**HAVERHILL FAMILY PRACTICE**

**Patient Reference Group Patient Survey Report 2018**

Our most recent survey took place during April 2018. The aim of the survey was to seek the opinions of our patients on appointments and to improve our DNA (Did Not Attend) rate. The survey questions were decided by our Chairperson, Mrs Susan Spittlehouse and PRG members Mr Barry Finch and Mrs Brenda Finch. Additional input was provided by our HR Manager, Mrs Melanie Bowers and our IT/Audit Manager, Mrs Rachel Mack.

Overall the results were very positive. The majority of patients found it easy to make an appointment with booking in-person or by telephone the favourable methods. Only 7.3% of patients booked their appointment online but we are encouraging patients to register for this service. The online service also allows patients to request repeat prescriptions and cancel appointments.

The third question asked was in relation to the number of appointments that were not attended during March 2018. The majority of patients were not aware of this figure although the practice displays this information on the website and also on a poster in the reception area. This information is updated every month. Following on from this it was asked how appointments were cancelled. The majority of patients chose to telephone the practice to cancel with only 3.2% using the online service. Again we are trying to encourage patients to register for the online service. Patients who fail to attend their appointment are contacted by telephone or letter. Patients who have consented to receiving text messages are also sent a SMS message to remind them of their appointment and also if they do not attend. The practice is encouraging patients to consent to this service.

The practice has a number of Healthcare Professionals who are able to see patients for minor illnesses and acute pain. Most patients were aware of our Nurse Practitioner, Emergency Care Practitioners and Practice Nurses but not of our Advanced Musculoskeletal Practitioner (Physio). This service was introduced in November 2017 for patients experiencing any type of pain. This has been very successful with the clinics regularly being booked up. The practice has also recruited another Nurse Practitioner who started in March 2018. All of these Healthcare Professionals have proven to be an asset to the practice and have helped with patient access. With the help of the Patient Reference Group the practice has produced a ‘Who, Why, When’ leaflet so that patients are aware of the different healthcare professionals and the services that they offer. This is also displayed in the waiting rooms.

92.3% of patients were happy with their last consultation with one of our clinical team with 78.6% of patients extremely likely or likely to recommend the practice to their friends and family.

The comments from the survey were generally very positive with compliments for doctors, staff and service received.

It was commented that it would be good to be able to book nurse appointments online and also have more online appointments for doctors. Unfortunately it is not possible to book nurse appointments online as the nurses have various different types of appointments with variable time allocation which could result in an appointment being booked inappropriately. When appointments with a doctor are released for booking throughout the day they are all available both online and at reception.

It was also commented that although the practice and staff are lovely, it was oversubscribed. The practicehas been trying to recruit a new doctor since Dr Ratnayake left the practice in May 2017. We temporarily closed the list for six months to ensure patient and staff safety. Since then we have successfully recruited a part time salaried GP and another Nurse Practitioner to help with the demand.

The practice would like to thank those patients who took part in our survey.

The results from this survey are available for patients to view on our website [www.haverhillfamilypractice.co.uk](http://www.haverhillfamilypractice.co.uk). Copies are also available from reception.

HFP/PRG/rlm

June 2018