North Road Suite

RAVENSTHORPE HEALTH CENTRE

IN ASSOCIATION WITH

North Road Suite
Patient Participation Group

PATIENT SATISFACTION SURVEY 2012/2013 RESULTS AND ACTION PLAN

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 This superseded the GPAQ conducted in Practices.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

HOW THIS YEARS SURVEY QUESTIONS WERE DEVELOPED

This year we have used the GPAQ for our Patient Survey as agreed with our Patient Participation Group (PPG) members.

The survey was conducted in the Practice and online via the Practice website at www.northroadsuite.gpsurgery.net week commencing 14th January 2013. Some of you may have had the opportunity to meet one of the PPG members.

THE RESULTS

- Thank you once again 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 – ACTION PLAN

1. Telephone Access

Contacting the surgery – We have successfully introduced our new Telephone System to improve access under the 2012/2013 action plan.
(Expected outcome: to gage patient experience by conducting a phone survey in June 2013 to measure improve speed and call handling for Patient enabling our 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.

- We are now above the National bench mark for this service but want to improve even further.
- In order to reduce the need for patients to have to continually phone the Practice to access services we are increasing the offer of online services (see next action point)

Action Plan

- A phone survey will be conducted in June 2013 with the help of our PPG team. This will give users 6 months of experiences with the new system. We will then be able to assess any refinements required to be made to the system and also gage if our on line offers have reduced traffic on the phone lines.

Online Service Offer Expansion

1. **'Online Services' for patients**. This will build on the preparation work to enable additional functionalities which was completed in the action plan for 2012/2013. These services will be offered via our Practice website and will provide a link to 'SystmOne online' which is our clinical computer system. This will enable patients access to their records for on line services though a secure link .It is anticipated that we will be able to offer the following services online to our practice population for
    - Repeat medication requests (already available and highly used, however the new functionality will bring up all of their repeat medication from their patient record.
    - Online booking of GP appointments and cancellation of appointments booked on line
    - View past and current appointments
    - Update their demographics
    - Complete online questionnaires uploaded by the Practice/PPG or Clinical Commissioning Group.
    - (more services will be added in year two which will be in our action plans for 2014/2015)

Action Plan

- Our PPG members will be the first patients to be registered for the new 'online offer' in April 2013. They will test the services and feed back to the Practice team.
- In May 2013 the registration for online services will then commence for the Practice registered patients.

Patient Education, Self Care and Signposting to Local Services: The Practice has obtained funding to introduce two 'Health Care Multi Media' centres in our patient reception areas. The system is provided by Jayex who provide these systems to multiple health care operations including Primary and Secondary Care.

The aim is simple, to provide the right information in a highly professional and effective format directly to our patients in 'real time'. The objective is:

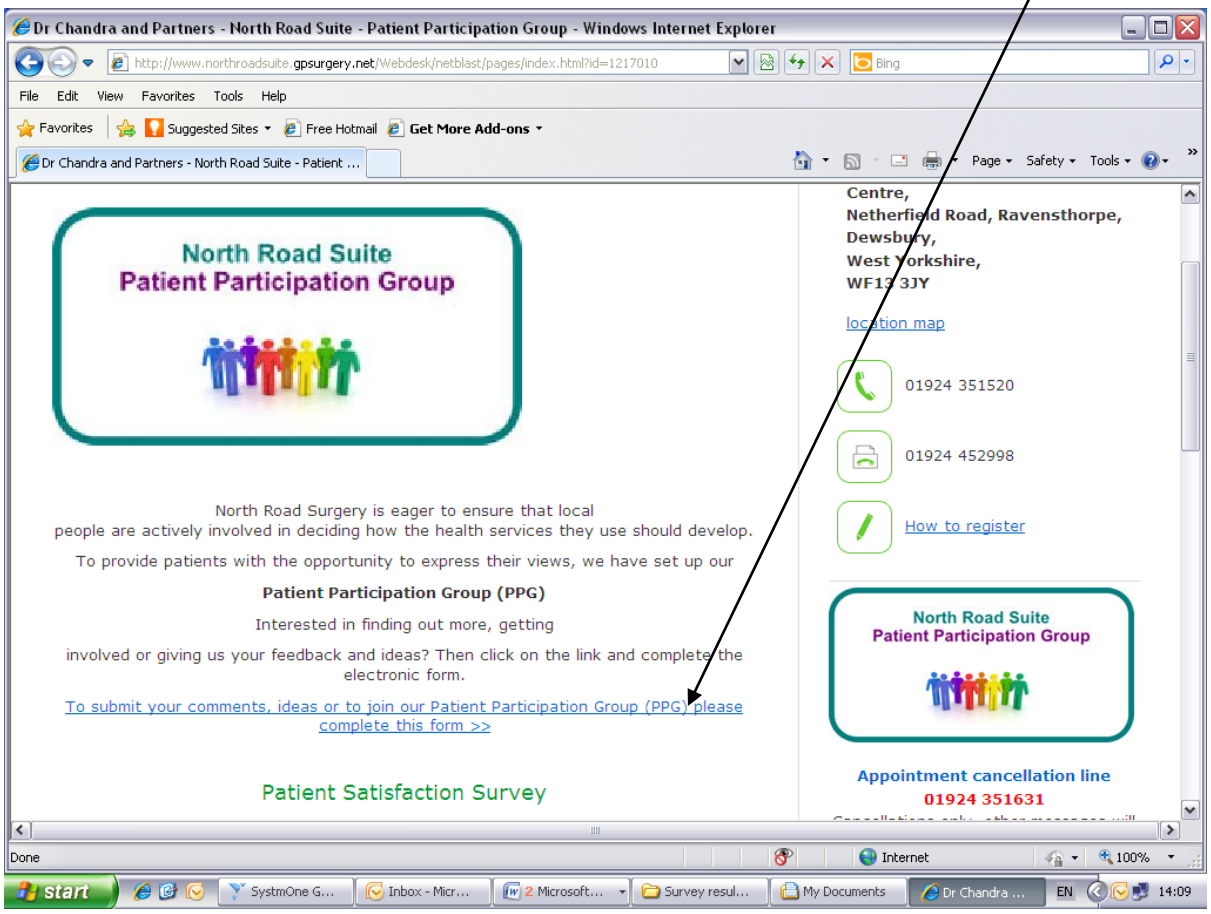
- To provide signposting, educational information and support for our service users to enable them to work in partnership with us to improve their health outcomes and service user experiences.
- This will have a direct impact on health service costs if prevention and intervention treatments can be made known and available to our patients in this effective way.
    - Current and real time information for patients
    - Highly effective promotional tool for Practice and NKCCG sign pointing of services.
    - Improve the patient experience
    - Promote clinical and support services
    - Promote self care services
    - Provide the means to provide real time updates directly to patients
    - Wayfinding information for patients
    - Create clear and professional messaging and service promotion for service users

Action Plan

- The Practice is meeting with the system supplier on Monday 11th March to discuss the set up and installation.
- Once these have been agreed the dates for installation will be posted in the updates against the plan.
- PPG members will be involved at all stages to give their suggestions and feedback.

Finally if you want to provide additional feedback you can

- 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.
- Log on to our Practice website at www.northroadsuite@gpsurgery.net and submit your feedback and ideas by clicking on this link below



The Partners and complete Practice team thank you for all of your other kind comments which were most gratifying. We look forward to working with all of our patients to deliver these improvements during 2013/2014.