

Posterngate News

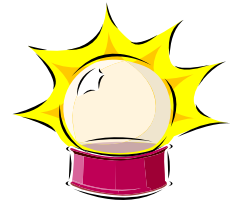
Posterngate Surgery

March 2006

Patient Survey: The results and what we plan to do about them

In November 2005, we completed our 2nd nationally approved survey of your views on the Practice, the services we provide and the care that we give. Last year, the survey was linked to individual GPs performance, this time it was looking at the Practice as a whole.

The results included some very positive and pleasing comments. However there were some very poor answers too, and these meant that overall the Practice does not score very highly in your opinion, and there was a large drop in patient satisfaction compared to last year.



For detailed responses please look at Page 2

Where do we go wrong?

Telephone Access: You rated this a being particularly poor.

See Practitioner of Choice: You rated this poorly

Speak to Practitioner on the telephone: You rated this poorly.

Waiting time: You think this is poor.

Appointment times: You would like later appointment times.

What do we do well?

Nothing!

There are no areas where you rate our Practice any higher than the national average. There are no areas where you rate the service as better than last year. In fact, those surveyed clearly feel far more unhappy with what we provide than either last year, or compared to other surgeries nationally who use this survey. This is based on over 4000 practices.

This suggests that of those surveyed you are generally more unhappy with the services and care we provide than elsewhere in the country.

Compared to last year, the only area where you think we are as good as last year is in terms of comfort in the waiting room. On all other measures, you rate the practice as being worse.

INTERNET BOOKING - If you have a computer—use the Internet to:

[Book Appointments](#) [Order Repeat prescriptions](#) [Send a message to your GP](#)

Ask at Reception TODAY for a Registration Form & Instructions

Patient Survey

We were shocked by the poor ratings you gave us.

We recognise the problems of trying to phone for appointments in the morning, but we do not feel our system is any worse than other surgeries.

We realise that it is not always possible to see the Practitioner of choice. This is very difficult to achieve, especially when some GPs and Nurses are more popular and requested more than others also not every GP consults everyday. This is normal in any Practice.

You feel we are not accessible by phone, but in addition to general appointments the GPs and Nurses are **more** available than they have been before.

You feel waiting times are too long in the waiting room, but this is generally governed by the time given to peoples' problems. From the comments received, it appears that you want as much time as possible with a GP or Nurse, and as little time to wait. This is not a realistic aim, and we try to fulfil a persons needs in an appointment slot (which is 10 minutes) whilst offering a high quality service.

Overall, you rated the Practice as being below the national average.

What are we doing?

We recognise that we need to respond to these comments and have discussed the results with our patient group. The feedback from them is that they feel we have been judged very harshly. Generally it is felt that we offer a high quality service to our patients, but there are areas where we can improve.

Telephone Access: We have installed an additional telephone line. We will shortly be moving to a new telephone system, which is a part of the local health

service system, which will give us more opportunities to have additional lines at busy times. However, it is likely to mean a change in telephone number. There will be more information about this when we know when we will move across to the system. In the short term, an additional line, with staff to answer should ease, but will not solve some of the morning problems.

Seeing the Practitioner of Choice: This may be the most difficult problem to solve given the fact that we have several part-time GPs, yet have more full time GPs than average. We have to work as a team, and we have to adjust to that.

Speaking to a Practitioner on the Phone: The GPs and Nurses are more available than ever and make far more phone calls than ever before. We feel there is nothing we can do to improve this just now.

Waiting time: We can reduce waiting times easily. However, that would mean asking people to leave as soon as their appointment time was complete. We feel you would not be happy with this, neither would we.

We are trialling an evening surgery for a 3 month pe-

Evening Surgery starts April

riod, starting in April. This will be held on Monday evenings from 6.00-8.00pm and will be restricted to people aged 16-65 years. It is meant to improve access for those of you who have the most difficulty getting to see us, those who work 9-5 Monday to Friday Prescriptions can also be collected but this surgery is not to be classed as an emergency service.

We plan to have 2 GPs for 2 hours each, with a Practice Nurse, with all appointments pre-booked. We will evaluate the uptake of the service and if effective would plan to continue with it.