

GRANGE PARK SURGERY

PATIENT PARTICIPATION GROUP LOCAL SURVEY – ACTION PLAN 2011/12

No.	Question	Responses	PPG Comments	Action Plan	By	Progress
1	How easy is it to find out about the opening hours and services offered by the surgery	Very easy 38.6%	<ul style="list-style-type: none"> Although Patients are satisfied/very satisfied with the information available, it is clear from some of the responses to other questions, that many are unaware of all of the services we offer eg early morning and evening appointments. 	<ul style="list-style-type: none"> Practice to investigate option of electronic notice board in waiting room to provide information Website to be promoted. Demonstration to be given at next open meeting 	31 st May 2012	Reviewed but Doctors felt it to be inappropriate
		Fairly easy 47.1%			31 st March 2012	Website Demonstration given at Open Meeting 15 th March 2012
2	How do you find out information about the surgery?	Neither easy or hard 14.3%	<ul style="list-style-type: none"> Information is available in-house, on the website and in the Surgery Newsletter, but patients are not aware of all of these sources. Current methods need to be expanded and improved Patients are aware that some Doctors have specialties but not what they are 	<ul style="list-style-type: none"> Enquiries to be made to see if copies of our Practice Newsletter can be made available in the Chemist and Library Doctors specialties to be published on website, Practice Leaflet and newsletter 	31 st May 2012	In chemist and library 9 th April 2012
		Fairly difficult 0.0%			31 st April 2012	Doctors specialties on website 31 st March 2012 and in newsletter 16 th April 2012. To be included on Practice Leaflet when reordered
3	Does this information meet your needs?	Very difficult 0.0%				
		No 1.5%				
4	In order to reduce waiting times, should we:-	Family friend or neighbour 22.1%	<ul style="list-style-type: none"> Responses to Q4 indicated question not well phrased or fully understood. Consider including in next survey in more user friendly way Availability of appointments remains an issue Patients are not aware of the full extent of appointment options 	<ul style="list-style-type: none"> Practice to undertake full review of its appointments, including telephone appointments to extend appointment day Booking appointments online to be investigated SMS texting of appointment reminders to be considered Availability of late evening and early morning appointments to be promoted on website and newsletter Telephone appointments to be promoted in newsletter and website 	30 th June 2012	Reviewed. More telephone appts provided
		Practice newsletter 10.3%			30 th June 2012	Investigated but left in abeyance at present
5	How long would you be prepared to wait for your appointment before you would want an explanation for the delay?	Patient group 8.8%			30 th June 2012	Confirmation of Appt. done
		Practice noticeboard 39.7%			31 st May 2012	On website 26 th April 2012 and in newsletter 16 th April 2012
6	What should we do that would make more appointments available?	Practice website 7.4%				
		Other websites 1.5%				
6	What should we do that would make more appointments available?	Practice leaflet 14.7%				
		Other 25.0%				

N o.	Question	Responses	PPG Comments	Action Plan	By	Progress
7	Access to the building, how do you find it?	Very easy 67.6% Fairly easy 23.5% Neither easy nor hard 1.5% Fairly difficult 7.4% Very difficult 0.0%	<ul style="list-style-type: none"> Access to the surgery with its two sets of doors is a problem for those with wheelchairs and push chairs The exit markers for the Building and directions to some doctors rooms causes some confusion 	<ul style="list-style-type: none"> Interim solution to use intercom at front door for those needing assistance to alert staff in building to assist Availability of this option to be signposted at Surgery entrance, on website and in newsletter Other more permanent options to be explored but may not be feasible in view of nature of the building Doctors to continue to collect patients from reception 	31 st March 2012	Notice of this posted in Surgery window to the side of intercom 31 st March 2012
8	Do you consider yourself disabled?	Yes 7.7% No 92.3%			31 st March 2012	Notice of this option included in newsletter 16 th April 2012 and on Website by 26 th April 2012
9	Is it easy for you to find your way round the surgery and is there clear signposting?	Yes 94.0% No 6.0%			31 st June 2012	Delayed pending full review of premises
10	How clean is your GP surgery?	Very clean 73.9% Fairly clean 23.2% Not very clean 1.4% Don't know 1.4%			Continuing as at present	

11	Generally, how satisfied are you with the service you receive from your GP?	Very satisfied 73.9% Fairly satisfied 21.7% Neither satis or dissatis 2.9% Dissatisfied 1.4%	<ul style="list-style-type: none"> Queuing to book-in and make appointments remains an issue particularly when a complicated query is being handled at reception 	<ul style="list-style-type: none"> Booking appointments online to be investigated Assistance to Reception to be provided either through electronic arrival screen or additional staff assistance at peak times 	31 st June 2012 31 st May 2012	To be reviewed Now in place
12	Generally how satisfied are you with the service received from the practice nurse?	Very satisfied 75.4% Fairly satisfied 18.8% Neither satis or dissatis 2.9%				
13	Generally, how satisfied are you with the service received from the reception staff?	Very satisfied 66.2% Fairly satisfied 25.0% Neither satis or dissatis 2.9% Dissatisfied 5.9%				

14	Would you recommend the surgery to someone who has just moved into the area?	Yes 88.1% Yes, I might 11.9%	<ul style="list-style-type: none"> To be covered at next open evening Covered under appropriate section Covered under appropriate section 	With the PPG to progress
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%		
16	Would you like to be involved in planning changes and via which route?	Patient Group 19.4% LINK 3.2% As a trust member 6.5% Community Group Volunteer 3.2% None 77.4%		
17	Is there anything important we have missed?	Answered question 18 Skipped question 52		
18	Thank you for your feedback. Please add any further comments you may have below	Answered question 12 Skipped question 58		

