

Derwent Medical Centre Patient Survey Action Plan

Practice patient survey took place in June, with 106 patients providing feedback.

All members of the PPG were issued with a copy of the results and invited to comment.

Attendees of the August PPG meeting compared the results with the results of previous year's survey and with national mean scores.

After discussing and summarising the results, the following action plan was agreed

| <u>About the Practice</u> | <u>Comments</u> | <u>Actions</u> |
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| <ul style="list-style-type: none"> • Opening hours satisfaction • Telephone access • Appointment satisfaction • See practitioner within 48hrs • Speak to practitioner over the phone • Comfort of waiting room | <p>Mean scores for all areas; with the exception of speak to practitioner over the phone, were above the national mean score.</p> <p>Practice average mean score in this area 70.5%</p> <p>National mean score 62.75%</p> <p>Telephone Access is good 77% compared to national mean 62%</p> <p>Patients can book at least 6 weeks in advance with 10 appointments slots available each day for urgent same day access</p> | <p>Two patients requested weekend opening. The practice offers extended hours opening (late evening) on a Tuesday with appointments available for patients to see a GP and practice nurse.</p> <p>Telephone appointments are available every day to enable patients to speak to the doctor over the telephone. Earlier surgery starting at 8.30 a.m. is available on a Thursday.</p> <p>PPG felt that the opening hours were adequate with a good range of appointment times available.</p> <p>Consideration would be given to an additional early morning session</p> |
| <p><u>About the Practitioner</u></p> <ul style="list-style-type: none"> • Ability to listen • Warmth of greeting • Explanations • Reassurance • Respect • Consideration • Concern for patient • Self-Care | <p><u>Comments</u></p> <p>Mean scores in this area were 76.69% compared to national average of 80.61%</p> | <p><u>Actions</u></p> <p>Majority of comments received in the survey were extremely positive and the Practice continually receives excellent comments from the 'Friends and Family' test. The scores from the survey would be compared to individual GP scores and the results discussed with the partners</p> |
| <p><u>About the Staff</u></p> <ul style="list-style-type: none"> • Reception Staff • Respect for privacy/confidentiality • Information of | <p><u>Comments</u></p> <p>Mean scores in this area were above the national mean score</p> <p>Practice score 86%</p> | <p><u>Actions</u></p> <p>The practice is well known for it's helpful, friendly reception staff. PPG felt the practice could not improve in</p> |

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| services | National mean score 75% | this area |
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| <u>General</u> | <u>Comments</u> | <u>Actions</u> |
|--|---|---|
| <ul style="list-style-type: none"> • Complaints/compliments • Illness prevention • Reminder systems • Second Opinion | <p>Mean scores in this area were above the national mean score</p> <p>Practice score 72.5%</p> <p>National mean score 67.5%</p> | <p>PPG felt that it would be a good idea to notify patients via the newsletter/website of any forthcoming changes to the practice e.g. refurbishments</p> |

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| <u>Overall Score</u> | <u>Practice 75%</u> | <u>National mean 73%</u> |
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