

DR HENDY PRACTICE

PATIENT PARTICIPATION SURVEY REPORT - APRIL 2012

This year the practice have formed a patient participation forum.

A practice survey was carried out using the survey commissioned NHS Bolton Clinical Commissioning Group.

Patient participation forum

The group currently consists of 5 members who met recently to discuss our 2012 practice survey.

The group consists of 3 ladies and 2 gentlemen whose ages range from early 30s to late 70's. The members of our forum are able to represent those with young children, the elderly, carers and ethnic minority groups. In addition they come from a range of postal address within our practice area.

2012 Practice Survey - review

The group met on 19th April 2012 to discuss and evaluate the results of our practice survey. The survey had been independently analysed. Elaine Leatham, Practice Manager chaired the meeting and the results of all questions were discussed.

From the discussions an action plan was formulated – identifying priority areas.

What is the Practice's Action Plan following the Patient Survey?

The three main points that were agreed to form the Action Plan were:

1. To implement a system for booking online appointments.
2. To review front door and entrance.
3. To review practice policy for patients obtaining results.
4. To review patient system for booking in on arrival at surgery.

5. To review practice policy of emergency appointments.
6. To review pre-bookable appointment times.
7. To review car parking at the surgery.

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Action Required

To implement a system for booking online appointments – To look into purchasing software.

To review front door and entrance – To cost improving access to the building particularly for disabled patient/wheelchairs - looking at costs and options.

To review practice policy for patients obtaining results – To implement a policy of patients telephoning for results in a given time frame.

To review patient system for booking in on arrival at surgery – to consider implementation of freestanding self booking in system for patients.

To review practice policy of emergency appointments – To educate patients that emergency appointments facilitate only their immediate problem being dealt with at that time.

To review pre-bookable appointment times – To alter pre-bookable appointments times to later in the day to facilitate patients that are working.

To review car parking at the surgery – To address those car owners using surgery carpark who are not visiting the surgery.

Evidence to support proposals

The Patient Survey 2012 uploaded to this website includes a complete summary of all the responses received.

The practice have identified 1-3 (above as their priority areas.)

The Practice thank all those patients who returned completed patient surveys and for those who have agreed to be part of our patient forum.