

Patient Survey 2014

The original aim of the survey taken in February 2014 was to begin to gauge patient response to recently introduced technologies supporting patient communications and appointment bookings. This will help us to monitor improvements in relation to the Action Plan proposed by the Patient Participation Group.

Q1 How do you normally book your appointment to see a GP or nurse (please tick all the boxes that apply to you):

	Number	Percentage
In person	38	Not Applicable
By phone to a receptionist	120	Not Applicable
By automated telephone booking	33	Not Applicable
By online booking	12	Not Applicable
Doesn't apply	0	Not Applicable

Automated telephone bookings have been in place for slightly longer than on-line bookings, however, use of the system remains consistent the number of patients making use of the technology is still relatively low. This is borne out by the number of patients who still prefer to book their appointment by phone with a receptionist (59%). This highlights the need for the practice to again increase patient awareness of the alternatives so that telephone lines become marginally less busy and Receptionists are free to deal directly with patient enquiries, thereby improving overall patient experience.

Q2 Which of the following methods would you prefer to use to book appointments (please tick all the boxes that apply):

	Number	Percentage
In person	27	Not Applicable
By phone to a receptionist	108	Not Applicable
By automated telephone booking	22	Not Applicable
By online booking	50	Not Applicable
No Preference	5	Not Applicable

Q3 Did you know that if you give us your mobile phone number we will send you an appointment reminder 2 days before your appointment

	Number	Percentage
I receive appointment reminders and I find it helpful	81	62
I do not want to have my mobile number on record	8	6
I did not know this service was available	34	26
I don't have a mobile number	7	5

62% of patients responding to the question found it helpful to receive appointment reminders and there is evidence that the rate of patients not attending a booked appointment is improving somewhat, especially as patients are able to cancel appointments which they no longer need by text. The system has added advantages in that it provides an economical means for patients to be invited for routine health checks etc. 26% of those responding did not know the service was available, again highlighting the need to raise patient awareness of alternative ways to communicate with the surgery.

Q4 Last time you wanted to see or speak to a GP or nurse, what did you want to do?

	Number	Percentage
See a GP at the surgery	109	74
See a nurse at the surgery	23	15
Speak to a GP on the phone	11	7
Speak to a nurse on the phone	1	1
Arrange for a home visit	1	1
I didnt mind/wasn't sure what I wanted	3	2

Q5 And when did you want to see or speak to them

	Number	Percentage
On the same day	43	31
On the next working day	15	11
A few days later	37	27
A week or more later	12	9
I didn't haved a specific day in mind	26	19
Can't remember	4	3

Q6 How convenient was the appointment you were able to get?

	Number	Percentage
Very convenient	72	52
Fairly convenient	54	39
Not very convenient	8	6
Not at all convenient	1	1

Q7 If you weren't able to get an appointment or the appointment you offered wasn't convenient, why was that?

	Number	Percentage
There weren't any appointments on the day I wanted	23	37
There weren't any appointments at the time I wanted	23	37
I couldn't see my usual GP	4	6
I couldn't book far enough ahead	0	0
Another reason	12	19

Q8 What did you do on that occasion?

	Number	Percentage
Took the appointment I was offered	59	61
Got an appointment for a different day	25	25
Had a consultation on the phone	4	4
Went to A&E	3	3
Saw a pharmacist	0	0
Decided to contact my surgery another time	4	4
Did not pursue the matter	2	2

Q9 Overall, how would you describe your experience of making an appointment?

	Number	Percentage
Very good	71	51
Fairly good	51	37
Neither good nor bad	10	7
Fairly poor	5	4
Very poor	2	1

It is encouraging that 88% of those taking part in the survey described their experience of booking an appointment as good or very good (in relation to choice and availability).

Q10 If you have used our on-line appointment booking, how did you find it?

	Number	Percentage
I like the on-line booking system, it saves time	9	7
I like the on-line booking system, I can make an appointment at any time	11	9
I find the on-line booking system difficult to use	9	7
I prefer to book in person with a member of staff	17	14
I haven't used the system yet	62	52
I do not intend to use the on-line booking system	12	10

The practice recognises that on-line bookings are still in their infancy (52% of those responding have no used the system yet). Obviously this option isn't for everyone, however the practice recognises that it needs to encourage and support patients to ensure that as many as possible benefit from the ease of on-line booking 24 hours a day. The practice has noted that, although numbers of patients do express an interest, and are issued with login details, many do not go on to activate their login. This will be addressed in future patient communications.

Q11 Equality and Diversity Monitoring Form Age Group

	Number	Percentage
16-19	1	1
20-24	3	2
25-29	4	3

30-34	8	6
35-39	9	6
40-44	12	8
45-49	12	8
50-54	10	7
55-59	19	13
60-64	17	12
65+	47	33

Q12 Gender

	Number	Percentage
Male	41	30
Female	96	70

Overall, although patient communications are moving in the right direction, the practice still needs to make it as easy as possible for patients to keep in touch easily and conveniently.

In response to patient feedback, the next step will be to investigate the introduction of a call-queuing system which it is hoped will further increase capacity and, hopefully, reduce some of the frustration experienced by patients trying to get through to the surgery at busy times.