

**Dr Mohan and Associates
Patient Survey 2015-16
Action Plan**

Survey Question	Survey results	Action Plan	Deadline
How do you rate the way you are treated by the receptionists at the practice	Out of 147 patients surveyed, 55 felt the service was excellent, 52 very good, 27 good, 12 fair and 1 poor, 0 very poor	Overall the patients were happy with the way they were treated by the receptionists. No patient identified priority as an issue. Most of our receptionists have had training in Customer Care and will have an update in the coming year.	December 2016
Appointments a. How do you rate the hours that the Practice is open for appointments.	Out of 147 patients surveyed, 29 felt the opening hours were excellent, 53 very good, 33 good, 23 fair, 5 poor and 4 very poor	Our current opening hours are 8.30am to 6.30pm Mon, Tue, Wed and Fri and 8.30am to 1.30pm on Thurs. Additionally we are open for extended hours on Tuesdays until 8pm. There has been no suggestion this year on opening hours, although one of our GPs is happy to see working patients in the early morning.	December 2016
Appointments b. If you need to see a GP urgently, can you normally get seen on the same day	Out of 147 patients surveyed 67 were seen on the day, 49 were not and 31 did not know/never needed to	33% patients have identified priority as an issue. We have already increased our morning sessions by half an hour for each GP, thereby creating more slots for same day appointments. Plus we have telephone consultations where patients can speak to the GP. We have been working together with the CCG to open a 'hub' whereby we, as local GPs, are able to manage the demand for urgent GP services. Since 19 January 2015 we have been able to offer our patients more urgent week day appointments between 18.30 and 22.00, as well as weekends.	The Hub opened on 19 January 2015 – we are monitoring the service along with the CCG
Thinking of the times you have phoned the practice, how do you rate your ability to get through to reception on the phone.	Out of 147 patients surveyed, 10 felt the telephone service was excellent, 38 very good, 28 good, 31 fair, 25 poor	10% patients identified priority as an issue. Compared to 18% patients who identified priority as an issue last year, there is a significant improvement with our telephone answering. Since the beginning of the year we have employed additional reception staff during peak times in	We are aware that there are still times when the telephone lines are busy and

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	and 15 very poor	order to increase the speed at which we answer incoming calls. Plus in the evening there is one more staff available to help if the reception is busy.	patients are unable to get through to reception - we will be discussing ways to improve at our next staff meeting
Clinical Staff a. How do you rate the way you are treated by the GPs in the practice	Out of 147 patients surveyed, 45 patients felt the way they were treated by the GP was excellent, 50 very good, 40 good, 12 fair, 0 poor and 0 very poor.	Overall the patients surveyed were happy with the way they were treated by the GPs in the practice – 0 patients identified priority as an issue.	
Clinical Staff b. How do you rate the way you are treated by the Practice Nurses	Our of 147 patients surveyed, 57 patients felt the way they were treated by the Practice Nurse was excellent, 51 very good, 33 good, 6 fair, 0 poor and 0 very poor	Overall the patients surveyed were happy with the way they were treated by the Practice Nurses in the practice. 0- patients identified priority as an issue.	
All things considered how satisfied are you with the practice.	Out of 147 patients surveyed, 49 were very satisfied with the practice, 40 were satisfied, 41 were neutral, 8 were fairly unsatisfied and 9 were very unsatisfied.	6% patients identified priority as an issue. This is compared to 21% of patients who identified priority as an issue last year. We are happy that the Practice has shown improvement in this area but will continue to monitor the issues identified from this years' survey and, when we run our next survey in 2016/17, we will compare the satisfaction figures.	

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		Please see attached graphs.	
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Sex of Patients Surveyed	
Male	Female
67	80

Age Group of Patients Surveyed			
18-30	31-50	51-70	71+
20	61	45	21

Ethnicity of Patients Surveyed						
White British	Black/Black British	Asian/Asian British	Chinese	Mixed Race	Other	Not disclosed
77	12	13	1	3	8	33