

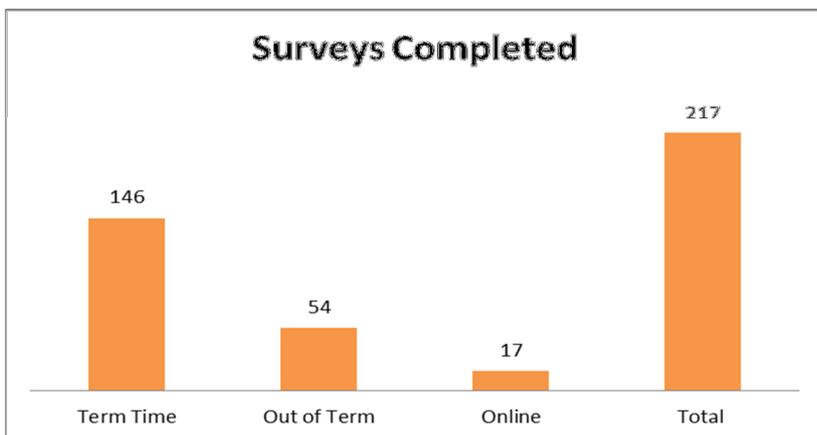
GP Local Patient Survey

Introduction and Methodology

The Practice Survey was compiled with input from the Patient Participation Group (PPG). The PPG meet between three and six times a year and represent our patients in helping to improve our services. The PPG is currently represented by 6 members, 3 male and 3 female. New members are always welcome, please contact the Practice Manager if you are interested in joining the PPG or you can find further details on the practice website www.lborounimedicalcentre.co.uk/ppg.

As part of our annual local patient survey, we asked a random selection of patients who have attended the Medical Centre for an appointment to complete our practice survey which consisted of six questions.

217 surveys were returned over a three week period in June 2017. Differently from previous years it includes one week during term time, one week during out of term and one week of online surveys.



It was noted during our CQC inspection in November 2016 that the continuity of using the same questions over a number of local annual surveys had enabled the Medical Centre to compare results effectively and work towards improving key areas of service. The PPG this year, in line with our Action Plan from 2016, wanted to review the questions in the local survey and use questions from the National Patient Survey enabling the Medical Centre to compare local and national results.

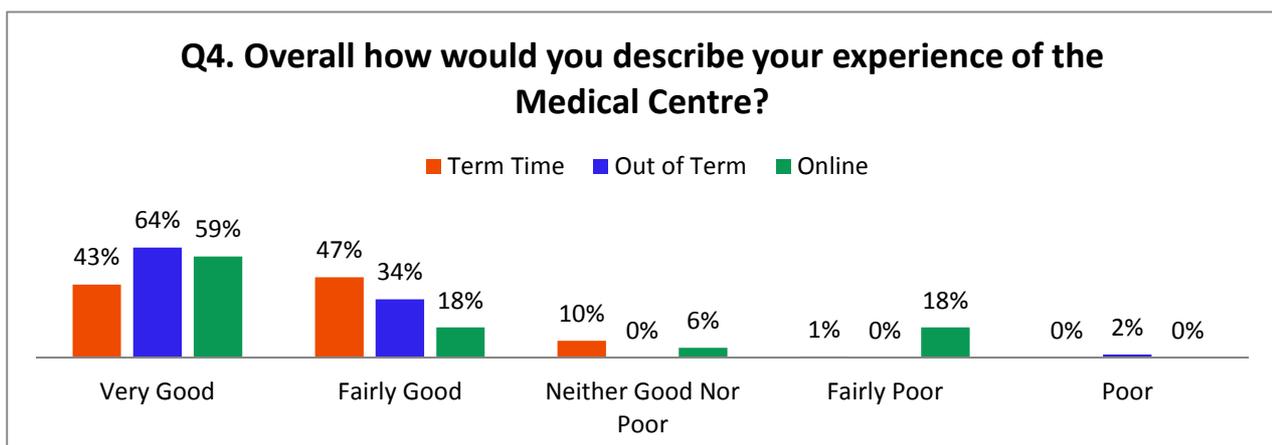
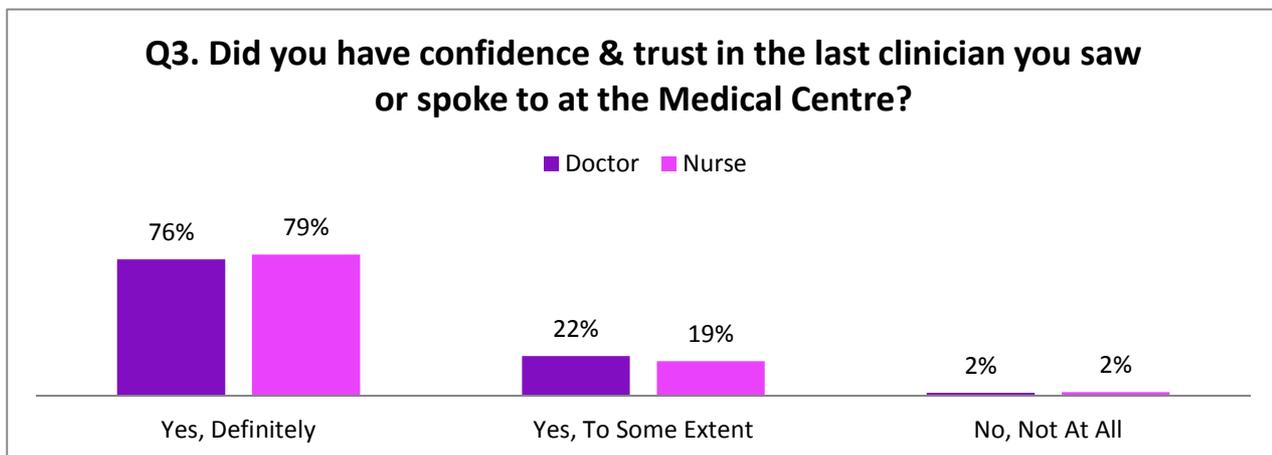
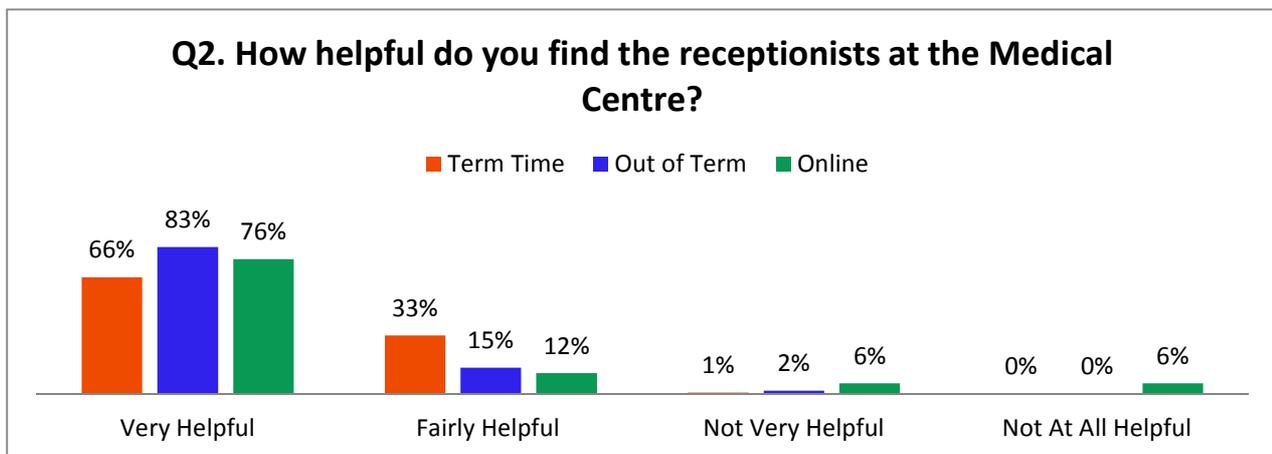
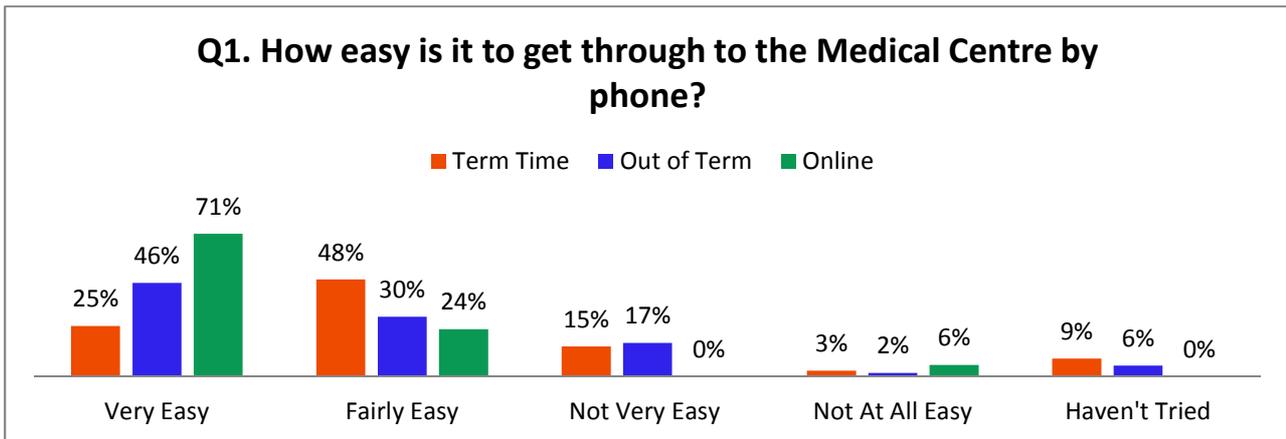
385 National Patient Surveys ([Click here to view our National Survey Results](#)) were sent out this year, of which only 25 patients responded or 0.2% of our patient population. Although the response rate was very low, we reviewed the results from the National Survey and identified key areas we could further improve and ensured that these questions were included in our local survey. This would ensure a better comparison of the two survey results and help produce a more effective action plan.

The results from our survey are shown below and an analysis and action plan of these including a comparison to the National Survey results.

Dr Vaghela and Dr Gill

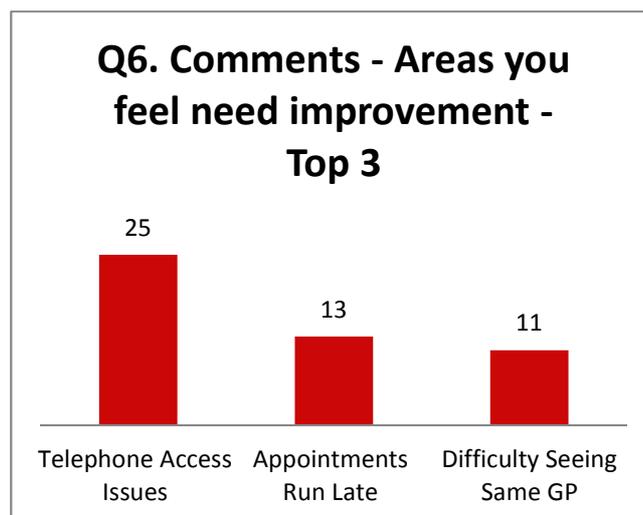
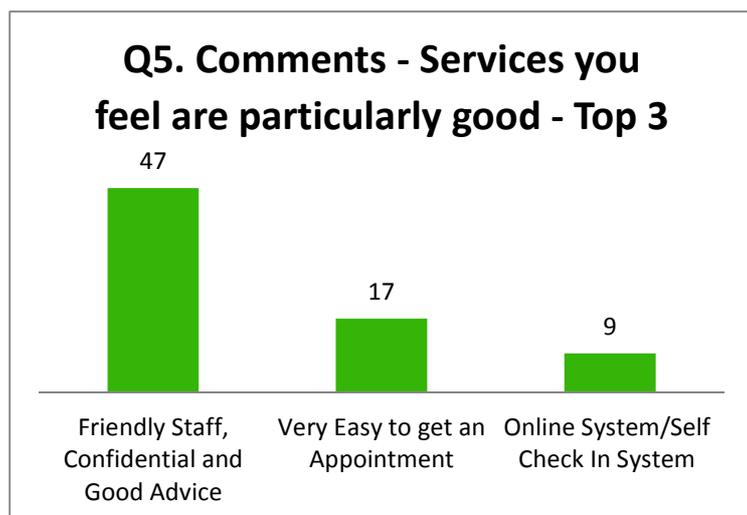
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Results



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Analysis of results from local survey

It was interesting to see the differences in responses from patients during term time and out of term as well those from the online collections.

We are pleased to see that again, the majority of our patients were happy with the services we provided. All the staff appreciate that their hard work has been noted so highly by our patients and we will endeavour to continue to help patients the best we can.

We understand that it can be hard to get through to the practice by phone especially during term time and we try to manage the busy periods by ensuring there are enough members of staff available each day. Other ways to help manage the access through phones is by:

- Continue to publicise the online booking services which allows patients to book and cancel appointments, as well as enabling them to update their contact details and order repeat prescriptions.
- Getting patients to utilise the enquiries phone line (01509 222062) for queries not related to booking/cancelling appointments etc. to help avoid the appointments line being used for lengthy queries.
- Patients who do not require urgent appointments or do not have an urgent query are advised to ring outside of set times (TBC) to help them avoid the busy periods.

Although our clinicians try their best to run on time, at times they may be unable to avoid running over their allocated session times. This can be even more difficult if an emergency arises. Our receptionists try to ensure all patients are kept up to date if a GP or Nurse is running late, however please also try to inform the receptionist if you have been waiting 20 mins over your allocated appointment time.

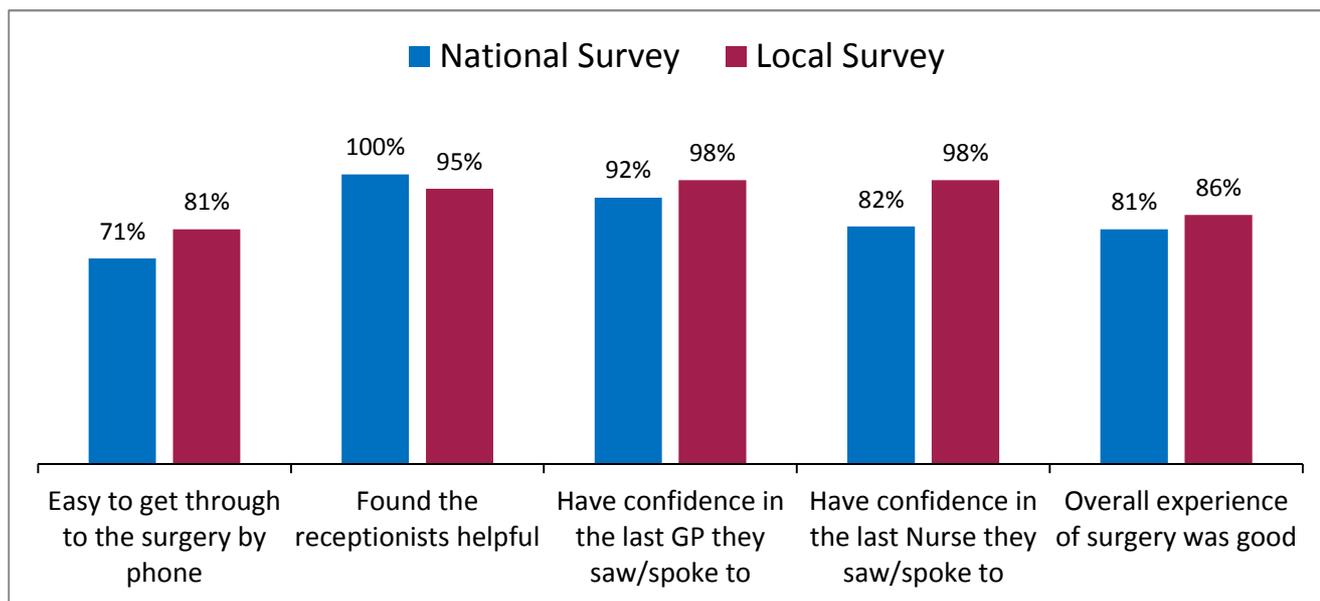
Patients noted they liked the self-check-in system and this can be particularly useful during busy periods as you can avoid the queues and ensure you are checked in for your appointments without delay. This can also support the clinicians to run on time.

Some patients stated they found it difficult to book an appointment with their preferred GP. Our GP appointments are usually available to pre-bookable up to 4 weeks in advance. We try to advise patients who require follow up appointments to book in a timely manner to ensure they can see the GP of their choice. Not booking an appointment in advance may mean the preferred GP is fully booked and only an alternative appointment is available with another member of the team.

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Comparison to the National Survey



We are very pleased to see that we have managed to score higher in our local survey in all but one area we compared against the National Survey. As a practice, we will continue to work towards further improving our patients' experience of the Medical Centre in all areas.

Action Plan

- Keep the main questions the same for next year's survey to monitor improvement.
- Include new questions using patient's suggestions on improvements so we can review any changes that have been implemented
- Utilise our new Facebook page to help keep patients updated on services including online services, practice phone numbers, closure dates, etc.
- Notify existing patients on times when we know the Medical Centre is going to be particularly busy i.e. Fresher's week, Pre-sessionals, etc. This will hopefully help patients plan in advance to avoid getting stuck in queues or having trouble accessing us via phone.
- Publicise other methods of communication to help ease appointment demands i.e. email queries not requiring an appointment, booking telephone calls with nurse for advice, visit pharmacist first for minor ailments.
- Provide patients with more information on what services we can provide i.e. contraception inc. implants and coils, full sexual health screening, mental health services as well information for new patients i.e. use of emergency services, self care, etc.
- Look at ways to reduce waiting times for appointments and getting through the 'phone i.e. availability of online services/text messaging to cancel appointments, use of self check-in, number of pre-bookable appointments.