

Westgate Surgery Patient Survey Action Plan 2013

The surgery along with the Patient Focus Group opted to use a national survey tool designed to assess patient satisfaction with their GP practice to complete its 2013 survey.

The doctors and staff are pleased with the survey results and would like to thank everyone who completed a survey.

91% of patient ratings about the practice were good, very good or excellent.

Responses to 21 out of 28 questions were as good as or better than the national average.

A full copy of the survey's findings is available on the practice website.

Practices using this tool are able to compare their results against a benchmark of either all practices using the tool or practices of similar dimensions.

Out of 28 questions 4 show Westgate Surgery in the highest 25%, including seeing a practitioner of choice, comfort of the waiting room and waiting times at appointment.

In order for the practice to use this survey as a means of improvement they and members of the Patient Focus Group have considered the following 3 areas:-

1. Areas where the practice achieves lower than the benchmark for similar sized practices- There are 7 areas where the score is slightly lower than the benchmark and all relate to satisfaction with the practitioner they saw, including warmth of greeting, ability to listen, explanations given, reassurance, confidence in ability & respect shown.
2. Areas where we achieve better than the benchmark but where significant numbers of patients express dissatisfaction with the service i.e. scoring it poor or fair rather than good, very good or excellent - the top two areas are telephone access and seeing a practitioner within 48 hours.
3. Suggestions for improvements from individual/specific comments – comments about reception team, problems booking an appointment , no confidentiality in reception

Westgate Surgery Patient Survey Action Plan January 2014

What you said	What we'll try to do	Who's responsible	When we will do this
Patients are slightly less satisfied with practitioners' empathy, explanations and greetings than similar practices.	Doctors will review their personal feedback with their appraiser and consider ways in which they can give better explanations and provide improved reassurance.	GPs	May 2014
Telephone access – the national benchmark is low and although Westgate scores the same as other similar sized practices there is room for improvement.	Phone Problems – Westgate switched to a new Voip system in August 2012 and there have been a number of teething problems with the technology, the practice remains a pilot practice for the technology and will continue to monitor performance of the system.	Practice Manager	Ongoing
	Access via the phone- try to encourage patients to phone at non-busy times to book routine appointments, through use of newsletter articles, the practice website and waiting room TV screens.	Practice Manager Reception Manager	February 2014
Patients say they are not able to see a practitioner within 48 hours.	The practice offers a wide variety of appointments and urgent access which they will publicise more widely so that patients know what constitutes urgent need to see a practitioner within 48 hours and what is routine.	Practice Manager	March 2013
Problems booking an appointment when wanted	The practice will produce a newsletter article on what appointments are offered by each		

	<p>practitioner and the availability of both routine and urgent appointments with each doctor.</p> <ol style="list-style-type: none"> 1. Newsletter to be added to website 2. Article added to the practice information booklet. 	<p>Practice Manager</p> <p>Registration team</p>	<p>January 2014</p> <p>February 2014</p>
Reception staff attitude	<p>It is a very hard job to bridge the gap between what the practice can offer at any one time particularly during peak demands and also deliver what patients want. However we recognise that patients can be stressed or anxious and deserve our support. The comments will be reviewed with the reception team at staff meetings and customer care training considered.</p>	<p>Practice Manager/ Reception Manager</p>	<p>February 2014 and ongoing</p>
No confidentiality in the waiting room	<p>The practice had a quiet room built during the refurbishment which needs to be used more readily. Staff to be encouraged to offer this facility for private conversations Signage to be put up offering opportunity for private consultations.</p>	<p>Practice Manager/ Reception Manager</p>	<p>February 2014</p> <p>December 2013</p>

Other things that were raised and why we cannot deal with all of them at the current time

Opening on a Saturday or in the evenings - we continue to monitor the requests for additional access at the weekend and in the evenings. We open early mornings to facilitate those that work. Feedback is that it is better for commuters to have an early 7.00am appointment and gets to work slightly later than to have to leave early to get back to attend appointments at 7.00pm.

We are aware that many people would like to choose when they see a doctor but while we only have a small number of GPs we cannot offer appointments both early and late and at

weekends. In addition the extra services the practice offers in normal working hours may not be available over an extended period and it creates difficulty managing personal lists over 5 or 6 longer days and would mean the practice changing its ethos and way of working.

Use of e mail to contact doctors – there is currently no way to integrate consultations via e mails into patients' clinical records without them being attached as a separate document. There are also risks attached if urgent requests are e mailed and there has been no provision for cover during a clinician's absence particularly if the absence is unexpected such as during any sick leave. When these issues have been resolved we will look again at facilitating this.

Having female GPs- we currently do not have any GP vacancies and can't recruit an additional GP until we have a vacancy. We will try to recruit a female when the next vacancy occurs however it would be inappropriate to positively discriminate against men as we want to appoint the best doctor for Westgate.

A few soft chairs in the waiting room – This was a single comment and is at variance to the high score the practice received on the comfort of the waiting areas following our refurbishment. A choice was made to have hard furnishings during the refurbishment so that they would be easy to keep clean, in line with CQC guidance on infection control and that they would also be hard wearing.