

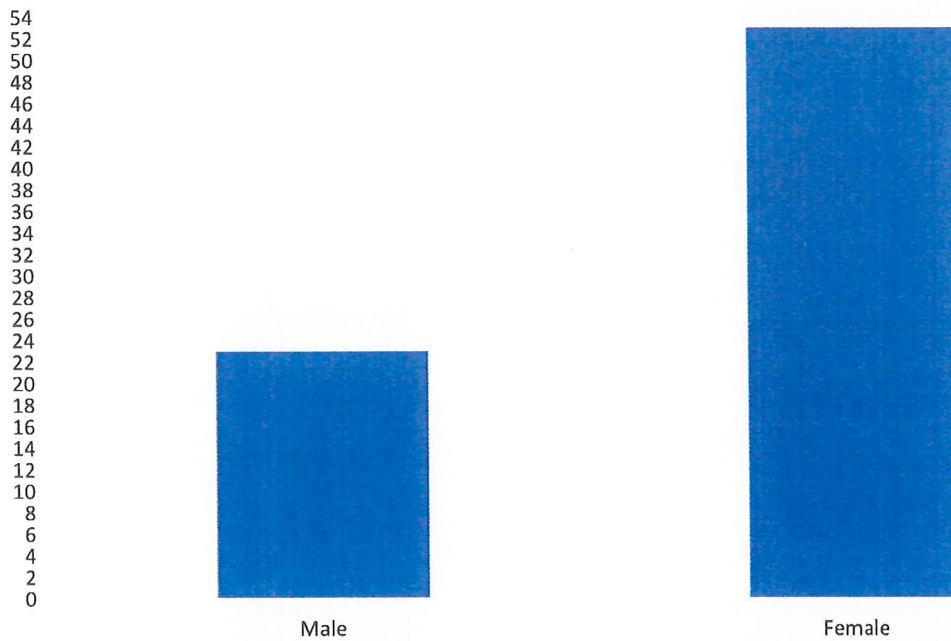
Pilgrims Way PPG Survey Results 2017

The PPG Surveys were completed between July & August 2017.

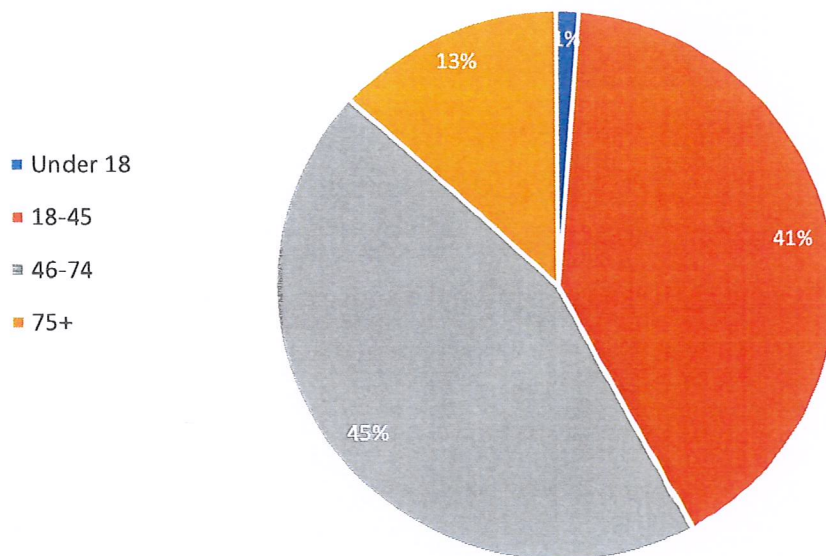
There were 76 surveys completed, of which 15 were void, leaving a total of 61 surveys to base the results on.

The majority of people who completed a questionnaire were female and aged between 18-45.

Are you male or female?

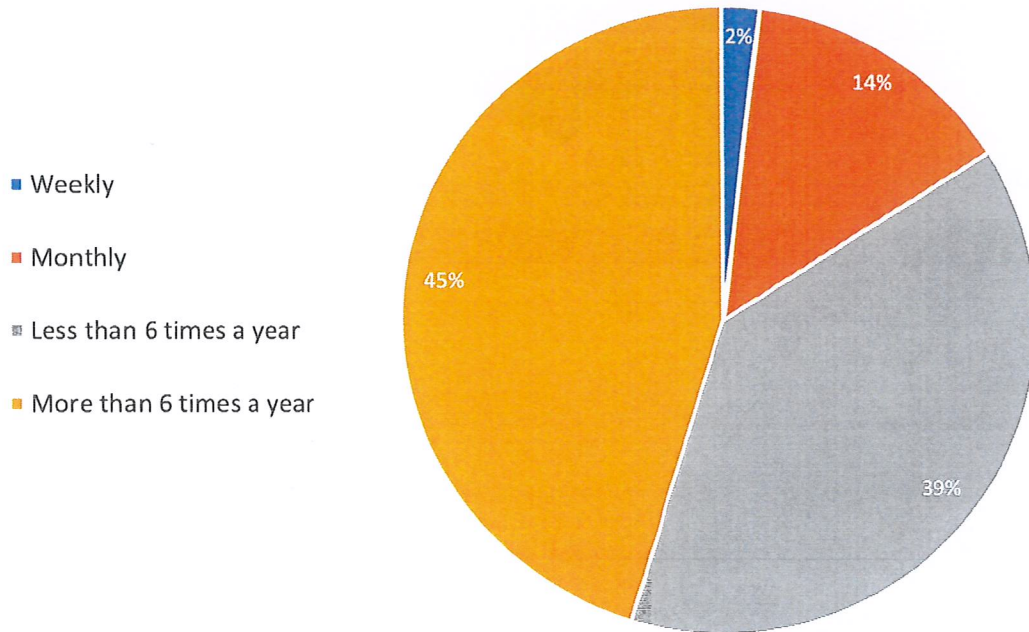


How old are you?

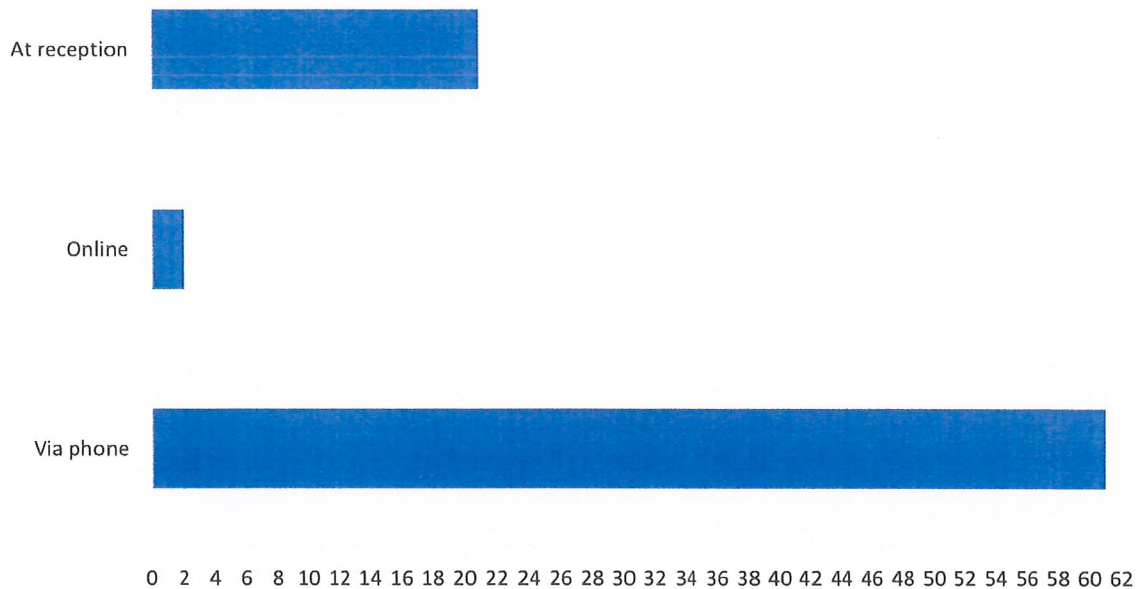


It was also found that the higher percentage of people visit the surgery more than 6 times a year and book their appointments via phoning the surgery.

How often do you visit the surgery?



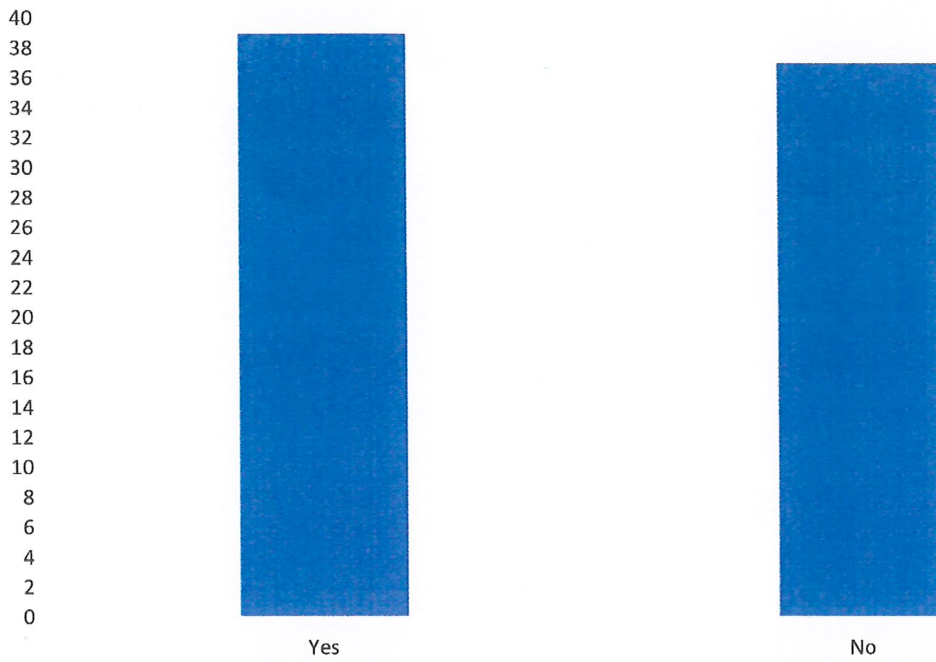
How do you book appointments?



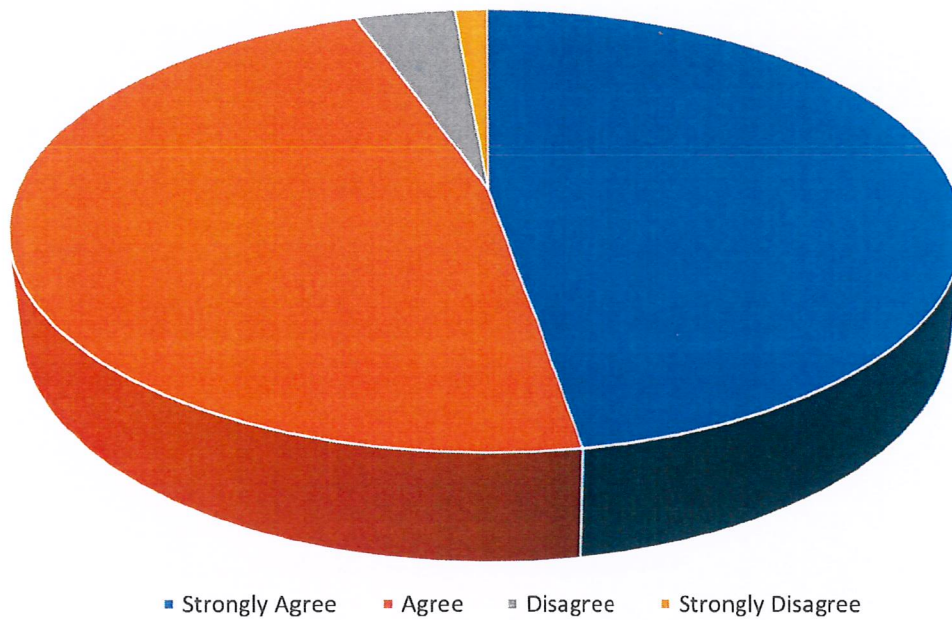
It would be great to encourage more patients to book appointments online.

How? **Ensure the online appointment system is fixed and fully functioning ASAP**

Are you able to get an appointment when you need one?



Do you find the reception team helpful & friendly?



It was a pretty even split between people getting an appointment when they needed one, however nice to see that 94.8% of patients find the reception team helpful and friendly.

Only 85.5% of patients who completed a survey were aware that the surgery has a website, which is somewhat disappointing when you look at the average age range (18-45 years).

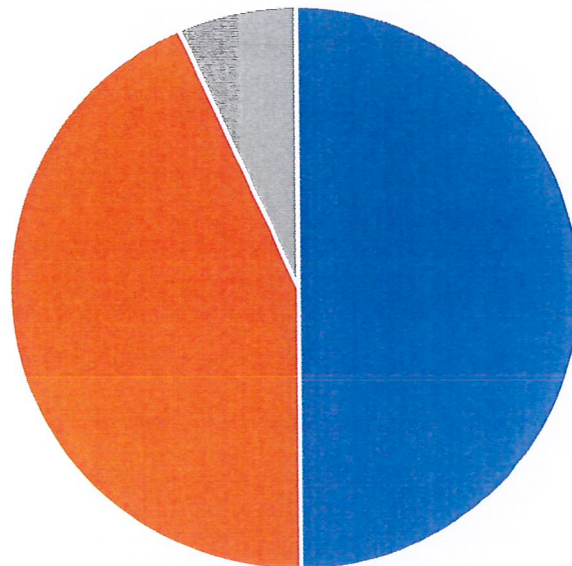
How can we improve this? **Ensure the Website is shown on the TV screen? A new poster (although there are already lots of posters up)**

75% of patients were aware that repeat prescriptions can be ordered online, however hopefully this figure will improve by next year as more people become aware of this

Of all completed surveys, only 65.8% of patients stated that they receive text reminders.

How can we improve this/why could this be? **Incorrect/no mobile number on record. Could a note be put on records so that after 12 months a mobile number is confirmed to still be correct?**

How do you feel the privacy is at the reception desk?

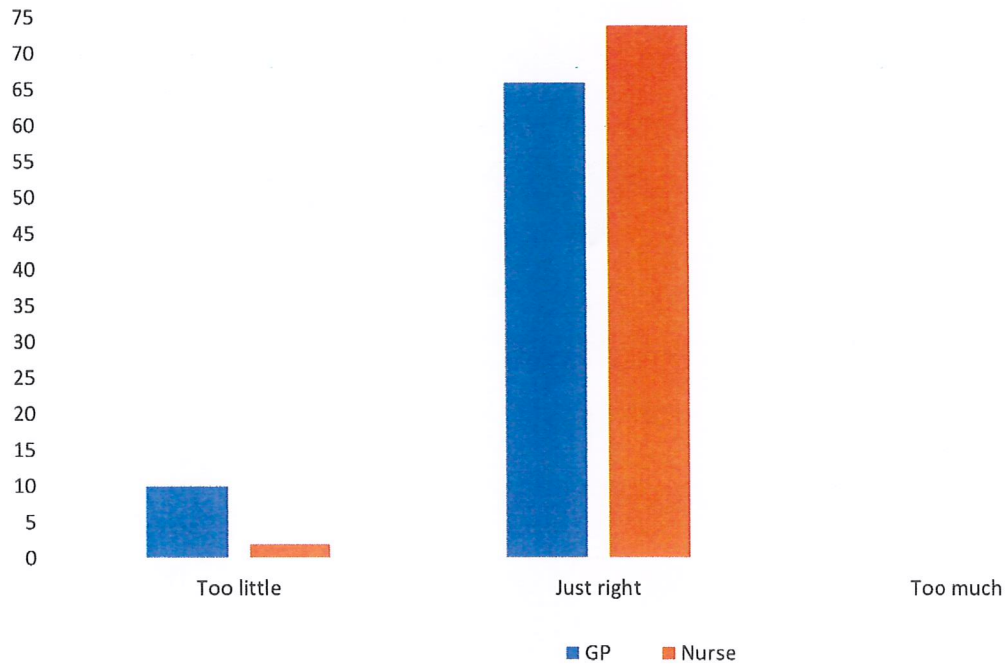


■ Good ■ Fair ■ Poor

Exactly 50% of patients surveyed feel the privacy is good, however 43.4% said it was 'fair'. This is disappointing, however there are signs up asking patients to queue away from the desk.

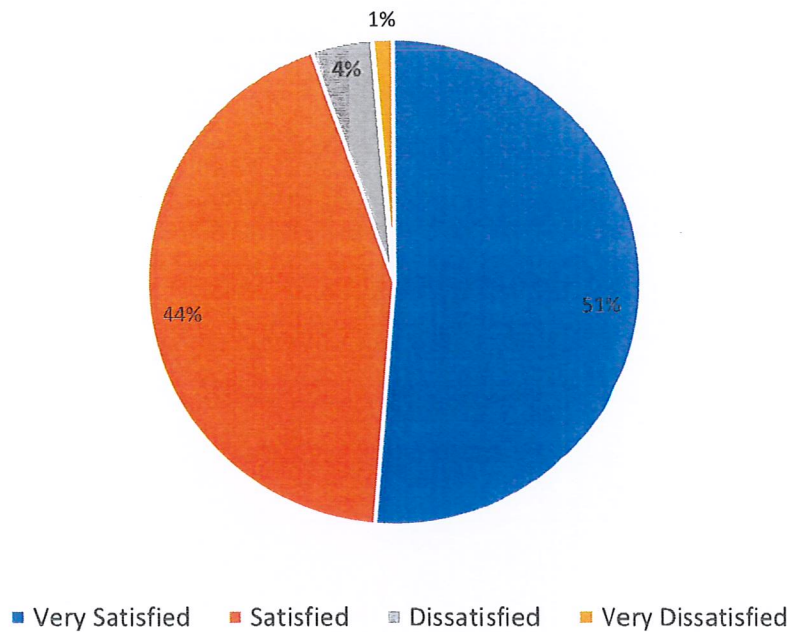
How can this be improved? **Receptionists ask people to stand back away from the desk (although this is over & above their job role). Patient self booking in system (as the other surgery has)**

How much time do you feel the GP/Nurse gives you?



Considering the time restraints the GPs and Nurses have, it is nice to see that the majority of patients surveyed feel that they are given just the right amount of time during their appointment.

On your last visit to the GP/Nurse, were you:



It's good to see that 95% of patients were either satisfied or very satisfied on their last visit to the GP/Nurse, however we also received the below comments:

- Receptionist needs to be more private with patients; not shouting for everyone to hear ones' business
- I have complained but I feel I am seen as an irritation
- Very happy
- I saw a doctor and I was very happy so I don't think there needs any improvements
- Service has been good
- I was dissatisfied with my appointment with GP. I didn't feel he could help me much
- Explaining what the plan was and what happens next. 3 months on still in pain and waiting for another appointment
- Not happy waiting 3 weeks to see a doctor as now got 3 issues & can never be seen by the doctor who knows me best
- Appointment times - over a month for last appointment
- Didn't know I had to ring up for Hospital results
- Quite rude and I nearly came out in tears, cannot get appointment when you want one
- Getting an appointment

The final question was "Do you have any suggestions/comments/feedback about the services provided" and we received the below responses:

- More reasonable service from the receptionist. They should be reasonable with children even when late. A longer wait is not too great.
- Receptionist at the desk - some do not know what they are doing (mainly the young ones). Need to be a bit professional as one was very rude (not a professional image)
- Would like more privacy at the reception desk
- There should be appointments for people within 48 hours - not 30 days! Telephone consultations require self-diagnosis by the patient which is most unsatisfactory!
- This surgery is the best I have had
- No problem except appointment - have to wait a long time for appointment with the right doctor
- I would appreciate very much if I could book an appointment earlier. Not have to wait so many days to meet my doctor
- The staff do a sterling job under a great deal of pressure
- Maybe they need to have more doctors so that they can give more time to each patient and appointment days sooner
- Don't think receptionists should be asking what's wrong with you to decide if you need an appointment
- Getting an answer when trying to phone in sometimes a problem & I have encountered not getting an appointment when I have really needed one
- Need more doctors, appointments too far apart, rather go to A&E
- A much sooner appointment, it's too long to wait for
- Arrived for appointment with GP at 10.45, empty waiting room apart from baby clinic, was told at 11.20 one more person in front of me, my appointment time 11am. Receptionist said take it up with the doctor. Not happy - if full waiting room would understand
- There is only one receptionist who is rude, a young blonde girl. The rest of the receptionists I have found to be professional, helpful and friendly
- It is a great surgery. GPs are friendly & helpful
- People need to queue more distance away

- Just maintain the same standard
- Online appointment was for 6 weeks, when I rung it was 3 weeks, when I went in to book appointment there were more times
- I would like it if I could make an appointment sooner than waiting a long time. The phone consultation makes up for it so I am happy
- Needs a walk-in service
- Appointment system needs sorting out. 6 weeks is far too long
- Appt times are very limited, but not a reflection on the care and attention received - just too many patients and not enough valuable GPs
- Waiting times for GP appointments need to be improved
- Always have to wait about 10 days for an appointment
- I feel that online appointments have made it very difficult for the elderly - unable to use PC. Wait too long to see GP because of this
- Like to get an appointment when needed
- Wish I could get an appointment when I needed one - if it's non-urgent I roughly wait a month
- If the system is working, leave it well alone, albeit there should be more patient car parking spaces
- On several occasions, I have been to the chemist of my choice to collect my tablets, only to find my prescription has not been emailed to them. Perhaps this could be reviewed. Regarding myvisiononline I registered my details to the patient service website in 2015. In April 2016 I was ordering my prescription online when the patient services deleted me from the website. Unfortunately there was no one in the surgery that could help me get connected again. The only service I get is receiving text reminders about my appointments