

The Anstey Surgery – Patient Survey Results

Background – In 2011 the Anstey doctors agreed to sign up to a nationally led service that would allow patients to give their input via a Patient Participation group on the services offered by the practice. As part of this scheme the group was required to produce a patient survey.

The patient survey questions were agreed by the virtual patient reference group members. The virtual patient reference group consists of 3 female members aged between 35-44 and 45-54. The Patient Participation Group (PPG) and Virtual Patient Reference Group is available for all our registered patients to join, application forms are available to download on-line from our practice website and are available from the reception desk or leaflet rack within the patient waiting room. The practice has been actively seeking members for the PPG via posters advertising the group. These are on display on the village notice board, the surgery waiting room and displayed on our practice website. To date the PPG has 2 applications to become members. This is a small representation of our practice profile.

It is anticipated that in future years the survey questions will be agreed in conjunction with the PPG. The survey was available for completion via our website www.theansteyssurgery.co.uk or via paper copies that were available in the surgery reception.

The aim of the survey was to identify areas of our services that patients felt require improvement.

A total of 95 completed patient surveys were received – 86 were completed paper copies and 9 patient surveys were completed on-line.

Patient Survey Results -The full breakdown of our survey results has been made available on-line via the practice website and copies have also been made available within the patient waiting room.

The survey was looking for views on the following:

- Appointment booking
- Telephone access
- Surgery cleanliness
- Opening hours
- Reception staff manner
- Patient experience

The results of the survey show:

What our patients liked:

- **89.4%** of the responders are satisfied with the hours that the surgery is open. (08.00 – 18.00 (doors), 18.30 (phones)).
- **97.9%** of the responders are happy with the cleanliness and décor of the surgery.

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- **66.3%** of the responders stated that they could normally get seen by a GP on the same day if they had an urgent problem.
- **97.3%** of patients were either fairly satisfied or very satisfied with the care they get at the surgery.

What our patients didn't like:

- **47.4%** of the responders rated us fair, poor or very poor when they tried to get through on the phone.
- **39.0%** of the responders felt they usually have to wait 11 – 30 minutes prior to their consultation. 2.1% waited for more than 30 minutes.

The following action plan was therefore agreed by the VPRG.

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Area for development	Action Plan	Action Plan Completed
47.4% of the responders rated us fair, poor or very poor when they tried to get through on the phone – it was noticed that 16.8% of patients prefer to book their appointments on-line.	Practice to advertise further the use of the internet to book appointments, via posters in the waiting room and opportunistically.	April 2012
	To advertise further via the practice website and patient newsletter that the majority of appointments are now pre-book able.	April 2012
	Practice to add the website address to their stationary.	April 2012
	To promote further the use of telephone consultations, although this is limited to test results, medication queries, referral queries, sick notes,	On -going
39.0% of the responders usually had to wait 11 – 30 minutes prior to their consultation. 2.1% waited for more than 30 minutes.	Practice to continue to promote the availability of telephone consultations when telephone appointments being booked. Promote telephone	April 2012

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	consultations on the practice website.	
	The practice to monitor appointment waits.	On-going.