

MEADOWBRIDGE SURGERY 2017-18 PATIENT SURVEY RESULTS.

A random selection of 258 patients has been offered the opportunity to complete this year's 2017-18 Patient Survey. The survey was also made available on the Practice Website.

A total of **138 anonymous** completed surveys were returned by the end of January 2018.

The table below shows the results:

85% of patients responded that it was 'Extremely Likely/Likely' that they would 'recommend Meadowbridge Surgery to someone who had just moved into the local area'.

Response	%
Extremely likely	54
Likely	31
Neither likely nor unlikely,	6
Unlikely,	0
Extremely unlikely,	2
Don't know	2
No Response	5

To the question 'How satisfied are you with the care you get from the Practice'?

93% of patients responded that they were 'Very/Fairly Satisfied'

5% left no response.

2% Not very satisfied

The majority of feedback received was extremely positive and reflected a professional, dedicated and caring team at Meadowbridge Surgery. Please see below, a small extract of comments received. Thank you for taking the time to leave this feedback which has been shared amongst the team.

- Always good service from reception to doctors.
- Treated in a professional manner.
- Always very helpful and willing to sort out any problems you have
- Appointments prioritised well, triage system and telephone consultation are efficient and seem to be successful.
- No longer have to wait weeks on an appointment
- Brilliant staff, very helpful and extremely friendly on phone and face to face.
- Can see a Dr on the day you ring unlike other practices.
- Can't complain about any service.
- Caring, flexible, hard working.
- Doctors are always helpful and extremely understanding
- Have always found the GPs helpful and supportive. Receptionists do their best often under difficult circumstances.
- I have never received anything less than top quality service & attention from all staff, doctors, nurses & administrative staff.

85% of patients are aware that prescriptions can now be ordered on line.

44% of patients are aware they can register on the practice website to automatically receive the monthly practice bulletin.

Suggested Areas for Development – Practice Response

1. Appointment availability issues

There is a national crisis in General Practice with rising demand, complexity of medical conditions and significant problems recruiting staff. This has resulted in unprecedented pressure for appointments. In order to provide a service which is safe and reliable, the Practice operates a triage system which enables best use of limited resources and improved continuity of care. Home visits are attended between morning and afternoon surgeries over the lunchtime period, except for emergency situations which are dealt with immediately. An appointment with the Practice Nurse is now available at the Practice from 8.30am. Outside of business hours urgent medical attention is available through Dalriada Out of Hours cover.

The Practice appointment system undergoes regular review and takes into account trends and themes from compliments, comments, concerns and complaints. Flexibility and responsiveness are the core values of the practice in working toward positive outcome and feedback in all areas.

2. Busyness of telephones

Feedback has been noted in relation to reported difficulties in getting through on the telephone. This has been taken into account in the decision to introduce on-line patient service access via our practice website. In the first instance this allows patients to order prescriptions 24/7 and has significantly reduced incoming telephone calls resulting in improved call answering times for patients coming through regarding appointments and general queries.

3. Triage Appointment System

To address the GP triage points raised staff will now be asking patients for the following information to assist the Triaging GP in allocation of . to collect and record the following patient triage information:

1. Have you been seen by a Doctor re the problem? (continuity of care)
2. How long have you had the problem?
3. Have you had this problem before?
4. Are you receiving treatment for problem?
5. Has condition got worse in the last 48 hours?
6. Details if the patient asks for an appointment on a specific day or time.

Daily appointments will always be allocated depending on priority and demand. The Triage GP will however always do his/her best to facilitate requested for specific days/times where demand allows, so please advise staff if an AM on the day appointment can absolutely not be attended.