



Patient Participation Report 2012-2013

In October 2012, a follow up survey was conducted. This survey consisted of 12 questions that were based on the action points of 2012, the feedback from our Patient Participation Group and the circumstances of the surgery, where Dr Sally Hope retired in October 2012 and Dr Barrington-Ward has been on extended sick leave. The Survey was available through our website and paper copies were handed to patients at reception. We received 228 responses and the results of the survey can be seen under '**? Survey Results**'.

In March 2013 we emailed the members of the Patient Participation Group asking them for feedback following the survey. Our response from the members has been very low to date and our proposed action plan reflects this.

Our proposed action plan, taking the results of the survey, comments made by the Patient Participation Group and comments made by patients through general correspondence and comments from the website is prioritised below. Our patient Participation Group will receive emails in March 2013 outlining the proposals and seeking their agreement. If changes need to be made will be included in our updates.

Increase the members and the participation of the Patient Participation Group

Patients have been very good at providing feedback, suggestions and constructive criticism in an informal way. The commitment of the Patient Participation Group is variable and in 2013 we need to continue our efforts to recruit more members to the group through the continued use of the website, flyers in the waiting room and also include invitations from our GP's and specialist nurses to appropriate patients while attending appointments.

Review the provision of routine appointments

Overwhelmingly our patients are very happy, or exceptionally happy with the care they received at reception, by the nurses and by the doctors. Patients

are also satisfied with the ease of getting an appointment if they need urgent care. However, satisfaction levels are lower when patients try to get a routine appointment. The priority for next year, in light of the survey results is to consider making routine appointments available on line for patients who prefer this method. We will also look at the possibility of texting patients to remind them of appointments as this may reduce our level of patients who 'do not attend' and remind patients to cancel appointments they do not need so they can be made available to other patients. Preparatory work can be done to allow this , but it is more likely to happen after a software upgrade due later in the year.

Provide a Patient Newsletter

Finally, the Practice Manager can produce a newsletter available on line and at Reception on a bi-annual basis. Patients will receive regular information about changes to the surgery and provide progress updates on our work in achieving these action points.