

# Patient Satisfaction Survey (IPQ) Results 2008/09

## Action Plan for 2009/10

In October we carried out a Patient Survey (Improving Practice Questionnaire (IPQ) to gain your views on the practice, its staff and facilities. We are delighted to report that we have scored highly in this survey.

The questionnaires were handed to all patients attending a routine Doctor or Nurse appointment by either a Receptionist or a Clinician (Doctors & Nurses) over a two week period. Patients completed the questionnaires in the Practice after their consultation. The questionnaires were then collected using a box situated in the waiting room. In total 295 completed questionnaires were collected.

**In summary the results show that we achieved:-**

- The highest Overall Practice Score (66) achieved since the survey started 4 years ago
- The highest or the same % achieved for each question (over 4 years) except respect shown, comfort of waiting room & telephone access.
- Above the National IPQ average for all questions except comfort of waiting room
- The percentage mean achieved for each question is higher compared to last year (as opposed to over 4 yrs as above) for each question except for Telephone access and second opinion/complimentary medicine.



**The largest number of replies received for Poor/Fair (top 4) indicates which items are of main concern to patients:-**

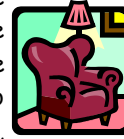
- Telephone access- was 54, now 50. A slight drop however 50 can still be improved
- Seeing a practitioner within 48 hrs - was 81, now 60. Another small drop but can still be improved
- Seeing a practitioner of choice - was 119, now 71. A big drop, indicative of greater satisfaction but can be improved.
- Waiting times - was 105, now 52. A huge drop, indicative of greater satisfaction but improvements can still be made.

**Looking at the patients comments received the following areas remain important:-**

- Refurbishing the waiting room
- Parking
- Telephone access
- Patient Education

### Premises Development

The waiting room will be refurbished once the dental and car park projects are complete. All these factors will enhance patient access to clinicians and services, and improve the patient experience.



## Waiting Room

### Continuity of Care

We will continue to promote Doctor of choice and the Doctor team system (Usual Doctor) to all patients. Our aim for this year is to have greater than 60% of our patients having a usual Doctor recorded in their medical notes.

We will also continue to keep all of our patient information updated on a regular basis - this includes information displayed in our waiting room, Practice leaflet, patient newsletter and the Practice website

### Telephone Access

Telephone access is an area that has been high on our priorities over the past 4 years because of the feedback received from patients. Two years ago we installed an automated telephone system which seemed to greatly improve patient satisfaction; however over the past year feedback received suggests that satisfaction has reduced slightly. This year we will review the telephone system and in particular the message facility within the automated system.



We will also conduct a local telephone audit to ascertain what current automated systems are used locally and how these are resourced throughout the day.

### Patient education

Specific areas where patient education/communication can be reviewed/improved include:

- Waiting room educational material - content and location of displays
- Increase awareness of health resources available via the patient newsletter, leaflet and website.
- Review methods by which patients are contacted re: services/call/recall process e.g. emails, text reminders, post.
- Monthly drives to educate patients on specific disease areas e.g. Asthma, Diabetes, CVD, and on new services e.g. Chlamydia screening.

