

HILLVIEW MEDICAL CENTRE

PATIENT SURVEY RESULTS 2014



We currently have a Virtual Patient Representation Group which represents our practice population containing 50% women and 50% men. Where possible we try to engage a range of ages and ethnicities but it has not been possible to get representation from all ethnic groups. Patients can sign up to this group using our website, and receive a welcome email explaining how the group works. We are pleased that our number of members is increasing year on year.

The Practice Manager holds the email addresses for our virtual group members and contacts them as required for views and opinions. Members may also email directly.

From these replies we formulated an on-line local practice survey via survey monkey. This was advertised on our newsletters which was distributed widely during January and February 2014. The link was also displayed on our website www.hillviewmedicalcentre.com which is used regularly by our patient for repeat prescriptions etc.

Once the survey had closed the information was analysed and shared with our members. The PRG were invited to comment on the report and suggest areas for our action plan.

The findings of the survey can be found in the separate document entitled Patient Survey Summary 2014.

From our list size of 8700 patients a total of 120 replies were received over the 8 week period of the survey.

The survey was broken down into 4 sections

- **Accessing the premises**
- **Accessing healthcare**
- **Views on the surgery and staff**
- **Overall satisfaction and Friends & Family Recommendation**

Patients were also invited to leave comments.

Accessing the premises

As many patients will be aware we have invested over the last couple of years in improving the surgery premises and access for our less abled patients.

93.33% of responses find accessing the building very easy or fairly easy.

100% of responses find the surgery clean and the majority are happy with the temperature.

Accessing healthcare

We hoped to understand what is important to our patients when receiving an appointment. The responses were split across receiving an appointment quickly, at a time that suits and continuity of care. We aim to offer a variety of times with staggered starting times for surgeries and extended hours across the week. Over 90% of responses were happy the majority of the time with the opening hours. The early morning surgeries are popular with patients for both appointments with doctors and nurses.

The results were also fairly positive around telephone access which is an area that we are looking to improve by offering different options.

Views on the surgery and staff

We asked how helpful do you find our doctors, nurses and receptionists.

94.96% find the doctors very or fairly helpful.

97.46% find the nurses very of fairly helpful.

96.64% find the receptionists very of fairly helpful.

Overall satisfaction and Friends & Family Recommendation

93.33% of the responses received would recommend the surgery to friends and family who are new to the area.

93.17% of the responses received were very or fairly satisfied overall with the surgery

Many of the comments received were around car parking issues. Whilst there were safety issues with cars parked at the top of our access road the practice were disappointed with the council's decision to put double yellow lines along the entire length of the access road and our objections were ignored. Whilst it is not ideal for everyone we appreciate those patients that are able to do so using the football club car park who have agreed to allow parking for our patients during the day.

Other comments were around confidentiality and overhearing conversations in reception.

The results of the survey were shared with all of the practice team including doctors, nurses and receptionists. From the results and the comments we received the action plan below has been agreed.

Action Plan:

| Action | Suggested time frame |
|--|-----------------------------|
| Continue to review access to all clinicians | Ongoing |
| Promote patient access to allow patients to book and cancel appointments online and develop this service | Ongoing |
| Change the time of emergency appointments to reduce waiting times | Immediately |
| Improve confidentiality by ensuring all staff are updated and aware of ways to avoid using patient identifiable information. | Ongoing |

Our current opening hours are 8.30am – 6pm Monday to Friday.

We currently offer some extended hours surgeries throughout the week with the doctor and some early morning appointments for blood tests and blood pressures. The surgery will be open only to patients with pre-booked appointments during these extended hours.

Telephone appointments are available daily with both our doctors and nurses. Please ask the receptionist for more details, these can be pre-booked.

Report completed by Linda Pratt, Practice Manager – 24.03.2014