

Patient Survey - Outcome Monitoring Sheet

QUEST.	QUESTION	RESULT	AGREED ACTION	TO BE ACTIONED BY	DATE TO BE ACTIONED BY
1	How easy is it to find out about the opening hours and services offered by the practice?	96% found it easy or fairly easy to find out about the opening hours and services offered by the practice. 4% found it difficult.	Slight improvement on the previous year. No action required.	No further action	N/A
2	How do you find out information about the practice?	Majority of patients get information about the practice direct from the surgery, this facility is supplemented by the practice website, newsletters and direct contact through SMS text messages and phone calls as appropriate.	No action required	No further action	N/A
3	Thinking about the notice boards around the practice, do you find them useful?	76% of patients felt that the notice boards were helpful and relevant, however 14% of patients felt that the notice boards were cluttered, and 8.3% never read them and 1.5% felt there was not enough local information.	Add headers to notice boards and sections has improved the layout.. Information on the notice boards is to be monitored / rationalised on an ongoing basis.	Denise Barrett	Ongoing
4	In order to reduce missed appointments, if you have a mobile phone would you like us to send you a text to remind you?	73% of patients wanted text reminders about their appointments, however 22% said no and 5% said they didn't own a mobile phone.	This request was actioned and patient attendance has increased.	Denise Barrett	Ongoing
5	How long do you usually have to wait at the surgery before a doctor calls you through?	12% said they had to wait 5 minutes or less before a doctor called them through, however 57% said 6-10 minutes, 30% said 11-20 minutes, 1% said 21-30 minutes and 0.5% said more than 30 minutes.	Overall the waiting times have reduced since last year and will continue to be actively monitored.	Denise Barrett	Ongoing
6	How satisfied are you with the service you get from your GP?	89% of patients were satisfied with the services they got from their GP, 4% dissatisfied and 7% neither satisfied or dissatisfied.	Performance in this area was slightly worse than last year but overall still very high. Complaints will be monitored to ensure there are no identifiable trends.	Denise Barrett / Practice Manager	Ongoing
7	Generally how satisfied are you with the service you get from the practice nurse?	93% of patients were satisfied with the services they got from the practice nurse, 0.5% dissatisfied and 7% neither satisfied or dissatisfied.	High performance area - No action required	No further action	N/A
8	Generally, how satisfied are you with the service you get from the reception staff?	88% of patients are either very satisfied or satisfied with the service they get from the reception staff, 5% were dissatisfied And 8% were neither satisfied or/ dissatisfied.	High performance area overall- No action required however complaints will continue to be monitored to ensure there are no identifiable trends.	No further action	N/A
9	Would you recommend this practice to someone who had just moved to the area?	94% of patients would recommend this practice to someone who had moved to the area, 6% would not recommend.	High performance area - No specific action required - Comments to be requested from the 'not recommended' category in the next survey to see if there are any trends.	Denise Barrett to	N/A
10	Ability to get through on the phone.	88% of patients were happy at the ability to get through on the phone, however 12% thought it was poor.	Telephone handling training and monitor performance in peak periods.	TS to arrange customer care training	Dec-14
11	Ability to get through to a doctor on the phone when you have question or need medical advice.	90% of patients were happy at the ability to get through to a doctor on the phone when they had a question or need medical advice. 10% thought it was poor.	Slight drop in performance but overall still a high satisfaction rate. Feedback from dissatisfied patients will be requested in the next survey to see if there are any trends.	No further action	N/A
12	Ability to get test results on the phone.	67% of patients thought it was good, however 29% thought it was fair and 4.5% thought it was poor.	High performance area - no action required	No further action	N/A
13	Thinking about access into the building, how do you find this?	94% found it easy and 6% found it difficult.	No action required	No further action	N/A
14	Do you consider yourself disabled?	8% considered themselves disabled, however 92% did not.	No action required	No further action	N/A
15	How clean is the surgery?	51% of patients found the surgery very clean, however 46% found it fairly clean and 3% not very clean.	No action required	No further action	N/A
16	In the waiting area how do you find the background music?	37% of patients found the music in the waiting area helpful, 7% distracting, 57% neither helpful or distracting..	No action required	No further action	N/A
17	Involvement in future planning	9% of patients would like to be involved in the future planning changes to the surgery by joining a patient participation group, 9% would like to join a virtual participation group, 42% by using the suggestion box and 40% not interested.	Dr Bhattacharjee	To set up a virtual participation group	Dec-14

18	Patient confidentiality, How satisfied are you that your consent is sought and your wishes respected when a request is received which requires the disclosure of confidential information? (i.e from solicitors on your behalf)	65% of patients were satisfied that their consent is sought and wishes respected when a request is received which requires disclosure of confidential information, 26% answered not applicable or not aware.	No action required	No further action	N/A
19	How satisfied are you with the way this practice handles your confidential information?	72% of patients were satisfied with the way the practice handles their confidential information, 28% answered not applicable or not aware.	No action required	No action required	N/A
20	Did you attend any self help groups advertised in the surgery?	3% of patients answered that they did attend self help groups advertised in the surgery and 97% said they did not.	No action required.	No action required	N/A
21	Would you like information on help groups and charities added to the surgery website?	32% of patients answered that they would like information on help groups and charities adding to our website, 68% answered no.	Information to be added to the Practice website	Dr Battacharjee	Jun-14
22	Do you use the surgery website and is there any information you would like adding?	23% answered yes to this question and 78% answered no	Keep the website updated according to feed back from patients	Dr Bhattacharjee	Ongoing
23	Do you always receive the care you need and are you always treated with dignity and respect by everyone at the practice?	87% of patients answered yes, however 11% answered sometimes, 2% answered no.	Customer care course to be planned / organised.	Tracy Sutcliffe	Dec-14