Yes	62.6%	353
No	37.4%	211
answered question		564
skipped question		16

16. Have you ever used the service of NHS 111

	Response Percent	Response Count
Yes	16.5%	82
No	83.5%	464
answered question		556
skipped question		24

Text Messaging for Recalls

89.2% believe the text message reminders are a good idea

Action: Practice to continue to look at ways to use this for more recalls across the practice and ways to increase the sign up

NHS 111

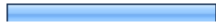

62.6% of patients were aware of service but only 16.5% have ever used service

Action: Further publication of NHS 111 number and awareness. Number to be included in the communication team insert for local press

Practice on-going

Communications Sub Group April 2014

19. Are you aware that on average 80 patients per week fail to attend their appointments?

		Response Percent	Response Count
Yes		52.1%	285
No		47.9%	262
answered question			547
skipped question			33

Did Not Attend

Over 52.1% of patients didn't know that we text and send letters following a DNA.

When patients were asked what they think we can do to reduce missed appointments most said implementing fines.

Only 46.6% of patients knew that you could cancel appointments via the online service.

Action: Practice to look at the period of cancellation of appointments in the settings of systmonline to ensure that patients can cancel on the day.

Action: Practice to look to change the DNA information on the screen so that it breaks it down per clinician and try different formats of displaying the information.

Action: Practice to look to put in a development request to Systmone for the text message service. So that patients can reply back to the text message reminder to cancel an appointment that they are unable to attend.

Action: Communications sub group to also look at other comments from patient survey to pick out and highlight in a "you said, we did"

Practice February 2014

Completed 17/1/14

Practice February 2014

Completed 18/2/14

Practice February 2014

Development request submitted 13/2/14

Communications Sub Group April 2014