

Neston Surgery

Patient Survey - Communication
Survey Response Analysis

We gave out 500 Surveys over a 4 week period. 93 patients responded

Are you aware that you can book appointments on line?

Yes – 37.5%

No – 62.5%

The Surgery will continue to promote the on line booking system. We will continue to monitor the percentage of patients who request the on line access letter and increase the proportion of on line appointments accordingly

Did you know that you can book appointments in advance?

Yes - 72%

No - 28%

This Service is widely used. As Surgeries are set up we allocate about 120 pre bookable appointments / per week that can be booked up to two weeks in advance. We are aware that patients cannot always get the appointment at the time they want with the Doctor they want but we hope the additional pre bookable online appointments may help this

Are you aware that you should book Medication reviews with the Nurse?

Yes - 57%

No - 43%

The Nurses are very skilled at medication reviews and will book you in for an appointment to see the Doctor if they feel that is appropriate. Often patients use Medication review appointments to see Doctors with other problems, this does have an impact on patient waiting times and causes delays to Surgeries as the Doctor cannot do a review and consult about a new problem in a 10minute appointment slot

Would you approve of being contacted to remind you about an appointment by text message on you mobile phone?

Yes – 73%

No – 27% (although 4% stated they do not have a mobile phone)

This service is being looked into by the Practice, but we need to satisfy ourselves that we have a fool proof system that will not breach confidentiality before we put it in place.

Would you approve of being contacted with the result of a blood test by text message – Normal results only?

Yes – 68%

No – 32%

Again, the Surgery needs to satisfy itself that this is a robust , secure system before putting this in place.

Suggestions on how to communicate with the Surgery other than by telephone?

21.5% of respondents would like to use email

The Surgery can see positive and negative sides to this, technology is moving forward and it is something that must be considered. What could be left on an email would have to be restricted eg; An urgent email coming in late on Friday evening may not be seen until Monday.

Repeat Prescriptions can already be requested on line.

2 patients would like to be notified of all results by letter

This is not possible. We do 100's of tests per week. The majority have normal results. If tests need repeating the Doctor will either send a letter or the receptionist will try to call you, if the receptionist tries to call 3 times without success a letter will be sent . When a result has been looked at by the Doctor he will leave a note on your screen for the receptionist to advise you of the Doctors comments when you call.

1 patient suggests Skype appointments

Not in the immediate future, but I'm sure this will happen

Hospital experience

16% of respondents had been in hospital recently

26 % of the above commented that their Doctor had received no Discharge letter

Other Comments:

The 4 hour deadline to be seen in A&E had not been met

Medical records were not available in the hospital

There were long waits on the day of discharge for medication

There was a lack of Doctor/Nurse support on discharge

Excellent care and experience

Less waiting time for Mental Health appointments

The Surgery is currently undertaking a larger piece of work to look at patient experience following discharge from hospital.

Constructive ideas for improving your experience at the Surgery

59% of respondents either made no comment or were very positive about the surgery, staff and Doctors.

More phone lines at 8am - *We have 4 lines coming in a 8am and the queue at the door. We have 4 computer terminals to book appointments, so we cannot physically book more than 4 appointments at any one time. We have looked at a call waiting telephone system, which is very expensive and would not mean you get through any sooner, it would put you on hold and give you a position number.*

Priority should be given to the queue, not the phone – *We have a receptionist who attends to patients that queue, ideally another Receptionist will take the telephone calls, however all receptionists have to answer the telephone, we are not an emergency service but we never know until the phone is answered what the problem is. On a daily basis receptionist are called on to give instruction to people with chest pain, bleeding, someone has collapsed, difficulty breathing etc. We apologise if people are kept waiting, we hope they understand.*

Could the Doctor have ring back appointments at the end of their Surgeries – *If you need to speak to a Doctor you will be advised of the best time to call back to speak to him/her. If a Doctor has call*

back appointments, people will be at home waiting for the call, if the Doctors Surgery then overruns or they have to go on an urgent house call, the appointment to call back will be compromised.

X box for children in the waiting room – *The waiting room is a place for everyone, there is restricted space on the walls for such a system. If children want to bring hand held games/ ipads/tablets with them to amuse themselves they are quite welcome to do so as long as the noise level is turned down*

Chairs for people with back problems – *If we had raised chairs in the waiting room it wouldn't necessarily mean that they would be vacant for the people that need them, but I fully understand the problems suffered through back pain and will give consideration to that when we look at waiting room refurbishment.*

More notification of the Surgery Half day closing – *A very valid point. The Surgery is closed one afternoon a month for staff training, a list of these dates is on the website. We will put a notice advising of a half day closing on the front door a week before the closing date.*

Extended hours/ Saturday morning opening for people who work - *Firstly we couldn't designate late hours or Saturday mornings for just for people who work. While Neston Surgery do not physically open at these times you can book an extended hours appointment at Ellesmere Port Hospital (tel : 01244 385 422) or at one of Western Cheshire Extended Hours Bases - see our website for details www.nestonsurgery.co.uk*