

Patient Survey Results March 2016: PPG Comments

31% usually wait 15 minutes or less after their appointment time to be seen.

Local (CCG) average: 51% National average: 65%

PPG members said:

- It's okay to wait 10 or 15 minutes, and that they hadn't experienced waiting longer than that.
- They suggested that the reason for this might be patients who bring lots of issues to talk to the Doctor about, or people who need longer with the doctor. They felt that people like the doctor because he takes time with them, and that the Doctor would be seen as rude if he stopped appointments when the appointment time was up.
- The Practice noted that people with mental health or learning disabilities already get longer appointments.
- PPG members said that all patients are not the same – some only need two minutes with the doctor, others need longer. They suggested that receptionists should ask people for the reason for their appointment and book longer appointments for those who need it. However,
- Action agreed: Receptionists to ask all patients why they are booking an appointment, explaining that they are asking in order to give them the right appointment length, and book an appropriate appointment time looking in the care history if need be.
- Action agreed: Receptionists to make a note of how many patients were willing to give the reason why they were booking an appointment. This will just be two simple boxes for 'willing' and 'not willing' and entering a tally mark in one or the other.
- Action agreed: at the next PPG meeting the PPG will look at the number of people who were willing to share their reason for making an appointment and review whether it has made a difference.

70% say the last GP they saw or spoke to was good at listening to them

Local (CCG) average 82% National average 89%

PPG Members said:

- The GP is good. You tell him the problem and his answer is excellent and helpful. He takes the time.
- Suggested that there might be an issue if patients have left a message for the Dr to phone them, but then when the doctor calls back they are not there because they've had to go out. Member said that practices can have a duty doctor who will respond to calls within the next two hours.
- Action agreed: Practice look at whether they can get a duty doctor.
- Action agreed: PPG members will talk to other patients about whether they feel the doctor listens to them, and if not why not. They will feed this back at the next PPG meeting so the

PPG and Practice can work out why 30% of respondents said they didn't feel the GP was good at listening to them and they can work out what they can do to address it.

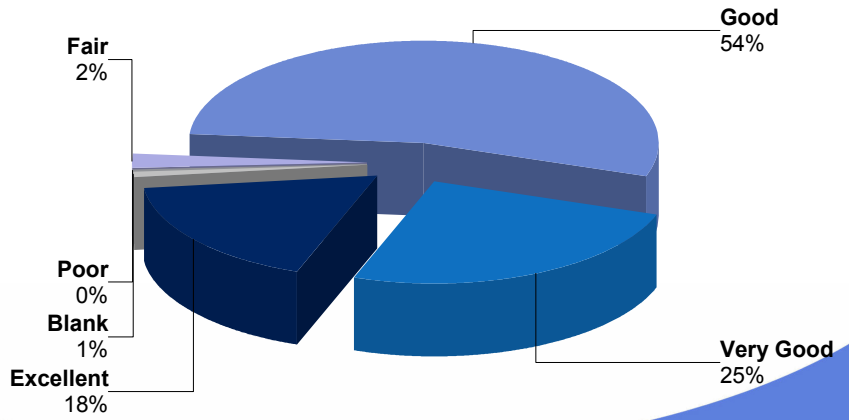
Practice and Patient Participation Group Action Tracker - March 2016

Date of Meeting Raised	What is the issue and/or opportunity?	How did we find out about this issue or opportunity?	What actions have we agreed to address this issue, and who is the owner?	What progress have we made?	How and when will we evaluate the impact of our actions?	What was the impact of our actions?
10/11/16	<p>In the National Patient Survey patients reported that 31% usually wait 15 minutes or less after their appointment time to be seen. Local (CCG) average: 51% National average: 65%</p>	Results of the National Patient Survey	<p>Action agreed: Receptionists to ask all patients why they are booking an appointment, explaining that they are asking in order to give them the right appointment length, and book an appropriate appointment time looking in the care history if need be. Owned by: practice Action agreed: Receptionists to make a note of how many patients were willing to give the reason why they were booking an appointment. This will just be two simple boxes for 'willing' and 'not willing' and entering a tally mark in one or the other. Owned by: Practice</p>		<p>At the next PPG meeting the PPG will look at the number of people who were willing to share their reason for making an appointment and see if the majority do or not.</p> <p>Practice report on whether more appointments finished on time.</p>	

10/11/16	<p>70% say the last GP they saw or spoke to was good at listening to them Local (CCG) average 82% National average 89%</p> <p>PPG members said:</p> <ol style="list-style-type: none"> 1. There may be an issue with patients not being by the phone when the GP calls them following a request for a telephone call. 2. All PPG members present would agree the GP listens to them. We don't know why 30% feels that he doesn't. 	Results of the National Patient Survey	<p>Action agreed: Practice look at whether they can get a duty doctor. Action agreed: PPG members will talk to other patients about whether they feel the doctor listens to them, and if not why not. They will feed this back at the next PPG meeting. so the</p>		<p>Practice report on getting a duty doctor</p> <p>PPG and Practice look at what the members have found out by talking to other patients and are able to draw some initial conclusions about why 30% of respondents said they didn't feel the GP was good at listening to them and they can work out what they can do to address it.</p>	

97%

of all patient ratings about this practice were **good, very good or excellent**



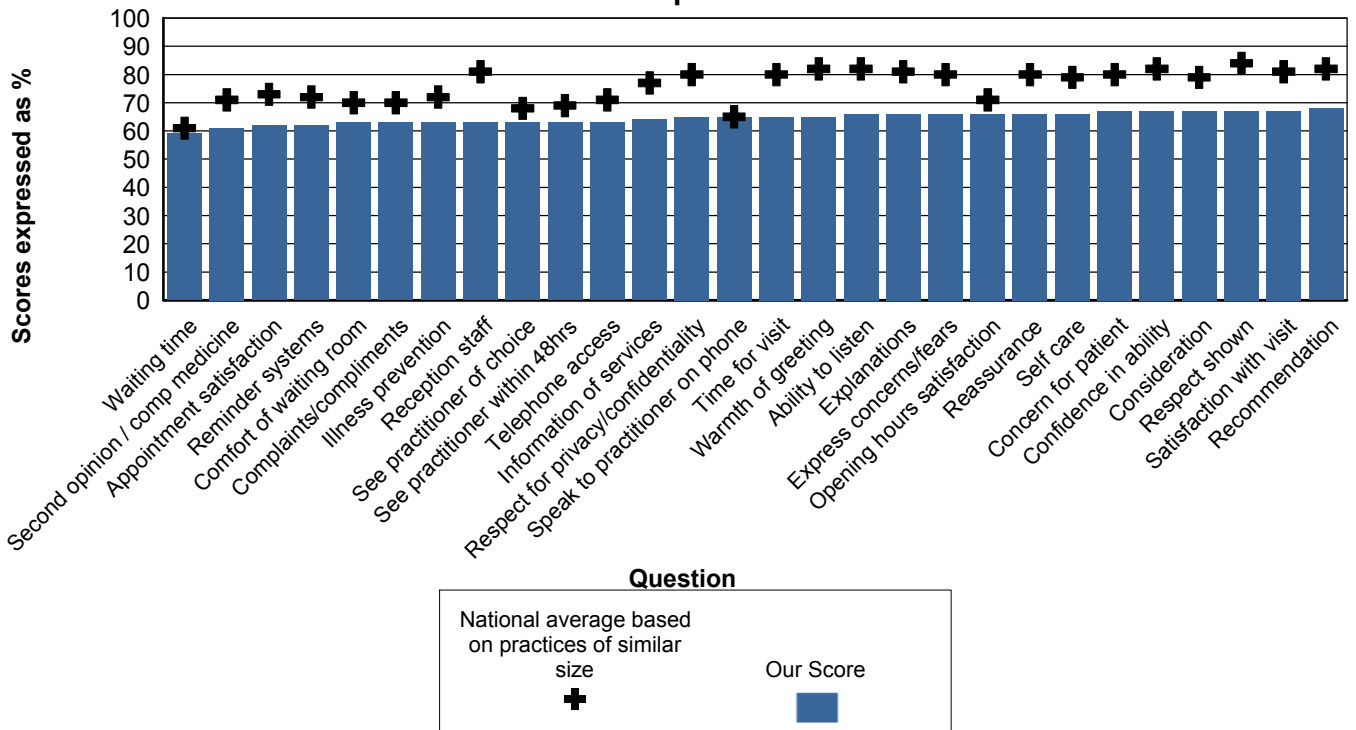
Thank you for your participation in this survey

Patient Experience Survey Results 2016/2017 Upper Road Medical Centre



"Striving towards excellence"

Overall practice scores



The results of this survey will help us to provide the best possible service to you

