

NEWTON SURGERY SURVEY & ACTION PLAN

DES Component 1 Establish PPG

1. The current PRG membership partially reflects and represents the current practice population. Significant language challenges, childcare issues as well as a lack of confidence, make certain patient groups very difficult to reach.

There are 12 PRG members.

There are 4 males & 8 female members.

The age range is 23 -75.

Evening meeting suited most members.

2. Newton surgery has built on a pre-existing group and new members were recruited as request and via a notice board and leaflets. We hope to improve the demographic with the publication of a practice website.

Component 2 & 3 Priority issues for survey

The PRG felt more comfortable using a well established questionnaire (IPG/CFEP) and supported this rather than devising their own local survey. The cost to the practice was £223.20p. They felt an external source would be more objective and analyse the results in a more coherent way.

All patients in a one week period were offered the chance to complete a questionnaire. Those who declined were unable to read English or were unable to devote time to complete the survey.

A total of 100 questionnaires were completed and sent to CFEP for analysis. An analysis and report of the findings were compiled by CPEP. A copy of the report is attached

Component 4 PPG Findings

Discussions of findings.
Good responses for

Opening hours
Appointment satisfaction
Seeing practitioner in 48 hours and dr of choice
Telephone access to doctor
Waiting times
Majority of patients happy with doctors

Slightly below average for reception services and provision of information

Some complaints regarding customer service.

Some complaints re building and facilities

Changes as a result of findings

Gradual refurbishment of building, reception and waiting areas.

Plan for customer service training for reception at Target Meeting

Telephone lines – currently locked into contract till next January 2013.

Component 5 - Agreed Action Plan

1. Building refurbishment in progress
2. Clinically based customer service training to be arranged
3. Review telephone contract with provider at time of renewal
4. Copy of Action Plan to be uploaded to website