

# **Montpelier Surgery - Patient Survey**

## **2013/14 Report**

### **Group Profile**

The patient group comprises 3 members,

### **Patient Representation and Engagement**

Montpelier surgery is actively attempting to grow its patient partition group. The practice has worked throughout the year to both engage patients and attract new members. Specific examples of this include posters in the waiting room, information on our website, powerpoint slides on our waiting area Patient Information Screen and opportunistically inviting patients as they talk to us about other things.

In addition the Practice and the local CCG PPG representative held a meeting to discuss attracting patients to its group.

The practice feels that the survey is representative of the entire patient list and specifically very representative of those patients that are both infrequent and regular users of the service.

Montpelier surgery, with a limited number of patients on its PPG, has reviewed the survey results and provides a brief analysis and proposed action plan. Comments on the survey and the action plan are being invited.

### **Resulting action plan and how it was agreed.**

The survey was reviewed internally and with selected patients, the following plan is to be implemented.

1. Access – Our patients have advised that access to clinicians or our nursing team is very good. They also advised that if they required an emergency appointment and the surgeries were fully booked then they could ask to be seen via an emergency appointment.
2. Patients feel that the Clinical and nursing staff of Montpelier Surgery provide them with sufficient time to discuss problems, that they are treated with dignity and respect and that that are included in any treatment plans.
3. Whilst a large number of the Montpelier Surgery patents are aware of the on-line services enabling the booking of appointments and the requesting of medications on repeat, few patients are taking advantage of these services. Montpelier surgery to meet with patient representatives, and opportunistically discuss with patients to determine reasons why the on-line services for which patients are sign-up too, not being utilised.
4. Prescriptions – Patients are aware that Montpelier Surgery produces any prescription requests within the 48 hours (2 working days) requirement, however there is a perceived delay. Investigations have shown that where

there is a delay, then these are requests that have been logged with a pharmacy and not direct with Montpelier Surgery. Action – Montpelier Surgery to work with patients chosen pharmacies to streamline the delivery of requests from patients to pharmacies to Montpelier surgery.

5. The patients of Montpelier Surgery like the ability to receive txt and appointment reminders, and would welcome the ability to be able to txt back to cancel appointments. Action – Montpelier Surgery.
6. Telephone access – The patients of Montpelier explained and indicated that they had issues with contacting the practice via telephone, especially during busy periods, and that it was difficult to speak to a doctor or a nurse on the telephone. Action – Montpelier Surgery, to review telephone handling especially during busy periods, patients to provide correct contact numbers when requesting any call-backs.
7. Opening Hours – Patients are unaware of the surgeries opening hours and the times when the reception desk and telephone lines are available, despite being advertised on the practice website, door plaques, the practice booklet and within the practice.
8. Extended Hours – Only 45% of the patients of Montpelier Surgery are aware of our extended opening hours, designed for those patients who are unable to attend during normal surgery hours. Actions: Montpelier Surgery to look at other ways of communicating with patients and making the information on opening hours and extended hours surgeries more open.