

**ORCHARD HOUSE SURGERY
PATIENT REFERENCE GROUP FEEDBACK & ACTION PLAN**

We circulated a Newsletter to our Patient Reference Group in October 17 and a further Newsletter was also sent in January 18. In our last Newsletter we provided a link to our Annual Patient Survey but unfortunately it would appear we had connectivity issues and this was therefore re-circulated when we realised.

Thank you to all those patients who eventually managed to complete our Survey. We have now given the results our consideration and the following items are worthy of mention:

We asked you ...	You said ...	Our response ...	Action planned ...
<p>Are you happy with the current appointment system?</p>	<p>All patients answered this question and overall were 85% happy with the current appointment system.</p>	<p>Providing an on-the-day appointment service has been very challenging for the practice. Although this is clearly an effective service for patients (particularly when you compare with so many other practices that are taking weeks to offer appointments), this is extremely demanding for doctors.</p> <p>During our recent Care Quality Commission inspection, they acknowledged the level of service being provided but also recognised the enormous burden on doctors to continue with this and advised a change should be considered.</p>	<p>We are therefore currently reviewing our appointment system and although we do not have plans to radically change this, we do hope to deliver a system that is more equitable for patients and doctors.</p>
<p>How easy is it to get through on the telephone?</p>	<p>70% of patients felt it was easy. Nobody felt it was difficult.</p>	<p>Having moved last year to a new cloud-based system that facilitates patients being held in a queue rather than having to call back, we have worked hard with our telephone providers to overcome initial technological issues.</p>	<p>No further action planned at this stage.</p>

We asked you ...	You said ...	Our response ...	Action planned ...
<p>Are you happy with the time taken to call you back?</p>	<p>91.3% of patients were happy. 4.3% were not and 4.3% did not know.</p>	<p>The practice is happy with this response.</p>	<p>No further action planned at this stage.</p>
<p>Would you like to see a change in the appointment system to allow more pre-bookable appointments?</p>	<p>35% of patients wanted a change. 54% of patients did not want any change. 11% of patients did not know.</p>	<p>As mentioned at item 1 above, the practice has a responsibility to care for it's medical teams and to ensure that pressure of work does not cause work-related health issues that may impact on their ability to do their job.</p>	<p>As at item 1 above.</p>
<p>How do you communicate with the practice?</p> <p>Are there any other communication methods you would like the surgery to use?</p> <p>Are you registered for our patient online services?</p>	<p>61% of patients currently communicate via our online services. Other patients communicate in a variety of ways that include website, text, letter etc.</p>	<p>NHS England is keen for practices to promote their online services to patients. They feel that in other walks of life online services work well and would encourage patients to use online services for accessing their health records , ordering routine medications, booking appointments, etc.</p>	<p>The percentage of our practice population that are signed up to use online services is 18.1%. We will be looking to promote what is available with a view to increasing this number. We are also looking at email as a method of contacting patients.</p>
<p>Are you happy to receive information other than appointment confirmations by text?</p>	<p>Almost 80% of patients said they would.</p>	<p>The practice is keen to promote fast and effective ways of communication, which includes texting.</p>	<p>The practice will take this forward during the year.</p>

We asked you ...	You said ...	Our response ...	Action planned ...
<p>How happy are you with the practice's repeat medication service from the surgery?</p> <p>If you think this could be improved, what could be done?</p>	<p>Overall, 73% of patients were either happy or very happy with the service.</p> <p>There were varying suggestions to improve this service that related to the way the request system is automated.</p>	<p>Regrettably, because the ordering system is set up as part of our clinical system by the national system providers, it is not possible for us to make changes to this.</p>	<p>By improving use of online access to the medical record, this does open up the ability of patients to do online ordering.</p>

MVW/March 18