

THE HEALTH CENTRE, COKER CLOSE, BICESTER, OXON OX26 6AT

Tel: 01869 249333

Fax: 01869 320314

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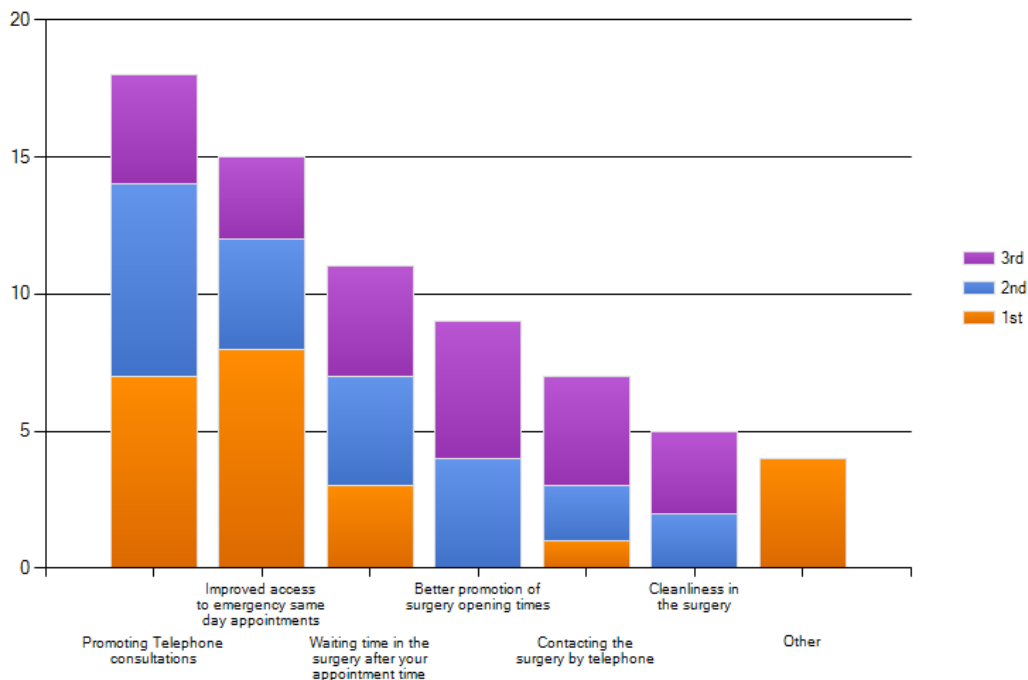
PRG Consultation on Results of Patient Survey

At the conclusion of the survey period, the results were collated and sent, together with a summary report, to PRG members by email, as well as being posted on the PRG page of the Health Centre website. PRG members were asked to review the results and suggest priorities for changes in provision or services. A Surveymonkey poll was set up to help collect the suggestions of the PRG members. Free text within the online poll, emails, faxes or posted/by hand notes to the surgery were encouraged. Reminder emails were sent after 1 week and two weeks to stimulate PRG members who had not yet responded to provide their feedback.

Development of the Action Plan with the PRG

All of the priorities for the initial review have come from the results of the patient survey, as the practice and the PRG members agreed it was important to demonstrate to all patients that their feedback has been taken into account. Having studied the Patient Survey detailed results and summary report, the PRG members put forward their views on the priority issues. These views were collated and posted on the Health Centre website and following the consensus of the PRG members' views a proposed action plan was sent to all PRG members, emphasising that continuing input from the PRG to work on resolving the issues would be very welcome.

After looking at the results of the Patient Survey, please indicate your first, second and third choice of areas for the practice and the PRG to work on together to improve patient experience. These are suggestions, but if you feel the Patient Survey results indicate another area which should be considered, please add it in the "other" box.



Partners:

Dr G C Moncrieff

Dr S P Attwood

Dr Helen Weaver

Dr R A Fox

Dr J Holt

Dr Claire Hutt

Assistants:

Dr Marlett Smit

Dr Kelly Gladwish-Harris

Dr Diana McEwen

Registrar: Dr Mark Lumb

Practice Manager: Paul Netherton

Action Plan

Despite the work to publicise the availability of telephone consultations, patients and the PRG both feel this is a valuable service and its use should be extended. The reception team are offering telephone consultations when it might be appropriate is brought to the attention of patients. Telephone consultations are being promoted on the website, on the electronic screens in the patient waiting area, posters around the surgery and a door poster as patients enter the GP's room. When a patient calls for an appointment, receptionists offer a telephone consultation as an alternative to a face-to-face consultation, if it is appropriate.

The "on the day appointments" issue demonstrates an interesting variance of viewpoint between patients and the GP practice. Use of the emergency appointments has grown considerably over the past 12 months, and as a result the practice believed that patients clearly understood the availability of urgent appointments on a daily basis. The PRG, and indeed overall patient survey, indicates that this does not seem widely known. The practice will explore this further with the PRG and carry out a short patient survey to examine where the perception gap lies and what can be done to improve the situation

The review of in-surgery waiting times has produced a small improvement, but patients are still experiencing delayed starts to their appointment times. Some of the delays are attributed to unavoidable situations e.g. where a patient who is acutely ill requires admitting to a hospital and will therefore take more than the 10 minutes allotted to the appointment in order to care for them fully. More intractable is the challenge of ensuring that GPs and patients manage the time available to them in an appointment. Further consultation with the PRG will take place during 2013 to examine the other issues causing delays and ways in which this can be changed, or better communicated.

The practice website continues to reflect the work in progress for all patients as well as ensuring that the PRG are aware of, and can comment on, revisions to the systems as they take place. Emails to PRG members will supplement the website updates, drawing attention to the information on the practice website.

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