

Elm Surgery 2011 Patients Survey Results and Actions to be Taken

1 Car Parking - on the last occasion that you visited the surgery were you able to park in the surgery car park?

	Response Percent
Yes	74%
No	10%
Not Applicable	16%

Actions

Although 74% of respondents do not have a problem parking we are investigating with our landlords how best to stop opportunistic parking by non surgery users

2 If you usually telephone the receptionist for your appointment, on average how long does it take you to get through?

	Response Percent
First few rings	50%
Holding for up to a minute	30%
Holding for several minutes	13%
Having to redial a few times (up to 3)	6%
Having to redial a lot of times (more than 4)	1%

The telephone system auto attendant is being upgraded to give callers direct access to certain extensions. This should reduce the waiting time for callers seeking to make an appointment

3 In the past 6 months how easy have you found it to be able to speak to a doctor on the phone?

	Response Percent
Haven't tried	53%
Very easy	15%
Fairly easy	28%
Not very easy	4%
Not at all easy	0%

On the basis that 96% of patients surveyed felt it was fairly easy or better to speak to a doctor by telephone we are not planning to take any action in this area

4 How do you find the general cleanliness of the surgery?

	Response Percent
Very clean and tidy	94%
Adequate cleanliness	6%
Not at all clean and tidy	0%

As 100% of patients surveyed felt that the cleanliness of the surgery was adequate or better we are not planning to take any action in this area other than to maintain existing standards of cleanliness

5 In the past 6 months how easy have you found it to be able to speak to a practice nurse on the telephone

	Response Percent
Haven't tried	68%
Very easy	15%
Fairly easy	15%
Not very easy	0%
Not at all easy	2%

As 100% of patients surveyed found it fairly easy or better to be able to speak to a practice nurse by telephone we are not planning to take any action in this area

6 How often do you use the surgeries web site?

	Response Percent
Frequently	11%
Often	4%
Not very often	24%
Have never used it	61%

Given that 65% of the UK population are regular internet users we should be able to make a big improvement in this area. We will publicise the web site via patient newsletters, reception notices etc

7 Did you know you can order repeat prescriptions online via the surgeries web site?

	Response Percent
Yes	67%
No	33%

In addition to taking steps to publicise the surgeries website we will place a note on prescription slips to the effect that repeat scripts can be ordered online

8 How helpful do you find the surgeries receptionists?

	Response Percent
Always helpful	82%
Sometimes helpful	18%
Not at all helpful	0%

Whilst the result is pleasing we will continue with our programme of receptionist training including customer skills

9 How easy do you find ordering your repeat prescription?

	Response Percent
Very easy	91%
Not at all easy	9%

Once again the result is pleasing but we will continue to look at ways to improve this process. Our recent initiative to contact patients who regularly ask for “urgent” scripts i.e. outside the normal 48 hour turnaround time will be continued

10 Suggestions for improving the waiting area, the surgeries website and the surgery

Answers

Radio not necessary

Clearer directions to the various rooms

Separate area for children to play

Another TV screen

Remove the beeping system

Link to health information websites

Can two patients order repeat prescriptions from one email address?

Confirm that repeat prescription request has been received

Water dispenser

Reduce waiting times

More children's toys

More magazines

More seating

The areas here that we will immediately focus on are

- 1) Obtain a quotation to install an additional patient calling screen in the main reception area. This will alleviate the problem of patients sitting behind a pillar not being able to see a screen
- 2) Establish if an automatic "request received" message can be generated when we receive an online prescription request
- 3) Obtain more seating for the reception area
- 4) Ensure that the links from our website to health information sites are more obvious