

West Street Surgery

Patient Group

The Patient Group met on 23 November to do a “secret shopper” tour of the surgery.

The group gave their opinion on how we could improve the facilities – this is what they suggested:

1. Make the reception desk a more friendly place by reducing the height and removing the glass
2. Create a children’s area with toys to keep them happy whilst waiting
3. Improve the signs
4. Install a TV (silent) to display health-related notices
5. Improve the display of patient information so it is less cluttered and arranged in themes, eg child health

The group also gave feedback on our services – this is what they said:

1. It is often difficult to get through on the phone
2. Sometimes reception staff can be intimidating
3. The website could be clearer about who to see for different problems
4. Information could be passed to the waiting room if any of the doctors or nurses are running late with appointments

As we have recently added a new service –urgent telephone appointments - we were keen to hear opinions about how it was working. Whilst there were some teething problems in the first two weeks, on the whole it is now working well, and offers more patients the ability to speak to a doctor on the same day.

National Surveys

We participate in the national survey which is run by MORI. This is ongoing throughout the year, and a random sample of people are selected to complete a questionnaire. We receive the results once a year, and use this to understand what our patients like and dislike about our services.

In 2010/11 our best areas were:

- Ability to see a doctor fairly quickly
- The doctor/nurse providing written information about managing health problem
- Practice nurse good at explaining tests and treatment

In 2010/11 our worst areas were:

- Getting through on the phone
- Ability to book ahead
- Easy to speak to doctor on phone

For these reasons we will:

1. Install a new phone system, as the current one is not able to keep up with the demands made of it
2. Introduce advance booking up to 6 weeks ahead. Patients can now book appointments online at www.weststreetsurgery.org.uk, or through reception.
3. Introduce GP telephone appointments so that it is easier to talk to a doctor on the phone

Practice Survey

Our most recent survey was about access to a doctor. The results show that:

- 100% of respondents are happy with the opening hours of the surgery
- 48% of calls are answered quickly
- 13% said it was difficult to talk to a doctor on the phone
- 90% said they are quite likely to choose to talk to the doctor on the phone rather than booking an appointment
- Nearly half said that they were not aware they could book an appointment up to six weeks ahead
- 26% of patients are using the website for information and online booking

We also asked about booking an appointment. The result show:

- 9% wanted to book in advance (up to 6 weeks)
- 35% wanted to book a day or two beforehand
- 57% wanted to book on the same day

This is very useful information, as we are now dividing up our appointments to match these preferences.

Other actions we will be taking on this survey include:

- Purchase a new telephone system and additional lines so that patients' calls are answered more quickly
- Publicise our website and encourage patients to try the online booking facility
- Build a new "user-friendly" reception desk
- Investigate how we can improve facilities for children by re-introducing some toys
- Improve signage
- Investigate installing a TV to provide information for patients while waiting
- Improve our displays of health information and update them more frequently

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