

BLUE DYKES SURGERY – Clay Cross & Grassmoor

Patient Survey Report **2012/2013**

Introduction

Blue Dykes Annual Patient Survey 2012/2013 was developed in conjunction with the Practice Patient Participation Group (PPG). Areas to survey were identified and questions developed for the questionnaire.

The survey was carried out on site during January 2013. Volunteers from our PPG spent time in our waiting room chatting to patients and assisting them in completing the questionnaire.

Patient Surveys Collected

Clay Cross	631
Grassmoor	143

% of Surveys completed in Patient Population

Clay Cross	7%
Grassmoor	8.5%

ACTION PLAN

Best areas of performance – These were the same for both sites

- Patient feel able to speak to a Doctor or Nurse by telephone or face-to-face on the same day.
- Patients felt involved in their care.
- Patients felt able to make an appointment if medically urgent.

Less well areas of performance – These were the same for both sites

- Patients felt that there was an issue regarding privacy at reception and in consultation rooms.
We have adapted both sites to offer patients more privacy when dealing with the reception team. There is also a private room just off the waiting rooms for receptionist to take patients into if the need arises. The Consultation rooms have been altered where possible to sound proof more effectively.
- Patients felt the front doors at both sites needed upgrading to electronic doors.
Both sites have had an upgrade to the reception area which includes electronic front doors and easier access from the pavement and car parks.
- Patients felt that there was an issue in booking appointments a few days ahead.
We have altered the appointment system to allow the reception team to offer patients two/three day ahead appointments. The appointment system is continuing to evolve and develop to support patients

We value patient feedback both positive and not so positive, this allows us to develop our service for our patients.

We wish to thank all the patients who assisted us in completing the questionnaires and the PPG for their time and assistance during a difficult time. The surveys were done during a very cold snowy winter when both Practices were having considerable building work done and we were working from temporary cabins on the car parks.

Please see below the complete Survey Documents for both Clay Cross and Grassmoor