

Patient Survey Action Plan

| You said: | We did: | The result is: |
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| <p>Additional hours required 23% mentioned additional opening; 63 % were happy with the current arrangements; 14% made no comment</p> | <p>The partners have discussed this matter again this year and have reiterated the following reasons to substantiate their decision not to open the surgery on Saturdays:</p> <ol style="list-style-type: none"> 1. We already offer extended hours for GP appointments on 4 evenings per week. 2. There is a minor injuries unit in Bridport Community Hospital open during working hours throughout the weekends (6 miles from Beaminster). 3. There are two 'out-of-hours' GP appointment surgeries in Bridport Community Hospital on both Saturday and Sunday. 4. There is a 24hour 'out-of-hours' GP service available for advice and home visits. 5. Prescription request and collection can take place between 8:00am-6.30 pm on Monday to Friday. 6. Repeat prescriptions can be requested 'on-line' via our surgery website 24hours daily, 7 days a week. | <p>No change in extended opening hours.</p> |
| <p>Availability of a particular clinician Although 97% were happy with availability, 3% were unsatisfied with same day appointments</p> | <p>Although the data is very favourable there were a small percentage of patients who were unsatisfied with same day urgent appointments. This may be because Dr Payne was away because of family matters whilst the survey was being carried out, and Dr Farrell is the GP Registrar's trainer, and as such is not as 'available' as she used to be.</p> | <p>Patients may be offered an evening appointment.</p> |
| <p>Waiting times 3% said they had to wait too long</p> | <p>A slight improvement on last year, but no room for complacency. Waiting times that are judged to be unacceptable are of great concern to the GPs and nurses</p> | <p>Reminder to GP and Nurses to be aware of appointment times and tighter time management of consultations.</p> |
| <p>Phoning the practice 0844 number</p> | <p>Although the Practice has always promulgated a local number alternative to the 0844 number, it will shortly be moving away from the 0844 number altogether. This will be fully promulgated, and a 'Change Number Information' message will be placed on the old 0844 number.</p> | <p>Change to 01308 number by 1 Apr 14 (BT dependent)</p> |
| <p>Car parking facilities 5% didn't like having to pay</p> | <p>There is no alternative to using the public 'pay and display' car park. Negative comments regarding the car parking mostly relate to appointments over-running and patients consequently having to 'top-up' their parking ticket, although some felt they should not have to pay to park when visiting their doctor. The parking fee is 30p for the first hour.</p> | <p>The GPs and Nurses are aware of this and try to avoid running late</p> |
| <p>Practice website</p> | <p>The majority liked the website. We will be upgrading the site in the Spring to make it more user-friendly.</p> | <p>Update the website by 1 May 14</p> |