

Patient Survey 2011

As you know we run a practice survey every year to give you a chance to have “your” say on what you think about the service we provide. This survey is also monitored by Walsall Primary Care Trust.

Overall comments

Positive:

Once again you are generally very happy with the staff, GP’s, premises and the service and care that you receive. Your general comments “over all” reflect satisfaction with your primary care team.

Negative.

Patients commented about privacy in the waiting room, pedestrian access on the car park, the automated arrival system being slow and there were also comments about how to communicate about new services, replenishing the practice premises and the receptionists speaking with an over familiar tone to patients.

Our Comments

The privacy issue in the waiting room has been rectified by creating a distance space between those at the reception desk to those waiting. We hope that all patients will respect the privacy of others by adhering to the new zone.

We have contacted our landlords and made an enquiry to ascertain if it would be feasible to create a pedestrian area on the car park. They have now agreed an action plan and this should be in place by the summer of 2012. It will also mean that double red lines will appear around the car park for no parking areas so that it can be policed correctly.

The automated arrivals system has been logging patients in but the message has been disappearing of the screen so fast that patients don’t have chance to read the message. This has been logged with the engineers and we hope it will be fixed shortly.

Communicating new services will differ for each patient and age group. While we endeavour to promote our web site and keep it up-to-date, this format will not suit everyone. Our practice booklet is updated regularly and we continue to display messages on the white board in the waiting room. Sometimes new services can occur every other week and so mail shots to patients are ruled out. We will try to look at designing a newsletter that can be picked up in the waiting room.

The premises will be re painted this summer which we are all glad of!

The comments about our reception staff was met by very mixed reviews. It was felt that receptionist try to relate to each individual patients in a tone or manner that will be appreciated by that patient. We do not want to lose the friendly touch although this will be addressed in house. I would like to add that out of 5,000 patients, only 4 have commented in the survey negatively.