



## Executive Summary

### Patient Survey Results and Action Plan 2012

#### **Patient Reference Group**

Tennyson House Surgery Patient Reference Group have 15 members and a further 24 patients have expressed an interest to join the virtual group following the distribution of the survey.

The practice has advertised for "recruitment" to the Patient Reference Group by placing a notice on the counterfoil of all prescriptions, also on the practice website and on the Jayex board within the surgery waiting areas.

**If interested there is information available regarding who to contact on the practice website and on the practice noticeboard.**

**Patient Survey:** Patient Consultation Version, EQUIP

303 were given out with 239 questionnaires completed.

The practice survey was designed by Education Quality in Primary Care and agreed by the Practice and Patient Reference Group an 79% return rate was achieved.

#### **Meeting to date discussing the Patient Survey and action plan**

Date: 28<sup>th</sup> March 2012

**Building and Parking:** The cleanliness of the building was considered excellent, the issues identified related to the entrance doors to the practice

**Appointments:** **The receptionists scored an extremely high satisfaction score of 97.9%.**  
Getting through to the practice on the telephone - 72% satisfaction score  
Number of days before seeing a GP – 48.5% satisfaction score.

**Consultations:** When seeing the GP you were extremely satisfied with the patient experience – 97.4%

**Based on the questionnaire results and patient comments the practice has shown that they are a very friendly, caring practice that offers an excellent service. 98.2% said they would recommend the surgery**

**See below the actions agreed by the patient participation group and the practice. Further information about the practice survey, results and action plan can be accessed on the practice website.**

**Dr Charlotte Stead  
Dr Jo Roberts  
Dr Shahzad Ahmad  
Dr Mike Radford**



**20 Merlin Place  
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CM1 4HW**

**Mrs Marion Leister Business Partner**

**The actions below are 'suggested actions' and there may be reasons as to why actions are not viable. The suggested actions have been agreed by the Practice and Patient Group.**

### **Practice Noticeboard**

A practice noticeboard specifically for practice information may help to inform the patients regarding all services offered by the practice. It is very important to make patients aware of the on-line services offered via the practice website.

### **Waiting times between arrival and being seen**

The practice has agreed to review average consulting times for the clinicians, this hopefully will help the practice to review waiting times .

### **Website.**

The Practice Manager will explore the possibility for a secure login for patients to be made available on the practice website for messaging.

### **Telephones**

It was agreed the practice would review the lunchtime availability of the phone lines. The practice at present has an emergency line during 1.00pm – 2.00pm. This makes it difficult for working patients to contact the practice during the lunchtime period thus making more demand on the early morning service. The suggested change to be considered is an emergency line during 1.30pm – 2.30 pm.

### **DNA Appointments**

The Clinical system has the facility to send text messages to remind patients of their appointments. The practice will explore the possibility of using this facility to try and reduce the DNA rate. It was felt displaying the monthly numbers was not having the desired effect

### **Access**

The practice has agreed to display new signs Push and Pull signs for the entrance doors The practice have a bell situated outside the surgery for patients who require help entering the practice which patients may not yet be aware of. The practice will display a notice regarding the bell situated outside for those who require assistance entering the practice