

The Mathews Practice Patient Survey

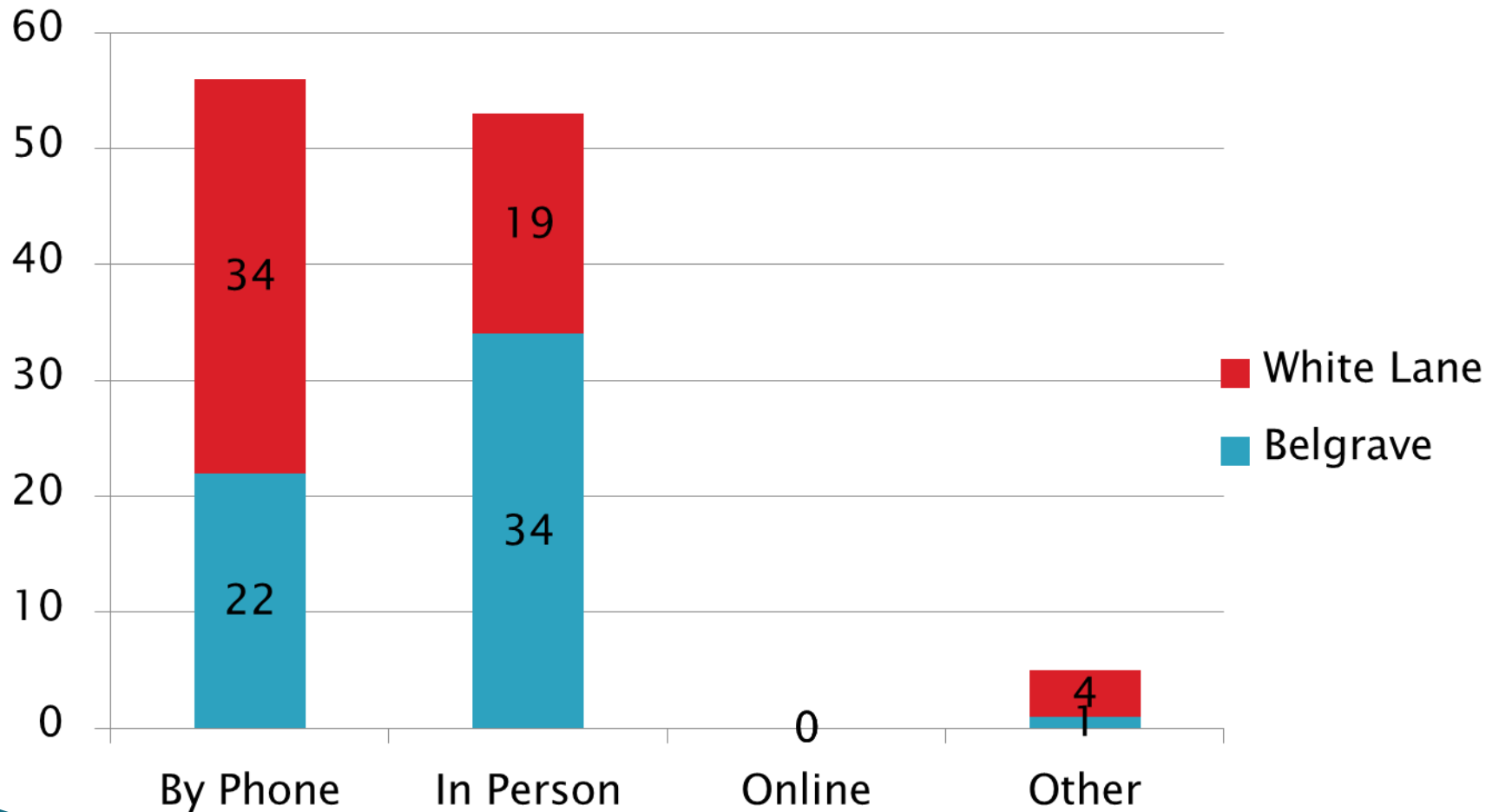
April – May 2018



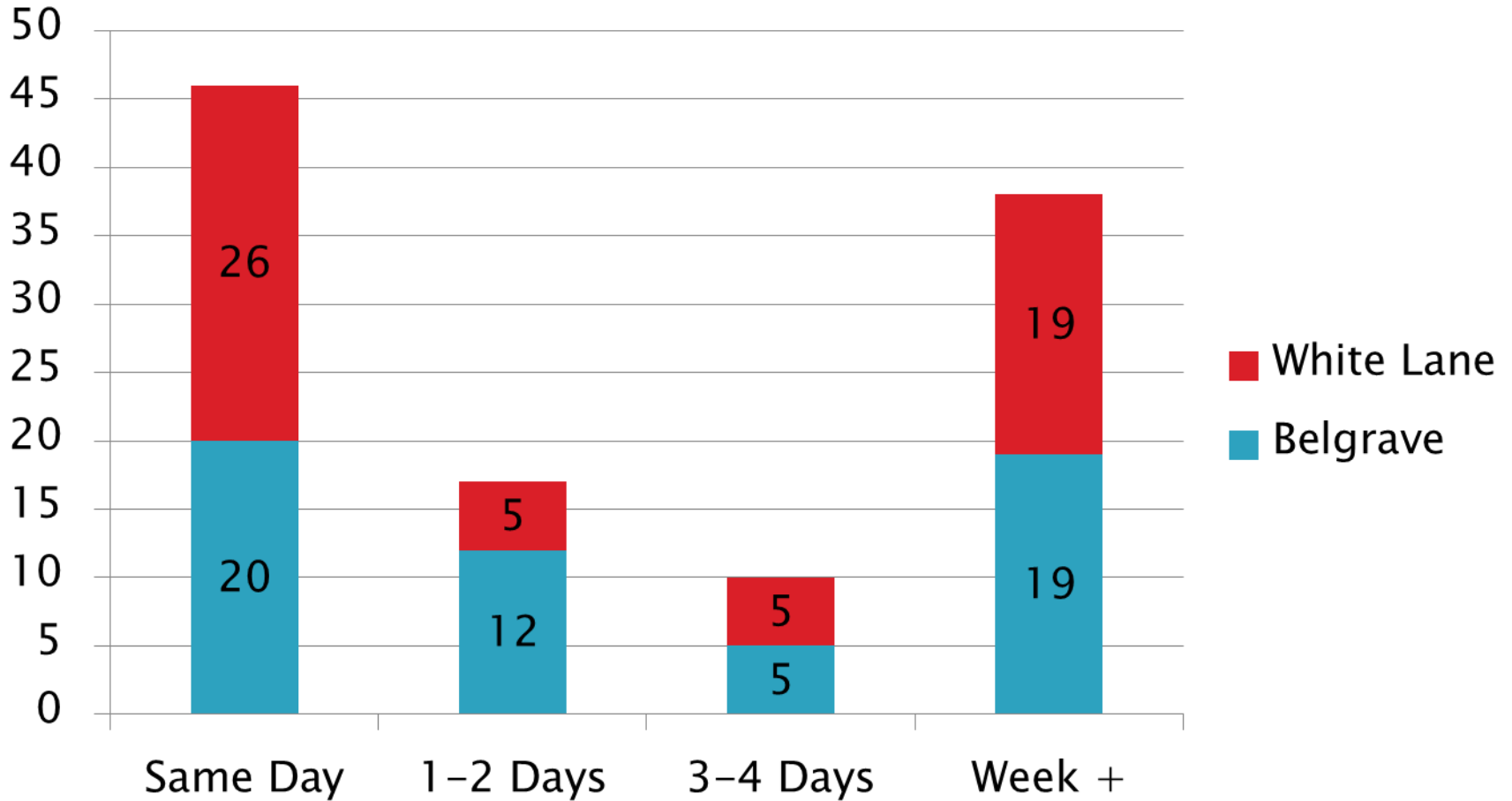
Introduction

- ▶ Total of 115 surveys were completed. A total of 59 were done by White Lane patients and 56 were completed by Belgrave Patients
- ▶ Results will be slightly bias as
 - White lane had slightly more responses
 - Not every patient answered every question on the survey so each question also has differing number of responses

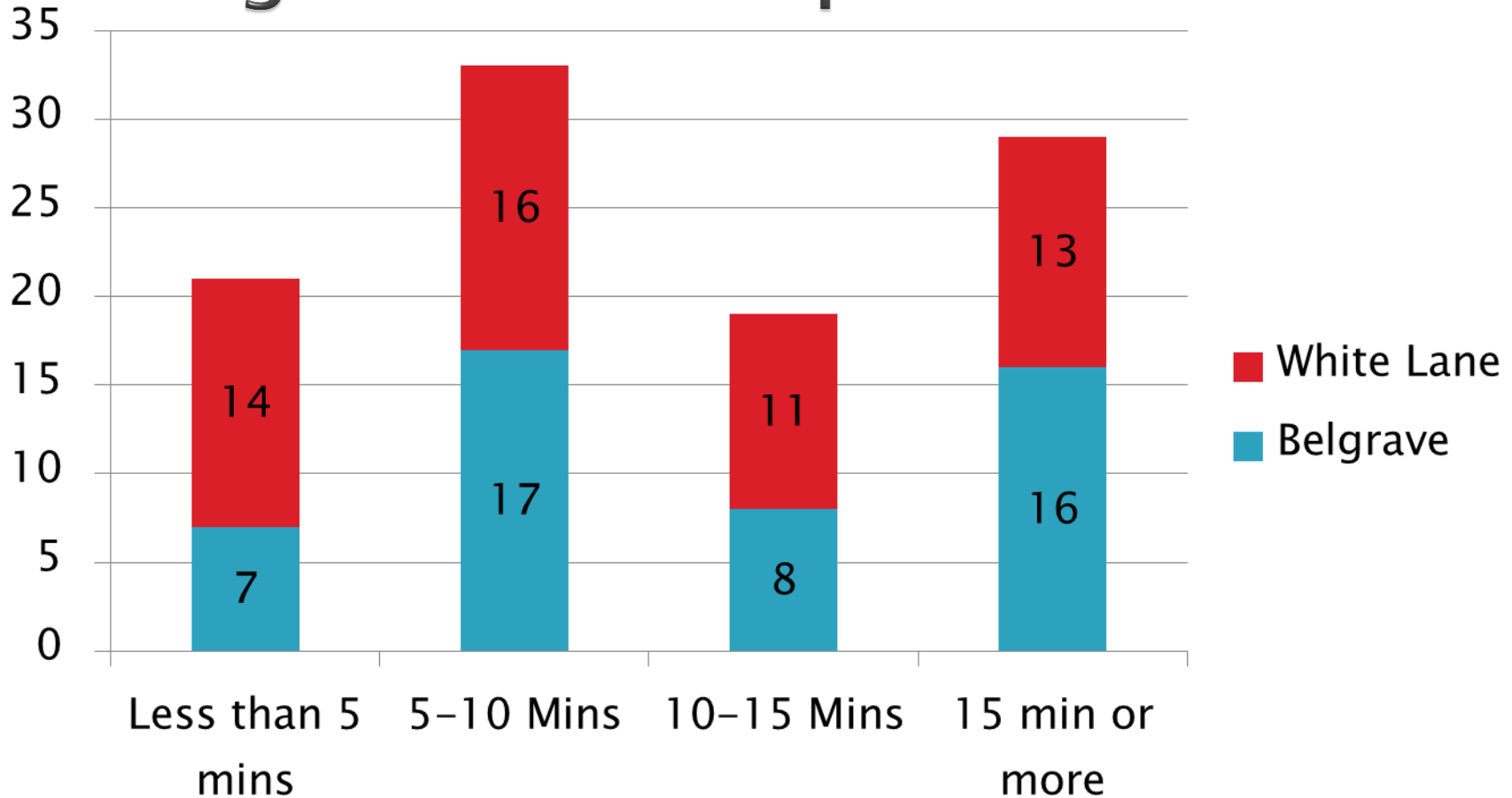
How did you make your appointment today?



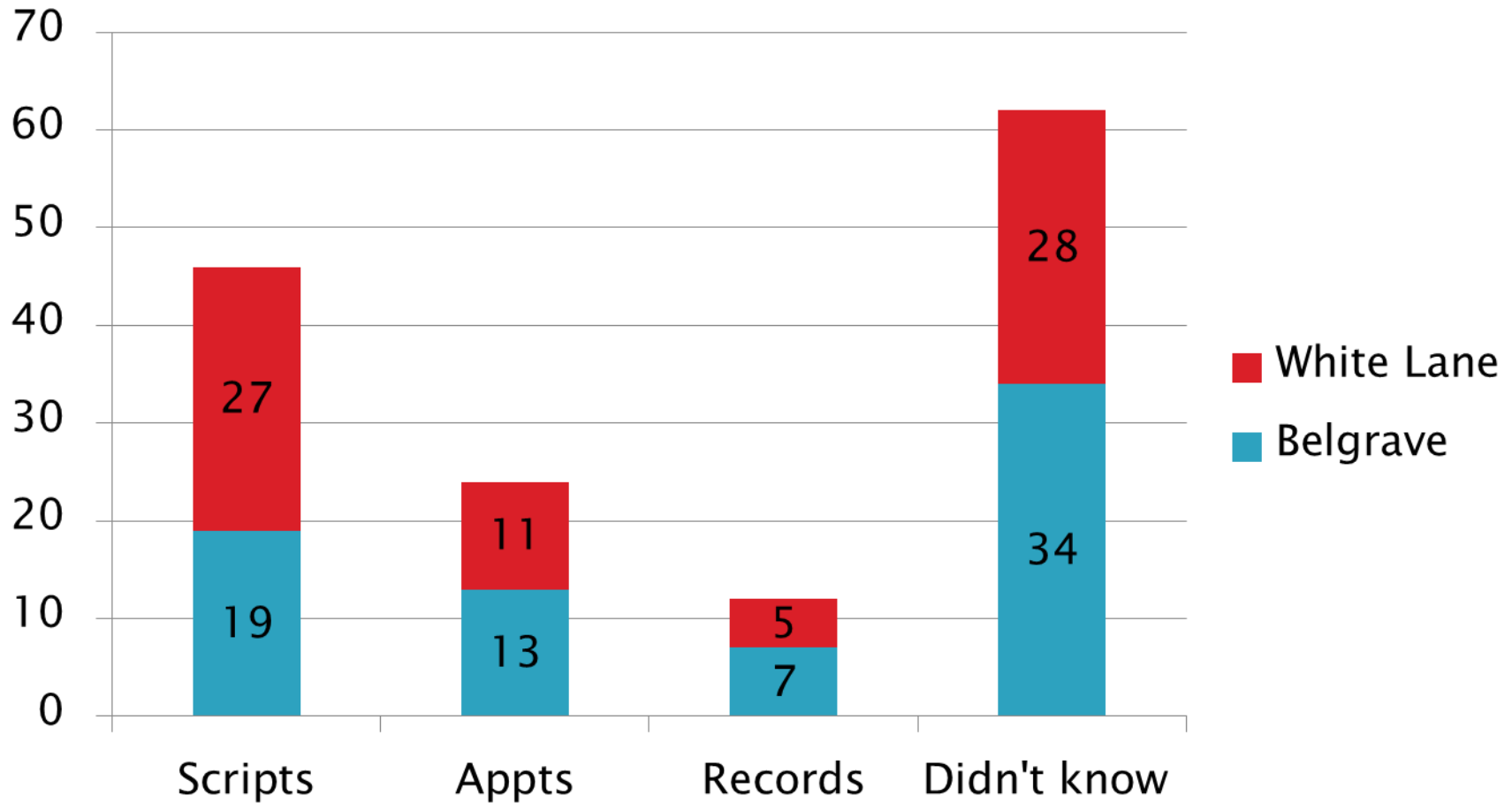
How long did you wait between booking your appointment and seeing the GP/Nurse



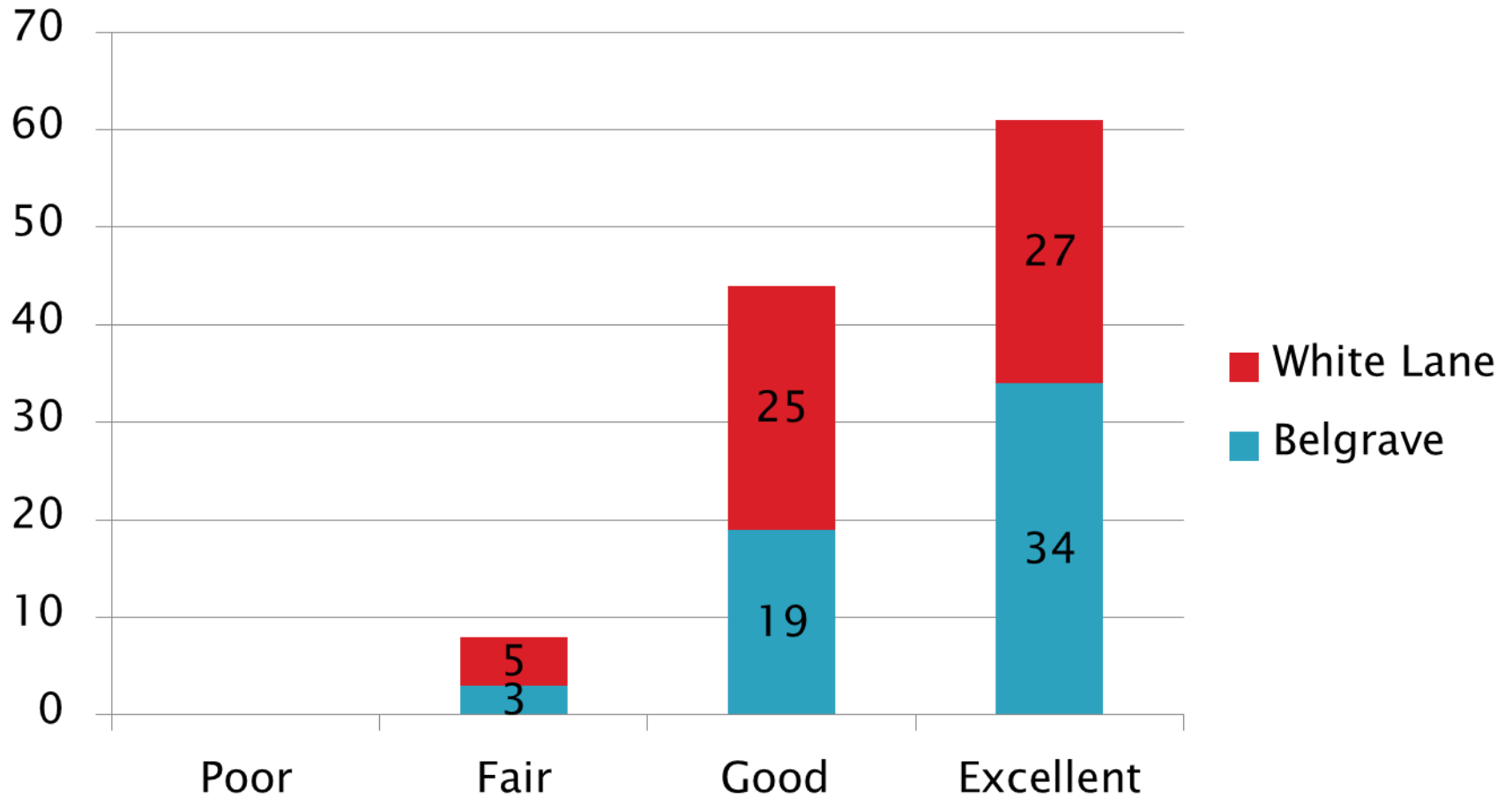
Last time you called the Practice how long did it take you to get through on the telephone?



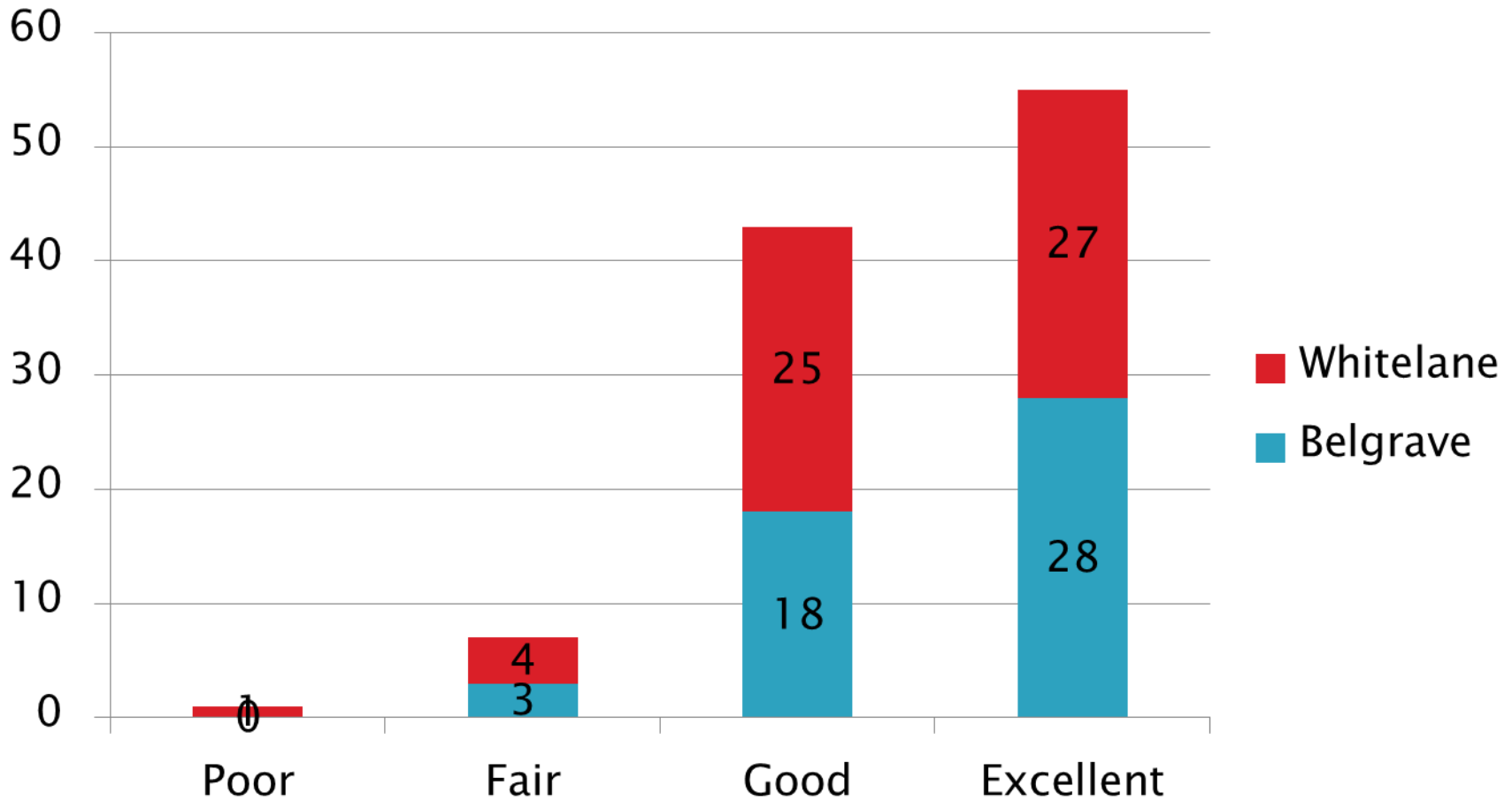
Do you know about the following online services?



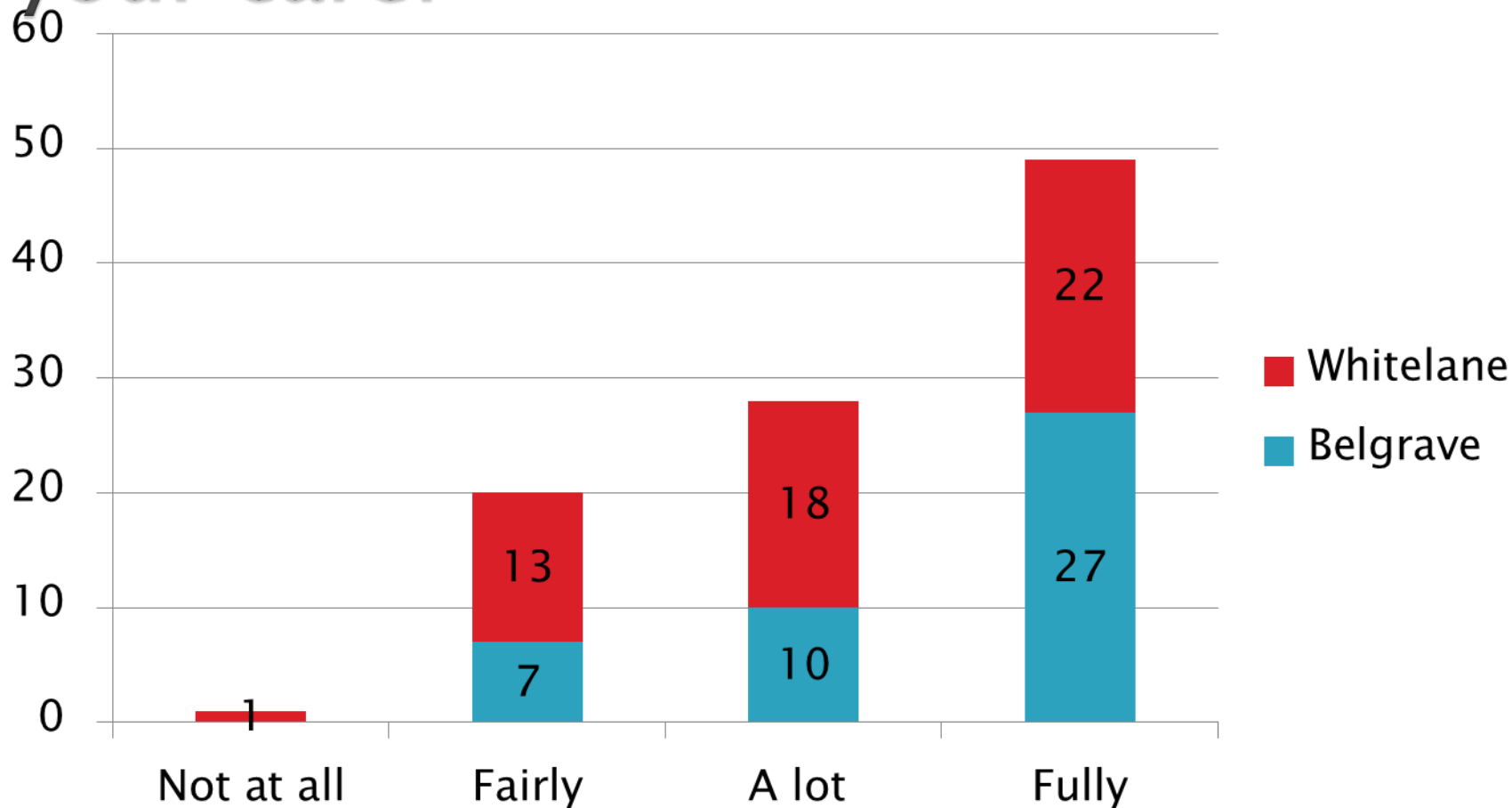
How Helpful was the receptionist?



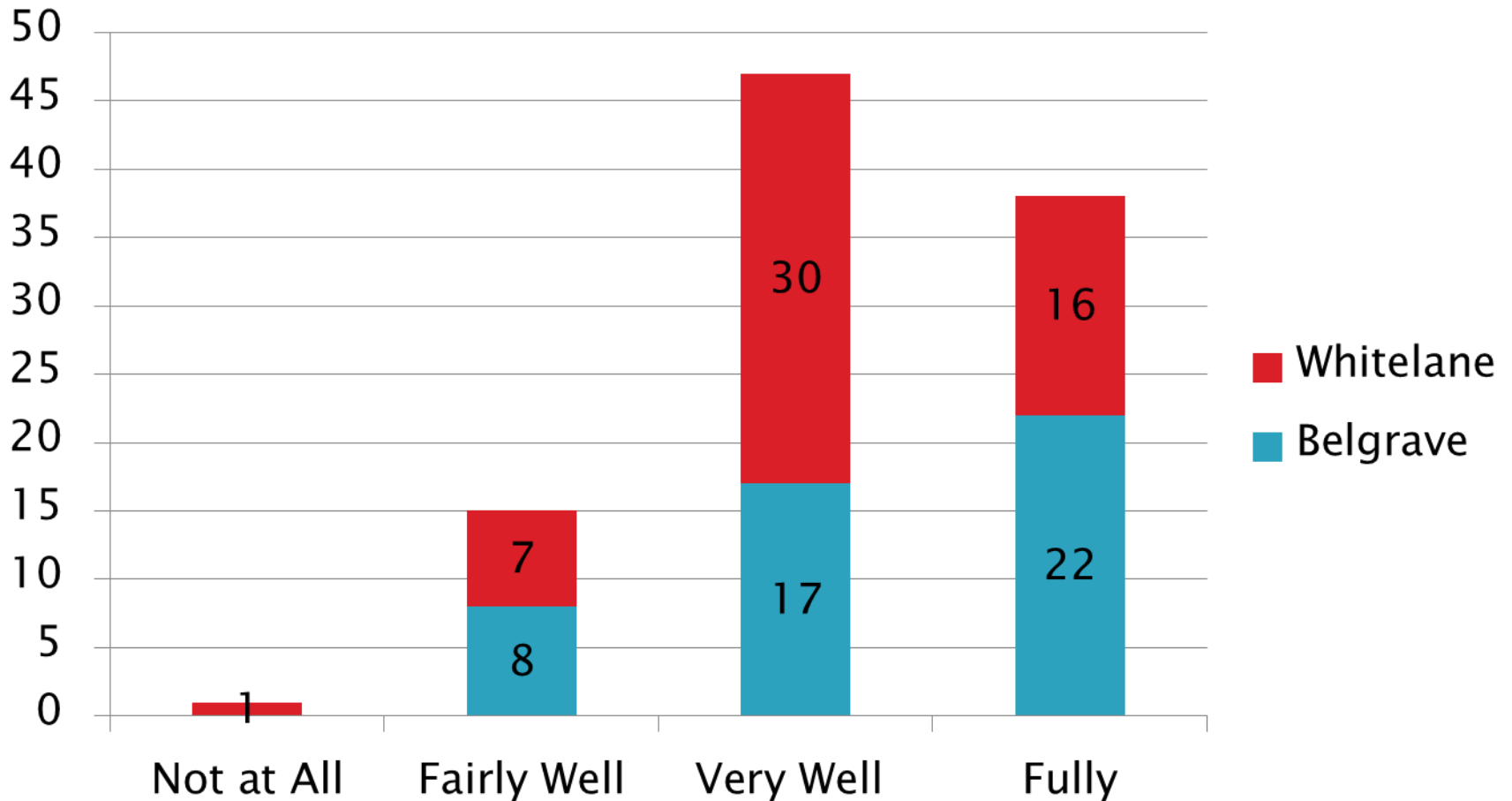
How would you rate the attitude of the GP/Nurse you saw today?



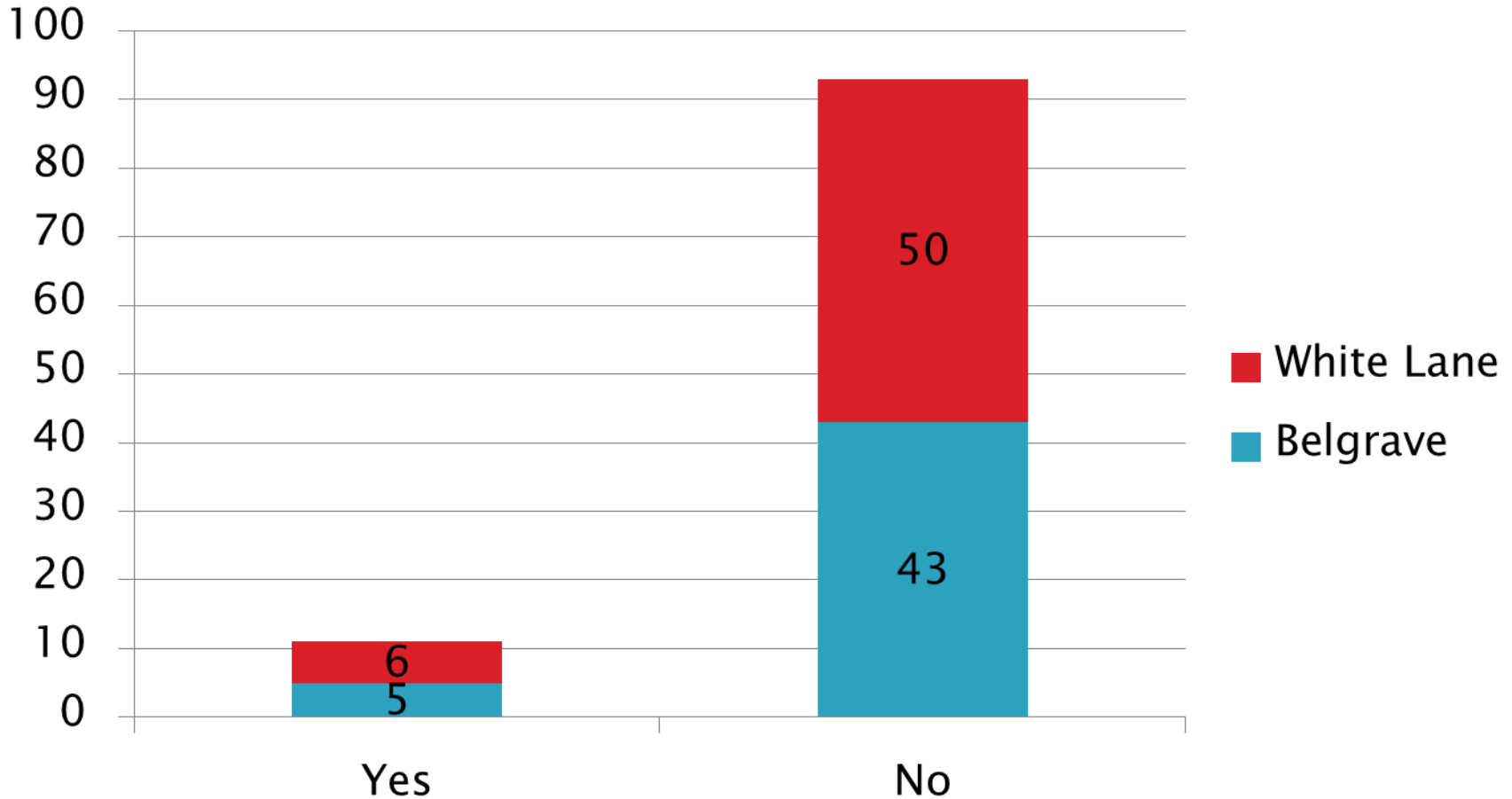
How involved did the GP/Nurse make you feel in decisions about your care?



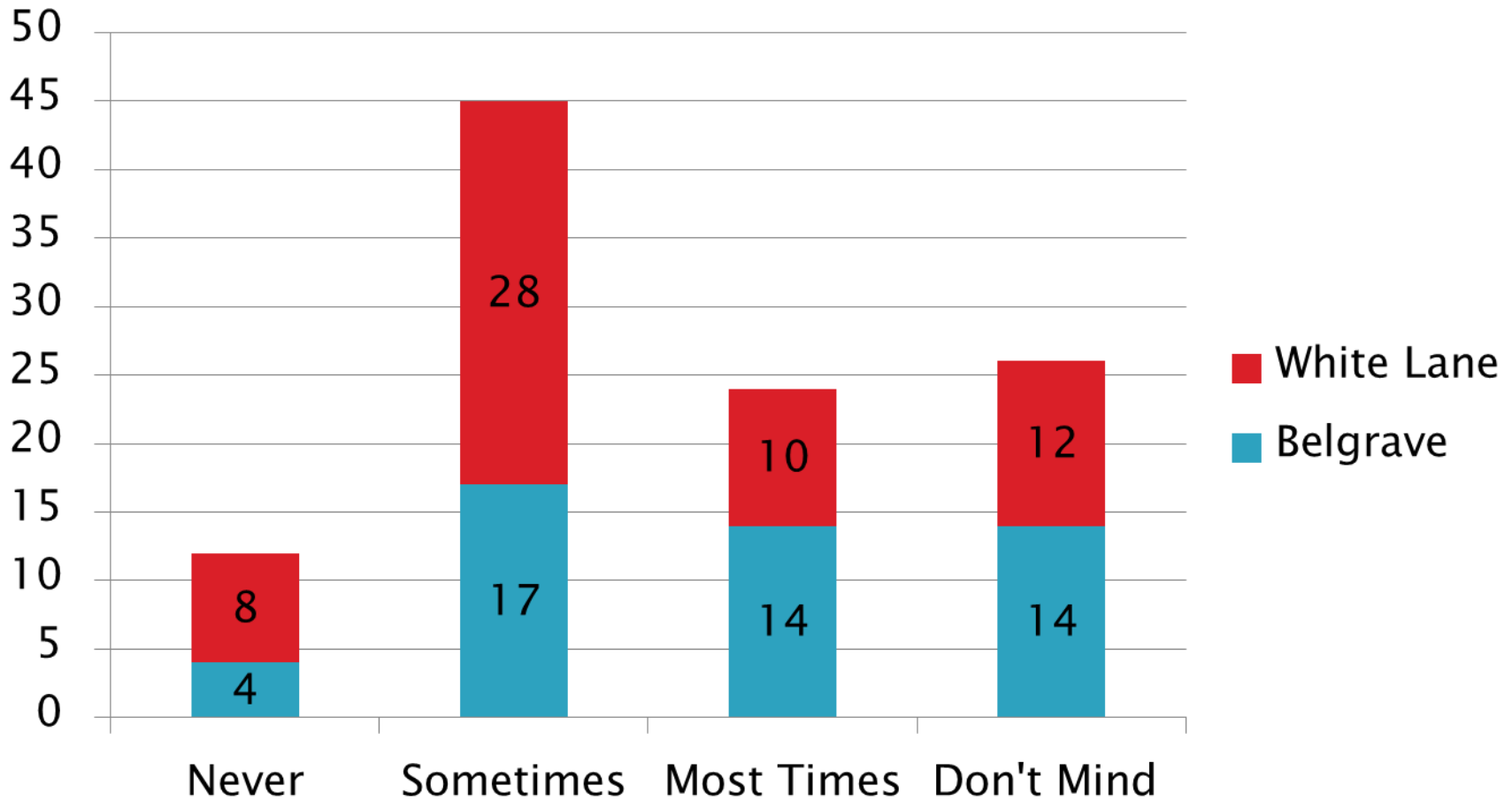
Did you feel to GP/Nurse listened to your problems and concerns?



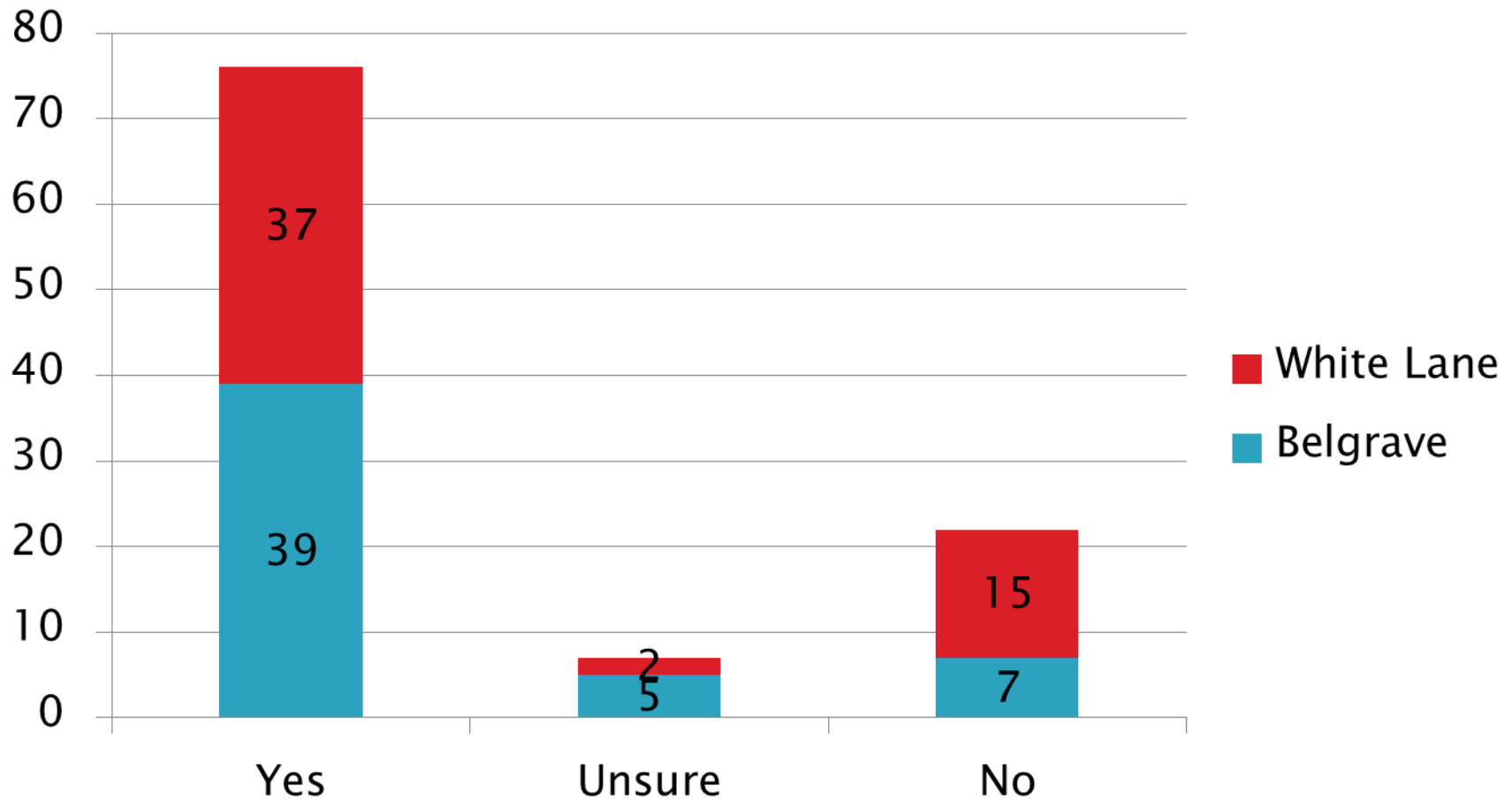
Could your problem have been resolved over the phone instead of face to face?



How often do you get to see the GP of your choice?

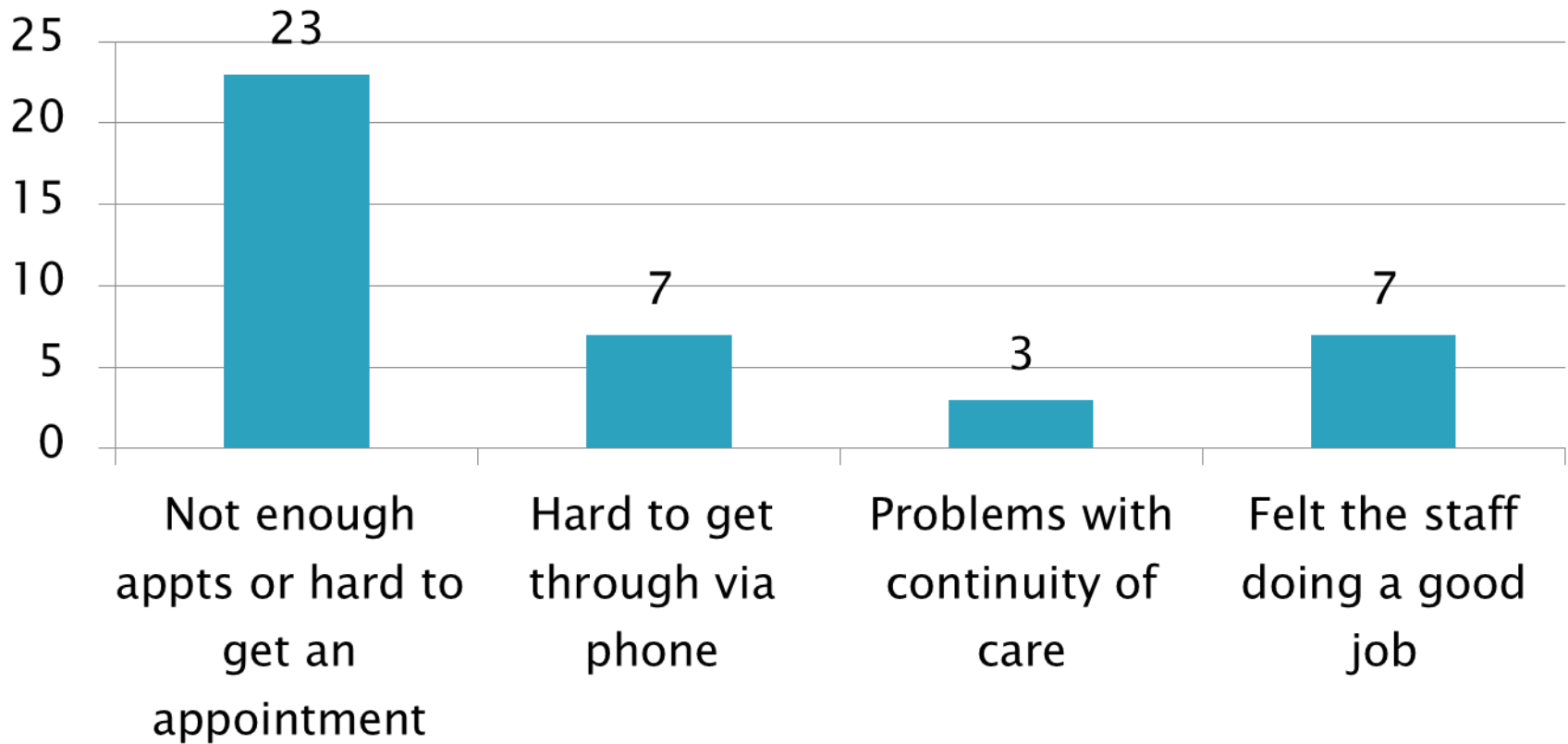


Would you recommend the Practice to your friends and family?



Other Comments

Common themes

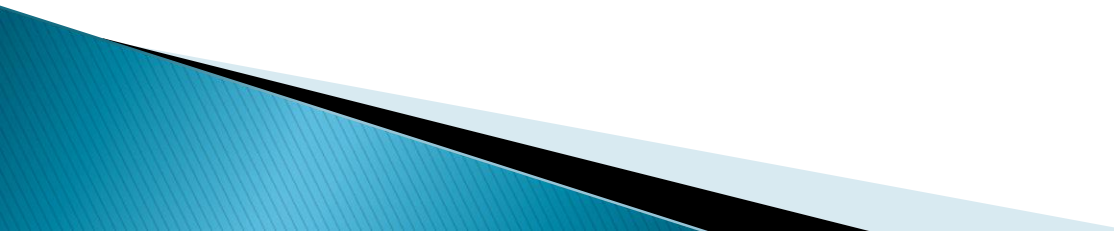


Conclusions

Positives

- ▶ 93% of patients rated the reception team as good or excellent
- ▶ 92% of patients felt the attitude of the GP/Nurse was good or excellent

Room for improvement

- ▶ 47% of phone calls not being answered within 10 mins
 - ▶ 43% of patients didn't know we offered online services and no appointments had been booked online
 - ▶ 34% of patients didn't feel as involved as they wanted to in decisions about their care
 - ▶ Patients finding it difficult to book appointments
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Action Plan

- ▶ 47% of phone calls not being answered within 10 mins
- ▶ 43% of patients didn't know we offered online services and no appointments had been booked online
- ▶ 34% of patients didn't feel as involved as they wanted to in decisions about their care
- ▶ Patients finding it difficult to book appointments
- ▶ Increase awareness of online services and make more appts bookable online.
- ▶ Mjog system installed to help reduce DNA's and free up more appts.
- ▶ Employing an advanced nurse practitioner and physicians Associate to deal with minor and acute issues to free up more GP appts
- ▶ Feedback given to the clinical team to ensure explaining different options and involving patients in their care.
- ▶ 2 new reception staff employed to help deal with phone call demand

Room for improvement

Actions to improve