



**The Cloisters
Medical Practice**

Action Plan

Patient Survey 2014

Total number of responses: 240

This annual patient survey was carried out throughout February 2014 and was based on the general running of the Practice and the way in which we could improve our services from booking an appointment through to your consultation with the clinician. The survey was advertised by posters displayed around the practice, paper copies of the survey were left on the main reception desk for patients to complete anonymously and a box was left for patients to put their completed questionnaires in. For a week during February our Patient Participation Group members came in and handed out surveys to patients. Our survey was also put on our practice website. Text messages were sent out to patients asking them if they could take the time to fill out a survey by either going to our website or calling into the surgery.

SECTION 1 – ABOUT THE PRACTICE

Q1. Level of satisfaction with the Practice's opening hours

Your response to this question shows us that 90% of our patients thought that our opening hours were either, good, very good or excellent. We are very pleased this result. To try and improve further for this answer we will advertise our late and early commuter clinics around the surgery, on our website and on our Practice newsletters.

Q2. Ease of contacting the Practice on telephone

24% of patients indicated that they thought telephone access was an issue by answering either poor or fair. Although we are pleased that 76% of our patients answered this question as good, very good or excellent. To try and improve on our telephone access for our patients we will take the following actions:

- Advertise and encourage our patients to use our online booking facility
- Make more appointments available for online appointment booking
- Ensure all staff are trained to the best of their ability in handling calls
- Look at updating and modernising our telephone system in the future

Q3. Satisfaction with the date and time arranged for your appointment

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Overall 74% of patients were happy with the date and time arranged for their appointment. We are relatively pleased with the result of this question. See question 4 for further actions on how we can improve.

Q4. Chances or seeing a Doctor/Nurse within 48 hours

The answer to question 4 was spilt very evenly, showing us that nearly half of our patients answering the survey thought the chance of seeing a Doctor or Nurse within 48 was either good/excellent or poor/fair. The actions we will take from these answers are:

- We will look into how our appointment system can be improved, focusing a lot on our 'Duty doctor' system
- We will hold regular meetings to discuss the best ways the system can be improved taking ideas from all members of staff
- We will look closely at the timings of when appointments are released for booking
- To monitor and review the web appointments on a regular basis to ensure sufficient availability.

Q5. Chances of seeing a Doctor/Nurse of your choice

From your responses we found that 93% of patients thought the chances of seeing the Doctor/Nurse of your choice was good, very good or excellent. We are very pleased with the results from this answer. For the small majority of patients who found that the chances of seeing a Doctor/Nurse of their choice was poor/fair we will:

- Again, raise awareness of our online booking facility
- And, again look at timings of when appointments are released

Q6. Opportunity of speaking to a Doctor/Nurse on the phone

75% of patients found the opportunity of speaking to a Doctor/Nurse on the phone was good, very good or excellent. Again, we are very pleased with the result to this question but for the patients who are unhappy with this we will:

- Look further into our triaging system
- Continue to educate patients via all communication channels to call before 10.30am for a call back from a Doctor/Nurse

Q7. Comfort level of the waiting room

Only 6% of patients were unhappy with the comfort of the waiting room. We are very pleased with the results of this question and we will continue to ensure our waiting rooms are meet high standards.

- Subsequently we have been in discussions with the building managers and are pleased to announce that the ceiling will be replaced in April

Q8. Length of waiting time in the Practice

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Again, only 8% of patients were unhappy with the length of time they had to wait in the Practice. Our actions from this question are:

- Display posters in waiting rooms asking patients to make sure they have checked in correctly if they have not been seen after 20 minutes
- Advertise on our patient check-in system if a clinician is running more than 20 minutes late.
- Receptionists will also advise patients when checking in if the clinician is running over 20 minutes late

SECTION 2 – ABOUT THE DOCTOR/NURSE (WHOM YOU HAVE YOU JUST SEEN)

Q9. My overall satisfaction with the visit to the Doctor/Nurse

Your response to this question, showed us that 0% patients felt that their experience with our Doctor/Nurse was poor and only 5% found it fair; we are extremely happy with this result and we will continue to ensure all clinicians are trained to the best of their ability.

Q10. The warmth of the Doctor/Nurse's greeting to me was

Again, we found that none of our patients were unhappy with regards to this question and only 5% answered fair. We are again very happy with the results to this question and we will continue to ensure our clinicians make our patients feel comfortable.

Q11. On the visit I would rate the Doctor/Nurse's ability to really listen to me

Your response to this question showed us that the majority of patients were happy with our clinician's ability to listen to patients with only 9% relatively unhappy. Our actions for this question are:

- Develop on this area through staff training.
- Continue professional development

Q12. The Doctor/Nurse's explanation of things to me

Although 92% of patients answered positively to this question, 8% of patients answered 'fair', we are pleased nobody answered 'poor'. We will make sure that clinicians are trained further on this and will hold regular Clinical Governance meetings to ensure we continue to meet our high standards

Q13. The extent to which I felt reassured by this Doctor/Nurse

Q14. My confidence in this Doctor/Nurse's ability

Q15. The opportunity the Doctor/Nurse gave me to express my concerns or fears

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Approximately 9% of patients felt did not feel reassured by our clinicians and the same regarding confidence in the clinician's ability; we will continue to develop these areas through staff training and to educate patients to book multiple appointments where they wish to discuss multiple conditions

Q16. The respect shown to me by this Doctor/Nurse

Of total respondents only 4% of patients answered negatively towards this question. But it is satisfying that 93% felt respect shown against them. Again this is something we will continue to work on and develop through staff training.

Q17. The amount of time given to me for this visit

Q18. The Doctor/Nurse's concern for me as a person on this visit

Q19. This Doctor/Nurse's consideration of my personal situation in deciding a treatment or advising me was

Approximately 93% of patients were happy with the amount of time given to them and for the concern and consideration shown towards them in their appointment. This is a pleasing result. We will continue to develop this area through staff training.

Q20. The extent to which the Doctor/Nurse helped me to take care of myself

Q21. The recommendation I would give to my friends about this Doctor/Nurse

Again, this was another very pleasing result with only 7% of patients answering either poor or fair, everybody else answered good, very good or excellent. We will continue a programme of professional development for our clinicians to develop their skills.

SECTION 3 - ABOUT THE STAFF

Q22. The manner in which you were treated by the reception staff

Q23. The respect shown for your privacy and confidentiality

Your response to the above questions shows us that the majority of patients are happy with the way they were treated by our reception staff. But for the 10% of patients who answered either poor or fair, we will try and improve by

- Ensure through staff training that all receptionist and members of the administrative team have the relevant training to ensure respect and confidentiality at all times

Q24. Information provided by the Practice about services

Only 13% of patients answered poor or fair to this question. We will improve on this by:

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- We will continue to advertise any services on our notice boards around the Practice
- We will ensure the website is regularly update with relevant information on services provided, this role has been incorporated into a member of staffs job description
- We will advertise any new services on our quarterly Practice newsletter, on the right side of prescriptions and on our notice board on the website

SECTION 4 – FINALLY

Q25. The opportunity of making compliments or complaints about services and quality of care

27% patients answered either poor of fair to this question showing us that this area needs to be improved on. Our actions from the answers provided are:

- As discussed in our recent Patient Participation Group meeting, the idea of having a compliment/complaints box in a waiting room
- Advise/educate patients that we always welcome feedback, good or bad

Q26. The information provided about how to prevent illnesses and stay healthy

Only 9% of patients answered 'fair' to this questions and nobody answered poor. This is a very pleasing result. We will continue to regularly update our notice boards around the Practice promoting healthy living etc and will also continue to include information in our quarterly newsletters.

Q27. The availability and administration of reminder systems for health checks

Your response to this question showed us that there does need to be some improvement with out patient reminders for health checks; we are reviewing our current system to see if and how it can be improved.

Q28. The Practice respects of your right to seek a second opinion

Again, another pleasing response to this question with 82% of patients answering good, very good or excellent, the majority of patient's answering good. We are pleased with this but will continue to develop further through staff training.

Thank you to all the patients who took the time to complete a survey and to our Patient Participation Group who worked tirelessly on our behalf.

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