



# WESTBURY GROUP PRACTICE

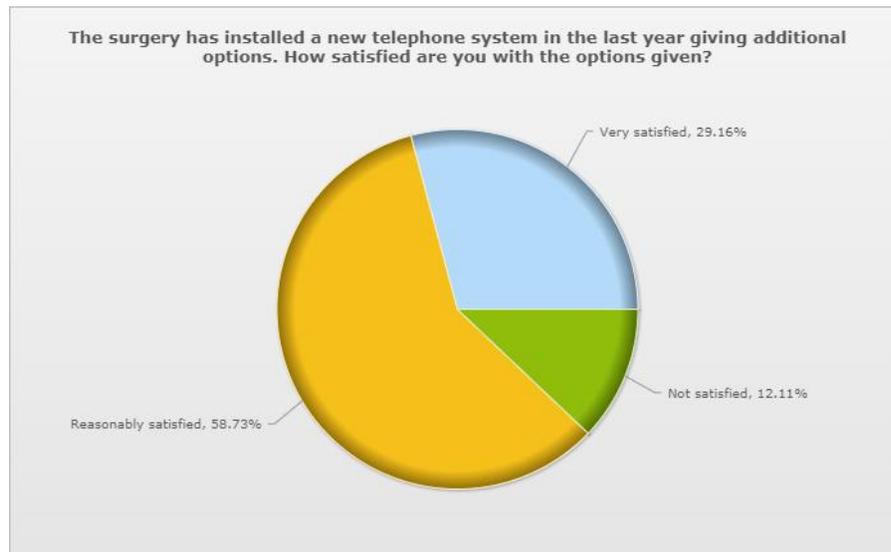
## Summary of Findings and Action Plan from Westbury Group Practice 2019 Patient Survey

A patient survey was agreed with the Patient Participation Group and was conducted in the month of November 2019. Members of the PPG helped develop and deliver the survey by encouraging patients to complete the questionnaires in the waiting areas. A total of 1214 responses were received - this was an increase of 368 patients from last year. We believe this is because, as suggested by a PPG member, the questionnaire link was sent to all patients with a mobile and the link navigated the patient straight to the questionnaire meaning they could be completed and submitted electronically more easily than our previous surveys. The patients who completed the survey can be broken down as below:

Age	Total Questionnaires	%
Under 24	51	4.2%
25-44	258	21.25%
45-60	385	31.71%
61-74	379	31.22%
75+	141	11.61%
Totals	1214	100%

Location	Totals Questionnaires	%
Bratton	70	5.77%
White Horse Health Centre	1144	94.23
Total	1214	100%

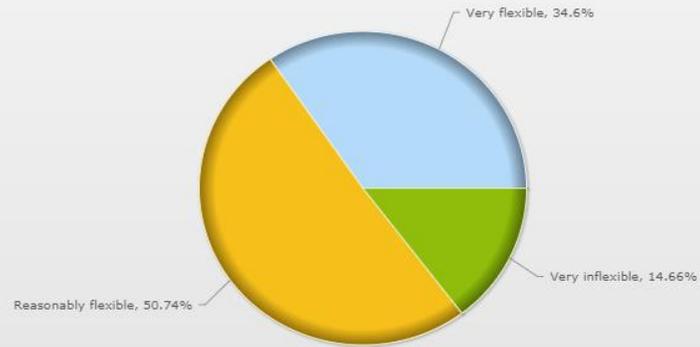
Our patients were asked to rate us in different area. The findings of the survey are detailed below.



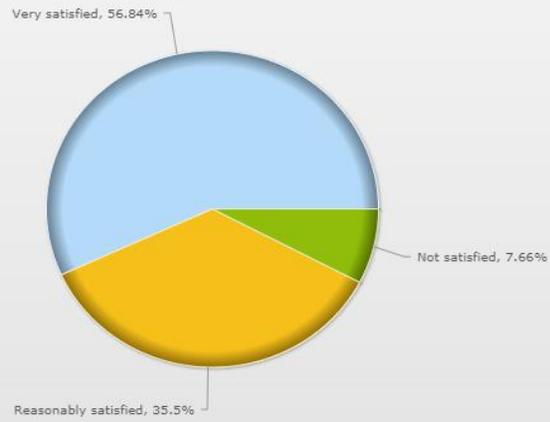


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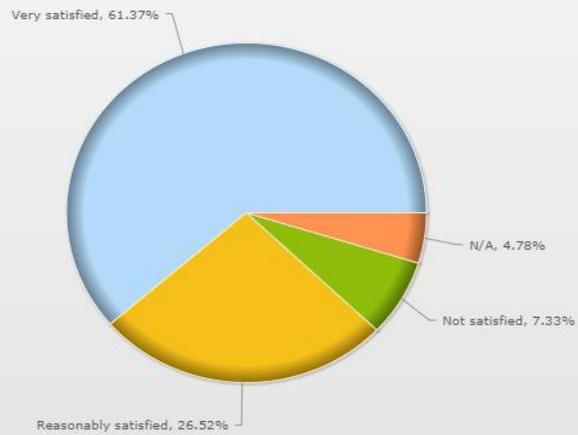
**When making appointments how flexible did you feel the Practice were in responding to your needs?**



**When dealing / interacting with the reception staff how satisfied are you with their help or guidance**

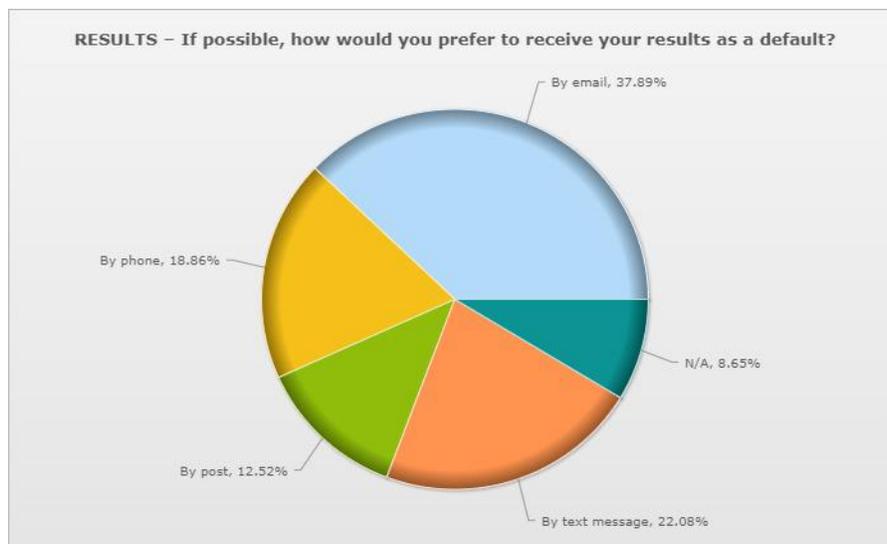
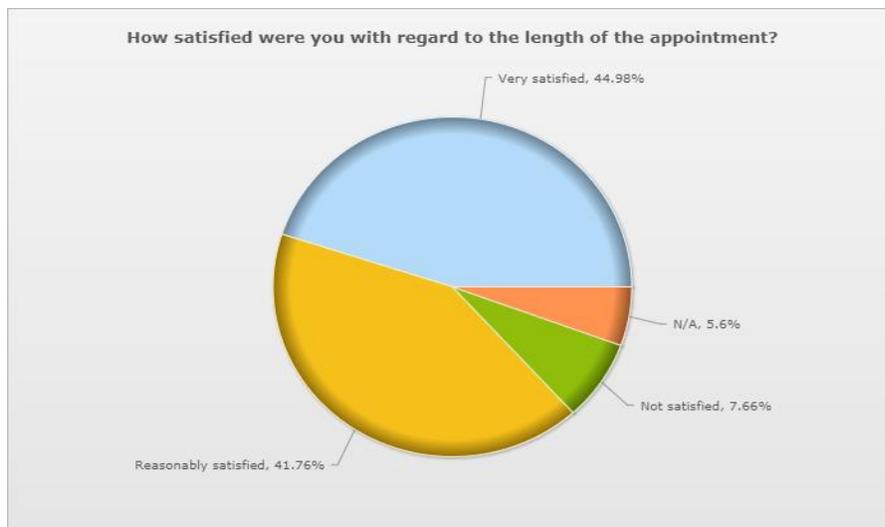
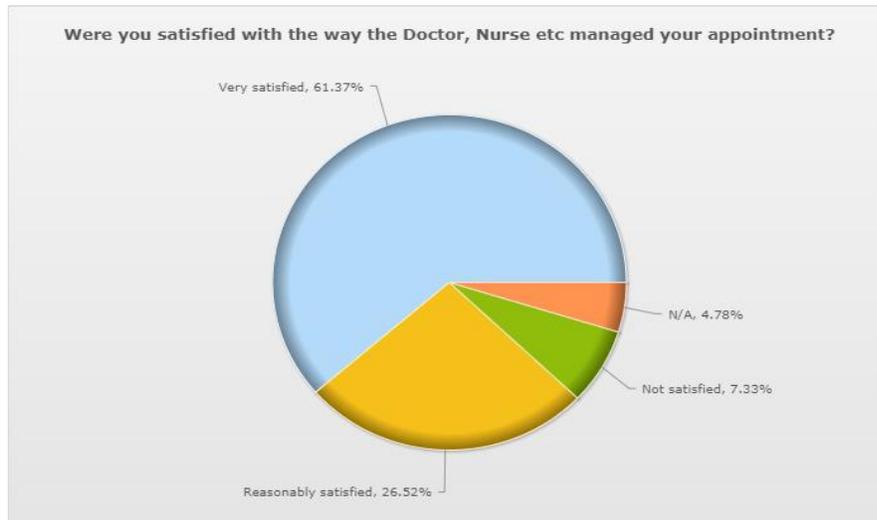


**Were you satisfied with the way the Doctor, Nurse etc managed your appointment?**



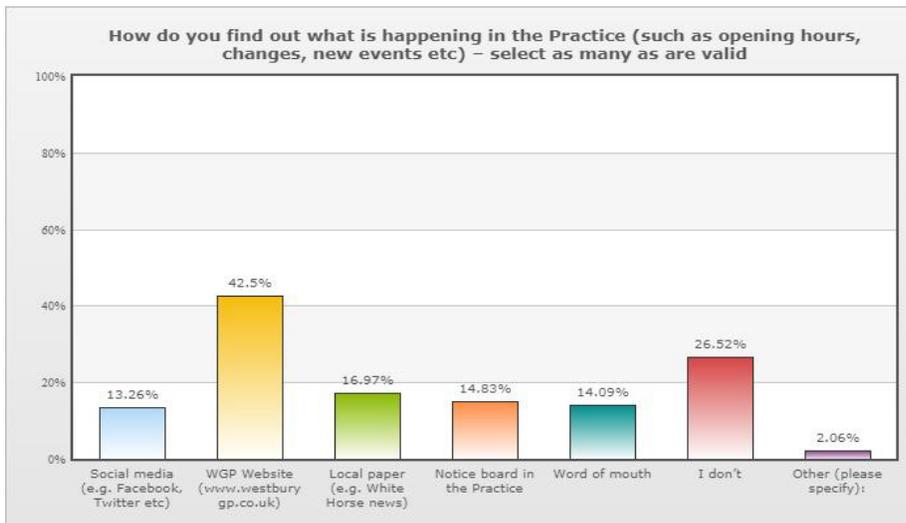
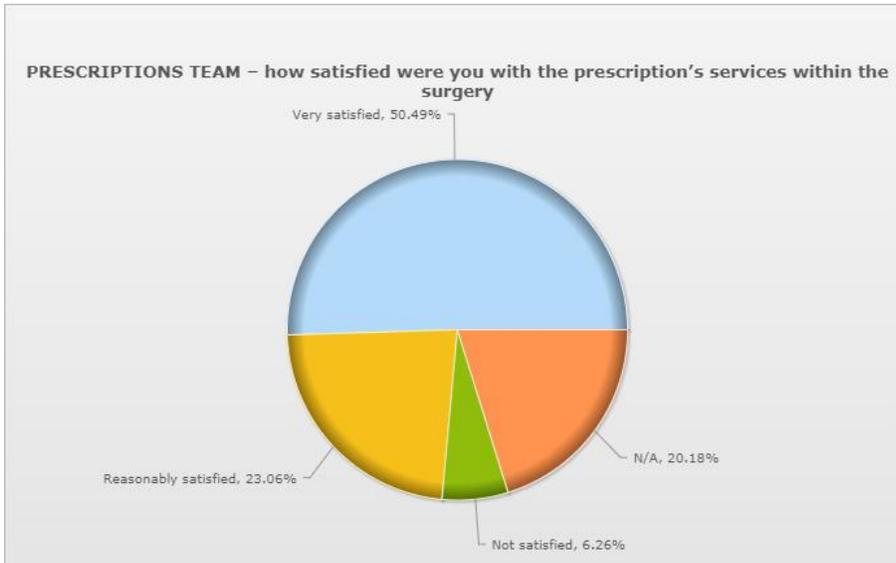
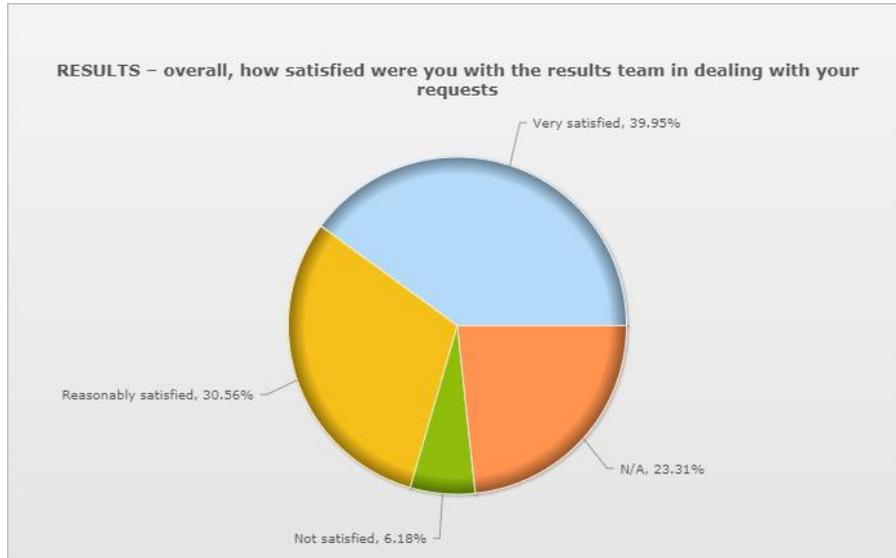


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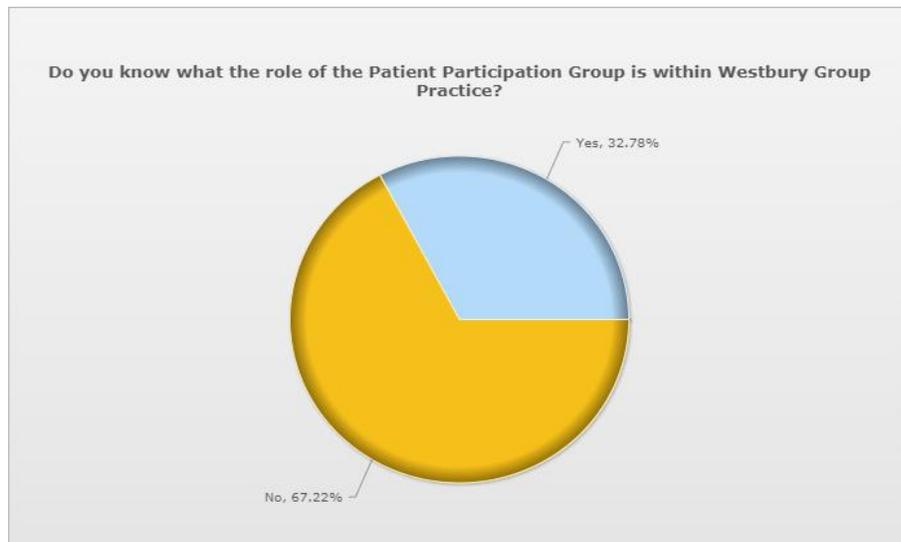
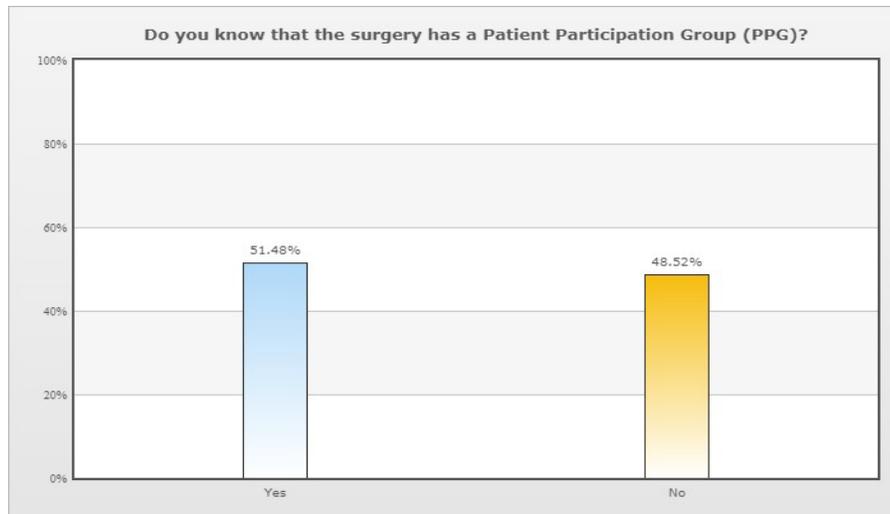
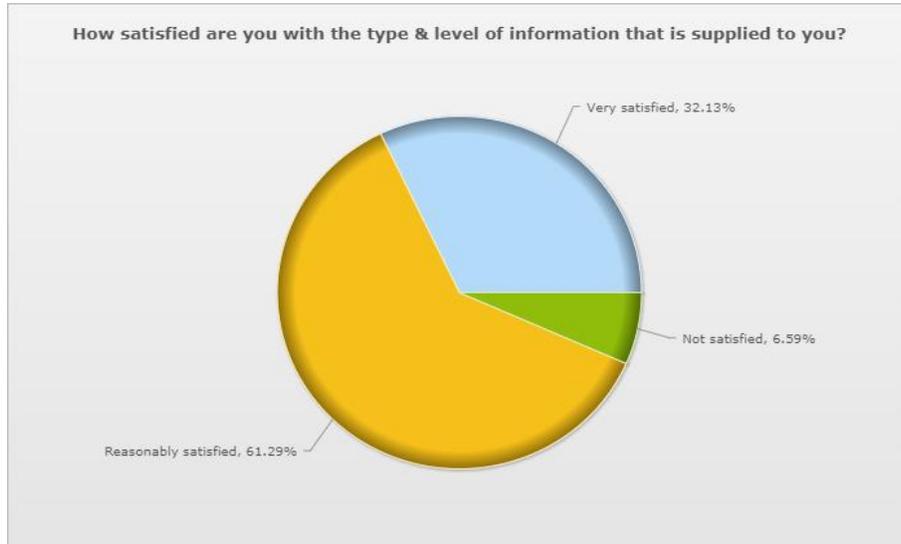


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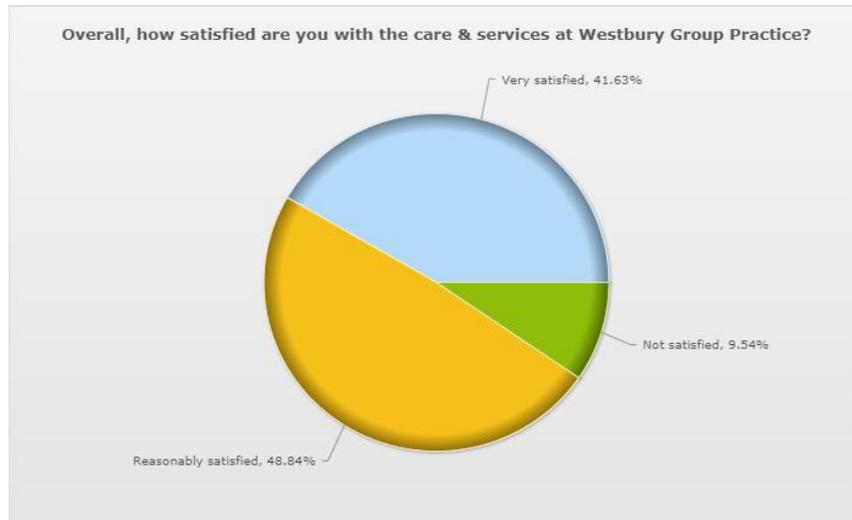


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**Overall the results of the survey were positive. We always like to listen to our patients and make changes wherever we can. The action plans we propose from the results of the survey and comments we received to improve the service are as follows:**

## **How easy did you find it contacting the practice by phone?**

12.11% were not satisfied with the new telephone system. Common themes of comments received regarding this were:

- Too many options, too complicated when you feel unwell
- The repetitive message is annoying, you do not know where you are in the queue
- Long wait times before answered
- Put on hold for too long while receptionist gets advice
- Music is awful
- Doctorlink message can be misleading and causes anxiety
- Had to come to the surgery as waited too long on the telephone

## **Action Plan:**

- Telephone Provider - To meet with the telephone provider and discuss required changes, the Patient Participation Group will be involved with this. This will include, looking at reducing the options, the message and music patients hear when on hold.
- Doctorlink – Is a tool to help you present to the right provider, we do ask that you register with this service to help you determine the issue before calling the surgery, by way of promoting this we add it to our telephone message. We will remove the information regarding this from the messages.
- Long wait times – The perception of some of our patients is that the people on the front desk also answer the phones. This isn't the case; we have a large team who work different shifts but work behind the scenes. We staff according to demand of calls, so for example on a Monday morning there are more people answering the phones. One of the bonuses with the new telephone system is that members of staff can login from other work stations to help when the telephone queue starts to increase. There is also a television screen on the wall for the receptionists to look at and see how many people are in the queue, along with information on which member of staff has answered the most calls in real-time. This creates a sense of competition, influencing others to speed up their call times where they



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possibly can. We also listen to calls as a training exercise and give tips on how to handle a call more efficiently. We have had a lot of new members of the team. Now they are established; the call waiting times should improve.

- Put on Hold – We are working on this; we have asked the reception team to call patients back if they cannot find the answer they need in a timely manner. This will continue to be monitored by the reception supervisors and feedback given when necessary to the individuals this applies to.

### **When making appointments how flexible did you feel the practice were in responding to your needs?**

14.66% found this to be inflexible. Patients did not comment on this, so it is difficult to understand why a pool of patients felt it was inflexible. However, 85.3% felt the system was reasonably or very flexible. Patients may not be aware of the following:

- Opening times – Monday, Wednesday, and Thursday - 8am-8pm. Tuesday 7.30am-8pm and Fridays 8am-6.30pm. 8-10.30am the 1<sup>st</sup> and 3<sup>rd</sup> Saturday.
- On top of these hours we are involved in providing improved access with other Wiltshire practices. This involves being on a rota to provide patients with extended appointments with GPs and other practice staff. This means we may offer our patients an appointment at another practice on a Friday evening or Saturday to make appointment time more flexible for those who cannot attend our regular opening times.
- We understand not being able to get an appointment for a few weeks can be frustrating, however if you are acutely unwell you will always get an appointment on the day, this may be a face to face or telephone appointment depending on the nature of your issue. For routine appointments, you would be offered the next available routine appointment, if this is not convenient you may be given the option to call back as appointments are released daily for the following days to come.

**Do you know that the surgery has a Patient Participation Group?** 48.9% answered 'No' to this, alongside this we also asked, **Do you know what the role of the Patient Participation Group is within Westbury Group Practice?** Again, many patients (67%) are not aware of what the Patient Participation Group are involved in at the surgery.

### **Action Plan:**

- Text/email message to be sent to all patients over the age of 16 to make them aware of the Patient Participation Group and its purpose. The Patient Participation Group will be involved in devising the message.
- Discussion to be had at the next Patient Participation Group on how to promote the PPG and to encourage a range of diverse patients to become members.

**We are very grateful to you, our patients for your feedback. Thank you for helping improve our services.**