

Bishops Waltham
Surgery

Patient Participation
Group
Annual Survey Report

March 2015

Bishops Waltham Surgery **Patient Survey Report 2015**

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Bishops Waltham Surgery **Patient Survey Report 2015**

1. INTRODUCTION

Bishops Waltham Surgery has a practice population of 12,875 (as of Monday 9th March 2015).

1.1. OPENING & EXTENDED HOURS

Our core opening hours are 8am to 6.30pm Monday to Friday. The practice also offers extended hours in the morning from 7.40am to 8.00am on a Monday, Wednesday and Friday. In addition the surgery has a late night extended hours session from 6.30pm to 7.30pm on a Monday evening.

1.2. PPG OVERVIEW

Bishops Waltham Surgery has an established PPG which was created in 2007. As of March 2015, there are 22 members, of which 8 of these are founding members. Of this group we continue to have a steady turnover of members leaving and new members joining. The group meet several times a year and are in communication via face-to-face meetings, as well as e-mails.

The surgery advertises the PPG via the surgery waiting room DVD as well as the surgery website (www.bishopswalthamsurgery.nhs.uk). In addition we have added a noticeboard in Reception to enable the PPG to keep the patients up-to-date with what is taking place within the practice throughout the year as well as to encourage new members. The PPG group has recently started to issue a quarterly patient newsletter.

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2. METHOD & PROCEDURES

Bishops Waltham Surgery used the following method and procedures in order to complete this Patient Survey:

2.1. STEP 1 - DEVELOP A WAY OF GAINING THE VIEWS OF PATIENTS AND ENABLING FEEDBACK

Since 2011 the Surgery has set up the process for the Patient Survey with the aim to get patient feedback about the quality and range of services provided by the Surgery. There are different stages to this process, which are outlined below.

This report details the findings from the feedback survey and the proposed actions for the Surgery via discussion with the PPG.

2.2. STEP 2: AGREE AREAS OF PRIORITY WITH PPG

The group meeting on Thursday 16th October 2014 agreed to the format of this year's survey. The objective was to try and shorten the questionnaire to encourage less 'survey fatigue' and greater participation.

Topics brought up in the PPG meeting became the basis for the development of the survey for the wider Surgery population.

2.3. STEP 3: COLLATE PATIENT VIEWS THROUGH THE USE OF A SURVEY

There are different stages to this process which are outlined below.

1. After discussions at the Surgery PPG meeting on Thursday 27th November 2014 it was agreed to run with the questions outlined in sections 3.2 of this report. There was a slight change in the scoring from previous years as we reduced it from 1-10 to 1-5.
2. The survey was conducted via a Paper and Online version (see section 6) which went live in January 2015. This was advertised in the practice, by e-mail, on the surgery's website and newsletter. Paper copies were available at the reception desk and dispensary hatch. Paper copies were also taken for our dispensing housebound patients via our dispensary delivery driver.
3. The survey was closed on Monday 23rd February 2015 after receiving 708 responses. The data was then published into this report in March 2015.
4. This report was agreed by the PPG on Wednesday 11th March 2015. The report was then signed off on behalf of the practice (by the Practice Manager Adrienne Ely) and the PPG (by the Chairman Ian Leesmith) on Wednesday 18th March 2015.

2.4. STEP 4: PROVIDE PPG WITH OPPORTUNITY TO DISCUSS SURVEY FINDINGS AND REACH AGREEMENT WITH THE PRACTICE ON CHANGES TO SERVICES

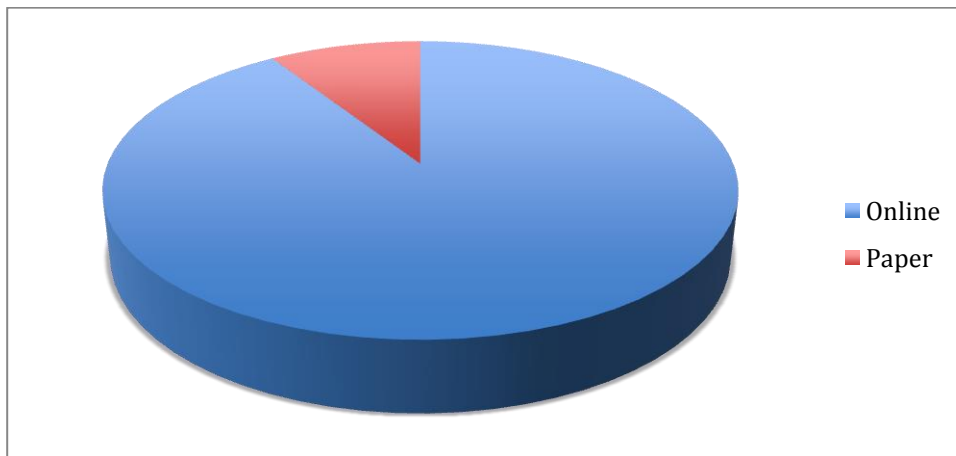
This occurred at a PPG meeting on Wednesday 11th March 2015. Refer to Section 5.2 to see the agreed actions and planned timescales for implementation.

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3. PATIENT SURVEY RESULTS

3.1. OVERVIEW

Online	Paper
643	65
90.82%	9.18%
708	



There were a total of 708 responses to this year's survey. This is approximately 5% of our total practice population.

The increase in responses to previous year surveys (almost five times) can be due to a number of reasons:

- Simpler survey (one double sided page of A4 paper – see section 6.1.2)
- E-mailed directly to patients (to fill in online – see section 6.2.2)
- There have been a lot of major and minor changes at the surgery over the last year which has resulted in patients wanting to provide there feedback.

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3.2. QUESTIONS

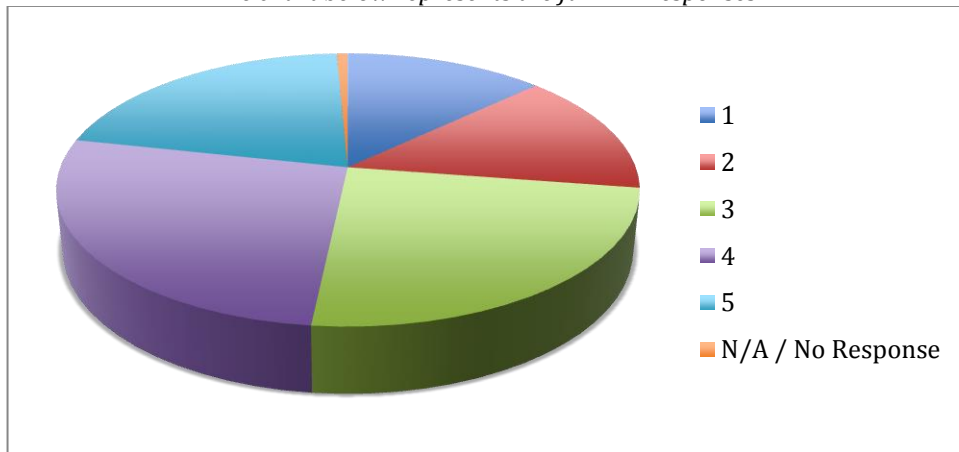
In this section are the questions and responses to this year's survey.

3.2.1 HOW EASY WAS IT TO GET AN APPOINTMENT AT THE TIME YOU WANTED ON YOUR LAST VISIT?

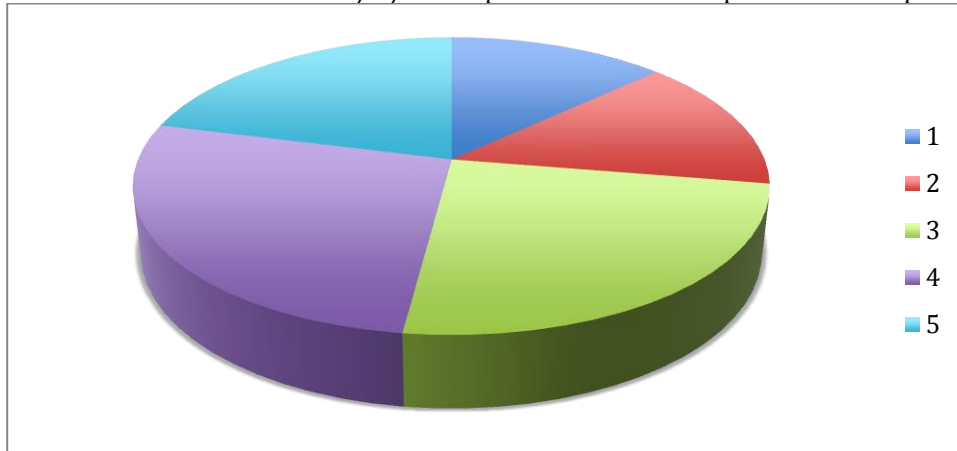
Please select your answers below where 1 is very poor and 5 is very good.

Answer	# of Responses	% of Responses	% of Responses (after N/A removed)
1	92	12.99%	13.09%
2	102	14.41%	14.51%
3	172	24.29%	24.47%
4	189	26.69%	26.88%
5	148	20.90%	21.05%
N/A / No Response	5	0.71%	

The chart below represents the full 708 responses



The chart below is without the N/A / No Response answers and represents 703 responses



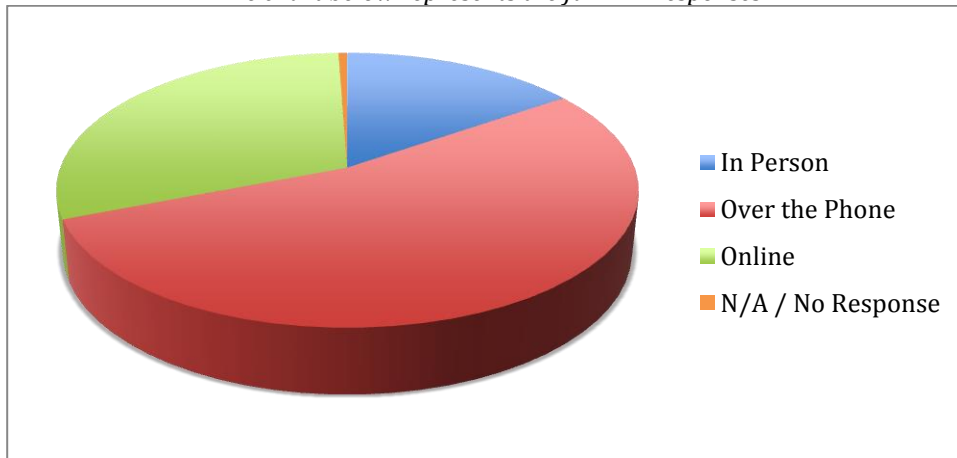
The figures above are a slight decrease on previous years. Changes have been made over the last year (including a new clinical system) to resolve this.

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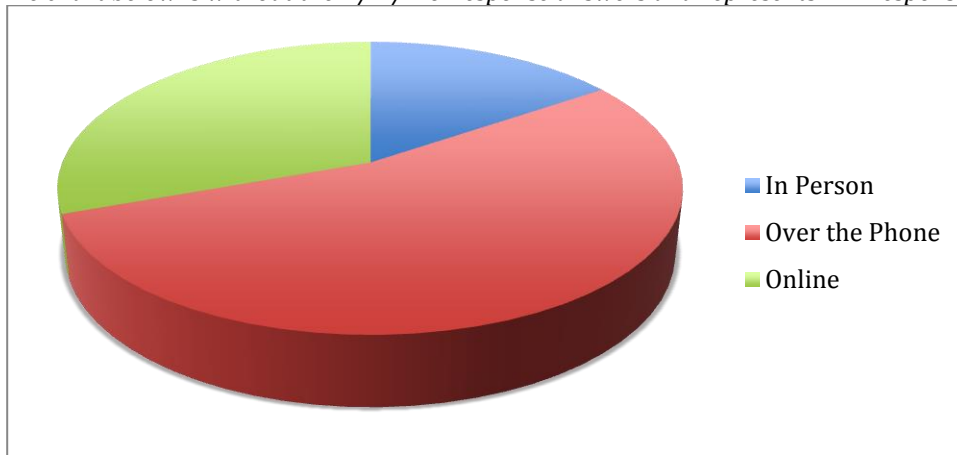
3.2.2 WHICH OF THE FOLLOWING METHODS DID YOU USE TO BOOK YOUR LAST APPOINTMENT?

Answer	# of Responses	% of Responses	% of Responses (after N/A removed)
In Person	109	15.40%	15.48%
Over the Phone	380	53.67%	53.98%
Online	215	30.37%	30.54%
N/A / No Response	4	0.56%	

The chart below represents the full 708 responses



The chart below is without the N/A / No Response answers and represents 704 responses



Booking patient appointments via the online system has doubled from last year. This is due to the online system's registrations having increased over the previous number of members on the old system (1,600 over 18 months) to over 1,700 in 5 months on the new Patient Access system. As a result of this the telephone and in person method has decreased.

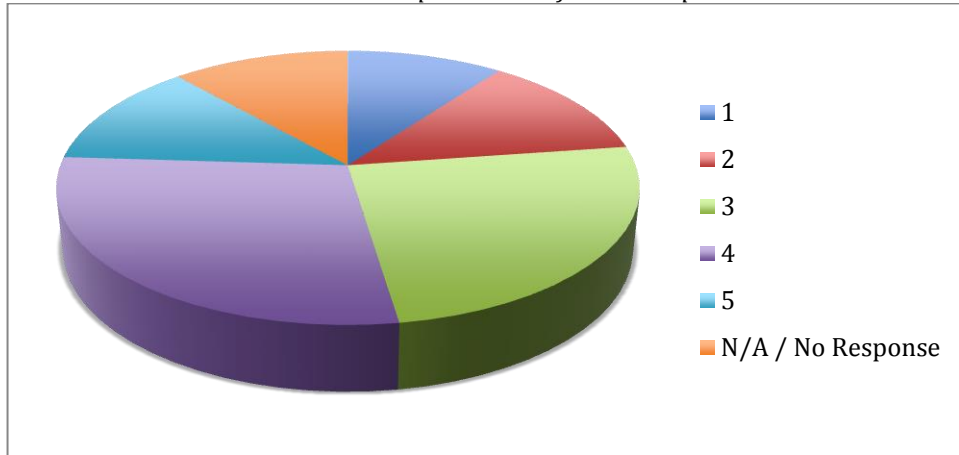
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3.2.3A HOW WOULD YOU RATE THE SURGERY ON TELEPHONE ACCESS FOR THE APPOINTMENT LINE?

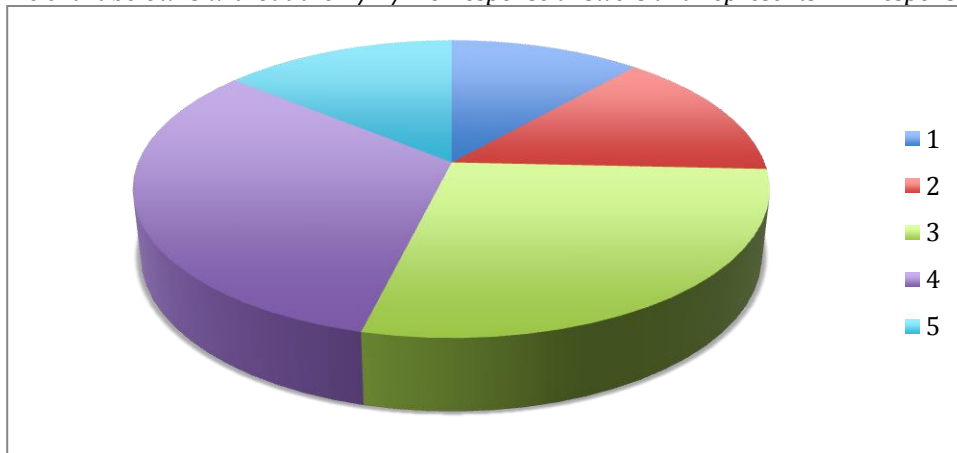
Please select your answers below where 1 is very poor and 5 is very good.

Answer	# of Responses	% of Responses	% of Responses (after N/A removed)
1	72	10.17%	11.50%
2	89	12.57%	14.22%
3	176	24.86%	28.12%
4	201	28.39%	32.11%
5	88	12.43%	14.06%
N/A / No Response	82	11.58%	

The chart below represents the full 708 responses



The chart below is without the N/A / No Response answers and represents 626 responses



There have been numerous problems with our telephone system dating back towards the end of 2014. These have now been identified and a fix is in place. However, there is still more work to be done with this.

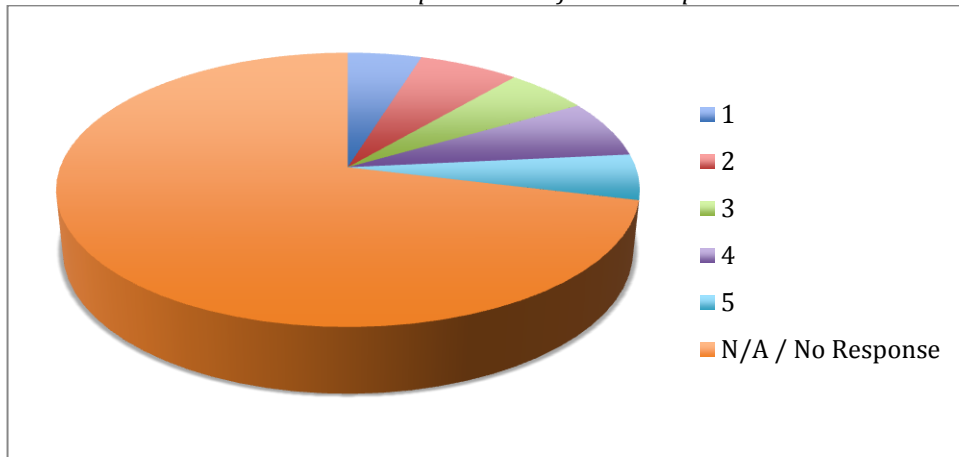
Bishops Waltham Surgery Patient Survey Report 2015

3.2.3B HOW WOULD YOU RATE THE SURGERY ON TELEPHONE ACCESS FOR THE DISPENSARY LINE?

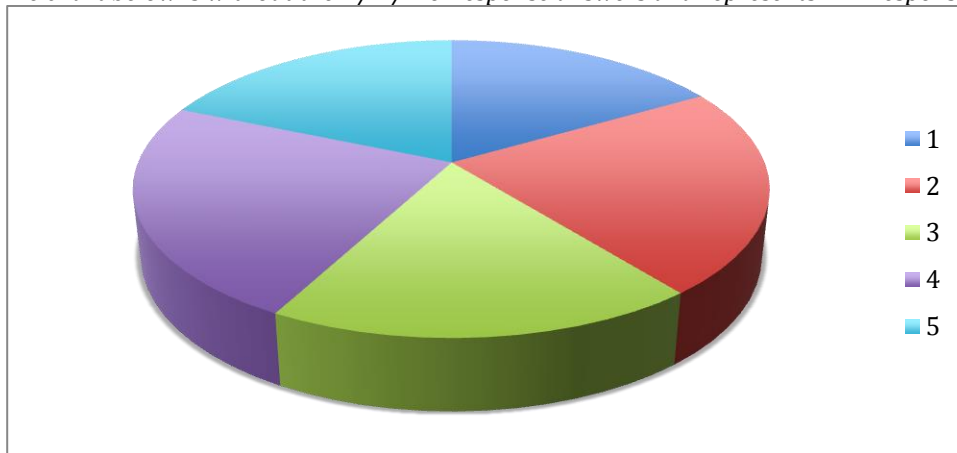
Please select your answers below where 1 is very poor and 5 is very good.

Answer	# of Responses	% of Responses	% of Responses (after N/A removed)
1	34	4.80%	16.67%
2	46	6.50%	22.55%
3	38	5.37%	18.63%
4	48	6.78%	23.53%
5	38	5.37%	18.63%
N/A / No Response	504	71.19%	

The chart below represents the full 708 responses



The chart below is without the N/A / No Response answers and represents 204 responses



The high N/A / No Response rate to this question could be due to the fact that there are around 40% of patients who are eligible to use the dispensary service.

There have been numerous problems with our telephone system dating back towards the end of 2014. These have now been identified and a fix is in place. However, there is still more work to be done with this.

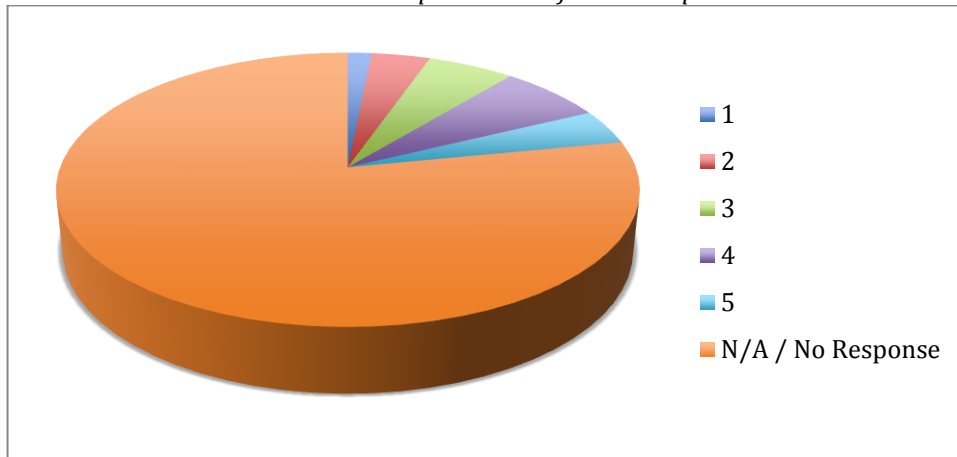
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3.2.3C HOW WOULD YOU RATE THE SURGERY ON TELEPHONE ACCESS FOR THE MEDICAL SECRETARIES LINE?

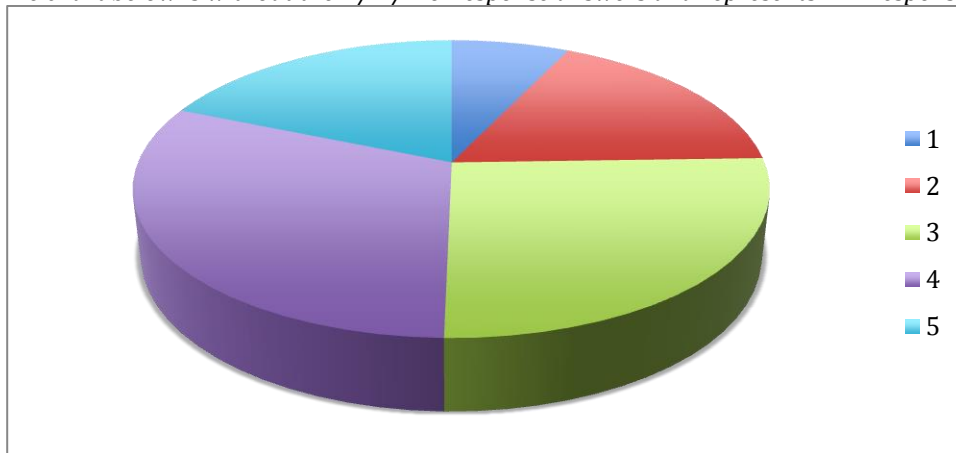
Please select your answers below where 1 is very poor and 5 is very good.

Answer	# of Responses	% of Responses	% of Responses (after N/A removed)
1	11	1.55%	7.10%
2	27	3.81%	17.42%
3	40	5.65%	25.81%
4	48	6.78%	30.97%
5	29	4.10%	18.71%
N/A / No Response	553	78.11%	

The chart below represents the full 708 responses



The chart below is without the N/A / No Response answers and represents 155 responses



There have been numerous problems with our telephone system dating back towards the end of 2014. These have now been identified and a fix is in place. However, there is still more work to be done with this.

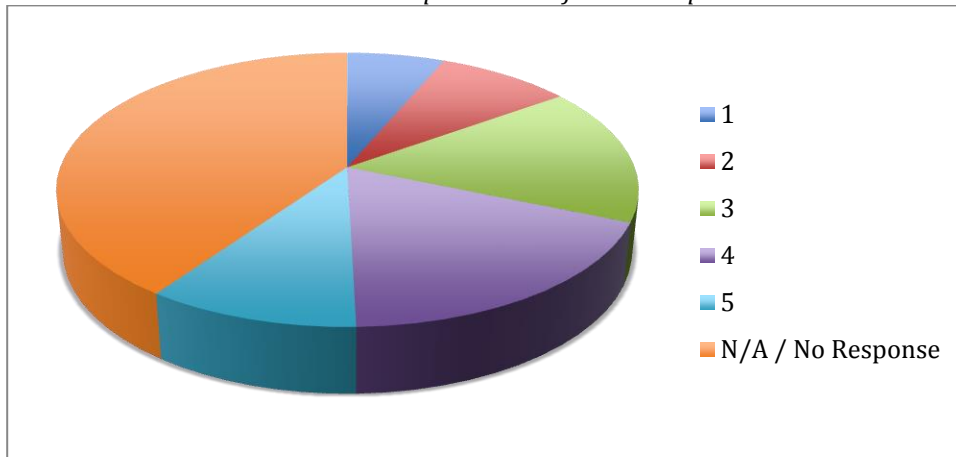
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3.2.3D HOW WOULD YOU RATE THE SURGERY ON TELEPHONE ACCESS FOR THE GENERAL ENQUIRIES LINE?

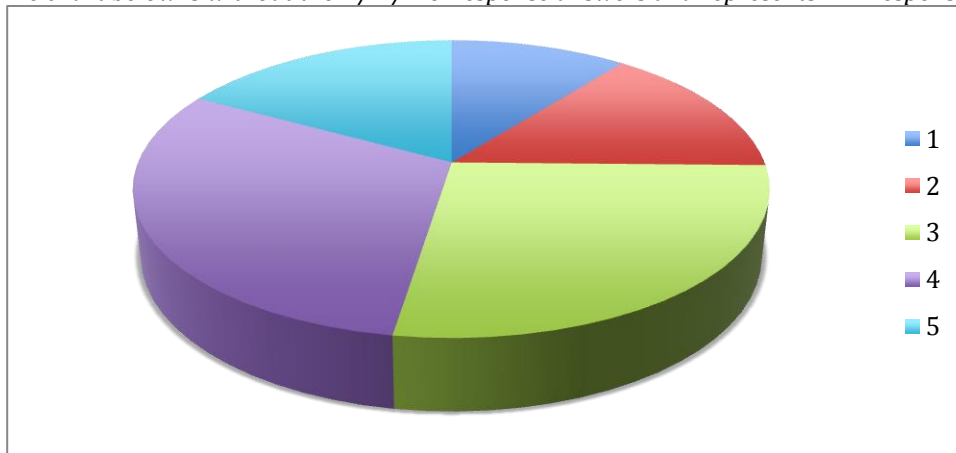
Please select your answers below where 1 is very poor and 5 is very good.

Answer	# of Responses	% of Responses	% of Responses (after N/A removed)
1	45	6.36%	10.64%
2	62	8.76%	14.66%
3	115	16.24%	27.19%
4	129	18.22%	30.50%
5	72	10.17%	17.02%
N/A / No Response	285	40.25%	

The chart below represents the full 708 responses



The chart below is without the N/A / No Response answers and represents 423 responses



There have been numerous problems with our telephone system dating back towards the end of 2014. These have now been identified and a fix is in place. However, there is still more work to be done with this.

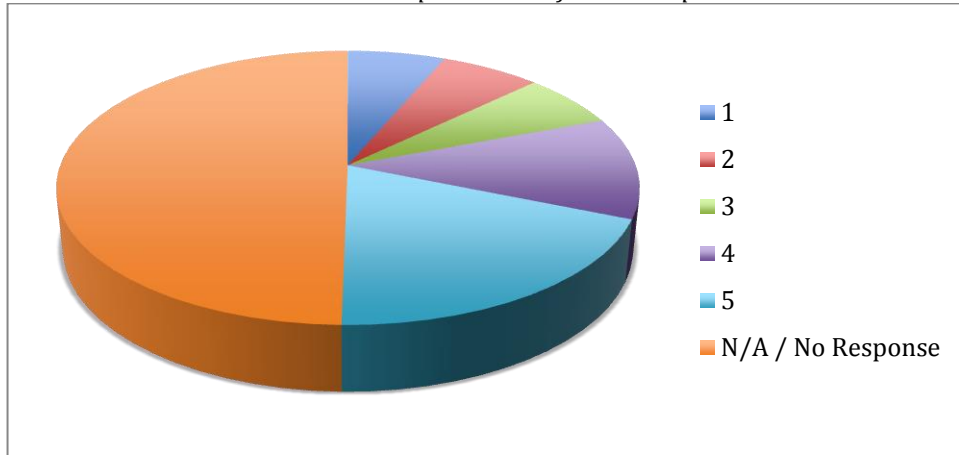
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3.2.4 IF YOU ARE ELIGIBLE TO USE THE SURGERY'S DISPENSARY SERVICE, HOW SATISFIED ARE YOU WITH THE SERVICE?

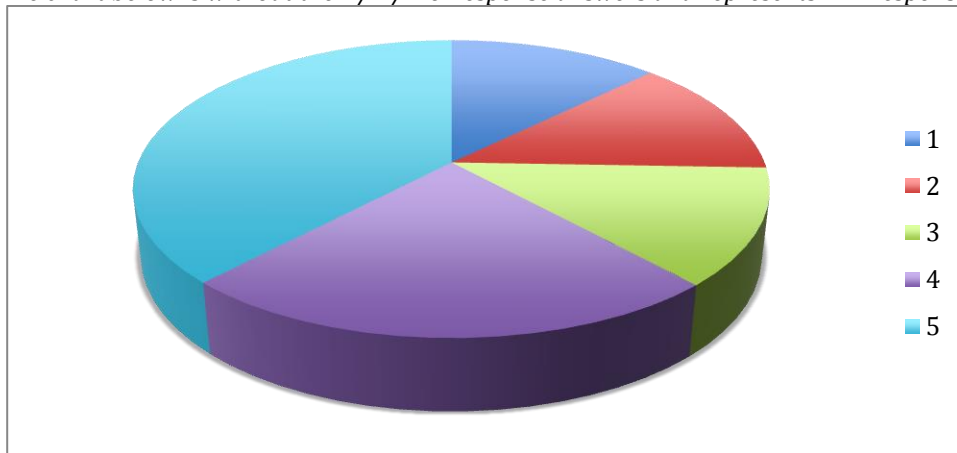
Please select your answers below where 1 is very poor and 5 is very good.

Answer	# of Responses	% of Responses	% of Responses (after N/A removed)
1	45	6.36%	12.64%
2	46	6.50%	12.92%
3	45	6.36%	12.64%
4	85	12.01%	23.88%
5	135	19.07%	37.92%
N/A / No Response	352	49.72%	

The chart below represents the full 708 responses



The chart below is without the N/A / No Response answers and represents 356 responses



The high N/A / No Response rate to this question could be due to the fact that there are around 40% of patients who are eligible to use the dispensary service.

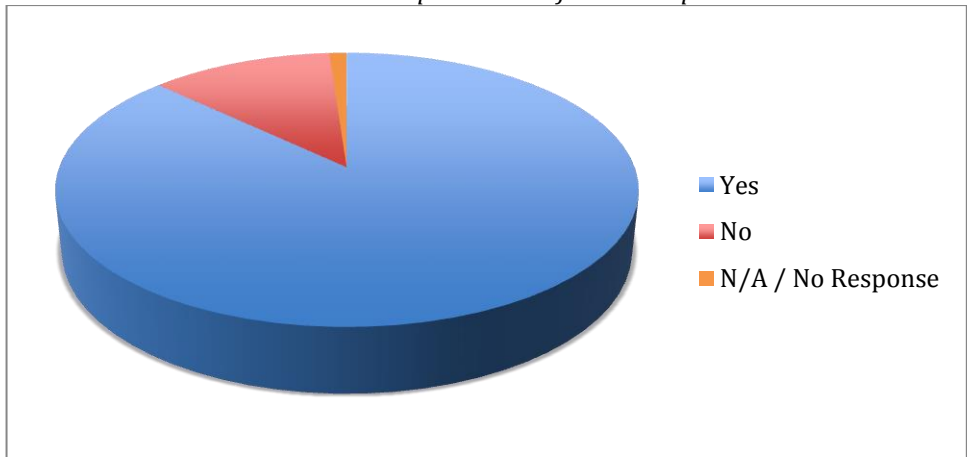
Satisfaction with the surgery's dispensary service has risen from last year (and previous years).

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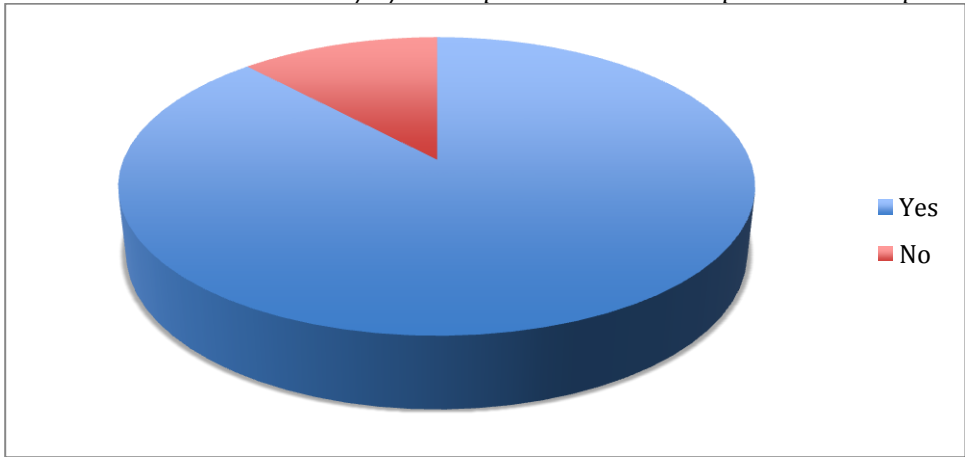
3.2.5 ARE YOU AWARE YOU ARE ABLE TO BOOK YOUR APPOINTMENTS AND / OR REQUEST YOUR REPEAT PRESCRIPTIONS ONLINE VIA THE PATIENT ACCESS SYSTEM?

Answer	# of Responses	% of Responses	% of Responses (after N/A removed)
Yes	616	87.01%	88.00%
No	84	11.86%	12.00%
N/A / No Response	8	1.13%	

The chart below represents the full 708 responses



The chart below is without the N/A / No Response answers and represents 700 responses



There is a large awareness towards this, however work could be done to reach the patients that are still not aware of the online system.

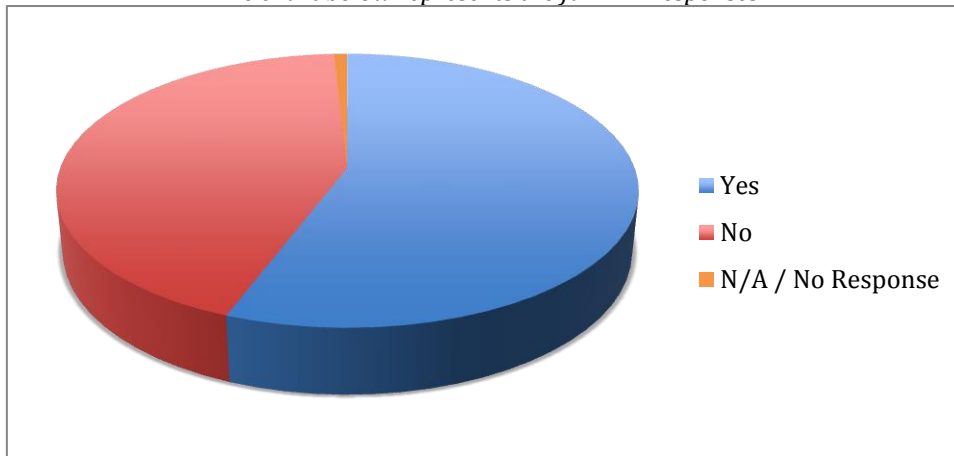
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3.2.6

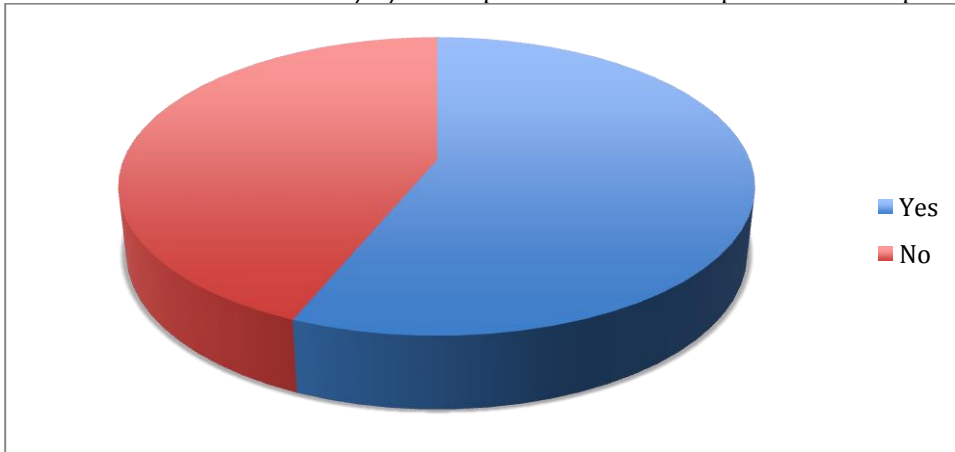
HAVE YOU USED THE ONLINE SERVICE, PATIENT ACCESS?

Answer	# of Responses	% of Responses	% of Responses (after N/A removed)
Yes	395	55.79%	56.27%
No	307	43.36%	43.73%
N/A / No Response	6	0.85%	

The chart below represents the full 708 responses



The chart below is without the N/A / No Response answers and represents 702 responses



Similar to the last question, there is a large percentage of patients using the online system. However, work could still be done to reach the patients that are still not using the online system. More publicity is in hand regarding the online service, see section 5.2.

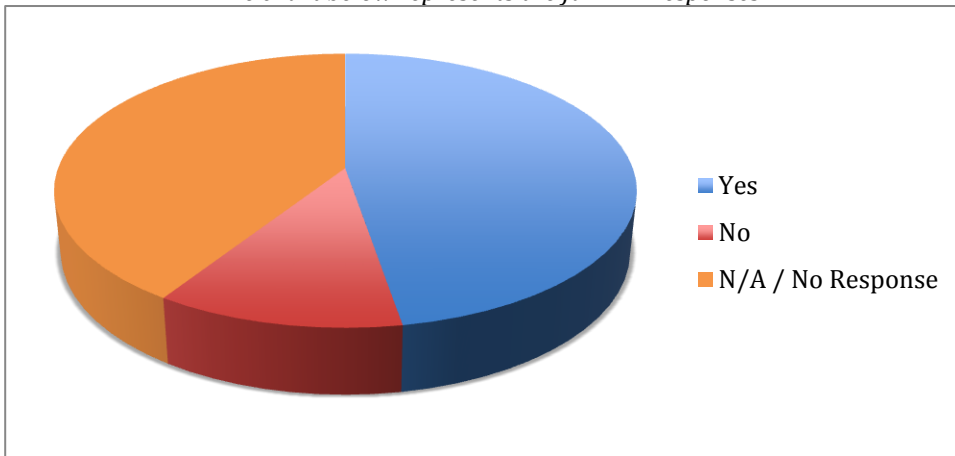
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3.2.7

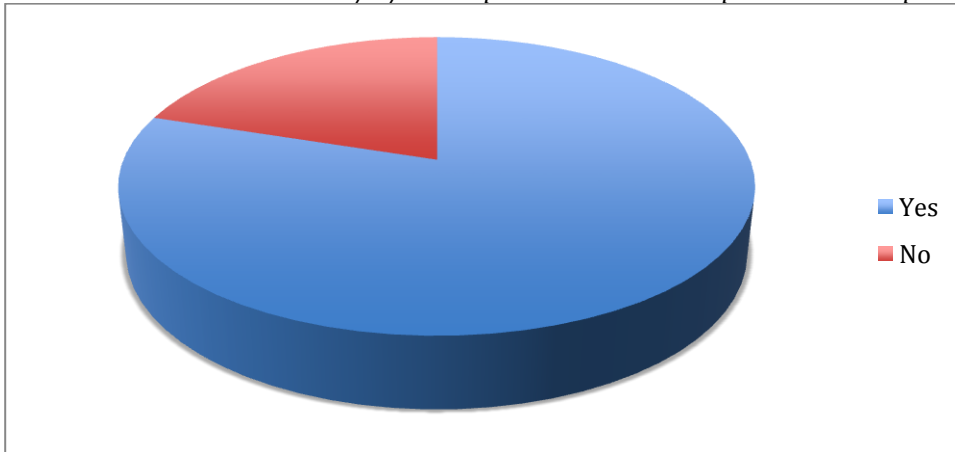
IF NOT, ARE YOU LIKELY TO USE IT IN THE FUTURE?

Answer	# of Responses	% of Responses	% of Responses (after N/A removed)
Yes	335	47.32%	79.95%
No	84	11.86%	20.05%
N/A / No Response	289	40.82%	

The chart below represents the full 708 responses



The chart below is without the N/A / No Response answers and represents 419 responses



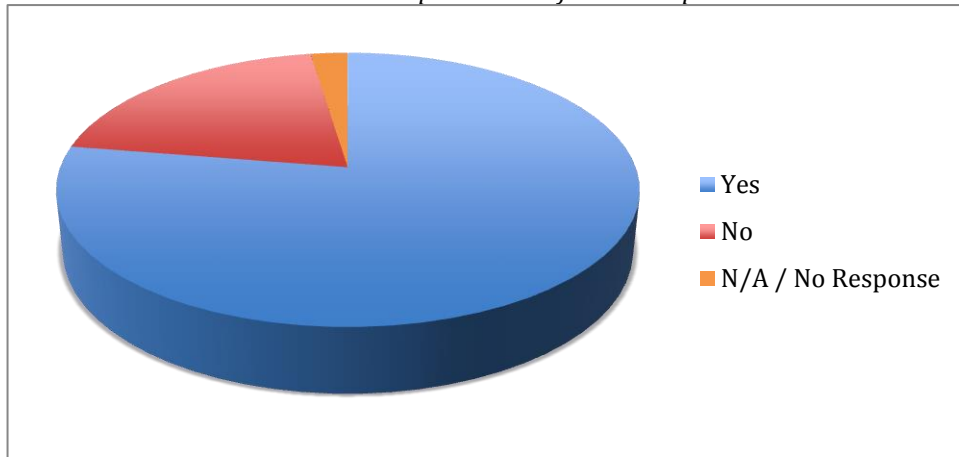
There is a large percentage of those who have not used patient access who would like to. Again work can still be done to reach the patients that are not using the online system.

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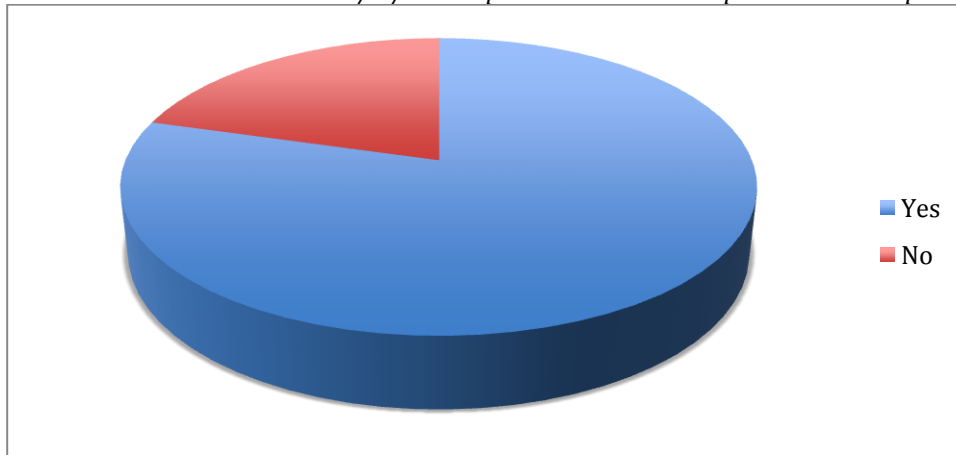
3.2.8 WOULD YOU FIND IT USEFUL TO HAVE ACCESS TO CERTAIN ELEMENTS OF YOUR MEDICAL RECORDS VIA THE PATIENT ACCESS SYSTEM?

Answer	# of Responses	% of Responses	% of Responses (after N/A removed)
Yes	549	77.54%	79.45%
No	142	20.06%	20.55%
N/A / No Response	17	2.40%	

The chart below represents the full 708 responses



The chart below is without the N/A / No Response answers and represents 691 responses



The majority of patients (over 75% surveyed) would like to have access to their medical records online. Therefore, using the government's timeline of having this feature enabled by April 2015, the surgery has now enabled access to your medical records. Initially this is for immunisations, medication and allergies. The surgery plans to enable access to your medical problems as well as possible other features (such as laboratory reports) in the future.

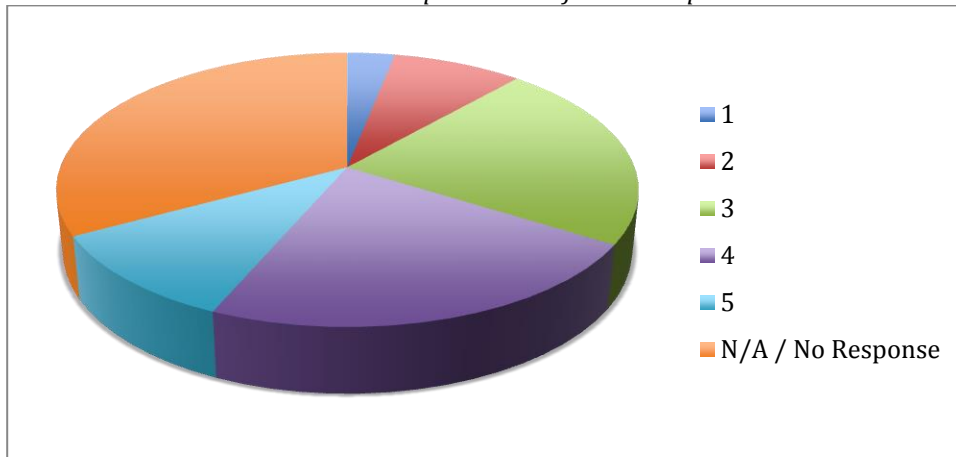
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3.2.9 HOW USEFUL DO YOU FIND THE PRACTICE WEBSITE? (WWW.BISHOPSWALTHAMSURGERY.NHS.UK)

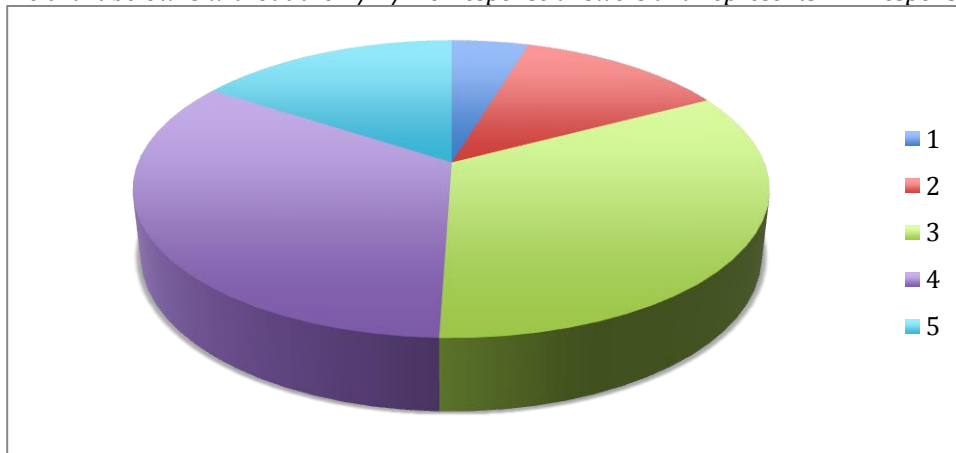
Please select your answers below where 1 is very poor and 5 is very good.

Answer	# of Responses	% of Responses	% of Responses (after N/A removed)
1	22	3.11%	4.63%
2	60	8.47%	12.63%
3	158	22.32%	33.26%
4	160	22.60%	33.68%
5	75	10.59%	15.79%
N/A / No Response	233	32.91%	

The chart below represents the full 708 responses



The chart below is without the N/A / No Response answers and represents 475 responses



Although there is a positive response to the surgery website, there is still room for improvement.

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3.2.10 IS THERE ANY FEEDBACK YOU WOULD LIKE TO GIVE ABOUT THE PRACTICE WEBSITE?

There was a total of 200 comments (28% of those surveyed) to this question, below are just a selection of these comments.

Patient Access

"The ability to book appointments and repeat medication online is a big improvement over having to use the telephone because there is no queue and I can do it in the evening after work."

"not enough appointments available on-line"

"I would like to be able to book an appointment with the Nurse on the web, at the moment I can't."

"Instead of an email, via the old system, one now has to log on to the website to check that repeat has been accepted."

"I wish you still had the prescription email system."

"I am unable to use your new online service I have phoned and been in to let you know I can't use it anymore it won't let me log in anymore and they said they would get someone to phone me it never happened very disappointed."

"When we re-registered for the new Patients Access online service we had problems accessing it, only to be told later that we each had to have a different email address and we don't understand why this has to be."

"I am not sure about the answer to having 'certain elements of your medical records' available. Who would decide which elements be made available and how secure would this be especially for those patients whose home security may not be particularly effective?"

"I would like to see the time when we can have e mail consultations or even on SKYPE with our Doctor."

Website

"Nicely laid out website and easy to navigate around."

"Website cluttered and difficult to find what you're looking for."

"AS A REGISTERED PARTIALLY SIGHTED PERSON I DO NOT FIND THE WEBSITE PARTICULARLY EASY TO READ"

"Need to keep the information up-to-date..."

"Could do with more notice to patients about times when doctors and dispensary staff are not available..."

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3.2.11 IS THERE ANY OTHER FEEDBACK YOU WOULD LIKE TO GIVE ABOUT THE SURGERY?

There was a total of 334 comments (47% of those surveyed) to this question, below are just a selection of these.

"In these days of endless moaning by the public and media regarding the NHS, it is a pleasure to have the opportunity to thank everybody at the Bishop's Waltham Surgery for their excellent service."

Appointments

"Easy access on the phone and helpful staff. just a shame appointments aren't easy to come by and more flexible!"

"I think you make it alot easier to book appointments within a sensible timeframe - we rarely have to wait more than a couple of days."

"I would advocate late opening on some weekdays and Saturday opening as a priority"

"It does not seem possible to make reasonably timely appointments for situations which need prompt attention but not emergencies."

"The biggest problem we have is getting to the Doctors, Bishops Waltham is growing fast and yet the surgery isnt, If I want to see a doctor I generally have to wait upto 2 weeks, this is unacceptable."

"Why can't blood tests for under 16 be done at the surgery?"

"Booking system for diabetic reviews need overhauling."

"Why are extended hours appointments separate from normal appointments? Wastes your staff time having to look in two separate diary areas."

"It would help if alternative dates for the cancelled appt could be suggested when the surgery staff leave an answer phone message."

Medication

"...I (and my family)have been automatically opted into this service even when I have asked to opt out (as I use a pharmacy)-there should be no automatic opt in."

"With repeat prescriptions, why can't the pharmacy be pro-active? Remind the patient when they need more medication rather than vice versa - it's all on the computer after all."

"It is very frustrating you can only get one month prescriptions at a time."

"THAT my Dr's name is included on my repeat prescription"

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Staff

"I find the practice staff knowledgeable, efficient and friendly."

"There has been an improvement in the general intention to help all around by the staff involved"

"It is always irritating to wait in a queue to be served at the dispensary when there are 3 or more staff in dispensary chatting (albeit work related) among themselves without acknowledging the people waiting."

"For some of the reception staff to have more training on customer service and more knowledge on outside services."

"I know that the receptionist are always very busy but there are a few that could work on their people and social skills. Sometimes you feel like you've asked for the impossible, sometimes they can be quite unprofessional."

Building

"As the Sainsburys project is not happening, I feel there should be a new larger surgery with on site parking."

"Very good service considering the restraints in your current premises"

"The usual, lack of parking. Which gets compounded when the village car parks are full."

"At busy times there tends to be a clash between the Dispensary and Receptionist queues, limiting privacy."

"Needs much better access i.e. The front door needs replacing. Easy grab handles would be better. The check in screen needs moving. Often have to lean over people seated next to the screen."

"The waiting room is very cramped, when it's busy it's difficult squeezing past other patients especially for elderly/disabled patients as well as for parents with young children."

"I am deaf and find the screen call system and room number very beneficial."

Telephone

"If you hold to be answered it never gets answered I have held for 15 mins on a queue. If then hang up and call again immediately it is answered. So evidently I have been holding on a deadline not showing I am waiting"

"The telephone system, as is well known, has been an absolute, unusable, nightmare, but it appears to have improved dramatically just recently. I very much hope that progress will be maintained."

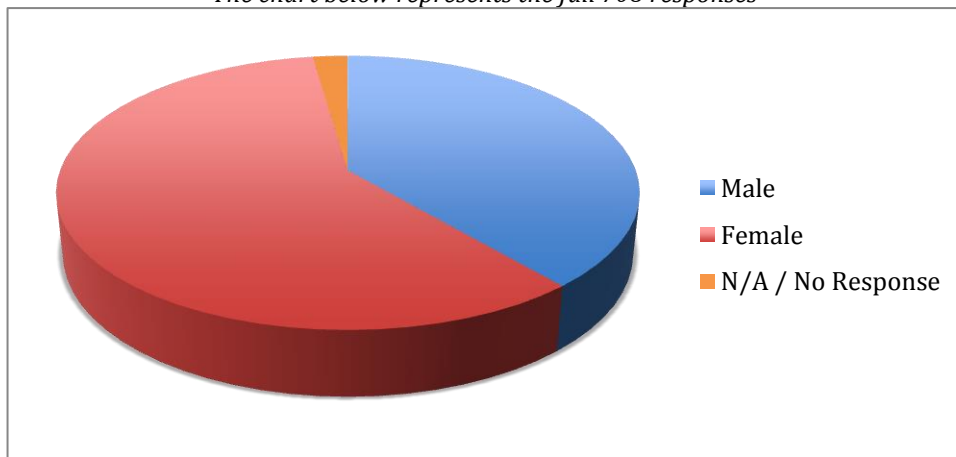
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3.3. SURVEY DEMOGRAPHICS

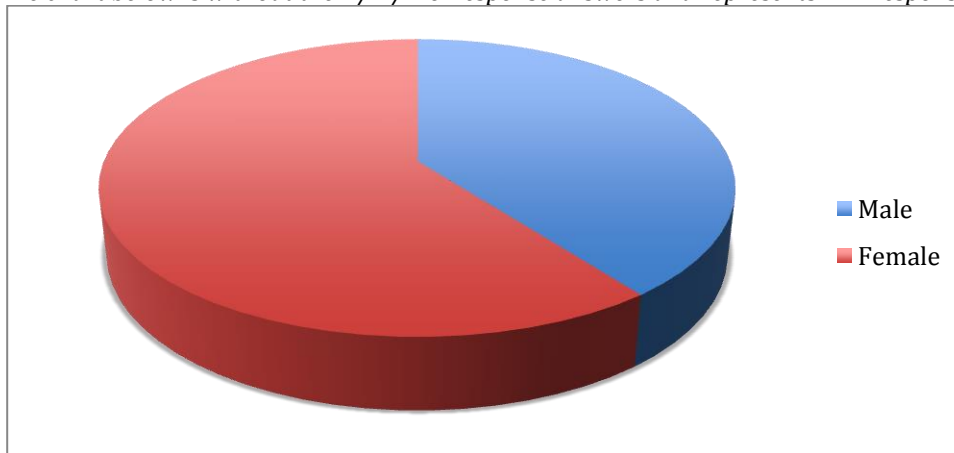
3.3.1 GENDER

Answer	# of Responses	% of Responses	% of Responses (after N/A removed)
Male	274	38.70%	39.60%
Female	418	59.04%	60.40%
N/A / No Response	16	2.26%	

The chart below represents the full 708 responses



The chart below is without the N/A / No Response answers and represents 692 responses



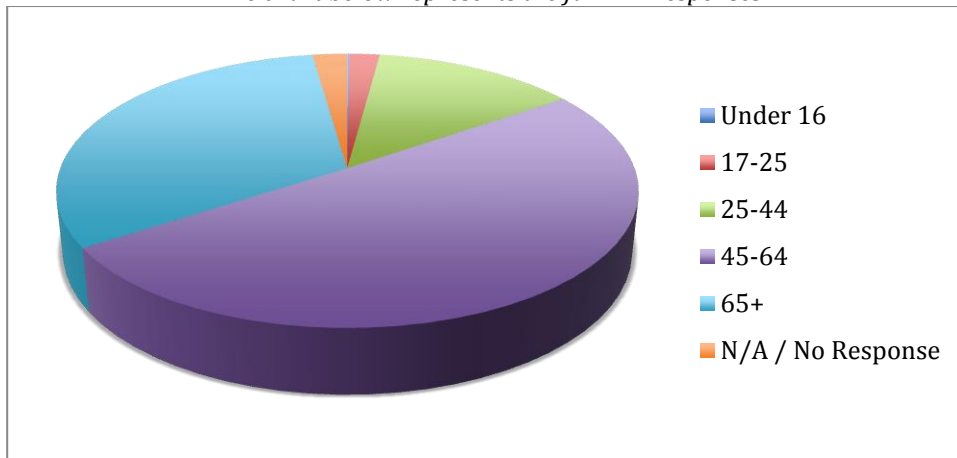
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3.3.2

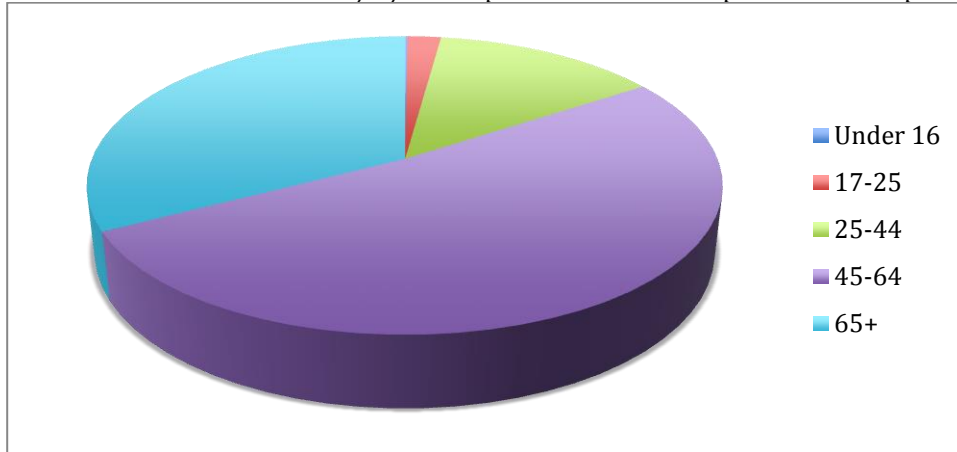
AGE

Answer	# of Responses	% of Responses	% of Responses (after N/A removed)
Under 16	1	0.14%	0.14%
17-25	14	1.98%	2.02%
25-44	94	13.28%	13.58%
45-64	357	50.42%	51.59%
65+	226	31.92%	32.66%
N/A / No Response	16	2.26%	

The chart below represents the full 708 responses



The chart below is without the N/A / No Response answers and represents 692 responses



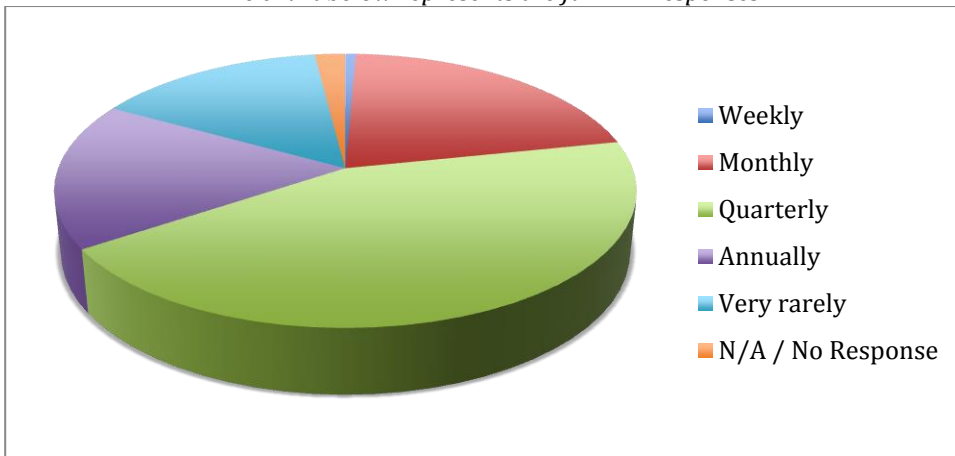
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3.3.3

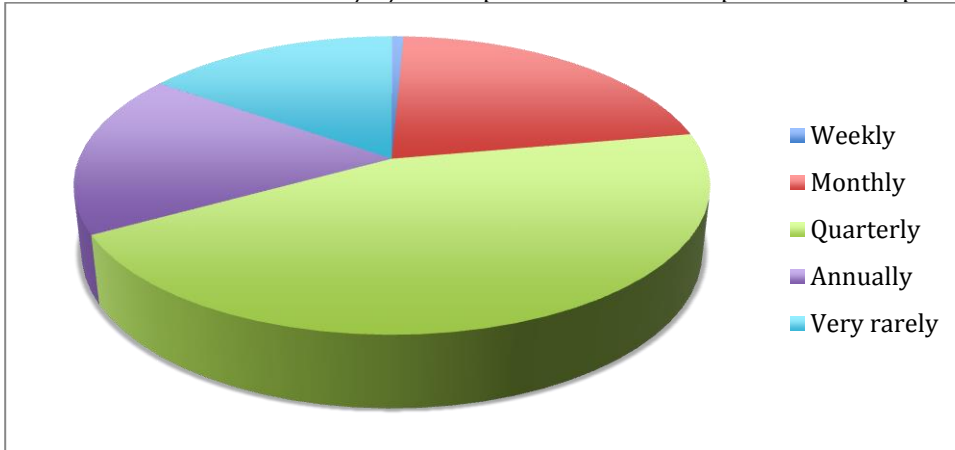
HOW WOULD YOU DESCRIBE HOW OFTEN YOU COME TO THE PRACTICE?

Answer	# of Responses	% of Responses	% of Responses (after N/A removed)
Weekly	5	0.71%	0.72%
Monthly	149	21.05%	21.47%
Quarterly	311	43.93%	44.81%
Annually	123	17.37%	17.72%
Very rarely	106	14.97%	15.27%
N/A / No Response	14	1.98%	

The chart below represents the full 708 responses



The chart below is without the N/A / No Response answers and represents 694 responses



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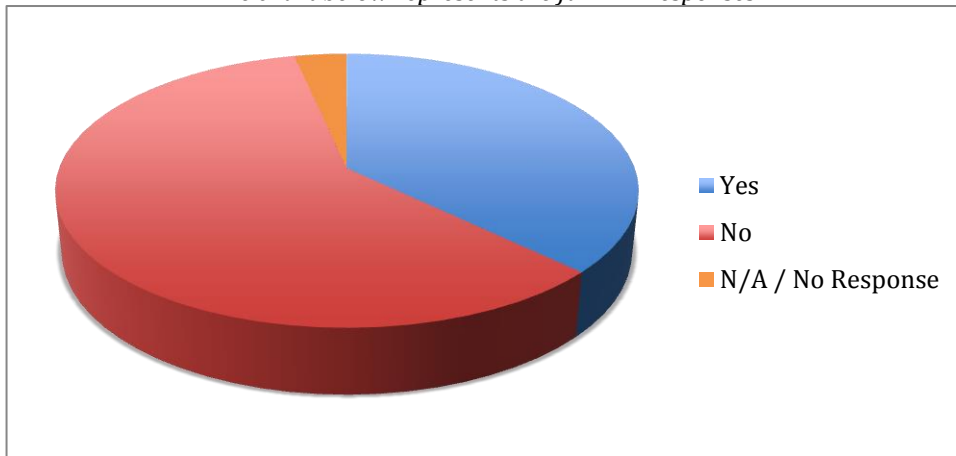
3.3.4

HAVE YOU HAD TO TAKE TIME OFF TO ATTEND THE SURGERY?

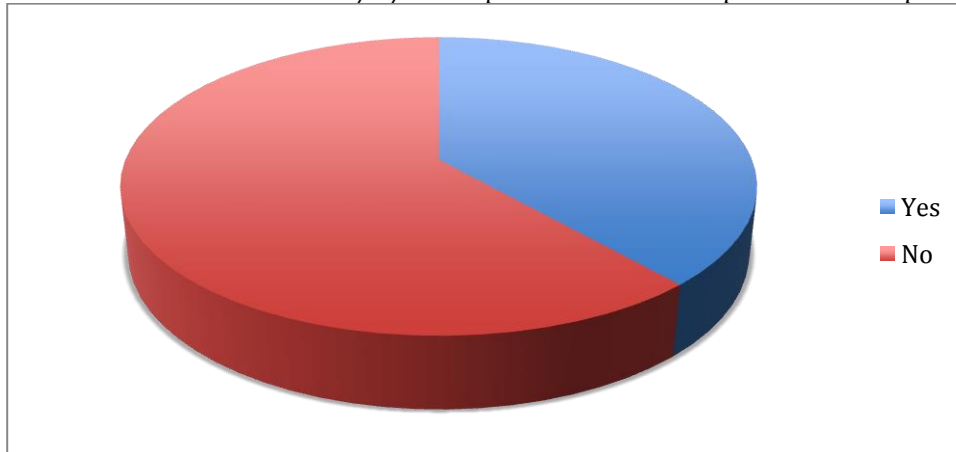
Answer	# of Responses	% of Responses
Yes	263	37.15%
No	421	59.46%
N/A / No Response	24	3.39%

% of Responses (after N/A removed)
38.45%
61.55%

The chart below represents the full 708 responses



The chart below is without the N/A / No Response answers and represents 684 responses



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4. DEMOGRAPHICS

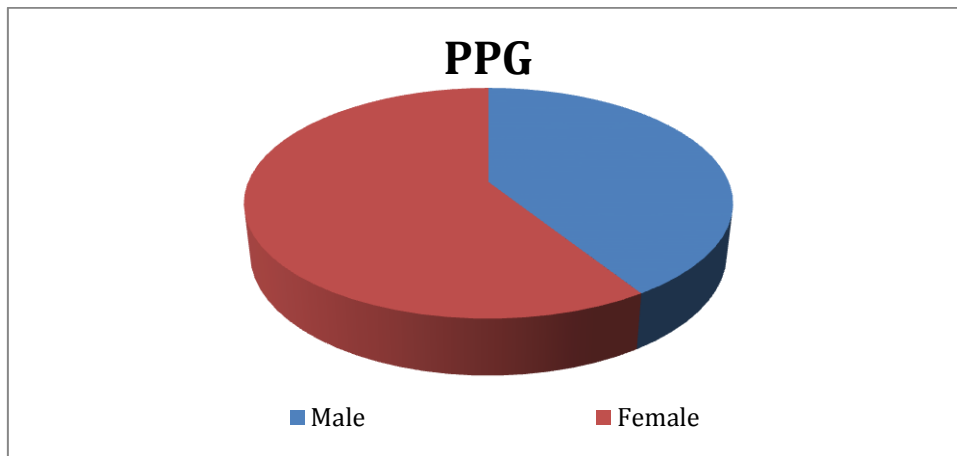
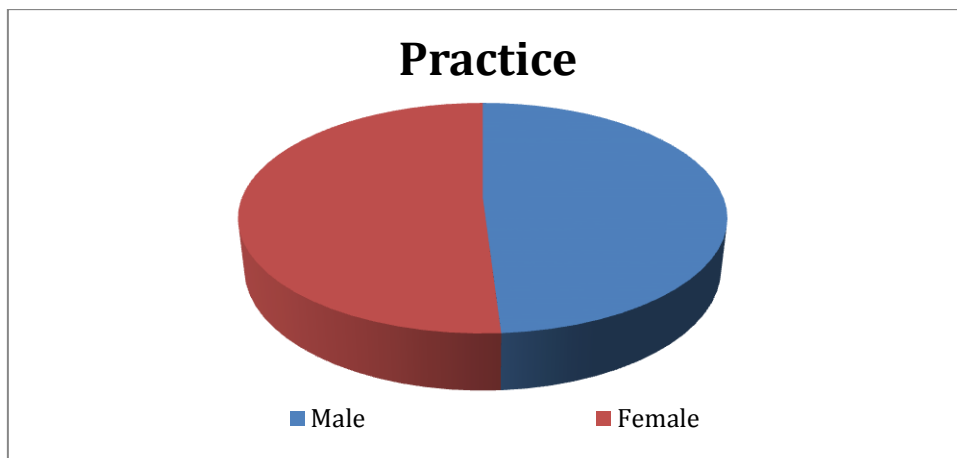
4.1. SURGERY / PPG DEMOGRAPHICS

The data in this section is taken from the 12,875 patients and the 22 members of the PPG (as of Monday 9th March 2015).

4.1.1 DETAIL THE GENDER MIX OF PRACTICE POPULATION AND PPG

Practice and PPG details taken on Monday 9th March 2015.

	Male	Female
Practice	49%	51%
PPG	41%	59%

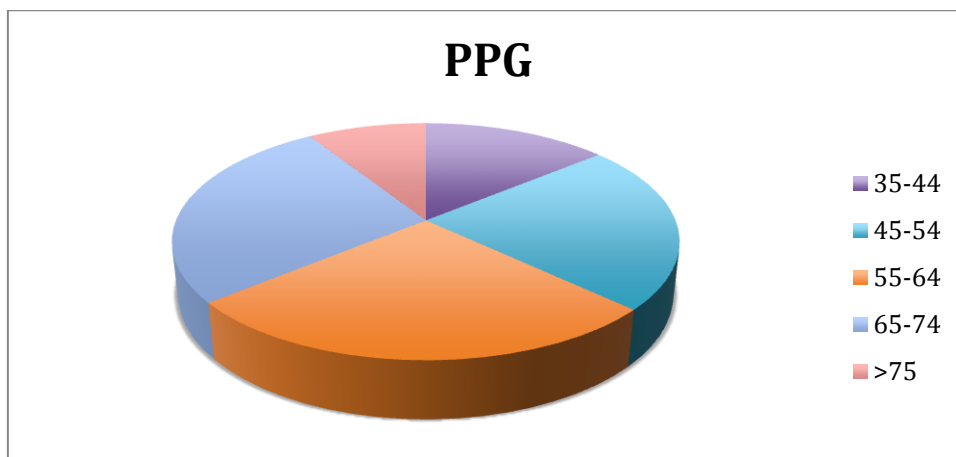


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4.1.2 DETAIL OF AGE MIX OF PRACTICE POPULATION AND PPG

Practice and PPG details taken on Monday 9th March 2015.

	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	19%	9%	10%	11%	17%	14%	12%	9%
PPG	0%	0%	0%	14%	23%	27%	27%	9%



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4.1.3 DETAIL THE ETHNIC BACKGROUND OF YOUR PRACTICE POPULATION AND PPG

Practice and PPG details taken on Monday 9th March 2015.

	<u>White</u>			
	British	Irish	Gypsy or Irish Traveller	Other White
Practice	79%	1%	0%	4%
PPG	73%	0%	0%	5%

	<u>Mixed / Multiple Ethnic Groups</u>			
	White & Black Caribbean	White & Black African	White & Asian	Other Mixed
Practice	1%	1%	1%	1%
PPG	0%	0%	0%	0%

	<u>Asian / Asian British</u>				
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian
Practice	1%	1%	1%	1%	1%
PPG	0%	0%	0%	0%	5%

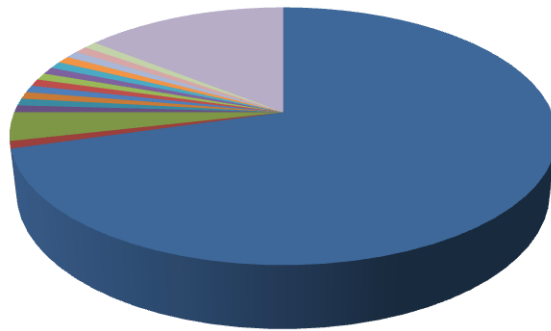
	<u>Black / African / Caribbean / Black British</u>		
	African	Caribbean	Other Black
Practice	1%	1%	1%
PPG	0%	0%	0%

	<u>Other</u>	
	Arab	Any Other
Practice	1%	16%
PPG	0%	18%

The Ethnicity data above is taken from 10,022 patients (78%) of the 12,875 patients that we have Ethnicity data for.

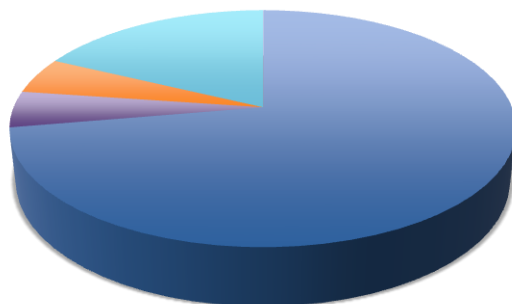
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Practice



- | | |
|-------------------------|---------------------------|
| ■ White British | ■ Irish |
| ■ Other White | ■ White & Black Caribbean |
| ■ White & Black African | ■ White & Asian |
| ■ Indian | ■ Pakistani |
| ■ Bangladeshi | ■ Chinese |
| ■ Other Asian | ■ African |
| ■ Caribbean | ■ Other Black |
| ■ Other Arab | ■ Any Other |

PPG



- | |
|-----------------|
| ■ White British |
| ■ Other White |
| ■ Other Asian |
| ■ Any Other |

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5. ACTIONS

5.1. FROM 2014 SURVEY

Action 1:

Vision-on-line has now been operational for a little over 6 months. The percentage of patients using it to make appointments is 13% and we have approximately 12% of all appointment slots available for on-line booking. The ultimate objective is about 25%. We shall give more publicity to vision-on-line and as the number of patients registered increases, we shall increase the appointments available on line.

This has now been actioned as above. As of Monday 9th March 2015 there are over 1,700 patients using the online system. There was a slight disruption when the surgery changed clinical systems to EMIS Web at the end of October 2014. This has now been resolved with more patients registered for the new patient access system in 5 months, than the 18 months that the surgery was using the vision online system. There is also now approximately 60% of all GP sessions are now available online. In addition all 100% of the phlebotomy (blood clinics) appointments are also available online.

Action 2:

We plan to provide more self-help information and will investigate the best way(s) to do this e.g. web and/or booklet

As of January 2015 the practice and the PPG has published a Surgery newsletter with the aim to promote important aspects relating to the surgery. In addition to this there will also be certain articles / features providing more self-help information, etc.

Action 3:

We are slightly surprised at the number of patients who do not know how to make a complaint so we shall publicise this more.

This has now been published more on the surgery website as well as the Reception DVD.

Bishops Waltham Surgery **Patient Survey Report 2015**

5.2. FROM 2015 SURVEY

Below are the Actions agreed by the PPG on Wednesday 11th March 2015.

We will continue to publicise these on the surgery website, DVD and newsletter.

Action 1:

The main comment from question 11's general feedback was more work is needed on creating more available GP / Nurses appointments. In addition the recall process, (the system used to monitor patient's annual / mid-term reviews), will need streamlining. By changing the recall system patients will be called in for an appointment with the practice nurse to address all of their chronic disease areas in one visit. The aim of this is to make it more user friendly to the patient. In addition, by making these changes we can free up some doctors appointments to allow them more time to deal with more complex patient issues.

Action 2:

Although the Online Access numbers have risen, more work needs to be done for general patient access to appointments and their medical records. We will also continue to monitor the current telephone system and work with the supplier and if necessary change supplier to improve patient access.

Action 3:

The surgery building has become tired and dated. For the last 4 years we have carried out some improvements but in the expectation of completely new premises on the site being developed for the Sainsburys' superstore, spending has logically been limited. Over the next year we plan to paint the surgery, clean / replace carpets where required, as well as general replacement of fixtures where necessary. This will hopefully make it a better environment for the patients. In addition we will put measures into place to maximise the building more.

Bishops Waltham Surgery **Patient Survey Report 2015**

6. APPENDICES

6.1. PAPER SURVEY

6.1.1 OVERVIEW

The paper copy of the patient survey was available at both the reception desk as well as the dispensary hatch.

The online survey can be found at the following link

<http://www.mysurgeryoffice.co.uk/psurvey.aspx?p=219866&a=J82064>

The link was also available on the Surgery's website.

The online survey included the same questions as the paper survey.

6.1.2 SURVEY

BISHOPS WALTHAM SURGERY **PATIENT SURVEY 2015**

We are keen to hear patient's views about how the practice is doing. We would like to be able to find out the opinions of as many patients as possible and are asking that you give your view via this short survey.

The questionnaire is available on the surgery website (www.bishopswalthamsurgery.nhs.uk), or if you are unable to complete the questionnaire online, then please complete the paper copy below.

Thank you for your time.

Please circle your answers below where 1 is very poor and 5 is very good.

Q1 How easy was it to get an appointment at the time you wanted on your last visit?

1 2 3 4 5

Q2 Which of the following methods did you use to book your last appointment?

- a. In Person
- b. Over the Phone
- c. Online

Q3 How would you rate the surgery on telephone access to the following areas?

Appointments	1	2	3	4	5	N/A
Dispensary	1	2	3	4	5	N/A
Medical Secretaries	1	2	3	4	5	N/A
General Enquiries	1	2	3	4	5	N/A

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Q4 If you are eligible to use the surgery's dispensary Service, how satisfied are you with the service?

1 2 3 4 5 N/A

Q5 Are you aware you are able to book your appointments and / or request your repeat prescriptions online via the Patient Access system?

Yes / No

Q6 Have you used the online service, Patient Access?

Yes / No

Q7 If not, are you likely to use it in the future?

Yes / No

Q8 Would you find it useful to have access to certain elements of your medical records via the Patient Access system?

Yes / No

Q9 How useful do you find the practice website?

(www.bishopswalthamsurgery.nhs.uk)

1 2 3 4 5 N/A

Q10 Is there any feedback you would like to give about the practice website?

Q11 Is there any other feedback you would like to give about the surgery?

Finally we would like to ask you to provide few additional details which will be used for classification purposes only.

Q1 Are you ...

- a. Male
- b. Female

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Age: Under 16 17-25 25-44 45-64 65+

Q2 How would you describe how often you come to the practice?

- a. Weekly
- b. Monthly
- c. Quarterly
- d. Annually
- e. Very rarely

Q3 Have you had to take time off to attend the surgery?

Yes / No

Thank-you for taking part in this year's patient survey. Please keep an eye out on the surgery website for the report from this survey which will be available in the spring.