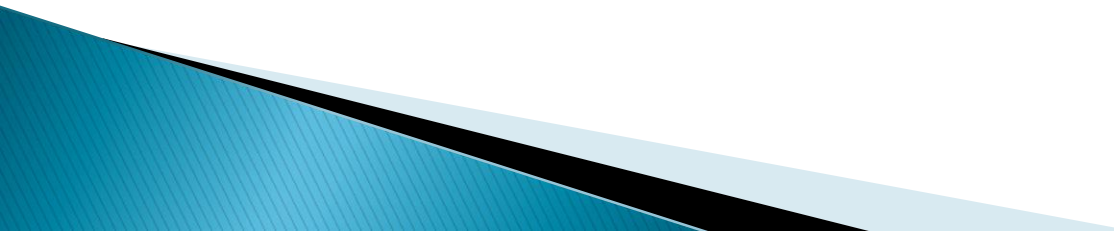


Elsenham Surgery Patient Satisfaction Questionnaire Results

PPG Action Plan
July 2017

Background / Changes for 2017

- ▶ New style questionnaire launched this year
 - ▶ Fewer number of response options
 - ▶ Fewer questions = One sheet of paper
 - ▶ Exact same questionnaire available online = 6 Responses
 - ▶ Longer campaign length = 1 month
 - ▶ Record number of scripts completed = 143
 - ▶ Facebook feedback = 250+ comments
- 

ACTION PLAN 2017

» Including Results and
Questionnaire

	QUESTION	VERY GOOD	GOOD	POOR	NO EXPERIENCE
1.	Opening times of the surgery.				
APPOINTMENTS & TREATMENT					
2.	Appointment availability of seeing the next available doctor.				
3.	Appointment availability of seeing a Doctor of your choice				
4.	Were you seen at your appointment time?				
5.	Was your appointment time convenient?				
6.	Booking appointment through Patient Access (online).				
7.	Booking appointment by phone.				
8.	Opportunity of a telephone consultation.				
9.	Obtaining a home visit.				
10.	Treatment received by the doctor.				
11.	Treatment received by the nurse.				
12.	Your experience of booking an appointment at the HUB				
SURGERY PRESCRIPTIONS					
13.	Prescription ready on time.				
14.	Prescription correctly issued.				
15.	Handling of Prescription queries.				
16.	Ordering your prescription by Patient Access				
TEST RESULTS					
17.	Notification by the surgery if result was abnormal.				
18.	Level and delivery of information provided.				
SURGERY STAFF					
19.	Helpfulness of Reception.				
20.	Has the television increased the level of patient confidentiality at the Reception and in the Waiting Room?				
GENERAL					
21.	Do you find the environment of the Surgery welcoming?				
22.	Usefulness of the Appointment Text Reminder service.				
23.	How user friendly is the Surgery Website?				
24.	Are you aware of any specialist clinics and services provided by the Surgery?				
25.	Overall satisfaction with the Practice.				

The Questionnaire 2017

The Results

Question	Very Good	Good	Poor	No Experience	Total No Scripts	Total No Q's Balancing Column	Very Good %	Good %	Poor %	No Experience %	Total %
1	69	67	4	3	143		48%	47%	3%	2%	100%
2	58	65	18	2	143		41%	45%	13%	1%	100%
3	25	65	32	21	143		17%	45%	22%	15%	100%
4	33	84	20	6	143		23%	59%	14%	4%	100%
5	56	74	3	10	143		39%	52%	2%	7%	100%
6	22	20	6	95	143		15%	14%	4%	66%	100%
7	54	70	7	12	143		38%	49%	5%	8%	100%
8	18	38	4	83	143		13%	27%	3%	58%	100%
9	8	9	9	117	143		6%	6%	6%	82%	100%
10	76	56	2	9	143		53%	39%	1%	6%	100%
11	79	36	0	28	143		55%	25%	0%	20%	100%
12	10	18	0	115	143		7%	13%	0%	80%	100%
13	86	31	2	24	143		60%	22%	1%	17%	100%
14	90	29	0	24	143		63%	20%	0%	17%	100%
15	68	33	2	40	143		48%	23%	1%	28%	100%
16	39	20	2	82	143		27%	14%	1%	57%	100%
17	35	43	6	59	143		24%	30%	4%	41%	100%
18	49	46	8	40	143		34%	32%	6%	28%	100%
19	74	62	6	1	143		52%	43%	4%	1%	100%
20	49	44	12	38	143		34%	31%	8%	27%	100%
21	60	74	6	3	143		42%	52%	4%	2%	100%
22	61	32	1	49	143		43%	22%	1%	34%	100%
23	30	17	5	91	143		21%	12%	3%	64%	100%
24	19	27	5	92	143		13%	19%	3%	64%	100%
25	86	56	1	0	143		60%	39%	1%	0%	100%

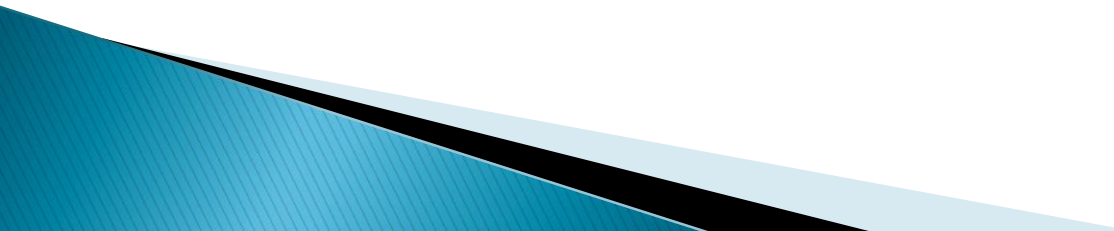
The Results

Adjusted – Minus No Experience Figures

Question	Total Answers Minus N/E	No of people surveyed – minus n/e as %	Very Good	Good	Poor	Totals
1	140	98%	49%	48%	3%	100%
2	141	99%	41%	46%	13%	100%
3	122	85%	20%	53%	26%	100%
4	137	96%	24%	61%	15%	100%
5	133	93%	42%	56%	2%	100%
6	48	34%	46%	42%	13%	100%
7	131	92%	41%	53%	5%	100%
8	60	42%	30%	63%	7%	100%
9	26	18%	31%	35%	35%	100%
10	134	94%	57%	42%	1%	100%
11	115	80%	69%	31%	0%	100%
12	28	20%	36%	64%	0%	100%
13	119	83%	72%	26%	2%	100%
14	119	83%	76%	24%	0%	100%
15	103	72%	66%	32%	2%	100%
16	61	43%	64%	33%	3%	100%
17	84	59%	42%	51%	7%	100%
18	103	72%	48%	45%	8%	100%
19	142	99%	52%	44%	4%	100%
20	105	73%	47%	42%	11%	100%
21	140	98%	43%	53%	4%	100%
22	94	66%	65%	34%	1%	100%
23	52	58%	58%	33%	10%	100%
24	51	36%	37%	53%	10%	100%
25	143	100%	60%	39%	1%	100%

PPG Meeting 22.6.17

Key Findings:

- ▶ The results were excellent overall
 - ▶ Mixed comments – but still overall supportive and positive
 - ▶ Apathy / Questionnaire fatigue amongst the patients
 - ▶ Overall satisfaction with the surgery remains high
- 

Actions for 2017

Action Point 1

Appointments

- ▶ These two questions scored the highest poor ratings
- ▶ 13% of people surveyed felt the time wait for the next available doctor was poor.
- ▶ 22% of people found it difficult to see the doctor of their choice.
- ▶ Conversely 66% of these people do not use the patient access booking system
- ▶ And 80% had never tried a HUB appointment.
- ▶ 86% Felt that the next available appointment was very good or good
- ▶ 62% Felt they could see a Doctor of their own choosing.

Questions 2, 3, 6 & 12

Actions

We already carry out a weekly “Next Available Doctor” audit.

This audit shows at a glance when our next available standard non-urgent appointment with **any** doctor is. The results are coded in a traffic light system 0–4 working days is the aim for a non-urgent appointment. If the availability creeps beyond this the doctors respond by adding additional sessions

The Practice Manager will Promote Patient Access and Extended Access HUB appointments via

The Surgery Newsletter
Text Message
Village Magazines
Website
Waiting Room Literature

To be actioned by: Sept 17

Action Point 2

Test Results

- ▶ Aim: To improve communication with regard to test results.

▶ Actions

- ▶ Practice Manager – to look at extending the text messaging service to include test results
- ▶ Practice Manager to promote Patient Access so patients can access their own results from home.

Question 17

To be actioned by Jan 18

Action Point 3

▶ TV Screen

The TV was introduced to improve confidentiality within the waiting room. This has proved successful (results show that 65% of patients welcome the new TV screen.)

However, we have had a few concerns raised regarding the content. Many day time TV programmes are dubious including Jeremy Kyle, horrific news bulletins, even Phillip Schofield and Holly Willoughby cover contentious issues unsuitable for a waiting room context.

Actions

- ▶ Practice Manager to source an information screen so the practice has control over content.
- ▶ Site visit already undertaken with regard to location – connections etc.
- ▶ Practice Manager to liaise with the CCG regarding availability and funding.

Question 20

To be actioned by March
18

Action Point 4

▶ SURGERY WEBSITE

- ▶ www.elsenhamsurgery.nhs.uk
- ▶ A whopping 64% of people surveyed had never used the surgery website.
- ▶ The website is a brilliant resource for practice information, together with local and national health information and contact details for groups and societies.
- ▶ During the recent cyber attacks the website was the only way we could communicate directly with our patients and update them as to our service etc.
- ▶ So this fourth Action Point is to promote the website.

Actions

- ▶ Practice Manager will:
 - Set up a poster campaign in the waiting room
 - Send out a text message awareness campaign
 - Feature the website and some of its content in the village magazines
 - Run a feature for the website in the Surgery Newsletter
 - Invite feedback from patients for improvement / content ideas.

Question 23

To be actioned by April 18

Action Point 5

▶ Communication

- ▶ One of the key findings from this survey is that, despite our best efforts there is still a lot of work to do to improve communication with our patients.
- ▶ There are many services and copious amounts of information available, that patients are unaware of.
- ▶ The fifth action point is to Increase circulation of the Surgery Newsletter.

Newsletter

▶ Actions

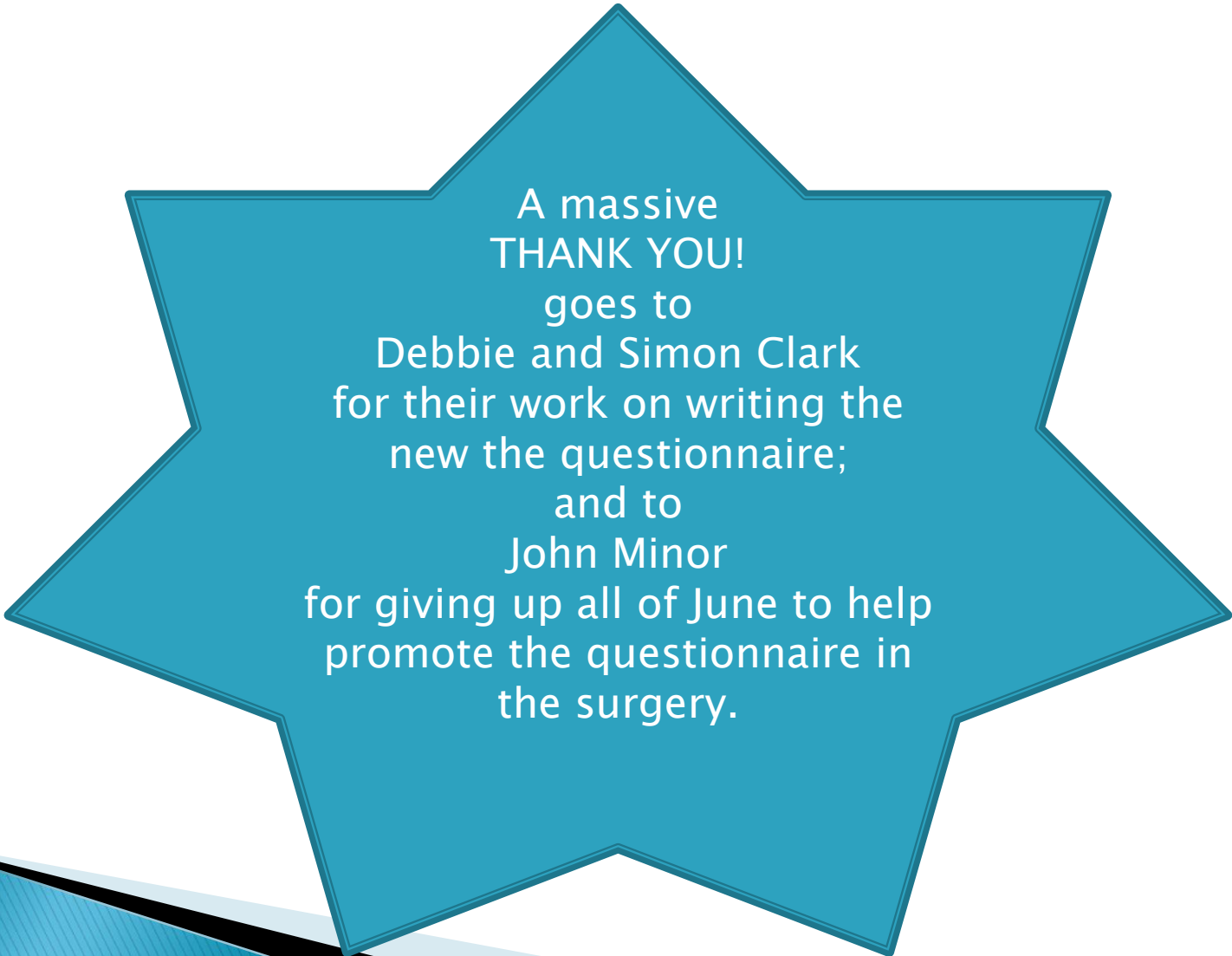
- ▶ Practice Manager to:
 - Send out a text campaign advising patients how to register for the Newsletter.
 - Ask Patients currently registered for the Newsletter to share it with a friend.
 - Move the Newsletter stand in the waiting room so it is easier to access.
 - Advertise the Newsletter – in the Parish Magazines
 - Promote the Newsletter on the surgery website.

To be actioned by May 18.

**To be completed by May
2018**

Next Patient Satisfaction Questionnaire due
June 2018.

Acknowledgements



A massive
THANK YOU!
goes to
Debbie and Simon Clark
for their work on writing the
new the questionnaire;
and to
John Minor
for giving up all of June to help
promote the questionnaire in
the surgery.

Conclusion: 99% Very Good/ Good

Question 25 Overall Satisfaction With the Surgery

