**SHOTFIELD MEDICAL PRACTICE**

**REPORT AND ACTION PLAN FROM PRACTICE SURVEY UNDERTAKEN IN JULY 2017**

**Introduction:**

The practice list size as at 1.7.17 was 14122, with 6887 males and 7235 females.

The practice established a survey comprising questions identified as the key priorities following consultation with the Patient Participation Group and namely:

* Overall satisfaction with the service provided
* Use of online services and information
* How patients prefer to receive information
* How much regular exercise is taken
* What exercise activities are currently undertaken and would be preferred
* Assisting with PPG activities

Some PPG members assisted the practice by coming in for a 2 week period to assist and encourage patients to complete the survey whilst waiting for their appointments. This was once again very successful and increased our completion rate even further on last year. The practice is very grateful to the PPG for their assistance again this year.

In 2014 we received 96 completed surveys, in 2015 we received 205 and in 2017 we received 217.

**Patient Demographics:**

The practice and PPG were very happy with the overall demographics of the patients who completed the survey this year.

Of the 217 responses, 25% advised they were male and 55% female. The age range was good with responses from patients aged 17 to over 80. In terms of ethnicity, 60% of respondents stated they were white British and 27% well spread across other ethnicities. Over 20% of respondents failed to answer the monitoring questions.

**Survey Results:**

The survey was reviewed by the PPG and discussed at their meeting on 30th August. It was also reviewed at a practice meeting on 4.9.17 and feedback from individuals was sought. At both meetings the groups felt that overall the survey had produced a very favourable response and generally a relatively high satisfaction rate in all areas. In particular overall satisfaction was 89%. See attached appendix A for a general analysis of the survey results as a whole.

**Action Plan:**

Further analysis at the meetings identified the following areas for attention.

Social Media

Few patients seemed interested in the practice Facebook and Twitter accounts. The PPG was not concerned about this but it was agreed to advertise these further to attempt to gain more interest.

Online access

Although the practice has made great progress in this area, this work is on-going. The practice continues to ask all new patient registrations to register for online access. It also continues to use the following methods to encourage existing patients to register for online access.

* Texting patients intermittently
* Adding a message to repeat prescriptions
* Distributing a card via reception
* Information on the Jayex display boards
* Information on the practice website
* A simple holding message on the phone system

In addition the practice is no longer routinely giving normal test results to patients by telephone or printing hard copies, they are encouraging patients to use online access to retrieve test results and other information. The practice will always notify patients of abnormal test results and where further action is needed.

Jayex Display & Calling Boards

A full review of the Jayex display and calling boards still needs to take place and is a priority for 2017-18.

Practice Website

The practice has been working hard in the last year or so to undertake a comprehensive review of its website both in terms of design and content. This work has been in conjunction with members of the PPG. This has included the introduction of a new Diabetes Information page and most recently this has also included the ability to use certain online forms for:

Travel

General comments/suggestions (not complaints)

SMS Text updates

Changes to medical records

Flu and pneumococcal opt out

Repeat sick notes

Exercise Activities

It was noted that the most popular activity was recorded as walking. The PPG has already set up a regular weekly walking group which is proving very successful. The group had 23 unique participants in August making a total of 74 attendances and in the four months since the group started, they have had 39 unique participants with a total of 225 attendances. The group also now has its own website. This activity is advertised within the practice, with GPs referring patients specifically to it and also via the screens, leaflets and the website.

The Wallington Wellbeing group event calendar is also well advertised within the practice.

Responses made in the survey about interest in yoga, dancing and Tai Chi were also noted and the Chair of the WWG will investigate these further and attempt to add them to their schedule. One member of the PPG also suggested table tennis as a relatively easy and inexpensive sport to try and establish locally and again this will be further investigated. A further link has been identified to [www.cyclingswlondon.org.uk](http://www.cyclingswlondon.org.uk) who organise a beginners ride every Saturday afternoon from Beddington Park.

Assisting with PPG Activities

The PPG intends to set up a ‘virtual’ group to assist with some specific regular and new activities. It is particularly interested in setting up its own website with a link to and from the main practice website and also possibly a PPG newsletter. Examples of other PPG newsletters will be referred to for guidance.

The practice has made contact on behalf of the PPG with the numerous volunteers to assess what level of expertise and what types of activities they may be able to assist the PPG with in future.