

GRANGE PARK SURGERY

PATIENT PARTICIPATION GROUP LOCAL SURVEY – ACTION PLAN 2012/13

No.	Question	Responses	PPG Comments	Action Plan	By	Progress
1	How do you find out information about the surgery?	Friend/Family/Neighbour 30.8%	<ul style="list-style-type: none"> Use of website and notice board used more than last year's survey showed Options available need to be regularly promoted 	<ul style="list-style-type: none"> Website to continue to be promoted. Notice boards to be revamped Leaflets now available in chemist and library 	30 th July 2013	Ongoing
		Newsletter 15.4%			30 th July 2013	June 2013
2	Does this information meet your needs?	Patient Group 23.1%				
		Noticeboard 53.8%				
		Website 23.1%				
		Practice Leaflet 15.4%				
		Email 15.4%				

3	Are you aware of the Surgery Website?	Yes 76.5%	<ul style="list-style-type: none"> Patients aware of website, it is not used as much as could be 	<ul style="list-style-type: none"> Website to be promoted To be regularly updated with articles of current interest 	30 th June 2013	Ongoing
		No 23.5%				
4	Do you use the website?	Yes 25.0%	<ul style="list-style-type: none"> Patients aware telephone repeat prescriptions no longer available 	<ul style="list-style-type: none"> Patients to be regularly asked if repeat prescription request system is satisfactory 	30 th Aug 2013	Patient contact staff continue to raise with patients. Generally considered to be satisfactory
		No 75.0%				
5	Have you tried ordering a repeat prescription via the website?	Yes 29.4%				
		No 70.6%				
6	Are you aware that from 1 st Jan you will be unable to telephone in repeat prescriptions?	Yes 58.8%	<ul style="list-style-type: none"> Practice needs to ensure options for ordering repeat prescriptions are adequate for patient needs 			
		No 41.2%				
7	Which system of gaining repeat prescription will you use in future?	Post 6.7%				
		Website 26.7%				
		Leave request at surgery 60.0%				
		Leave request at chemist 6.7%				

8	When you are offered a routine appointment, how long do you feel it is acceptable to wait until one is available?	One day 0.0%	<ul style="list-style-type: none"> Although majority of patients feel adequate no. of routine appointments provided, no. of patients who don't is higher than expected 	<ul style="list-style-type: none"> Telephone appointments to promoted in newsletter Practice to undertake review of its appointment options Booking appointments online to be investigated 	30 th July 2013	Deferred until 2014	
		Two days 62.5%					
		Three days 18.8%					
9	Do you feel that the surgery offers enough routine appointments with a doctor?	Yes 68.8%			30 th Sept 2013	Completed by Sept 2013. Present system to be retained.	
		No 31.3%					
10	How long would you be prepared to sit and wait for your appointment before you would want an explanation for the delay?	10 mins 0.0%			30 th Sept 2013	To be implemented by March 2014	
		15 mins 52.9%					
		30 mins 47.1%					

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11	Generally, how satisfied are you with the service you receive from your GP?	Very satisfied 68.8% Fairly satisfied 31.3% Neither satis or dissatis 0.0% Dissatisfied 0.0% Very dissatisfied 0.0%	<ul style="list-style-type: none"> More patients satisfied or fairly satisfied with service than last year's survey 			
12	When arriving at the surgery, do you normally book in with the automated screen?	Yes 41.2% No 58.8%	<ul style="list-style-type: none"> Automated arrival screen showing good usage 	<ul style="list-style-type: none"> See below 		
13	Generally how satisfied are you with the service received from the practice nurse?	Very satisfied 80.0% Fairly satisfied 20.0% Neither satis or dissatis 0.0% Dissatisfied 0.0% Very dissatisfied 0.0%				
14	Generally, how satisfied are you with the service received from the reception staff?	Very satisfied 86.7% Fairly satisfied 13.3% Neither satis or dissatis 0.0% Dissatisfied 0.0% Very dissatisfied 0.0%	<ul style="list-style-type: none"> Automated arrival screen appears to have had positive effect on Reception service 	<ul style="list-style-type: none"> Recent usage has been disappointing. Use of screen to be regularly promoted at peak times 	30 th April 2013	Monitoring shows steady growth in usage. Continues to be monitored and promoted
15	How would you like to be informed of changes to local health services?	Email 53.0% Surgery newsletter 50.0% Surgery website 28.8% Text messaging 7.6% Notice board 37.9% Other 4.5%				