

The Tollgate Practice

In-House Patient Survey



July 2021

Annette Bloomfield – Practice Manager

Reason for survey

GP Survey in 2020 raising areas relating to accessibility and also a recent CQC inspection which had highlighted areas of patient dissatisfaction had prompted the patient survey in this instance. Also many changes to the previous system by the new Practice Management Team since January 2021.

Period Covered

June / July 2021 – survey covering a three week period of gaining patient experience during contact and appointments with the service.

Survey

Survey form given to all patients who attended the practice during this time period. All patients had recent experience of the service and it was felt that this would give a better indication of how the changes implemented by the new Management had been reflected. All patient comments were taken on board and changes in relation to the findings have been published on the Tollgate Practice Website and Facebook page, as well as in the Reception Area of the Practice. All patients who had left feedback comments along with their contact details have been telephoned individually by the Practice Manager to discuss.

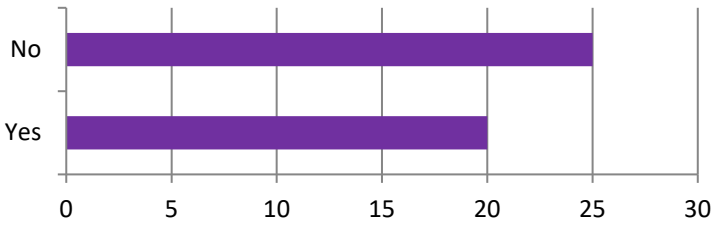
Conducted by

This survey and audit is written and conducted by Annette Bloomfield, Practice Manager on behalf of The Tollgate Practice.

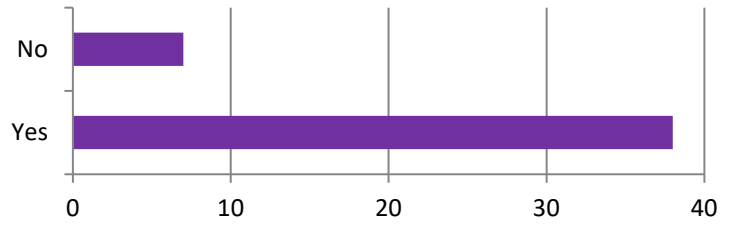
Survey will be completed every six months going forward to ensure patient satisfaction and required areas for learning.

Results

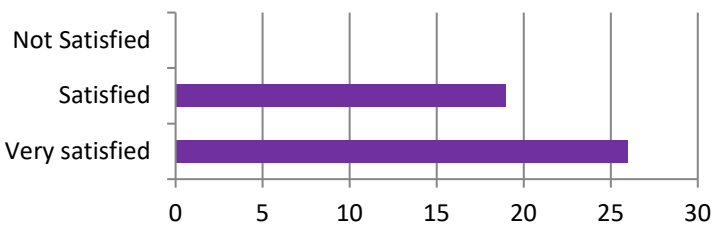
Have you encountered any recent problems when attempting to contact the practice by telephone?



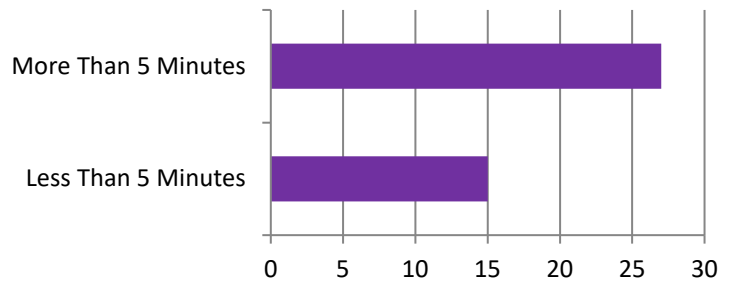
Did you feel that the Administration staff member was able to deal with your appointment booking/...



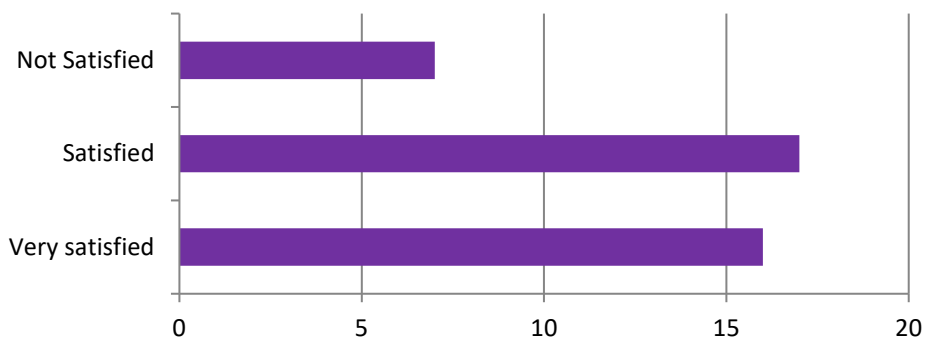
How satisfied are you that your call was handled in a friendly, professional and helpful manner?



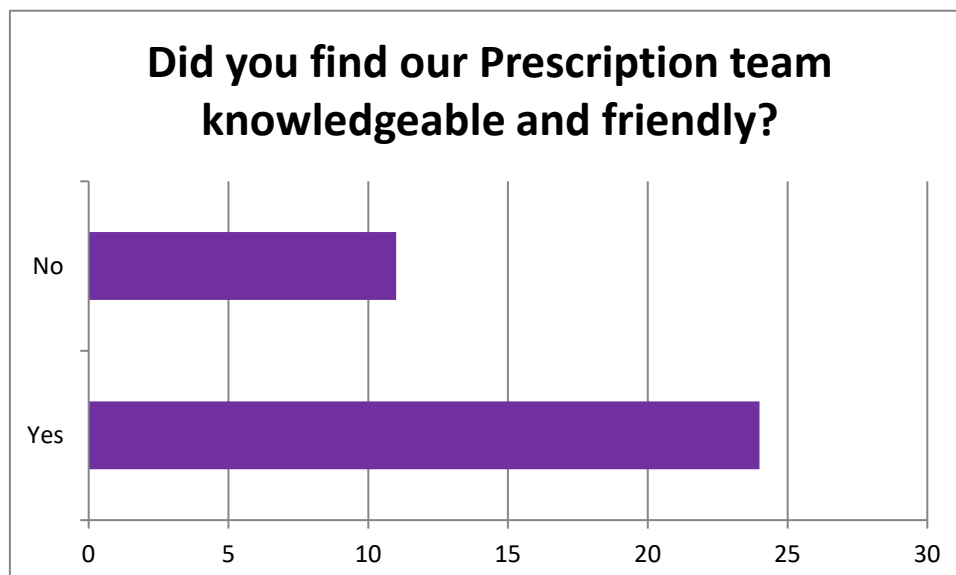
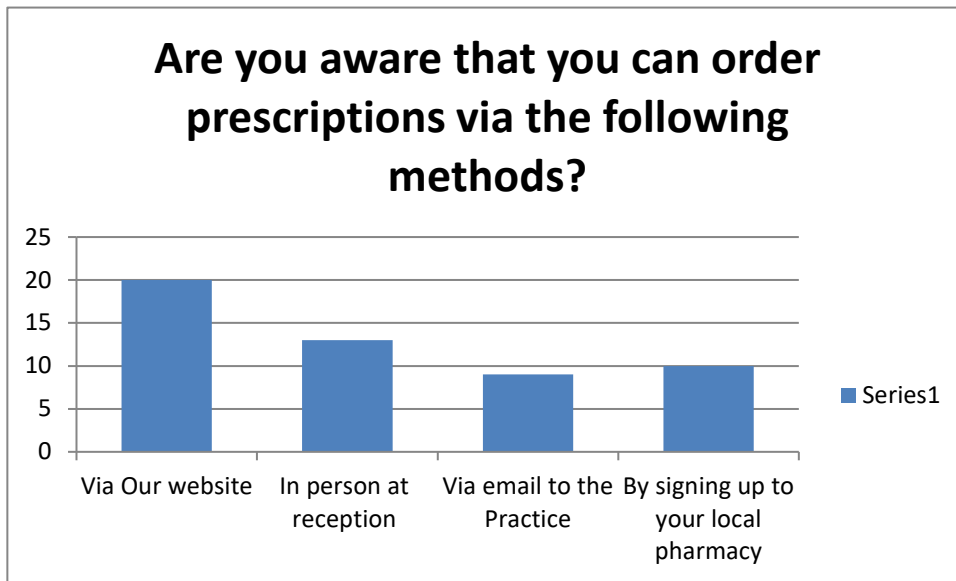
How long did you have to wait before the call was answered (queuing system)?



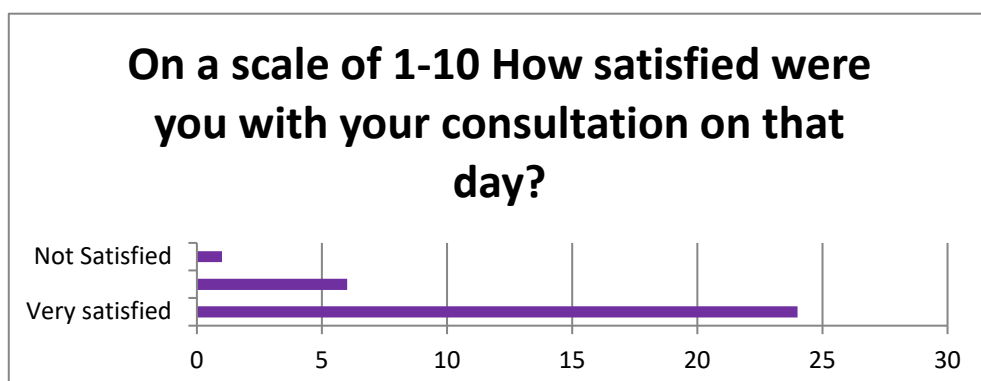
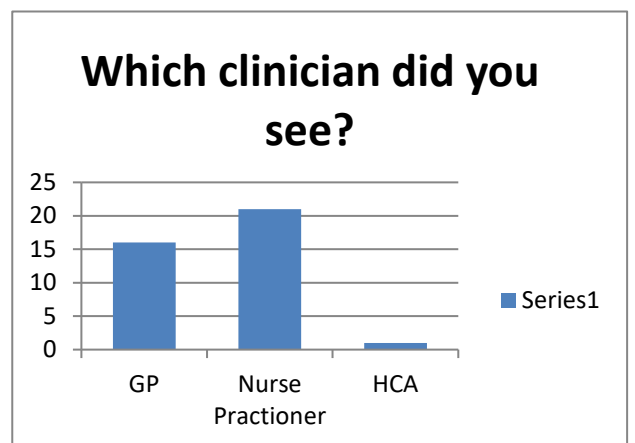
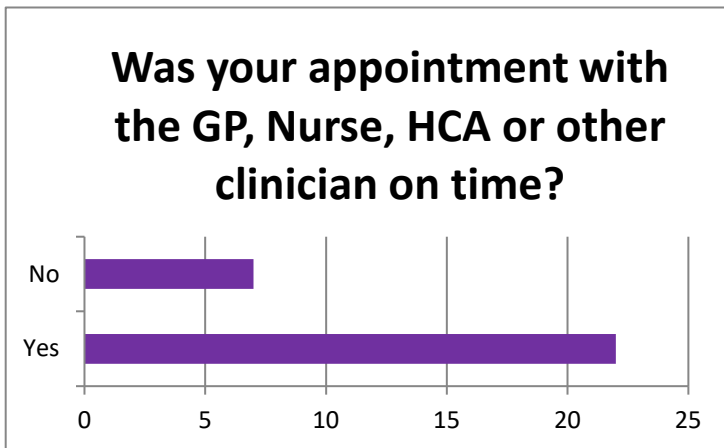
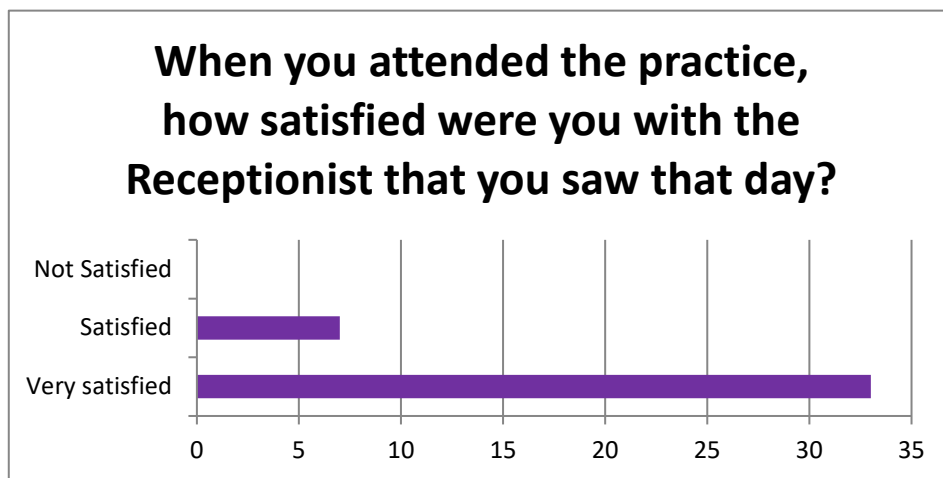
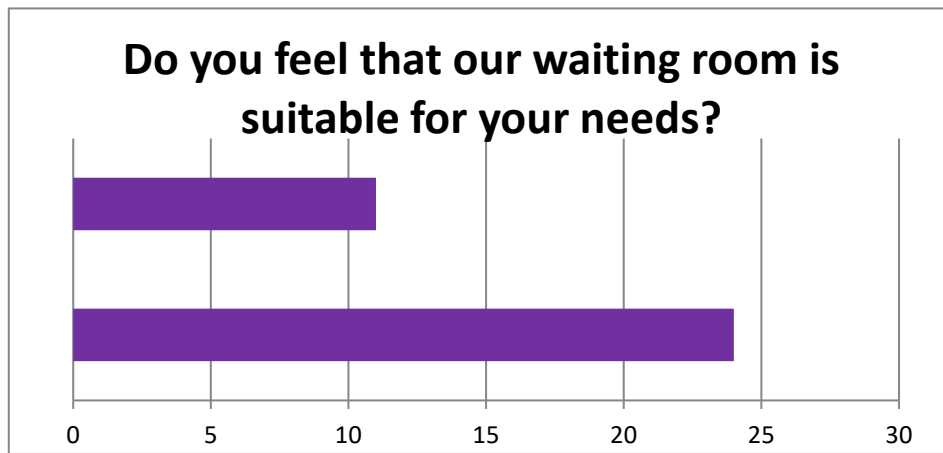
How satisfied are you with our services over the telephone in general?



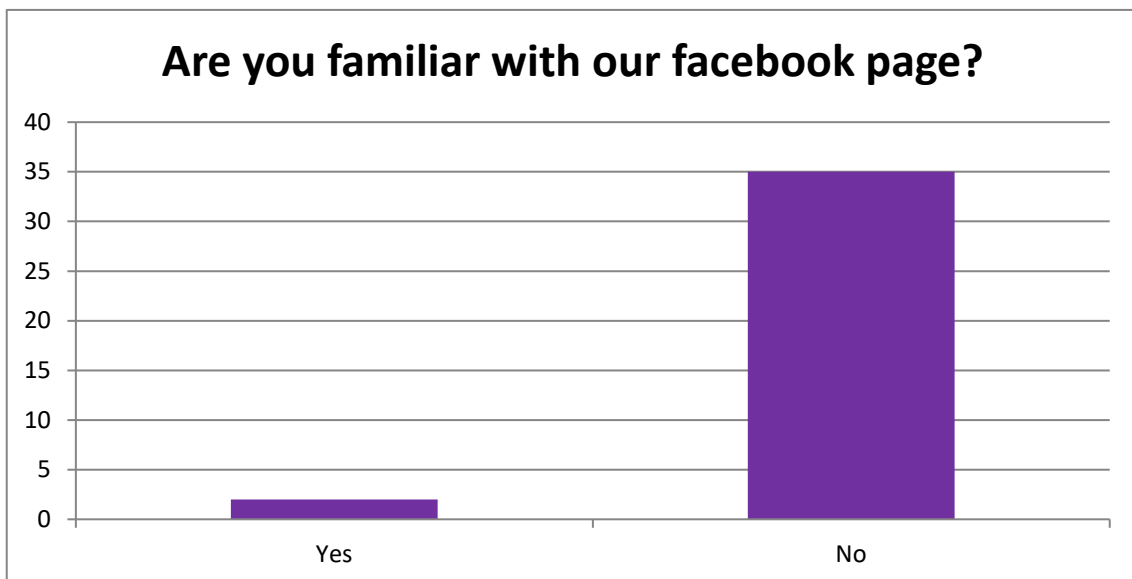
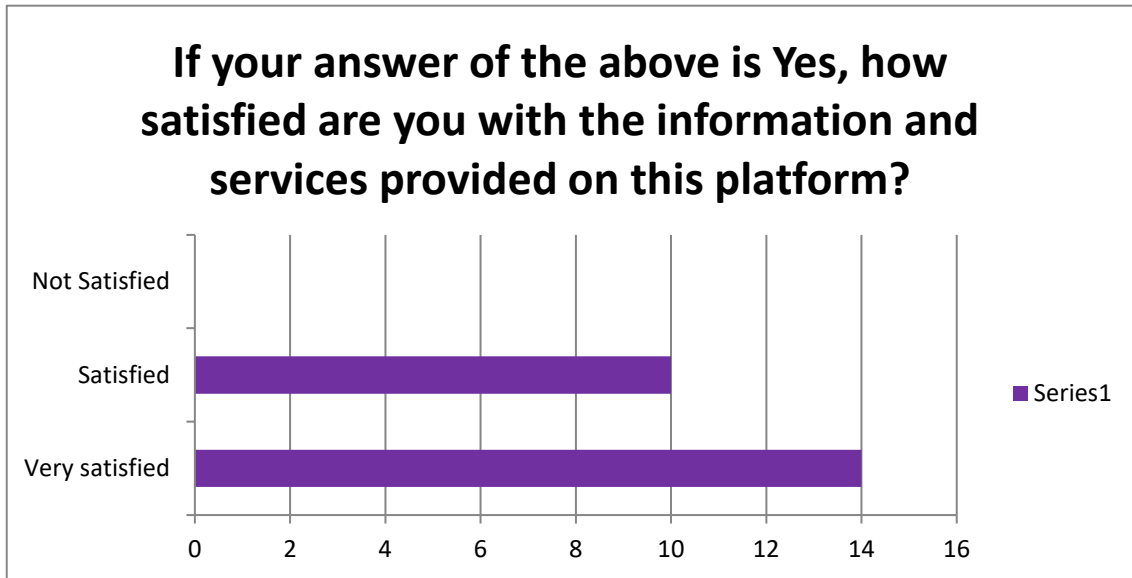
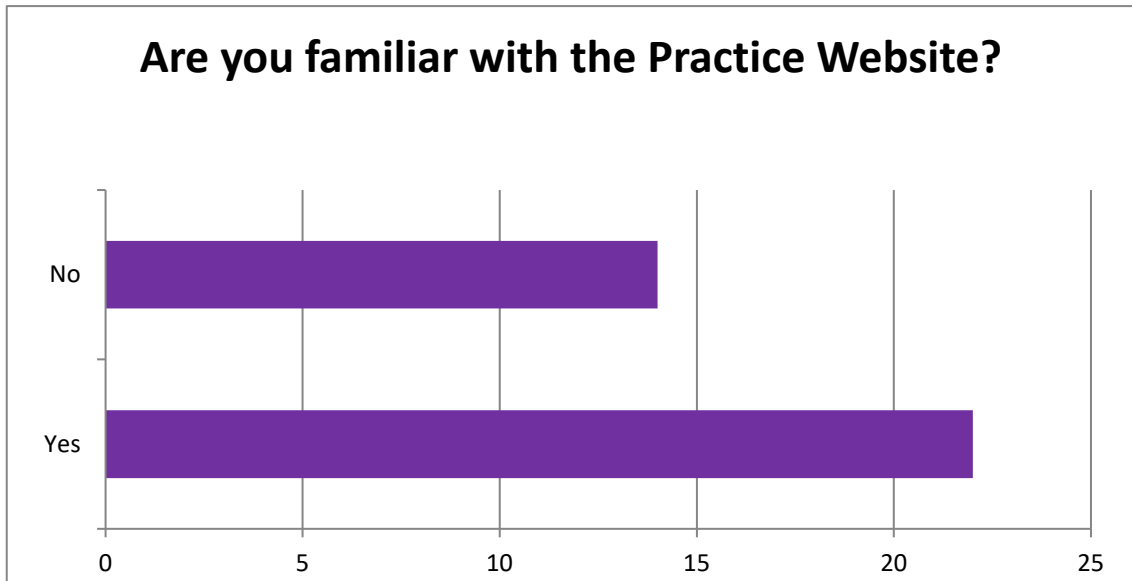
Requesting Medication



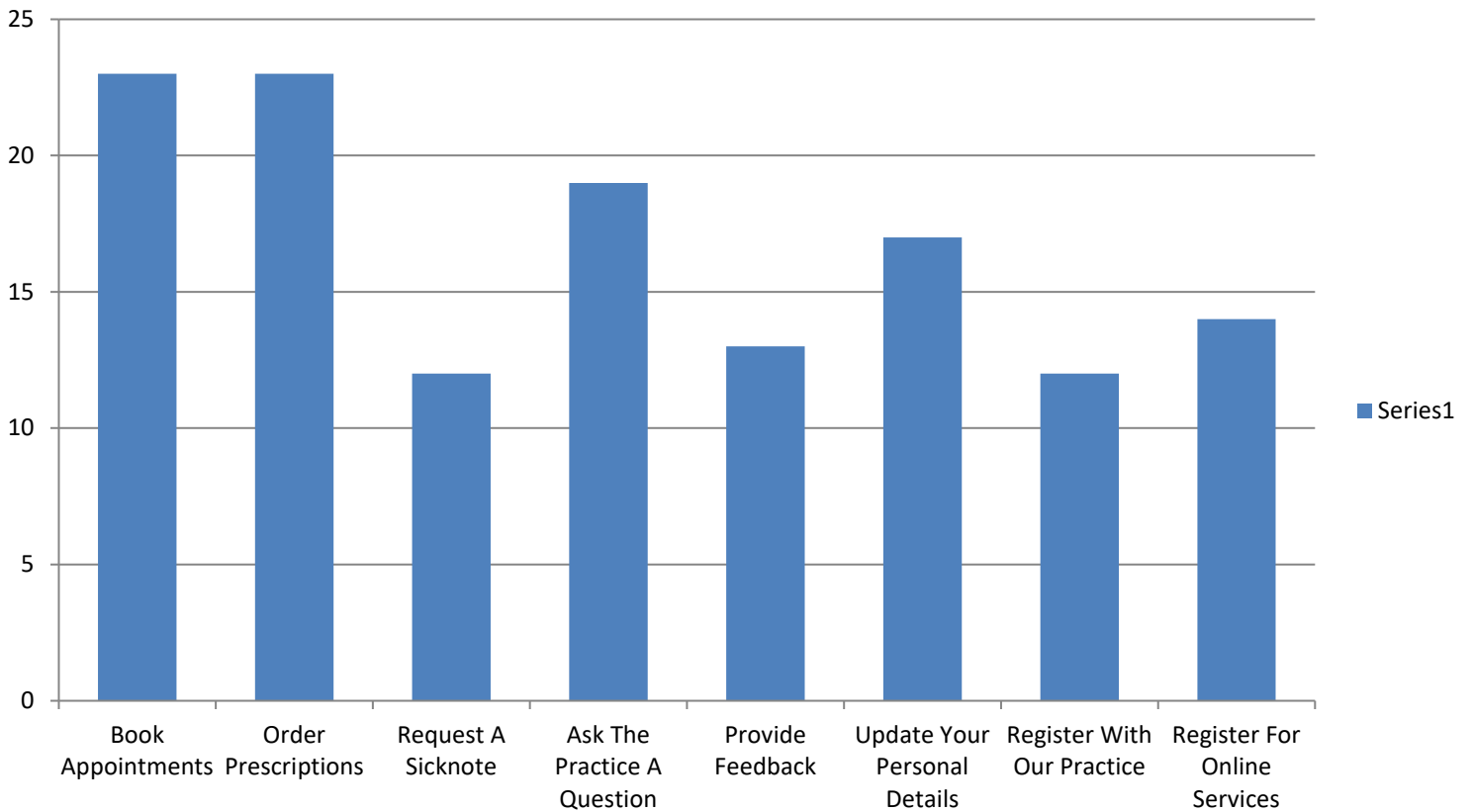
Visiting the Practice in Person



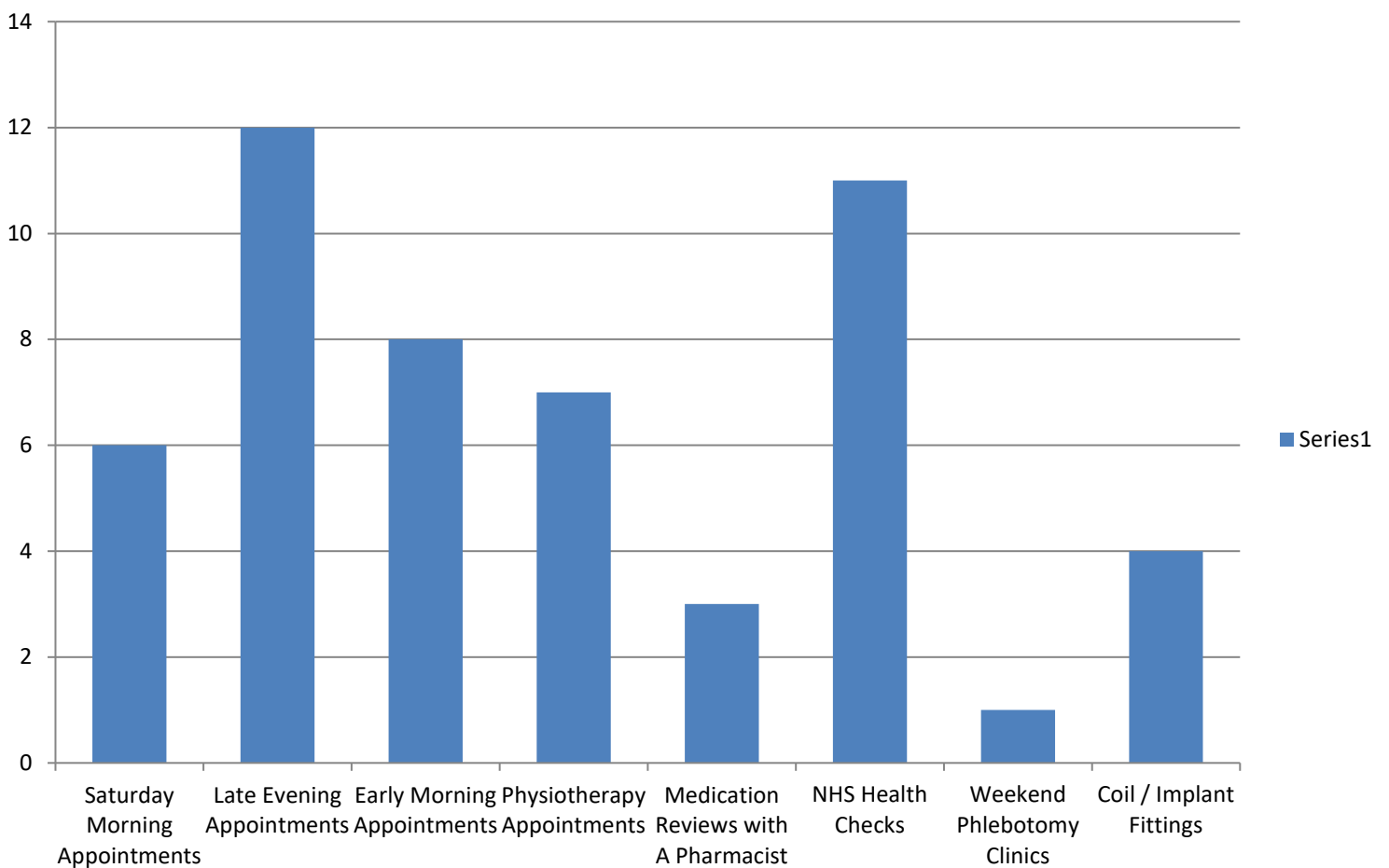
Practice Services



Are you aware that via our website you are able to access the following?



Are you aware of the following services that we provide which are outside of our core hours and essential services?



The Findings

Contacting The Practice By Telephone

FINDINGS: The majority of patients who were surveyed were satisfied with our service over the telephone in general. 100% of all patients surveyed felt that the Reception/Administration team member who they spoke to dealt with the booking or query in a professional, friendly and helpful manner. Results also showed that the majority of patients had confidence in the team and felt that the team member was able to deal with their query. A small majority of patients had stated that they had needed to wait for over 5 minutes before their call was answered. However no comments/patient details had been provided on the form to follow up this area of concern.

ACTIONS: However, following review of the above, it was decided to add a further dedicated team member to assist with the call answering in the mornings to alleviate this problem. This will be monitored by the Practice Manager until next survey.

Requesting Medication

FINDINGS: 97% of the patients surveyed were satisfied with the Prescription team and the service they received. 70% found the Prescription team to be knowledgeable and friendly. Patients were aware of the many different ways in which to order repeat prescriptions.

ACTIONS: No action required but monitoring will continue by the Practice Manager.

Visiting The Practice In Person

100% of our patients who visited the Practice and completed the survey were satisfied with the Reception/Administration team member on the day of their visit. This is a vast improvement from the 2020 Survey which concentrated very much on the attitude and friendliness of this team.

The survey also showed an overwhelming confidence in our clinical team. The majority of the patients surveyed were visiting the GP (42%) or the Nurse Practitioner (55%). 76% of these appointments were seen within 10 minutes of the allocated appointment time.

Only 1 patient was dissatisfied with the consultation on that day with all other patients being satisfied or extremely satisfied and some very encouraging comments and compliments were received.

100% of the patients surveyed felt that the waiting room area was suitable for their needs. One comment received mentioned confidentiality being an issue when speaking to the receptionist due to the nature of the large room. Historically music was played in the waiting room and requests were received to reinstate this.

Actions: Following the comments received regarding privacy in the waiting room, we have now placed posters in the area advising patients that if a private issue needs to be discussed, to request a private area to be provided for this reason.

The Practice now has re-introduced the Jayex display board with sound, such as rolling news coverage and Public Health England awareness videos to address a degree of privacy issues.

Practice Services

Findings: 100% of our patients were satisfied with the information and services provided. Unfortunately this service had been temporarily suspended during the Covid-19 pandemic. Only 5% of our patients were familiar with our newly-created Facebook Page.

Patients were aware of all services provided by the Practice outside of core hours including extended access, physiotherapy and NHS Health Checks.

Action: Reinstatement of online bookable appointments with GPs, Nurse Practitioners and Health Care Assistants had already been undertaken at the time of this audit. The Facebook page to be advertised more widely to gain more followers for important updates.