**CATSHILL VILLAGE SURGERY**

**PATIENT PARTICIPATION REPORT & SURVEY RESULTS 2013/14**

Our Patient Participation Group has now been in place for almost 2 years. We continue to advertise for new members – all patients are welcome to join. If you are interested in becoming a member and giving us your views on how we can improve our service please download the form on our website or ask at reception. We endeavour to ensure the group is representative of the patients registered at the practice. We communicate with the group via e-mail and endeavour to keep these to a minimum. Our group is in need of new members, everyone is welcome – if you are interested please complete a form or we can put you in touch with an existing member to talk to.

The practice suggested this year’s survey be around online access and it was agreed this was a good idea as it would promote the practice website and may even encourage patients to join the group. Once the survey was agreed it was posted on the practice website with a link on the front page of the site. The survey was also advertised in the surgery with hard copies available for patients without internet access. We received a total of 140 responses which represents 2.83% of our practice population.

**Survey Results**

The survey results were as follows:

**Q1 Do you have access to the internet?**

*89.3% stated that they have access to the internet*

*10.7% stated that they do not have access to the internet*

**Q2 Do you use the practice website?**

*58.4% of those patients with access to the internet stated they use the practice website*

**Q3 If you use or have used the practice website what is the reason for this?**

*11.1% To look up survey information*

*2.5% To look up general health information*

*79.0% To order repeat prescriptions*

**Q4 Would you like to be able to book appointments online?**

*76.5% of patients would like to be able to book appointments on line*

*23.6% of patients said they did not want to book appointments on line*

**Q5 What percentage of appointments do you think should be available to book online?**

*19% of patients did not want any appointments to be made available on line*

*9.3% of patients wanted up to 10% of appointments to be available to book on line*

*21.4% of patients wanted up to 20% of appointments to be available to book on line*

*17.9% of patients wanted up to 30% of appointments to be available to book on line*

*32.9% of patients wanted up to 40% of appointments to be available to book on line*

**Q6 Are you happy with the level of service you received at the surgery?**

*97.1% of patients said they are happy with the level of service they receive at the surgery*

**Q7 Do you feel you are usually treated with dignity and respect at the practice?**

*100% of patients feel they are usually treated with dignity and respect*

**Additional Comments Received**

A number of additional comments were received from patients who completed the survey:

“Happy, friendly, helpful staff – nothing is ever too much trouble”

“No complaints at all, very satisfied with service”

“Usually at least 30 minute waiting time regardless of time of day”

“Great service”

“Would like it if you are made aware of the waiting times”

“Brilliant”

“Always appreciate being able to see a Doctor the same day or the next day”

The survey results were shared with the Patient Participation Group and they were asked to comment on both the results and on the proposed service changes.

**Action Plan**

Following discussion with the group and within the practice it has been agreed to extend online access to include booking of appointments. The practice will actively promote this service on its website wef 10 March 2014. Initially 30% of doctor appointments will be made available for online booking and this will be reviewed at the end of June 2014. It was considered this to be a reasonable percentage of appointments to be made available for online booking as we do not wish to disadvantage patients who do not wish to use this option or do not have internet access.