

SPPG Survey Sub Group Report

The group met to look at the SPPG Patient Survey analysis of responses, particularly in the comment section to discuss and decide on any questions and/or recommendations to the GP practice on how to improve the patient experience.

Recommendations:

Comment Number 1

Some respondents of the survey reported disappointing responses from one or more receptionists.

The SPPG inquired if anyone at the surgery has oversight/monitors the receptionists when they are making and receiving calls to patients?

The practice explained that both the Office Manager and Practice Manager are often able to hear these interactions as they happen. Where needed, the Management team can also listen back to call recordings to support with any follow-up or clarification.

Comment Number 2

Some patients found difficulty in booking non forward/advance appointments and were unaware of the 3 weeks (not 2) due to a drop down menu option.

The SPPG spoke to the practice about booking forward/advance appointments.

The practice confirmed they're happy for the booking process to be shared in the next edition of the SPPG newsletter to help raise awareness. They also noted a recent increase in the number of missed appointments (DNAs), which could be another useful topic to include in the newsletter.

Comment Number 3

Some respondents wished to know if it was possible to choose a particular GP for their appointment?

The SPPG spoke to the practice about choice of GP.

The practice advised that patients can call at 8am and request to see a particular GP. If that GP is available that day, they'll do their best to accommodate. If not, the reception team will let the patient know when that GP is next available. Details of each GP's regular working days are displayed on the SPPG noticeboard in the surgery and are also available on the Springfield Surgery website under the Patients section.

Comment Number 4

Some respondents wished to know if it was possible to book appointments with the Nurse/s in advance?

The SPPG spoke to the practice about advance appointments with the Nurse/s

The practice explained that due to the wide range of treatment types and consultation lengths, it's not appropriate to offer nurse appointments more than 6 weeks in advance

Comment Number 5

Question 8b - 48% chose the option 'Other' which was unhelpful when trying to analyse. Revision of this question and providing a narrative in order to choose alternative answer options was a suggestion for next year. Also to look at some of the N/A options and if they are required on some questions.

The SPPG, in light of this comment, have agreed to revise some of the question wording and options as well as other questions and options provided in future surveys.

The practice is not asked to respond to this matter.