

Patient Participation Group – Report 2013 / 2014

The Patient Participation Group provides a voice to the Practice population, and an opportunity for patients to offer their opinion and feedback on the service that APEX Medical Practice provides.

The Patient Participation Group has now been in place for 2 years and has resulted in improvements in the service that APEX Medical Practice provides and the patient environment.

The Practice Manager discussed with the Patient Participation Group members about repeating the survey of its patient population to determine whether the patients are presently satisfied with the service that it being provided to them.

The Group were contacted and provided with a copy of the survey that they developed in the past. Feedback was sought from the group, asking whether to develop the questionnaire or if the group were happy to use the same questionnaire as in previous years.

The group agreed that it was a good time to undertake the survey and that the previous questionnaire satisfied the requirements of establishing the information that they needed and that it should be used again.

100 questionnaires were produced, and the surveys placed at reception. They were offered to each and every patient who approached the reception window indiscriminately.

The results were then collated into a single document, which was then circulated to the Patient Participation Group for feedback.

From the results three key areas were noted and suggestions made to improve within these areas.

The three areas were:

1. Online appointments booking
2. Waiting times
3. Better advertising of extended hours

Online Appointments

The survey results suggest that there are patients who are keen to book appointments online. It is sensible that if patients are making this suggestion that the Practice looks into seeing how it can go about implementing this.

The Practice will liaise with the provider of the appointment system and examine solutions and methods available to be able to do this. If it was successful in implementing the online service then it must be done to ensure that patient confidentiality is upheld and also not to discriminate against those patients who do not have access to this service.

Waiting Times

The survey highlighted a number of patients who raised concern with the waiting times for appointments; that is the time that the patient is in our waiting room waiting to be seen by the GP.

The Practice will certainly discuss this with the Partners and clinicians with the intention of improving these times, although it does acknowledge that in certain instances this may be beyond the control of the Practice, but there may be areas that can be improved. The Practice will place this on the agenda of its forthcoming meetings.

Appointments outside core hours

The survey indicated that despite the Practice offering appointments after 6.30pm for a number of years that there are many patients who appear unaware that this service is in place.

The Practice will address this to try an increase better advertising of the service.

These three areas will be addressed in the forthcoming months with a view to improve the services that we offer to our patient population. It is hoped that this will be the case, and that future surveys will reflect this.

Surgery Opening Hours

Monday to Friday 8.30am to 6.30pm

Appointments are offered during weekdays, between 9.00am and 11.30am and in the afternoon between 2.00pm and 5.30pm. A number of appointments can be pre-booked up to 1 week in advance and the remaining appointments are book on the day.

Patients can see any doctor of their choice and the practice will endeavour to accommodate this. However patients who wish to be seen urgently might not be able to see a doctor of their choice, though we do try to accommodate patients' wishes where possible.

When there are no appointments available the practice operates a triage system.

Please ask at reception for more information.

Extended Hours

The surgery offers late appointments after 6.30pm. Please ask at reception for more details.