

The Drive Surgery

Patient Survey – 2016

The Drive Surgery Practice provides services for 5824 patients. We continue to provide appointments/open access Monday to Friday 9am to 6pm, and Thursday 9am to 1pm. Extended hours Friday 6:3pm to 8pm.

Survey Summary

We gave out 100 survey questionnaire forms and got 100 returned.

The following questionnaire was used for GP survey.

[Questionnaire- Survey The Drive.dotx](#)

The findings were as follows:

Q1. How easy is it to get through to someone at your GP surgery on the phone?

45% of patients reported that it was easy to get through to the practice on the phone but 52% thought it was difficult, whereas 3% haven't tried yet.

Q2. How helpful do you find the receptionists at your GP surgery?

45% proportion of patients felt that the receptionists are helpful. 39% do not feel that the receptionists are helpful, whereas 5% don't know and 5% said its depends on the receptionist.

Q3. Do you know that telephone consultations with a doctor are available?

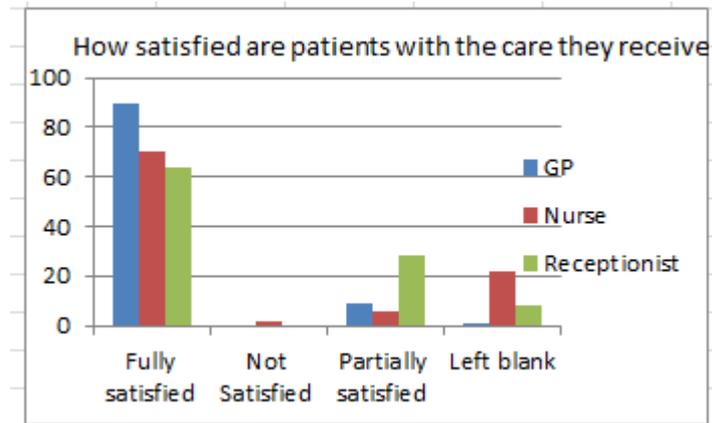
66% were aware of telephone consultations however, 34% were unaware of this service.

Q4. Are you aware of the Emergency Appointment system?

68% were aware while 32% were unaware of the emergency appointment system services.

Q5. In general, how satisfied are you with the care you receive at the Surgery from: GP, Nurse and Receptionist.

The proportion of respondents to the GP patient survey described that they were 90%, 70% (22% left blank) and 64% fully satisfied whereas 9%, 6% and 28% were partially satisfied with GP, Practice Nurse and Receptionist respectively.



Q6. Are you aware of the Patient Participation Group (PPG)?

31% patients reported that they were aware of PPG. But significant number of patients (57%) were not aware.

Q7. What important change would you like to see in the surgery?

56% had suggestions for improvement and rest had none.

Patients Suggestions:

1. Appointments; more, quicker, pre-booking and emergency
2. Telephone too busy, so more telephone lines
3. Better service, more consistency and customer focus from Receptionist
4. Repeat prescriptions by electronic media
5. No changes required, happy with the service
6. Reduce waiting times.
7. Have a nurse who is more mobile, professional and proficient.
8. Privacy in the reception area
9. Larger premises, refurbish waiting room, entertainment in the waiting area
10. Longer opening hours
11. More staff, more doctors required.

Proposed Actions:

1. Awareness of patient participation group and awareness of telephone access to speak to a GP scored poorly in the survey, even after displaying notices in the waiting area. However, with the existing telephone consultations, we hope that this will improve. Most of those who completed the survey were unaware that a telephone consultation request can be made. Plan is to update the practice NHS choices webpage with the telephone consultation services. To encourage patients to update their contact details with current telephone details and email address.

2. Reception staff is asked to remind patients about telephone consultations as an option.
3. To provide more customer training to Receptionists to increase the patient's full satisfaction rate as 28% of patients were partially satisfied.
4. We have 2 telephone lines in existence but 52% of patients thought it is difficult to get through on the phone. To handle the amount of telephone calls per day surgery is promoting the online patient access services to patients in order to decrease the general phone calls for appointments and repeat prescription requests. We have plans to change the telephone lines to increase the telephone lines for patients from two to four.
5. We have emergency appointment system in place for over 75 patients and under 5 years patients. But still 32% of patients were found unaware. All the over 75 patients have been informed by letter of a named GP and are being provided additional appointment slots.
6. We are looking to recruit an additional GP to increase the appointments and satisfied demand.

Conclusion:

We have achieved following areas:

- Online appointment booking
- Order or view repeat prescriptions online is available
- Online access to view test results is available
- Provision of three hours of extended hours surgeries on Friday's per week for additional appointments for working patients.
- Over 75 additional and longer appointments
- Telephone consultation services for 1 hour per Doctor per day.