

Patient Participation Report 2012

In 2011 Hilton House Surgery formed a Patient Reference Group (PRG). This consists of a small group of patients who act as representatives for the rest of the patient population and who are working with the surgery to improve the service that we provide. Initially, together with the surgery, the group designed a patient survey to gauge the views of the greater patient population regarding certain aspects of the service that we provide and the group and the surgery have since worked together to identify ways to improve those areas that were identified as lacking in the patient survey.

Group Profile

The group is representative of our greater patient population in age, sex and ethnic group as well as representing the following categories:

The working, non working, retired
Children, young adults or parents of the above
The elderly requiring care or their carers
The chronically sick, the well
Dispensing, non dispensing patients
Those with depression, mental illness, those without

Establishing a representative group

We established our PRG by searching through our patient data and patients were selected randomly from each of above categories to be invited to join the group. When a patient declined to join the group another invite was sent out to a patient fulfilling similar criteria to the first. We continue to invite patients to join the group in this way.

Establishing priorities for the survey

We looked at the results of previous patient surveys and listened to feedback regarding the service that we provided and with our PRG decided which areas were most in need of change.

Patient survey

A questionnaire was devised with the approval of the PRG and it was offered to all patients entering the surgery over a 15 day period. 214 surveys were completed.

Discussion of results

The results of the survey were analysed and circulated to the PRG. Suggestions were put forward by the PRG on how to improve those areas most in need of change based on the results of the survey and an action plan (see below) was agreed upon by the PRG and the surgery.

The survey

The key findings of the survey were:

96% of patients were able to book a routine appointment at a time to suit them.

95% of patients felt that the time they had to wait to see a receptionist was more than acceptable.

58% felt that the ease with which they could get through on the telephone was satisfactory.

The results of the survey clearly showed that the area of greatest dissatisfaction was the ease with which patients could get through on the telephone.

The result of the questionnaire and patient comments clearly demonstrate that our staff are seen as friendly, caring, polite and helpful and the overall service that we provide is described as excellent and impressive. There is very positive feedback regarding our recent change to the appointment booking system and the results of the survey reflect this. The majority of negative comments are related to difficulty in getting through on the telephone.

Action Plan

Based on the results of the survey the following has been agreed with the PRG:

1) Automated Arrivals Kiosk

The phone lines are busiest first thing in the morning between 8.30am and 10.00am. At the time when the phone lines are busiest, a lot of the receptionist's time is taken up booking patients in on arrival for their appointments. To try and address this an automated arrivals kiosk will be installed in the waiting room. This will enable patients to check themselves in quickly and easily thus freeing up the receptionist to answer the phone.

2) Practice Leaflet and Practice Website

These will be updated to encourage patients who are telephoning in for less urgent matters e.g. test results, routine appointments to ring in from mid morning onwards, thus further freeing up the phone lines first thing for patients ringing in for more urgent appointments or home visits.

This page will be regularly updated with the progress of the PRG and the results of future surveys.

If there are any areas that you feel need improving we would welcome your thoughts via the suggestions box in the waiting room.

Opening hours

Reception opening hours

Sible Hedingham		Great Yeldham
8.30am - 1.00pm	Monday	2.30pm – 4.30pm
8.30am– 1.00pm 4.00pm – 6.30pm	Tuesday	
8.30am – 1.00pm 4.00pm – 6.30pm	Wednesday	
8.30am – 1.00pm	Thursday	2.30pm - 4.30pm
8.30am – 1.00pm	Friday	2.30pm – 4.30pm

Telephone 01787 460612 8.30am - 6.30pm

Access via our website www.hiltonhousesurgery.co.uk at all times for repeat prescriptions and to cancel appointments.