

Grove House Practice

January 2012

Patient Survey Results - Nov 2011

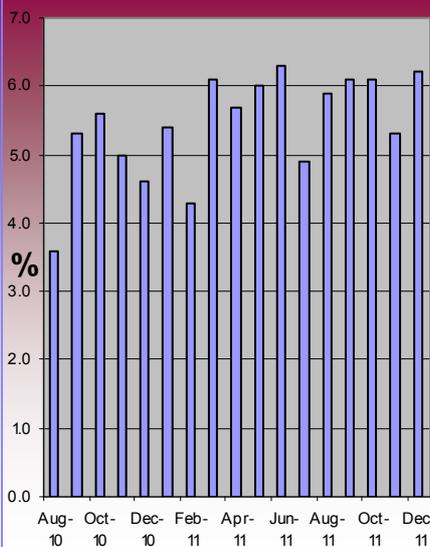
A Special Patient Newsletter following our recent Survey

Over the years, we have occasionally asked our patients to complete surveys and the results have been extremely useful to us in developing our services. Many of the improvements you see today are as a direct result of patient feedback.

Our Patient Group has long been concerned about the apparently increasing number of patients who book a GP appointment and then don't turn up for it on the day. We call these "DNAs".

The graph here shows the monthly number of DNAs since August 2010 expressed as a percentage of total GP appointments available each month. As you can see we are now hitting 6% and over on a regular basis. That represents over 125 GP appointments wasted each month.

So, together with the Patient Group, we surveyed you in November last year to get your views on the figures and see what you thought we could do to improve the situation. This special Newsletter is provided to update you on the results and tell you what actions we have subsequently agreed with your Patient Group. Thank you to all those of you who contributed to the survey.



DNA (Did Not Attend) Survey

During November 2011 the Practice ran a survey to find out your views on missed GP appointments. The Practice and its Patient Group felt that with 1555 missed GP appointments during 2011 this was a priority area to be surveyed.

Survey forms were placed in the waiting room and also via the internet with Survey Monkey.

In total the Practice received **456** completed surveys.

Our survey asked:

Do you think Grove House should try and cut down the number of wasted GP appointments?

388 said Yes

17 said No

51 Did not answer



DID YOU KNOW?

You can already quickly and easily cancel an appointment without waiting to speak to a receptionist by calling our cancellation line:

01928 842577

Our survey asked:

Have you ever missed a booked GP appointment at Grove House?

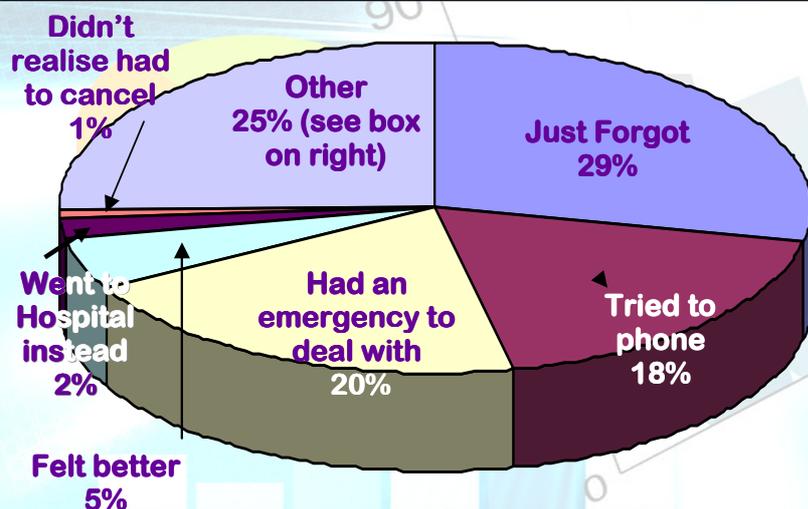
104 said Yes

340 said No

12 Did not answer



We asked the 104 patients who informed us that they had missed a booked GP appointment to let us know the reason why they missed it and the pie chart below shows what they said:

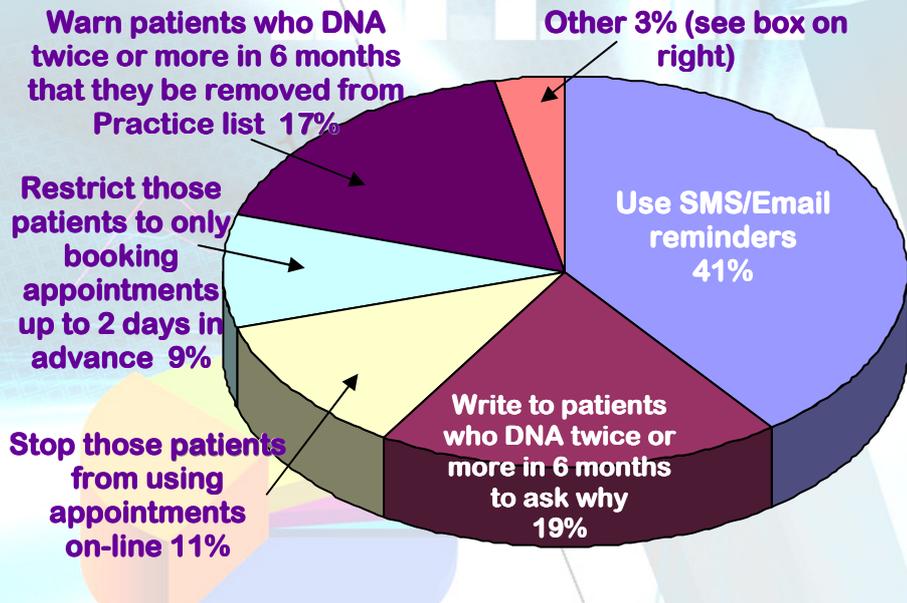


25% gave other reasons for missing their appointment:

- I was not well enough to attend
- I did not put it on the calendar to remind myself
 - I overslept
- I was delayed by traffic / accident
 - I mixed up time of appointment
 - I was in hospital
- By the time you get an appointment you feel ok

Grove House Practice

Our survey offered some suggestions as to how we might help minimise wasted GP appointments. We asked you to rank them in order of preference and the pie chart below shows the most preferred options:



3% Suggested other solutions including:

- Issue a fine, cancellation or penalty fee
- Do not use an answer service for cancellations as this puts people off
- Phone patients to remind them
- Do not go for punishment (use a positive approach such as reminders)
- Call people in to ask why they did not attend or

WHAT NEXT?

We've listened to what you told us in this survey and discussed the results with our Patient Group and we are now delighted to announce that we are currently working on bringing in 2 new, additional services during 2012.

In the next few months we will start a 24 hour automated telephone service which will allow you to phone us on the usual number to book, check or cancel your appointment WHETHER OR NOT THE SURGERY IS OPEN.

But you will only be able to use this new service if we have your correct telephone number on our system so please take a moment to check at reception. There are forms in the waiting room for you to complete or you can do so via our website at , fill in a form or see our website: www.grovehouse.co.uk



AND.....



We will be introducing SMS text reminders later in the Spring this year. Again, though, we can only send you a reminder if we have your up-to-date mobile number, so please check we have it. You can download a form to email back to us via our website: www.grovehouse.co.uk or please let us know in person - either at the surgery or over the phone.

How to Contact Us

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|--|--|---|---|
|  | Appointments/enquiries: 566561 |  | Appointment cancellations: 842577 |
|  | Fax: 590212 |  | Website: www.grovehouse.co.uk |
|  | Address: St Paul's Health Centre, High St, Runcorn, Cheshire WA7 1AB
<i>If you need urgent medical advice or treatment when we are closed, please call our out-of-hours service on: 0845 6710270</i> | | |