

You said - We did

All results are either improving, or have deteriorated only by an immaterial amount. The level of satisfaction regarding getting to speak to someone has significantly improved (perhaps as a result of the new telephone system having been in place throughout this survey period). Two new questions show a marginal, though not necessarily significant, improvement over the corresponding question in the early 2017 IPSOS/MORI survey.

1. **Receptionists:** A small number of respondents reported individual dissatisfaction, though the overall score remains high.

At Springfield we try to maintain a friendly yet professional atmosphere, I would encourage any individual to promptly report their dissatisfaction to the Practice Manager who can act swiftly to learn and try to resolve the situation. The surgery takes part in customer service training provided in house and in groups of practices provided by the CCG (Clinical Commissioning Group)

The PPG regards this as a proportionate response.

2. **Awareness of online services:** 30% of patients either don't know which online services are available or think there are none. This remains stubbornly high, notwithstanding the changes to repeat prescription handling which persuaded many patients to take-up online interaction.

Doctors and reception staff promote our online services; this is in addition to posters and leaflets in the waiting area. Patients are able to request repeat medication, book appointments and view their medical record online. Full details of our online services are available on our website.

The PPG will continue to review this matter, as we consider the maximization of online usage to be key to productivity.

3. **Appointments running late** - This is a new observation; however it is made by only a few individuals.

Unfortunately from time to time clinics can run late, doctors' appointments are routinely 10 minutes long. We encourage patients who are aware they have several problems to discuss to book a double appointment however when patients are acutely ill this is not always possible.

The PPG recognizes that increasing demand is a factor in precipitating this emerging phenomenon.

- 4. **Suggestions for improvement of the questionnaire:** As the survey now reaches patients, via email, who may not yet have used the practice's services, N/A options are needed for Q 14 & 15. Furthermore, the employment status question should have the 'School/Full-time education' option reinstated.

The PPG will adopt these suggestions for future surveys.

Responses in green are provided, on behalf of the practice, by Vanessa Allen, Practice Manager.

Responses in italics and red are provided, on behalf of the Patient Participation Group, by Tony Davies, Chair of the PPG.

5th July, 2018