

Hampton Health GP Patient Survey 2013/2014

Thanks to all patients who took part in our survey. We have looked at what you have said on your survey forms and discussed how to resolve some of the issues you have raised.

We are pleased that the majority of those who responded to our survey found the receptionists to be very helpful, that you have confidence and trust in the doctor you saw, and that you are happy with the service you receive from the doctors and nurses at the surgery when you see them.

We have discussed some of the issues you have raised where you feel our services is not good enough and we would like to offer the following plan and explanation in response to what you have told us.

SECTION A: ABOUT YOUR SURGERY

Q1&2: How convenient is it for you to park your car and how easy do you find it to get into the building at your GP surgery?

We notice that patients are finding this more difficult year on year. We know as we get busier and register more patients it is not ideal for us to be situated in the shopping centre, where patients often have to park some way from the centre or walk from the bus stop.

We hope access to our new building will be easier as the site is close to a bus stop and a planned car park will be behind the building. Plans for the new building are still at the development stage but has been delayed through legal and bureaucratic issues.

Q3: In the reception area can other patients overhear what you say to the receptionist?

58.5% of you said yes, but didn't mind

25.7% of you said yes, and were not happy about this – which is a slight decrease on last year.

We will struggle to improve confidentiality in our current building, although we have introduced a queuing system to try to improve privacy for patients at the reception desk.

We plan to be able to move the phones away from our reception desk and provide a room for confidential discussions in our new building to improve customer service.

Q5 to Q8: Questions about the registration process and the information provided on registration.

Thanks to your comments we realise patients now have a lot of forms to complete when they register and they can be quite confusing.

Since the survey last year we have put more information into the registration pack and also onto the website, and we are trying to provide sufficient information on registration without swamping you, however from the results it does appear that we need to do more work on this and include information specifically on our appointment system and how to access online services.

- We will look at our registration pack again to see if we can make it clearer and avoid duplication where possible.
- We are will improve the look and content of our website and we are currently investigating new providers in an effort to make it more user friendly and informative.

Please let us know if there is anything specific that you would find useful to include on our website which is not on there at the moment.

SECTION B: GETTING THROUGH ON THE PHONE & SECTION C: ACCESS TO A DOCTOR OR NURSE

It is clear from the results this year that this year it is more difficult for you to contact the practice by phone or to try and speak to a doctor or nurse, and to book an appointment, and we would like to apologise for this.

Over recent months due to illness and staff shortages we have had to offer a majority of appointments to book on the day and a lesser amount have been available to prebook. This has had the knock on effect of making the phone lines a lot busier.

We will work to improve this by:

- Employing another clinician so we can make more appointments available.
- We are investigating a new GP access system to better manage patient demand.
- We will investigate the possibility of installing a queuing system for our phone lines which would give an indication of where the caller is in the queue.

SECTIONS F: GP SURGERY OPENING HOURS

78.82% of those who completed the questionnaire were very or fairly satisfied with the GP opening times, but you have commented that you would like to have access to more appointments outside of core working hours, either early or late or at the weekend.

The Practice does plan to offer appointments on a Saturday morning when we move into our new building, but we do not currently have the resources to offer this service in the existing building.

We are now offering nurse appointments before 9am or after 6.30pm on a Tuesday or a Wednesday weekly and we still offer pre 9am appointments on a Wednesday.

From the comment received some patients do not seem to be aware of this being available so we do need to make this information clearer on our noticeboards and website.

SECTION I: SERVICES OFFERED BY THE PRACTICE

All the services mentioned in this section are available to patients, and a lot of responses indicated that patients would like to use these services but presumably don't know how to access them.

- We will work to provide more information to patients so they know how to access these services if they are interested.

If you are interested in getting more involved in the practice please join our patient group. We have a virtual group where we communicate via email so you don't have to commit to attending meetings. Email Leona.charity@nhs.net for more information.

If there are changes in provision or manner of delivery of services which you feel still need to be addressed we would be grateful for your comments either via email to Leona.charity@nhs.net or feel in a comments slip and put it in the suggestions drop box in the surgery.