

HOW ARE WE DOING?

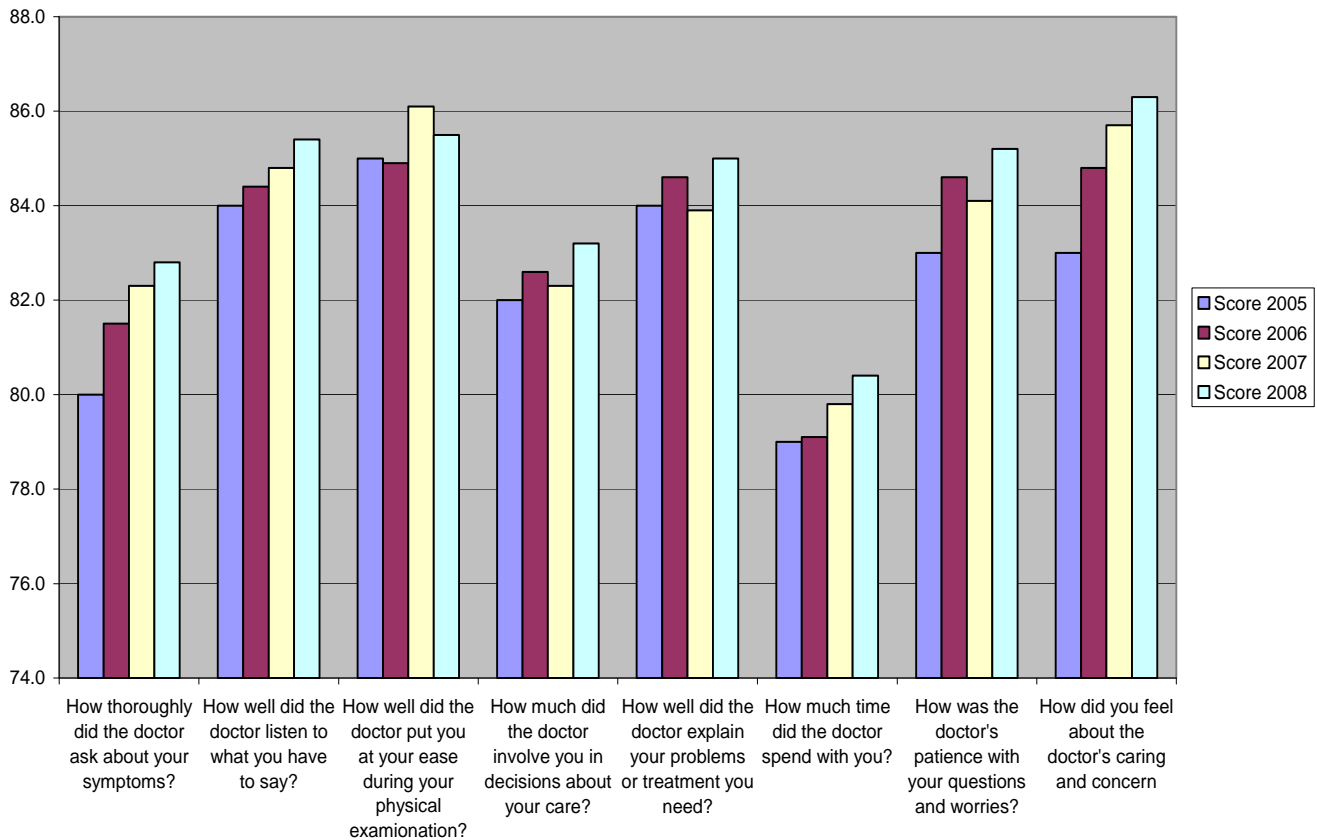
Patient Questionnaire Results

Thank you to everyone who completed our patient satisfaction survey between October and January. This was carried out by using a nationally devised questionnaire, which means we have been able to compare our results with the average achieved by GP practices around the country. A summary of the results for the main questions is shown in the two bar charts below.

General Practitioner Care

We are very pleased that we score highly on this area of the questionnaire, with our doctors' communication skills ranking highly. Our scores have risen for the fourth year running. Despite this, all doctors regularly reflect on their practice and look to develop their skills.

GPAQ 2008-09. Communication Scores 2005-2008



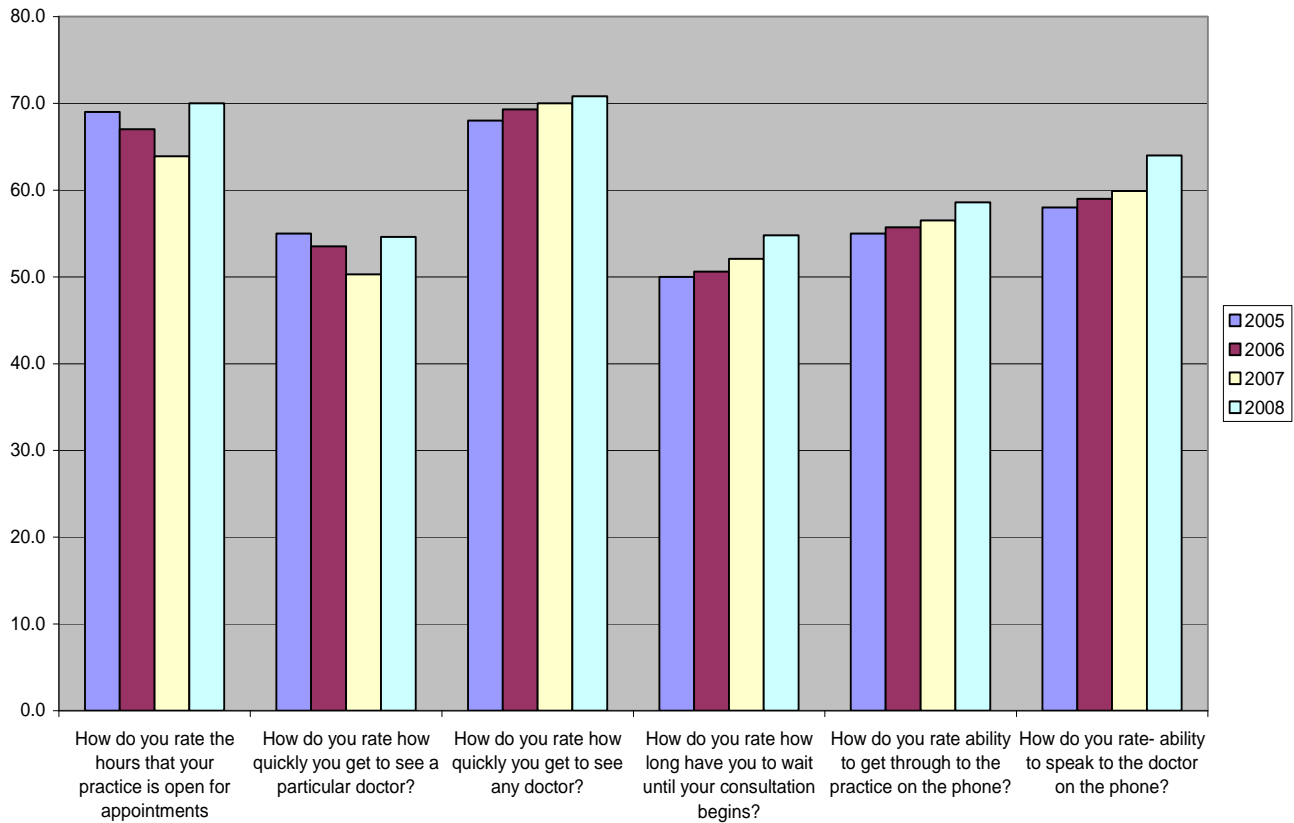
Receptionists

We are delighted that you are pleased with the treatment you receive from our reception staff.

70% rated the treatment by receptionists as Very Good or Excellent. Thank you to our reception staff.

Access

GPAQ 2008-09 Access Scores 2005-2008



Overall we are pleased that all our scores have improved this year but this is an area that the practice continues to focus on for development. Whilst most patients are happy with how quickly they can get to see any doctor, our score on ability to see doctor of choice has been below the national average. This year has however shown a marked improvement and we are pleased that Dr Kate Smith and Dr Rebecca may have joined the team to provide more continuity of care. We are aware that some of the GPs have fewer appointments available due to their work with our specialist ENT and Urology clinics. We do also have a number of part time GPs and therefore it can sometimes be harder to get an appointment with a particular GP

Waiting times continues to be an area of concern for patients and therefore the practice. Whilst I am sure everybody understands that sometimes a patient does require more than 10

minutes with the doctor all doctors are reviewing their practice to try and minimise waiting times.

Although there is still some lack of satisfaction on the ability to get through to the Practice on the phone our score has risen and is now above the national average. It is hoped that the new phone system has improved both the waiting time on the phone and the messaging system. We have also recently been reviewing our staffing levels in reception to try and give a more rapid response.

There has been a significant increase in patient satisfaction with the opening times of the practice. This, we hope, is as a result of the new extended opening hours which are:

- Every Friday morning 7.00 – 8.00
- Every Thursday evening 18.30 – 20.00
- Every third Saturday morning 8.30 – 11.30

Patients' Comments

In addition to the standard questions patients were given the opportunity to make comments. We were delighted with many of these where clearly patients feel they receive a very high level of care from all clinical staff, doctors and nurses. A number of patients expressed their pleasure with the new waiting room and reception area and the friendliness of the staff was also frequently commented on. Some examples:

"I have moved quite a lot and this is the best practice I have been to"

"...Very pleased with the recent improvements to the surgery. Notice that the response to phone calls is faster"

"Feel the practice has improved over recent years"

"All the doctors are excellent"

"..Grateful that it is an option to see an ENT Consultant at the surgery"

The main areas where patients had some concerns were the ability to see a particular doctor and waiting times. Both these aspects are being addressed. Comments included:

"I have to wait quite a while after my appointment time. I know this is because the doctor is thorough with every patient"

"Waiting up to two weeks to see a particular doctor is not good"

Action Plan

We are now drawing up an action plan to address those areas where room for improvement is highlighted. We are hoping to make greater use of the web site to provide links to further information for patients to understand their problems. We are also looking at staffing levels in reception on Monday mornings to allow more receptionists to be available to answer the phone at this peak time.

The Practice Manager is always interested to hear your views and suggestions for how we can improve the service offered to patients at The Elms. If you have any comments, please ask to speak to Mrs Jo Adams