

GRANGE PARK SURGERY

PATIENT PARTICIPATION GROUP LOCAL SURVEY – ACTION PLAN 2013/14

No.	Question	Responses	PPG Comments	Action Plan	By	Progress
1	How useful do you find the Practice Website?	Very Useful 22.7%	<ul style="list-style-type: none"> Greater use and knowledge of website than previously the case Forum required to demonstrate website to patients Patients to be asked what other information would prove useful to be included on the website To be discussed with Practice 	<ul style="list-style-type: none"> Website to be promoted in Spring/Summer newsletter Website to be promoted at PPG Open Evening Notice to go in reception 	30 th July 2014	To be included in Spring/Summer 2015 Newsletter Promoted at open evening Completed
		Useful 59.1%			30 th July 2014	
2	What else would you like to see on the Practice Website that you would find useful?	No. of responses 10		<ul style="list-style-type: none"> To be discussed with PPG To be raised at PPG Open Evening 	30 th April 2014	Completed Completed
					30 th May 2014 30 th May 2014	
3	Have you tried ordering a repeat prescription via the website	Yes 21.6% No 78.4%	<ul style="list-style-type: none"> Percentage using website for this purpose down on last year Those that use it find process easy Some patients would like assistance in using this method of ordering repeat prescriptions 	<ul style="list-style-type: none"> This way of ordering repeat prescriptions to be promoted on website, newsletter and at PPG Open Evening Notice to go in reception 	30 th July 2014	Completed Completed
4	Do you find the process easy?	Yes 87.5% No 12.5%				
5	Would you like assistance to enable you to use this service?	Yes 30.0% No 70.0%				
6	Do you use the "self arrival" screen when you arrive for an appointment?	Yes 71.1% No 28.9%	<ul style="list-style-type: none"> A significant number of patients use the "self arrival" screen The majority that use it find it easy to use Receptionists remain a key point of contact for the surgery. Some patients would like help in using the "self arrival" screen 	<ul style="list-style-type: none"> Notice to go in reception Use of the "self arrival" screen to be promoted on website, newsletter and PPG Open Evening 	30 th April 2014	Completed On website
7	Do you find this option better than waiting to register with a receptionist?	Yes 88.0% No 12.0%				
8	What is your main reason for not using the "self arrival" screen?	You don't like using it 50.0% You would like some assistance To help you use it. 50.0%				

No.	Question	Responses	PPG Comments	Action Plan	By	Progress
9	Would you like to be able to book routine appointments online through the website?	Yes 73.0%	<ul style="list-style-type: none"> Use of online booking of routine appointments likely to improve patient service and free up receptionist time Patients who wish to continue to use more traditional approach must not be disadvantaged 	<ul style="list-style-type: none"> Online booking of routine appointments to be put in place System to be promoted and assistance given where appropriate 	30 th April 2014	Completed
		No 27.0%			30 th July 2014	Completed
10	When you are offered a routine appointment, how long do you feel it is acceptable to wait until one is available?	One day 13.2% Two days 47.4% Three days 28.9% Other 10.5%	<ul style="list-style-type: none"> Patients now expect quicker access to doctor for routine appointment than previously 	<ul style="list-style-type: none"> Practice to undertake review of its appointment options 	30 th July 2014	Completed
11	Do you feel that the surgery offers enough routine appointments with a doctor?	Yes 68.8% No 31.3%	<ul style="list-style-type: none"> Higher percentage of patients feel surgery now offering enough routine appointments than felt this way last year 	<ul style="list-style-type: none"> Alternatives to be considered and trialed 	30 th Sept 2014	Sit and Wait surgery introduced for Mondays
12	Generally, how satisfied are you with the service you receive from your GP?	Very satisfied 62.9% Fairly satisfied 31.4% Neither satis or dissatis 2.9% Dissatisfied 0.0% Very dissatisfied 2.9%	<ul style="list-style-type: none"> Fewer patients satisfied or fairly satisfied with service compared to last year's survey A very small number of patients are less than satisfied with the service they have received from all areas of the practice 	<ul style="list-style-type: none"> Comments Box to be re-introduced Comments to be actively requested Comments Box to be promoted on website and in newsletter Survey to be discussed at PPG Open Evening 	30 th April 2014)))Superceded by Friends and)Family Test Comments)))))))
13	Generally how satisfied are you with the service you receive from the practice nurse?	Very satisfied 63.9% Fairly satisfied 30.6% Neither satis or dissatis 2.8% Dissatisfied 0.0% Very dissatisfied 2.8%			30 th April 2014	
14	Generally, how satisfied are you with the service received from the reception staff?	Very satisfied 59.5% Fairly satisfied 24.3% Neither satis or dissatis 5.4% Dissatisfied 2.7% Very dissatisfied 8.1%			30 th July 2014	