

Evelyn Medical Centre

Patient Survey 2012-13

Patient Participation Report

At our meeting on 9 January, 2013 the group reviewed the results of the patient survey performed in Autumn 2012. From those results the following plan was agreed to put to the practice.

- 1) We had identified that our patients can experience difficulty in getting through to the surgery early in the morning to make an appointment. After speaking to surgery staff we found that some people choose to ring at those times for repeat medication.

Whilst it is clear that a majority of patients do prefer to use the telephone to order, the survey results show that 90% think it is reasonable to offer that service after 10.00 am. Therefore the group asked the practice to change their procedures and bring about that change after a period of publicity.

- 2) One excellent suggestion within the text answers we received was to keep the TV subtitles on for the hard of hearing. This was immediately adopted by the practice.
- 3) The practice should still promote the availability of the internet for the ordering of repeat medication and appointments for those who wish to use those avenues. At the same time ensuring that there is an adequate service for those who can only, or wish to, use the telephone.
- 4) We agreed that the practice will continue to use the usual channels of communication whilst developing a facebook page for those who wish to use it.
- 5) Given the wide ranging response about choice of magazines and the views expressed about providing them, the group agreed that the practice should ask for donations from patients by notices in the waiting rooms.

Practice response to the Practice Support Group Action Plan for 2012/13

The practice would like to thank all the patients who contributed to the questionnaire. We would also like to thank our Practice Support Group for their time in considering the results and agreeing an action plan for the practice to address.

Here is our response:-

- 1) The practice will make that requested change for repeat medication calls to be taken after 10.00 am in May 2012. We will ensure that we have publicity in place to inform our patients.

Our opening hours at our main site in Hope are 0800-18.30 Tuesday to Friday and we are open for an additional hour on Monday until 19.30, during these times our patients can order in person and by leaving a medication slip in the box provided. Patients can also send their slip by post or use the internet at any time (please ensure you have your internet registration details from the Hope surgery).

- 2) The provision of the TV was one of the recommendations from the action plan for last year. The subtitles idea was a very good one and we have had positive feedback from our patients.
- 3) We will actively promote the use of the internet for both repeat medication and for the making of appointments.
- 4) We will continue to develop our facebook page for those who appreciate that format.
- 5) The practice will agree posters requesting magazine donations with our patient group.