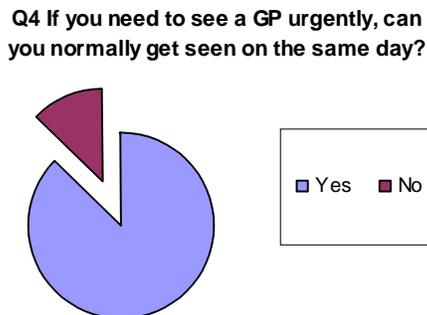
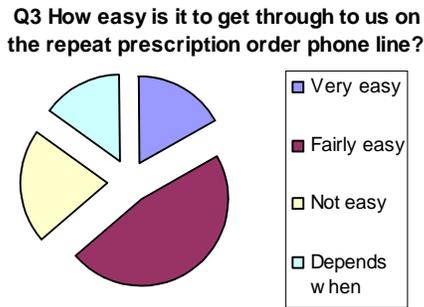
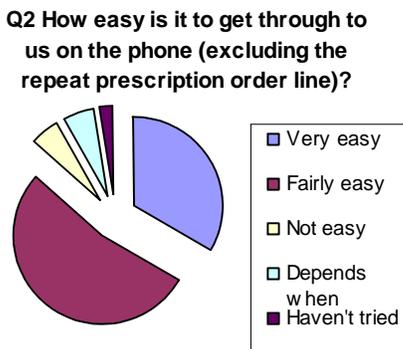
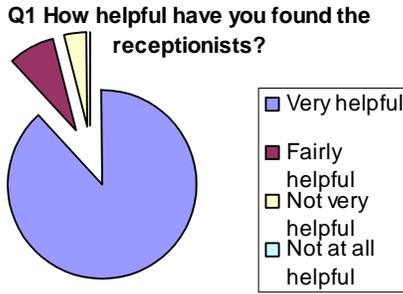
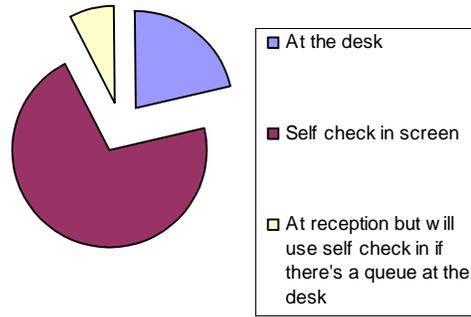


Thank you to everyone who completed the survey. We had 126 replies and here are the results. The Patient Participation Group has debated the results and helped to produce an action plan which focuses on improving information for patients.

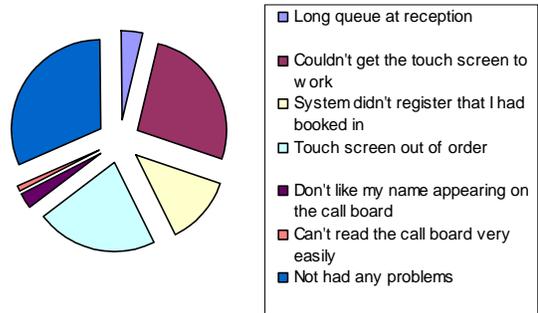
About receptionists and appointments, in the last 12 months:



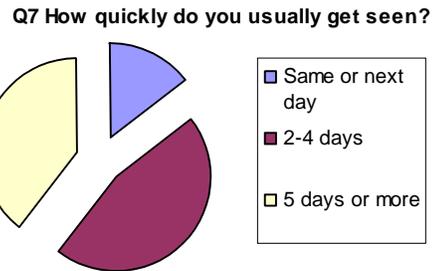
Q5 Do you prefer to check in...



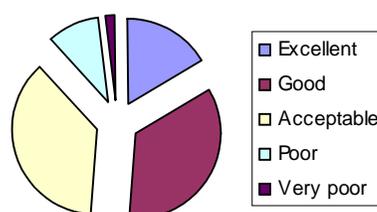
Q6 Have you experienced any problems with the check in or call system? Tick all that apply.



Thinking of times when you want to see a particular doctor:



Q8 How do you rate this?

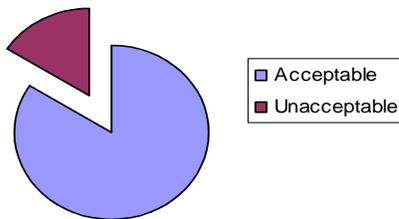


About getting test results.

We are trying to find out how acceptable you find our current system for passing on test results. These questions apply only for tests such as blood tests or investigations such as X-rays that have been done or requested by us and not by others such as the hospital.

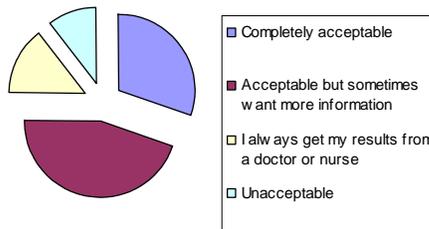
Notifying you of results – If a test result is very abnormal, we will contact you but otherwise we expect you to contact us to get your test results.

Q9 Do you think this system is:



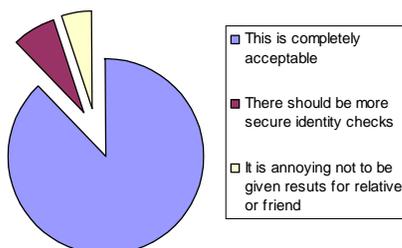
Passing on results – GPs review all the results and leave a comment for receptionists to pass on to you

Q10 How do you feel about getting your results through a receptionist?

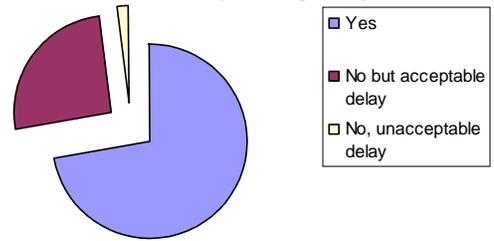


Confidentiality – normally we will only give results out to the person concerned but apart from checking the address, date of birth and asking when the test was done, we don't have any security checks to confirm the identity of the caller. We do refuse to divulge results to anyone other than the patient without that patient's consent.

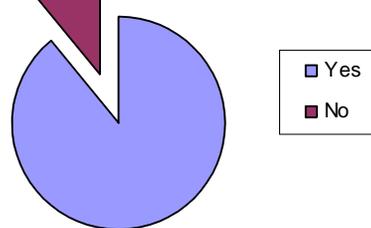
Q11 Do you think



Q12 When you contacted us for your results, were we able to tell you straightaway?

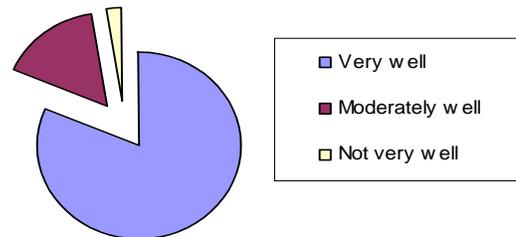


Q13 Did you receive sufficient information?

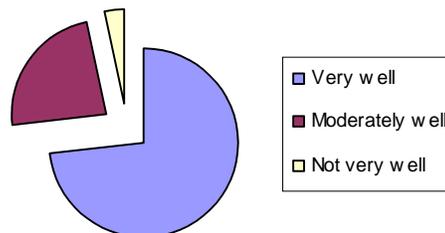


Thinking about the care you get from your doctors and nurses overall, how well do we help you to:

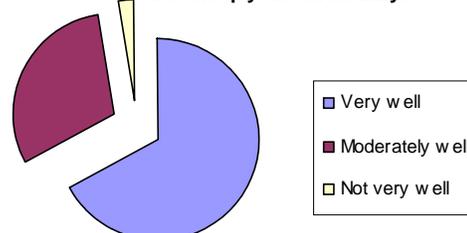
Q14 Understand your health problems?



Q15 Cope with your health problems?

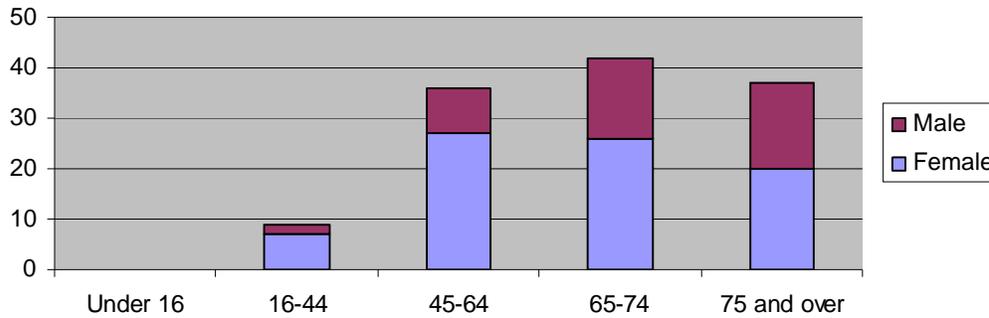


Q16 keep yourself healthy?



The respondents reflected the usual users of the health centre.

Respondents by age



63% of replies were from women and 73% of respondents considered that they had a long standing health problem.

25 patients made comments which are summarised below. Some patients made more than one comment and one made many interesting comments but as they were outside the scope of the survey they are not included in the summary.

13	Praising the practice
3	Requesting a service at weekends
3	Variable standard of service from receptionists
2	Too long a wait for an appointment with a particular GP
2	Touch screen has got more reliable
2	Extend the opening hours for the repeat prescription line
	All the other comments were made by single respondents
	Touch screen too unreliable
	Don't like date of birth showing on touch screen
	Delays at the dispensary hatch
	Dispensing error
	Make online repeat prescription ordering simpler
	Time pressure during appointments
	Too many hours to wait for a same day appointment
	Can be difficult to get a nurse appointment at short notice
	Patients need to be informed that they have to contact the practice for test results
	Receptionist unable to answer a query about a test result

Action plan

The practice Patient Participation Group (PPG) met on 27 February 2013 to discuss the survey results and produce an improvement action plan.

The results were encouraging and indicated that for most of the areas surveyed, the practice is successfully meeting patient expectations. The PPG wanted to come up with a realistic action plan that would help both patients and the practice. The Group decided that the action plan should focus on improving communication between the practice and patients. Other areas of weakness are not being ignored, nor are we complacent about areas where we have scored well, but the PPG wanted the plan to focus on areas where improved communication could make a difference.

Cannington Health Centre Patient survey 2012/13 Action plan

Patients said	Practice says	PPG plan	By when
It can be difficult to get through on the repeat prescription line	We don't have the resources to extend the opening hours of the phone but we are aware that it is difficult	<ul style="list-style-type: none"> • Be more understanding towards patients who do not manage to call whilst the phone line is open. • Publicise other options, particularly ordering via the website • Make online ordering simpler 	<ul style="list-style-type: none"> • Immediate and ongoing • 30.6.13 • 30.9.13
We can't always be seen by a GP on the day if we have an urgent need and sometimes there can be an unacceptably long wait for an appointment to see a particular GP.	<p>We claim to offer a same day appointment to everyone who says they need one so patients should contact the practice manager if they experience otherwise.</p> <p>We are revamping our appointments and plan to have more pre bookable appointments and to be able to offer same day appointments with a choice of doctors. However there will still be times when demand for a particular GP exceeds capacity, especially as most of our GPs are part-time.</p>	<ul style="list-style-type: none"> • Make sure it is obvious from the practice leaflet and other information that the GPs are part-time and not available every week day • Continue publicity of the nursing services so that seeing a nurse for a same day appointment becomes more acceptable 	<ul style="list-style-type: none"> • 30.6.13 • Immediate and ongoing
<p>Generally the system for getting test results through a receptionist is acceptable but there are times when we would like more information.</p> <p>Is there a form to give consent for another person to pick up test results on my behalf?</p>	<p>We can appreciate that there are times when a patient will want to know more about the implications of a test result and what to do next. When there is a 'significant' finding, the GP should always discuss this with the patient, either on the phone or by asking the patient to make an appointment. There are other times though when a patient just needs a little more information</p> <p>No form as such but we can flag your records</p>	<ul style="list-style-type: none"> • GPs should try to anticipate patient reaction to test results and provide receptionists with as much information as possible to pass on • Make sure patients have the system for obtaining test results explained to them when the tests are ordered/carried out • At the same time, offer a form to permit another person to collect results on a patient's behalf. 	<ul style="list-style-type: none"> • Immediate and ongoing • Immediate and ongoing • By 30.4.13
You do well at helping us to understand and cope with health problems but not so well at helping to keep us healthy.	It can be difficult to know how much information to give people, especially when there is so much available in magazines and on-line.	<ul style="list-style-type: none"> • The practice already produces a patient newsletter. These should continue, at least quarterly, and should include a 'Focus on' topic each edition. This could be an update on a common long term condition such as diabetes or an article with topical health promotion advice. • PPG will continue to support the practice by distributing copies of the newsletter to locations in the area 	<ul style="list-style-type: none"> • 31.3.13 and at least quarterly thereafter