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| **DEVON ROAD PATIENT PARTICIPATION PANEL****PATIENT EXPERIENCE SURVEY** **SUMMARY REPORT****2013-14** |
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**Patient Participation Panel: N Machin,.B Westcott, S Bannayi, J Strickland, P Coleman, S Gee, P Sansom, M Stuttle and B Gaskin**

**Introduction and background**

This is the third survey carried out by the Devon Road Patient Participation Panel (PPP); previously the survey has been conducted in the early part of the year and the subsequent report being published by the end of March.

The schedule of work associated with the previous surveys coincided with the accounting year end activities of the Practice, the PPP therefore agreed with the Practice to change the survey time table such that it could be conducted at the end of each year.

Whilst the survey was aimed at tracking changes in people’s use of, opinions about and levels of satisfaction with the practice the 2013-14 survey was also directed at finding out what patients knew about the services provided.

The number of respondents to the survey was lower than previous years (145) and the Panel, along with the Practice staff will review this situation during the year.

The Patient Participation Panel and the Practice wish to express their appreciation and thanks to all those who responded and to those who helped.

**Findings and Recommendations**

The practice has continued to improve its overall satisfaction rating with particular note to the improvement in staff attitudes, giving rise to frequent positive comments about how responsive and helpful the reception staff are.

Although there were less negative comments about appointments and access through the telephone system it continues to problematical. It is likely that the introduction of online booking and repeat prescription facilities will go some way to alleviating this problem; however, it is still necessary to encourage patients seeking non-urgent and routine appointments by telephone to ring out side of peak times.

There was a high level of satisfaction with regard to opening hours; however, there was some evidence that what hours were available and the different types of “booked” consultations was not well understood. There is need to explain this further and in particular as part of the “GP 1st call” policy.

The use of the practice website has increased, however, more needs to be done to encourage its use, this will become increasingly important as more information is loaded onto the site in particular as it will become the portal for on line booking.

The Panel recommends that, along with the outstanding issues from the 2012 action plan, the above issues should form the basis of the 2013-14 action plan

**This is a summary of the main report, a copy of which is available from the surgery on request**

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