Patient survey final report

Drs Medley Conway & Spencer

Component 1 Practice and PRG profile

10 members in group

4394 patients

| **Practice population profile** | **PRG profile** | **Difference** |
| --- | --- | --- |
| **Age** | | |
| % under 16  19.5 | % under 16  0.11 |  |
| % 17 – 24  9.4 | % 17 – 24 |  |
| % 25 – 34  13.3 | % 25 – 34  0.17 |  |
| % 35 – 44  14.2 | % 35 – 44  0.16 |  |
| % 45 – 54  15.1 | % 45 - 54 |  |
| % 55 – 64  11.8 | % 55 – 64  0.38 |  |
| % 65 – 74  7.8 | % 65 – 74  1.4 |  |
| % 75 – 84  5.8 | % 75 – 84 |  |
| % over 84  2.6 | % over 84 |  |
| **Ethnicity** | | |
| **White** | **White** |  |
| % British Group | % British Group | 80% |
| % Irish | % Irish | 0 |
| **Mixed** | **Mixed** |  |
| % White & Black Caribbean | % White & Black Caribbean | 0 |
| % White & Black African | % White & Black African | 0 |
| % White & Asian | % White & Asian | 0 |
| **Asian or Asian British** | **Asian or Asian British** |  |
| % Indian | % Indian | 10% |
| % Pakistani | % Pakistani | 10% |
| % Bangladeshi | % Bangladeshi | 0 |
| **Black or Black British** | **Black or Black British** |  |
| % Caribbean | % Caribbean | 0 |

Male 2191

Female 2207

The practice has tried to make the group as representative as possible by asking all patients, initially we discussed as a practice and every member of staff thought of some one who may be interested in joining they were approached by the practice manager . We also advertised the group on our website and notice board we also had flyers on our reception desk for patients to fill in more interested parties were gained from a question at the end of the patient survey.

We have had 2 meeting so far where the terms of reference and questions for the patient survey were discussed.

Component 2

The practice manager discussed the requirements of the patient survey at the groups 1st meeting , it was agreed that at the second meeting she would bring a selection of previous surveys to prompt questions which could be used in this survey .

The group also discussed ideas and issues in the practice to see if it was possible to incorporate these into survey questions

147 questionnaires were completed all patients who came to the practice for a gp appointment within the allotted 2 weeks were asked to complete a survey.

Component 3 & 4

The results have been posted on website and are available at practice we have yet to meet as a group to discuss the results Meeting booked with PPG for 24.5.2012

The results have been discussed within practice and it is thought this will form the basis of the action plan. Practice feels will run survey again late 2012 early 2013

Action plan addresses

Issues with getting through on telephone in a morning

Practice manager to discuss with PCT

Car Parking

To discuss at next PPG

Practice Information / communication

To look at production of a newsletter , collection of email addresses to discuss with PPG

Component 5

The survey asked about opening hours 88% been able to book an appointment when they wished to

Generally appointments are available with Dr & Nurse from 8.20am – 6.00 pm Monday to Friday

In addition to this extended hours appointments are available from 7.30am on a Monday

7.15am on a Wednesday and late evening from 6.30pm on a Wednesday .

Patients are currently able to book an appointment by telephone or at reception.

Component 6

The results of the survey and report are available on the practice website , paper copies are available on reception

A poster has been displayed on reception about the results.