

## **March 2019                      Patient Survey Results – PPG analysis**

59 survey forms were completed in March. The Secretary collected them from the surgery the previous Friday, and analysed the results with his own observations over the weekend. Members were able to study them before the meeting. Comments arising:

1. Proportions of men and women were realistic. Men do not go to the doctor.
3. Probably few patients had a child with them. Omit this question in future perhaps.
4. Four receptionists, including one on the front desk dealing with early arrivals, answer the phone first thing on Monday, the rest of the week this drops to three. The surgery has 4 lines.
5. The overall results for obtaining an appointment were considered reasonable (over half within the week), as it was felt that most of the longer delays were due to the patient needing or wanting to see a particular doctor. The GPs each have several blocks of appointments for patients who require urgent attention each day. The receptionists are all trained to ask triage questions to determine the best source of medical advice for their condition: pharmacist, ODS or GP, and obviously this depends on the patient's responses. It was noted that this facility is greatly appreciated by working parents. The doctors' rotas are now being put on for 6 weeks ahead at present, to facilitate making future appointments, but the rotas have to allow for leave, attendance at courses etc.
6. Almost everyone thought Receptionists do a great job!
7. Similarly, the reception area is acceptable to everyone.
8. Apart from less noise, no changes were requested in Reception.
9. If the receptionist is visible and not busy most patients prefer to book in at the desk.
10. Most patients who booked in using the screen found it easy to use.
14. Lack of privacy at Reception was mentioned by a couple of patients, emphasising the need for a suitable visible notice about alternative arrangements.
15. Waiting times were felt to be acceptable, with delays more likely later in the day, although clinical staff do have blocks in their rotas, to help them catch up. It was felt that the opportunity to raise additional issues with the GP during an appointment outweighed any delays it would cause. Apparently elsewhere it is not unknown for the GP to say "You have had your 10 minutes. Next please!" No wonder our patients are so positive about it!
17. Only a third knew about the PPG. Diane informed the group it is advertised in the practice newsletter, however any information the PPG would like to add with regards to its activities and findings could also be included by the PPG members. Gemma offered to send Diane a list of pertinent points, including graphs of some survey findings. Any notices need to use a large enough font to permit easy reading at a distance without spectacles.