**PATIENT SURVEY AUDIT**

**September 2019**

ULMC carried out a patient survey in the month of September 2019. During the survey period 100 completed surveys were collected.

The questions asked are under 8 categories:

1. Ease of getting care
2. Access (online and via App)
3. Waiting
4. Provider (doctor and nurses)
5. Reception staff
6. Facility
7. Confidentiality
8. Recommendation

**Ease of getting care**

66% said good to the ability to get in to be seen on time, a 10% increase from the previous audit.

85% said they are able to see the healthcare professional of their choice.

55% said they are happy with the opening hours of the surgery – this is due to the surgery’s new closing time from 7.30pm to 6.30pm

62% said good to their return on getting a response on queries - a 2% increase from the last audit.

**Access**

47% said they are happy with the waiting time to get through on the phone, this is an increase of 14% increase in 5 months since the last audit took place, this shows that the practices decision in changing the phone system was an appropriate notion.

62% said they have booked there GP appointment online via patient access or via my GP app on their mobile phones – this is an increase of 6% - staff at the practice continually promote online booking and access.

75% of patients are aware of being able to book appointments online, ordering prescriptions, and viewing their medical records online. This is an increase of 6% in the last 5 months.

**Waiting**

49% said great and good to the time they have to wait in the waiting area – an increase of 4% since the previous audit.

56% said great to the time they have to wait in getting test results

61% said great to the time they have to wait in getting appointments – the surgery offers a week in advance appointments, 4 weeks in advance online as well as on the day medical emergency appointments and now has introduced ‘extended hours service’ which ULMC hosts on Wednesdays 6.30pm-9pm and Saturdays 9am-12pm with appointments available with GP, HCA, and Practice nurse.

55% great or good to their prescriptions being issued on time. This is an improvement for the practice of 8%.

**Provider (Doctor and Nurses)**

65% said great the doctors and nurses listening to the needs of patients. This a massive improvement since the previous audit stating 45% - increase of 20%.

49% said great ok to the amount of time being spent with the patient

59% said great the doctors and nurses explain what they want the patient to know

45% said great to the advice and treatment they receive from doctors and nurses

72% said great to their trust and confidence in the doctors and nurses this is a 27% increase since the last audit.

**Reception Staff**

90% said that they find receptionists very helpful.

38% said good and ok in answering questions

48% said good in the accuracy of information provided by reception staff – this is a 11% increase since the previous audit, the practice has monthly meeting and training with the staff to ensure they are kept up to date with knowledge medical and administration.

47% said good to how well reception staff deals with patient queries and only 10% said poor

**Facility**

78% said great to the cleanliness of the surgery

90% said great to the privacy in the surgery.

**Confidentiality**

72% said great to the question “keeping my personal information private”

**How likely patients are to recommend ULMC**

80% of patients feel that they would recommend ULMC to family or friends. Compared to our previous inhouse survey of 74%, this is a 6% improvement since our previous audit only 5 months ago.

**Summary**

According to the patient survey carried out in September 2019, the surgery needs to improve in the following key areas:

**Waiting** – time they have to wait in the waiting area, time they have to wait in getting test results, the time they have to wait in getting appointments – although the waiting time in receiving prescriptions and waiting in the waiting area has improved.

**Access** - The surgery also needs to look into ways of promoting their online services even further

**Reception Staff –** staff not being as knowledgeable in answering questions and the accuracy of information provided by staff.

**Action Plan:**

* Staff to continue receiving training
* Promoting online services further
* Staff to action on test results quicker (PN’s)
* Next survey to be conducted in January 2020

To be discussed at next practice meeting.