

**Coleford Family Doctors
Patient Participation Group
August 2023 - Patient Survey Results and Action Plan**

The results were discussed at our Patient Group Meeting on 22nd November 2023.

4852 SMS were sent out to patients with a link to the survey and 719 were completed. Hard copies were also available at the surgery and the results of any completed were entered by staff via the online form. We agreed this was a good response considering not all patients have a smartphone.

Dr Ramsey informed the PPG that the doctors would be discussing the results of the survey plus the positive feedback given by patient group members regarding our Receptionist/Care Navigators at our next meeting.

Specific areas where improvement was needed were discussed and the following actions were suggested and agreed upon as below;

Q5. Generally, how easy is it to get through on the telephones

- 5.2% - Very easy
- 27.8% - Fairly easy
- 31.8% - Not very easy
- 28.5% - Difficult
- 6.7% - Haven't tried

Q6. If you answered not very easy, or difficult to Q5, are you aware that you can get in touch with the surgery by using website forms? These are used so that you can send any questions you may have to a GP or Nurse. Someone will usually respond the same day or within 2 days.

- 67.3% of patients were aware of the website forms
- 23% of patients was not aware of the website forms
- 9.7% of patients said they did not have use of a computer or smartphone

Actions

- New Advanced Cloud Based Telephony with NHSE procurement team. BD to chase up progress.
- Advertise the website forms on our media screens in the waiting room
- Continue to promote the NHS App via community engagement

Q9. Are you happy with the appointment time available for GPs?

- 58.8% of patients said yes
- 41.2% of patients said no

Q10. Are you happy with the appointment time available for Nurses?

- 86.5% of patients said yes
- 13.5% of patients said no

Q11. If you answered no to either Q9 or Q10, then are you aware that you can book Enhanced Access telephone consultations from 18:30 – 20:00?

- 26.7% of patients said yes
- 73.3% of patients said no

Q12. If you answered no to either Q9 or Q10, then are you aware that you can book Enhanced Access telephone consultations from 18:30 – 20:00?

- 30.1% of patients said yes
- 69.8% of patients said no

The above answers to questions, 9, 10 & 11, highlighted the need to promote the Enhanced Access sessions. The following actions were agreed;

Action

- Advertise Extended Access on the surgery media screens.
- Continue to promote the sessions that are available each week on the surgery's Facebook page.