

Patient Experience Survey

Rationale

The GP Patient survey highlights areas of patient experience that are important to the patient journey. This audit is to develop further these themes using an in-house survey. This is the second year the survey has been run.

Audit Criteria

- patients visiting the practice will be proactively asked whether they could fill in the questionnaire
- members of the PPG will be invited to complete the questionnaire
- current patients only
- survey to be run for 2 cycles to evidence any change

Methodology

1. data collection 1 run in November 2018
2. analysis & results
3. action plan
4. data collection 2 run in March 2019 - re-audit
5. analysis & results
6. action plan

Data Collection 1 Results

Dates Run	November 7th- 21st 2018
Respondents	81
Type of contact:	
• GP	69
• Nurse Practitioner	36
• Nurse	25

Question	Rating	1819	% 1718
Range and quality of services	Excellent	52	55
	Good	45	41
	Fair	3	4
	Poor		
Efficiency	Excellent	38	32
	Good	70	68
	Fair	2	9
	Poor		
Facilities offered	Excellent	33	36
	Good	50	45
	Fair	17	14
	Poor		
Receptionist	Excellent	38	41
	Good	45	41
	Fair	15	9
	Poor	2	
Treatment & care by doctor	Excellent	70	64
	Good	30	32
	Fair		
	Poor		
Treatment & care by nurse	Excellent	65	62
	Good	35	39
	Fair		
	Poor		

Question	Rating	1819	% 1718
Booking appointments convenient?	Yes	75	82
	No	25	18
Urgent appointment on request?	Yes	80	86
	No	15	12
	Not applicable	5	2

Analysis

- results on the whole similar to last year
- support for practice staff and facilities
- despite patients complaints of long waiting times, they are able to get an appointment on request and find booking easy

Action Plan

To further better results:

- online booking push
- availability of routine appointments to increase
- increase telephone consults
- Re-audit in March 2019

Data Collection 2 Results

Dates Run	1st-15th March 2019
Respondents	52
Type of contact:	
• GP	48
• Nurse Practitioner	33
• Nurse	12

Question	Rating	% 1819 - 1st	% 1819 - 2nd
Range and quality of services	Excellent	52	55
	Good	45	40
	Fair	3	5
	Poor		
Efficiency	Excellent	38	35
	Good	70	65
	Fair	2	
	Poor		
Facilities offered	Excellent	33	35
	Good	50	49
	Fair	17	16
	Poor		
Receptionist	Excellent	38	40
	Good	45	45
	Fair	15	15
	Poor	2	
Treatment & care by doctor	Excellent	70	72
	Good	30	28
	Fair		
	Poor		
Treatment & care by nurse	Excellent	65	60
	Good	35	40
	Fair		
	Poor		

Question	Rating	% 1819 - 1st	% 1819 - 2nd
Booking appointments convenient?	Yes	75	79
	No	25	21
Urgent appointment on request?	Yes	80	85
	No	15	15
	Not applicable	5	

Analysis

- results are comparable to first collection
- increase in range and quality of services
- facilities need reviewing
- reception services require review

Action Plan & Outcome

- results being comparable mean there is much work to be done for marked improvement to show although results are reassuring for the practice
- telephone access to be reviewed with a view to increasing appointments
- receptionist and reception duties to be reviewed and reassigned in a bid to improve patient-practice relationship
- audit again next year