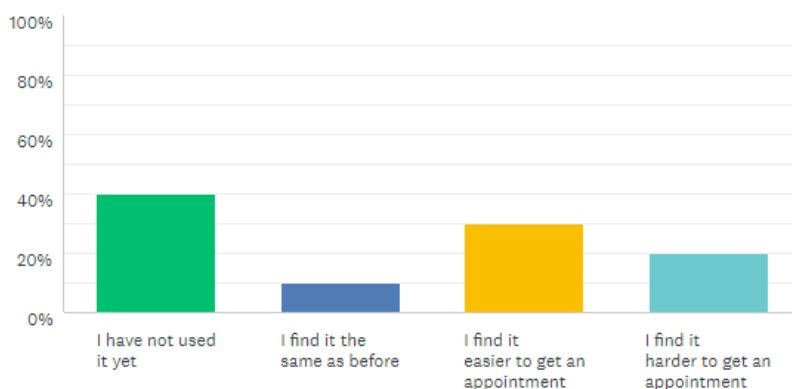


## Patient Participation Group Survey 2019 Results and Action Plan

**The Patient Participation Group (PPG) were asked several questions online about the new appointment system and accessibility since the practice made significant changes over the past 6 months.**

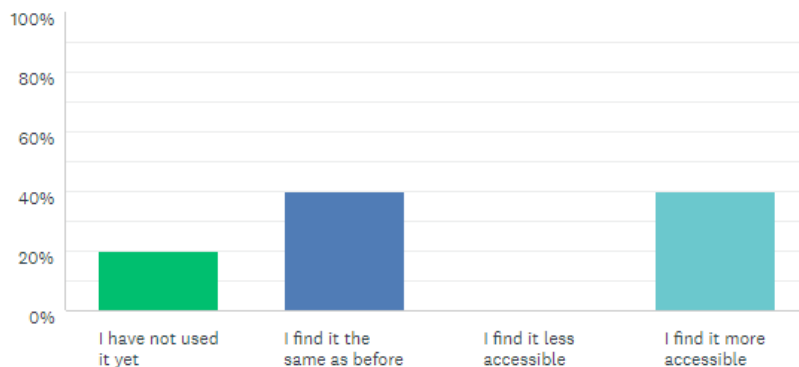
The results are as follows:

1. Since March 2019, the practice has updated it's appointment system. We now have more pre-bookable appointments and book on the day appointments are for urgent problems only rather than routine queries. How have you found the new appointment system?



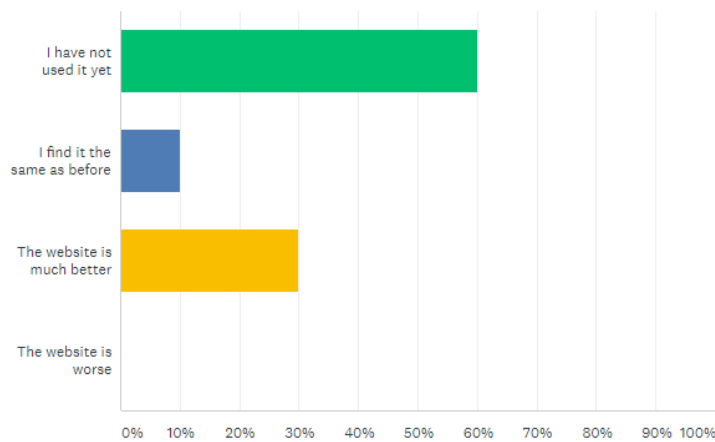
Results show that most patients have either not used the system yet or find it easier to get an appointment.

2. Since March 2019, the practice has updated it's telephone system to provide extra telephone lines and improve access for patients. How have you found the new telephone system?



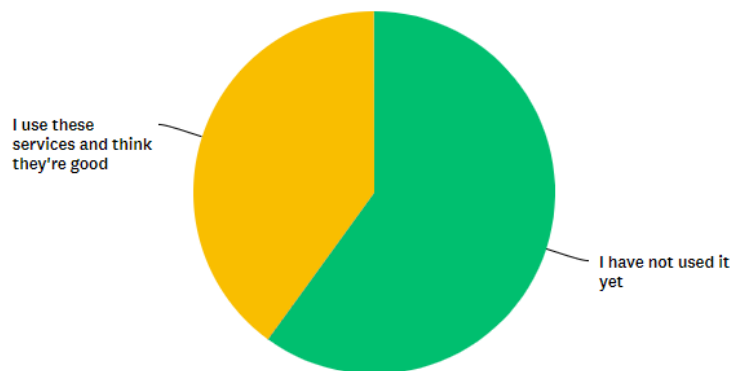
Results show that most patients either find the appointment system more accessible or roughly the same as before.

3. The practice has recently updated it's website to be more user friendly, to offer health advice and to improve access for patients. How do you find the new website?  
[www.mallardmedicalpractice.co.uk](http://www.mallardmedicalpractice.co.uk)



Results show that most patients have not used the new website before, which is not surprising as it has only been live a few months.

4. The practice is aiming to improve patient access by using online resources such as online appointment booking, online prescription ordering and sending queries to the surgery online. How have you found this service?



Results suggest that the majority of patients have not used online services before which is surprising since 30% of the list is registered for access. It's encouraging that those who use them find them helpful.

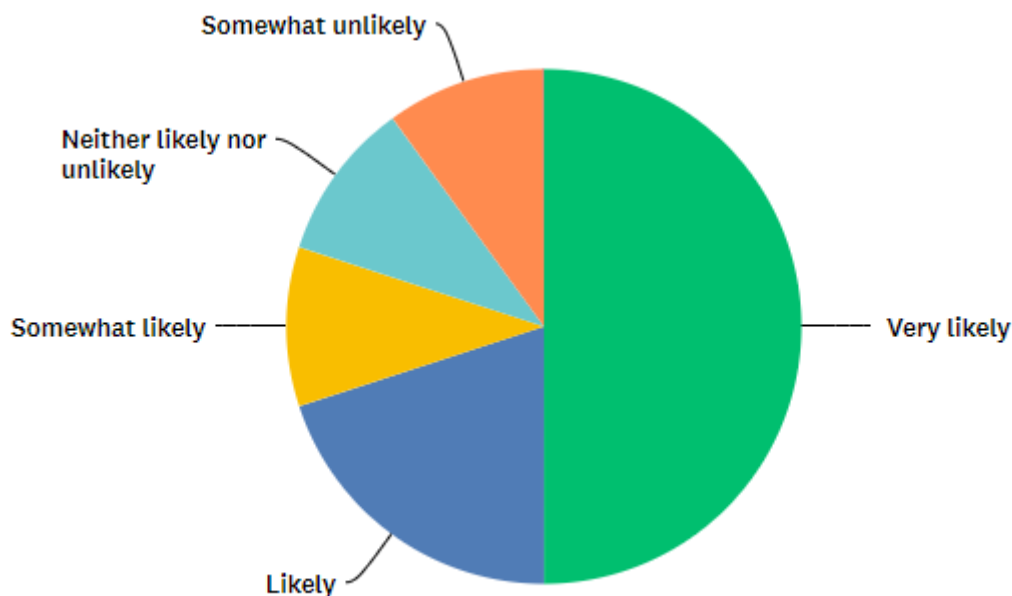
5. The practice acknowledges that patient satisfaction has dipped in the past year. We believe this is mainly due to a lack of appointments with GPs, a change in GP staff with retirements and new GPs and change in admin staff. This has in turn put pressure on the practice as a whole and led to patients being unhappy with our service. We would like to change this and provide a better service for our patients. What would you say is the number one suggestion for improving patient satisfaction with the practice?

The practice received the following responses:

- Another GP would be brilliant. Difficult I know but worth persevering.
- Being able to get appointments when they are needed with the doctor of choice
- Don't let 2 nurses off at the same time
- Accessibility to see a GP
- More and longer appts delivered on time. Please repair or recommission the electronic system for appts to see the doctor. Staff up and down corridors wastes valuable time.
- Making sure Dr Williams has more early bootable app

These comments suggest that patients are keen to have more GP appointment access. This is unsurprising and understandable since the practice lost a salaried GP in May.

6. Friends and Family Test: How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?



Results suggest that 70% of patients are likely or very likely to recommend the surgery to friends and family.

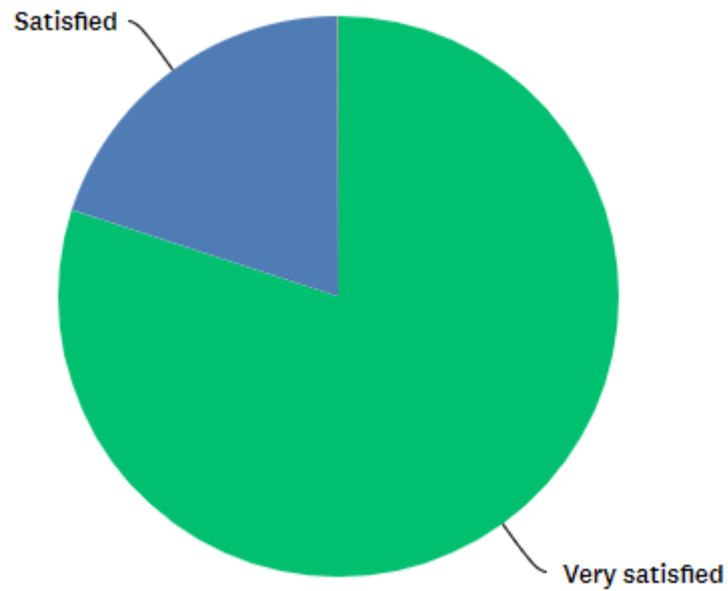
7. Is there any positive feedback you would like to share with the practice or anything you feel we are doing well?

The practice received the following response:

- I Always find staff very patient and helpful. The doctor I see most is very good.
- Appointment are easy and quick to get
- This survey is a positive attempt to do well. Aiming to do well and improve is to be commended.
- practitioners are excellent. Very polite and helpful office staff too.
- Last time I visited the practice I received a great service from all at a difficult time
- reception very friendly and efficient. Docs very approachable, Turn over of doctors gives some concern as does doctors only available part time.

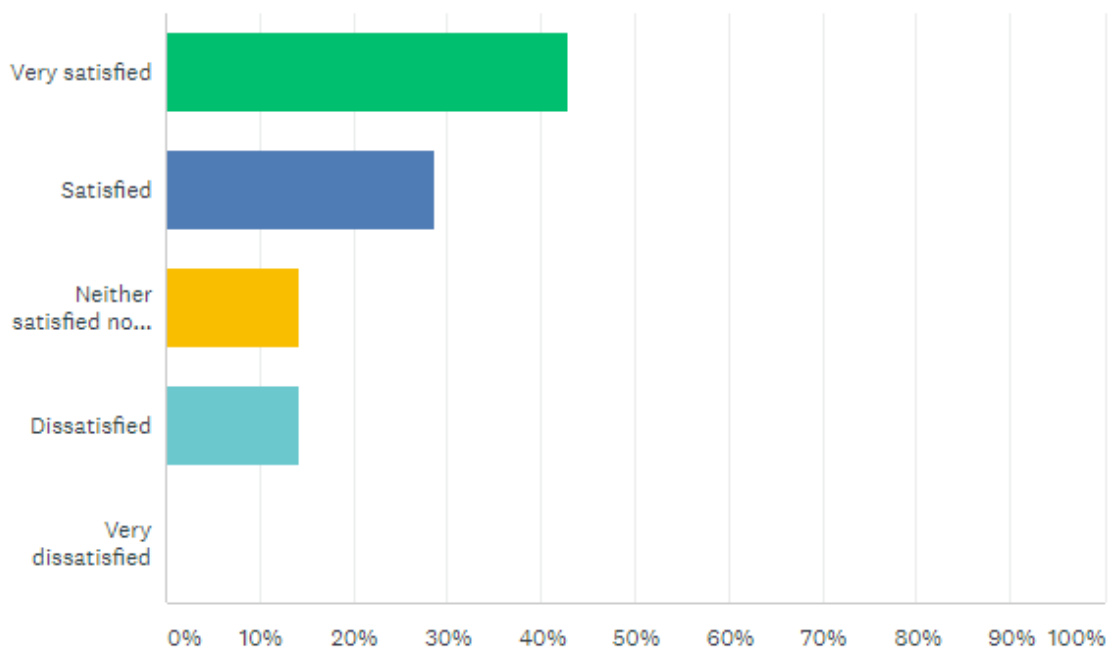
These comments are very encouraging and will be shared with the staff. Thank you!

8. How satisfied are you with the care provided by the nurses?



Results show that 100% of the surveyed patients are satisfied or very satisfied with the care from our Nurses.

9. The practice recently started opening half an hour earlier to improve access. How satisfied are you with our opening hours?



Results suggest that over 70% of patients are either satisfied or very satisfied with the opening hours of the surgery.

10. We asked the patients their gender and 90% were female and 10% were male of those surveyed.

11. We asked the patients their age:

▼ 18 to 24	0.00%
▼ 25 to 34	20.00%
▼ 35 to 44	0.00%
▼ 45 to 54	10.00%
▼ 55 to 64	30.00%
▼ 65 to 74	30.00%
▼ 75 or older	10.00%

### **Action Plan**

The results suggest that patients are satisfied with several aspects of the practice; however they would like to see more GP appointments and access. This is completely understandable since one of our Salaried GPs moved onto other areas of work in May. The practice continues to advertise for a suitable GP addition to the team, this is ongoing and the practice is hopeful that we will find the right candidate for our patients. In the meantime the practice will continue to promote GP online access for patients. We will do this by creating a new display in the waiting room plus promoting online access via our reception staff. We are also giving the online forms to all new patients who register with us.