

Westcliffe Patient Participation Group - Patents Survey 2013

SUMMARY OF THE RESULTS AND ACTION PLAN 2013

Introduction

Westcliffe Patient Participation Group (PPG) agreed the priorities and therefore contents of the 2013 survey by focusing on the areas in the 2012 Action Plan to see if improvement had been made.

The main source for distribution of the 2013 survey was though Reception staff handing it out to patients as they attended the surgery. In addition, some members of the PPG spent time in the waiting area encouraging and helping patients to complete it.

The profile of the 120 patients who completed the survey was monitored against the practice profile to ensure feedback had been sought from a representative group. Where an age band, gender or ethnic group looked low the relevant patients were targeted.

Key findings

The list below shows responses are weighted to the positive outcome we would wish for and that improvements have been made.

Question	Yes	No
Patients aware of the telephone consultation service	93	39
Use of patient arrival touch screen	75	58
Has the new signage made it easier to find rooms	102	17
Have the changes to the waiting area made an improvement	81	19
Has the dedicated prescription window improved the service	94	7
Can you get repeat prescriptions easily	87	8

Question	1 = Easy	2	3	4	5 = Difficult
How easy was it to get to see the doctor or nurse of choice	50	30	29	11	3

Question	Improved	Not changed	Got worse
Over the past 12 months would you say the appointment system has:	57	52	9

2013 Action Plan

In addition to reviewing the scored questions the PPG also reviewed the many comments that had been provided. From this they concluded two key themes for improvement:

- To improve communication to help patients use services effectively
- To improve continuity of care, in particularly to the GP of choice

Taking these themes into consideration and reviewing any outstanding actions from the previous year the group agreed an action plan for implementation over the following 12 months.

2013 PATIENT SURVEY RESULTS – IMPROVEMENT ACTION PLAN

Improvement area	Action	Who by	When
Communication	Develop the practice website to be more user friendly and informative	PPG and Practice Manager	July 2013
Communication	Reinstate the PPG Notice Board in the waiting area following the recent refurbishment	Practice Manager	May 2013
Communication	Finish the Photo ID board in reception naming the clinical team and their specialisms with a view of helping patients choose appropriately to their medical condition	Practice Manager	May 2013
Communication	Publicise clinician's working schedules	Practice Manager	June 2013
Communication	Produce a quarterly newsletter	PPG & Practice Manager	Aug 2013
Communication	Actively seek more consent from patients for communication of test results and appointment reminders by SMS text messaging	Practice Manager	Ongoing
Communication	Keep patients informed of any changes to services and commissioning intentions with the onset of Central Commissioning Groups (CCGs) from 1 April 2013	Practice Manager	Ongoing
Continuity of care	Implement a mini patient survey to understand what continuity of care means to patients and how we can help more patients to have their care managed by the Doctor of their choice	PPG	Mar 2013
Continuity of care	Arrange an event with the clinical team and members of the PPG to look at ways on how to improve access, especially to GP of choice, that includes changes to systems and processes, patient education and understanding the differences in clinical behaviour. Production of Action Plan thereafter on changes to be piloted.	Practice Manager	Arranged for 21 Mar 2013
Continuity of care	Organise 2 disease specific patient focus groups	Practice Manager	By Dec 2013