



Patient Participation Report 2015/2016

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This report shows how the Practice has engaged with the Patient Participant contractual requirements and the outcomes of the patient survey.

Background of the Practice

Stanford Medical Practice has nearly 18,000 patients registered across 3 branch surgery and two schools. It is open Monday to Friday 8.00am to 6.00pm and has pre booked appointments only during extended hours on Monday evening 6.00 – 9.00pm and Saturday morning 8.00 – 11.30am. During core hours patients can call or drop in. All sites are accessible but at Islingword Branch disabled patients who are unable to use to the stairs to the first floor are seen by the Doctor in the nurses' treatment room on the ground floor.

The Cockcroft Branch for university students is only open mornings in term time; outside of these hours patients can be seen at the other surgeries.

For out of hours cover this is provided by IC24 and the 111 service from 6.30pm – 8.00am.

The Friends of Stanford Medical Centre meets approximately every 3 months.

1. The Patient Group

The group has a rotating Chair and has a strong membership with most meetings having all members attending. There is a GP Partner, nurse and receptionist as well as the Practice Business Manger as regular practice members who sit on the group.

2. Details and Results of the local Practice survey

The practice would like to thank all the patients that took the time to complete the survey and to give comments. All the comments are looked at by clinical staff and the reception manager and will be used to improve the services we offer within the surgery. The survey was put together and data collected using Survey Monkey. The survey was emailed to patients, available within the surgery to complete, available on the website and a link sent as a text message for patients to complete via their smartphones. The survey was promoted via text message, on prescriptions, on the website and via posters in the surgery.

We had an improved response rate compared with last year with 731 surveys being completed, a 70% increase in responses from last year and represents 5% of our patient population.

The full report is available on our website or in hard copy at reception on the 2nd Floor at Stanford Medical Centre and Islingword reception.

The patient group met on the 14th March to discuss the findings of the survey and agree action.

Key areas:

Positive areas:

80% responded we had good access for same day and within next 2 working days for GP appointments

80% felt it was very easy or fairly easy to get through on the phone

Good range of doctors to see

Excellent feedback about the nursing team listening to patients, giving them enough time and explaining tests and treatments

Majority of patients (80%) feel that the 10 min appointment slot is sufficient

Good access to the doctor via the receptionists

Good clinical care from both nurses and doctors

Areas to review:

Look at how we can make patients more aware of how to book appointments and make medication requests

How and what information patients could receive via email

How we encourage patients to ensure we have up to date contact details for them

Improvements needed in the reception team in how they communicate and work with the patient to meet their needs

Agreed Action plan

- Review telephone system options at main branch
- Review telephone system at Islingword Road
- Regular patient newsletter
- Training and updating knowledge for reception team