

# Phoenix Surgery Patient Participation Group

## Patient Satisfaction Survey 2018 - Action Plan

### Preamble

The last time this survey was run was in 2016. With the exception of questions 12 (a) and 12 (b) [Social prescribing] and questions 13(a) and 13 (b) [Romney House, Tetbury], the questions have remained the same to allow comparison. A small group of volunteers attended most of the surgery sessions at all 4 locations and they achieved a significant increase in responses (377 in 2016, 458 in 2018) an increase of 21%. The surveys were analysed by one volunteer, Lynne Earthy and compiled by Peter Jay. The co-chairs, Ingela Jacob and Peter Jay have produced this draft action plan to be presented to the Annual General Meeting of the PPG on Wednesday 11<sup>th</sup> April.

Initial comments:

We would like to convey our congratulations and thanks to the following who to the question *How satisfied are you with the level of care offered* achieved the following GOOD or EXCELLENT responses:

- (a) The team of receptionists – 97%
- (b) The nursing team – 99%
- (c) Partners and other GPs - 96%

As a Patient Participation Group we consider ourselves to be extremely fortunate to be associated with the Phoenix Surgery.

### Action Plan

Members of the Phoenix Patient Participation Group suggest that the Practice considers the following points and **offer their support in whatever actions the Practice decide to put in place in order to bring about the following:-**

1. Introduction of Nurse appointments earlier in the morning and later in the evening.
2. Inform patients that it is possible to make non-urgent appointments up to 6 weeks in advance.
3. Address what appears to be a significant lack of awareness of social prescribing.
4. Increase patients' awareness of the advantages of accessing the practice website, in particular,
  - a. Booking appointments
  - b. Ordering repeat prescriptions
  - c. Viewing medical records

### Postscript

The responses to questions 13 (a) and 13 (b) indicate that the merger with Romney House, Tetbury has had little or no effect on patients' perception of the level of care they have received. For this we commend the Partners for the efforts they have made to achieve this.

Ingela Jacob and Peter Jay Co-Chairs, Phoenix Surgery Patient Participation Group