

2013 Patient Survey Report and Development plan discussed at the Patient Participation Group Meeting Monday 3rd February 2014

Sandy Lane Surgery has many positive indicators reflected in the results of the survey and can be justifiably proud of its achievements. Positive indicators are reflected by consistently high results. The patient / doctor interaction from consultations ranges from 87.71% to 93.85% positive. The highest score of 93.85 relating to the proportion of patients who have confidence and trust in the Sandy Lane Surgery Doctors. Nurse consultation was similarly impressive within range 85.4% to 95.65% for patient / nurse interaction, with again the highest figure being related to trust and confidence. Administrative support scored 92.26% with their consistent high degree of helpfulness.

We are in a climate of improving services and increasing cost effectiveness within the health care provision which requires a focus on areas requiring improvement. If it was easy it would have been done before, however, in order to strive for continued improvements there will be a need to re-visit some issues on a frequent basis:

The Questionnaire - To improve the quality and quantity of the questionnaire the process and procedure requires a detailed review. Ways of increasing the number of completed questionnaires and a quick and easy way of responding is required. Items 1, 4, 5 and 6 of the PPG Action Plan are designed to address these areas.

Appointments – Patients are usually accommodated by the Doctors by working late and sharing the load between themselves. The appointment system has a firm structure, however, there are a number of areas which could be improved. Better time keeping or re-structuring, informing patients of extended waiting times, taking more appointment bookings via SystmOnline and reducing DNA are potential areas to explore. Telephone consultations may also be useful in this context and could be appropriate for some patient. Items 2, 3, 4 and 7 of the PPG Action Plan are designed to address these areas.

Communication with Patients – Areas to be explored: Use of automated telephone reminders being sent to landlines as well as mobiles. Newsletter and other forms of communication should be used to keep patients well informed. Improving communication to patients by including additional information [fliers] with usual letters sent out [flue jab, injections for babies] and noticeboards creating some editorial material within the local newspaper. "Sandy Lane Surgery Medical Staff Top The Pole for Trust and Confidence." Could be considered. There are cost, technical and procedural implications to be explored within most of the ideas. Work on collecting patient mobile phone numbers and email addresses is also required. Items 4, 5, 6 and 7 of the PPG Action Plan are designed to address these areas.

Survey Detail – The full details of the Patient Survey are included with this document along with the current 7 point action plan. Several of the areas for development involve a number of strands with members of the PPG assigned to both drive and monitor progress. The Action Plan will be reviewed at all meetings of the PPG as a standard agenda item.