

WASHWAY ROAD MEDICAL CENTRE

"SURGERY SNIPPETS"

- a newsletter for our patients.

April - June 2012

PATIENT SURVEY RESULTS

Thanks to all of you who participated in our patient survey last quarter - giving us your honest feedback and comments about the services we provide. As many of you already know, the survey was focused on access to healthcare, in line with our aim -

“to provide fair & reasonable access for all patients to good quality medical care; making best use of the resources we have.”

The full report can be viewed on our website www.wrmc.org.uk and also featured on the waiting room notice-boards. Patients' feedback told us:

100% found our text message appointment reminders useful

87% were fairly or very satisfied with the practice

72% would checkout health information on NHS Choices www.nhs.uk

68% wait for up to 20 mins in the waiting room

37.5% consult more than national average

34% can see a GP of choice within 4 days

The areas identified in the report as most in need of improvement were -

- Access (time and satisfaction) to named GP;
- Time spent in waiting room;
- Extended hours' appointment awareness;
- Awareness & use of NHS Choices website.

It was therefore proposed by the practice and agreed by a meeting of our Patient Participation Group members, that we focus on these topics for improvement. Ideas included -

- **Improving patient education** - using patient call & health information systems, waiting room notice-boards, information flyers and emailing surgery snippets newsletter to improve communication to patients - encouraging use of surgery website, NHS Choices website for self-care, appointment awareness of one problem per consultation and information about extended hours appointments availability.
- **Consider changing incoming phone message** to signpost patients to WRMC website www.wrmc.org.uk for up-to-date news about services, health education and self-help information.
- **Ensuring website remains up-to-date** with easy to find health information to support self-care and other local care options.
- **Clinicians to aim to set agenda** at start of consultation to make best use of 10 minute appointment (7½ minutes face to face + 2½ minutes recording consultation notes).

We'll be working on these aspects over the coming months and repeating the survey later in the year to assess progress.

