

Slide 1

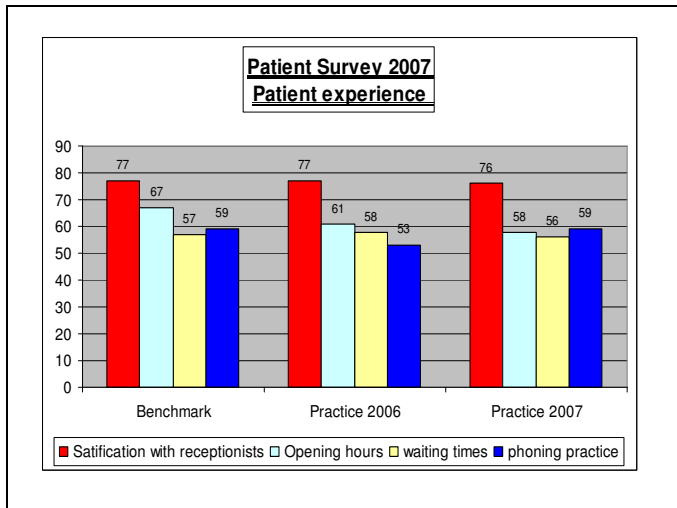
CHEW MEDICAL PRACTICE
PATIENT SURVEY RESULTS
2007

Second year that the results have been shared with the Patient group

Slide 2

- What is the patient survey?**
- Nationally approved method – GPAQ
 - 4% of patient population surveyed between Sept – Nov '07
 - Proportionate representation for each GP within the practice.
 - Overall response rate of 97%

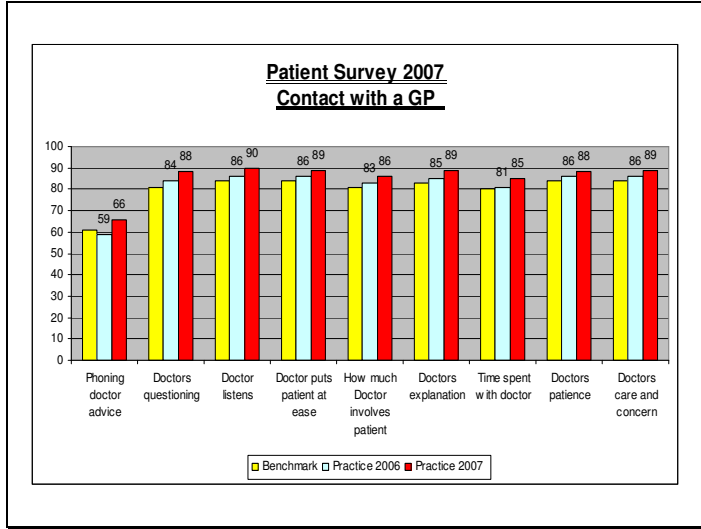
Slide 3



The practice results reflected a national trend with patients expressing an interest in their local surgery being open more at evenings or weekends.

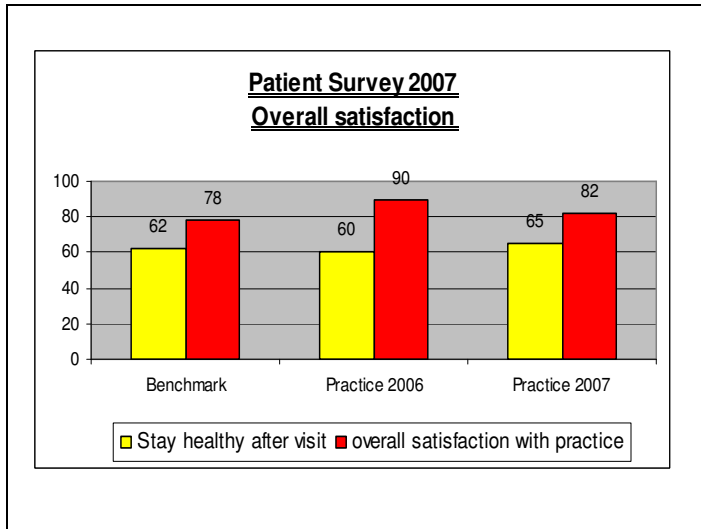
The survey indicated more satisfaction from patients when trying to phone the practice compared to 2006

Slide 4



- Very good results
- Every area of the survey relating to contact with a GP the practice has improved on performance and is exceeding the national benchmark

Slide 5



Overall satisfaction slightly reduced on 2006, However there were only three questions in the whole of the survey where the practice reduced on performance compared to last year. A majority of the change related to a higher proportion of patients expressing an interest in evening and weekend opening.

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Key findings

- Slight reduction: satisfaction with receptionists (Increased benchmark compared to 2006) – survey results - 1%
- Additional opening hours requested
- Slight reduction: Waiting times - 1%

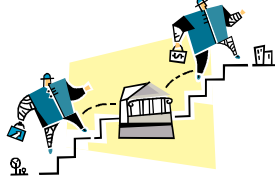
Areas where performance can be improved.

- Waiting time. Does not relate to the length of time it can take to get an appointment. It relates to the time spent in the waiting room

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 **Key findings**

- **The practice has exceeded the national benchmark in all other areas of the survey**



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OTHER PRACTICE ACHIEVEMENTS

2007/8 PCT Audits

- **High Standard in QOF audit** (Quality Outcome Framework) incorporating Health Care Commission Standards Clinical and non clinical management
- High Standard in IM&T Audit – Information Governance
- **Successful home prescription delivery service**
- Dispensary Service Quality Scheme

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WHAT LIES AHEAD

- Automated check in system
- Updated patient information folder in reception
- Regular health promotion campaigns
- Secured: PCT funding for weight management programme
- TV Screen with patient information from DoH
- Regular Website updates
- New clinical technology

