

# **THE KNARES MEDICAL** **PRACTICE** **PATIENT PARTICIPATION** **DES 2014/15.**

The Knares Medical Practice ensures that patients views are used in decisions about the range and quality of services that we appoint.

We have regular discussions with our patients through our Patient Participation Group and through surveys which involve patients who cannot attend the surgery or PPG meetings.

The following report is a summary of what we have achieved with a varied range of patients input throughout the year since April 2014.

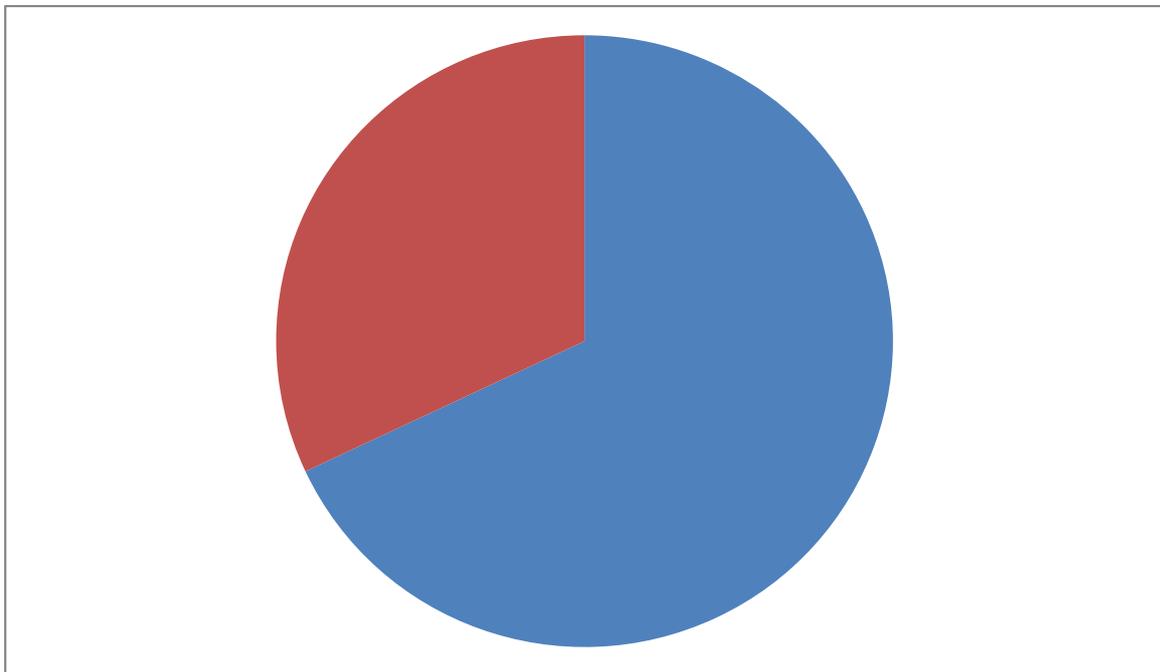
March 2015.

## **SURVEY RESULTS REPORT**

100 patients were surveyed. These are the results of the survey.

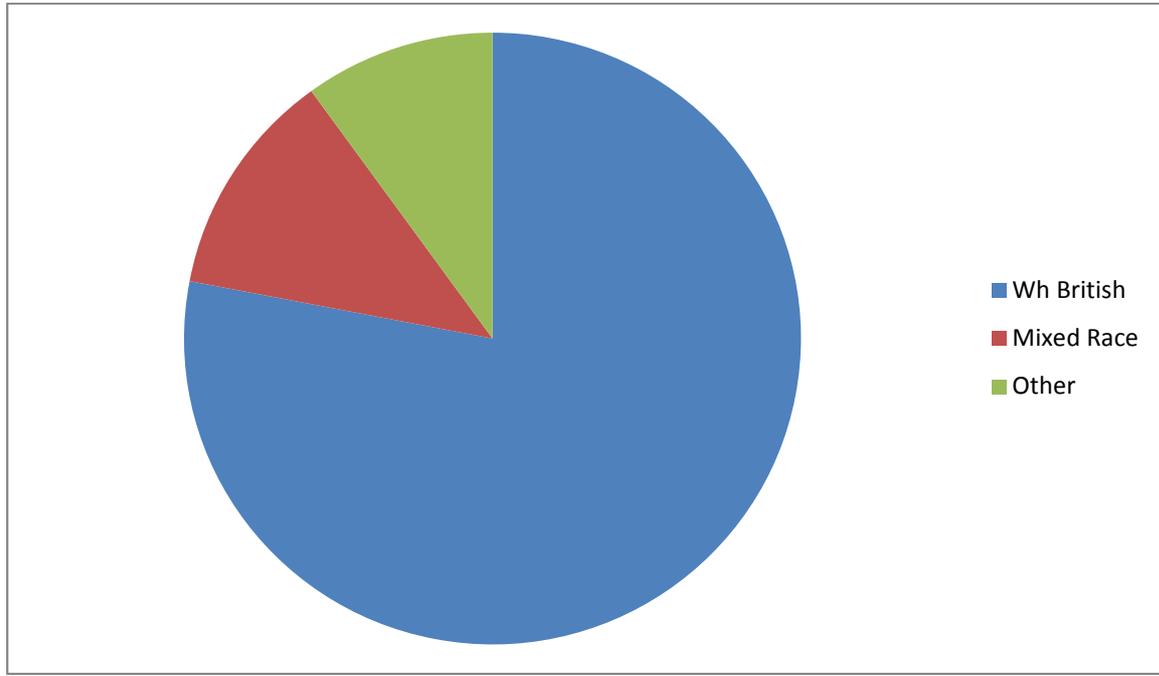
Demographics of responders :

### **Gender**

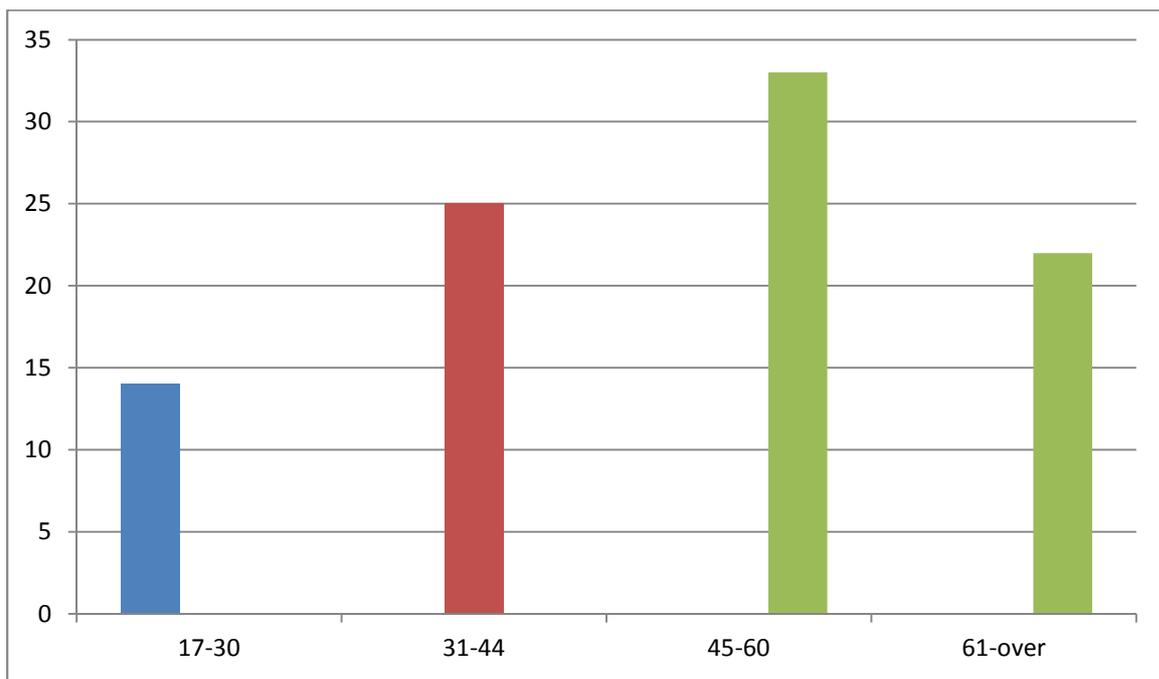


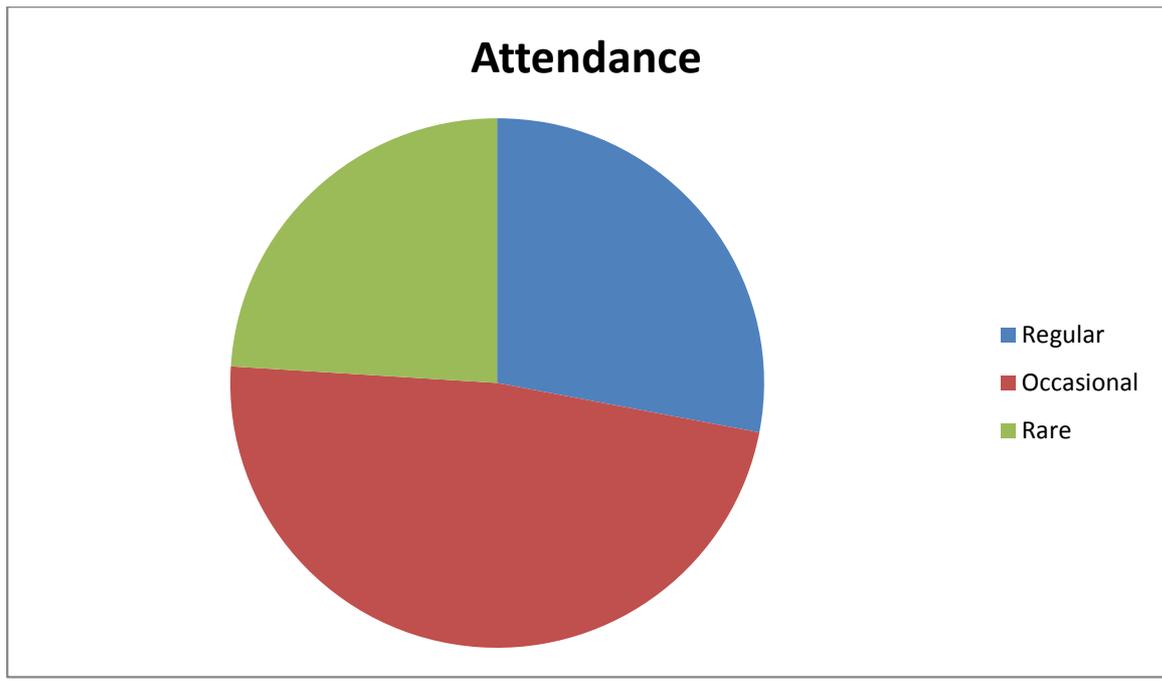
**The blue area are female responders and the red area are male responders.**

**Ethnicity of responders.**



**Age of Responders**





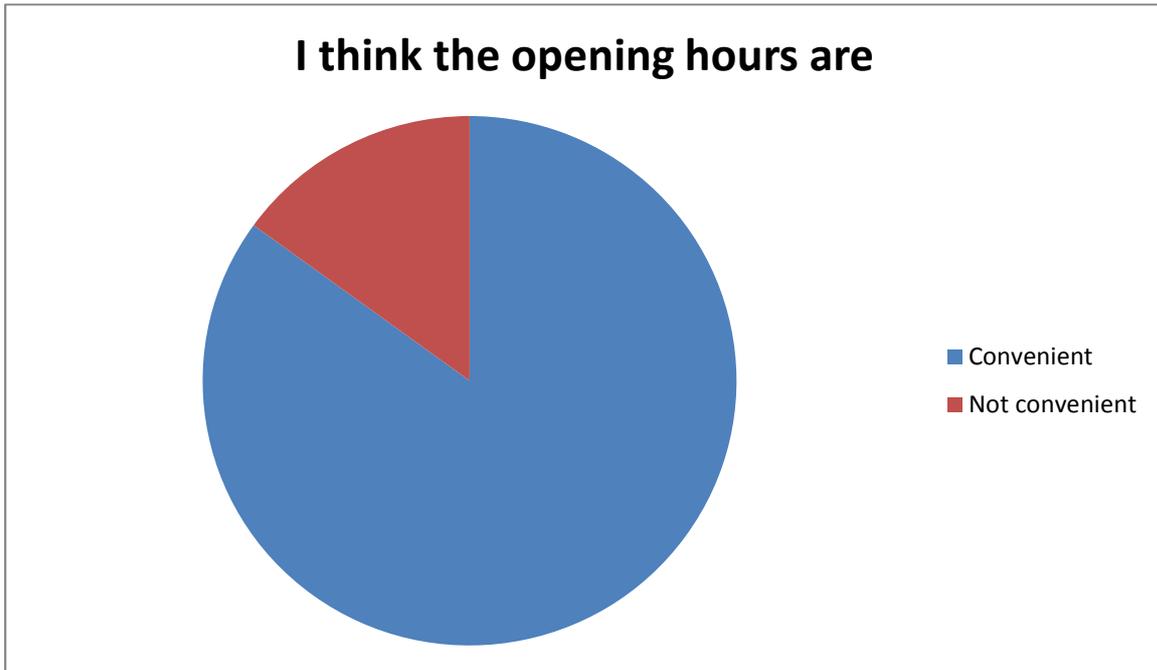
**The attendance of the patients are as follows:**

Regular is more than 5 times per year.

Occasional is between 1 and 4 times per year.

Rare is once per year or less.

**These figures are based on a survey of 100 people.**



**The opening hours of the surgery are as follows:**

We open at 8.00 am Monday to Friday.

We close at 18.45 pm Monday to Friday.

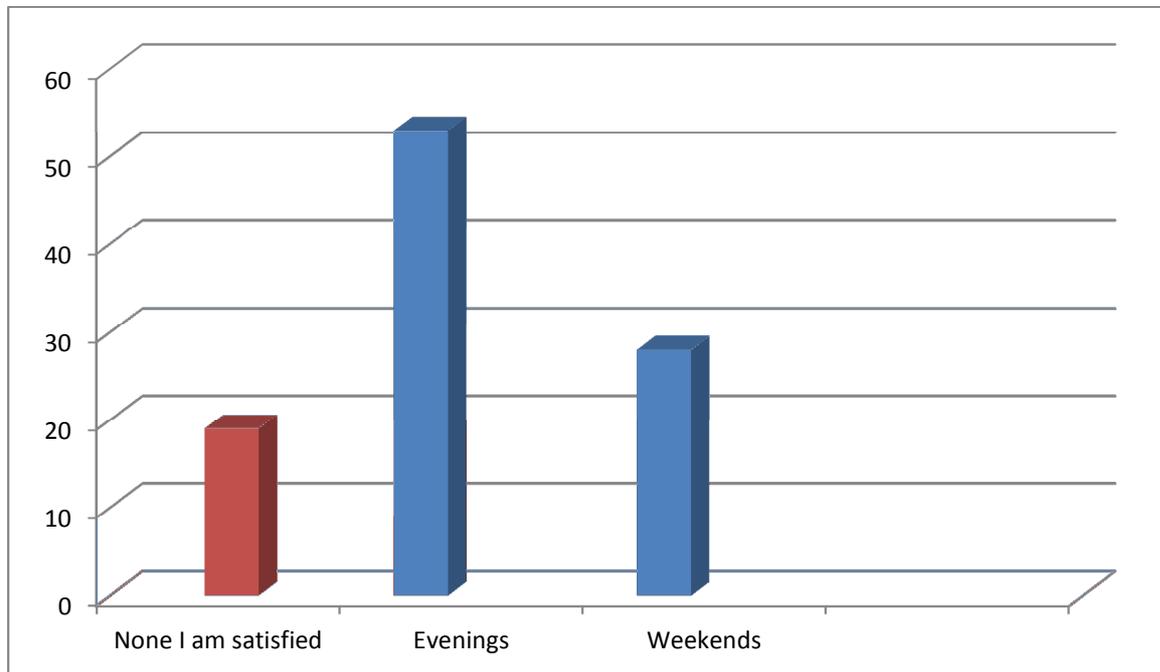
We open at 8.00 am Saturday morning through to 10.45 am.

There are no closures throughout the day for lunch or similar.

The only closure the surgery has, are the Time to Learn closure which takes place throughout the country and this is advertised on our website for information.

Sunday – Closed

**I would like the surgery to be open :**



The surgery does open on a weekend :

Saturday 8.00am to 10.45am.

**We will be looking at evening working after 31<sup>st</sup> March 2015.**

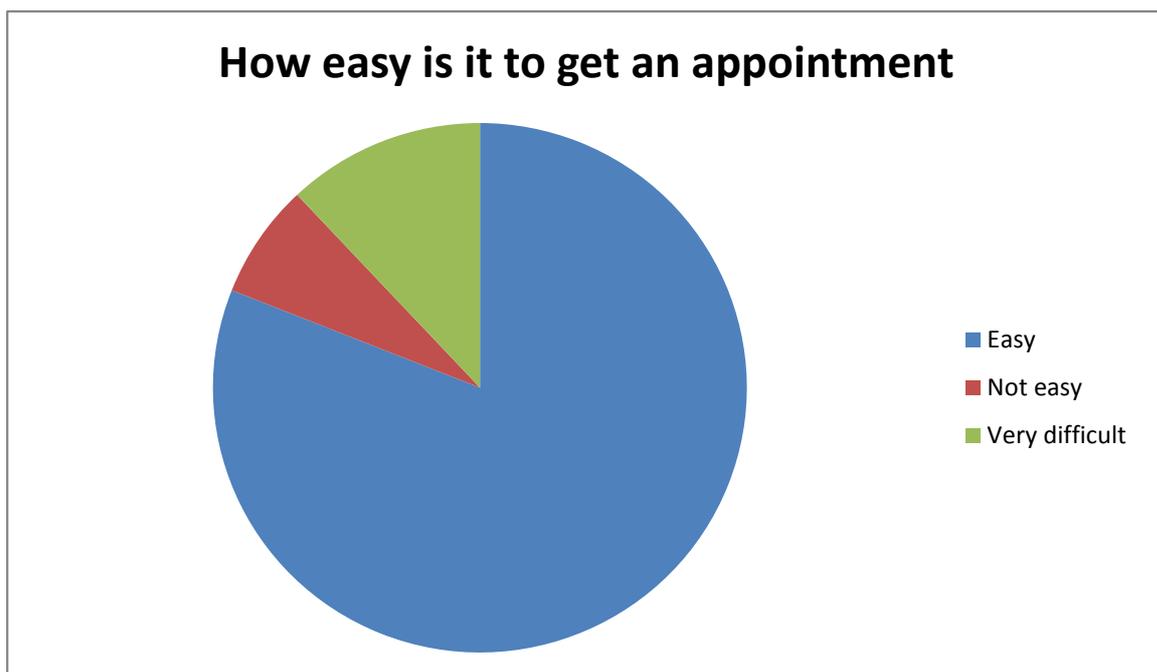
## **Appointments**

The practice still continues with the morning triage system which we feel runs well.

All and any patients are seen at doctors discretion and no one is turned away.

This is for an emergency service only and patients should continue with the normal routine appointment system for non-urgent symptoms.

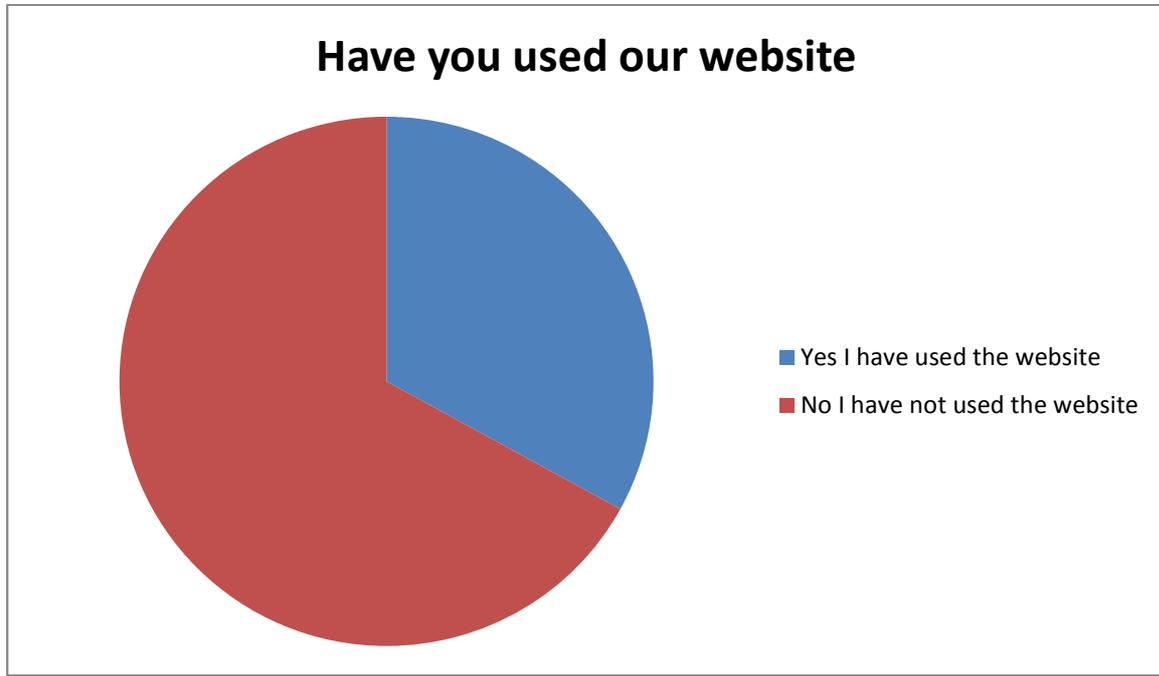
This topic is always discussed at the PPG meetings and it is received well. Our Patient Participation Group are happy with the system in place.



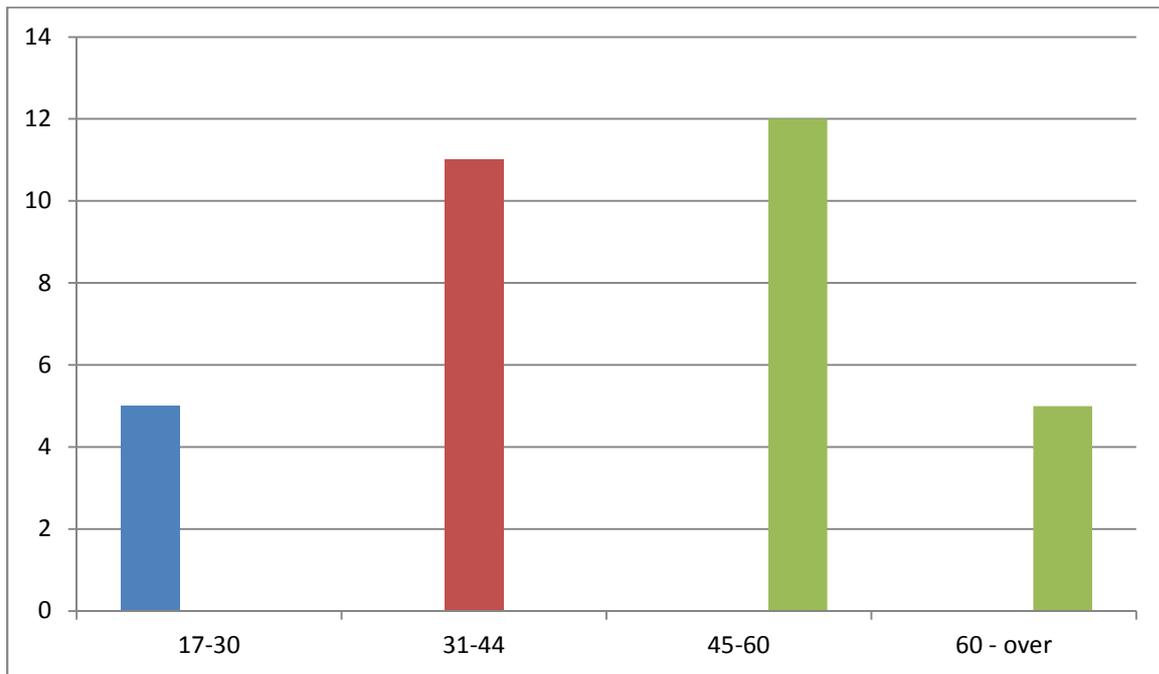
**The practice has the facility for patients to be able to book an appointment online.**

**We asked 100 patients if they had used our website**

**The survey shows the outcome:**

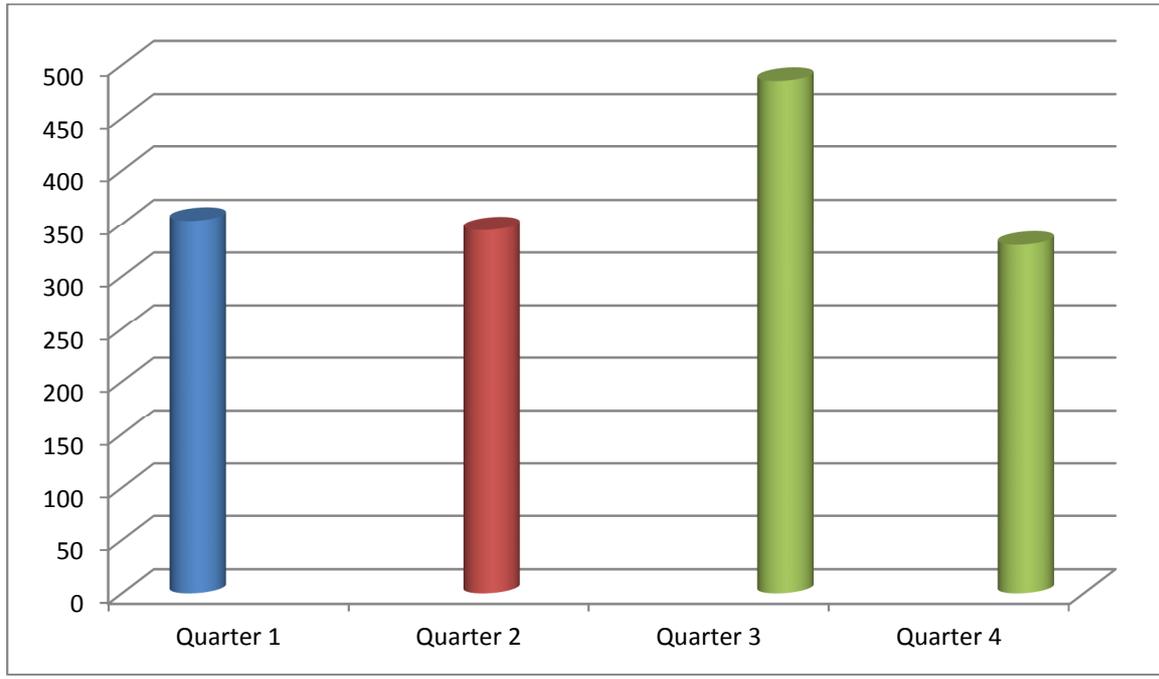


**The practice thought it would be interesting to see the ages of the website users.**



**The practice experiences a significant number of DNA (patient did not attend for their appointment and did not cancel).**

**The chart shows the amount of patients during each quarter who have DNA'd from 1<sup>st</sup> April 2014 to 31<sup>st</sup> March 2015.**

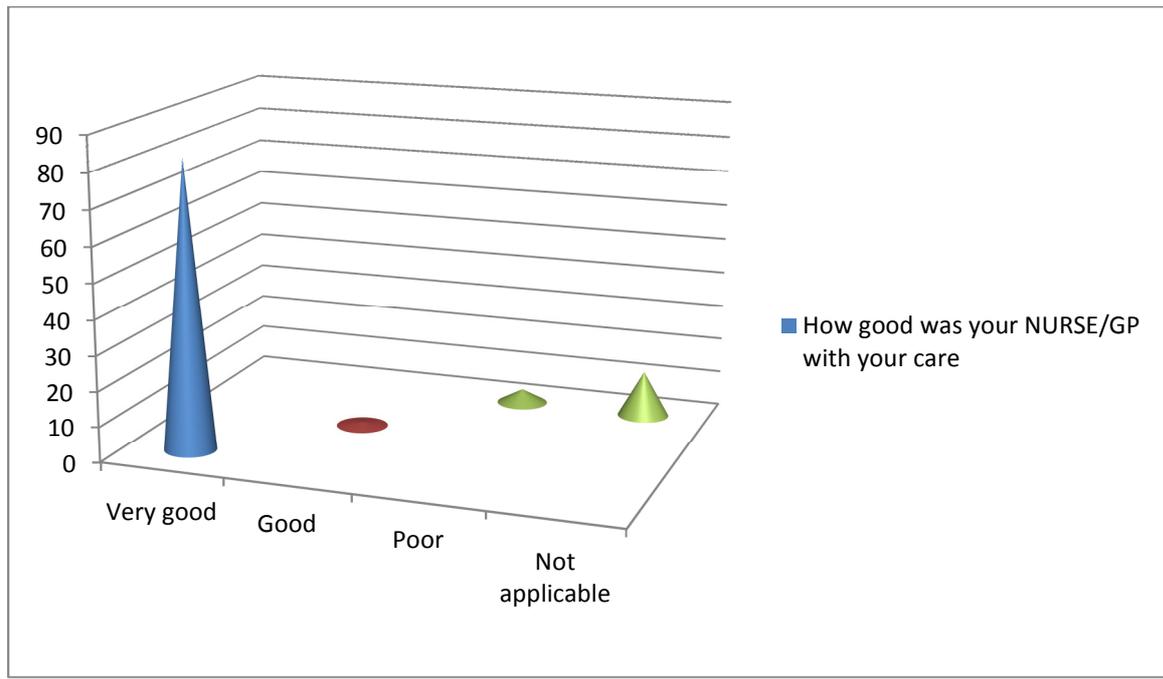


**The worst quarter is quarter 3 (October, November, December ) where we had 485 patients fail to attend their appointment and did not cancel.**

**The main reason for patients to DNA an appointment was because they had forgot or because they had got better.**

**We asked the question :**

**How good was your GP/Nurse in relation to concerns about your care.**

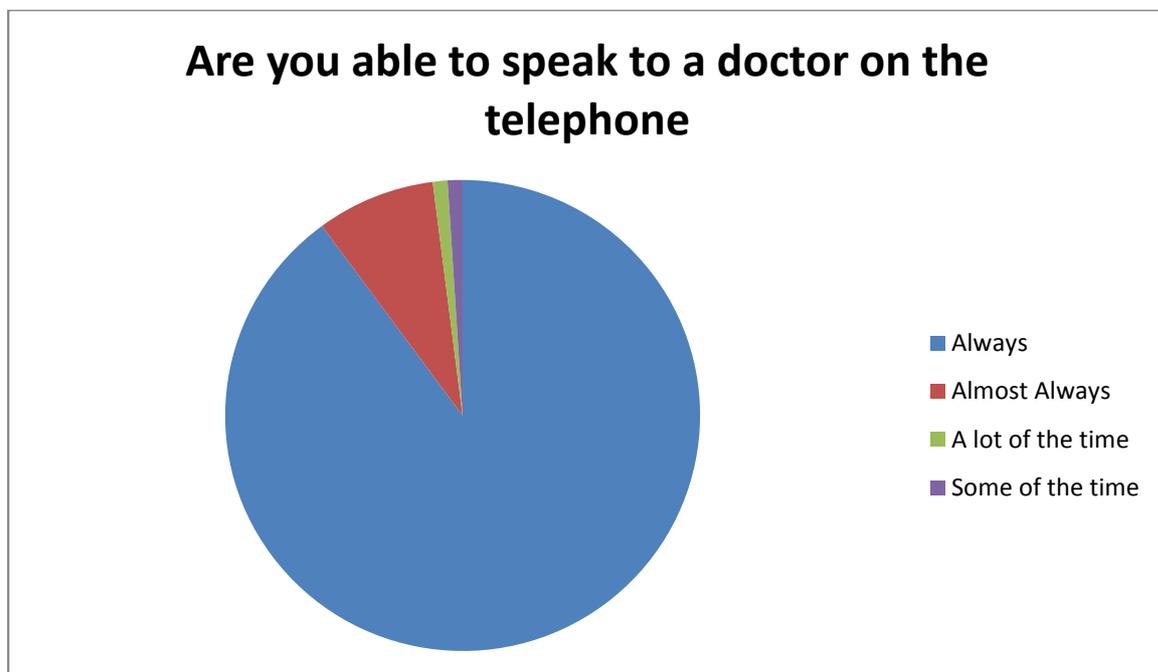


**Please note – not applicable is in relation to patients who had not seen a GP or Nurse in the last 6 months.**

The surgery has recently changed its telephone system. Visiting patients were asked the question whether or not they are easily able to speak to a doctor on the telephone.

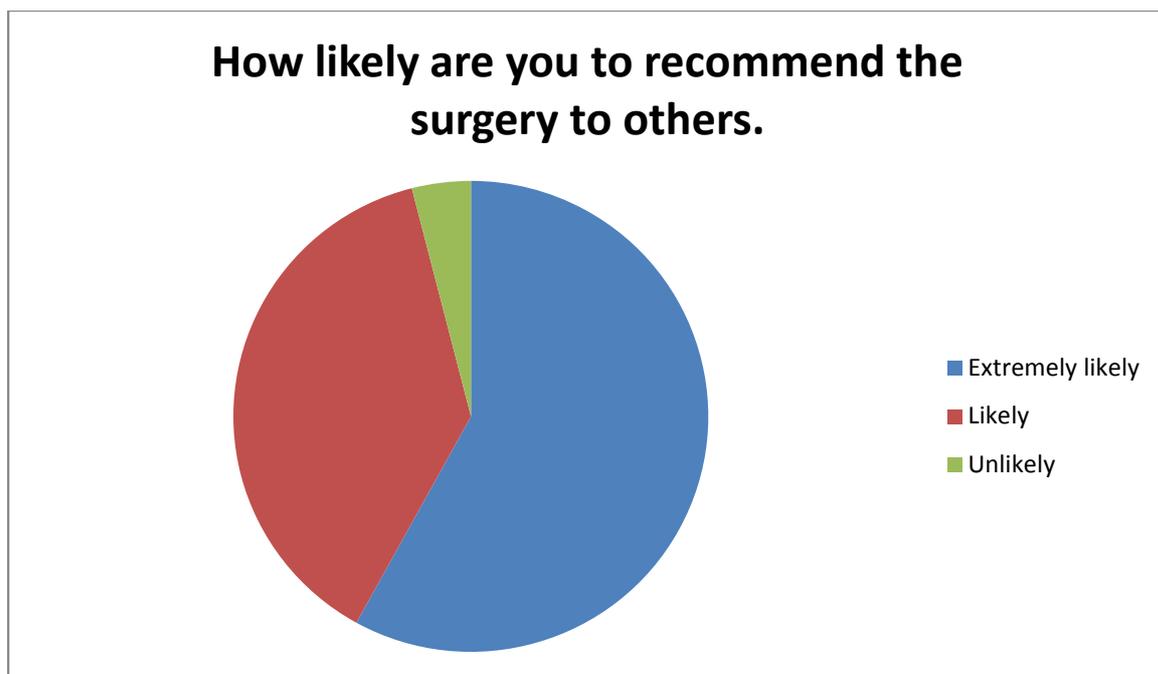
With the implementation of the triage system every day, the doctor will call the patient back during the morning session to ascertain whether that patient needs to be seen in clinic .

Therefore the access to the telephone consultation has changed significantly from last year's report.



The patients, during the survey of 100 people, were asked , in general, how satisfied are you with the overall care at the practice and how likely are you to recommend the practice to others.

The graph below shows the outcome :



## **COMMENTS**

The final part of the survey was asked - if you have any additional comments on how we can improve our services, please let us know.

The outcome of this question was :

\*More bookable appointments are needed \* Can we have evening appointments for those who work all day \* Very good service, with no problems \* Lovely new building, clean environment \* Good friendly service \* More emergency appointments as it is not convenient for the doctors to phone you at work \* Appointment hours are convenient \* Sometimes you have to wait quite a while to be seen \* More information on services \* Additional weekend times would be good \* Nurses are marvellous \* More doctors \* Staff always helpful, friendly and caring \* We are looked after very well by staff and doctors \* Excellent GP surgery \* Excellent service, happy and helpful \* Afternoon appointments for night workers \* Doctors are sympathetic \* Contact patients with results \* Very good all round care \*

**The general outcome after reviewing all the survey answers was for more evening appointments.**

**The practice will be looking at this after March 31<sup>st</sup> 2015.**

**Thank you to all our patients who have contributed to this report.**