

## **WALKLEY HOUSE & STANNINGTON MEDICAL CENTRES**

The Practice's Patient Participation Group is currently made up of 30 members but we are still actively trying to recruit more. This group ranges in ages from 25 – 80. It was decided to have an email/post group to enable more patients to be actively involved.

Patients were recruited either via the practice's website or in the surgery where leaflets and posters advertised the group and our receptionists promoted it.

The survey was again advertised in the surgery and copies were available in the waiting room and receptionists promoted it. It was also available to be completed on our website. The survey was available for 6 weeks to be completed, which 40 patients did and then the results were analysed. These were available for any patients to look at. We were disappointed with the uptake for this year's survey as compared to last year's.

In a practice meeting the results were discussed and a proposed action plan developed. This was then sent to our PPG members for their consideration and comments were sought on whether anything else should be included.

### **Proposed Action Plan 2014**

(Based on survey results)

#### **1. Opening times**

78% of patients felt that the opening times of the surgery were adequate. A few patients felt that earlier morning/late night appointments and Saturday mornings would be more convenient.

**Action:** No action at present. Although we are aware of the results and this will be discussed in practice meetings throughout the year.

#### **2. Appointment system**

78% of patients found that our appointment system was adequate for their needs.

**Action:** Continue to enable patients to be able to book appointments up to 3 months in advance.

#### **3. Getting through on the phone**

68% of patients were very satisfied and 26% of patients were satisfied with getting through on the phone. Only 1 patient was very dissatisfied.

**Action:** Keep reception as fully staffed as possible.

#### **4. How helpful do you find the receptionists**

90% of patients find the receptionists helpful.

**Action:** No action at present.

#### **5. Methods of booking an appointment**

78% of patients prefer to book their appointments over the telephone

**Action:** Keep reception as fully staffed as possible.

#### **6. Comments. Below are a few of the comments we received**

- Care has always been good
- Generally very good
- The care is superb, cannot fault any part of it
- Very friendly & helpful reception staff. Phlebotomist and Nurse excellent. Rarely see GPs but all offer good clinical care
- Everybody is helpful and kind
- Extremely happy with care, compares very well with friends/family at other surgeries & different areas

#### **Opening times**

Walkley House Medical Centre is currently open from 7.45am to 6.30pm weekdays but closing at 1.30pm on a Thursday. Appointments are available from 8am to 6.20pm. Our branch surgery at Stannington is open from 7.45 am to 6.00pm weekdays but again closing on a Thursday at 1.00pm. Appointments are available from 8 am to 5.50pm. At present we do not operate under the extended hour's scheme.

#### **Online booking of appointments and ordering repeat prescriptions**

Patients have been able to order their prescriptions online for a while now. We have now introduced online booking of appointments which enable patients to make their own appointments online with certain clinicians. 30% of patients were not aware they could do this so we are going to advertise this more to make more patients aware.

### **Points from 2013**

- 73% of patients from our 2013 patient survey thought being able to book an appointment online was a good idea. We have now made this service available to patients and it seems to be going really well. Patients need to obtain a username and password which is available from reception for them to be able to book an appointment through our secure system via our website. We have advertised this by posters in the surgery, on our quarterly newsletter and attaching slips to patients repeat prescriptions.
- We have continually advised patients through our quarterly newsletter that they are able to obtain their results by telephoning the surgery.