

PATIENT PARTICIPATION SURVEY

Access to Appointments Improvement
Survey Findings- February 2014





OVERVIEW

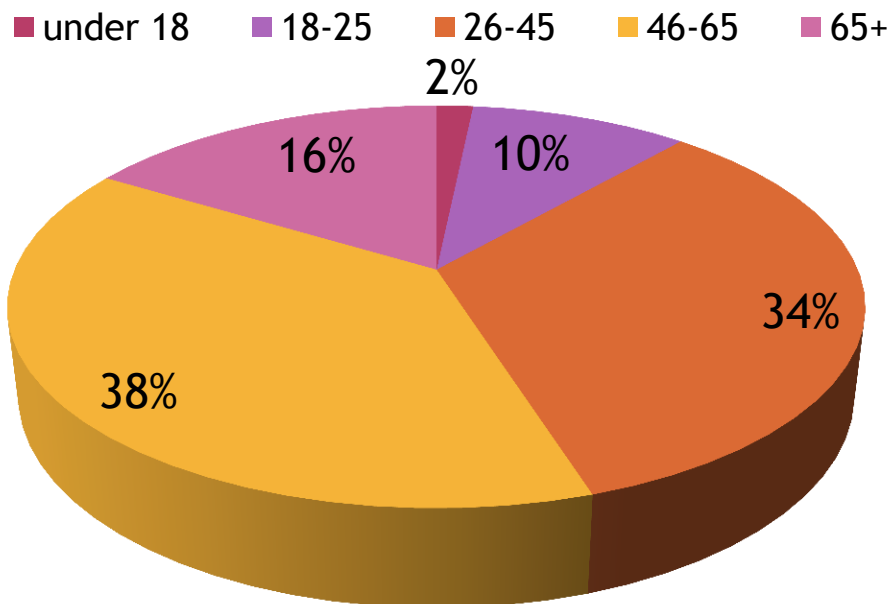
- Respondents
- Preferred booking method
- Access to care
- Availability of appointments
- Online booking
- Extended hours service
- Comments



RESPONDENTS

- We have collected 122 questionnaires.
- 58% attended practice for more than 10 years
- As in previous surveys, the majority of respondents (70%) were female
- Good representation across age groups (see next slide)

RESPONDENTS



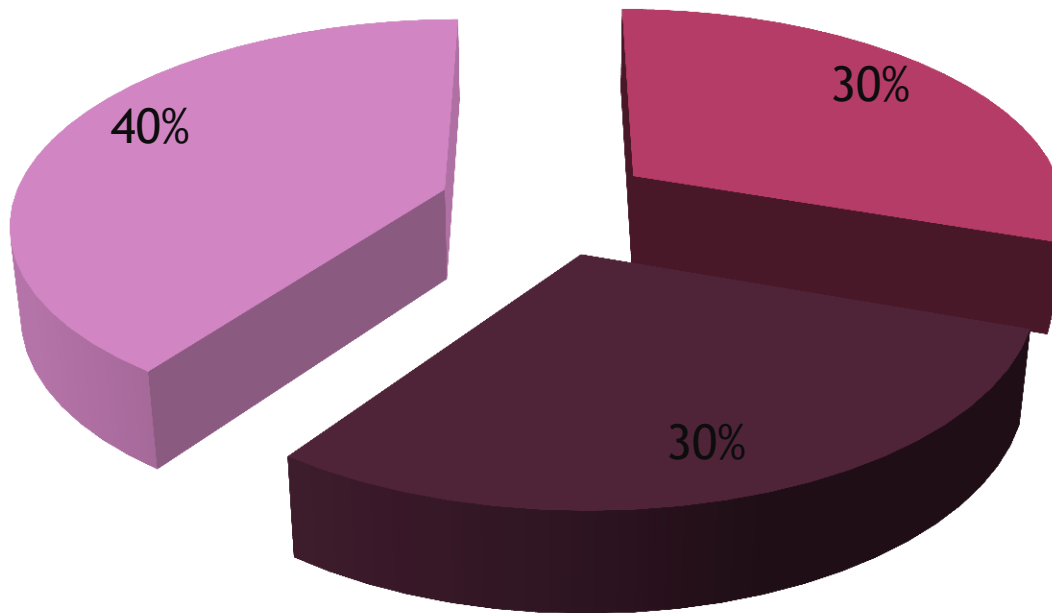
Demographics: Age

PREFERRED BOOKING METHOD



Preferred booking method

■ Online ■ At reception ■ By telephone



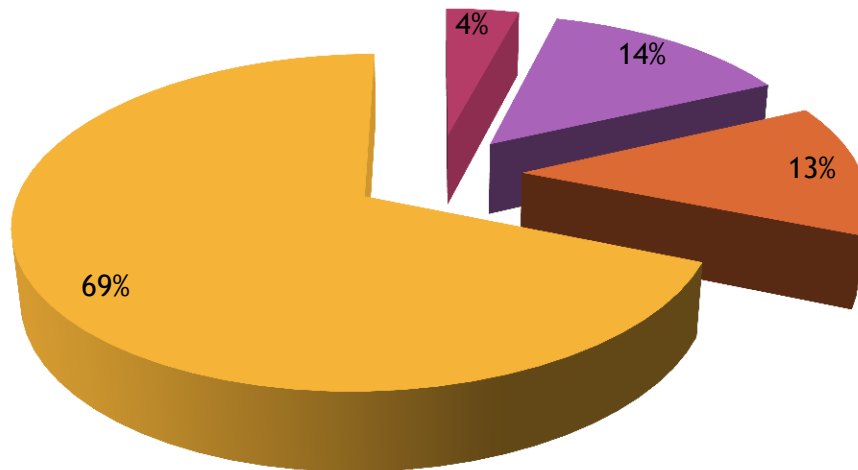
PREFERRED BOOKING METHOD

Follow up appointments



Preferred booking method for follow up appointments

■ N/a ■ Online ■ By telephone ■ Immediately after at reception





PREFERRED BOOKING KEY FINDINGS

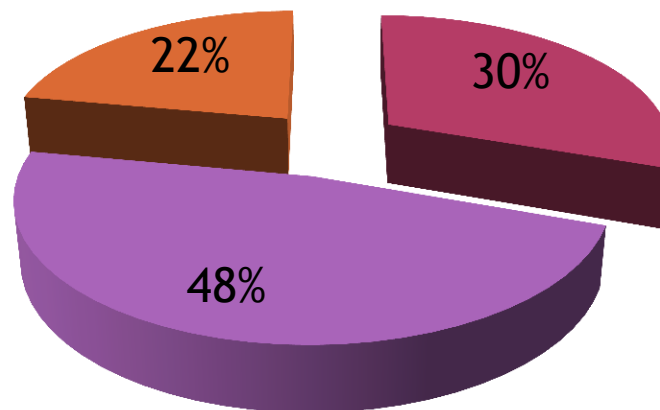
- **Preferred booking method** - there is an even spread of usage across the three channels (phone, reception, online) which indicates that all serve different groups and circumstances. This changes when booking follow up and emergency appointments:
 - **Follow up appointments** - almost 70% of all respondents book follow up appointments straight at the reception desk.
 - **Emergency appointments** - less than half of the respondents (47%) use the online system for this purpose. The respondents also considered it difficult to book emergency appointments - particularly by phone.
- **Local phone number for appointments** - 45% of respondents are still not aware of this number, of the 55% that are the vast majority (70%) feels that this has improved access.

ACCESS TO CARE (DOCTOR OF CHOICE)



Booking with doctor of choice

- Yes - I have no problem booking with my doctor of choice
- No - I find it difficult to see my doctor of choice
- I don't mind who I see



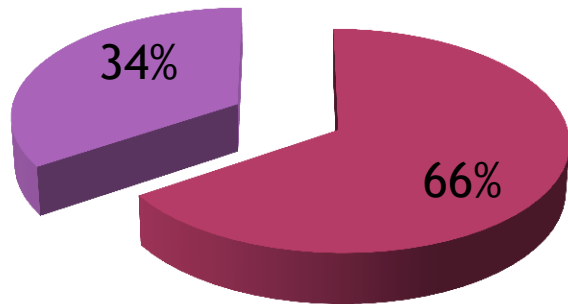
Doctor of choice 2014 report

AVAILABILITY OF APPOINTMENTS



Do you find it difficult to book advance appointments?

■ Yes ■ No



- Two thirds of patients still find it difficult to book advance appointments - this was also a topic that featured in the comment section. The main concern here is the booking of advance appointments, rather than emergency care.
- The nurse prescriber appointments have only improved access to appointments for 26% of the respondents, with 62% not using them at all.

BOOKING EMERGENCY APPOINTMENTS



How difficult do patients find it to access emergency appointments:

	Difficult	Easy/ no problem	Don't use
At reception	31%	37%	32%
Online	23%	24%	53%
By telephone	47%	29%	24%

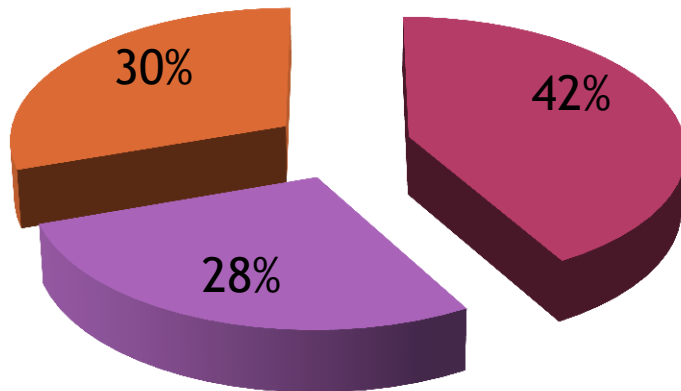
Less than half of the respondents currently use the online system for emergency appointments, this could be an area of improvement - by educating patients further about this option access to same day appointments could be improved.

ACCESS TO EMERGENCY APPOINTMENTS



If you need an emergency appointment - do you always get one?

■ Yes ■ No ■ Have not needed one yet

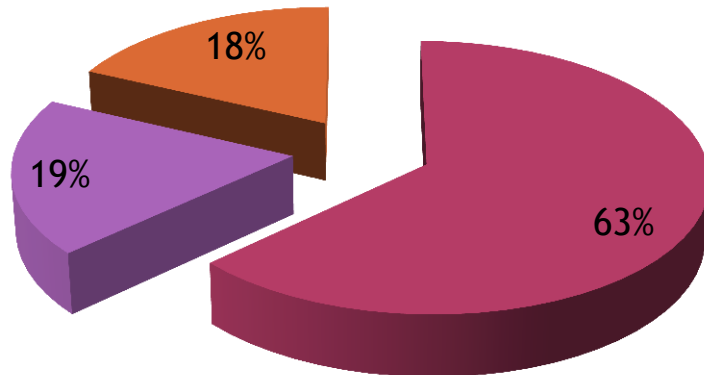


- Out of all the respondents that needed an emergency appointment, 60% were able to get one.
- The remaining 40% that were unable to get a same day appointment were offered a call back from the on call doctor in 95% of the cases.

ONLINE BOOKING

Are you registered for online booking?

- Yes
- No, don't know how to
- No, don't want to use the online service

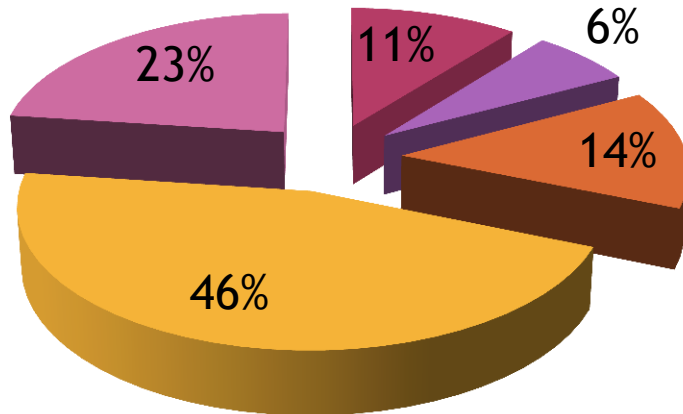


- 63% of respondents are registered for the online service.
- The service has featured positively in a number of comments.
- There are concerns about the availability of nurse appointments online and also about booking with the doctor of choice.
- It has also been suggested that disclosing who is covering the extended hours surgeries, could further improve the uptake of these sessions.

EXTENDED HOURS

Which of our extended hours surgeries do you find most useful?

- Saturday morning
- Monday evening
- Wednesday evening
- All of the above
- None



- Wednesday pm is the most popular extended hours slot.
- The majority of respondents appears to value the opportunity of accessing appointments outside standard working hours, without a particular preference for specific sessions.

COMMENTS



- A number of comments were made in response to the booking system as well as general comments about the practice management. In summary the comments covered:
 - Management & staff: a number of very positive comments were made about the management, doctors and reception staff.
 - Booking in advance and access to regular appointments with the same doctor are still a concern. Patients end up booking appointments on the day to see the doctor of choice - and some patients have mentioned feeling bad for taking 'emergency appointments' for routine visits.
 - The out of hours service has been well received, with many patients appreciating the opportunity to make appointments outside work hours. Evening appointments have been mentioned in a number of comments as most convenient.

COMMENTS



- A number of comments were made (cont.)
 - Similarly there seems to be a good uptake of the online booking system, making it easier for patients to contact the surgery at times convenient or them.
 - A number of comments are complimentary about the appointment system and the efforts made by staff to deal with any concerns.
 - One area that has been highlighted as a concern are nurse appointments, appointments for smears and asthma clinics.
 - The phone system has still been mentioned as a concern, with long waits to get through at busy times, but there are significantly less negative comments about this and the local number and online system are mentioned as valuable improvements.

THANK YOU TO
EVERYONE WHO TOOK
PART AND FOR THE
NICE THINGS YOU HAD
TO SAY ABOUT US!



'...The receptionists need to be highlighted as a positive representation of the practice. They are, without exception, polite, warm and extremely helpful. Unfortunately, I have had the need to ring in several states of distress and they are always very kind and help as much as they are able to. I would like to take this opportunity to thank Crookes Practice as their care for the patients is evident.'

'I have always found reception staff, doctors and nurses to be caring, understanding and polite. They are always listening and try to work out what best to suit patients. Great surgery.'

'I have always got an appointment for me or my children when needed.'

'I have no problems getting to see my GP at a time suitable for me.'

'Helpful understanding staff are the best asset you have.'

'Since I came to this Doctors I have never had any problems Great Service (A++++).'



THANK YOU



- ◉ We would like to assure you that your feedback is listen to and we will endeavour to make the improvements requested.
- ◉ Where it is not possible to amend the service, we will make sure you know why and what alternative we might be able to offer.
- ◉ We will continue to welcome your feedback, and please be in touch with any comments you wish to make.