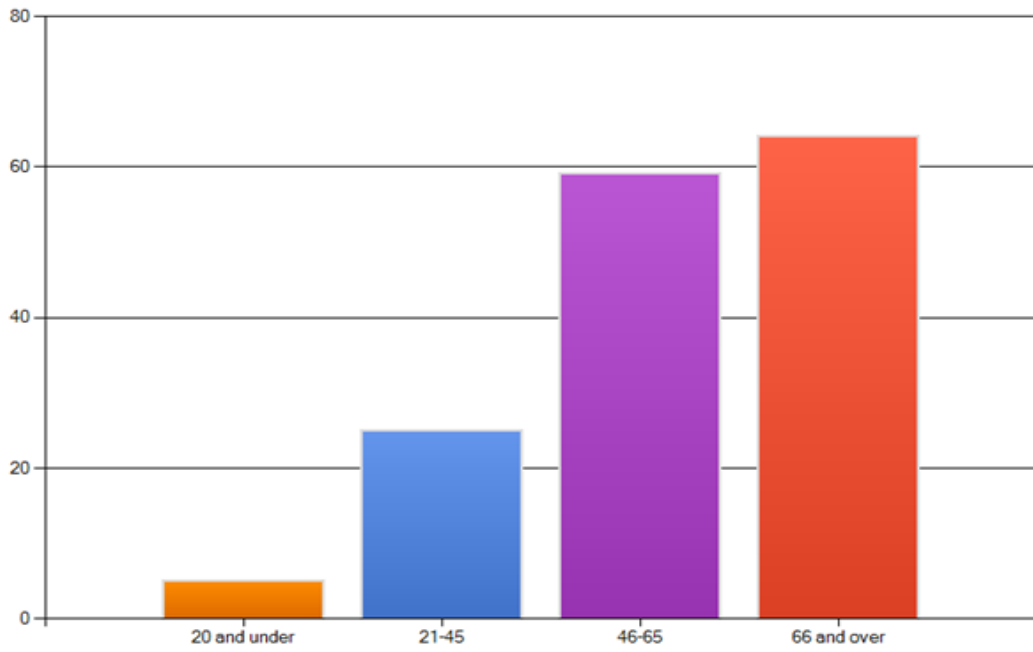


Ashdown Forest Health Centre – Survey results March 2012

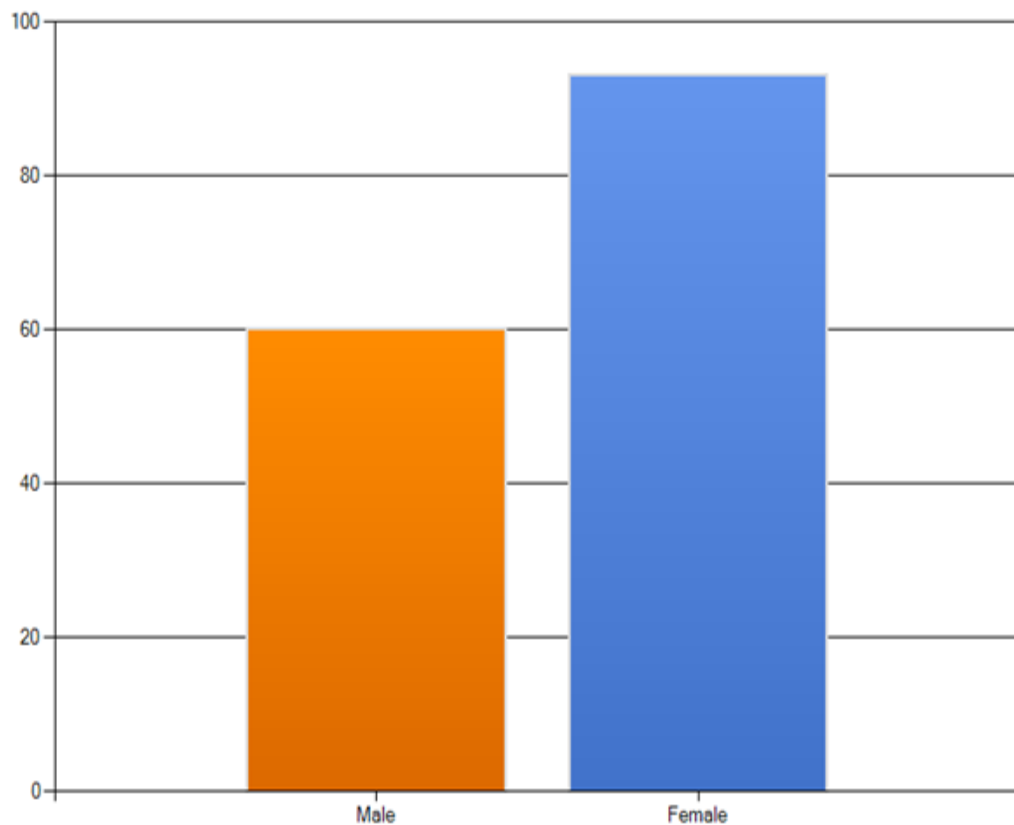
All questions were selected and approved by our Patient Reference Group prior to publishing this survey.

The action plan agreed from the PRG meeting held on 17th March can be found on page 10

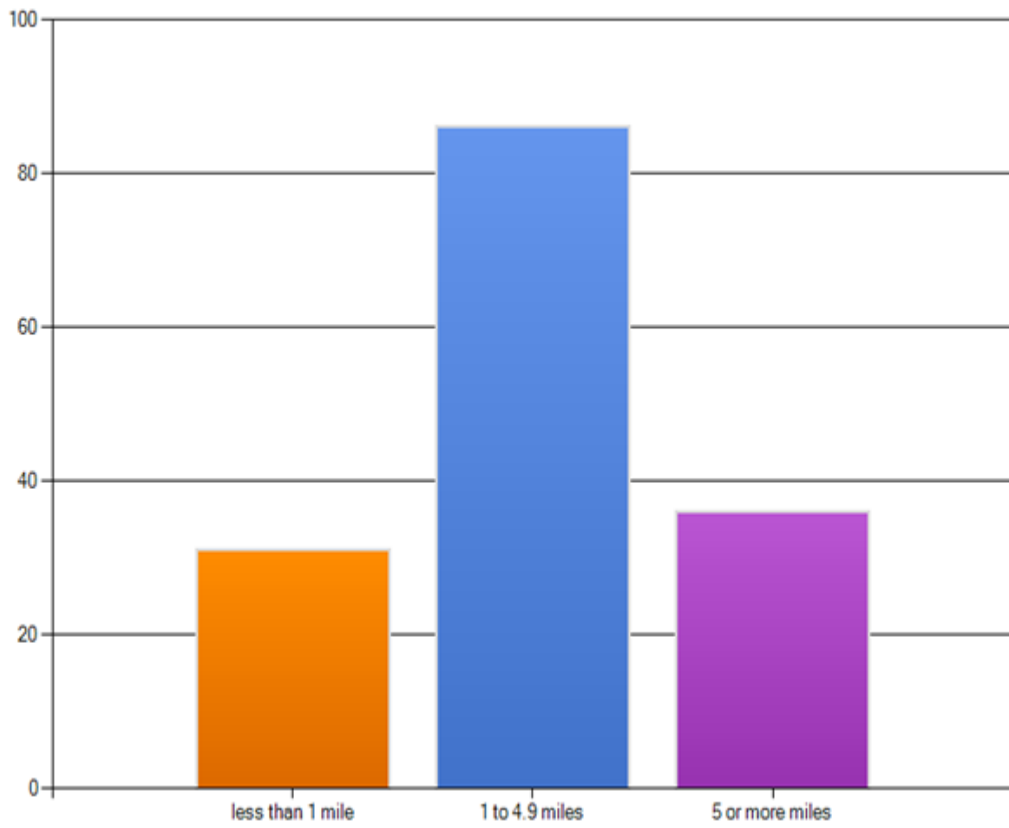
How old are you?



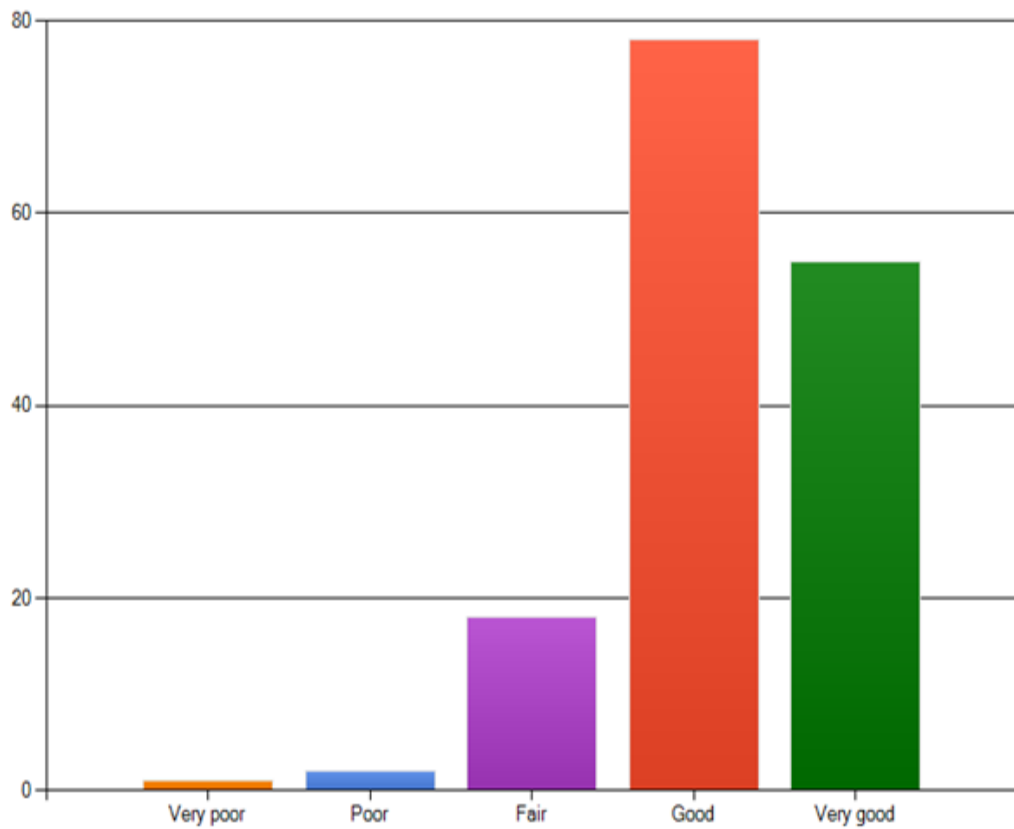
Are you...



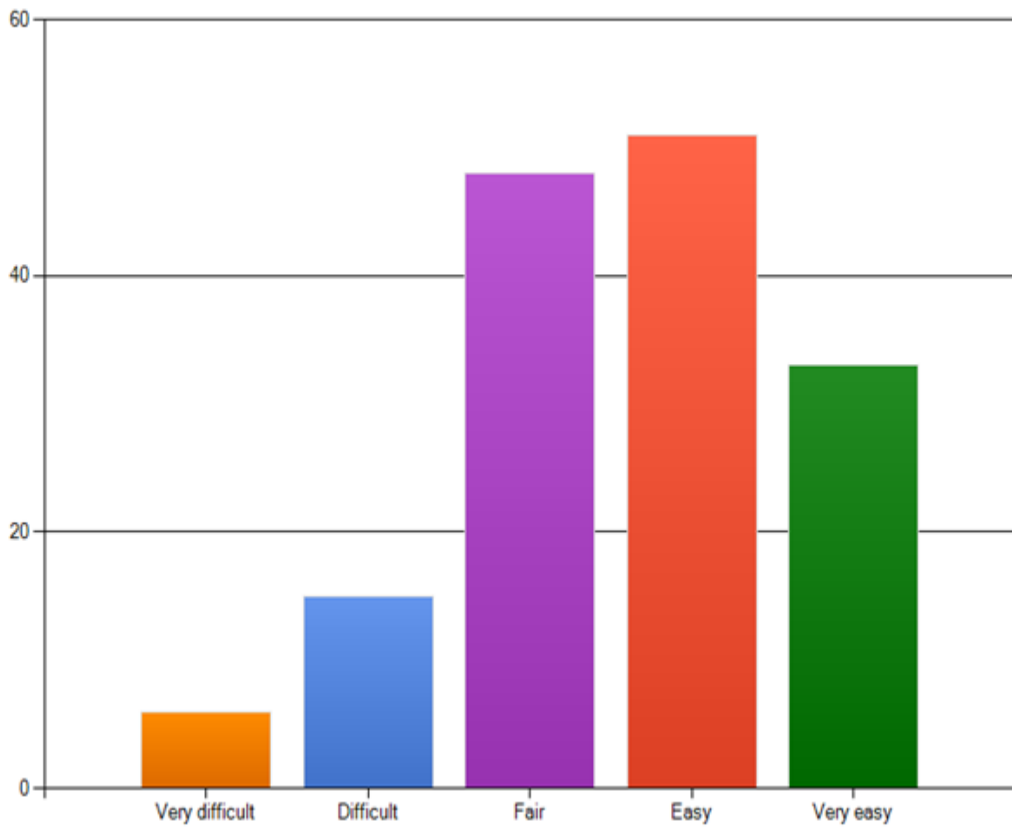
How near to the practice do you live?



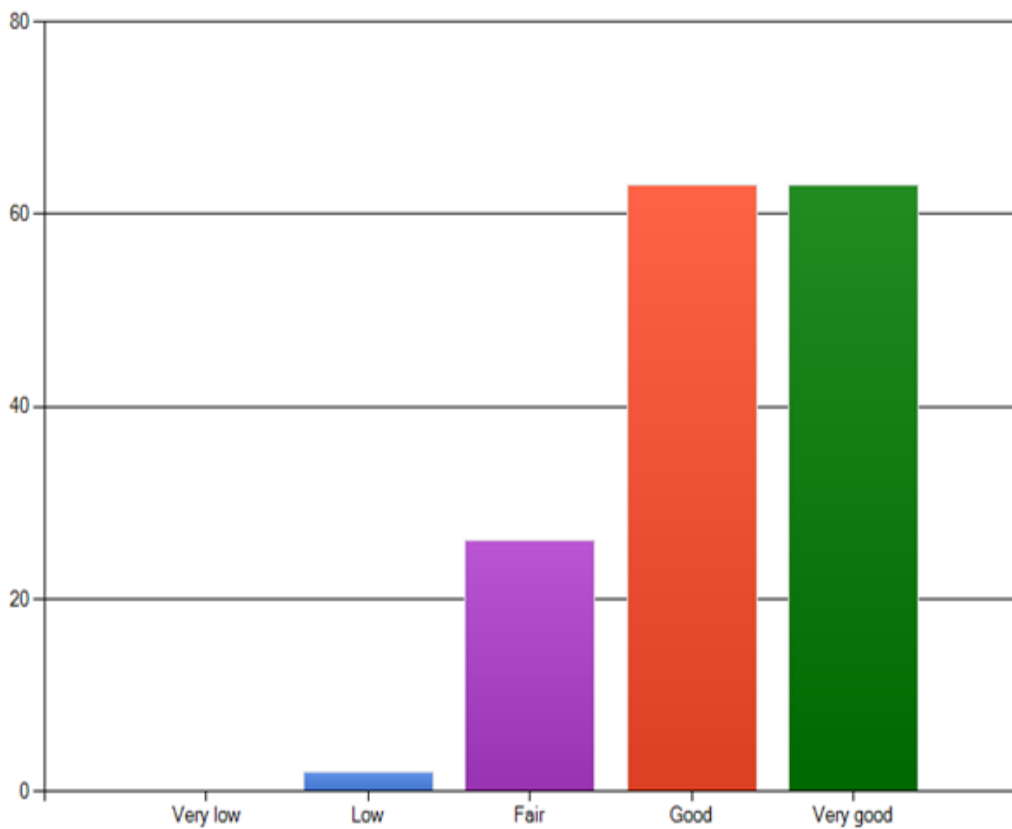
What is your level of satisfaction with the practices opening hours?



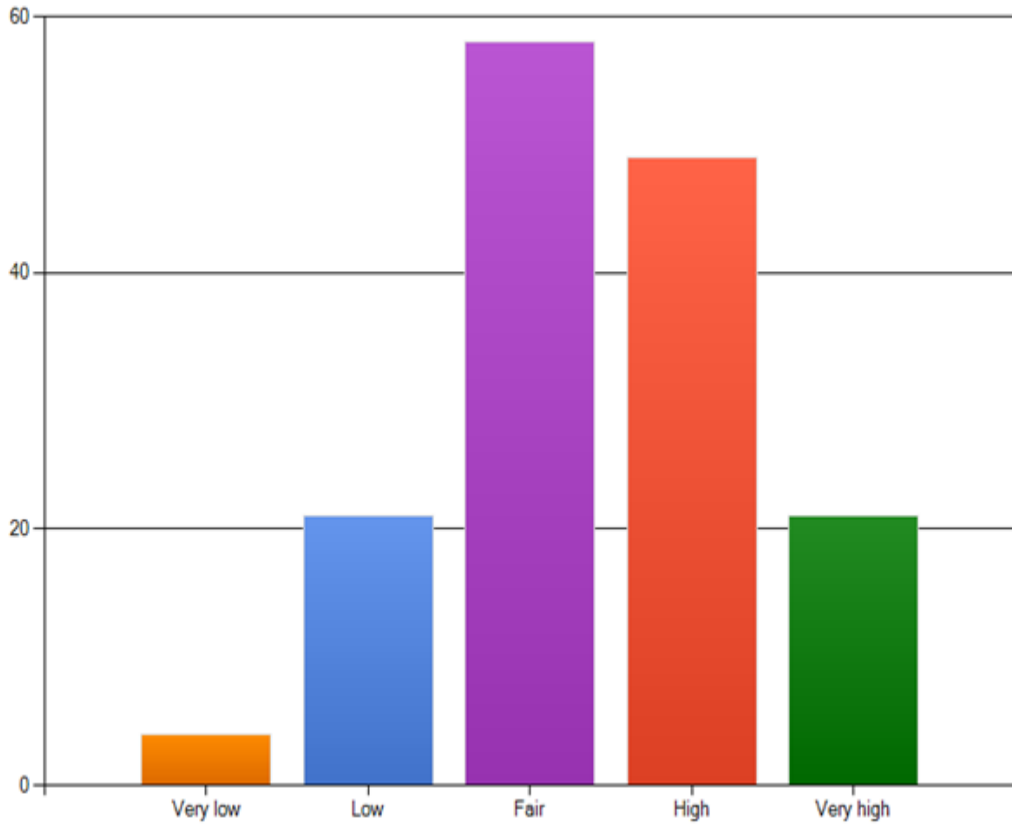
How easy do you find it to contact the practice by phone?



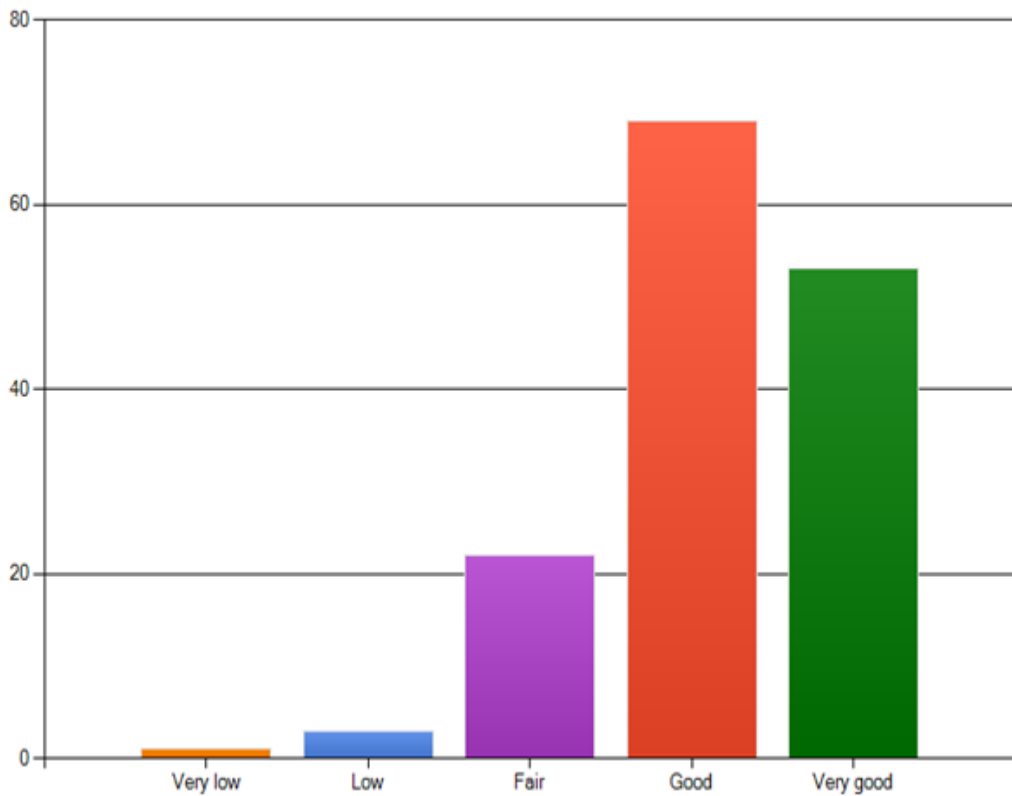
What do you think are the chances of seeing a doctor/nurse within 48 hours?



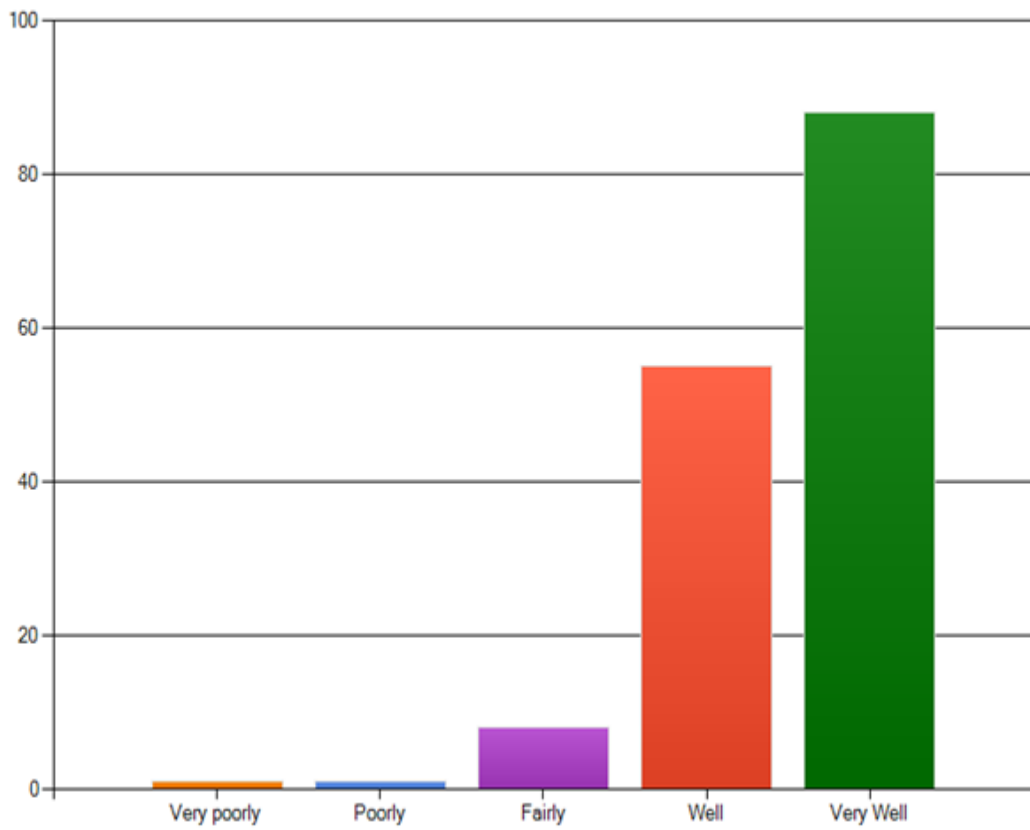
How do you rate the chances of seeing a doctor/nurse of your choice?



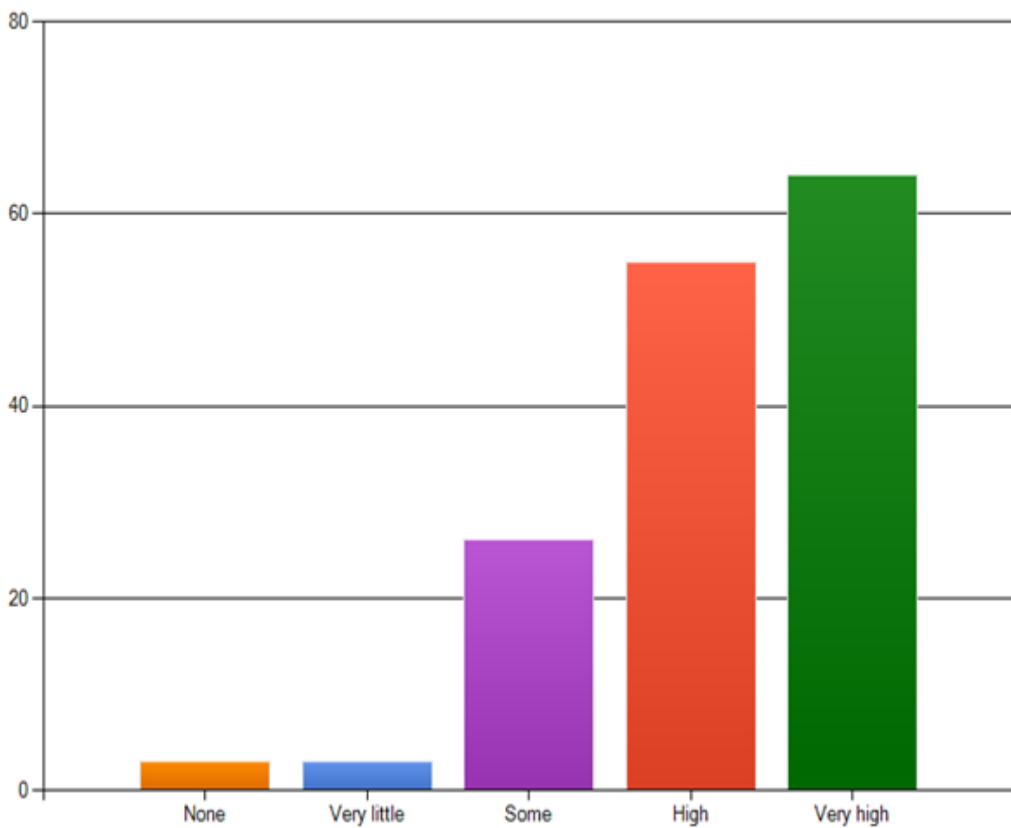
How do you find the opportunities of speaking to a doctor/nurse on the telephone when necessary?



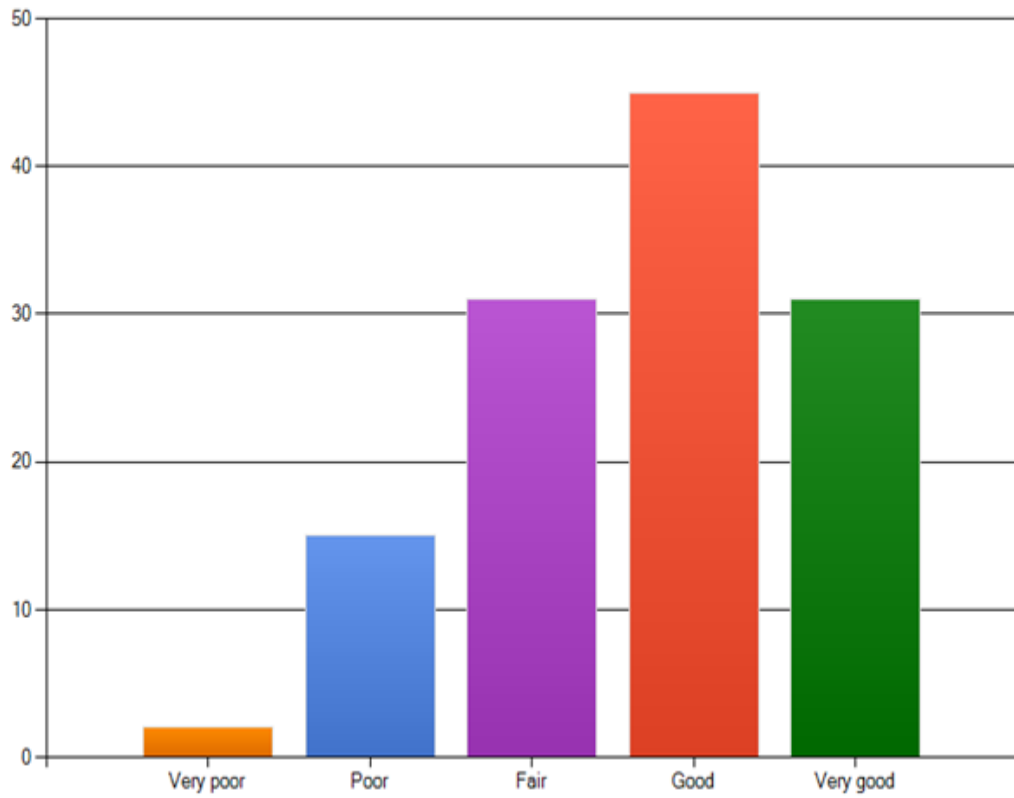
How are you treated by reception staff?



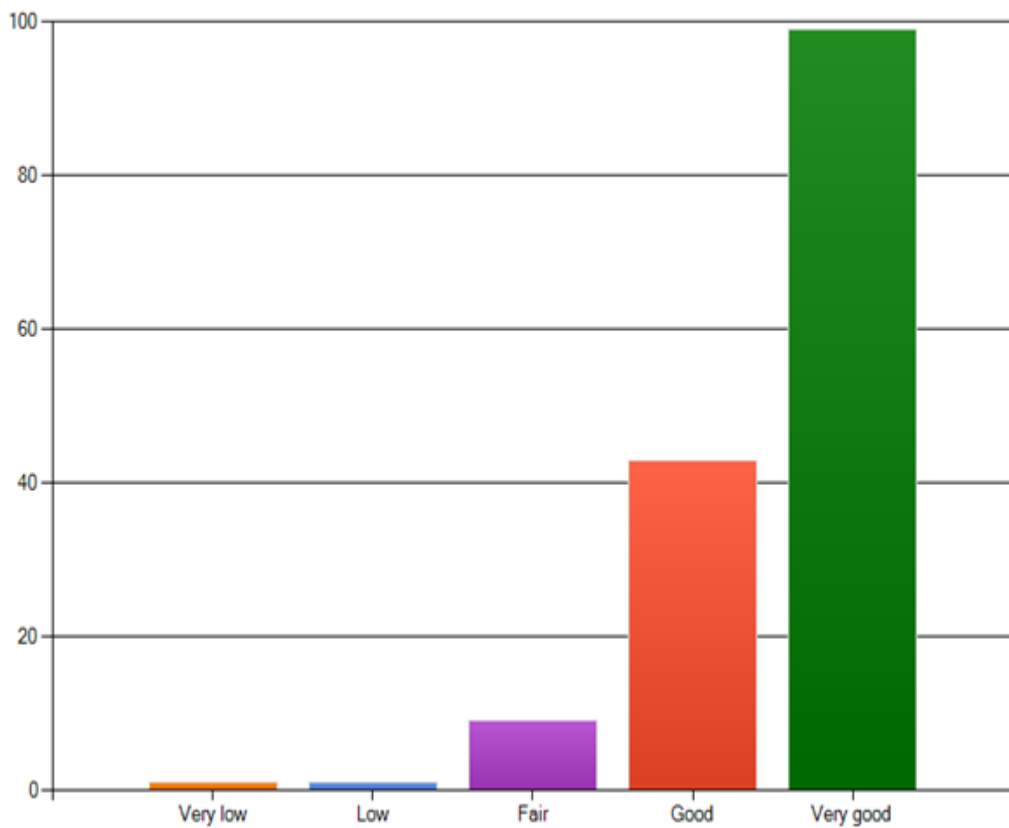
What degree of respect is shown for your privacy and confidentiality at reception?



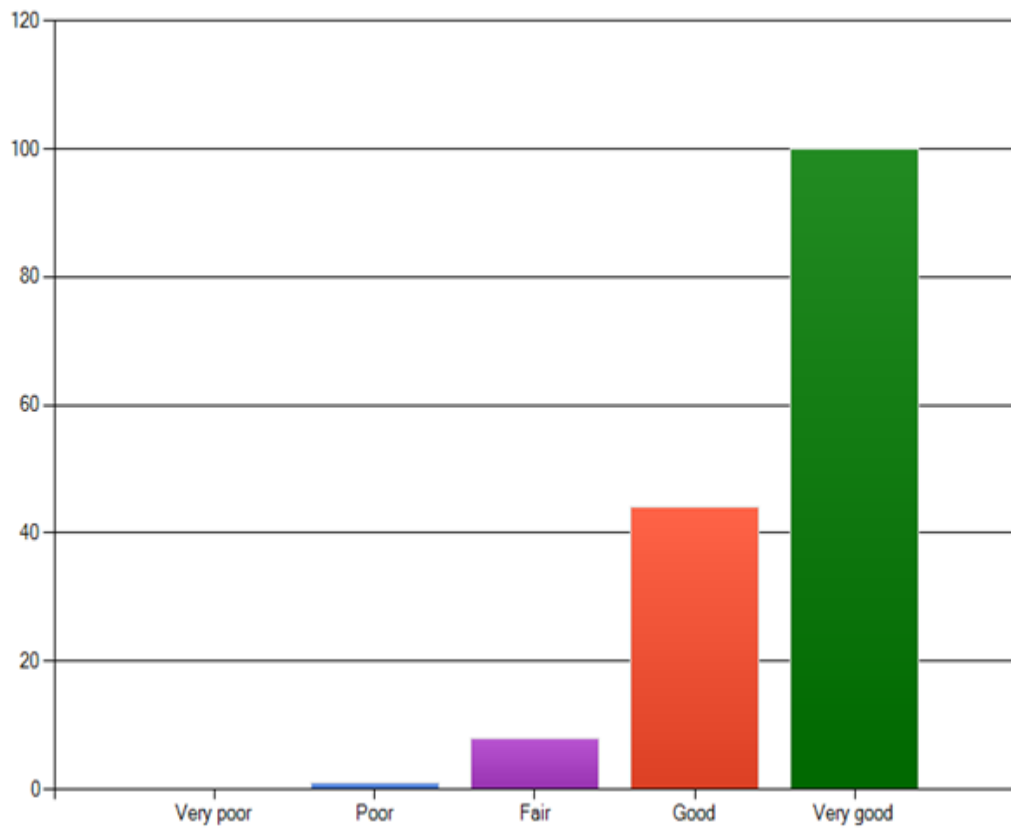
How do you find the availability and administration of reminder systems for ongoing health checks?



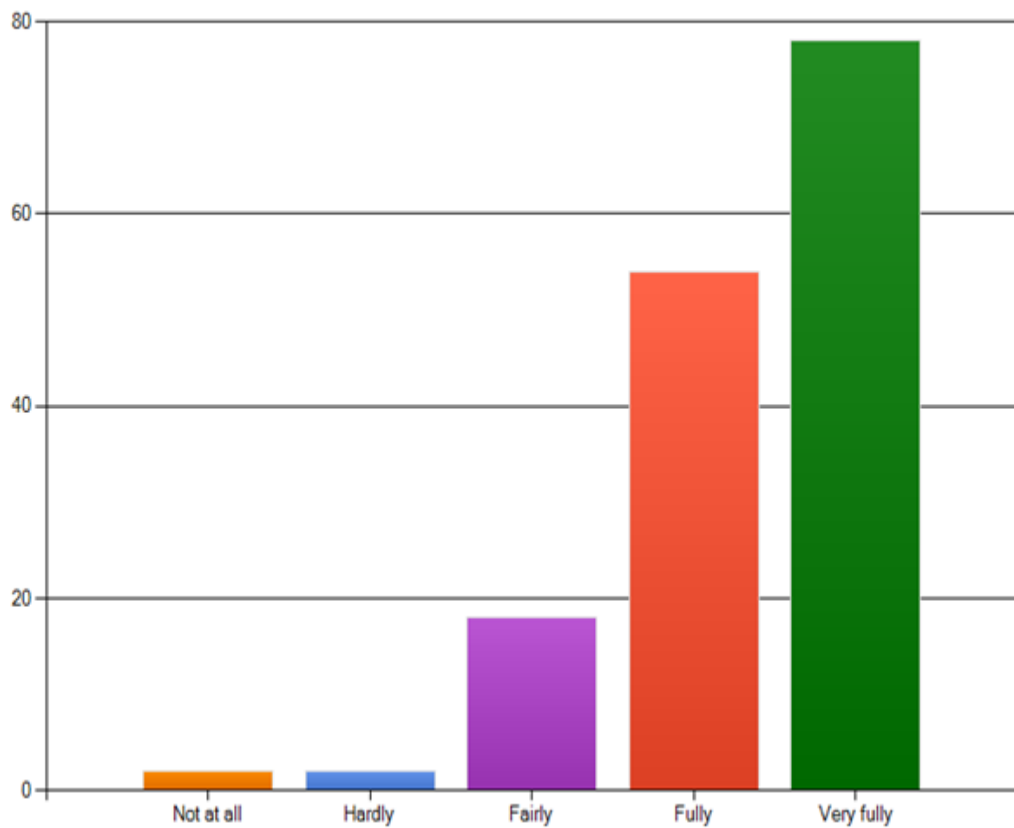
What is your overall level of satisfaction with this or your last visit to the doctor/nurse?



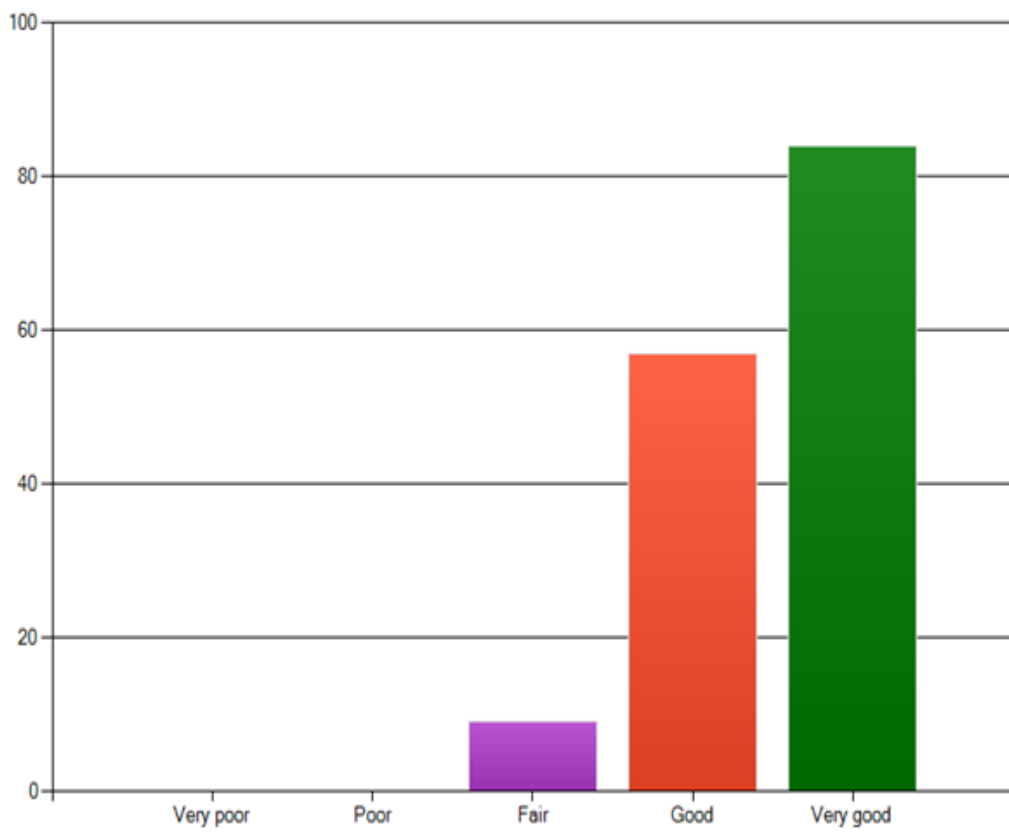
Were the doctor/nurse's explanations to me...



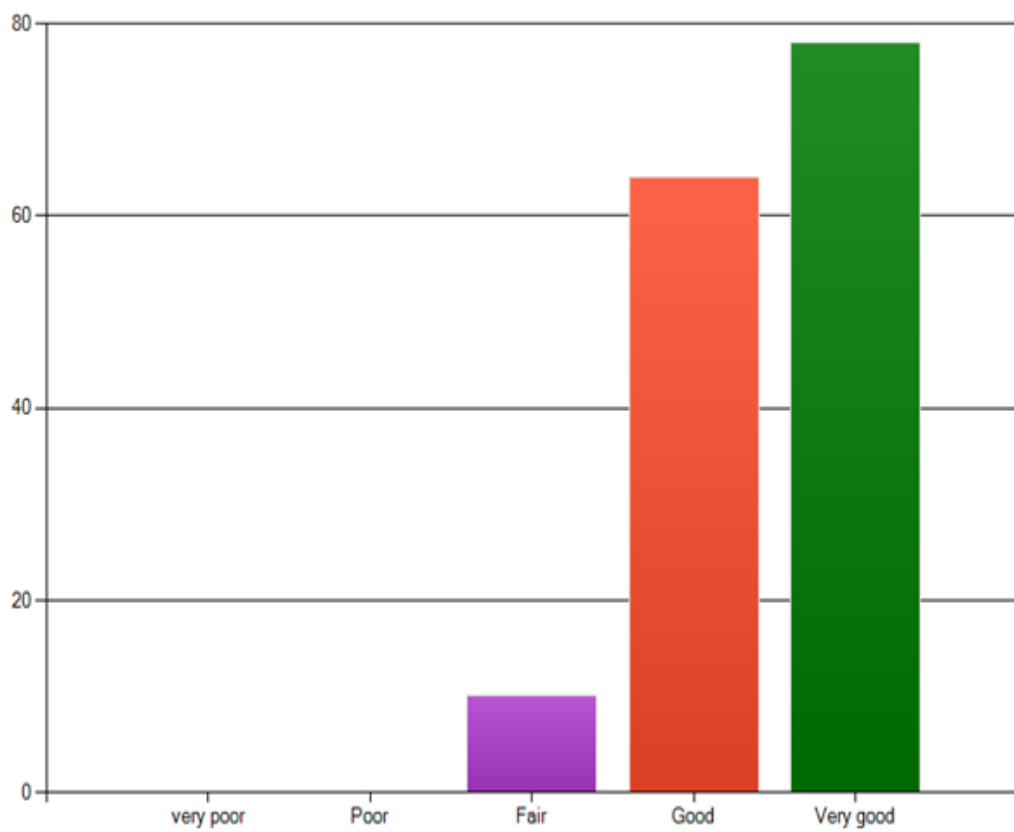
How reassured were you by the doctor/nurse?



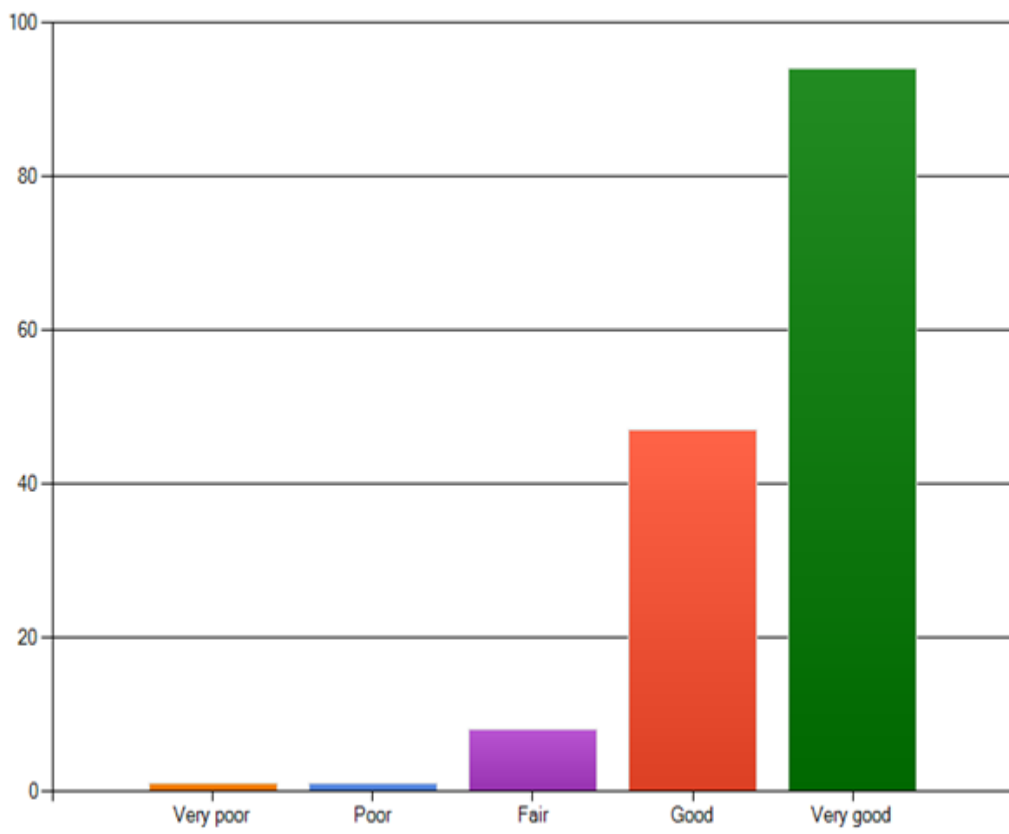
The opportunity the doctor/nurse gave me to express my concerns or fears was....



The amount of time given to me for this/the last visit was.....



The doctor/nurse's concern for me as a person on this/my last visit was....



Action Plan – Survey 2012

Following a meeting held at the practice on Saturday 17th March 2012, it was felt the main areas of the survey results to focus on were: Telephone availability, Doctor Choice and Health Education. It was widely felt that “Communication” is the key to improving services at Ashdown Forest Health Centre. Communication to both patients and staff is vital and the agreed format will be implemented.

Improved Communication to patients:

- Understanding of services available (including health checks and areas of expertise)
- Understanding of appointment system and choice of doctor.
- Opening times.
- Wider population.
- Registered doctor understanding.

The above topics will be communicated to patients via the practice web site, practice leaflet, installation of medical TV in the waiting room, local advertising (parish magazine). In addition and forming phase 2, it was agreed that the practice will analyse patient data in order to highlight “Infrequent visitors” to the practice so that the next survey has a better uptake. Email capture and mobile numbers are to be reviewed and staff encouraged to opportunistically capture additional patient data.

Improved Communication to staff:

- Clarification and communication of services (continuity)
- Opportunistic data capture
- Praise (results of survey)
- Protected training to cover results
- Introduction of “Individual Patient Care Project” – This is a PRG agreed initiative that will highlight to staff patients with sensitive needs.

Phase 2

It was agreed that implementation of phase 2 will wait until after the practice refurbishment; the following time scale was agreed:

Phase 2 initial meeting to agree phase 2 survey and format-	July 2012
Distribute and collate survey	- Aug – Nov 2012
Discuss results and form action plan	- Jan 2013
Publicise results and action plan implementation	- Feb 2013