

## **Report to the Patient Participation Group**

Date	June 2016
Subject	Overview of Patient Satisfaction
Sources	Patient Questionnaire/ Friends and Family/ Comments and complaints

### **Headlines**

Positive feedback included

Over 91% of respondents to the questionnaire were either extremely satisfied or satisfied with the clinical services available. With 82% stating that the reception staff are helpful and approachable.

Over 80% felt that the Health centre and the clinical rooms were clean and tidy.

Those who used the website (65%) found it useful and user friendly.

86% were happy with the current opening hours and everyone would prefer the option to have blood tests taken at the surgery

Friends and Families produced some very positive comments (lovely doctors and nice receptionists, great range of services)

Although access to the services were deemed good for both physical access and opening times there were several areas of concern raised these included.

The need for better signposting

Lack of an updated practice leaflet

Access to specific named doctors at specific times (for example evening appointments with a doctor who does not offer late appointments)

More than 25% of respondents asked for more appointments after 6pm to 7pm, and before 8am.

35% found it difficult to book an on the day appointment and requested more appointments be made available.

Waiting times are an issue for some clinics and clinicians

Other concerns raised were focused on waiting room chairs, and a reluctance to use telephone consultation as an option.

## Challenges for 2016/17

Making access to appointments easier and increasing the number of appointments.

A real challenge is the number of patients who book appointments (often on the day) and then do not attend in the last 12 months we have lost over 3500 appointment with 92 people missing more than 6 appointments. 2 formal complaints were from patient unhappy that they had been advised that they must inform the practice if they were not attending so the appointment could be released to another patient.

Even a small percentage of these slots would help meet demand and help match the timetable with demand.

The NHS have given practice a target to ensure that patients use electronic systems for booking appointments, ordering medication and communicating with the practice.

Sign posting and advice on options

What else would you like to put as a priority ?