

North Road Suite

■ R A V E N S T H O R P E H E A L T H C E N T R E ■

IN ASSOCIATION WITH



PATIENT SATISFACTION SURVEY 2011/2012

BACKGROUND TO PREVIOUS SURVEYS

- The North Road Suite Practice has participated in the General Practice Assessment Questionnaire (GPAQ) patient surveys since 2006 and the General Practice National Surveys which were sent by post to random patients on each Practice list. This superseded the GPAQ conducted in Practices.
- In addition over the past two years we have also conducted our own Patient Surveys in order to develop services and address any ongoing issues.
- We combined all of the above information in order to chart our progress over the years so that we could measure the effectiveness of the work undertaken to improve services and systems where appropriate.
- Although a great deal of work has been undertaken in the Practice during this time, there are still a couple of issues that our patients and the Practice Team think that we can improve upon. We must stress though that at least two of the issues have been out of our control to a considerable extent and we are in negotiations with the PCT who provide the service to us. These are our telephone system and car parking.

HOW THIS YEARS SURVEY QUESTIONS WERE DEVELOPED

In 2011 our recently formed Patient Participation Group (PPG) and Practice Team members worked through previous survey results and formulated the key areas that need to be re-evaluated along with gauging demand for new services. For example:

- Telephone access
- Appointments
- Improving access through technology e.g. booking your appointment on line or obtaining your test results

The survey questions were then prepared and the survey was conducted in the Practice and online via the Practice website at www.northroadsuite.gpsurgery.net week commencing 30th January 2012. Some of you may have had the opportunity to meet one of the PPG members.

THE RESULTS

- Thank you for giving us your invaluable feedback.
- The results have now been analysed by both the Practice and Patient Participation Group Members.
- An 'Action Plan' has been developed and we will report our progress against the plan as we complete the work throughout the coming months via the Practice Notice Boards and the Practice website www.northroadsuite.gpsurgery.net
- You can view the survey results and our topics for action as detailed above.

KEY AREAS FOR SERVICE DEVELOPMENTS

TELEPHONE ACCESS

Contacting the surgery – Improved Telephone System and access.

(Expected outcome: An updated phone management system to improve speed and call handling for Patient and Receptionists to provide a faster and efficient service).

You told us this year that compared to all previous surveys that telephone access has been improved.

- Previous years only **40%** of patients found it very to fairly easy to get through compared with **75%** this year.
- We also asked the reason for calling e.g. to book an appointment or get your test results. This was to establish by what other means you could obtain this information or access a service.

Action Plan

- The Health Informatics Service/PCT have investigated and secured a new modern call management telephone system.
- They are finalizing the project.
- North Road Suite Practice will be the first to pilot the system in spring of 2012.

DOCTORS APPOINTMENTS – Improved Telephone System and access.

(Expected outcomes);

- ***Provide patients with more 'bookable appointments'; remove the need to constantly ring at 8am the following day.***
- ***Some book on the day appointments will be retained for genuine emergency conditions only.***
- ***Trail a limited number of 'after school bookable' appointments for children so they don't need to be taken out of school.***

Our Practice population is continuing to increase as is patient demand for appointments. ***(There are a number of patients who continue to waste their appointment and do not attend without cancelling with us; these are appointments that others could have used)***. This restricts what we can offer to other patients.

Action Plan

- We have analysed our bookable appointment slots against the demand by patients to be seen.
- We will be increasing the capacity of bookable appointments and **reducing significantly the book on the day ones**. This will remove the inequalities in the system of some patients queue jumping.
- **Only genuine medical emergency conditions will be seen on the same day and these will be with the Doctors approval only.**
- Trail a limited number of 'after school bookable appointments for children so they don't need to be taken out of school unless it is a medical emergency. *(The Practice Policy is that children are always seen)*.

Developing Online services

(Expected outcome: expand service provision, access and convenience for patients removing the need to have to phone the Practice for all of your requirements)

The survey told us

- 66% of patients surveyed had access to the internet
- 38% of patients surveyed would like to be able to book or cancel their appointments on line and get their test results for example.
- Being able to access Practice services via the Practice clinical internet provider would make it quick and convenient for internet patients and would take traffic off of the telephone services.
- Patients can already request their repeat medication via the Practice website; however, we believe that it will be even easier through our current clinical service provider.

Action Plan

- The Practice Development Manager and our Data Administrator will be contacting the Clinical service provider and the Health Informatics Service to gather the information required in spring 2012.
- Once the information has been obtained this project will be presented to the North Road Suite Patient Participation Group members and they will work with us to develop our online services for our patients.

Additional items from free text comments

Car Parking

We have already conducted extensive talks with the Primary Care Trust, Council and Planning departments; however one of our Patient Participation Group members has kindly volunteered to take this issue forward on behalf of the Practice service users.

We would be grateful if you could continue to give us your experiences with car parking and you can do this by one of the following methods:

Via the Practice website by clicking on this link

Dr Chandra and Partners - North Road Suite - Patient Participation Group - Windows Internet Explorer

http://www.northroadsuite.gpsurgery.net/Webdesk/netblast/pages/index.html?id=1217010

File Edit View Favorites Tools Help

Dr Chandra and Partners - North Road Suite - Patient ...

North Road Suite Patient Participation Group

Centre,
Netherfield Road, Ravensthorpe,
Dewsbury,
West Yorkshire,
WF13 3JY

[location map](#)

01924 351520

01924 452998

[How to register](#)

North Road Suite Patient Participation Group

Appointment cancellation line
01924 351631

North Road Surgery is eager to ensure that local people are actively involved in deciding how the health services they use should develop.

To provide patients with the opportunity to express their views, we have set up our **Patient Participation Group (PPG)**

Interested in finding out more, getting involved or giving us your feedback and ideas? Then click on the link and complete the electronic form.

[To submit your comments, ideas or to join our Patient Participation Group \(PPG\) please complete this form >>](#)

Patient Satisfaction Survey

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Speak to our receptionists and ask them to pass on the information.

Put it in writing to us and mark it for the attention of the Practice Management.

Refreshments

At present there are no patient reception services for drinks such as water.

We have previously discussed this with the Building Management Services – Mitie and they are now relooking into our second request.

The Partners and complete Practice team thank you for all of your other kind comments which were most gratifying.