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## GP Patient Survey results and Action Plan

Our most recent survey was completed by *GP Patient Survey in 2015*. For full results please go to <https://gp-patient.co.uk>  
237 Survey were sent out  
106 were sent back

These are some of the results from the survey

89%	found it easy to get through to the surgery by phone
94%	found the receptionist helpful at the surgery
91%	were able to get an appointment or able to speak to someone the last time they tried
97%	said the last appointment they got was convenient
93%	when last seen by their GP were given enough time and found the GP good at listening to them
99%	had confidence and trust in the last GP they saw or spoke to
89%	said the last GP they saw or spoke to was good at involving them in decisions about their care
83%	said they were happy with our opening hours
79%	usually get to see or speak to their preferred GP

The results of the patient survey were discussed at a practice meeting. The results were encouraging and we compared well with national averages on most items.

After reviewing our patients responses it was noted that our lowest scoring result was to see or speak to their preferred GP. Dr Clyde is the Lead GP to all our patients, however we do have two regular locums. The times and days these doctors work can be found in our practice leaflet and on our website. Any patient asking to speak or see a particular GP will be offered the next available appointment or telephone consultation for that GP. If the request is more urgent the patient will be offered an appointment or telephone consultation with the GP on duty that day.

Another finding from the survey was regarding our opening hours, 83% were satisfied. We have previously opened on a Saturday morning and had a late night clinic. These were advertised on notice boards, messages on backs of prescriptions and word of mouth, however the attendance was poor on both occasions. We currently offer Saturday morning appointments from November until March as part of the winter pressure scheme which has been widely publicised though CCG . We will monitor the success of this scheme in April. We are in the process of joining a federation of practices in South and East Leeds and one consequence of this is likely to be longer opening hours for patient convenience.

89% found it easy to get through to the surgery by phone. We have a new telephone system installed which has the facility to keep patients on hold until their call is answered. This should result in a fair system for any patient contacting the surgery, although patients may have a little wait they will always be dealt with in a queuing system.

If a patient requests a same day appointment and there is none available they will be offered a telephone consultation or a message will be taken to be dealt with by the GP that day. If an urgent appointment is deemed necessary then they will be seen on the day as an extra.

Our appointments offered to patients are usually within 48 hours of contact from the patient, however we do offer appointment up to 3 months in advance at patients request.

We now encourage patient self-management in patient's medical care. We offer choose and book referrals where possible this enables patients to have more control who they see and where, once referred onto secondary care..

The Family Doctors would like to thank everyone who participated in the above survey. We will continue to provide all our patients with the best possible care and endeavour to listen to any comments and suggestions provided.

We hold a Patient reference group approximately every 3 months (dates can be found on our website and notice boards). We welcome all patients to attend these groups to enhance the services we offer. We also have a comments and suggestion box in reception.

The Family Doctors, Austhorpe View