**CATSHILL VILLAGE SURGERY**

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

**Introduction**

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. The group meets quarterly with a Doctor and the Practice Manager, however we also operate the group on a virtual basis as many patients are unable to attend meetings due to work commitments and we communicate electronically with the whole group on a regular basis. Our group currently consists of 10 members.

**Patient Survey**

At the beginning of January 2014 a draft survey was distributed to the virtual group for consultation on the areas to be included and possible questions. The survey circulated was around online access and following discussion it was agreed this was a good idea as it would promote the practice website and may even encourage patients to join the group. There were a number of comments around the wording of the suggested questions and the questions were subsequently amended to reflect the Group’s comments.

Once the survey was agreed it was distributed at the end of January 2014. Paper copies were distributed to all patients who attended the surgery and notices were placed around the surgery promoting the survey. A link to the survey was also posted on the practice website. 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.

**Outcomes**

Results of the survey were distributed to the Patient Group for their comments and subsequently a report was prepared and approved by the Group.

The Patient Group raised concerns that the practice do not discriminate against those patients without online access and these concerns were considered when allocating online appointment slots.

**Action Plan**

The survey indicated that:

* A large number of patients have access to the internet
* Only just over 50% of those surveyed use the practice website
* Patients would like to be able to book appointments on line

As a result of the survey we plan to:

* Increase online access to include booking of appointments wef 1 April 2014
* Actively promote this service on its website wef 10 March 2014
* Make 30% of doctor appointments available for online booking and this will be reviewed at the end of June 2014.

It was considered that 30% was a reasonable percentage of appointments to be made available for online booking as we do not wish to disadvantage patients who either do not want to use this option or do not have internet access.

This plan has been agreed with the Patient Group and a meeting is planned for the beginning of July to review progress and thereafter reviewed on a quarterly basis by the Practice Manager.

The responsibility for implementation will be the Practice Manager and Senior Receptionist.

Website Address: www.catshillvillagesurgery.co.uk