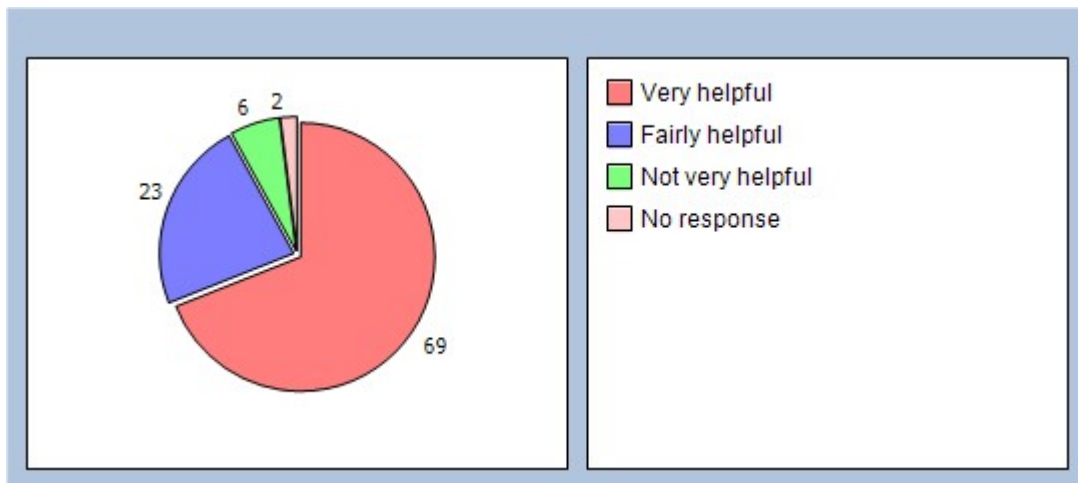


## Practice Survey February 2016 - April 2016

Please complete the following survey. All feedback is important to us and will be shared with the whole practice team and patients.

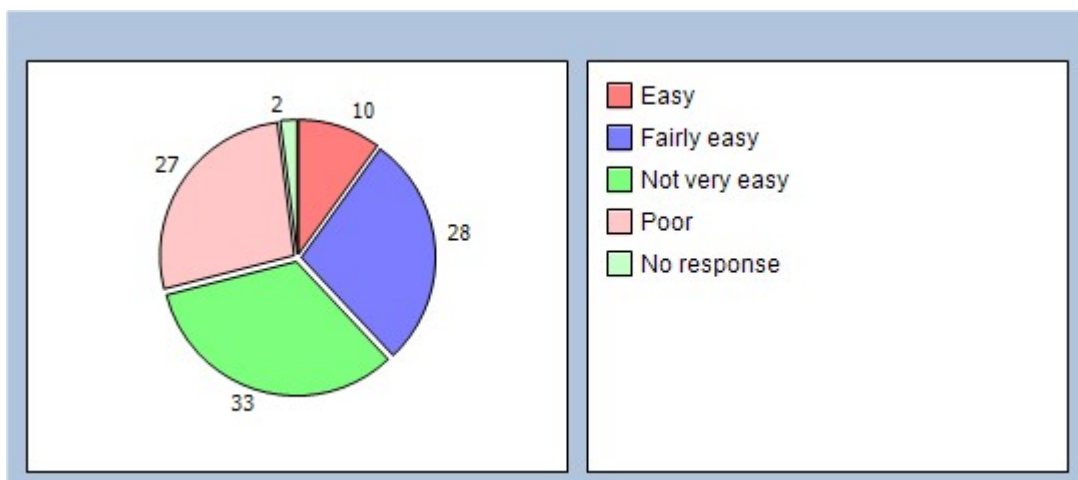
### How helpful do you find the receptionists?

Very helpful **69%**  
Fairly helpful **23%**  
Not very helpful **6%**  
No response **2%**



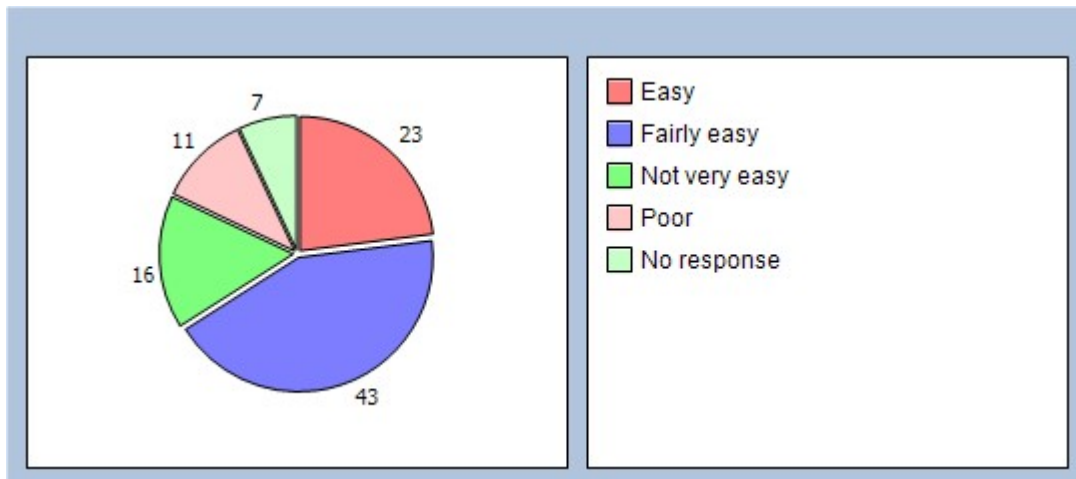
### How easy do you find getting through on the telephone?

Easy **10%**  
Fairly easy **28%**  
Not very easy **33%**  
Poor **27%**  
No response **2%**



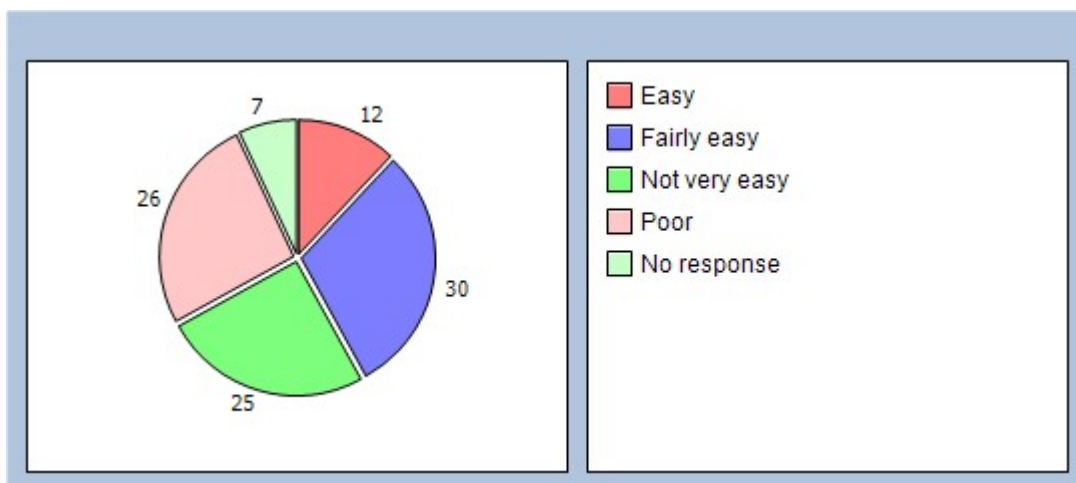
**How easy is it to request/book a telephone call back from a GP/Nurse**

Easy **23%**  
Fairly easy **43%**  
Not very easy **16%**  
Poor **11%**  
No response **7%**



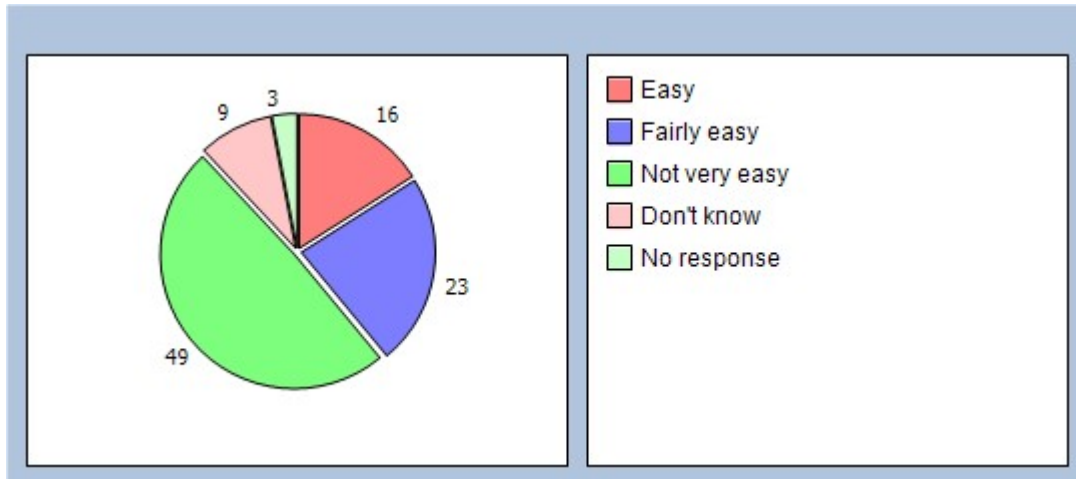
**How easy is it to book a same day appointment ?**

Easy **12%**  
Fairly easy **30%**  
Not very easy **25%**  
Poor **26%**  
No response **7%**



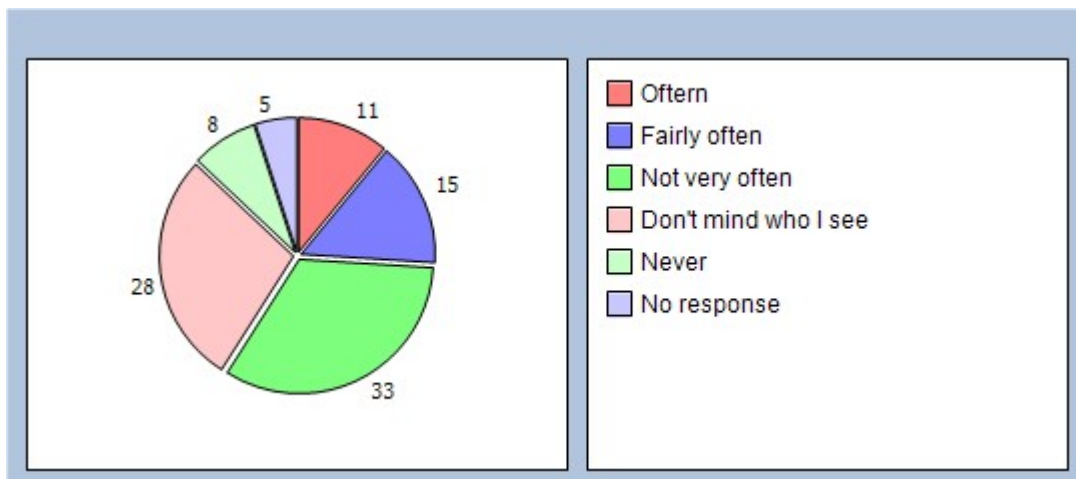
**How easy is it to book an appointment in advance ?**

- Easy **16%**
- Fairly easy **23%**
- Not very easy **49%**
- Don't know **9%**
- No response **3%**



**How often do you get to see the GP/Nurse of your choice ?**

- Often **11%**
- Fairly often **15%**
- Not very often **33%**
- Don't mind who I see **28%**
- Never **8%**
- No response **5%**



**What times would you prefer the practice to be open ?**

Presently happy with opening times **47%**

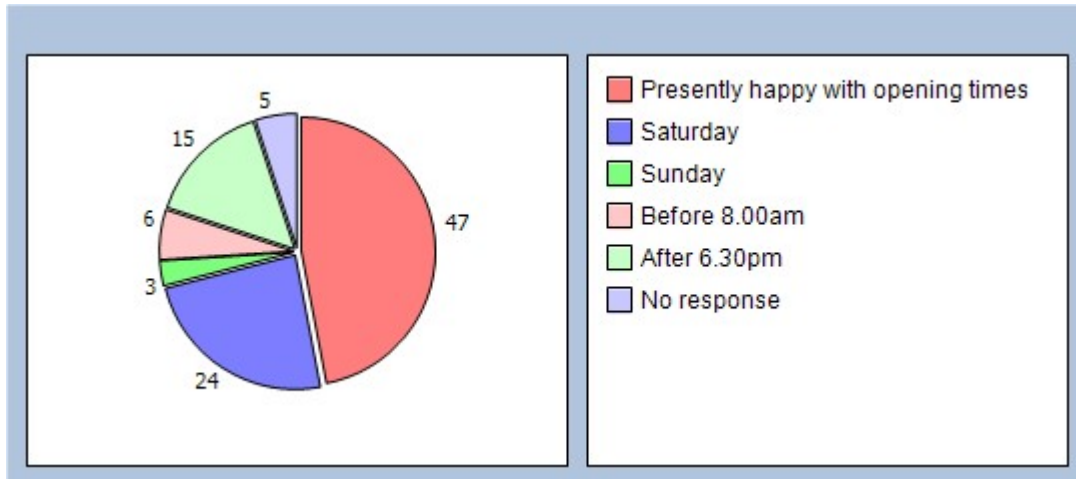
Saturday **24%**

Sunday **3%**

Before 8.00am **6%**

After 6.30pm **15%**

No response **5%**



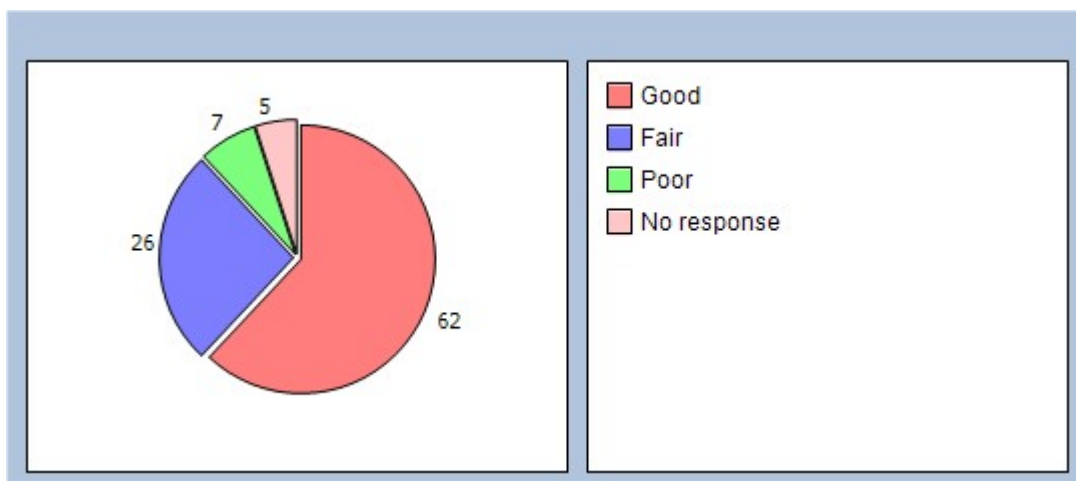
**Overall would you describe your experience at this Practices as:**

Good **62%**

Fair **26%**

Poor **7%**

No response **5%**



**How likely are you to recommend our Practice to friends and family ?**

Extremely likely **27%**

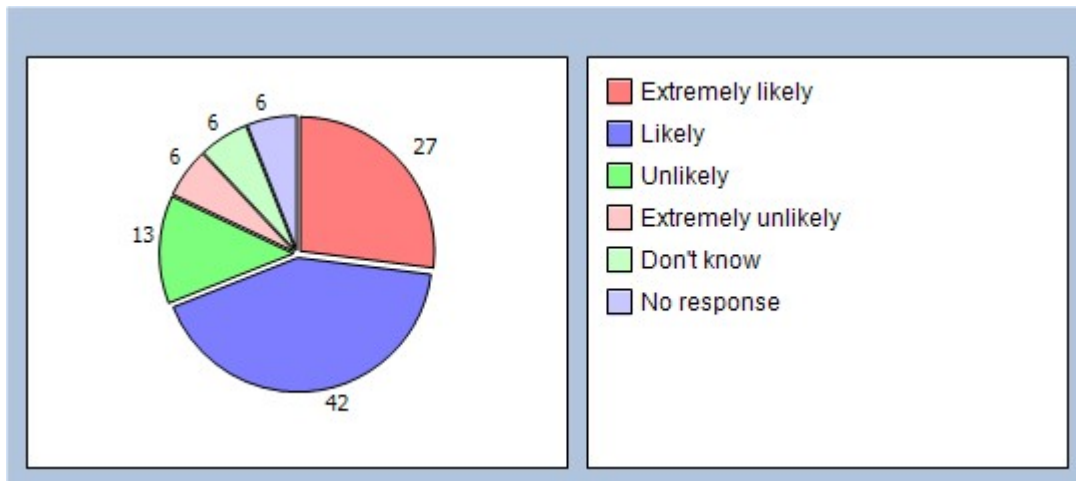
Likely **42%**

Unlikely **13%**

Extremely unlikely **6%**

Don't know **6%**

No response **6%**



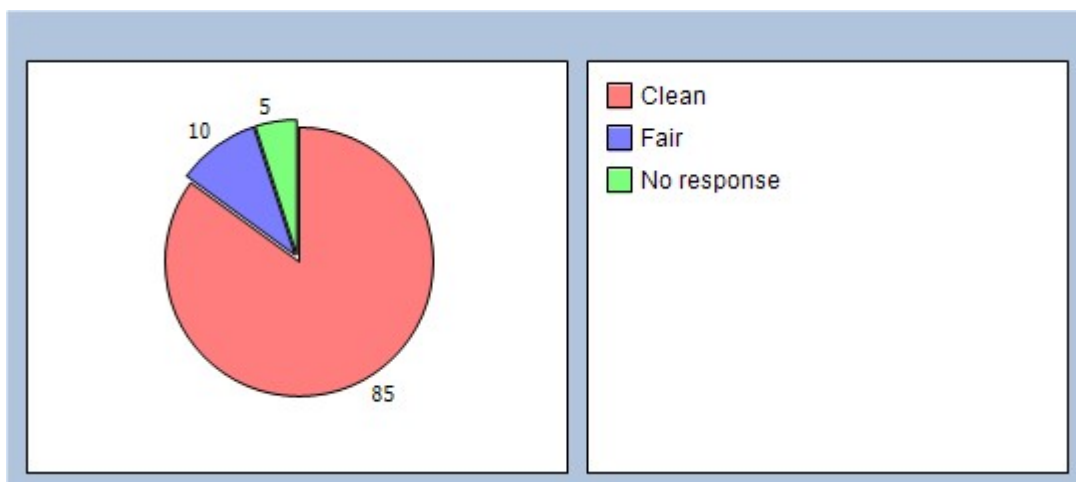
**How do you rate the cleanliness of the Practice ?**

Clean **85%**

Fair **10%**

Poor **0%**

No response **5%**



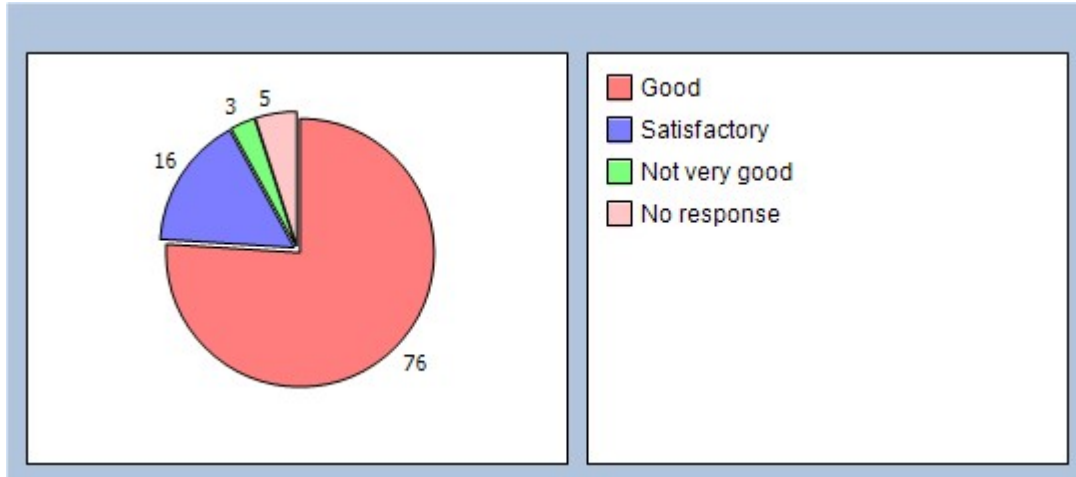
**When you last saw a GP how would you rate your treatment and care ?**

Good **76%**

Satisfactory **16%**

Not very good **3%**

No response **5%**



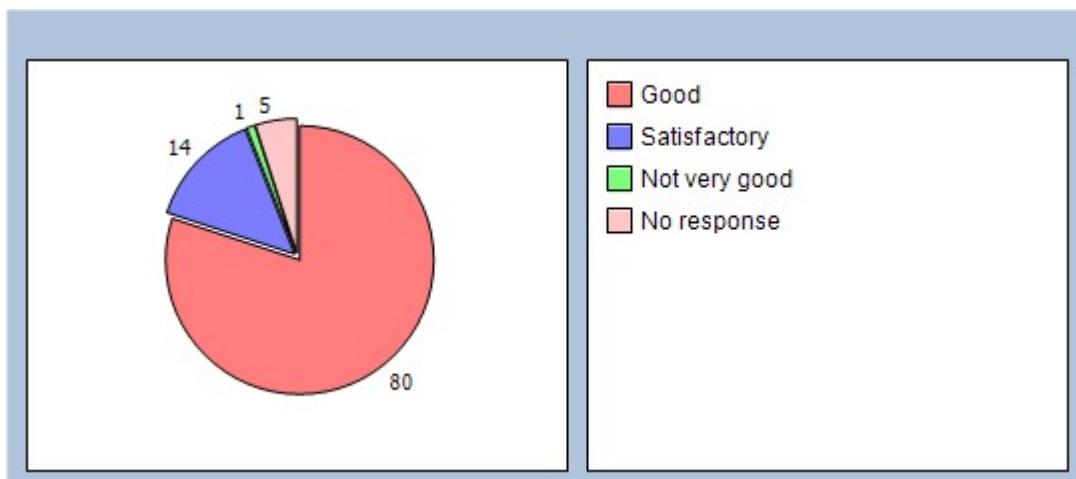
**When you last saw a Nurse how would you rate your treatment and care ?**

Good **80%**

Satisfactory **14%**

Not very good **1%**

No response **5%**



**Thank you for taking the time to complete our survey. Abington Medical Centre.**

Summary of results from survey which has been discussed with our PPG members and the practice team.

**Reception Team** - Are still considered to be helpful to our patients with only 6% who completed the survey stating they found our staff not helpful.

Action – Although this is a good result we would like to improve this figure and will look at training and support for our staff.

**Appointment Access** - The survey has shown appointment access and getting through on the phone to be an area that needs improvement.

Action – Before this survey was introduced in February the practice was already aware that access was a problem. We have been working with reduced staff and have been trying to recruit for many months unsuccessfully as there is a shortage of GP's in Northampton.

We have been listening to feedback from patients and staff and introduced at the end of April a new way of working regarding same day appointments.

A new triage system has been put in place where a GP assesses all patient same day requests and works with our emergency care team ( GP/Nurse/Reception staff) to treat, advise and contact patients regarding appropriate treatment and care required. The aim is to improve appointment availability and prioritise treatment and care. This new way of working is still under review and we will be monitoring over the next few months.

**Phone Access** - Getting through on the phone for a same day appointment has been reported as difficult as patients would phone when we opened at 8.00am to try and secure an appointment, this would result in the lines being exceptionally busy and many patients getting the engaged tone and having to constantly redial.

Action – Introducing the new same day appointment/triage system means there is no need for an 8.00am rush to contact the surgery as we promise to contact and deal with all same day requests if received by 3.30pm on the day we receive the call. Ideally we will still receive the majority of calls in the morning to allow us to utilise the staff we have in place but we are hoping to ease congestion on phone lines at 8.00am making it easier to get through.

**Booking Appointments in Advance** – This needs improving. We are presently short staffed with very limited routine appointments as we prioritise our workload in providing same day care.

Action - Since the survey finished at the end of April we are delighted to say we are now in the process of recruiting 2 GP' who will be joining us in September. With this in mind we should see an improvement with routine appointment availability.

**Friends and Family Test** show that 19% of people completing the survey are unlikely to recommend the practice to their friends and family, 69% of patients said they would recommend us which is 3% less than last year.

Action - We continue to look at ways of improving our systems by listening to patient and staff feedback throughout the year. By implementing changes such as the same day appointment service and once we have recruited GP's we hope that this will improve patient experience.

**GP Treatment and Care** - 92% of patients were happy with their care with only 3% saying they were not happy.

**Nurse treatment and Care** - 94% of or patients were happy with only 1% stating they were not happy.

Action – We will continue to strive to offer good quality treatment and care to all of our patients and the practice team are pleased with these results. We will continue to look at how we work, review and monitor patient feedback and look at ways of learning and improving the services we offer to our patients.

This survey has been discussed and shared with our patient participation group who are in agreement with the action points shown in this report.

Patient feedback is very important to us as it allows us to look at what we do well and also look at areas where we need improve.

Sources of Feedback are continually monitored, reviewed and shared with the Practice Team and Patient Participation Group (PPG); we receive feedback in the following formats:

- Friends and Family Test
- Complaints summary and end of year review
- Notifications from patient website users
- NHS Choices feedback
- PPG Feedback at meetings
- Suggestion Box in waiting area