Practice One

Patient Participation Group Survey

* During our first Patient Participation Group Meeting on Thursday 20 February 2014 a questionnaire regarding patient satisfaction was discussed.
* Following the meeting Jan Peacock, Assistant Practice Manager prepared a questionnaire and sent a copy to the patients’ that attended the initial meeting and also to those that were unable to attend but showed an interest in the Group and asked them to feedback to her any comments/amendments (appendix 1).
* It was agreed that the questionnaire was a good starting point to ascertain any concerns that patients’ had with regards to the service/experience they obtained from Practice One and the group at their next meeting Thursday 29 May would review the results and if there were any common concerns these would be discussed in-depth.
* A list of patients’, who have on their records an email address was generated through systmone and from this list 100 addresses were picked at random (every fourth address – excluding those if easily distinguished who were in the PPG or a business email address) and an invitation to participate email was sent (appendix 2).
* From the 100 emails:
  + 5 were undelivered
  + 1 declined
  + 22 accepted
* Reply emails were sent to the 22 addresses with a questionnaire attachment asking the patient to return by Tuesday 18 March 2014.
* Feedback from some participants was that you could not mark in the boxes; the questionnaire boxes were re-done and re-distributed with an extension on their return by lunchtime Friday 21 March 2014
* 14 completed questionnaires were retuned and processed.
* The questionnaire also asked for further comments.
* Review of comments - these were discussed with the Doctors at a Practice Meeting and then discussed with the initial Patient Participation Group ‘initial group’ as outlined above.

**Appendix 1**

**Practice One Questionnaire**

*We would welcome your feedback on our Practice*

1. How do you normally travel to the surgery?

On foot 🗌 Car🗌 Public Transport🗌 Other🗌

**Appointments**

1. By what method do you usually book your appointments?

By telephone🗌 In Surgery🗌 on-line🗌

1. Appointment satisfaction of your last ‘routine appointment’

* Day and time of your appointment

Poor🗌 Fair🗌 Good🗌 Very Good🗌 Excellent🗌

* Length of waiting time in reception

Poor🗌 Fair🗌 Good🗌 Very Good🗌 Excellent🗌

* Satisfaction of consultation

Poor🗌 Fair🗌 Good🗌 Very Good🗌 Excellent🗌

1. With regards to the last time you needed to be seen ‘urgently’, were you able to either speak to a Doctor or were you seen in surgery?

Yes🗌 No🗌 Cannot remember🗌

1. How easy do you find it is to pre-book an appointment (up to 4 weeks)?

Very easy🗌 Fairly easy🗌 Not very easy🗌 Not at all easy🗌 Never tried🗌

**Reception and Practice Information**

1. With regards to your last contact with the surgery, please comment on the service received from Reception Staff.

Poor🗌 Fair🗌 Good🗌 Very Good🗌 Excellent🗌

1. Please comment on the Information displayed in the waiting room.

Poor🗌 Fair🗌 Good🗌 Very Good🗌 Excellent🗌

1. Have you ever visited our website?

Yes🗌 No🗌

1. Have you ever booked appointments and/or ordered your prescriptions on-line?

Yes🗌 No🗌 Was not aware of it🗌

1. What is the likelihood of recommending the Practice to family/friends

Yes🗌 No🗌

Any comments you would like to make regarding the Practice and how it can improve its services

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Appendix 2

Dear Patient

We have recently set up a Patient Participation Group at Practice One in Bridlington and we are looking to set up a ‘virtual group’ (patient’s that are willing to be contacted by email) to complete a survey that we are circulating to a selected number of patients.

As a patient of the Practice you have been randomly selected from a list generated from email addresses that we have recorded and that you have previously given to us.

If you would be willing to complete our short survey and also to receive any further information from the Practice via email please could you let me know by replying to this email by Wednesday 12 March 2014.

Thank you for your time.

Jan Peacock

Assistant Practice Manager