

BURGESS ROAD SURGERY



PATIENT PARTICIPATION GROUP FEEDBACK REPORT

JANUARY 2012

Aims & Objectives

- To encourage the involvement of patients in developing and improving services in the practice.
- To encourage the involvement of patients in their own care.
- To regularly review the results of patient surveys.
- To share information on national NHS developments which will affect patients of the practice?
- To regularly feedback actions agreed upon by the group to its members and patients of the practice

Highlights

Taken from the August 2011 Survey.

How easy do you find getting into the building at the surgery?		
Answer Options	Response Percent	Response Count
Very easy	92.3%	24
Fairly easy	7.7%	2
Not very easy	0.0%	0
Not at all easy	0.0%	0
<i>answered question</i>		26
<i>skipped question</i>		0

How satisfied are you with the opening hours at the surgery?		
Answer Options	Response Percent	Response Count
Very satisfied	52.0%	13
Fairly satisfied	32.0%	8
Neither satisfied or dissatisfied	4.0%	1
Quite dissatisfied	8.0%	2
Very dissatisfied	0.0%	0
Don't know the opening hours	4.0%	1
<i>answered question</i>		25
<i>skipped question</i>		1

How well do we understand your health problems?		
Answer Options	Response Percent	Response Count
Very well	68.0%	17
Unsure	12.0%	3
Not very well	16.0%	4
Don't know	4.0%	1
<i>answered question</i>		25
<i>skipped question</i>		1

In general, how satisfied are you with the care you get at Burgess road surgery?		
Answer Options	Response Percent	Response Count
Very	66.7%	16
Fairly	20.8%	5
Neither satisfied or dissatisfied	4.2%	1
Quite dissatisfied	4.2%	1
Very dissatisfied	4.2%	1
<i>answered question</i>		24
<i>skipped question</i>		2

How would you rate the care you received?		
Answer Options	Response Percent	Response Count
Excellent	45.8%	11
Very good	29.2%	7
Good	16.7%	4
Fair	4.2%	1
Poor	4.2%	1
<i>answered question</i>		24
<i>skipped question</i>		2

Actions taken as a result of specific feedback

1. PATIENT CALL SYSTEMS

Feedback

- I would like the doctors to come out and call you in by name, not over loudspeakers which is not always easy to hear - [Sep 19, 2011 12:44 PM](#)
- The speaker system to call patients to doctors rooms. It's not a clear sound and you sometimes can't hear what room you have to go to. Also it's more personable if the doctors comes out to greet you and call you in - [Oct 21, 2011 10:34 PM](#)
- The PA system. It is of poor sound quality, making it difficult to hear your name. Then there is a bang or click as the doctor either places the microphone on the table or releases a button - [Sep 22, 2011 9:49 PM](#)
- a call screen in the waiting room for patients instead of being called by tannoy - [Sep 19, 2011 1:27 PM](#)

Action

In December 2011 – Burgess Road surgery installed a new patient call system using a call display above reception that alerts the patients when the doctor is ready to see them. It alerts them visually and audibly. This has eliminated the need for the tannoy. It has also enabled the surgery to display patient notices also, therefore eliminating the need for too many signs.

2. SURGERY GROUNDS AND MAINTAINANCE

Feedback

- Have the gardeners in more often, especially the hedge along Tulip Road – a minor point, I know! - [Oct 5, 2011 3:11 PM](#)

Action

The gardens are now maintained on a regular basis with all hedges and bushes being cut back frequently, with particular attention being paid to patient walk ways and access areas.

3. APPOINTMENTS & OPENING HOURS

Feedback

- A private appointment room notice displayed if you don't want people to hear what you're saying - [Sep 19, 2011 12:44 PM](#)
- Saturday hours - [Oct 15, 2011 6:19 PM](#)
- More hours - [Sep 20, 2011 10:26 PM](#)

Action

This sign is now displayed at reception should anyone require some more privacy.

We are also going to advertise our extended hours more as patients don't seem to be aware of our early morning or Saturday appointments as well as they should be.

Future developments

The following areas of improvement are being considered for the future;

- Additional blood & anti coagulant clinics
- More minor illness clinics
- Additional automatic doors at entrance to reception
- Paint refurbishment and new carpets
- Introduction of water coolers
- Addition of patient information screen in reception