**GREENBANK SURGERY**

**ANNUAL REPORT/**

**PATIENT SURVEY UPDATE**

**2013/2014**

The Patient Forum continued to meet every quarter during the last year. The number of patients wishing to join the group increased, although the numbers attending the actual meetings remained static. Our Patient Forum members represent a varied selection of patients at this Surgery. Two practice managers and a GP attended at all meetings.

Our chairperson resigned from this post late last year and we would like to express our gratitude for their support and help since we started our group in 2004. We are currently in the process of arranging for this position to be filled; voting will take place at the next meeting scheduled for April 2014.

Concerns around telephone access and difficulties in making routine appointments have again been raised at all meetings during the past year. Another issue was regarding seeing a particular GP at a particular time. Discussions around these subjects have taken place at each meeting and the surgery has been monitoring and auditing the telephone and appointment system throughout the months.

The process of requesting repeat prescriptions and our turnaround times have also been discussed. This year, more people have been using our on-line facilities and e-mail for ordering prescriptions.

Our involvement in the "Productive General Practice" (PGP) a Department of Health initiative; has been regular feature on our meeting agendas too. This programme has been designed to help general practice to "deliver high quality care whilst meeting increasing levels of demand and diverse expectations".

The surgery asked its patients to take part in a survey towards the end of 2011, to establish what patients’ perception of the Surgery was regarding access, service and the physical surroundings. The results and action plans were published on the website and in and around the surgery. Our overall satisfaction rating was 82%.

The surgery then repeated the survey during November 2012. The survey was outsourced to a Company, who independently analysed the results; a total of 241 people took part over a one month period. The overall score achieved was 77% and although this was lower than the previous year, we felt this indicated the Practice has a dedicated team of highly trained and supportive doctors and staff, supplying a first class service to our patients with a wide range of clinics and surgeries available.

This year we took a different approach. In line with the PGP programme, for one week in June 2013, we asked patients to complete a survey regarding our whole service. 230 patients returned completed forms. When analysed, the results were similar to the previous surveys; the overall theme appeared to be that getting through on the telephone and getting an appointment was still a problem. Once patients had gained access to the surgery, the service provided by both the clinicians and the administration staff were of a high standard.

The results were fed back to our "Patient Participation Group" (PPG) at our meeting in September 2013. After discussion, it was noted that the Forum agreed with the data produced. By this time we had already implemented a different appointment system; offering an "open surgery" in the afternoon as well as the mornings. This proved to be popular with patients, but it came at the expense of being able to offer some routine appointments. It has now ceased due to inappropriate use; much to the dismay of some people.

We also asked patients to complete a further survey at the end of 2013 and the start of 2014, to see if access had improved after our first survey. This was available to complete via our website and in the surgery. All information was input into the website for analysis.

This time 101 patients completed the forms. The result of this survey was again discussed with our Forum group (22 January 2014) and all staff. The results appeared to be very similar to the June survey. Again, making a routine appointment and getting through on the telephone seemed to be a problem. However, once patients had obtained an appointment, they were pleased with the service given. After discussion, the following action plan was put into place:

**Action Plan:**

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| Patient Feedback: | Surgery Action: | Result: |
| Frustrations with automated telephone system when trying to speak with a receptionist. Calls go "in a loop" and after a while patients are returned to the beginning of the message. | After speaking with our suppliers, it has been established our telephone system is not completely compatible with our automated system. Minor alterations have been made, but not enough to stop the problem. | The Partners are currently looking at other telephone systems. |
| Frustration with not being able to pre book a routine appointment. | As from 24 February 2014, we are making small changes to our appointments. Presently GPs have a day when they look after the home visits on a rota basis. This will stop and the GPs will revert back to having morning and afternoon appointments and all will make home visits between these surgeries.  We will continue to have an F2 doctor with us and hopefully as from August this year will have a GP registrar join us. | More routine appointments will be available to book into and pre book.  More appointments have been made available to book on-line and via Patient Partner.  We intend to keep the morning "open surgery" and "GP triage" for urgent appointments. This has proved to be convenient for patients and is a popular service. |
| Frustration with not being able to book with a particular GP. | Removing the "Visits day" for GPs to enable them to have more routine appointments. | We can never guarantee a particular GP will be available to see you, but we endeavour to try and satisfy all requests. All information is fully documented on medical records to allow continuity of care for all patients. |

The results of the surveys and the action plan have been displayed on the Patient Forum notice board in the surgery and have been added to the surgery website.

The evidence of change and improvement will hopefully be apparent in our next patient survey 2014/2015.

If you would like to join our Patient Forum Group, please speak to the receptionist - all patients are welcome to join.

Please note:

Our surgery opening times are:

Monday to Friday 8.00 am - 6.30 pm

Wednesday - Extended Hours 6.30 pm - 8.00 pm (For pre-booked appointments only)

We do offer 8.00 am appointment times

Our routine doctor appointments are 12.5 minutes each.

Our telephone lines and doors are open from 8.00 am - 6.30pm (except during extended hours)

We DO NOT close our doors or telephone lines at lunchtime.

Our Wednesday evenings offer both GP and nurse appointments and can be booked up to fourteen days in advance.