

Grove House Practice

January 2014

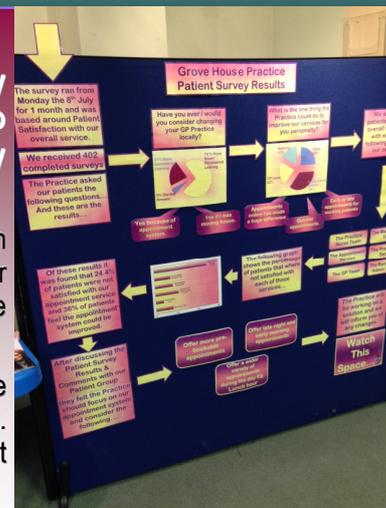
A Special Patient Newsletter following our recent Survey

Over the years, we regularly ask our patients to give us their feedback by completing short 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.

This year, our Patient Group felt there was no obvious area of concern to explore with our annual survey and so asked us to try and measure the *overall* satisfaction our patients felt with the Practice and the services we provide. In particular, we were interested to hear what sort of reasons a patient might have for leaving the Practice.

We ran the survey during November last year by placing survey forms out in the waiting room, as well as on our website and via the internet, using Survey Monkey. 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. You may also have seen the display board in the waiting room, which provides some of the key results



The Waiting Room Display of our Survey Results

We received 402 completed surveys - thank you!

Our survey asked....

...about overall satisfaction with the various Practice teams - GPs, Nurses, Reception & Management?

 The **highest** satisfaction response rate (**85.4%**) was with the **GP team**

The **highest** dis-satisfaction response rate (**10.7%**) was with the **Reception & Administration teams** 

Our survey asked....

...about overall satisfaction with the prescription & appointment services?

 The **highest** satisfaction response rate (**76.6%**) was with our **Prescription Service**

The **highest** dis-satisfaction response rate (**24.4%**) was with our **Appointment Service** 

141 people gave a reason to explain their satisfaction level in these questions. Of those, 40.4% (57 people) felt we could improve our appointment system and 39.7% (56 people) were worried about continuity of our GPs (Dr IJ had just left to live in Cambridgeshire and Dr Forde was on maternity leave at the time).



We have discussed the concerns about GP continuity with our Patient Group at a number of meetings and agreed that the Practice needed to do more to reassure patients that, as much as possible, our current GPs are here to stay.

Dr Meda recently left us to advance her career by becoming a Partner at a GP Surgery in Widnes and, while we recruit her replacement, we will be using more of our "regular" locums (such as Drs Dooley, Kaufman and Ahmed) - as well as trialling some new locum faces - but the aim remains to get a permanent replacement for Dr Meda as soon as possible.

Meanwhile, our GP Partners are increasingly involved in area-wide meetings as the new NHS gathers speed so they may be absent from the Practice more often than before.

We know how important continuity is to our patients and, unlike many GP Practices, our GPs get together EVERY day to share their knowledge of their patients' health issues so that, as a team, we can offer the best possible service to our patients at all times - even when you can't see your "normal" GP.

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Our survey also asked....

.... If patients if they had ever (or would ever consider leaving their GP Practice?

74% of the answers were "No"

and

21% answered "Yes"

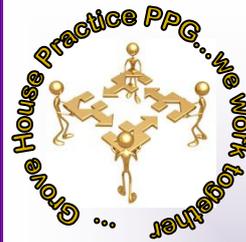
Of those who answered, "Yes", 65 people gave reasons to explain their answer to this question. These were split as follows:

29 people (44.6%) said the appointment system

24 people (36.9%) said concerns over GP continuity

6 people (9.2%) said to be closer to home and

6 people (9.2%) said a variety of other things



How can you help?

Well, we're always on the look out for new members of our Patient Group.

We meet for an hour on a Thursday evening at 5:30pm, here at the surgery - usually once a month for 10 months of the year.

Apart from sharing latest developments - both within the surgery and in the wider Halton area - the Group discuss areas of concern for patients and work with the Practice to make improvements.

If you think you'd like to be part of those discussions, please let Reception know - and you'll get an invite to the next meeting so that you can see if it's for you.

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 have agreed an action plan. We are currently working on bringing in a number of improvements during 2014:

1. We will work with our clinicians to try and better space out the appointment times throughout the working day, from 08:15 to 18:15 and over the lunch period.
2. We will make all GP appointments pre-bookable, other than urgent requests each day
3. We will look again at wasted appointments (appointments booked but the patient then fails to turn up for them)
4. We will look again at how the day is made up for each GP, to better balance the use of telephone and face-to-face appointments - both pre-bookable and urgent on the day
5. We will endeavour to book some of our "regular" locum GPs to provide ongoing cover for GPs involved in work outside the Practice
6. We will try not to use other locum GPs at all - other than for long-term absence of one of our regular GPs.



Watch out for updates on our progress in future editions of our Practice Newsletter!

How to Contact Us

 Appointments/enquiries: **566561**  Appointment cancellations: **842577**

 Fax: **842529**  Website: **www.grovehouse.co.uk**

 Address: **St Paul's Health Centre, High St, Runcorn, Cheshire WA7 1AB**
If you need urgent medical advice or treatment when we are closed,
please call our out-of-hours service on: 0151 220 3685