



# Patient Survey Results 2013



Springmead Surgery, Summerfields Road, Chard

Appointments: 01460 64457

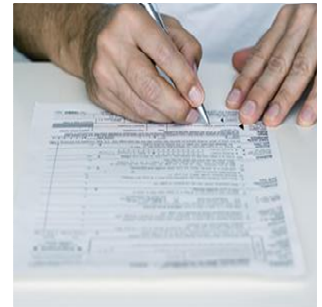
Emergencies/Enquiries: 01460 63380

[www.springmeadsurgery.co.uk](http://www.springmeadsurgery.co.uk)

March 2013

## Thank you!

Thank you to our patients who have responded to our patient surveys during the year. We always aim to provide an excellent service to our patients but recognize that there are things we can do better—the surveys let us hear your views on issues which are of concern to patients and to ourselves.



## Online Prescriptions

- 75% of patients were aware that repeat medication can be ordered online
- All patients who had used this service had found it **easy!**
- 74% of patients rated our repeat medication service as good, and 26% as satisfactory.

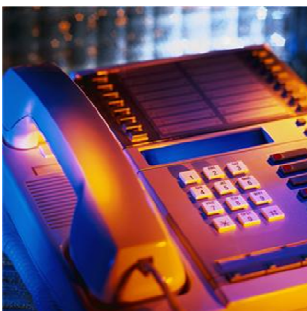
This year, we held a survey in the Autumn about our appointments, and after asking our Patient Group for their priorities a further survey in the Spring about contacting us by phone, appointments and our care provided for urgent care and long term conditions.

This newsletter sets out the results of those surveys and what we will do during 2013/14 to improve our service to you. During 2013/14, a survey will be available throughout the year for patients to provide comment on our website and in the surgery.

## Contacting us by phone

Our survey found:

- 47% of people found contacting us by phone easy/very easy, but 53% of people found it difficult /very difficult
- Most patients preferred to make appointments by telephone, but some would be happy to use online services
- 62% of patients agreed that home visits or urgent/same day appointments should be requested before 10am, while 90% agreed or didn't mind routine (non-urgent) appointments being booked after 10am
- 98% of patients agreed or didn't mind test results being provided in the afternoon only
- 95% of patients found our Receptionists were helpful or very helpful



## Managing Appointments

Our survey found:



- Most patients preferred to see a doctor (53%) and 13% preferred to speak to a doctor by phone; 26% didn't mind
- 6 in 10 patients were able to book a same day or next day appointment, with 3 in 10 able to book within 2-4 days
- 75% of patient were able to book ahead with any doctor either easily or very easily. However, only 44% of patients found booking ahead with their preferred doctor was easy/very easy with 39% saying it was difficult.
- Most patients (92%) would like to see the same GP for the same problem, and two-thirds (68%) would prefer to see the same GP for any problem.
- However, nearly 9/10 patients (86%) would prefer to see any doctor if urgent.

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97% of patients were very or fairly satisfied with the care provided at Springmead.

68% of patients said they would definitely recommend us, and 29% said maybe.

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## Responding to Urgent Care Needs

Our survey found:

- 72% of patients were seen on the same day by any doctor for urgent appointments, and all patients were seen within 2 days
- Where a preferred doctor responded to requests, this was achieved on one-third same day, one-third within 2 days and one-third longer than 2 days.
- 92% of patients who required urgent attention rated our urgent care service as Excellent or Good.

## Managing Long Term Conditions

Our survey found:



- Most patients felt that both our doctors and nurses gave them enough time, asked about symptoms, listened well, explained tests and treatments, involved you in your care, treated you with care and concern and took your problems seriously.
- 95% of our patients felt we had helped them to manage their condition, at least to some extent.

## Appointments Survey: Autumn 2012

In Autumn 2012, we saw an increased demand for appointments and undertook a survey through the waiting room and online to understand the demand for appointments more.

The following sets out the results of that survey:

- 55% of patients found it very/fairly easy to get an appointment at the time requested but 45% found it not very easy
- 46% were able to see the GP they wanted while 17% did not want a specific GP
- 51% said it was not very easy to get an appointment with the GP they wanted to see
- The majority of patients (87%) said it was fairly/very important to see a specific GP

### Our Response to the issues raised

We are very grateful to our patients for providing their feedback to us.

We recognise that contacting us by phone and accessing our appointments has become more difficult recently due to increased demand for appointments.

We recognise that urgent problems should be dealt with on the day rather than patients being asked to call again.

We recognise that patients like continuity of care for the same problem so that they do not have to repeat their history to another doctor; however we also recognise that patients with an urgent care need simply want to get advice from a doctor.

We are pleased that, overall the care and treatment provided by Springmead is considered to be good or excellent.

We recognise that our biggest concern at the moment is access to appointments. However, adding extra appointments is not the answer as many appointment requests can be dealt with without requiring a face to face appointment which then enables more patients to be cared for.

In April 2013, we will be introducing pre-assessments (also called triage) for same day appointment requests so that the duty doctor will speak with all patients requesting a same day appointment to provide advice and if appropriate, offer an appointment for the same day.

We will continue to review our appointments so that access is improved to meet the needs of our patients. Overleaf is a summary of the actions planned in response to the issues raised.

**Thank you**

## Summary of what you told us—and what we will do in response

Findings and Proposals	Action to be taken	Lead	Timescale	Review
Contacting us by phone can be difficult especially in the morning to get an appointment.	To review our telephone access, including providing different services at different times.  Introducing telephone triage for same day appointment requests	Dr Martyn Hughes	To commence April 2013	Analysis and Patient Survey after 1 month and 3 months
It is more difficult to make appointments than last year, particularly as the phones are busy early in the morning and it can be difficult to book ahead	To consider providing at least some appointments online.  To review our appointments for same day and pre-bookable.	Practice Manager	By 30 June 2013	Analysis and Patient Survey after 3 months
Most patients want to see any doctor if urgent, but their preferred doctor for the same problem	Introducing triage for same day appointment requests to respond to urgent need, while continuing pre-bookable appointments for non-urgent appointments	Dr Martyn Hughes	To commence April 2013	Analysis and Patient Survey after 1 month and 3 months
Many patients were aware of our online repeat prescribing service, and all who used it found it easy	To promote our online prescribing service further	Practice Manager	Ongoing	Patient Survey Autumn 2013
To establish to 'real' Patient Participation Group in addition to our virtual group.	We currently have a virtual group, but would benefit from a 'real' group which met quarterly.  During 2013, we will establish a PPG to represent the views of our patients more directly.	Practice Manager	By 30 June 2013	Quarterly meetings, and annual review of effectiveness.

We are also seeking new members of our **Virtual Patient Group**.

This will support the Patient Group as a wider group of patients whose views can be sought on a variety of issues.

If you are interested, please contact the Practice Manager.

## NEW Patient Participation Group

We would like to establish a Patient Participation Group to represent the views of our patients.

We are aiming for about 12-20 people who can attend four meetings a year and whose views would be representative of other patients, for example if you are a carer, or have a long term condition.

We would particularly welcome the involvement of our younger patients who are under 30 years old and whose views can quite often be unheard in general practice.

We hope that the first meeting will be held in May / June 2013, and quarterly thereafter.

If you are interested, please contact the Practice Manager.