**Patient Participation Report & Survey Results 2012/13**

We have now had our patient participation group in place for over 12 months. We have had few additional patients join the group during the year. We continue to advertise on the practice website for new members – everyone is welcome to join so if you are reading this and would be interested in giving us your views on how we can improve services/what we should ask in our surveys etc please register your interest via the website. The group is open to all patients registered at the practice. It is important that the group is representative of the patients registered at the practice and the 9 patients who have joined the group encompass a wide demographic of our practice population. We have still had no success recruiting patients in their teenage years – if you are a teenager who may be interested in letting us have your opinions on the services we offer please think of joining the group (we won’t take up much of your time and would value your input).

**Please note we still require group members, everyone is welcome to join – please see the link on our website to register!**

We continue not to want members of the group to be overly burdened by emails and so have kept these to a minimum with the proviso that if members wish to reply to questions or make suggestions that is much appreciated but likewise they do not need to respond to every email if they do not see it as appropriate.

Prior to this survey we again asked group members for their ideas on what questions should be asked. The practice did want to ask some questions this year around access to information, particularly around making best use of the practice website. Group members were asked their opinion on this and for any other questions they wanted to add. The group were supportive of our looking at promoting the website plus looking at on-line appointment booking with a view to offering this in a fair way that did not disadvantage patients without access to the internet. We also asked general questions about dignity and respect and whether patients would recommend the practice to friends and relatives. Once the survey questions had been drawn up a list was sent out to the group for their thoughts on whether the survey was acceptable.

Once agreement had been given the survey was posted on the practice website with prominent requests for patients to complete this. The survey was also advertised in the surgery and hard copies were made available for patients without access to the internet. In order to try to obtain additional responses to those gathered last year and as a response to our action plan from our previous survey the questionnaires were made available for 8 weeks in total. An increase in survey responses was the target from our survey report as published on our website. During this time 29 responses were submitted on-line and 35 via reception; this represents 1.17% of our patient population.

**The survey results were as follows:**

***89% of patients indicated that they have access to the internet.***

***56% of patients with internet access said that they use the practice website.***

* ***25% of patients said that they use the website to look up surgery information.***
* ***14% of patients said that they use the website to look up general health information.***
* ***55% of patients said that they use the website to order prescriptions online.***

***64% of patients said that they would like to be able to book appointments online. 25% of patients who answered said that they did not want to book appointments online.***

 ***Patients were asked what percentage of appointments they thought should be available to book online the results were as follows:***

* ***14%of patients did not want any appointments to be made available online***
* ***13% of patients wanted up to 10% of appointments to be available to book online.***
* ***16% of patients wanted up to 20% of appointments to be available to book online.***
* ***14% of patients wanted up to 30% of appointments to be available to book online.***
* ***6% of patients wanted up to 40% of appointments to be available to book online.***
* ***23% of patients wanted up to 50% of appointments to be available to book online.***

***98% of patients said that they are usually satisfied with the service they receive at the practice.***

***98% of patients said that they are usually treated with dignity and respect at the practice.***

***98% of patients said that they would recommend the practice to a friend or family member.***

This information was shared with the patient participation group and they were asked to comment on both the results and on proposals relating to service change.

**Conclusion/Action Plan**(responsible person: Ann Blackburn, Practice Manager - to be completed by March 2014).

Following feedback from the group this year it has again been agreed that no major changes to services provided or the way in which they are delivered are required. The practice will run a campaign later in the year to promote the website and the fact that repeat prescriptions can be ordered online etc.

A main concern of the patient group is the low number of responses to the survey and we have decided that during the coming year we will introduce a text reminder system and we are currently collecting mobile telephone numbers ready for when this system starts. This will be used as an appointment reminder system but has a major advantage that it can be utilised to text patients and ask them to complete our patient surveys – we hope this will result in a much higher response rate. We have had good feedback from practices using this method to increase survey response numbers.

The practice does feel that there is a place for online booking but as members of the patient group pointed out we must be careful not to disadvantage patients who do not wish to use this option. Group members also felt that the number of responses to the survey was very small compared to the practice list size and that making decision based on such small numbers was not necessarily the correct way forward.

During the year the practice will give further consideration to introducing online booking.

Practice premises will be open from 8.30am until 6pm (the duty doctor is available from 8am until 8.30am and from 6pm until 6.30pm but must be contacted by telephone from 8am until 8.30 am and from 6pm until 6.30pm). The surgery offers extended hours and the duty doctor is available on one evening per week and one Saturday morning per month – the days of the week on which these services may differ so please contact the surgery to see when the next appointment is available . We operate an appointment system (including ‘on the day’ emergency appointments) for all services; appointments can be made either in person or by telephoning 0121 453 3584.