

Harbour View Healthcare



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Harbour View Healthcare

Patient Survey Report 2018

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Practice Managers: Mrs. W. Lewis & Mrs H Gow

We would like to thank those patients that took the time to complete the survey, either online or when you visited the surgery.

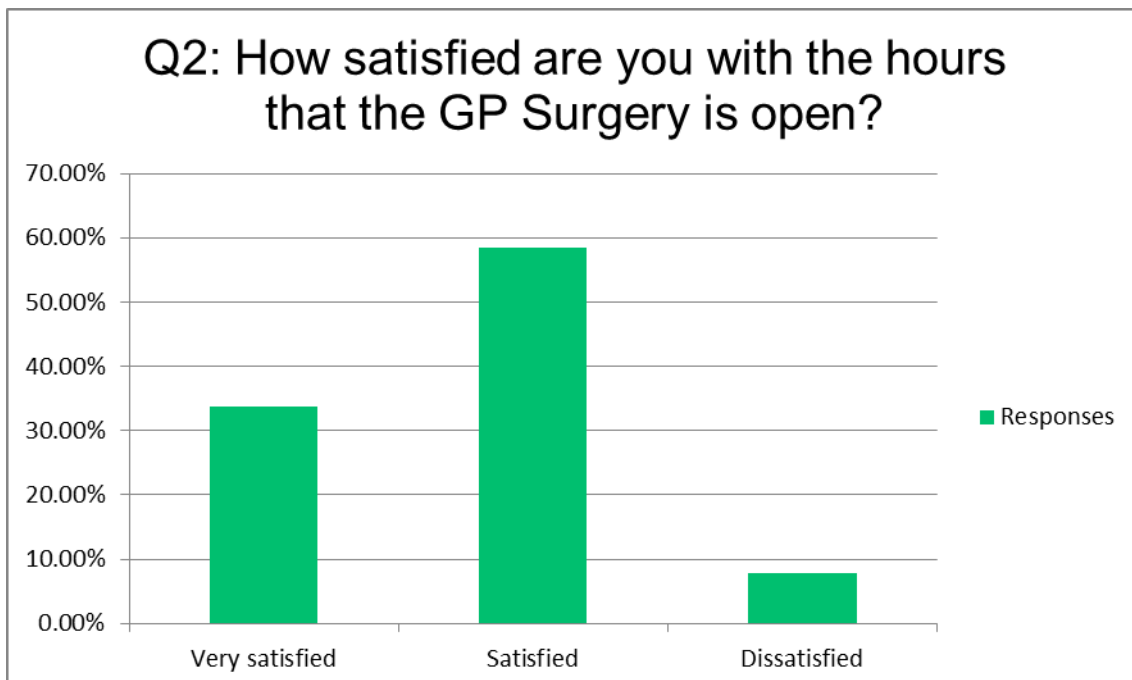
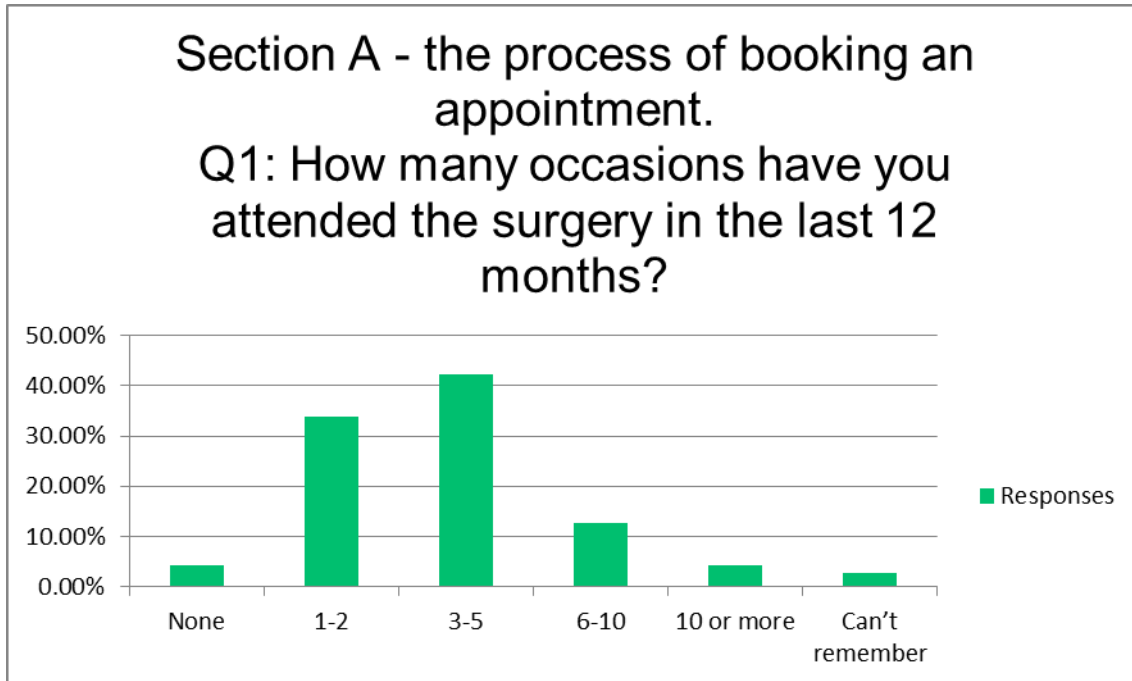
It is now coming up to three years since Harbour View Healthcare was formed and it is nice to get an idea of how the patients feel we can improve aspects of the service we provide.

At the end of the report you will find an action plan that we have out together from the conclusions of the survey.

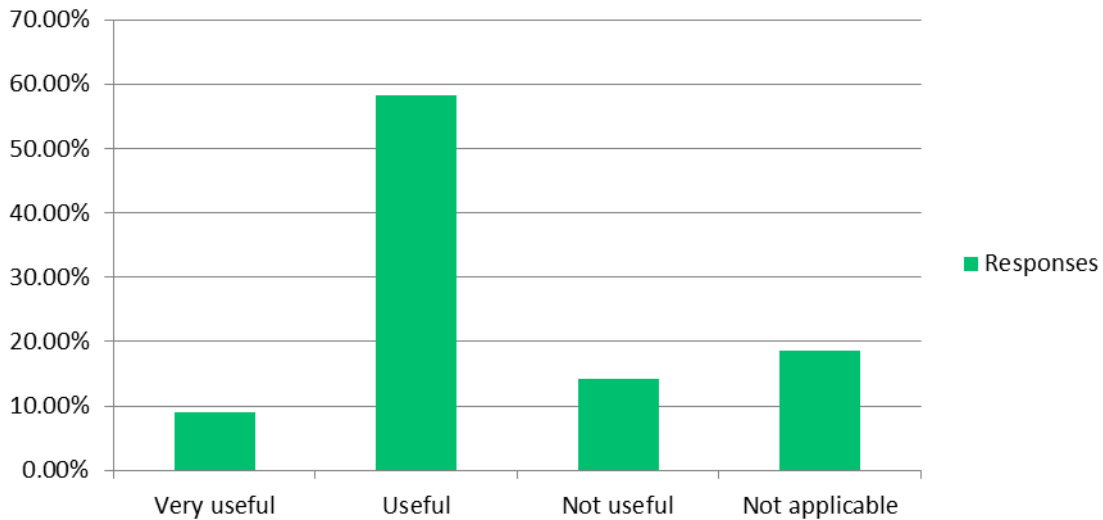
This report will be displayed in the waiting areas at the main Site and at the branch site. It will also be displayed on Harbour View Healthcare website.

Findings

We were pleased to receive 604 responses to the survey, although not everyone completed each question.

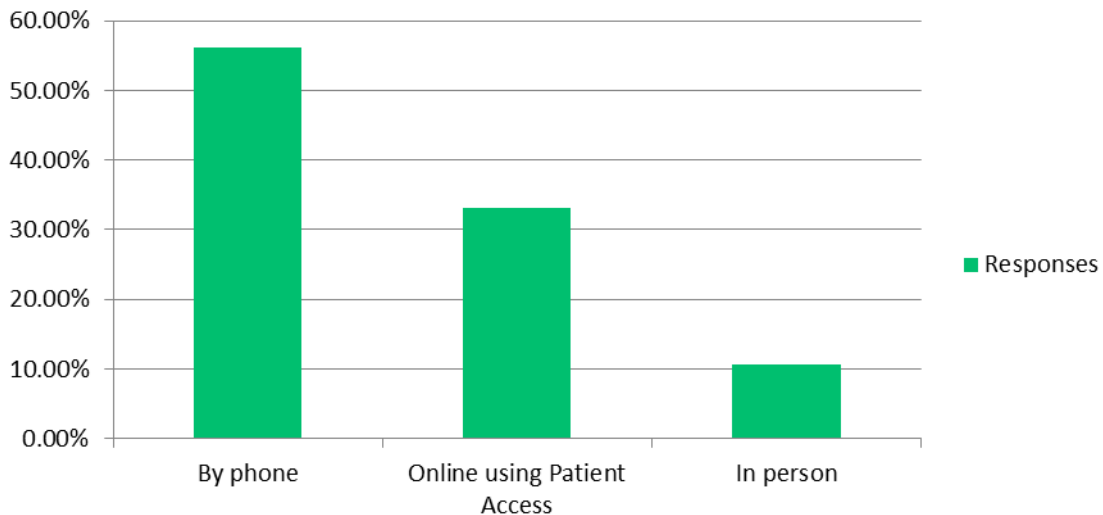


Q3: Do you find the information that is available in the waiting areas useful?



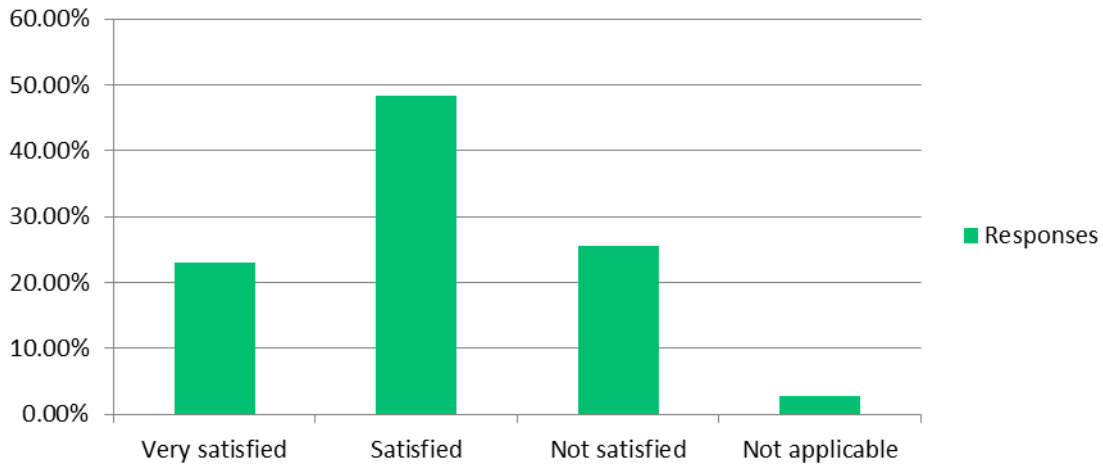
We have worked hard in recent years to improve our waiting areas, so we are pleased with these results.

Q4: How do you normally book a routine non-urgent appointment?



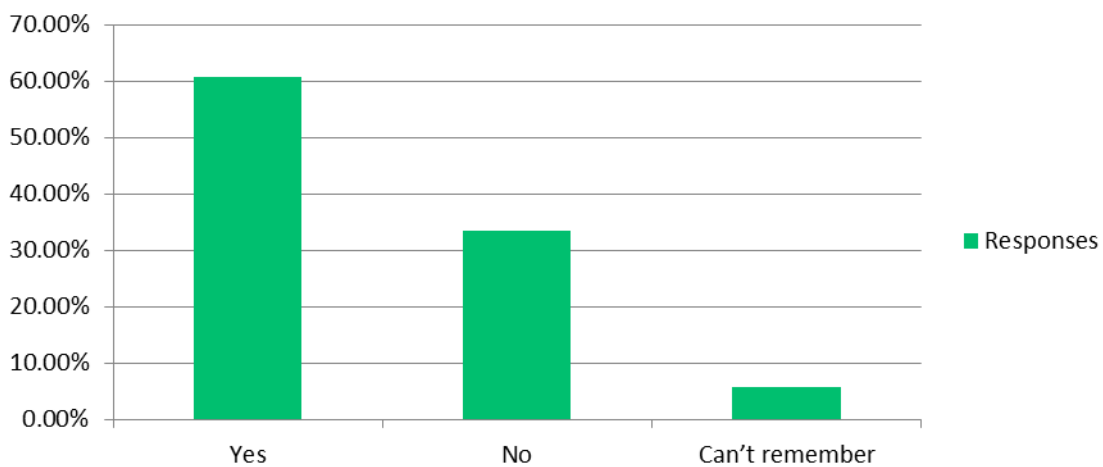
We want to try and encourage more patients to use online access so will be doing a promotional month in 2019.

Q5: How satisfied were you with the process of booking your routine appointment?

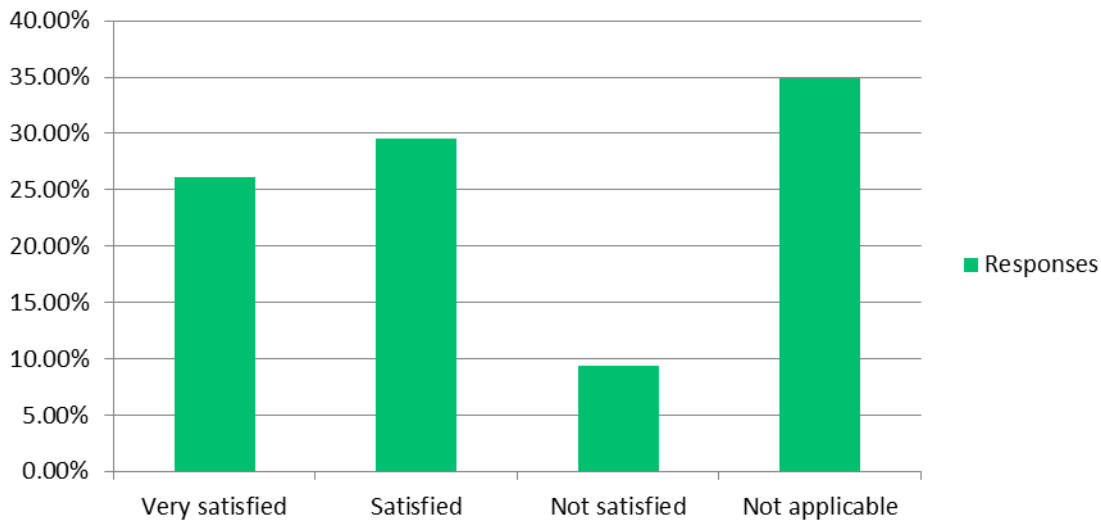


We understand patients concerns when trying to book an appointment in the future. We will be looking at the appointment system again to see if there are ways to improve this.

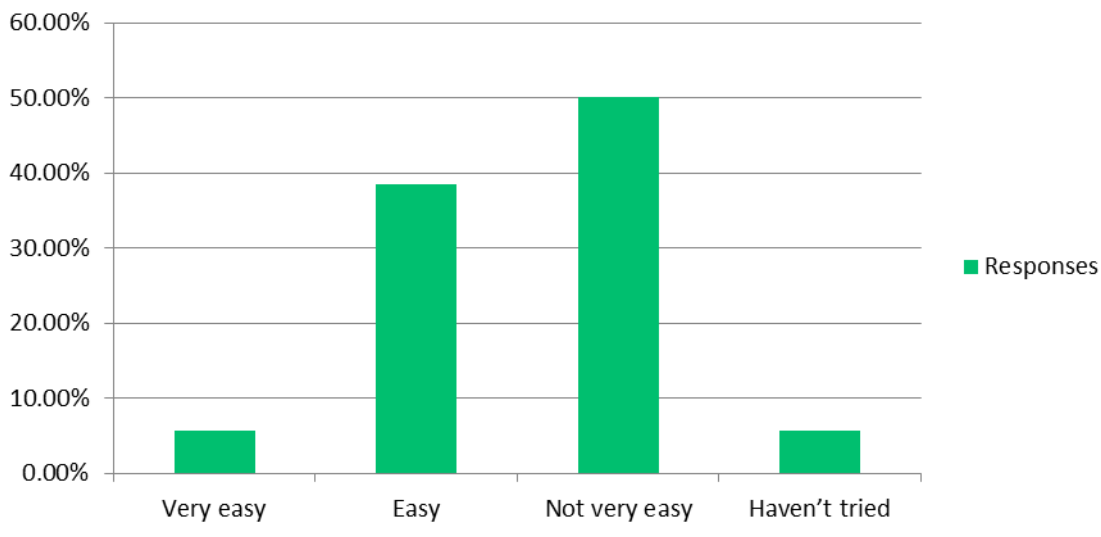
Q6: Have you ever called the surgery needing an urgent same day appointment (this is the Duty Doctor Service)?



Q7: How satisfied were you with the Duty Doctor Service?

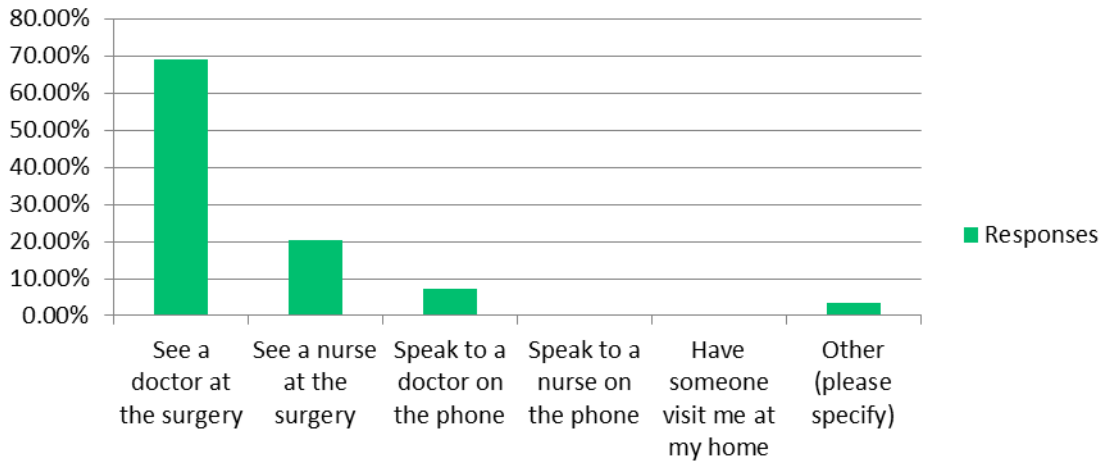


Q8: Generally, how easy it is to get through to the surgery by phone?

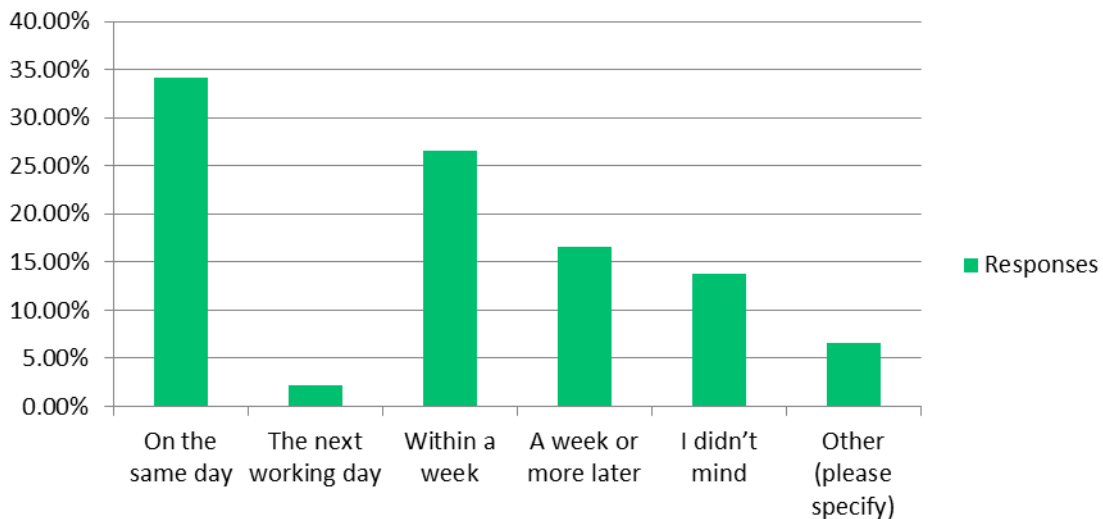


This result is obviously not great. We would like to try and improve this but we only have a certain amount of phone lines coming in to the practice.

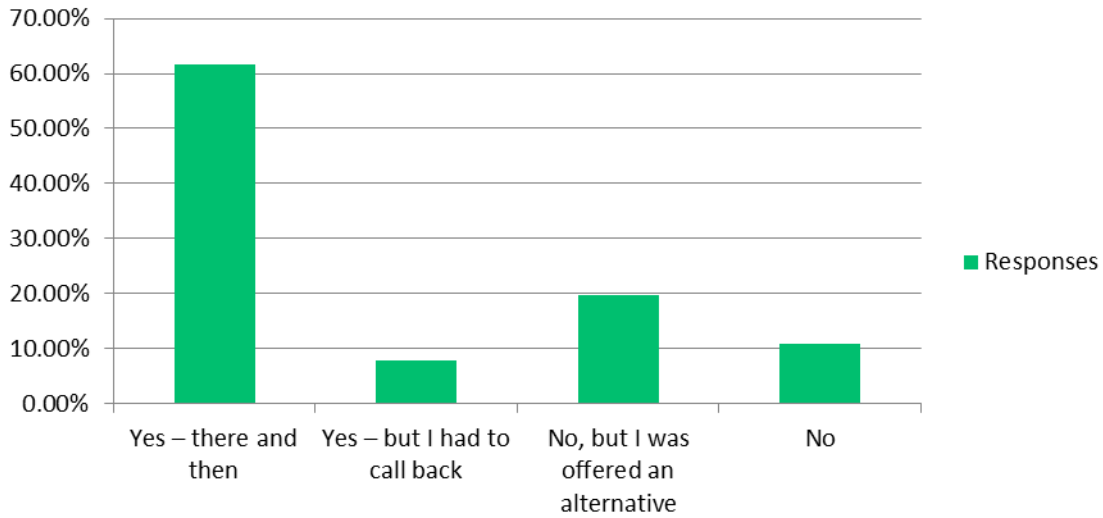
Q9: The last time you booked an appointment at the surgery what did you want to do?



Q10: And when did you want to see or speak to them?

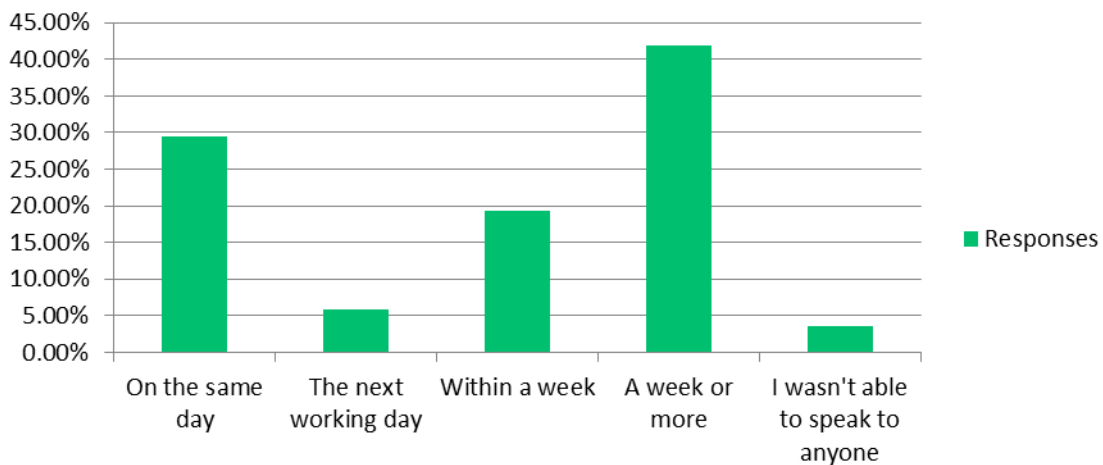


Q11: Were you able to arrange what you wanted?

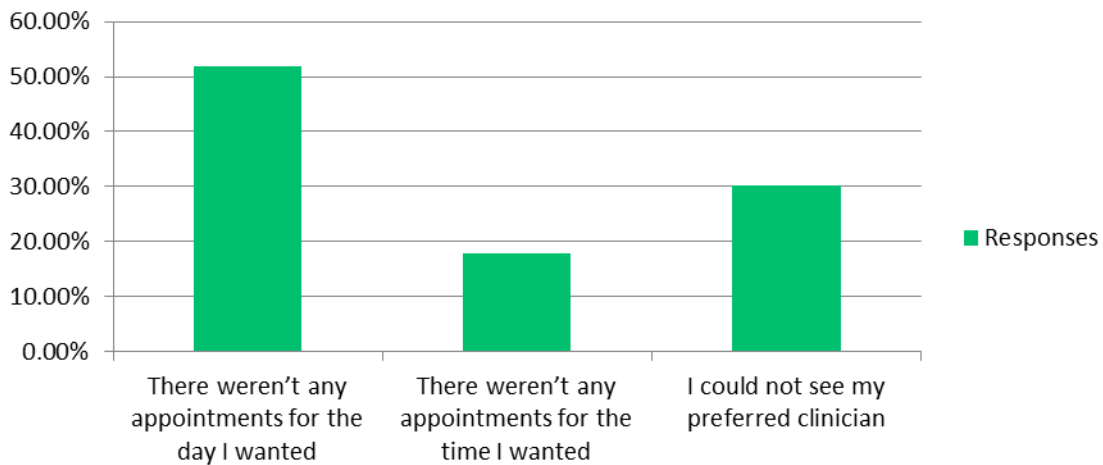


These results are reassuring that majority of patients are able to get a result when contacting the surgery.

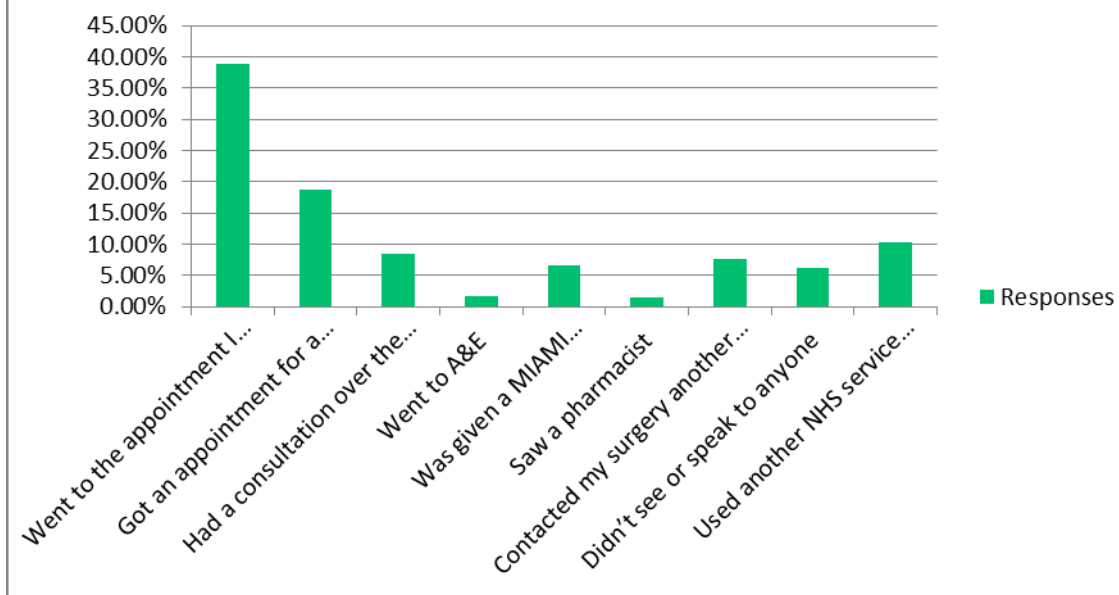
Q12: How long after initially contacting the surgery did you actually see or speak to the doctor or nurse?



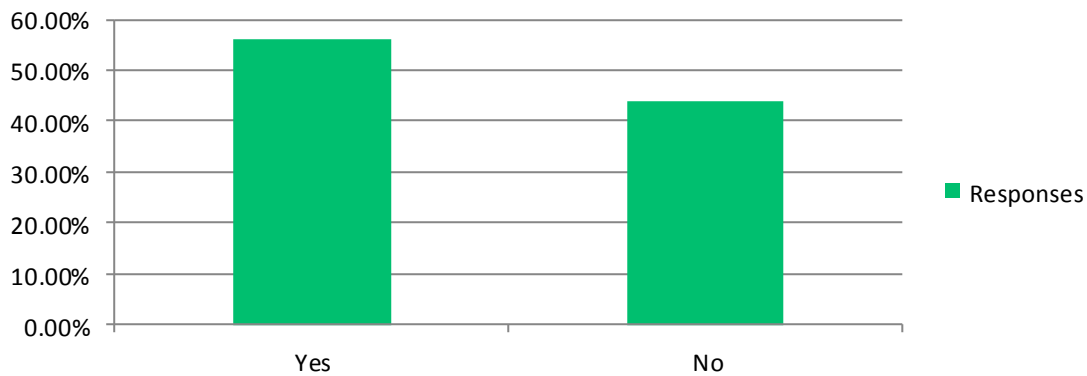
Q13: If you weren't able to get an appointment or what you were offered was not convenient, why was that?



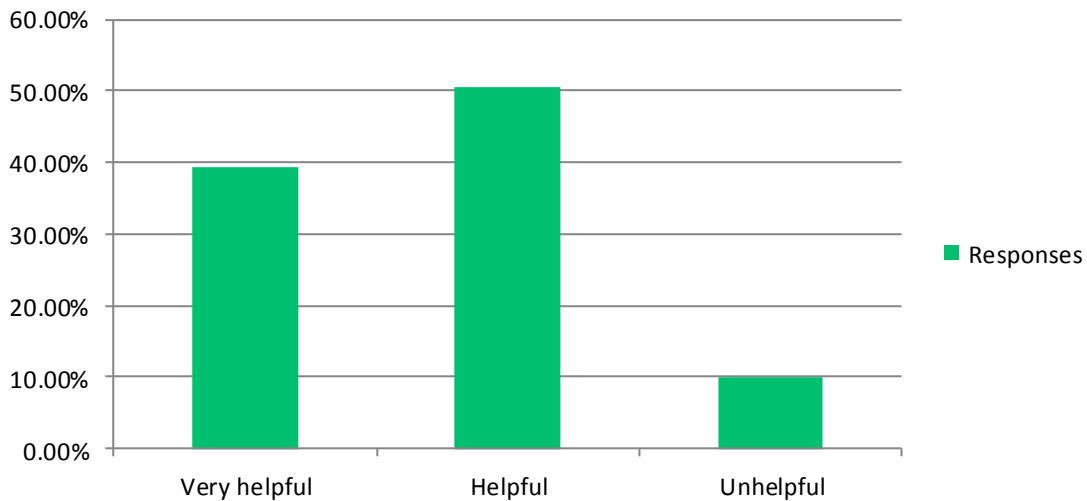
Q14: What did you do on that occasion?



Q15: Had you heard about the MIAMI (Minor Injury Assessment & Minor Illnesses) Clinic?

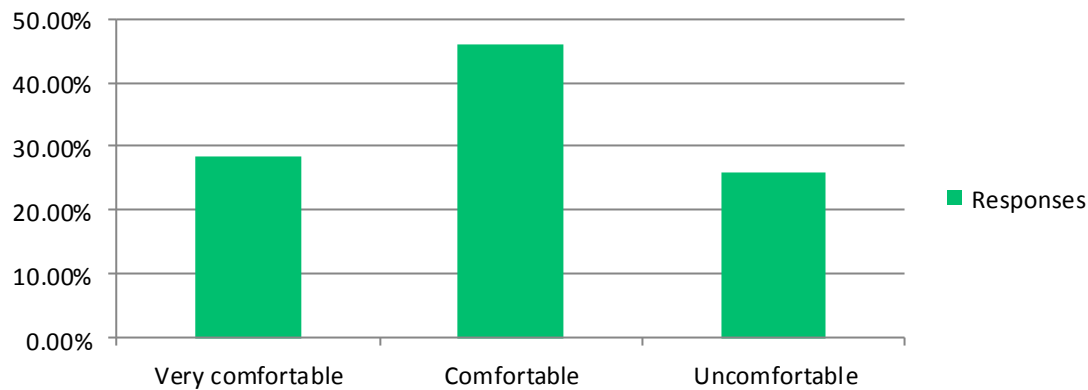


Q16: How helpful was the receptionist that you spoke to?



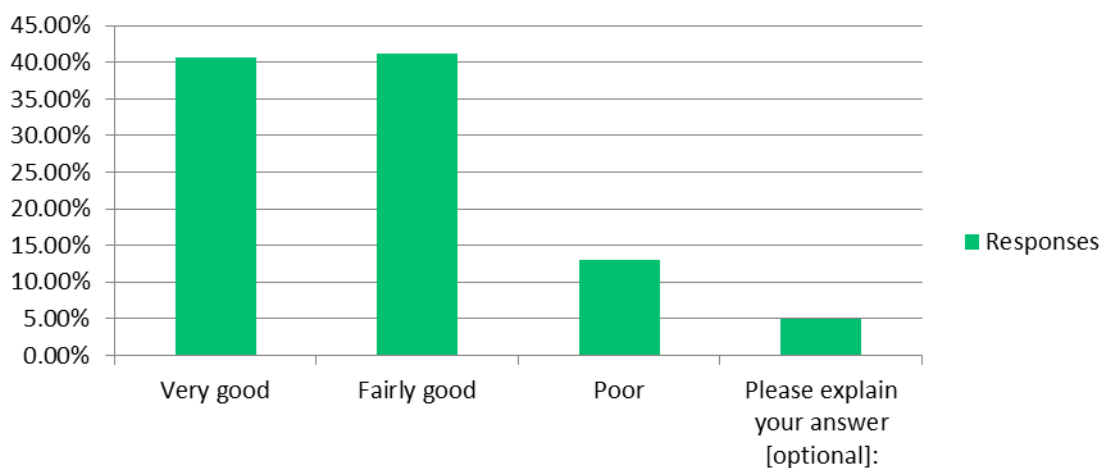
We were really pleased that 90% of our patients who completed the survey found the receptionists very helpful or helpful.

Q17: When making your appointments, how comfortable are you in giving a brief description of your problem to the receptionist?

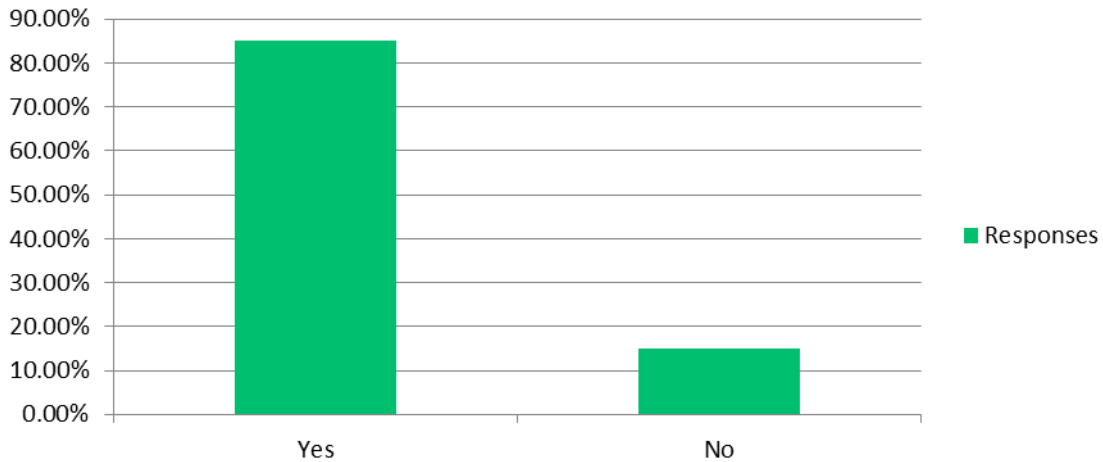


We understand that you might not always want to give a reason, but it is helpful to the receptionists to know so that they can direct you to the right appointment. It may be one of our own GP's, or an appointment at the GP Access Hub or a phone call from the doctor might be needed.

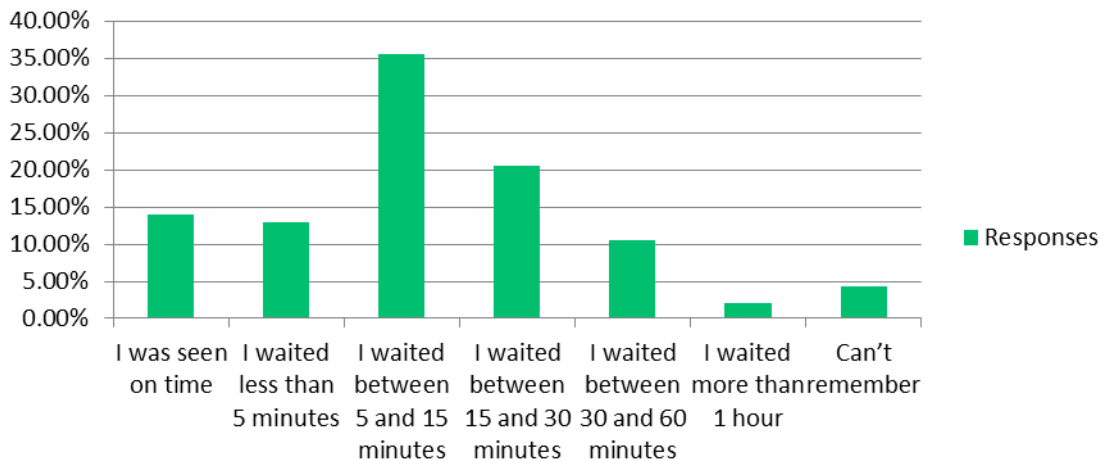
Q18: Relating to your last appointment, how would you describe your experience of making the appointment?



Q19: Relating to your last appointment, did you confirm your arrival on the Booking In Screen?

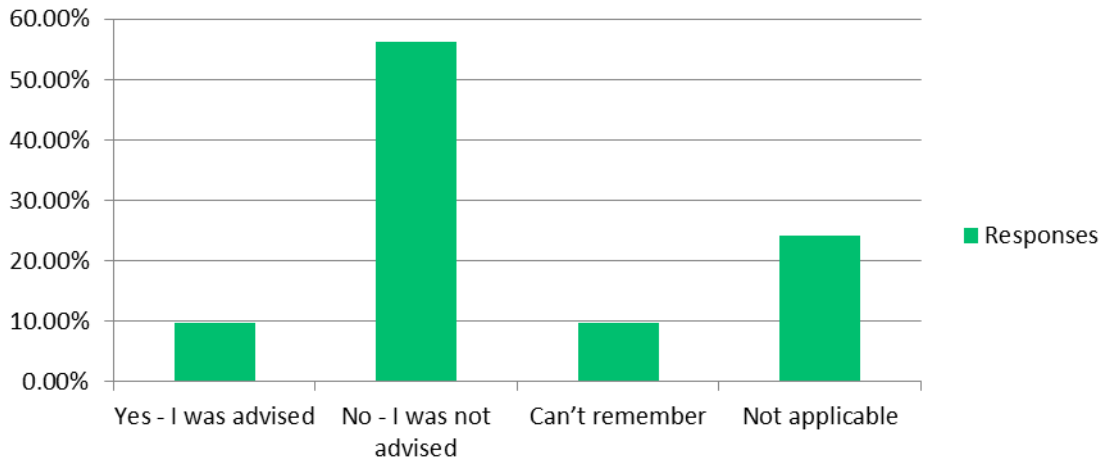


Q20: Relating to your last appointment, how long did you wait to see the doctor or nurse on the day of the appointment?



We all know it is frustrating when you have to sit in the waiting room, but we hope most patients understand that the person in seeing the doctor before them may have complex needs that the doctor needs to deal with.

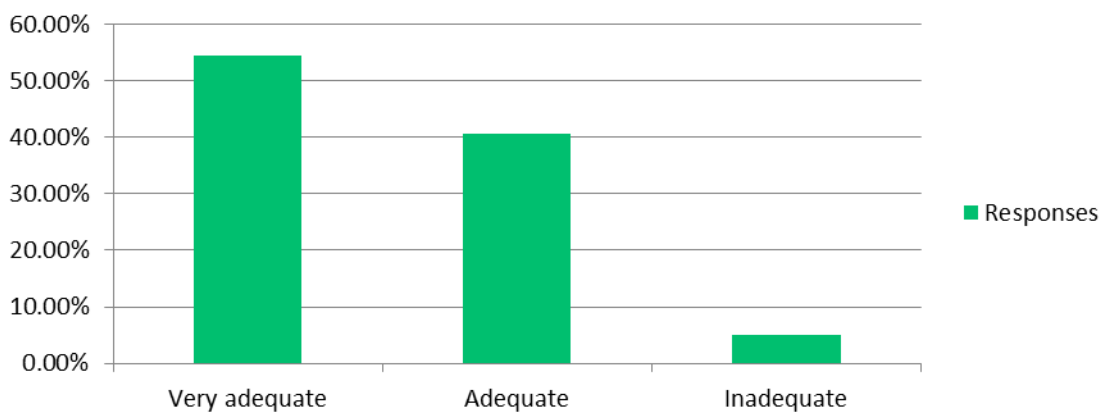
Q21: Relating to your last appointment, were you advised that there would be a delay in seeing the doctor or nurse?



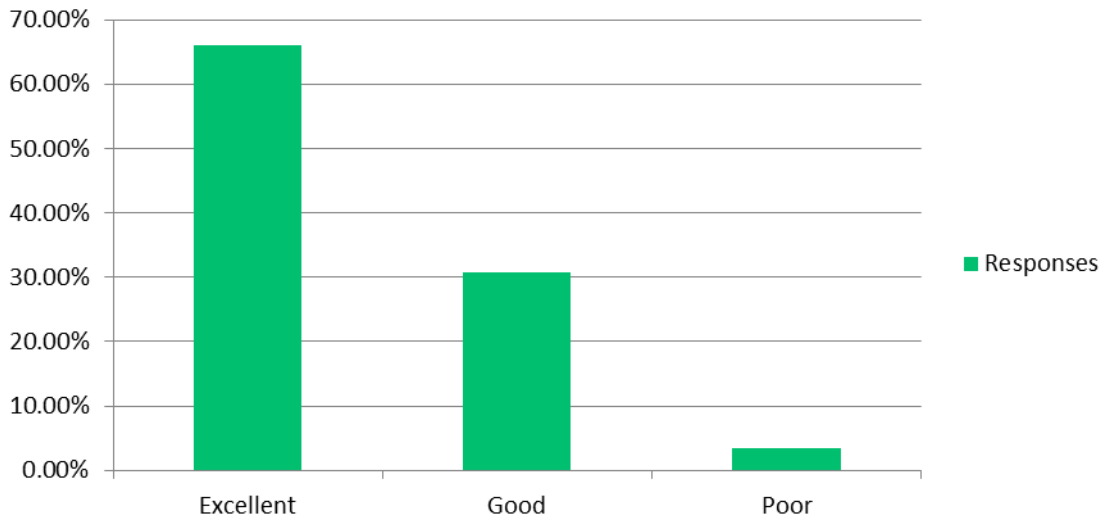
We will remind our receptionists again to inform the patients if the doctor or nurse is running particularly late.

Section B - The quality of the service you received the last time you saw a Doctor or Nurse at the surgery?

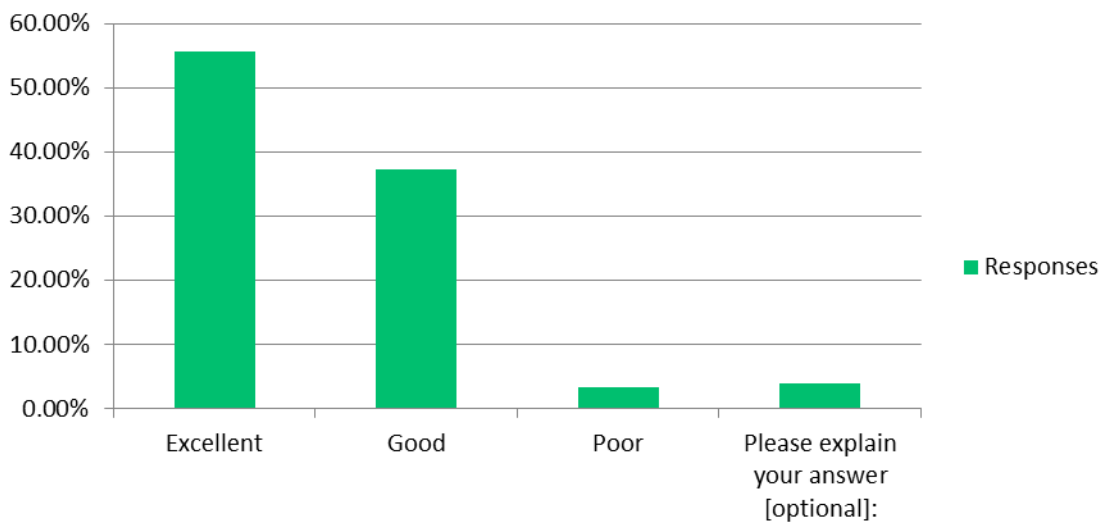
Q22: Was the consulting time adequate?



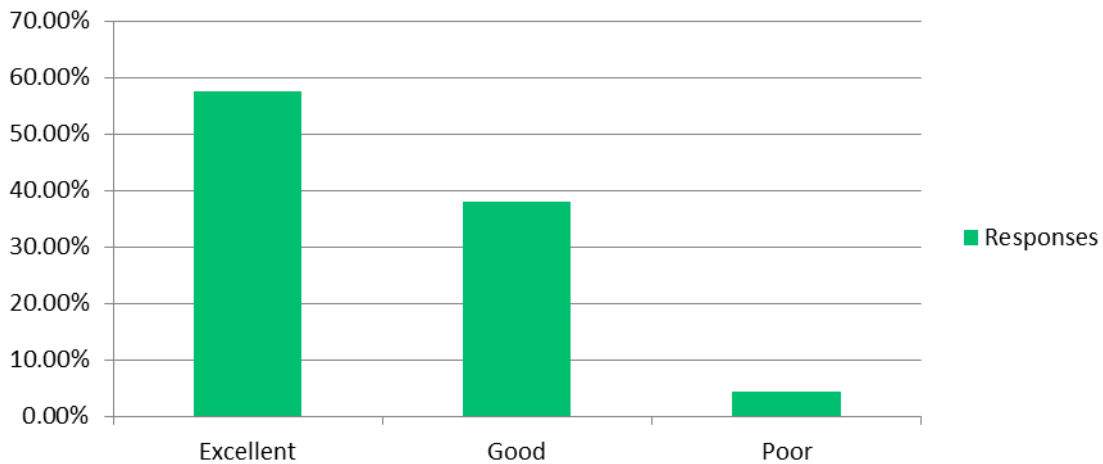
Q23: How good was the doctor or nurse at listening to your concerns?



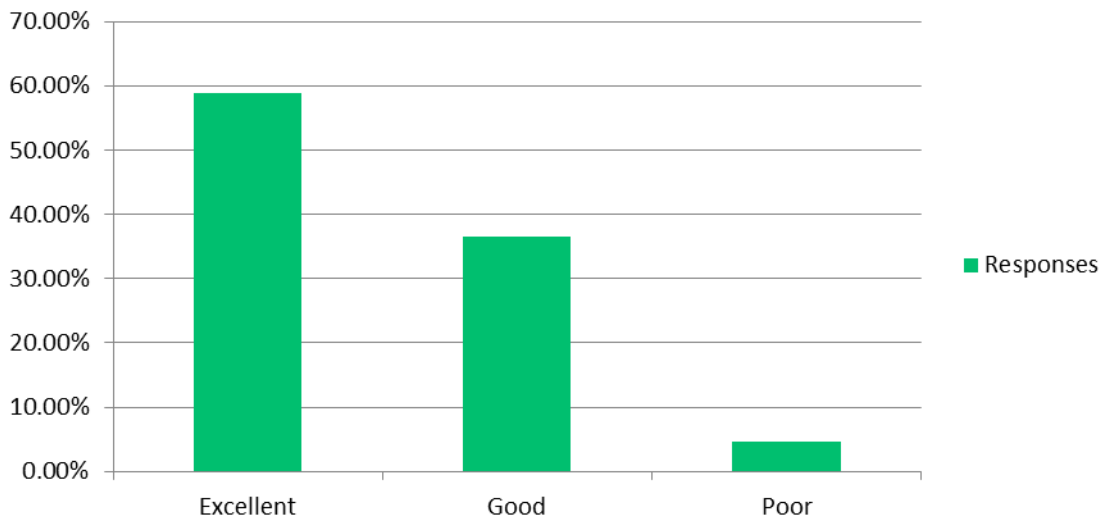
Q24: How good was the GP or nurse at explaining tests and treatments?



Q25: How good was the doctor or nurse at involving you in decisions about your care?



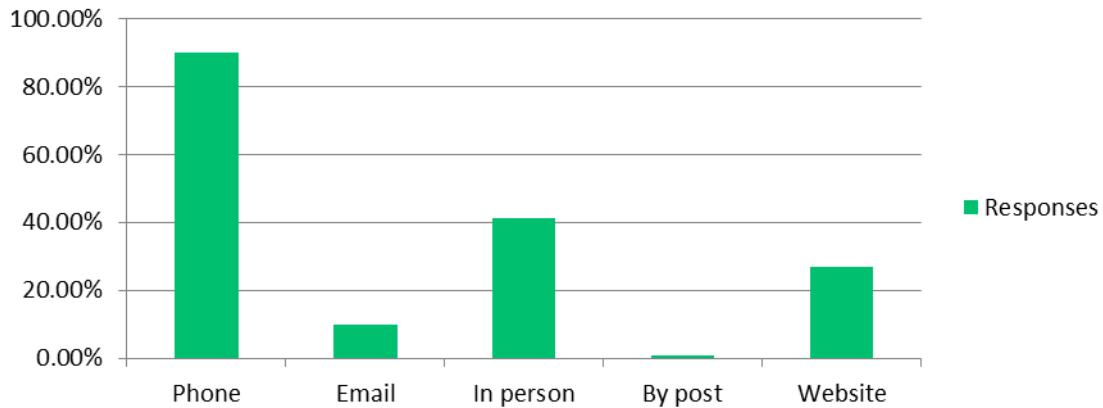
Q26: Overall, how well were you treated in terms of care and concern?



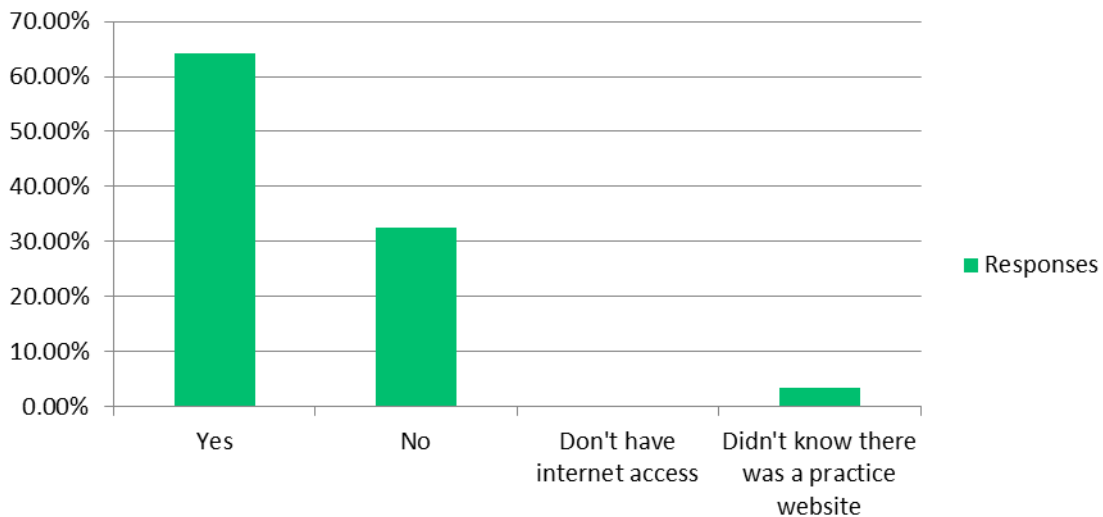
We are very pleased to see these results. When you do see the doctor or nurses the majority of patients receive excellent care.

Section C - Communicating with the surgery.

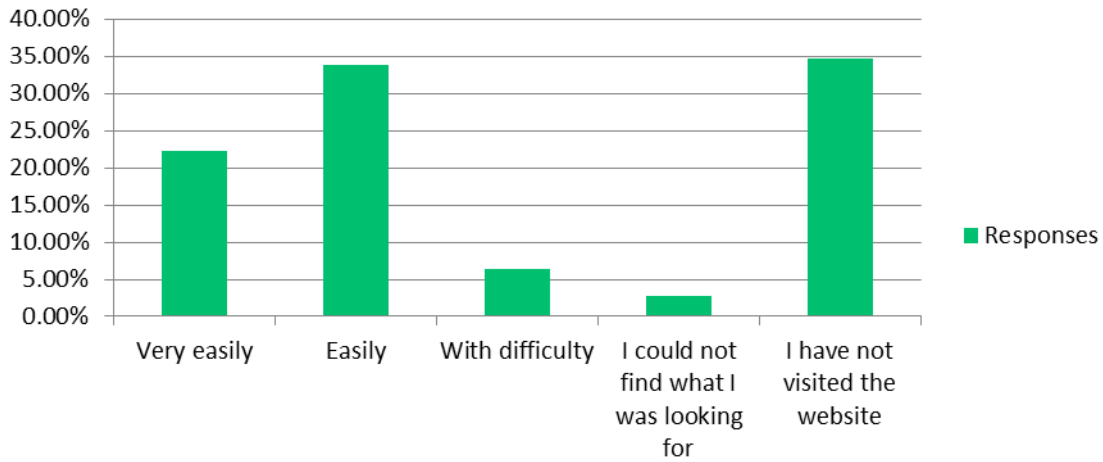
Q27: Which methods of communication do you use when contacting the surgery?



Q28: Have you visited the practice website in the last 12 months?

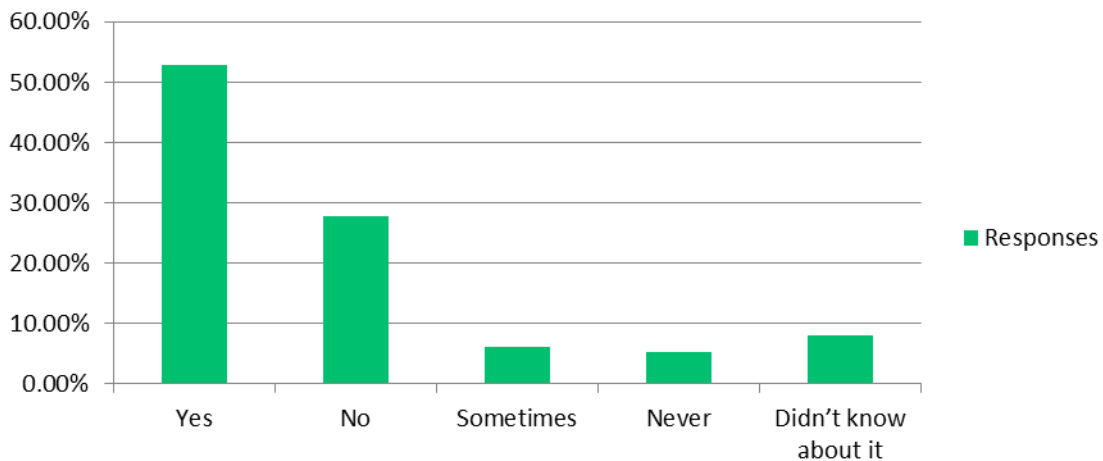


Q29: Were you easily able to find the information you were looking for on the website?

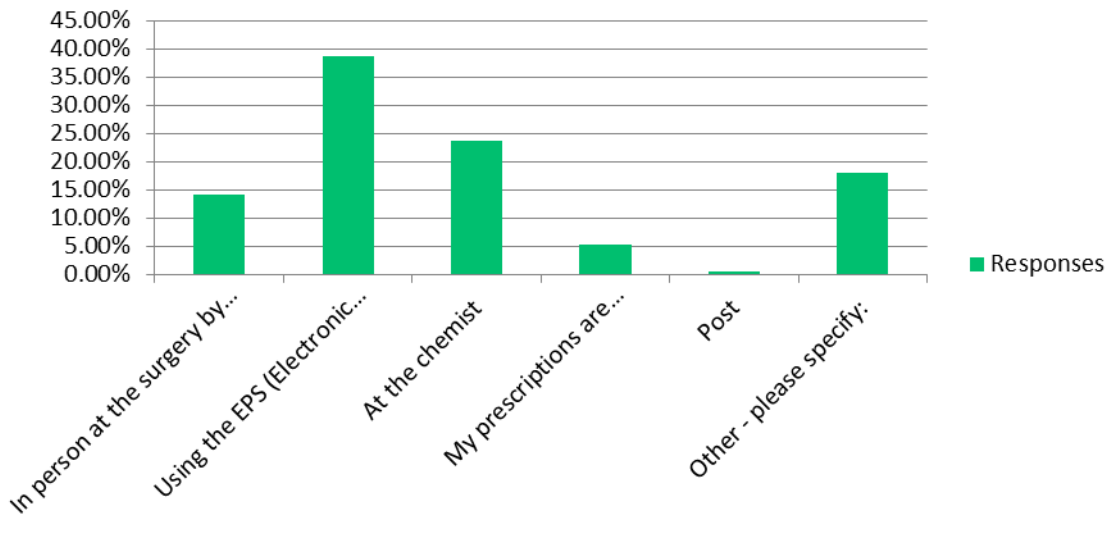


We would like to try and improve our website so that it is very easy for patient to find information.

Q30: Do you use Patient Access for booking on line appointments or requesting your medication?

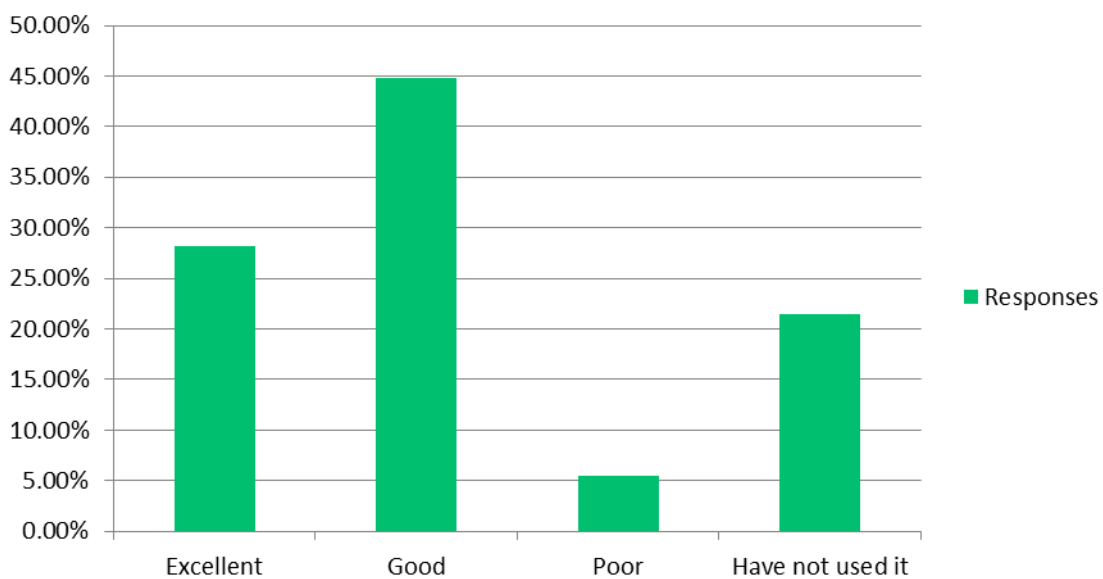


Q31: How do you order your repeat prescriptions?

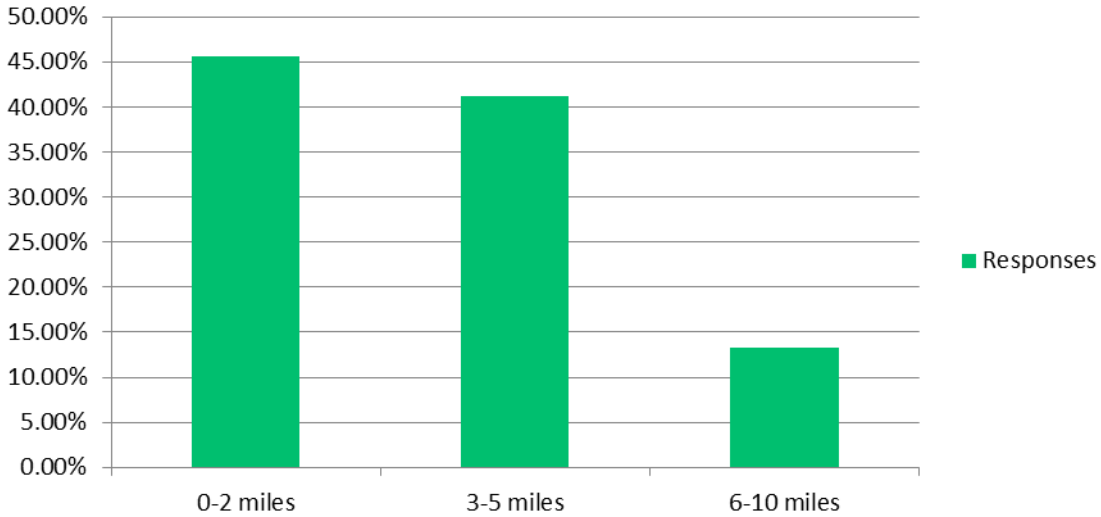


We are pleased that nearly 40% of patients who completed the survey order their prescriptions via EPS, we would like to increase this number in the coming year.

Q32: How do you rate Patient Access?

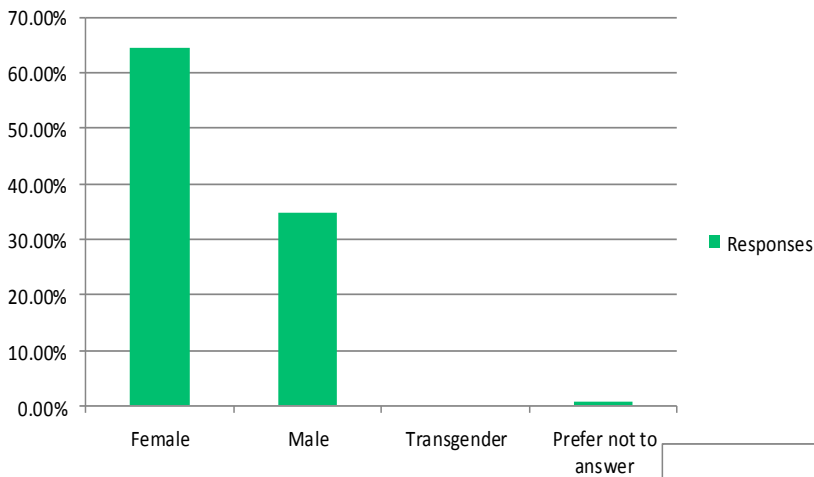


Q33: How far are you prepared to travel to see a doctor or a nurse?

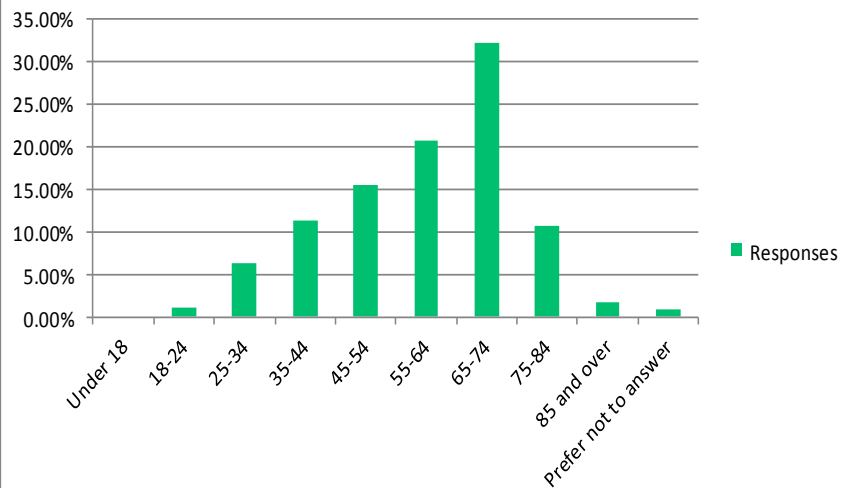


This is reassuring as we can offer appointments at a local GP Access Hub which is within 2 miles of the surgery.

Section D – Information about you



Q35: Which age bracket are you?



Patient comments

We received a lot of patient's comments on the survey. We are unable to respond to them all but we have read through them and taken them into account when putting together the below action plan.

Action Plan

Findings	What we will do	When by?
Only 337 people (out of 559) knew about MIAMI clinics (know known as GP Access Hubs)	We will do a big promotional push on advertising these clinics to patients via our website and in the waiting areas.	End of April 2019
33% of patients would book appointments online compared to over 50% that would call in.	We will do a promotional month during 2019 to try and encourage more patients to use online services. This may help to cut the phone calls coming into the surgery.	End of June 2019.
Quite a high percentage of patients were not satisfied with the process of booking an appointment. Most comments related to booking a future appointment.	We will review the appointment system again.	Ongoing
Only 22% of patients who completed the survey found it very easy to find information on the website.	We will look at our website and see if there are improvements that can be made to make it easier for patients find the information quickly and easily.	End of June 2019

Once again thank you for those that took part in the survey and we hope you see some improvements to the above actions in the coming year.