

Kingsway Surgery Patient Participation Group

This survey was looked at and approved by the Patient Participation Group in November 2014.

We identified our waiting room, the practice website and arriving for your appointment as an area for discussion

We carried out an anonymised patient survey out for 1 week and randomly asked 102. Below is the report of some of the results:-

Looking at the highest & lowest score for each category, the results are as follows:

The waiting room:

- Cleanliness - 80 people rated this very useful (102 people answered)
- Posters displayed - 44 people rated this very useful (98 people answered)
- Notice board - 43 people rated this very useful (97 people answered)
- Health information board - 51 people rated this very useful (96 people answered)
- Seating - 62 people rated this very useful (96 people answered)

The practice website (www.30kingswaysurgery.nhs.uk)

We asked 'how often patients use our website'.

	Results: How many people answered
Never	48
About once a week	0
About once a month	12
About once a year	20

We asked 'how do patients normally access the website'.

	Results: How many people answered
Home PC / laptop	20
Mobile phone / tablet	17

Patient comment: Some patients have commented in the questionnaire they were not aware of the practice website and we need to advertise it.

Surgery comment: Details of the practice website are displayed in the waiting room and in the practice leaflet and have been for over 18 months.

We asked 'how useful did you find the website'. The figures are based on how many people answered.

	Not useful 1	2	3	4	Very useful 5
General information		2	5	2	11
Book appointments on line	1	2	7	3	10
Request repeat prescriptions	1	1	6	2	6

Arriving for your appointment

We asked 'how easy did patients find getting into the building at the surgery'.

	Results: How many people answered
Very easy	62
Fairly easy	24
Not very easy	7
Not at all easy	0

We asked 'how clean was the GP surgery'.

	Results: How many people answered
Very clean	75
Fairly clean	17
Not very clean	0
Not at all clean	0
Don't know	0

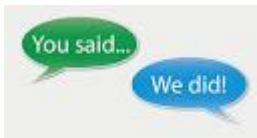
We asked 'how helpful do you find the receptionists at the surgery'.

	Results: how
Very	76
Fairly	15
Not very	0
Not at all	1

We are unable to respond to every individual's request, but have looked and answered some requests:

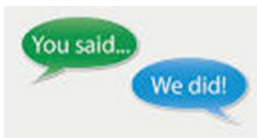
Patient comment: Some of the patients have commented about ringing the surgery at 8am in the morning

Surgery comment: We have recently had installed a new telephone system with more phone lines and hope this will reduce the waiting times in the morning when patients are ringing up to make an appointment. Patients can also book online, 2 weeks in advance.



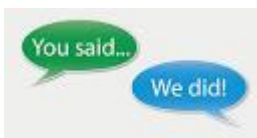
Patient comment: Can you book an appointment on the website – non urgent one?

Surgery comment: Yes you can. We now book non urgent appointments 2 weeks in advance including the online booking; we also open a few non urgent appointments online at 9am on a Saturday morning for patients to see a GP on the Monday, if this is something the patient feels can wait till then.



Patient comment: When registering as a new patient it would be helpful to receive written information on how the appointment system works?

Surgery comment: All newly registered patients are given a practice leaflet with all the surgery information in it and this includes the surgery website www.30kingswaysurgery.nhs.uk which contains more general information about the surgery.



Should you have any further suggestions which you think may help then please let us know? We are always looking to improve our service and would be very grateful for your opinions.