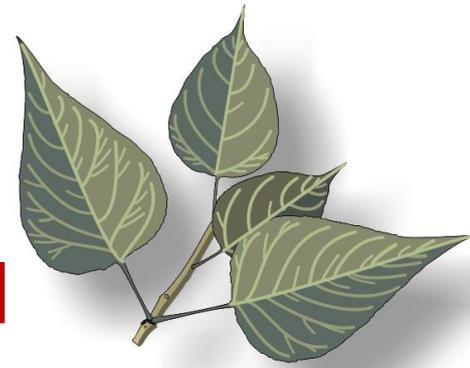


ORCHARD PRACTICE

PATIENT PARTICIPATION GROUP



Practice Survey – February, 2014

Summary

505 responses were received to the survey and thanks should be given to Practice Staff, PPG Members, local Pharmacies, Schools and all those who responded. With such a representative sample the PPG is confident that the views expressed are representative of the patient population.

This is the third year that a survey of this kind has been undertaken by the PPG. Each time we receive similar feedback and it is interesting to note that mostly patients are very satisfied with the practice as a whole. There has been a slight increase over the past year in terms of those who have identified services as 'poor' and a similar decrease in terms of those deeming the practice 'excellent'. It is fair to say that this has been a year of upheaval with some key practitioners leaving and new staff joining. At the same time the practice had a significant period where there was not enough GP cover and therefore this may be reflected in patients' experience of getting an appointment. In the past year the practice introduced the answerphone facility, patients seem reluctant to leave a message and are therefore hanging on for longer to get through on the phone and this is impacting negatively on their experience. It may be that we have to work to encourage confidence in the answerphone service and also that we should encourage those who can to use the internet for booking appointments and requesting repeat prescriptions.

Essentially, however, there is still widespread satisfaction with the practice as a whole. Key messages received include:

- Most respondents are satisfied with the practice overall (78%) However 57 patients (12%) expressed some form of dissatisfaction; the remainder of respondents were neutral
- There is significant satisfaction with the Practice Nurses, with over 99% of patients feeling happy with the service they receive
- The majority of respondents (82%) felt that they were treated with courtesy and efficiency by the Reception Staff
- Whilst most respondents were satisfied with the Practice opening hours a significant proportion were unaware of the diverse and extended surgery times
- A significant proportion of people (46%) waited over five days for an appointment with the GP of their choice
- 57% of respondents were able to see a GP on the same day for an urgent appointment
- There is a growing dissatisfaction at the time taken to get an appointment and an increased number experienced a longer waiting time either for a GP of choice or 'any doctor'
- 93% of respondents were seen within 20 minutes of their appointment time
- There remains a significant, and indeed a growing, degree of dissatisfaction in getting through to the practice on the telephone
- Most patients are satisfied with the way they are dealt with by their GP
- 78% of patients were not aware that the practice opens at 7.20 am on Fridays and 61% were not aware that they could order repeat prescriptions online

In summary, however there is still dissatisfaction in the ability to get an appointment with the GP of choice in a reasonable time, ability to get through on the phone and ineffective communication around how the practice operates.

A full report is also published on the Practice website and paper copies will be available for those who wish to see it. In addition in coming weeks an action plan will be devised as to how to improve some of the issues which have been raised.