**Dr Aru & Partners Surgery**

**Lister Primary Care Centre, 101 Peckham Road, London, SE15 5LJ**

**Tel: 0203 049 8390 Fax: 0203 049 8311**

**Patient Participation Report**

**Key Areas of Priority**

The Patient Participation Enhanced Service was explained to patients at the Patient Group meeting on the 28th February 2014. We also discussed the need to seek the views of the surgery population through the use of a local patient survey.

We had a discussion about what the patient group thought the key areas of priority at the practice were. Patients gave their thoughts and the following key areas were identified and agreed on for the patient survey.

1. Over all experience of the service that they received at the surgery.
2. Getting through on the telephone.
3. Appointments
4. Online Access

**Patient Survey**

The patient survey questionnaire was compiled by the practice and agreed by the patient group before being distributed to patients. The patients were given the survey over a four week period from the 3rd March 2014 to the 29 March 2014. Three hundred and sixteen patients participated in the survey over this period.

The results have been documented and analysed. Copies of the results will be distributed to members of the patient group and put up on My Health London website.

|  |
| --- |
| **Patient Demographics**  |
| Gender  | No. | % |
| Male | 136 | 45.3% |
| Female | 181 | 60.3% |
| Age | No. |  |
| Under 25 | 56 | 18.6% |
| 25-45 | 125 | 41.6% |
| 46-64 | 168 | 56% |
| Over 65 | 67 | 22.3% |

**Action Plan**

 At the next patient participation group on the 30th April 2014 we shall discuss the findings from the patient survey.

**Q1.** How satisfied are you with making appointments at the surgery?

|  |  |  |
| --- | --- | --- |
| **Answer Options** | **Responses %** | **Response Count** |
| Extremely Satisfied  | **59.3%** | **178** |
| Very Satisfied  | **21.3%** | **64** |
| Satisfied | **14.3%** | **43** |
| Very Dissatisfied  | **4%** | **12** |
| Extremely Dissatisfied  | **1%** | **3** |

As you can see from the table above the majority of patients were extremely satisfied with making an appointment.

**Action Plan Points**

* Have a new letter to provide Did Not Attend figures to patients.
* Have more specialised clinics.

**Q2.** How satisfied are you with the service you receive at the Practice?

|  |  |  |
| --- | --- | --- |
| **Answer Options** | **Responses %** | **Response Count** |
| Extremely Satisfied  | **66.3%** | **199** |
| Very Satisfied  | **24%** | **72** |
| Satisfied | **7%** | **21** |
| Very Dissatisfied  | **2.3%** | **7** |
| Extremely Dissatisfied  | **0.3%** | **1** |

**Action Plan Points**

* To introduce a website to the surgery.
* Ensure that we have at least two receptionists on duty at all times.
* Provide regular training to our receptionist for customer service.
* Provide telephone consultations.
* More specialised clinics.

**Q3.** Would you recommend this surgery to someone who has just moved into this area?

|  |  |  |
| --- | --- | --- |
| **Answer Options** | **Responses %** | **Response Count** |
| Yes would definitely recommend.  | **68.3%** | **205** |
| Yes would probably recommend.  | **17%** | **51** |
| Not sure.  | **13%** | **39** |
| No would probably not recommend.  | **1.6%** | **5** |
| Would definitely not recommend.  | **0%** | **0** |

 **85.3%** of the patient that participated in this question said that they would recommend this surgery to other people living in this area so no action is required for this question.

**Q4.** How satisfied are you with the surgery opening hours?

|  |  |  |
| --- | --- | --- |
| **Answer Options** | **Responses %** | **Response Count** |
| Extremely Satisfied  | **41.3%** | **124** |
| Very Satisfied  | **24%** | **156** |
| Satisfied | **6.6%** | **20** |
| Very Dissatisfied  | **0%** | **0** |
| Extremely Dissatisfied  | **0%** | **0** |

Everyone that answered this question was satisfied with the surgery opening times so action is required for this question.

**Q5.** How satisfied are with getting through to the surgery on the telephone?

|  |  |  |
| --- | --- | --- |
| **Answer Options** | **Responses %** | **Response Count** |
| Extremely Satisfied  | **8%** | **24** |
| Very Satisfied  | **22.6%** | **68** |
| Satisfied | **20%** | **60** |
| Very Dissatisfied  | **24.3%** | **73** |
| Extremely Dissatisfied  | **25%** | **75** |

**Action Plan Points**

* To change the telephone system so that there is a queuing system when calling.
* Change the answering machine to provide more details about services
* Have more staff available to answer the telephone.
* Provide online access for services so that patients do not have to call the surgery as much.

**Mia Labelle Practice Manager**

**March 2014**