

**LAVENDER HILL GROUP PRACTICE**  
**2013/2014 Patient Survey Report**

The Lavender Hill Group Practice is open Monday to Thursday from 08:00 to 20:00 and on Friday from 08:00 to 18:30.

The surgery is now open between 12:30 and 13:30 also so people can come in to collect prescriptions/letters and make appointments.

At present you cannot call the surgery on the phone or see a doctor during this time. We changed to opening lunch time due to requests following our patient survey.

1. The practice has an active Patient participation group which has been in operation for approx 5 years. We meet regularly throughout the year and correspond by email at other times.

We constantly advertise for new members via our website, newsletter and on the waiting room notice board and reception desk.

2. On 23<sup>rd</sup> October 2013 the group met to discuss what should be included in the survey for 2013/2014.

The group thought we should stay with similar questions to last year, updating what changes have been made as a result of the group and the survey.

We put a notice on the board asking patients to let us know what they would like the survey to concentrate on. We did not have any responses.

3. We went ahead with the survey as suggested by the group-concentrating on similar areas to last year. We put the survey in the waiting room and on our website for 4 months.

The findings of the survey were emailed to our group on 12<sup>th</sup> March 2014 for their comments.

4 & 5. The following comments were discussed and an action plan set up and agreed as follows:

94% of people who took the survey are happy with the general layout – we have made a lot of improvements during the last couple of years following previous comments.

We have redone the floor in the waiting room-we have changed the lighting-we have changed all the seating both downstairs and upstairs-we have improved signage and we have changed our reception desk to make it more assessable for wheelchair users. We have also changed doorways to make them easier for wheelchair users. All these changes were as a result of the survey and suggestions by our patient group.

We have also changed our phone number from 084....to an 0207....number at the request of patients and we have removed options and made it easier to get straight through.

94% of people who took the survey are happy with the appointment system. One patient said we should have appointments available on the same day if a person is unwell.

We do in fact have appointments available every morning and afternoon for patients who need to be seen on the same day. These are booked after triage with a Doctor. This system works well. We will look at advertising this better in our newsletter, website and practice leaflet so everyone is kept informed.

89% of people who took the survey are happy with the way they are treated at reception. 1 person said the service was poor but did not comment on why they found this to be the case.

Following comments last year we carried out training with our reception staff – we also sent all staff on customer care courses, confidentiality courses and set up regular training sessions in house.

67% of people who took the survey felt the hours the practice is open were good and 33% said they were fair. The preferred time for patients to come to the surgery was in the morning.

72% of people who took the survey had come to see a doctor and 28% came to see a nurse. 83% said they were happy with the wait to be seen.

OOH service: only 30% of patients who took the survey had used the OOH service and 83% of these said they found the service good, 17% fair and one said they found it poor but did not comment on why this was.

72% of patients prefer to contact the practice by telephone, 11% by email and 17% by personal visit.

We offer an admin email address for non urgent queries. The Doctors and Nurses can also be contacted by email for non urgent queries.

We offer on line access for making appointments and ordering prescriptions and new patients can register online.

We will advertise this more widely in our newsletter, leaflet, website and notice board.

94% said they found the way they contacted the practice satisfactory.

One comment said the phones had improved since we changed our system but we should look at ways to reduce the amount of calls taken on the reception desk. We have 6 members of staff answering calls at busy times and 5 at all other times.

The Doctors take calls at specific times of the day and if a patient can't get through the doctor will call them back at the earliest opportunity.

The practice provides other extra services, for example, ECG, 24 hr b/p, anticoagulation monitoring, methotrexate monitoring, spirometry, phlebotomy, minor operation, IUD and Nexplanon insertion and removal.

44% of patients who took the survey knew of these services, 33% said they didn't know.

72% of patients who took the survey are aware of our online services but don't always use them – usually because they forget or lose the password and pin.

41% of patients who took the survey have their repeat prescriptions sent electronically to the pharmacy and 59% don't.

The age group of the patients who took the survey are as follows:

17% over 65, 67% between 41-65, 6% between 26-40, 6% between 18-25 and 6% under 18.

18% were male and 82% female.

Ethnic Group:

41% were white, 6% mixed ethnicity, 12% Asian/Asian British, 24% Black/Africa/Caribbean/black British and 18% other.

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17<sup>th</sup> March 2014