SUMMARY OF PATIENT SURVEYS YOU SAID/ WE DID

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| **DATE** | **YOU SAID** | **WE DID** | **OUTCOME** |
| *2011* | Confidentiality in the waiting room a problem with being able to overhear what the reception staff are saying. | Installed health promotion TV as a distraction.  Removed some tasks from reception to back office | Not as many comments in 2012 so believe situation improving. |
| *2011* | Availability of appointments is an issue | We are constantly auditing the appointments system to ensure supply equals demand. Due to limitation with building and number of rooms we increased the number of telephone consultations. | Lots more telephone consultations being taken up by patients during 2012. Demand on the appointments system eased. |
| *2011* | You wanted greater to access to doctors and nurses by phone. | We increased the number of telephone consultations. | Lots more telephone consultations being taken up by patients during 2012. |
| *2012* | You wanted additional appointments outside normal working hours. | An audit of the appointments system was undertaken. No resources to open at weekends but we have added more early morning appointments. | New GP employed during 2012 with increased hours from replacement and additional early morning appointments. |
| *2012* | That the telephone seems to take priority over face to face attendances at the reception desk. | We reviewed the roles and skill mix of staff to ensure adequate cover on reception. Some changes made to but no resources to provide additional staff and phones get busier and busier. | Staff do put calls on hold to deal with face to face attendances. |
| *2012* | Attitude of reception staff could be improved. | We had many positive comments from patients but staff have attended customer care training. | Review 2013 survey – 2013 survey more positive comments regarding politeness and helpfulness of staff. |
| *2013* | You wanted longer opening hours during the week | We put extended hours in place two evenings a week until 7.15pm adding an extra 3.25 hours a week of appts. | Some positive comments received regarding new hours. |
| *2013* | You wanted the surgery to be open at the weekend | In the current economic climate it is not viable to have individual surgeries open. The GP out of hours service is available during these times | The CCG has put in CNU (clinical navigation unit) at A&E to help direct out of hours patients to the most appropriate clinician, effectiveness still under review. |
| **DATE** | **YOU SAID** | **WE DID** | **OUTCOME** |
| *2013* | Wait less time for appointments | We have increased nurse and GP hours this year. | Far fewer negative comments about waiting time for appointments. |
| *2014* | Carers were not aware of support available | Promote awareness by ensuring information is on practice notice boards  Included information in the new patient registration pack  Redesigned Website to make information clearer and easier to find  GP’s and nurses have information in their rooms to give to known carers  A member of the reception/admin team has been given responsibility for carers. |  |
| *2014* | On line services not utilized | Promote awareness and encourage use |  |
| *2014* | Open on Saturday mornings | There are still no resources to enable us to open every Saturday morning but we shall be opening on a Saturday when the surgery is closed for 4 days due to bank holidays |  |
| *2014* | More availability of appointments | We have extended surgery hours and have more appointments before 9.00a.m. and after 6.00p.m. but at present not all these appointments are being utilised. We will continue to monitor |  |