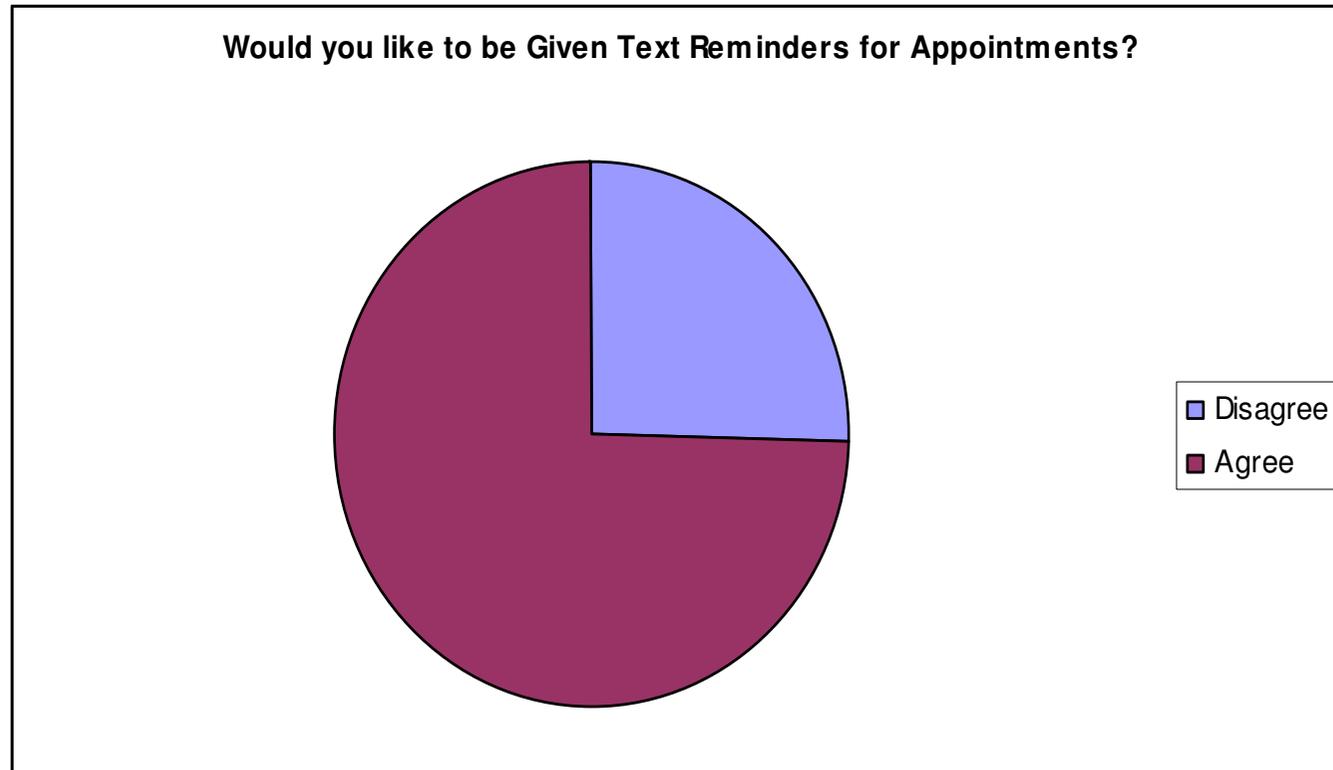


FENHAM HALL MEDICAL GROUP

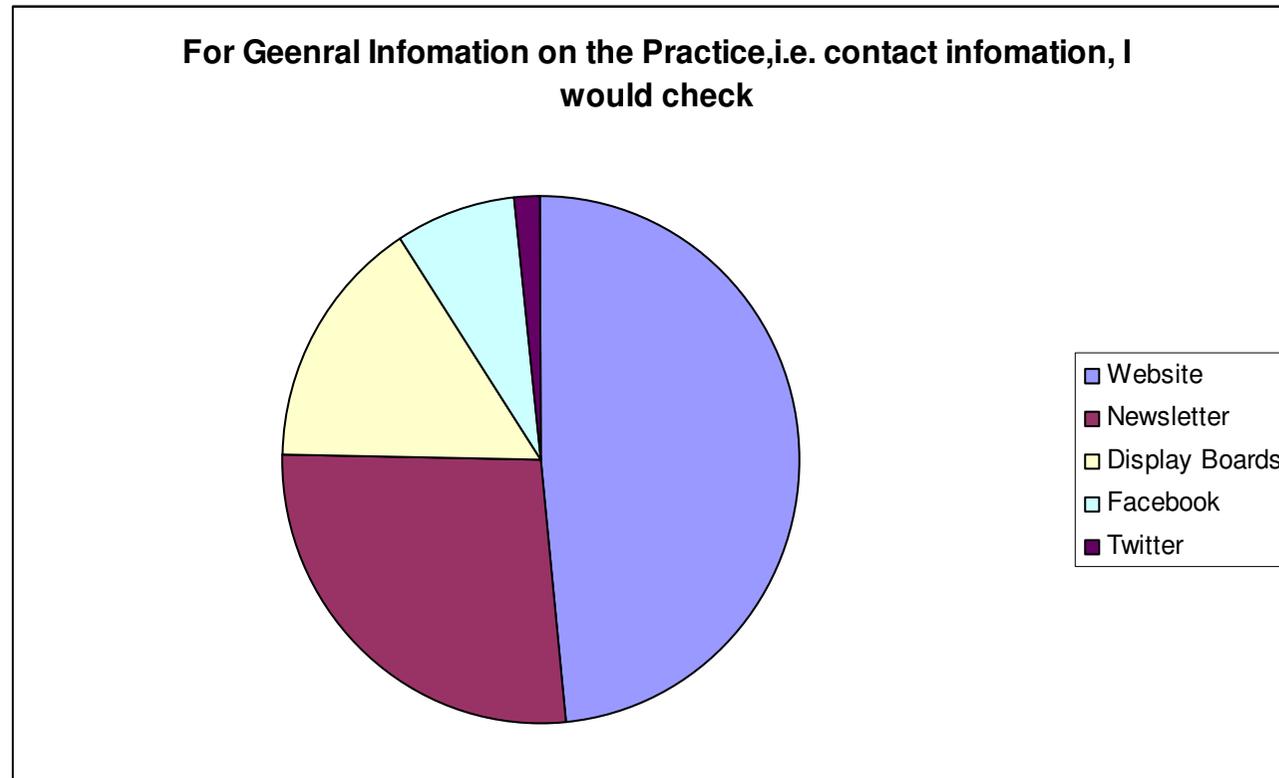
PATIENT SURVEY

FEBRUARY 2014

Would you like to be given Text Reminders for Appointments?



For general information on the practice, i.e. contact information, I would check

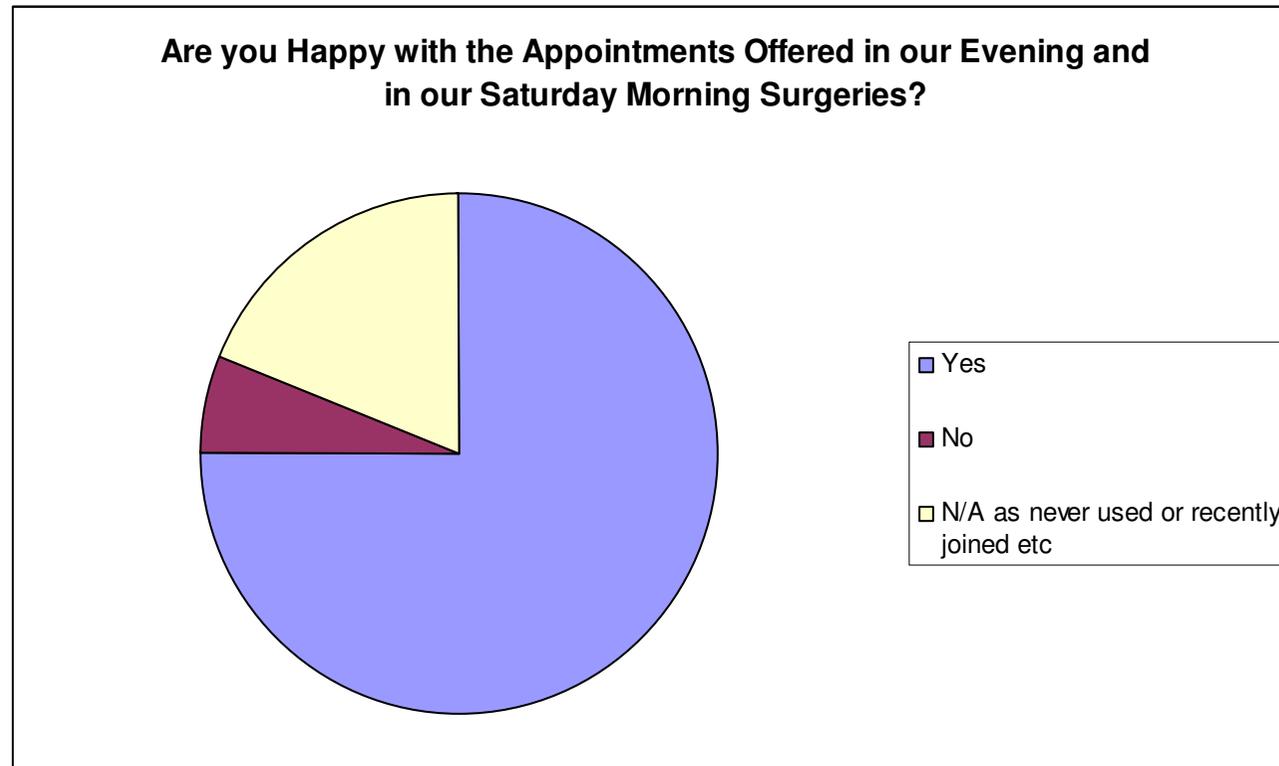


Are there any Additional Services that you would like to see Based in the Surgery?

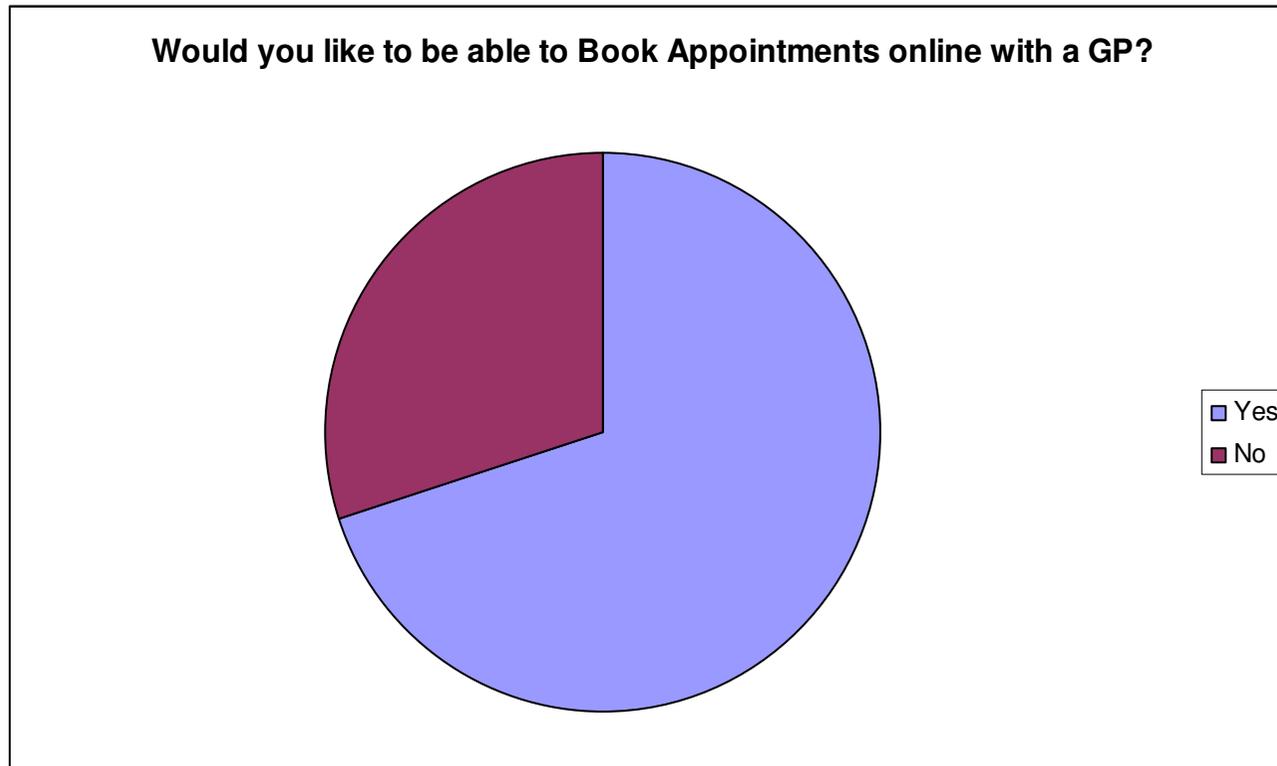
Patients had suggested the following services that they would like to see based in the surgery:

Podiatry
Physio
Chiropody

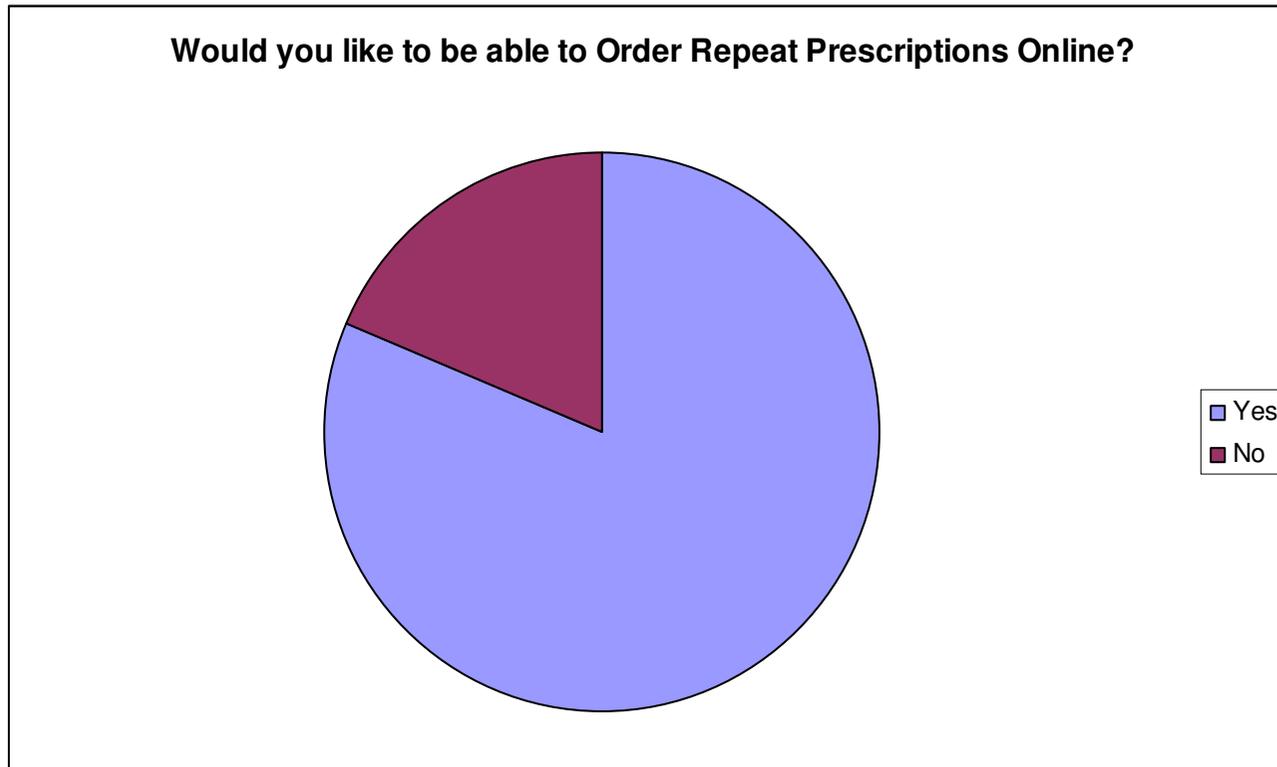
Are you Happy with the Appointments Offered in our Evening and in our Saturday Morning Surgeries?



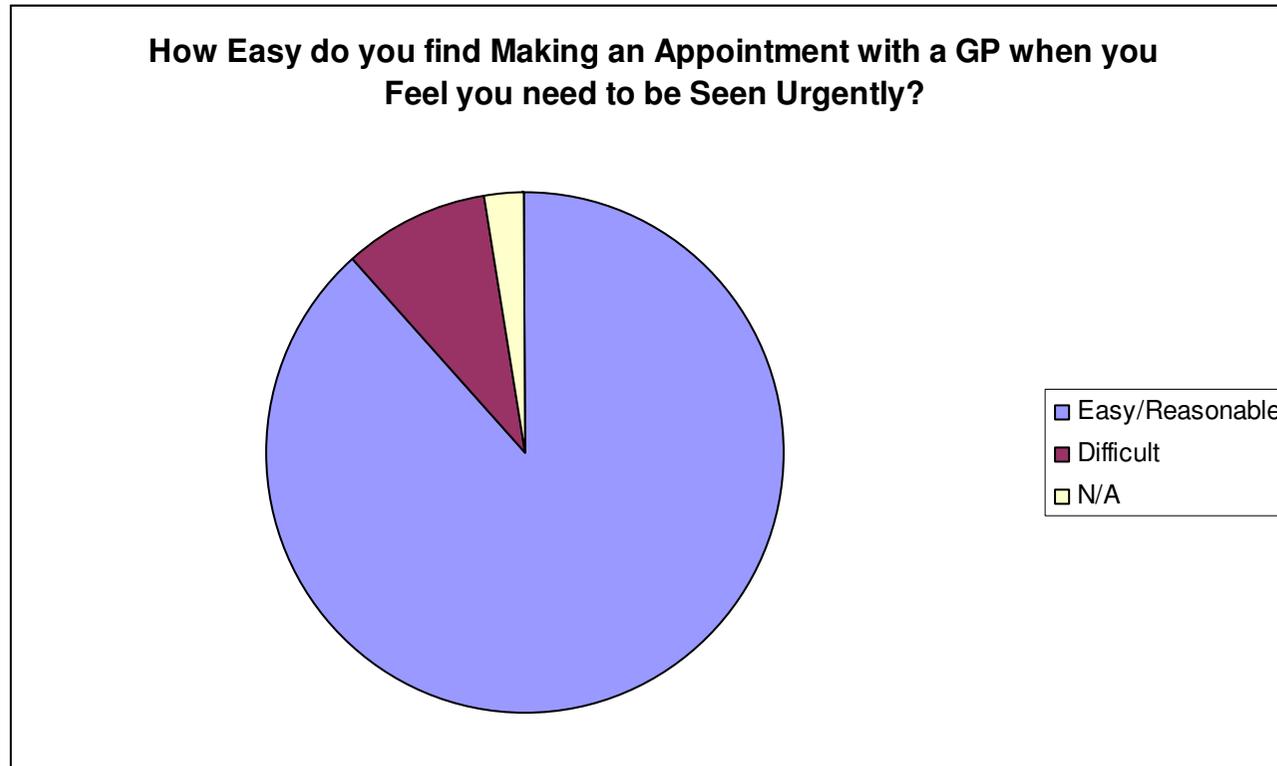
Would you like to be able to Book Appointments online with a GP?



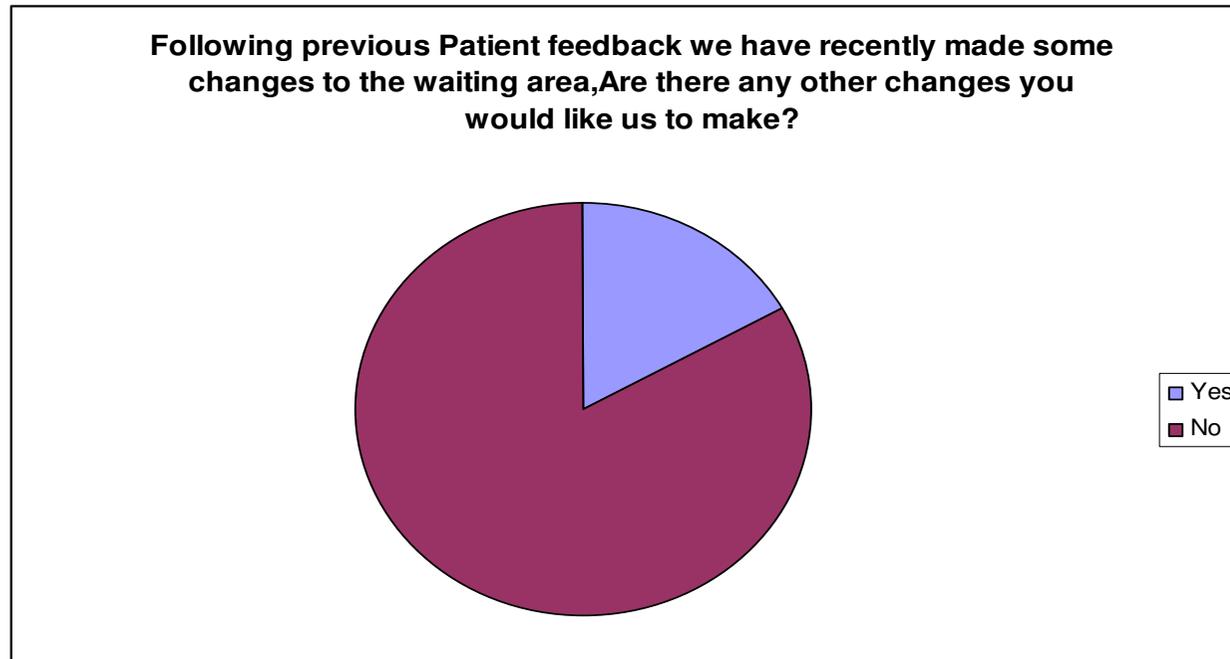
Would you like to be able to Order Repeat Prescriptions Online?



How easy do you find making an Appointment with a GP when you feel you need to be seen urgently?



Following previous patient feedback we have recently made some changes to the waiting area, are there any other changes you would like us to make?



Proposed Action Plan

Question	Response	Proposed Action Plan
Would you like to be given text reminders for your appointment	64% of patients who completed this survey said yes they like this feature,22% of patients did not like this feature due to limited use of mobiles, and 14% did not answer this question.	This feature is something that the practice will implement once the clinical system has changed-so we are looking to include this service from June 2014.
For general information on the practice, i.e. contact information, I would check	<p>63% of patients said they would check the practice website for general information, updates etc.</p> <p>35% of patients asked said they would check the practice newsletter for information</p> <p>20% of patients said they would always</p>	<p>The Practice will be updating the website weekly following patient feedback-this will also include newsletters and other important service updates</p> <p>The practice will update the notice boards on a regular basis to ensure they contain relevant and timely information.</p>

	<p>check the display boards for any notices, updates or any other general information.</p> <p>12% of patients who completed the survey said they would like the practice to use Facebook/Twitter in a way to keep them informed about updates</p>	<p>We will also continue to encourage local community groups to make use of the notice board in the foyer area.</p>
<p>Are there any additional services that you would like to see based in the surgery?</p>	<p>Patients told us that they would like the following services:</p> <p>Podiatry Physio Chiropody Drinking water in waiting room</p>	<p>We will work closely with our CCG regarding provision of future services</p>
<p>Are you happy with the appointments offered in our evening and in our Saturday morning surgeries?</p>	<p>75% of patients who completed the survey said they were happy with the appointments offered, however 6% of patients did say that they should be advertised more throughout the practice. 19% of patients were not</p>	<p>The practice will look to use facilities available to advertise these appointments, i.e. through the website and in the newsletters, display boards etc.</p>

	applicable as they had never used this service due to recently registering.	
Would you like to be able to book appointments online with a GP?	54% of patients said they would like this feature to be available- however 23% of patients said that due to no access to online systems-i.e. the internet, that they would not use this service, also 23% of patients said they liked the idea but did not want it to replace the current system entirely.	This feature is something that the practice will implement once the clinical system has changed-so we are looking to include this service from June 2014 onwards
Would you like to be able to order repeat prescriptions online?	61% of patients asked said yes to this question as it could be less time consuming for them, however 14% did say no as they don't have access to a computer or the internet, 25% of patients did not answer this question.	This feature is already available and we will promote it to patients via our website, newsletter and reminders on repeat prescriptions.
How easy do you find making an appointment with a GP when you feel you need to be seen urgently?	69% of patients said that they find getting an 'urgent' appointment easy when needed-however 7% of patients asked were unable to answer as they have never used this type of appointment,24% said they found the	It is encouraging that our current appointment system appears to work for most patients; however we will continue to monitor this situation.

	system difficult when needed.	
<p>Following previous patient feedback we have recently made some changes to the waiting area, are there any other changes you would like us to make?</p>	<p>59% of patients said that after recent changes, there were no more changes that they would like, however 12% of patients had said they would like the following services to be considered: A variety of magazines offered Daily newspapers Leaflet Stand Drinking water Different types of seating</p>	<p>We will review these ideas with the partners and implement wherever possible.</p>