

Results of Communication Survey 2015

Thank you to those patients who completed this survey
compiled by your

Patient Participation Group (PPG)

We would like to share some of the results with you:

Your PPG meets every 2 months and works with the Practice to improve the patient experience. If you would like to contact us with any suggestions, or even better join us, you can email us* at patientgroup@beaconsurgery.co.uk

The survey was carried out to improve our understanding of how well the Practice communicates with patients. Are the current methods satisfactory?
Could they be improved?

* For general non-confidential enquiries only

The results...

- **57% of patients use the website and most find it easy to locate the information they need**
- **35% of patients have an 'Information for Patients' booklet, but not all are up-to-date**

The Practice website can be accessed at www.beaconsurgery.co.uk where the latest version of the booklet is available to download

- **89% of patients look at the noticeboards and leaflets**

We know these are important to you so the Practice tries to keep them as up to date as possible

- **86% of patients find the information on the electronic display useful**

Do let us know if there is any additional display information that would be helpful to you

- **Only 20% of patients have signed up for text message appointment reminders**

Why not speak to our receptionist today to sign up for this free service

- **A number of patients would like to communicate with the Surgery via e-mail**

Unfortunately, for both practical and patient safeguarding reasons, the Practice is unable to offer this service at this time.

- **You made a number of suggestions for providing additional information**

Your suggestions regarding specialist services for the elderly, raising awareness of planned long-term absence and staff changes are currently being discussed with the Practice Manager.

The Practice website and 'Information for Patients' booklet both contain a wide range of information, including:

GP and Nursing staff names

Surgery contact details

Appointment types and clinics

Out of hours arrangements

Health promotion

Advice for minor illnesses

For the latest information and the ability to book advance appointments or request repeat prescriptions, please visit the website.

- **A number of patients asked us to raise 'access to appointments' with the Practice**

Over the last 4 years, the PPG has worked with the Practice to improve the appointment system. During this time, the Practice has significantly increased the number of GP and Nurse appointments, added a further telephone line and adjusted appointment timings to help patients see their clinicians on time.

The PPG continues to monitor the availability of appointments at the Surgery and act as appropriate.

However, both the Practice and PPG recognise that inevitably, there is a practical limit to the number of appointments available, set by practitioner and room availability.

Therefore, when booking your appointment, please try to be as flexible as you can with your request for timings and practitioners. For genuine and critical medical emergencies, staff have been trained to assess urgency and need.