

Virtual Patient Participation Group

Questionnaire Actions

July 2019

This month we focused on Patient Access . We asked our group members if they felt they had good access to the practice should they require an appointment. This was done via telephone and email. They were also asked to make any comments or suggestions .

We had 11 responses out of 20.

We asked the following questions :

1. Were you aware that the practice offers **Extended Hours** - these appointments are offered with a Doctor or Practice Nurse from 6.30am on a Monday morning?

|  |  |
| --- | --- |
| YES | NO |
| 10 | 1 |

*Comments: I was not aware of this but can always get an appointment to suit me.*

***ACTIONS : We have displayed this information on our call board in the waiting area, and reception staff are informing patients that work full time that there is availability early morning before work.***

1. Have you ever used this service ?

|  |  |
| --- | --- |
| YES | NO |
| 2 | 9 |

1. Have you ever been advised of the **Extended Access** service? These are appointments available to patients outside of the surgery’s opening hours . These include :
* GP appointments
* Welfare & Benefits Advice
* Physiotherapy Triage
* Asthma Review
* Bloods Clinic ( Phlebotomy)
* Mental Health Triage
* Cervical Screening ( Smear)
* Young Peoples Counselling
* Young Peoples Mental Health

|  |  |
| --- | --- |
| YES | NO |
| 11 | 0 |

1. Have you ever used this service if so which service have you used ?

|  |  |
| --- | --- |
| YES | NO |
| 1 | 10 |

Service used: Physio

Comments : I would prefer to use my own surgery as I don’t drive and the appointment I was offered was to far for me travel.

**ACTIONS: We have advertised this in the surgery on the display board and on the call board. Staff are continuing to inform patients we are unable to attend the practice . This will be monitored by management using data sent from the Extended Access Administrators.**

1. Were you aware that if you have online access you can book / cancel appointments online without having to ring or attend the surgery ?

|  |  |
| --- | --- |
| YES | NO |
| 11 | 0 |

**ACTIONS : The practice staff are encouraging patients to use online services which is working well. We currently have 29.5% of patients using online services . Our next target is 40% . We have also stopped patients allowing the pharmacies to order monthly medication .**