Patient Survey

“How are we doing, did we get better and what else can we do?”

March 2014

Steph Wareing
Practice Manager
Introduction
The Queen Street Medical Practice is committed to ensuring that its patients are involved in decisions about the range and quality of services it provides. We have always been keen to actively seek the views of our patients to ensure we provide the best possible care and have undertaken a patient survey on an annual basis for several years, as well as always having poster in the surgery encouraging patients to let us know if they are not happy with something or think there are things we can improve upon. However, our view has always been that we can always try do things better and this reflective culture is embedded throughout the Practice and all of its staff. We actively use Significant Event Analysis and complaints to reflect and identify ways of always improving the way we work and minimise the risk of things going wrong.

A national initiative, called “Patient Participation Directed Enhanced Service” was set up by the Department of Health in March 2011. The Practice decided it would be useful to take part to ensure we were doing all we could to provide a good service to our patients. Its aim was to actively encourage practices to involve patients in not only seeking their views via a questionnaire, but being actively involved in the results of the surveys and what changes should be made. This felt to tie in with the culture we try and encourage at Queen Street.

In 2011, the Practice formed a Patient Group to help with its improvement work. How we did this is outlined in our 2012 report. However, we continually advertise for new members both in the waiting rooms and on our website. In addition in 2013, we involved our Patient Group in undertaking an assessment of the Practice against the requirements of the Care Quality Commission Standards and also involved one member in the recruitment process of our Asthma Nurse.

In 2014, the Practice undertook a survey, based on some key area's. These area's were discussed virtually with our Patient Group to ensure we were covering area's that were important to patients, prior to starting the survey. We also asked for any idea's about what else we should include. The suggested area's were:-

1. A review of the key area’s in our 2013 action plan – did we improve and has this made a difference to our patients?
2. How did patients feel about our management of the locum cover over the past year?
3. How do our patients feel about the key area’s that the Care Quality Commission will review at its annual inspection of the practice? ie
cleanliness of the surroundings, being well led and have confidence in our staff, patients feeling safe and supported, being involved in their own care, safe and efficient systems and being treated with dignity and respect.

4. Would our patients recommend us to family and friends?
5. Is there anything else our patients think we could do better?

**How we conducted our survey**

As a result of the Patient Group Feedback, the questions were formulated into a questionnaire. The Survey went live on the website during the first 2 weeks of March 2014. Patients were actively encouraged to complete the survey when ordering prescriptions on line, and when accessing the website in general. During this time patients that attended the surgery for routine and urgent appointments were also asked to complete a survey questionnaire to ensure a random sample reflective of the practice population.

A total of 93 patients completed our survey. The results were inputted onto our website to help with the analysis.

**Results**

The following are the results of our full patient survey, together with unedited comments from our patients.

**FIRSTLY SOME QUESTIONS ABOUT THINGS YOU ASKED US TO IMPROVE LAST YEAR**

1. From last years survey, you asked us to improve being able to book your ROUTINE appointments in advance. How would you rate this now?

   Better  52%
   Just the same  38%
   Worse  4%
   No response  6%
Feel free to comment:-

>> Still hard to get an appointment, would be good if appointment booking was online too. <<
---

>> 10 out of 10 always get looked after very well by the doctors and reception. <<
---

>> Booking in advance helps with working shifts. <<
---

>> Difficult to say as i have never had any problems now or in the past <<
---

>> Have difficulty in getting appointment with Dr Ironside (Waiting sometimes 1-2 weeks) <<
---

>> Haven't needed to use advance routine appointments so unable to comment really on this one <<
---

>> I am always able to book my next appointment following the one i'm at. <<
---

>> It would be nice to be able to book a monthly repeat appointment in advance. <<
---

>> New patient, very pleased <<
---

>> Not a service I have used enough to give for judgement <<
---

>> Routine is fine, trying to get to see Dr Ironside takes time though - any idea when Dr Megan will be returning? <<
---

>> Staff are very helpful <<
---

>> Still have to wait an average 30 minutes plus after appointment time. <<
---
Waiting lines still sometimes a problem and how do we keep our medical records a secret?

We have never had a problem with appointments <<

You have to book an appointment 2 week before you get ill to make sure you get to see a doctor whilst ill!!!

2. From last years survey you asked us to improve the information available to patients about our visiting locum doctors. How would you rate this now?

Better 61%
Just the same 26%
Worse 1%
No response 12%

Feel free to comment:-

10 out of 10 <<

As above <<

If information could be kept up to date re locums both on line and in the surgery that would be helpful. <<

Info available in waiting rooms <<

It’s good to let us know <<

Just wish we had Dr Megan back and another Doctor in the practice instead of all the locums

Sorry, have never used the visiting doctors, no comment. <<
Unable to comment <<
---
Unaware of any information about visiting locum doctors, I’m sure it would be available if necessary <<
---
Very good and helpful reception. Would like quicker time to get an appointment - from time to time of health problems to seeing Dr Ironside sometimes too late for treatment <<
---

3. From last years survey you asked us to improve access to our doctors and nurses by the use of more TELEPHONE consultations. How would you rate this now?

Better 48%
Just the same 30%
Worse 1%
No response 21%

Feel free to comment:
---
10 out of 10 much better <<
---
Again not used this enough of date <<
---
Always phone the day they say- sometimes good if I can’t get to the surgery. <<
---
Have had to rely on doctors/staff doing telephone consultations as recently been put on warfarin medication for DVT and need regular INR checks to regulate warfarin dosage <<
---
Never had a problem, doctor very accessible on the phone <<
---
Only needed one telephone consultation <<
---
The telephone consultations are a very good idea, saving time for both the doctor and the patient. <<
---
>> Very good and needed <<
---
>> When I asked if doctor could call me, he did <<
---

4. From last years survey, you asked us to have more regular locums so you could see the same one. How would you rate this now?

Better 53%
Just the same 20%
Worse 4%
No response 23%

Feel free to comment:-
---
>> Don’t know always see Dr Ironside <<
---
>> Don’t know only see Dr Ironside <<
---
>> Have not seen a locum doctor <<
---
>> Haven’t really experienced a locum <<
---
>> I have not been effected by this so I can’t comment <<
---
>> I didn’t ask for more regular locums <<
---
>> I have only seen two <<
---
>> I have seen the locum twice, very good <<
---
>> Much better <<
---
>> N/A <<
>> Not needed a locum <<

>> Only seen the locum once <<

>> Unable to comment as I have not seen any of the locums <<

>> Unable to really comment on this as not really had to see a doctor more than a couple of times <<

---

**NOW SOME QUESTIONS ABOUT OUR REGULAR LOCUM DOCTORS, DR COWAN, DR DENHAM, DR ELDRED, DR CHADHA AND DR HODEGERE**

1. How would you rate the quality of the locum doctors you have seen over the last 6 months

Not seen a locum 21%
Good 67%
Average 2%
Poor 2%
No response 8%

Feel free to comment:-

>> Always Dr Ironside <<

>> Always helpful and informative <<

>> Any locum I have seen has been good <<

>> Dr Cowan has been my doctor for many years at Cockermouth before I moved to Whitehaven and I can highly recommend Dr Cowan for an excellent service <<

>> Dr Cowan is the only locum I have seen and he was excellent. <<
Dr Denham is very good and easy to talk to. She sorted my problems out quickly. <<

Excellent <<

Have had regular appointments with Dr Denham- she is very attentive and through- very easy to confide in, saw Dr Cowan once- very relaxed and spent time explaining things clearly ( in a way i could understand!) <<

Have seen Dr Denham and she’s very nice. Also I think it was Dr Cowan or Chadha and they nice and friendly etc. <<

I always have to explain my health history and problems and by the time I see doctor I can’t remember important details <<

It would be better to be told over the telephone when you make the appointment that the doctor you are seeing is a junior. <<

Not used over last 6 months <<

Only seen one locum doctor but the standard seemed very good <<

Really like Dr Denham, can’t comment about others. <<

Some do not seem to have many skills in postnatal and contraception advice <<

There always very polite and helpful <<

Very good <<

Very good <<

2. How would you rate the ease at which you could get an URGENT appointment with ANY doctor?

Not needed to  29%
Good  53%
Average  9%
Poor  3%
No response  6%
Feel free to comment:

>> Good for ensuring young children are seen urgently- no so for adults. <<
---

>> I am never asked if the appointment is urgent. What may be urgent to me might not be seen as urgent to reception staff so this may be a problem. <<
---

>> Rang up this morning at 9:20 and got a cancellation at 9:50 <<
---

>> Reception staff always try to fit us in <<
---

>> Today is the first day we've needed a urgent app and we can see the doctor straight away ---
>> Very good never have a problem <<
---

>> Would be better if urgent appointments were with our doctors not just locum. <<
---

>> Would prefer to get an urgent appointment with a doctor who knows my background and medical history <<
---

3. How would you rate how the Practice has informed you of the doctor changes over the last 6 months?

Good 60%
Average 27%
Poor 4%
No response 9%
Feel free to comment:

>> Although really like the new information screen. <<
---
>> Don’t know <<
---
>> Don't visit often enough to comment, but information often appears on screens in waiting area. <<
---
>> Never been informed by doctor changes <<
---
>> Not really had any information <<
---
>> Only known about doctor changes via notice boards in the surgery so if hadn't been in wouldn't have known <<
---
>> Sadly I do not feel the recent changes were reported soon enough to patients either on line or in the surgery. <<
---
>> Very good <<
---

**NOW A FEW QUESTIONS ABOUT OUR REGULAR DOCTORS AND STAFF**

1. How would you rate the quality of our **Reception Team**? (ie helpful, friendly, caring and efficient?)

   Good  **92%**
   Average  **4%**
   Poor  **1%**
   No response  **3%**
Feel free to comment:

>> A few glitches when new staff, or staff from elsewhere, were being trained up. Protocols for postnatal appointments could be improved so patient is not misled. <<

---

>> Actually excellent........ Always professional, caring, and helpful <<

---

>> All of the above ladies are the best way above those of friends <<

---

>> Always helpful in any situation friendly and welcoming <<

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>> Excellent <<

---

>> Excellent always helpful <<

---

>> Excellent team. Very good <<

---

>> Excellent! Always helpful and Friendly <<

---

>> Excellent. Always willing to help. <<

---

>> Good helpful caring and friendly <<

---

>> Helpful, caring, friendly, efficient. <<

---

>>I think they do a fantastic job, well done you all deserve a medal :) <<

---

>> Most of the reception staff are all of the above very caring and efficient, Anne and Maureen are fantastic <<

---

>> Reception team have been very helpful <<

---

>> Some are better then a select couple most are excellent <<

---
The reception team are probably the best in Whitehaven (having dealt with all six GP surgeries throughout my job) <<

The time taken to answer the phone is often very long, although this is understandable if the staff are busy with a patient. <<

They are all very helpful <<

They are brilliant always very helpful and always do there best for you <<

Very approachable and always happy to help <<

Very helpful <<

2. How would you rate the quality of our Administration Team (staff upstairs)? (ie helpful, friendly, caring and efficient?)

Good 77%
Average 6%
Poor 0%
No response 17%

Feel free to comment:

Difficult to answer as I have not had direct contact with them <<

Excellent team very good <<

Haven’t met any <<

I cant say I know who admin is although I spoke to someone and they were very helpful <<

Very Good <<
3. How would you rate the quality of our **Nursing Team**? (ie helpful, friendly, caring and efficient?)

<table>
<thead>
<tr>
<th>Rating</th>
<th>Percent</th>
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</thead>
<tbody>
<tr>
<td>Good</td>
<td>90%</td>
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<tr>
<td>Average</td>
<td>2%</td>
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<tr>
<td>Poor</td>
<td>1%</td>
</tr>
<tr>
<td>No response</td>
<td>7%</td>
</tr>
</tbody>
</table>

Feel free to comment:-

>> All of the nurses are excellent. <<

>> Always an excellent service by nurses. <<

>> Always very professional and helpful <<

>> Excellent <<

>> Fantastic <<

>> Kayleigh is excellent <<

>> Nurses are great and you don’t have to wait a long time to see them <<

>> Very helpful <<

>> Very polite, friendly and helpful <<

4. How would you rate the quality of our **DOCTORS**? (i.e. helpful, caring and efficient?)
Good 93%
Average 2%
Poor 0%
No response 5%

Feel free to comment:

>> All the doctors are brilliant <<
---

>> Always caring and approachable wouldn’t go to anyone else <<
---

>> As good as ever <<
---

>> Caring and helpful <<
---

>> Dr Ironside – Great. Locums - Ok - but they don’t seem to want to make any decisions, therefore having to make appointment with Dr Ironside <<
---

>> Excellent could not ask for better <<
---

>> Excellent team very good <<
---

>> Graham knows me so its easier as he knows my health problems very good <<
---

>> ONLY see Dr Ironside <<
---

>> Only see Dr Ironside who is excellent <<
---

>> Particularly like Dr Ironside manner with my children and myself <<
---

>> Prescription happy - on occasions <<
---

>> Rarely use excellent in surveys but would in this case <<
---
The doctors, Ironside and Megan are very, very good but unfortunately continuation of care has been a problem for the past year or so and this has caused problems.

Very good always helpful

NOW HERE ARE SOME QUESTIONS THE CARE QUALITY COMMISSION MAY ASK YOU WHEN THEY VISIT US

1. Do you feel the Practice provides a CLEAN and SAFE environment for your care?
   Always 96%
   Sometimes 1%
   Never 1%
   No response 2%

Feel free to comment:

I can highly recommend this practice

When ever possible, i know this isn’t practical as things can happen beyond practice control

2. Do you feel you are SUPPORTED by the Practice? ie listened to and have confidence in us.
   Always 86%
   Sometimes 11%
   Never 0%
   No response 3%
Feel free to comment:-

>> Had a lot of support (including emotional) over the past 5 years of ill health <<
---
>> There has been an occasion with one of my family members where due to non continuation of care, a serious problem occurred. <<
---
>> This wasn’t always the case but i believe it is now since the Drs have changed <<
---
>> Yes always <<
---

3. Do feel the Practice provides you with SAFE and EFFICIENT care? ie gives you the right diagnosis and treatment, advice on managing any conditions you may have, referred correctly and involve you in decisions about your care

Always 82%
Sometimes 10%
Never 0%
No response 8%
Feel free to comment:-
>> I sometimes feel that persistent problems don't always get sorted <<

4. Do you feel the Practice treats you with compassion, dignity and respect?
Always 95%
Sometimes 1%
Never 0%
No response 4%

Feel free to comment:-
>> All staff and doctors are very caring <<
>> Mostly <<
>> Very much so <<

5. Do you feel the Practice responds to your needs and any issues or problems you may have?
Always 87%
Sometimes 8%
Never 0%
No response 5%
6. Do you feel the Practice is well led? ie has a good manager, well trained staff, deals with any issues you may have, communicates with you, and is professional at all times.

Always 82%
Sometimes 9%
Never 1%
No response 8%

Feel free to comment:-

>> Although we agree with above points we felt that we always seem to have to wait over 3-4 days to see preferred doctor, which we never had to when we attended the surgery at the beginning << ---

>> As a patient I find everything goes like clock work << ---

>> Insufficient time to comment << ---

>> No but well trained staff <<
Well trained staff <<

Yes they always do there very best <<

7. How would you rate the overall service you have had from the Surgery over the past 6 months?

Not noticed any difference 11%
Good Service 72%
Average Service 6%
Poor Service 0%
No response 11%

Feel free to comment:

Average/Good <<

Difficult sometimes as long waiting times to see Dr Ironside <<

Getting to see the doctor of your choice within a reasonable time frame is a problem. A 2 week wait is not really acceptable. Having to see a different locum at every visit means having to explain your problems again and again. The locums do not always read the notes <<

Not visited in the last six month <<

8. Overall, would you recommend the Practice to your friends and family?

Always 81%
Sometimes 10%
Never 0%
No response 9%
Feel free to comment:

>> Being familiar with your doctor is a big thing, sometimes you are not able to see them which upsets you sometimes. <<
---

>> But sometimes I feel too big can be troublesome I.E people/things get overlooked <<
---

>> Have recommended the practice to some friends who have recently moved to the area <<
---

>> Having regular locums available for ongoing appointments is big issue for patients- the practice has addressed this problem and improved the service to patients <<
---

>> Medical Staff always have a respectful manner, listen and approach. Which i think helps identify underlying issues E.g. family history <<
---

>> Most already in this practice <<
---

>> There have been many problems in the past 12 months but overall the practice is still very good. <<
---

>> There isn't many regular doctors and it's a small practice not near to any car parks. <<
---

>> This is a very good practice <<
---

>> We can't fault any of the above services <<
---

Finally, we are always keen to hear your general thoughts and comments about our survey, and how we can improve what we do 9. Please can you let us know some of the GOOD things about our surgery:-
Admin + reception staff always helpful and have been able to deal with any queries. Doctors are always polite and helpful, even the locums.

All good.

All staff are pleasant and friendly and very helpful.

Although I haven’t been able to see my regular doctor, Doctor Cowan has been extremely efficient, helpful - it would be good to see him staying in the practice.

Always Efficient and caring.

Always caring, efficient service.

Always good.

Always helpful - always a smile and make time to talk and try to help.

Always helpful & friendly.

Always helpful and friendly.

Always receive a top standard of care, from entrance to exit.

Always try to please people.

Always very kind, helpful and professional.

Can always get appointment with a doctor of choice always looked after well by both receptionists and doctors.

Clean.

Clean and tidy Reception staff do their best.

Clean, Efficient Practice Doctors.

Covered above.

Dr Ironside treat my auntie when she was dying and was amazing.

Everybody is very helpful and eager to do there best all the time.

Everyone is always pleasant and helpful.

Excellent service, professional staff, clean, caring and organised.
Familiar reception staff. Good to know who you are speaking to when on the phone.  

Feel very comfortable and rely the help from doctors especially receptionists.  

Friendly approachable staff always willing to listen caring and supportive  

Friendly reception staff nice clean environment nice doctors :)  

Friendly staff easy to order prescriptions easy to book appointments clean and bright surroundings and rooms  

Friendly staff, caring doctors, clean and easy to see someone if needed.  

Good things........ professionalism, care and helpfulness delivered in a compassionate and caring manner either by telephone or in the surgery  

Great Reception staff Clean + safe place to be. Always seen as soon as possible  

Have never had difficulty getting an appointment.  

Helpful, considerate, pleasant  

Helpful, friendly, aim to please  

I am very pleased in my treatment nurses and graham lovely  

I feel well pleased with it  

I have always found my treatment good  

I like that you will always listen to my queries and if my children, that things are explained in a way I can understand and that sometimes the staff go an extra mile to be helpful  

I tend to see the same doctors so feel there’s a personal services provided by the doctors who know about any previous visits/medications/conditions  

I’m lucky not to need to see a doctor often always satisfied when i do  

It is a place of calm and efficiency. I like that I can order repeat
prescriptions through the website. Thank you for caring enough to ask patient's opinions on a regular basis. <<
---
>> Its always very clean, nurses are amazing <<
---
>> Keep up the good work <<
---
>> Lots of our family are in the surgery and have been for a long time, from the early days this gives us confidence to see the doctors of choice we had <<
---
>> Modern, comfortable and with good facilities. <<
---
>> Most of the receptionists are good, nurse Kayleigh is fab <<
---
>> Myself and my children have been with Dr Ironside for over twenty years and i can only praise the doctors and reception staff for their kindness and care <<
---
>> Prescription are always ready quickly emergency appointments are usually available if needed <<
---
>> Quick and easy to make an appointment <<
---
>> Staff and doctors are friendly, caring and very helpful <<
---
>> Staff are excellent except 1 surgery always spick and spam polite and friendly <<
---
>> The doctors Staff Nurses and Receptionists are always very pleasant and helpful <<
---
>> The practice is excellent in all respects <<
---
>> The staff are very friendly <<
---
>> The waiting areas are excellent and are always clean. Once the problems with doctors are over, it will be back to the brilliant practice we are used to. <<
---
>> well informed by information and view like the notification board informing if medical staff are on time always feel GP care. <<
---
>> You can get an urgent appointment. <<
---
>> Your reception team are second to none brilliant ladies most <<
---
10. Please can you let us know of anything you think we can IMPROVE upon:---

>> ---
>> Bit more communication regarding any new news and how soon will we be getting them. Updates on how Dr Megan is doing << ---
>> Employ more full time doctors instead of locums. << ---
>> Find some way of letting the patients know when running late so you don’t have to wait for so long << ---
>> Getting appointments in a shorter time << ---
>> Getting early access to see doctor of choice << ---
>> Having a female doctor available daily. << ---
>> Hours suit me now I am retired wonder if they suit working patients << ---
>> I think you should have an automated prescription line! More appointments available on the day you call << ---
>> I would like to see more regular comments and updates on the website. Also the ability to book appointments on line would be helpful and perhaps this would make life easier for reception staff. Could blood results or other tests be made available to view online? << ---
>> If tests results come back normal, I would appreciate an email letting me know, so that I am sure the results have not been misplaced. << ---
>> It would be better if the information screen upstairs was the same as downstairs, as it used to be. << ---
>> Late appointment availability << ---
>> Less Waiting Time For Appointments both doctors and Nursing staff << ---
>> Like to get to see a doctor I feel most combatable with. Being made to feel bad and tired to get to see another doctor << ---
>> Many times I think you are all brilliant << ---
>> NO << ---
>> Not really excellent service << ---
Nothing

---

Regular doctors or locums stay longer

---

Satisfied with our treatment

---

Shorter waiting time for appointments with a nurse for bloods

---

The provision of additional later bookings i.e. early evenings, for persons who due to working conditions are unable to obtain suitable timings of attendance

---

To be to phone for appointment for 8am

---

Waiting time - perhaps doctors in general practice could work a rota system or different roles - due to peoples alternative work times! Repair Touchscreen! (Please note this was replaced 11th December 2013)

---

You can’t improve on excellence keep up the good work

---

You couldn’t do anything more than you already do

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Summary of Results

This year, we were quite overwhelmed with the feedback from our Patients. Overall, the results were excellent and showed a very clear improvement on the previous year, which was really encouraging that things have got better, despite some of the issues the Practice has had to face. There were lots of very positive comments about the staff, doctors and nurses and this was a good moral boost to all the hard working staff at Queen Street.

However, there were still a few areas that patients felt we could improve upon and some very good idea’s from our patients. The results of the survey and a list of suggested actions were fed back virtually to our Patient Group at the end of March 2014 for further comments and suggestions. The Patient Group were asked to provide us with any further comments and feedback on these proposed actions to ensure they felt they were the right things to address. The final report was then posted onto our website by the 31st of March 2014.
<table>
<thead>
<tr>
<th>What patients wanted us to do</th>
<th>How we are going to do it</th>
<th>By who</th>
<th>Timescale</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve patients being able to see the doctor or nurse of their choice for routine appointments</td>
<td>Advertise that patients can book 3 months in advance for Nurses and 6 weeks in advance for the doctor of their choice for routine appointments on website, waiting rooms and on prescriptions. Always ensure the appointment book is prepared to these timescales.</td>
<td>Steph Wareing – Practice Manager, Fran Hipkin – Appointment administrator</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Improve our access by enabling patients to be able to book their appointments outside normal hours</td>
<td>Activate booking appointments online, particularly early morning and late night appointments to support workers. New Clinical System now allows us to do this.</td>
<td>Steph Wareing – Practice Manager, Fran Hipkin – Appointment administrator</td>
<td>April 2014</td>
</tr>
<tr>
<td>Give confidence to patients about the security of their medical records</td>
<td>Update the medical records section on the website and improve communication by posters in waiting rooms.</td>
<td>Steph Wareing – Practice Manager</td>
<td>May 2014</td>
</tr>
<tr>
<td>Keep patients up to date regarding doctor changes</td>
<td>Replicate information on website in waiting rooms.</td>
<td>Shannon Hymers - Admin</td>
<td>April 2014</td>
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<tr>
<td>Provide information to patients on doctors</td>
<td>Ensure the patient check in notifies patients of any delays.</td>
<td>Steph Wareing – Practice</td>
<td>Ongoing</td>
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<tr>
<td>Task</td>
<td>Description</td>
<td>Responsible</td>
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<td>----------------------------------------------------------------------</td>
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<tr>
<td>Improve patient information</td>
<td>To provide summary of doctors in reception and visiting doctors. Ensure kept up to date.</td>
<td>Steph Wareing – Practice Manager</td>
<td>May 2012</td>
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<tr>
<td>Ensure female doctor daily</td>
<td>Include in longer term recruitment.</td>
<td>Steph Wareing – Practice Manager</td>
<td>June 2014</td>
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<tr>
<td>Ensure postnatal care</td>
<td>Review postnatal protocols.</td>
<td>Dr Suzanne Megan</td>
<td></td>
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<tr>
<td>Patients blood results</td>
<td>To look into technology accessibility.</td>
<td>Steph Wareing – Practice Manager</td>
<td>July 2014</td>
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<tr>
<td>Provide more late night</td>
<td>Include in longer term recruitment.</td>
<td>Steph Wareing – Practice Manager</td>
<td>June 2014</td>
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<tr>
<td>Improve telephone</td>
<td>Add 2 more telephone consultations. To advertise availability in waiting rooms, call board and website. Protect 2 nurse blood appointments daily.</td>
<td>Steph Waring/Shannon Hymers</td>
<td>May 2014</td>
</tr>
<tr>
<td>Improve the queuing</td>
<td>Posters to encourage patients.</td>
<td>Anne Fulton –</td>
<td>April 2014</td>
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<tr>
<td><strong>system at the desk to avoid congestion</strong></td>
<td>queue down the right hand side of Reception, enabling other patients to use the touch screen to check in.</td>
<td>Head Receptionist</td>
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<tr>
<td><strong>Improve the access for disabled patients at the back door</strong></td>
<td>Bring in a call system, and automatic door release to prevent disabled patients being kept waiting at the back door.</td>
<td>Steph Wareing – Practice Manager</td>
<td>April 2014</td>
</tr>
</tbody>
</table>
Conclusion and summary

Overall, the Practice found the above exercise an extremely usefully and positive one. Not only did it provide our doctors and staff with some very positive feedback that we are hopefully doing a good job, but it also gave us an insight into what is important to patients and where we can still further improve.

The action plan has provided us with something meaningful to implement over the forthcoming year which will hopefully improve the patient experience still further at Queen Street Medical Practice.

Recommendations and what will happen next

It was agreed that the Practice would not only publish the results of the survey and this report and action plan on its website, but would also put up a display in the waiting room, to share the results with patients as they attend. The survey will also form part of our impending Care Quality Commission inspection.

Acknowledgements and thank you’s.

The Doctors and Staff at Queen Street would like to thank all the members of its Patient Group for giving up their valuable time to contribute to this report. We would also like to take this opportunity to thank all the patients of Queen Street that took part in our survey and for their patience, understanding and good wishes to the doctors during the past year.

Without your feedback we would not know how we are doing and where we could do better!!