APPOINTMENT SATISFACTION SURVEY 2014

The surgery endeavours to deliver the best possible care to its patients. With the help of our Patient Participation Group (PPG) we thrive to improve our services.

One our action plan for 2014 was to carry out an appointment satisfaction survey.

The PPG help design the questionnaire and over a period of several days the members spent some time in the waiting room talking to patients and carried out the survey.

We also sent the questionnaire by email to all our members of the Virtual PPG.

We collected 117 questionnaires. We wanted to gather information about how our patients felt about our appointment system.

After receiving all the questionnaires back, the practice gathered the information and the results were discussed at our PPG meeting and at our practice staff meeting.

There were four questions on the questionnaire:

**1. How quickly was the patient able to make the appointment? (same day, next working day, within 2 working days, within 3 working days, within 4 working days, 5 or more working days)**

a. Was it a follow up or a new appointment? b. Was this a reasonable time to wait for an appointment? c. How does the patient rate this?

**2. How satisfied is the patient with the way the consultation was conducted?**

**3. Would the patient recommend the surgery to a friend?**

**Question 1 result:**

Out of the 117 questionnaire 98 patients rated the waiting time good, 12 patients rated it fair and 7 patients rated it poor. It means that nearly 84% patients were satisfied with the time it took for them to make an appointment.

Out of the 7 patients who rated this poor; 2 patients waited 5 or more days to see a doctor and 1 was a follow up appointment and 1 was a new problem. 1 waited 5 weeks for a follow up appointment, 2 were seen within 2 days both for new problems. 1 patient was seen the next day for a follow up.1 patient didn’t say how long he/she waited for it was for a new problem.

Out of the 12 patients who rated this fair; 2 was seen within 3 days for a new problem. 3 were seen within 4 days for a new problem. 4 waited 5 or more days 2 for a new problem and 2 for a follow up. 1 was seen within 2 days for a new problem. 2 were seen the same day (although one patient said he had to phone each day for 10 days, he also commented that the surgery was well run and organised and the patient was well looked after).

Out of the poor and fair answers 3 patients would not recommend the surgery to a friend and commented that no appointment on the day was poor so would not recommend, another one said that there was no facility for minor surgery.

6 patients who rated the waiting time as poor would still recommend the surgery to a friend. Only 1 patient would not recommend the surgery but it is the patient who didn’t answer how long the wait was.

8 patients who rated the waiting time as fair would recommend the surgery. 2 were not sure, 2 would not recommend the surgery.

98 patients rated the appointment waiting time good, even if the range of waiting time was variable, from being seen on the same day to waiting 5 or more days.

**Question 2 result:**

100% of the patients were very satisfied or satisfied with the way the consultation was conducted. No-one rated dissatisfied or very dissatisfied.

**Question 3 result:**

Out of the poor and fair answers 3 patients would not recommend the surgery to a friend and commented that no appointment on the day was poor so would not recommend, another one said that there was no facility for minor surgery.

6 patients who rated the waiting time as poor would still recommend the surgery to a friend. Only 1 patient would not recommend the surgery but it is the patient who didn’t answer how long the wait was.

8 patients who rated the waiting time as fair would recommend the surgery. 2 were not sure, 2 would not recommend the surgery.

3 patients who rated the appointment time good were not sure if they would recommend the surgery although they were all either satisfied or very satisfied with the consultation and they were seen either on the same day or the next day.

**Conclusion**

The survey was about access to the practice and doctors consultations skills. It was carried out on 5 doctors, Dr Irlam, Dr Alwan, Dr Odina, Dr Onyeka and Dr Malik. The majority of patients have expressed their satisfaction with the practice but we mustn't be complacent, there is always room for improvement. Conducting a regular survey gives the practice an idea on how patients feel and allow us to look into the areas where we do well and where we need to improve. The clinicians and administration staff do their utmost to offer our patients the best possible care.

**Review of action Plan for the future**

Advertise the opening hours more prominently so everyone is aware of the existing large range of opening and consultation hours throughout the day and carry on advertising and offering our evening clinics to patients who find it hard to attend the surgery during the day.

New message on the phone system to advise patients are still able to book appointments up to one month ahead but that we open routine appointments each morning but also offer emergency appointments on the day if patients’ needs are urgent.

Patients who feel that their condition cannot wait and needs to be seen urgently will be fitted in on the day either after morning clinics or before and after the duty doctor’s late afternoon clinic.

It seems that patients are not always aware that they can phone through to speak to a clinician for example with regards to a consultation they had few days before and have a query about it. Usually the doctor will tell the patient that they can phone if they have any queries. We have put a message on the electronic message board in the waiting room, we will re-iterate with receptionists to offer this service but it is not always easy to inform the patients without praying on what they want exactly. The information will be posted on the surgery website.

The doctors train constantly to update their clinical skills; they spend an average of 50 hours per year attending clinical training seminars as well as having in-house regular clinical meetings. They also attend communication skills updates; the partners have also attended leadership skills training.

The practice team regularly identifies significant events and learn from them. We review the incidents to ensure that the practice team offers the best possible care to our patients.

By involving our patients in our practice decisions making, it helps us to continually improve our services. We hope that in the next few months our Virtual Patients Group will grow to capture the majority of our patients. The NHS is driven to deliver the best patients care and it is with our patients involved that we achieve this.