

# **2013 Royal Crescent Surgery Report of Survey Results and proposed Action Plan Circulated to the Royal Crescent Patient Reference Group (PRG) for comment (Appendix 11)**

## **Report of Survey Results and Action Plan**

The surveys were given out in the waiting room and at the front desk at various times over a week. The survey was also emailed to PRG members.

213 completed questionnaires were received. Several comments were received and the vast majority of which were positive. These comments are incorporated into the action plan. The Surgery and the PRG recognises that it is still challenging to gather the views of patients who do not attend the surgery very often. Publishing regular information in the newsletter and delivering this to more of the community is one way the practice, with the help of the PRG, is trying to address this.

The survey results were analysed by collating the number of answers to the various options for each question. These figures were then expressed as a percentage of the total number of answers received. Common themes could then be identified from this analysis and the additional comments received. Some comments were very patient specific and have not been included in the action plan.

## **Common themes resulting from this survey**

### **Reception and waiting room facilities**

- The vast majority of patients felt access to the building was very easy
- The vast majority of patients felt the surgery was very clean and that the receptionists were very helpful
- Some patients felt privacy at the reception desk could be improved
- The majority of patients feel other patients can overhear what they say to the receptionist but don't mind
- Over half the patients who responded did not realise they could ask for more privacy for their enquiry
- Most patients look at the noticeboards and nearly all found them to be very or fairly helpful
- Some patients felt that noticeboards are over crowded

### **Prescriptions / Medication**

- Patients want choice in how they can order their medication – e.g post, via the chemist, online, phone
- Around half of patients order their prescriptions in person or through the surgery
- Around half of patients order their medication through the chemist
- Over half the patients who responded would like to be able to collect their prescription on a Saturday
- Some patients felt they would like more understanding of the repeat medication system

<b>Survey finding/ Proposal</b>	<b>Proposed Action Plan</b>
Privacy at the reception desk could be improved	Reducing the queues at reception by increasing the use of the self check in system will help. We will also look at further ways of improving privacy at the reception desk without impeding access. This will be discussed with the partners and the PRG.
Patients do not realise they can ask for more privacy for their enquiry at the front desk	A prominent notice will be put up at the desk advising patients they can ask to speak privately. Staff will be reminded to offer a private conversation away from the desk if required.
The noticeboards are over crowded	The noticeboards will be reviewed with the help of the PRG.
Noisy toys in the waiting area	Content of toy boxes will be reviewed
Some patients felt they would like more understanding of the repeat medication system	Articles in the newsletter will be published.
Limited car parking.	This will be discussed with the partners and PRG
Check in system not clear on directions to waiting room	The PRG will be asked for their help to resolve this
Some patients would like to be able to collect their prescription on a Saturday	This will be discussed with the partners.
Reading material in the waiting rooms not varied and out of date	This will be discussed with the PRG