

**Patient participation Group Questionnaire Results May 2019**

Thank you to the patients in the group that completed our questionnaire we have now collated the results which can be found below. We will carry out this survey regularly so that all our patients get the opportunity to share their views and make suggestions about how we provide your care and deliver our services .

* 13 questionnaires were returned to us.

**APPOINTMENTS:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Question**  | **Excellent**  | **Very Good**  | **Good** | **Fair** | **Poor**  | **Does not apply** |
| Ease of making appointment by phone  | 1 patient  | 11 patients  | 2 patients  |  |  |  |
| Appointment available within reasonable time | 4 patients  | 9 patients  |  |  |  |  |
| Efficiency of check-in process  | 11 patients  | 1 patient | 1 patient  |  |  |  |
| Waiting time to be seen by clinician  |  | 2 patients  | 10 patients | 1 patient  |  |  |
| Getting afterhours care if needed  |  | 3 patients  | 1 patient  | 1 patient |  | 8 patients  |

**What you said:** overall the results received assured us that you are satisfied with our appointment system.

**What we will do:**

* Keep systems in place to ensure you can access our services easily.
* Monitor our DNA’s according to practice policy to allow better patient access to appointments to reduce your waiting times to be seen.
* Ensure that our patients know how to access out of hours care if required by displaying information and asking our practice team to inform patients when required.

**OUR STAFF:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Question**  | **Excellent**  | **Very Good**  | **Good** | **Fair** | **Poor**  | **Does not apply** |
| The Courtesy of the person you spoke to  | 1 patient | 10 patients  | 2 patients  |  |  |  |
| The friendliness of the receptionist  | 8 patients  | 5 patients  |  |  |  |  |
| Care and concern of all staff including medical  | 7 patients  | 5 patients  | 1 patient  |  |  |  |
| The professionalism of the staff  | 2 patients  | 11 patients  |  |  |  |  |

 **What you said:** All the group gave positive feedback on the practice staff and our clinicians. Our reception staff have recently done a customer care training course which has had a positive impact on their performance.

**What we will do:**

* Continue to monitor staff performance
* Offer training where required
* Listen and act upon patient views
* Ensure our customer service is delivered to a high standard at all times .

**YOUR APPOINTMENT EXPERIENCE:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Question**  | **Excellent**  | **Very Good**  | **Good** | **Fair** | **Poor**  | **Does not apply** |
| Willingness to listen carefully to you  | 6 patients  | 7 patients  |  |  |  |  |
| Amount of time spent with you  | 1 patient  | 12 patients  |  |  |  |  |
| Instructions regarding medication / follow up of care  | 3 patients  | 9 patients  |  |  |  | 1 patient  |
| Advice given to you regarding staying healthy  | 1 patient | 1 patient  | 8 patients  | 3 patients  |  |  |

**What you said:** Overall the group’s feedback on appointment experience was positive. We have identified from this our next area of focus will be ‘Advice on staying healthy’

**What we will do:**

* Continue to find ways of improving patient experience
* Ask our patient group members for suggestions and ideas regarding how we can promote staying healthy and encourage self care .
* Use the display boards in the waiting area to promote healthy lifestyle for example : Share your healthy recipes , fitness programmes , share ideas and support each other on things like stopping smoking , reducing alcohol intake etc.

**All of the group said they would recommend our practice to others !! Thank you**

**Please could you give us your comments and suggestions regarding the ‘ what we will do ‘ sections If there is anything you think we should add or change please let us know.**

***PLEASE LOOK OUT FOR OUR NEXT COMMINUCATIONS REGARDING STAYING HEALTHLY!***

***PLEASE FEEL WELCOME TO SHARE YOUR OWN IDEAS , COMMENTS AND SUGGESTIONS SO WE CAN SHARE THEM WITH OUR GROUP.***