

Patient Participation Report for the 'Hammersmith Surgery' March 2012

We are pleased to publish this report to share with you what we are doing well and not so well – This is an opportunity to work in collaboration with the PRG, which together we can influence the growth of our patient focussed services.

Introduction:-

The PRG is very much in its infancy, this year it has been very difficult to recruit patients and we only managed six patients, of the six patients 5 patients attended two meetings, the ethnic mix of those who attended were not balanced and this is something the practice will work towards during the next few months. As well as advertising the group in the surgery we are looking to be more proactive on our website. Thus enabling patients to have a voice and for us to listen.

Our patient surveys were targeted to:

- Make it simple and to listen and take action where possible and if appropriate
- Encourage patients to comment on what is 'Good and Bad' about the practice

Sample of comments received by survey:-

What was the best thing about your visit to the surgery:-

- The building
- The receptionist was very helpful
- Opening Hours
- Friendly Staff
- Short time between date of booking and appointment
- I see the doctor I'm familiar with
- The nurse is a very nice lady
- My GP spent time to reassure me
- Open discussion about possible treatment and their side effects
- The Doctor was helpful
- As a man, being able to be examined by a male doctor when dealing with certain problems
- No hold-up, on time, relative ease of booking
- Organization, friendliness
- Staff are very kind and GP friendly, calm and wise with advise
- Flexible times (early and late appointments)
- They were very professional during the whole process
- Being given an appointment when I need it
- The friendly service
- Well organised, very nice receptionists, doctors and nurses

- Welcoming, efficient and caring

What is the one thing that could have improved your visit:-

- Getting through on the telephone can be a nightmare
- Being able to book in advance, the attitude of some of the reception, more understanding helpful doctors, telephone number should be a local number
- Please improve on the way you book appointments, It is not suitable to call at 08:00 every morning to try and get an appointment for a particular doctor, I only have a mobile phone and this is very costly
- Can book online
- Phone line and waiting
- Getting through on the phone quickly
- This 0844 is so expensive to call
- Make it easier to book appointment
- The amount is costs to call the surgery
- Phones!!!
- Change the telephone number from premium rate, essential
- Booking ahead > 3 days etc
- Phone System
- I waited five weeks for an x-ray result
- Waiting time is sometimes 20/25 minutes after appointment time
- Telephone system
- Telephone answer voice is too long and winded and becomes very expensive to use
- A few more shrubs and a baby weeping willow (very calming) a man or a women serving hot tea – not a machine, We live in the shadow of each other due to machines being used everywhere even the shadows are hard to find

Action Plan – Agreed with the PRG

- 0844 telephone number - to be our first priority in changing to a local call rate number – In discussion with current network suppliers
- Appointment system to be reviewed
- Improved communication between practice and patient

The survey will be published in full and comments encouraged