

MENDIP COUNTRY PRACTICE

RESULTS OF GPAQ PAITENT SURVEY Oct/Nov 08

Over the years many of our patients have helped the practice by giving feedback and suggestions to us via our surveys. In the Autumn of 2008 we asked patients to participate in the GPAQ Patient Questionnaire as we have done in previous years. Like previous survey's this was well promoted making clear to patients that although they were not obliged to take part, their help and time was appreciated for feedback in the appraisal of the practice.

We would like to share the results of this survey with our patients.

We looked at the questionnaire results in detail to ascertain any other reasons for the results obtained, or any further changes that might prove beneficial to our patients. The following observations were made:

- ❖ The survey was well organised again this year, and patients were happy to spend some time after their appointment filling in the questionnaire.
- ❖ A slightly increased number of patients indicated they would like extended hours of opening ie. evenings or weekends, however the number of patients who wanted NO change still remained high.
- ❖ Compared to last year's survey, slightly more patients found it more difficult to make an appointment with the doctor of their choice, and also with any GP.
- ❖ Patients were not quite so happy with phoning through to the surgery. We have finally succumbed to 'automated answering' which was not popular at first.

Priorities for the Next Two Years

Appointment System.

We under increasing pressure on our appointments system, demand and expectation is still high. Although our 'Did Not Attend' rate remains the same (about 42 wasted appointments every week), we know that it can be a longer wait to see Dr Irish and Dr Musgrove. As Dr Irish and Dr Musgrove are part-time there is little we can do about their waiting list being slightly longer than to see a full-time GP. It is the prerogative of the patient to wait to see a specific GP if they wish, but are of course welcome to any other GP within the practice. In September 2008 our Senior Partner, Dr Jean Smith retired. Changing patient lists to our two new GP's was easy, but convincing some of the patients to see a 'new' doctor was not so easy. This temporarily put more pressure on GP's that have been here for years, as the patients tried to see them because they knew them - the backlog has taken nearly 3 months to decline. Changes need to be made to our appointment system. For many years now we have maintained excellent levels of quick access to a GP or nurse but this is under more pressure and demand is the highest it ever has been. We will look at increasing the number of telephone consultations (each GP has a few telephone slots each day which are extremely popular). We will also look at patients with a new or urgent problem having a phone call from the GP before being called in for a face-to-face consultation.

Website. We have a very modern, up to date website. We have had very good feedback from patients who have been onto the website and used it. Following registration for website services, patients have a password which will enable them to book appointments, send us messages and also order repeat medication by choosing from their medication list (rather than having to type them all in). We are also considering EMIS access - whereby patients can register for a password that will enable them to look at their full medical records on-line via our website.

Dispensary. Medication Delivery Service. It was note there are some difficulties getting through to dispensary (via patient comments) and also being able to collect medication outside of opening hours. Dispense-It software installed earlier in the year has slowed us down in dispensary (but very much reduces dispensing errors which helps with patient safety), and our Head of Dispensary has been on maternity leave. We are considering additional hours of opening (which would increase patient choice of times to collect medication etc), we will also be looking at a medication delivery service which would greatly help our rural patients, in particular workers, housebound and elderly. As public transport does not look to improve in our area, it will of course also help patients without their own transport.

Extended Hours. We will consider looking into extended hours of opening. We were quite surprised that the number of patients requesting we open at evenings and weekends is fairly low. The number of patients indicating that they are happy with our current opening hours and suggest NO change, remains high. We appreciate that extended hours would of course increase choice for our patients, especially those who work away from the area. We will be looking at the possibility of opening on Saturday mornings for pre-bookable appointments, and dispensary services.

We always welcome suggestions and feedback from our patients. Over the years this has helped us structure the services offered to try and meet the needs of our patients whilst maintaining the highest level of care possible. Suggestion Forms are always available in the waiting room and are only opened by the Practice Manager for confidentiality.