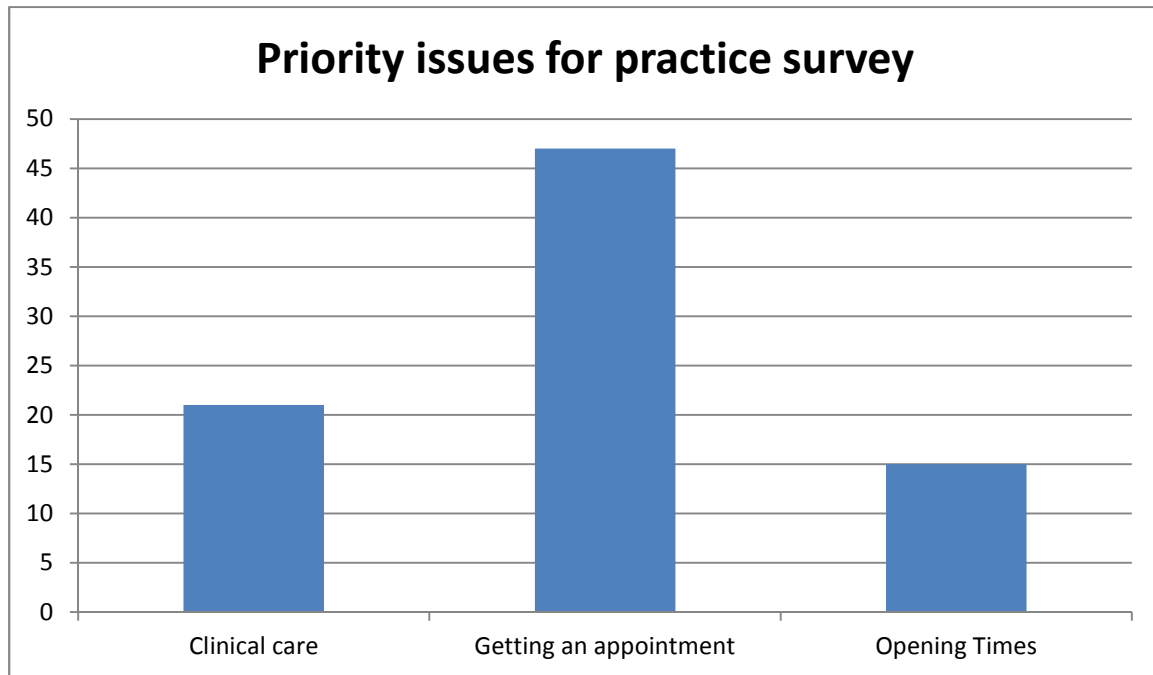


Kingsway Medical Centre 2014/15 Practice Survey

Members of the surgery Patient Participation Group (PPG) were approached for feedback on the most important issues to base the practice survey on. They replied :



From our previous survey, the patient participation group recommended :

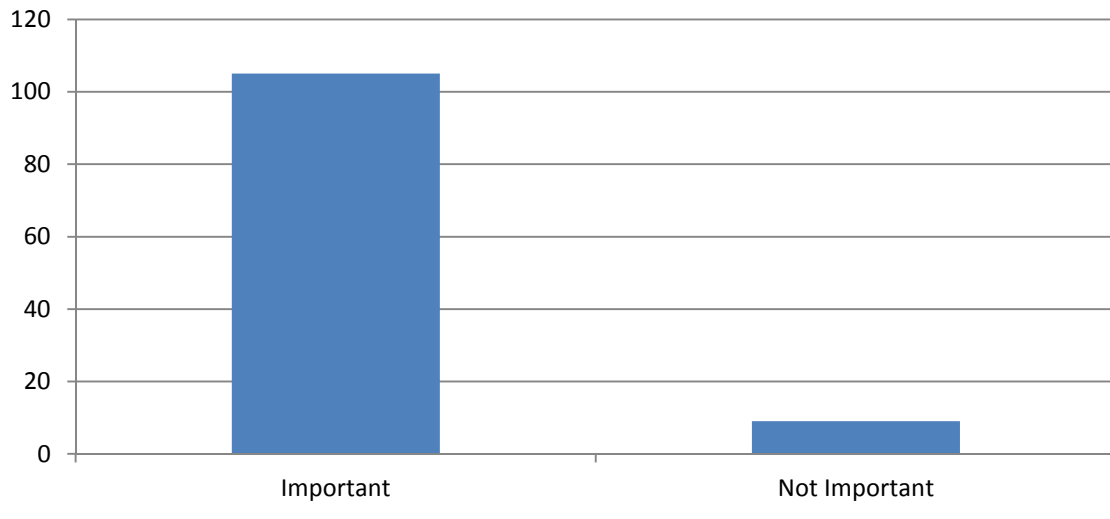
- More patients were encouraged to use the online appointment booking facility.

To review the use of the online system, the questionnaire also asked patients if they had used the online appointment booking facility. A draft questionnaire was approved for circulation by the PPG.

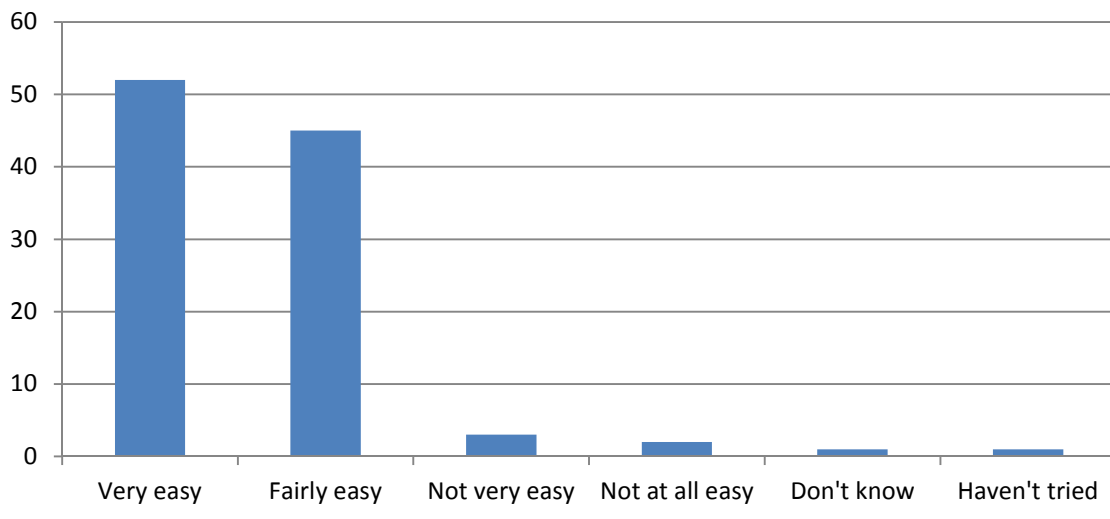
Over 100 patients completed the questionnaire.

Patient answers were collated as follows :

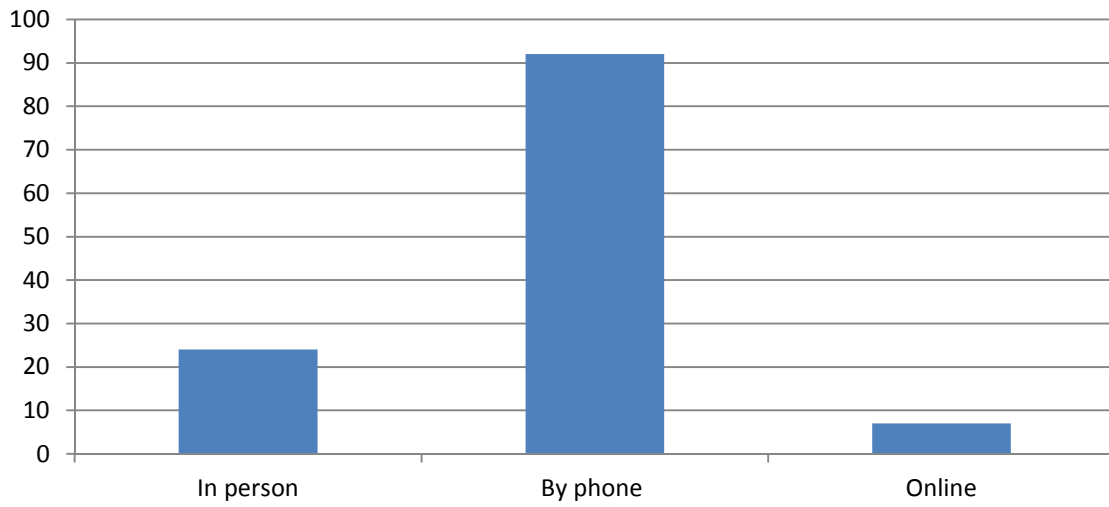
How important is it to you to be able to book appointments ahead of time?



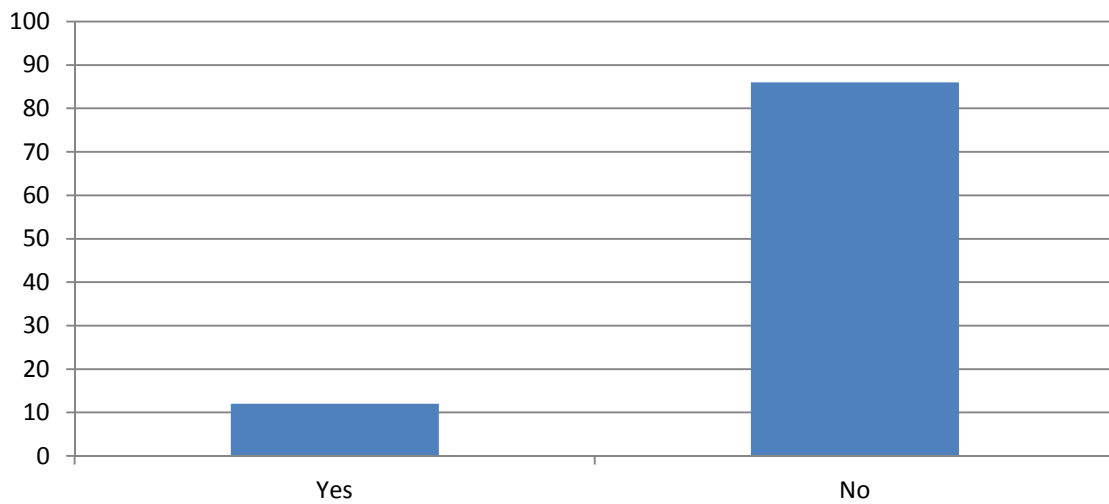
How easy is it to book ahead at Kingsway Medical Centre?



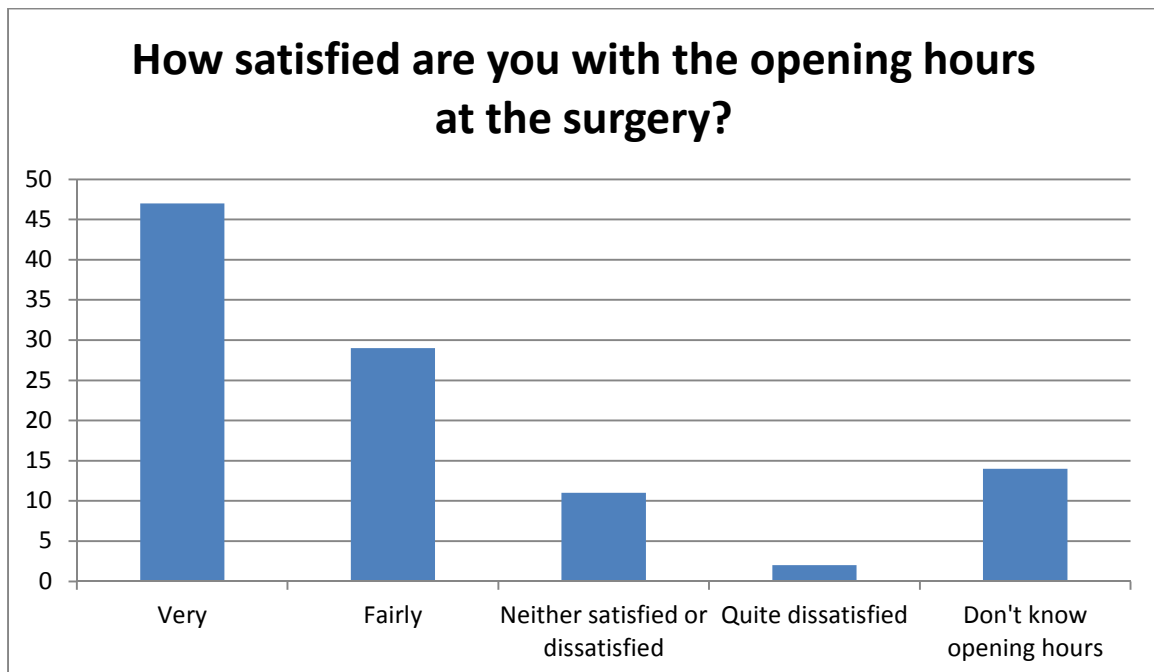
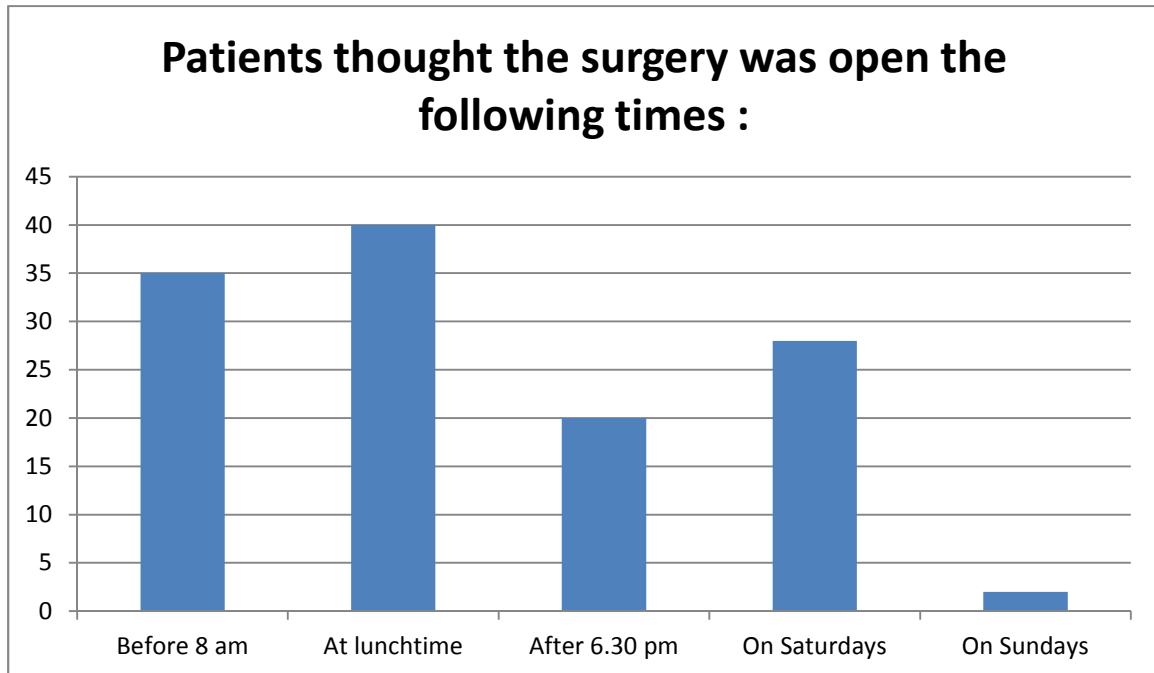
How do you normally book your appointments at the surgery?



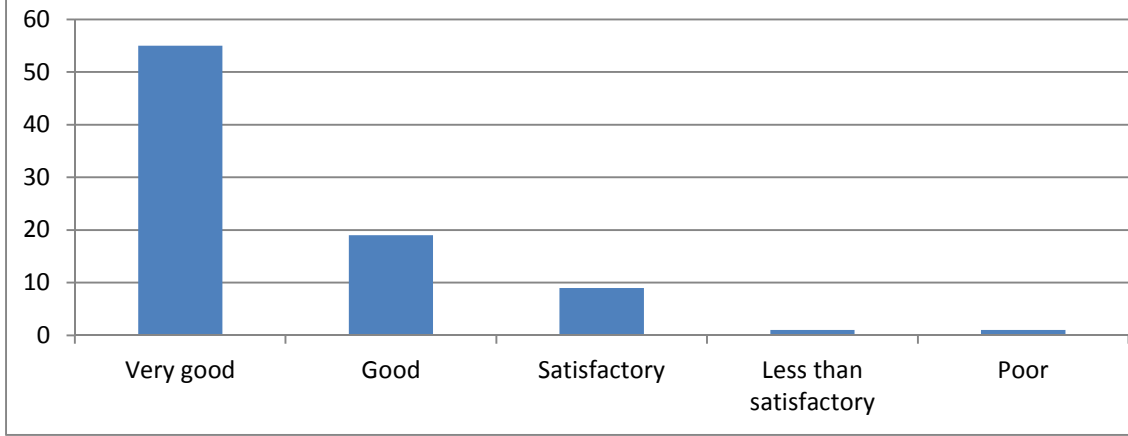
Have you tried using the online appointment booking facility?



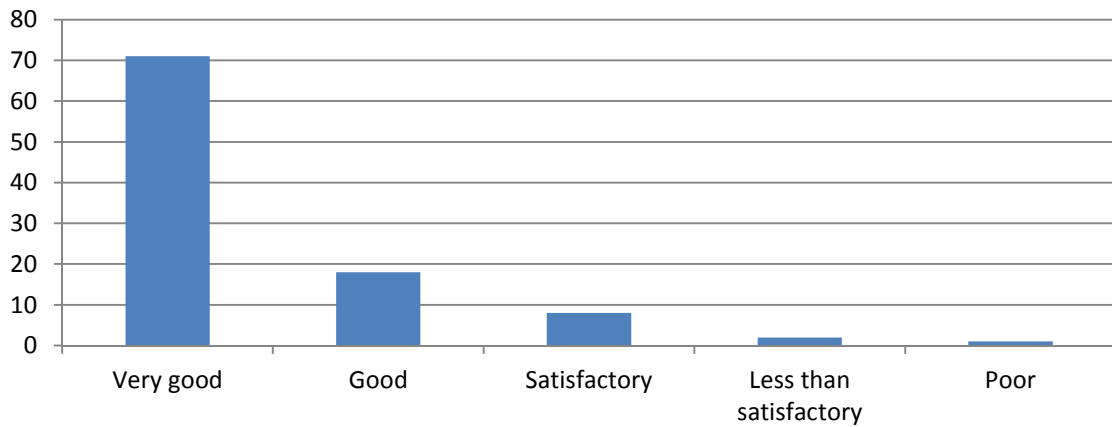
Patients were asked when they thought the surgery was open, they replied as follows :



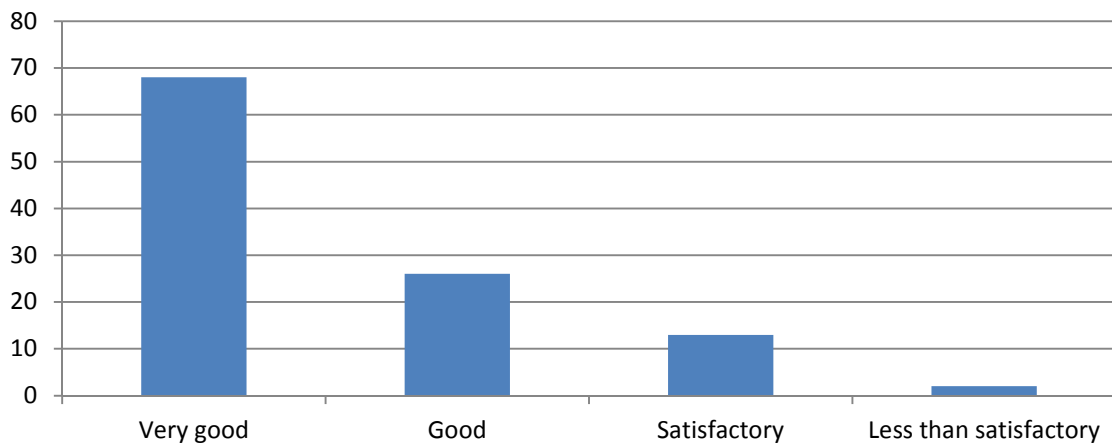
How good was the last GP you saw at making you feel at ease?



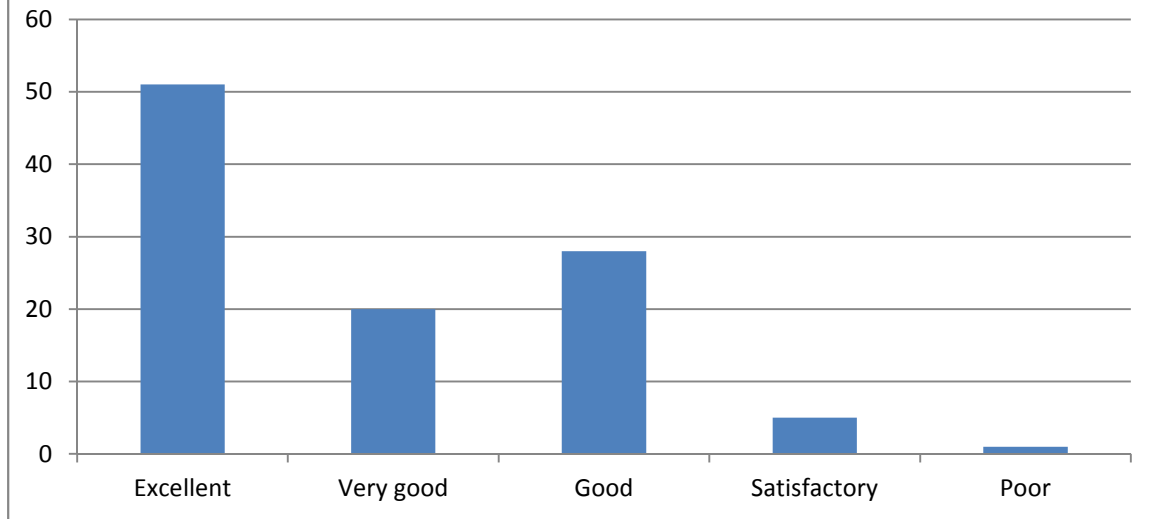
How good was the last GP you saw at listening to you?



How good was the last GP you saw at assessing your medical condition?



Overall, how would you describe your experience of Kingsway Medical Centre?



Information was collected by a Friends & Family questionnaire in the surgery, on the phone and on the website. Feedback from the NHS Friends & Family test for January & February 2015 was collated as follows :

January 2015 Friends & Family Test KMC

Patients were asked :

How likely are you to recommend our GP practice to friends & family if they needed similar care or treatment?

	Questionnaire	Phone	Website
Extremely likely	25	6	5
Likely	12	2	
Neither likely/unlikely	1		
Extremely unlikely			1

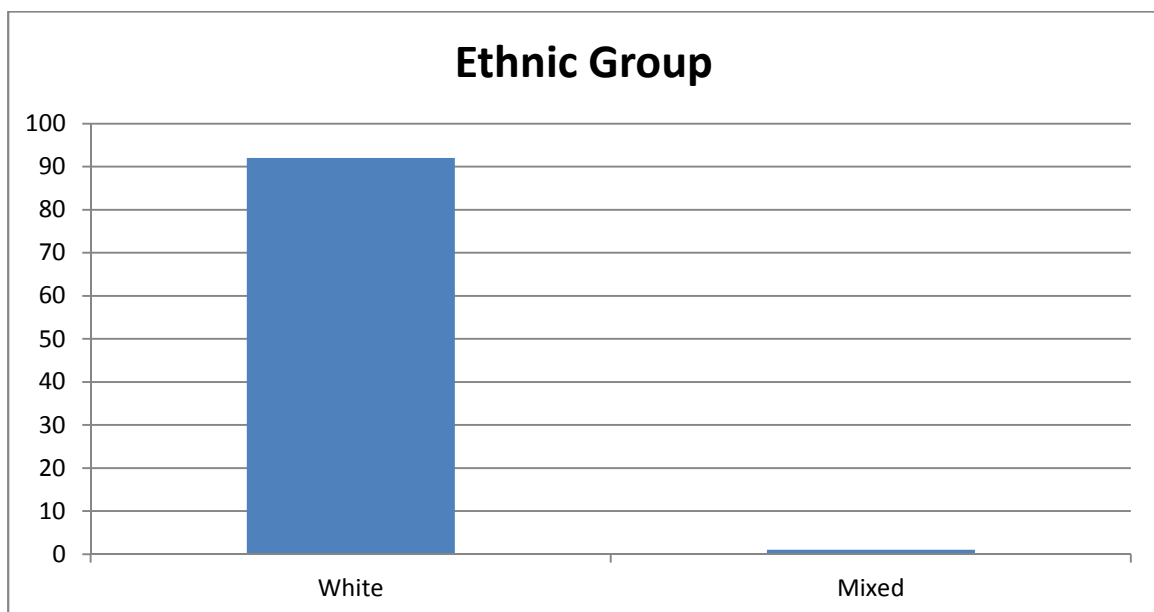
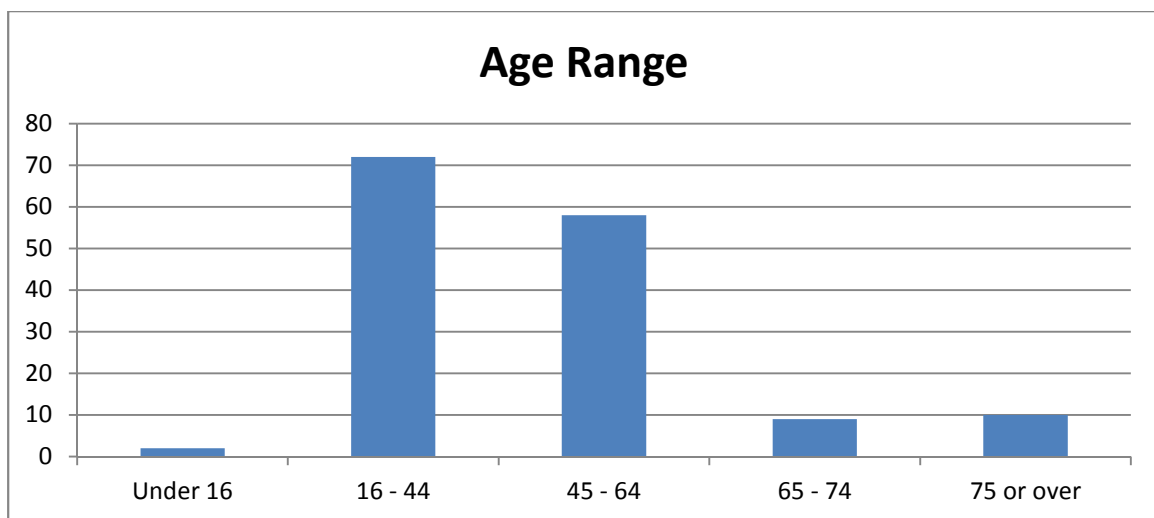
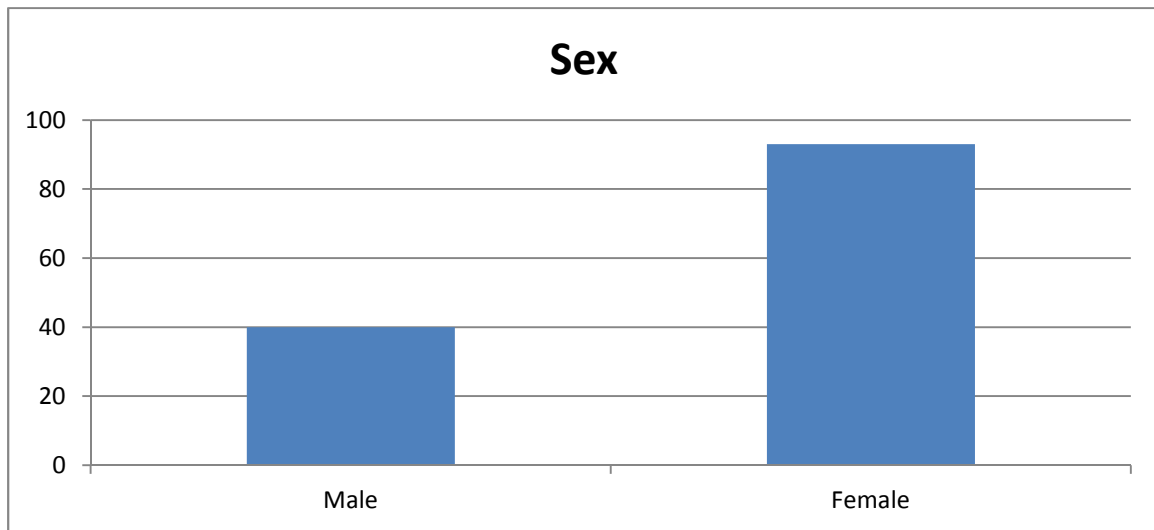
February 2015 Friends & Family Test KMC

Patients were asked :

How likely are you to recommend our GP practice to friends & family if they needed similar care or treatment?

	Questionnaire	Phone	Website
Extremely likely	33	0	5
Likely	23	3	
Neither likely/unlikely	5		
Extremely unlikely	4		
Don't know	1		

Patients who completed the survey and/or the Friends & Family test for January were :



Priority Area 1 Clinical Care

Feedback on “how good was the last GP you saw ...”, were mainly positive. Majority of patients rated their experience of Kingsway Medical Centre as excellent, very good or good.

In the freetext section, there were two comments regarding patients with mental illness. Training will be arranged in the surgery for staff, to raise awareness of patients with mental illness.

Priority Area 2 Getting an appointment

Most patients felt it was important to be able to book appointments ahead of time, with majority reporting it was very easy or fairly easy to book ahead at Kingsway Medical Centre.

Most patients who completed the questionnaire preferred to make their appointments over the phone; majority had not used the on-line booking system, (please see priority area 4)

Priority Area 3 Opening times

Patients were asked when they thought the surgery was open. Patients selected most options, including before 8 am, at lunchtime, after 6.30 pm, on Saturdays and Sundays.

The surgery is open for routine appointments from 8.30 – 6 pm Monday – Friday.

Extended hours clinics are offered alternate Monday evenings some Saturday mornings.

The extended hours clinics are advertised in the waiting room and on the website.

Information regarding core opening hours and extended hours clinics has been reviewed, with the help of a member of the Patient Participation Group – this includes information on the website and the practice leaflet.

Progress on 2014 Priority Area Online appointment booking

Majority of patients who completed the questionnaire had not used the on-line booking system.

Analysis of the computer system however, does reveal a rise in the amount of appointments booked on-line as follows :

2012

157 patients booked one or more appointments via SystmOnline
(total of 277 appointments booked via SystmOnline)

2013

558 patients booked one or more appointments via SystmOnline
(total of 1934 appointments booked via SystmOnline)

2014

652 patients booked one or more appointments via SystmOnline
(total of 2333 appointments booked via SystmOnline)

Discussion with members of the Patient Participation Group suggested that cervical smear and pill appointments with the nurses should be available online.

The surgery will initially trial online cervical smear appointments. Two members of the Patient Participation Group have been involved with this recommendation, and early work, and have agreed to review the patient on-line booking leaflet.

Members of the practice team were asked to consider how we could continue to increase the amount of patients booking online, particularly when demand on the phone system was high, the team agreed to :

- 1 Promote on-line booking, along with SMS appointment reminders whilst on the phone to patients
- 2 Women who fall into the age range for cervical smear screening will have a message added to the right side of their prescription, advertising the online cervical smear appointment.
- 3 Information in the waiting room will be reviewed, with more prominent advertising.
- 4 The on-line booking patient leaflet (reviewed in February 2015 by a member of the Patient Participation Group), will be updated with the online cervical smear appointment information, two members of the Patient Participation Group have agreed to review the revised leaflet – it will be made available in the waiting room, and sent to patients with other correspondence.

Feedback from Patient Participation Group - Review of 2014 Questionnaire

A member of the Patient Participation Group had recommended that a section for free text should be added to the questionnaire. This was included in the latest survey. To view patient comments please see the file below :



Comments from the
Practice Questionnaire

The questionnaire results were collated and discussed at a staff meeting on Wednesday 18th February 2015.

The initial report was emailed to the Patient Participation Group for comments on 5th March 2015.

Feedback from the group was received regarding the on-line cervical smear appointment – this has been added to the computer system. Report recirculated to the Patient Participation Group 18th March 2015