

Newsletter

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February 2009

Patient Survey Outcome Report 2008/09

During Autumn 2008 the practice conducted the approved 'Improving Practice Questionnaire' The aim of the questionnaire is to aid the practice in its decision making and future planning. Following the survey we held a practice meeting to discuss the outcome which gave us the opportunity to review systems and prioritise areas for improvement. At the same time it allowed us to look at the areas of success and build on these achievements to facilitate positive change.

380 questionnaires were distributed and 282 were returned completed from a total patient population of 7560. Although the whole survey was studied the following three areas were highlighted as areas for improvement.

Telephone Access.

We were delighted to score higher than previous years, but remain just below the national mean average. We will continue to discuss telephone access in an attempt to improve this for patients. We concluded some improvement has come about because we now pre-book more appointments, therefore taking away the need to telephone on the day.

Speak to a practitioner on the phone.

We were a little disappointed with the result shown in the survey. Over the past two years we have improved our systems for patients to speak to a practitioner on the telephone. We will be taking this issue to the February 2009 full practice meeting and discussing it with the teams, asking how they feel the system may

be improved and ensuring they are all fully aware how the system should be operated. We hope that through this newsletter we will be able to further publicise this facility to patients. If a patient wishes to ask advice or speak to a doctor they should make their request to the receptionist who will then take them through the process before proceeding with the request

Waiting time.

Patients raised the issue of doctors running late during surgery. The doctors were aware of this and understand the frustration this may cause. Their explanation is that they occasionally give extra time to some patients whose needs may be more complex and complicated than others.

Improved areas.

We are pleased to report that patients are generally happier with our opening hours in particular the evening surgery, also the ability to see a practitioner within 48 hours.

It is very important for the practice to note that all the areas in the questionnaire 'about the practitioner' were either equal to or above the national mean average score.

It is the intention of the practice to continue to improve its services by listening to patients.

We would like to thank all those who took the time to take part in the survey and if you have any further comments you wish to make please do so in writing to Mrs Sonia Geach, Practice Manager.