

# Darley Dale Medical Centre

## **Patient Survey Action Plan**

The results of our 2012 -2013 patient survey were discussed at a meeting of the Practice Patient Participation Group (PPG) on 21<sup>st</sup> March 2013. The group is currently comprised of 22 patients who represent all 3 surgeries within the practice.

The meeting was chaired by the Practice Manager, Tim Skinner, and the partners represented by Dr Ben Milton.

### **Background**

- As a result of last year's patient survey, and subsequent discussions with the PPG, it was agreed that key areas of the patient experience that could be improved were around ease of getting through on the telephone and ease of making a GP appointment.
- The patient survey was publicised in all 3 surgeries and on the practice website in February and March 2013. Completion of the questionnaire could be done both online and via a paper form.

### **Overall Summary**

- The PPG agreed that the response rate of 247 completed questionnaires supported the robustness of the findings. They also felt that the overall responses in the survey were an accurate representation of their experiences at the practice.
- The PPG also felt that the overall satisfaction rate of 95.3% was reflective of the good level of service provided by the practice, especially against a backdrop of increasing demand and decreasing resources.
- Although the survey showed that 97.9% of patients found it easy to get through on the phone there was an acknowledgement that this depends on the time of day. Comments on the survey indicated that at peak times, early morning (and particularly on a Monday), it could be much more difficult to get through.
- Generally the satisfaction with access to GP appointments in advance was good: 89.2% found it easy to make appointments in advance. However comments indicated that a wait of 5 days or more for an appointment in advance was not seen as acceptable.

## Darley Dale Medical Centre

- There was much less satisfaction with the availability of same day appointments: only 66.3% found this easy. There was also some confusion about what constituted an emergency appointment.
- 76.6% of patients said they would find it easy to travel to a site other than their usual one to attend an emergency appointment. The PPG suggested that promoting the availability of appointments at all 3 sites would be a positive step.
- The PPG expressed some surprise at the declining trend of patients who preferred to see a particular GP with 50.4% of patients saying they had no preference.

### Conclusions

- The PPG agreed that the survey evidenced their opinion that practice provided a high quality service to patients.
- However it was agreed that the practice needed to avoid any complacency as clearly things did go wrong sometimes and that led to some occasions of poor patient experience.
- The PPG understood the underlying issue that increasing demand for primary care services was not being matched by increased funding. However they did feel that there were some things that could be done around access and telephony (see action plan) and continued working in partnership with patients was essential.

### Specific Actions Planned

Survey Question	Action Planned	Who and by When
Same day appointments	<ul style="list-style-type: none"><li>• Clarification to be given about what constitutes an “emergency” appointment</li><li>• Guidance and training given to reception team to enable them to help patient decide if appointment request is an emergency.</li><li>• (Advanced Nurse Practitioner already appointed at Darley Dale and ring fenced for same day appointments)</li><li>• Increased publicity about the availability of appointments at other sites for patients.</li></ul>	Practice Manager 31/5/2013

## Darley Dale Medical Centre

Appointments in Advance	<ul style="list-style-type: none"><li>• Unified approach at all 3 sites so patients not advised to “ring back first thing tomorrow” if an advance appointment not available.</li></ul>	Practice Manager  31/6/2013
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Tim Skinner  
March 2013