

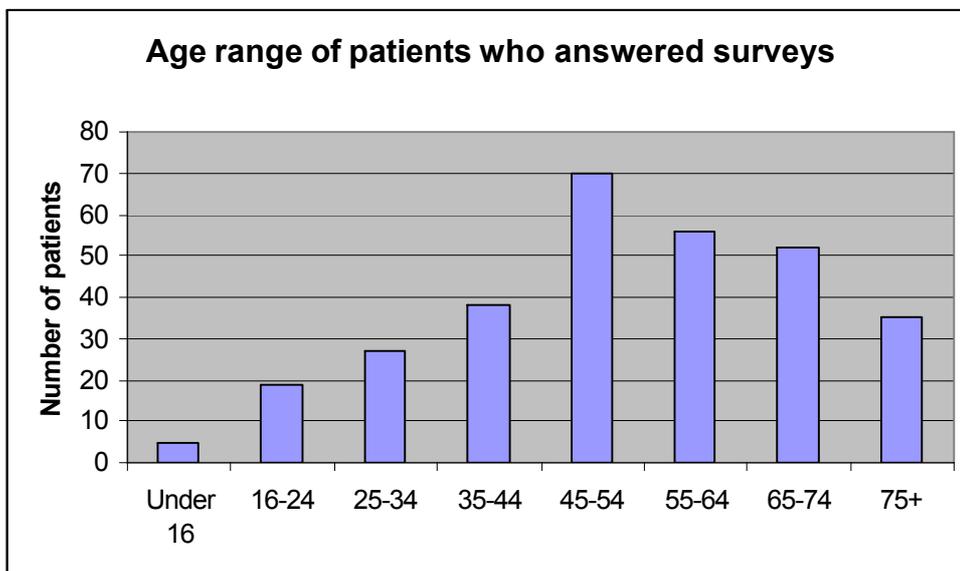
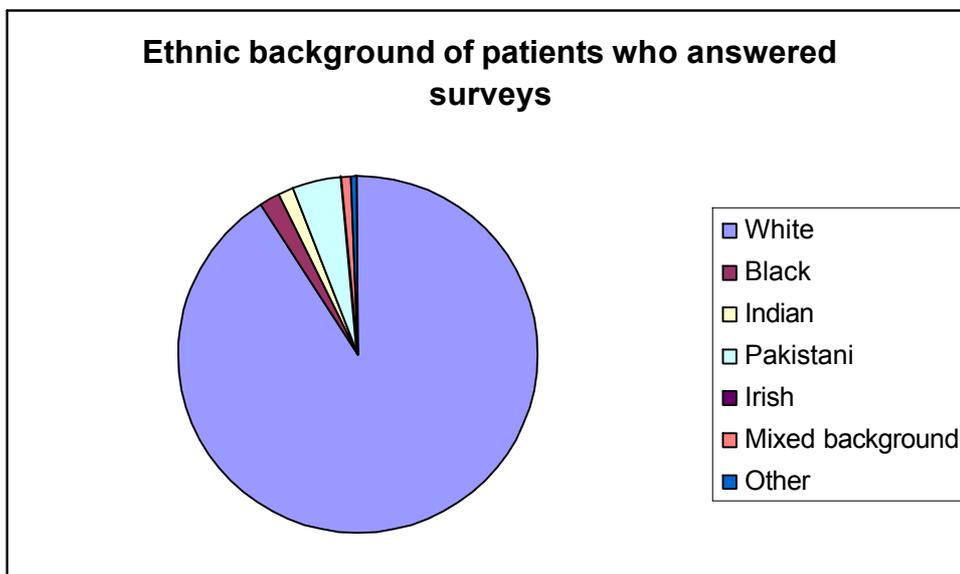
Handsworth Medical Practice Survey November 2013

PPG Discussion – 22nd January 2014

This is a summary of the results from the survey which was conducted at the Handsworth and Fitzalan sites, between a two week period (25th November – 9th December 2013).

302 patients in total answered the survey.

Also, please see results breakdown on the separate sheet.

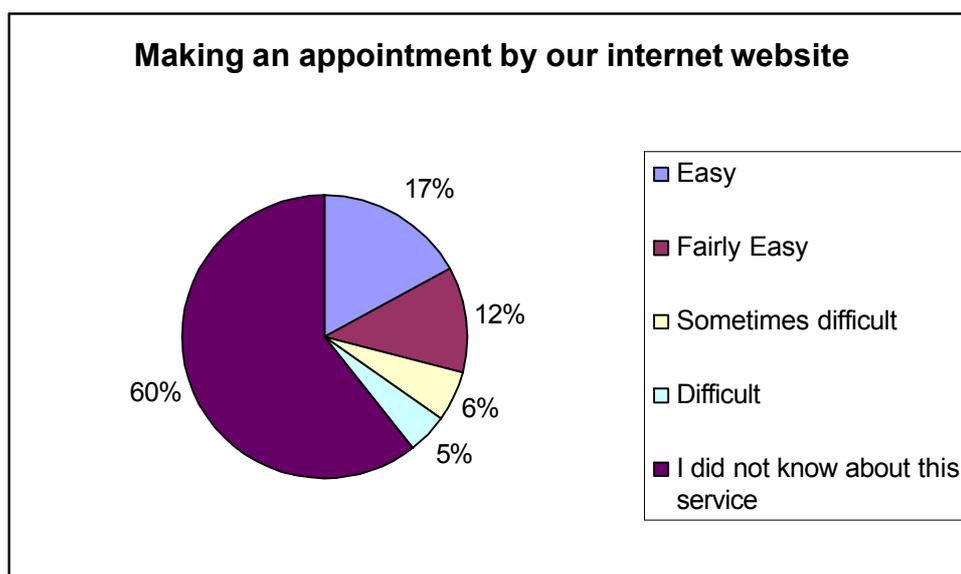


Appointments

The results showed a general split between people who found it 'Fairly Easy' (34%) and 'Sometimes Difficult' (33%) in making an appointment over the telephone. We need to look at ways in which we can improve this area.

The results showed that the other ways in which patients make an appointment were generally positive.

However, a large percentage of patients indicated that they were unaware that appointments can be made via our website. We need to address this to make full use of the internet appointments available, and ease the volume of the number of patients making appointments by telephone.



Patients answering if they get the date and time of the appointment that wish then they book:

Do you usually get the appointment date and time that you wish?		
Yes	Sometimes	No
55	148	53

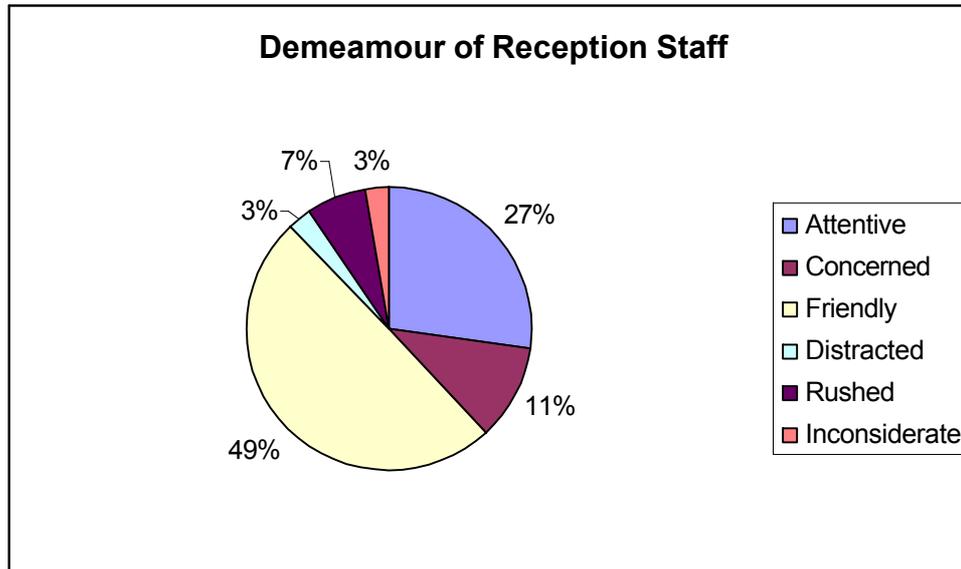
Areas which need consideration:

Suggestions for discussion:-

- Amend the appointment system. Add some 'book on the day' appointments?
- Improve display boards in reception to clearly show different ways of appointments available – triage, 5 min appointments, etc
- Practice cluster group Appointment Trial
- Have Practice 'cards' for patients to highlight booking internet appointments
- Add more internet appointments onto the booking system
- Any other suggestions?

Staff

The results showed a generally positive response regarding the demeanour of practice staff. The Reception staff had slightly higher numbers in negative sections compared to other member of practice staff.

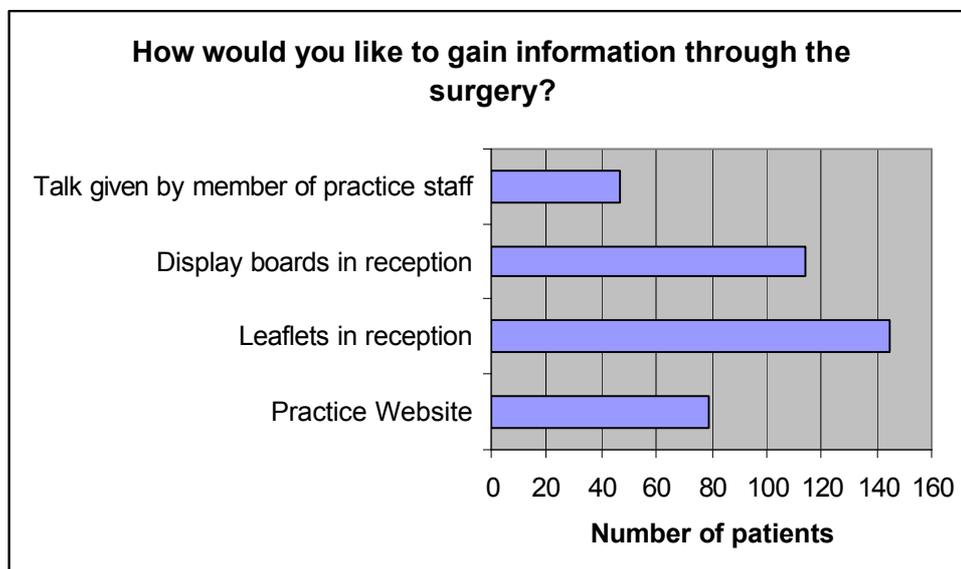


Areas for discussion:

- Further training for reception staff
- New receptionist starting which will ease pressure on current reception staff
- Any other suggestions?

Information for Patients

Results of this section of the survey showed an interest in areas we listed, with healthy eating coming top. Other additional areas that patient's suggested having information available for were Mental health, Prostate problems, Carers support, Wellness checks and Preventative health programmes.



Suggestions for discussion:-

- Add information pages onto website regarding areas listed in the survey
- Organise a number talks by various members of staff on the areas indicated. Advertise these talks – on website, in reception on notice boards and verbally by staff
- Review leaflets available in reception and order more accordingly
- Purchase mobile phone for nurse, and advertise number for contraception advice, which may encourage younger people to gain advice
- Any other suggestions?