

# Jenner Health Centre

## 2008 Practice Survey Results

We value your feedback and each year commission a **Practice Survey** to ask you how we are doing. The survey looks at all areas of the Practice, from requesting an appointment to seeking a second opinion or complementary medicine.

Our last survey took place during January 2009 and was completed by **340 patients**. The results of the survey have now been received and analysed and the key outcomes were as follows:

Our overall **Practice rating** slipped slightly to **64%** from **66%** but remained ahead of a reduced national average of 61%. The majority of surveys were again completed by female patients who were seeing their usual Doctor or Nurse. This year, however, the majority of surveys were completed by patients aged between **25** and **59**.

Results for the “**About the Practice**” section of the survey showed a further improvement on our 2007 survey. You remained particularly pleased with your **appointment satisfaction**, our **opening hours** and by the **comfort of the waiting room**.

Results for the “**About the Practitioner**” section of the survey were fractionally down on last year but remain well ahead of national average scores. This section asked you about how the Doctor or Nurse handled your consultation. You were particularly impressed by the **respect shown** to you and by your **confidence in their ability**. You were also impressed by the **warmth of their greeting** and by their **ability to listen**.

“**About the Staff**” asked you about how you were treated at Reception. Again, our survey results here remained broadly consistent with our survey in 2007.

Although many aspects of the survey showed an improvement, there were still a few areas which concerned you. Your surveys told us that you still find it difficult to **get through by telephone** and that confusion remains regarding **48 hours access**. These two concerns form the main structure of our **Action Plan** for 2009 which will focus on the following:-

- Our **appointment structure** will be **revised** to change the way we release appointments for booking. Under current systems, we release 50% of appointments for booking within 48 hours with a further surgery released each morning for 24 hour access. All remaining appointments can be booked up to one month in advance. Our focus will change to a **48 hour** release system with additional capacity to facilitate **urgent** on the day requests. Our new system should ensure that the Team always have an appointment within 48 hours that can be offered to you when you call.
- Patients will still be able to book a routine appointment up to **one month in advance**, but we will monitor demand for **48/24 hour** access and adjust the ratio of our appointments accordingly to ensure that we reflect the needs of our patients.

- Additional Doctor and Nursing capacity has been recruited to the Practice over the last year to **boost our appointment availability**, and our new **Monday evening** clinic will continue.
- We will revise and simplify the process for obtaining access to **book appointments** and request **repeat prescriptions** on-line at **[www.jennerhealthcentre.co.uk](http://www.jennerhealthcentre.co.uk)** while maintaining the safety and confidentiality of your medical record. More than **683** patients are now signed up to use On-Line services, further reducing the volume of telephone calls we need to manage.

Our next survey will take place in the Autumn. In the meantime, please let us know how we are doing by completing a Practice feedback Form (available from Reception).

Simon Stitson  
Practice Manager