

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

This our survey was conducted in February / March 2020.

Following introduction of GDPR regulations a couple of years ago we have seen a huge decline in patients consenting to be contacted for the purposes of providing feedback to our Patient Reference Group. This year's survey focussed on our online presence and how we could best promote the services we offer.

Thank you to those patients who provided feedback through this survey.

We asked you ...	You said ...	Our response ...	Action planned ...
Are you currently registered for our Online Services where you can book and cancel appointments, request medication or view your medical record?	56% of you are registered for online services.  44% of aren't.	NHS England is currently asking the Practice to reach a target of 30% of patients using online services by April 2020.  The practice will therefore actively be promoting online services opportunistically. A member of staff may encourage you to sign up for a service you are not currently using if applicable.	Advertising on the practice website, screen in the waiting room, posters around the surgery, opportunistic conversations with patients via telephone or face to face, text messages.  We hope this will encourage sign up. Last year we made the sign up process easier for patients.

We asked you ...	You said ...	Our response ...	Action planned ...
<p>If No, what statement best explains the reason?</p> <ol style="list-style-type: none"> <li>1. I wasn't aware OHS offered those services</li> <li>2. I don't know how to sign up</li> <li>3. This is not something that interests me</li> <li>4. I want to, I just don't have the time</li> <li>5. Other (please specify)</li> </ol>	<p>37%</p> <p>26%</p> <p>11%</p> <p>5%</p> <p>21%</p>	<p>There appears to be a high percentage of patients still not aware that we offer online services.</p> <p>Some patient feedback was offered and identified they would rather speak to someone to help them sign up.</p>	<p>Continue to advertise the service as above.</p> <p>Reception to opportunistically offer online services to patients and talk them through the simplified sign up process.</p>
<p>Are you aware the practice now offers e-consult, a quick and easy way to request sick notes, resolve any medication queries or consult with your GP online?</p>	<p>12% said Yes.</p> <p>88% said No.</p>	<p>We will be promoting the use of eConsult more this year following a soft launch. We will be asking patients to use the web based triage system for requesting Med 3's (sick Notes) and medication queries. Reception are able to send patients a text message containing a link to the eConsult home page to make access quick and easy.</p> <p>Offering online consultations is a contractual obligation. NHS England mandated this to assist with GP workload and help practices to manage patient demand.</p>	<p>As per our response.</p>

We asked you ...	You said ...	Our response ...	Action planned ...
<p>When promoting new services, such as e-consult how best would you like us to inform you?</p> <ol style="list-style-type: none"> <li>1. E-mail me</li> <li>2. Text me</li> <li>3. Notice on website</li> <li>4. Advert on screen in waiting room</li> <li>5. Posters and displays around the practice</li> <li>6. Mailshot to patients</li> <li>7. Other (please specify)</li> </ol>	<p>80% prefer E-mail, 18% Text and 2% Mailshot.</p>	<p>It is very telling that 0% of patients said felt that a notice on the website, an advert on the screen in the waiting room or displays around the practice are a good way to promote services.</p> <p>Traditionally these have been the only methods available to us.</p> <p>With GDPR it is very difficult to contact patients directly without their expressed consent especially for services such as online, patient reference group and eConsult.</p>	<p>Actively sign patients up to the patient reference group and encourage patients to consent to e-mail and text messages.</p>
<p>Would you like to see the practice have a social media platform to inform patients of important updates such as a Facebook Group or Twitter account?</p>	<p>42% said they would like to see the practice have a social media platform.</p>	<p>Social media is an instant way of communicating with patients for example if there was a problem at the surgery. It is quick and easy way of passing information onto a larger number of people / patients.</p>	<p>To consider the use of a social media platform.</p>
<p>How often do you use the practice website to obtain information about the practice?</p> <ol style="list-style-type: none"> <li>1. Daily</li> <li>2. Weekly</li> <li>3. Monthly</li> <li>4. Rarely</li> <li>5. Never</li> </ol>	<p>9% 3% 28% 30% 28%</p>	<p>The majority of patients surveyed are rarely or have never used the website.</p> <p>It is surprising to see that 9% are using it daily.</p>	<p>Continue to promote the website as with other online services.</p>
<p>On a scale of 1 - 10 1 being not useful at all and 10 being very useful.</p>	<p>The average score was 4.7</p>	<p>See next question.</p>	<p>See next question.</p>

How useful do you find the practice website?			
What improvements could be made to the practice website?	<ul style="list-style-type: none"> <li>• Don't know</li> <li>• Never seen it</li> <li>• No comments as don't use</li> <li>• If there were something relevant on it I might need to be told ...</li> <li>• Make me aware of any updates</li> <li>• Neater. Easier access to the online portal.</li> </ul>	There were lots of positive comments. Those that use the website would like access to the SystmOnline service to be clearer. Patients would also like to be notified when the website has been updated.	<p>The website should be kept fully up to date and information should be easily and readily accessible. Review website to ensure that all the information on the practice is up to date and the website is easy to use, links to the SystmOnline are clearly visible.</p> <p>Consider how we can alert patients to a website update. If you bookmark or save our website to your favourites, you will not always see updates. Our website can be found at; <a href="https://www.orchardhousesurgery.co.uk/">https://www.orchardhousesurgery.co.uk/</a></p>