

# **St. James Medical Practice Patient Participation Report Survey & Improvement Plans 2013/2014**

## **Introduction**

St. James Medical Practice is practice is owned by Dr PM Kawar and Dr SN Kawar. The Practice has 12,000 patients approximately. During the last year the practice population has grown by over 500 patients.

The practice opening hours are:

Monday 8 am to 8 pm,

Tuesday, Wednesday, Thursday & Friday 8.00 am to 7.00 pm

New patients Register Monday to Friday 10.00 am to 1.00 pm

## **Seeking the views of Practice Patients**

The practice has always valued and engaged in seeking views from its patients with respect to services it provides and to this end a patient participation group was formed with 16 members.

This group has developed and has become more meaningful in the last few years.

The group was particularly valuable in giving feedback.

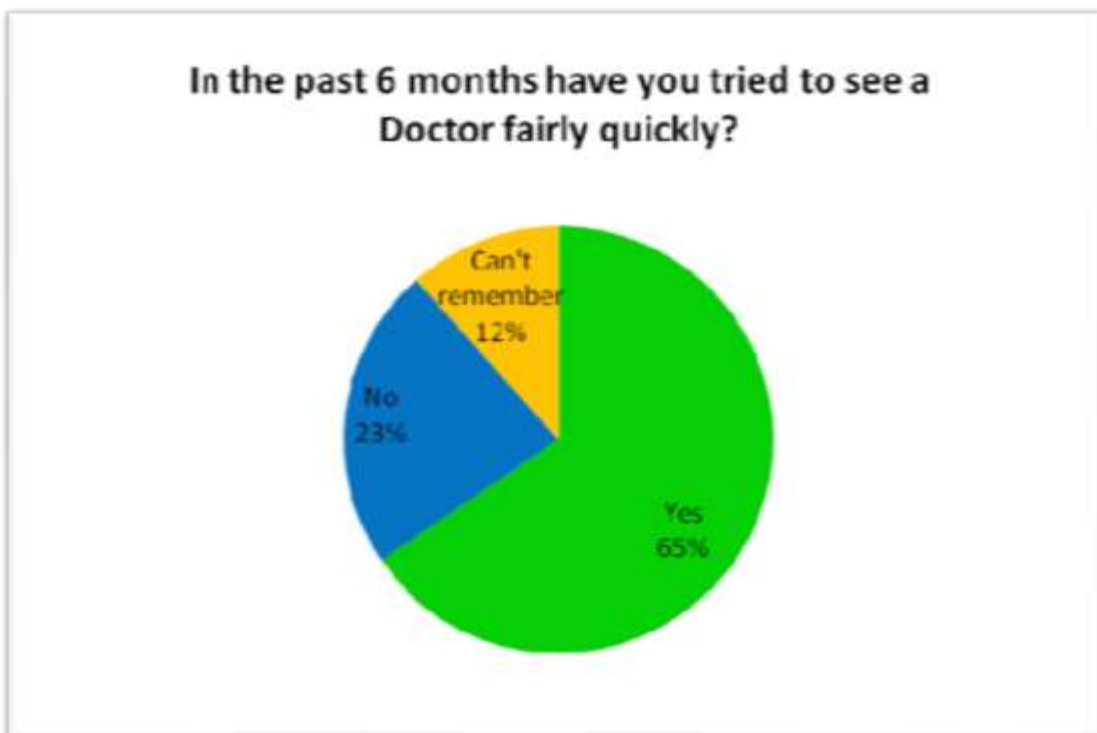
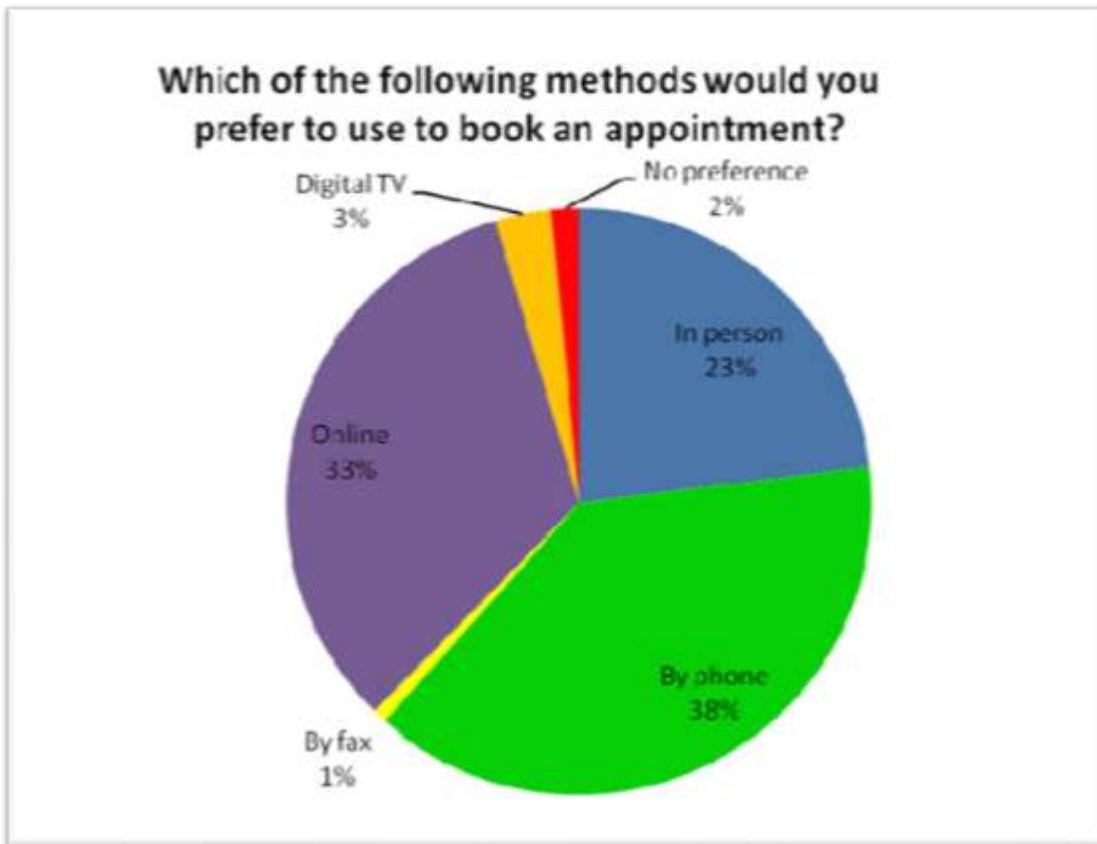
In June 2013 the practice consulted with the patient group and agreed list of questions for the survey 2013/2014.

During August and September 2013 we conducted the Annual Practice Survey and 130 patients during that period completed questionnaires.

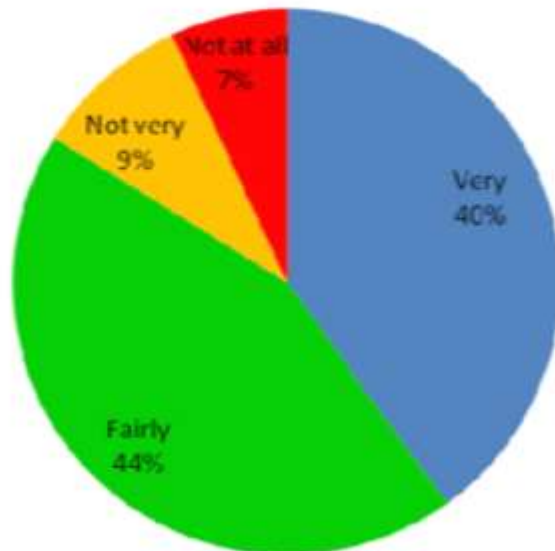
## **Review of Agreed Action points 2013-2014**

1. **Improved Customer Service:** We endeavour to improve customer service; therefore we have brought in a Development Specialist to give one to one training to our staff, we welcome any feedback to further improving customer service to patients.
2. **Improved GP's Same day appointment availability and We have improved our Electronic Access to assist our patients and reception team.**
3. **Telephone Access and Systems:** The telephone system has been completely upgraded and the majority of technical issues have been resolved. Call recording, Queuing and call monitoring have also been introduced to improve telephone access and customer service

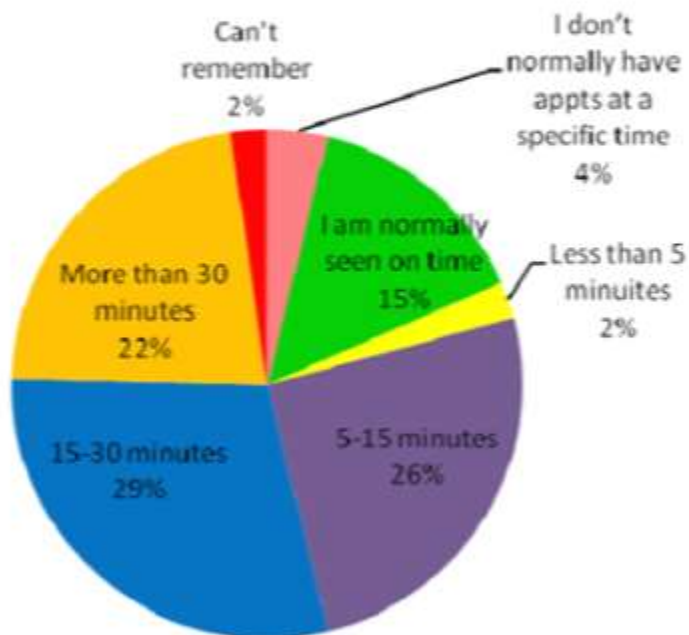
# St James Medical Practice Patient Survey Results 2013 / 2014



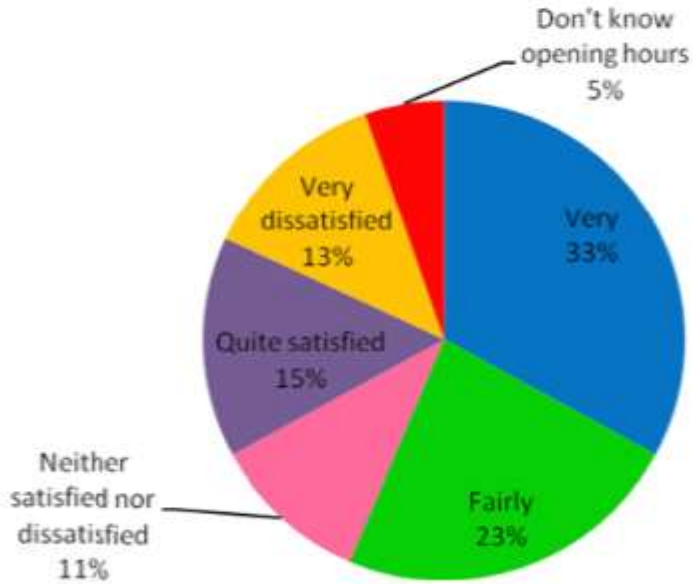
**How helpful do you find the receptionists at the surgery?**



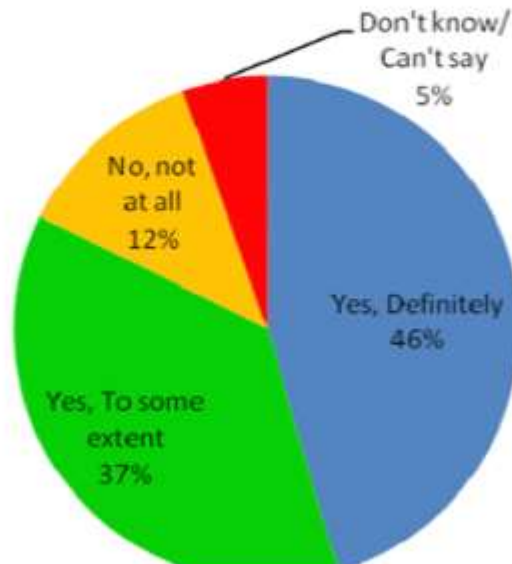
**How long after your appointment time do you normally wait to be seen?**



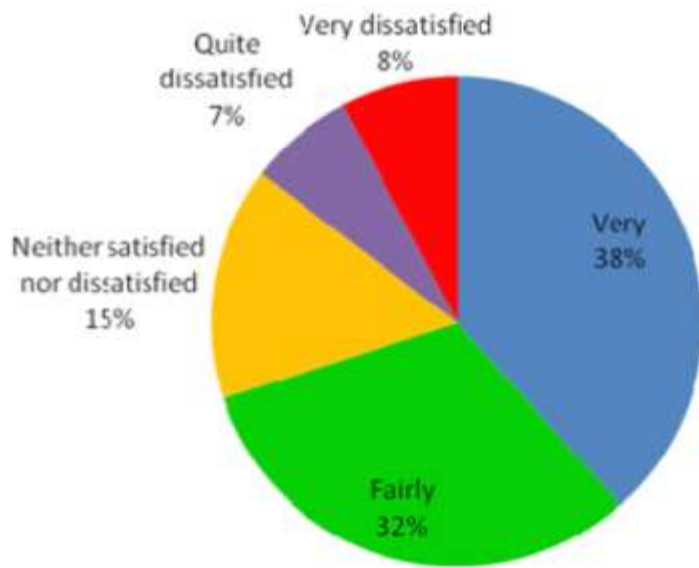
### How satisfied are you with the opening hours at the surgery?



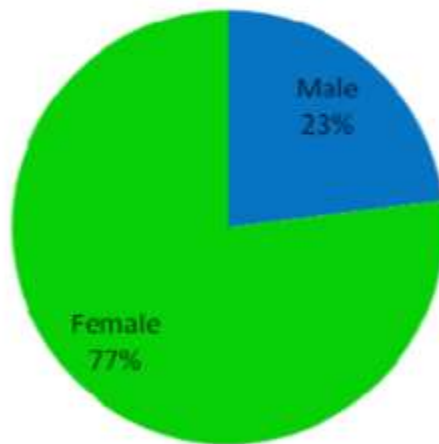
### Did you have confidence and trust in the doctor you saw?



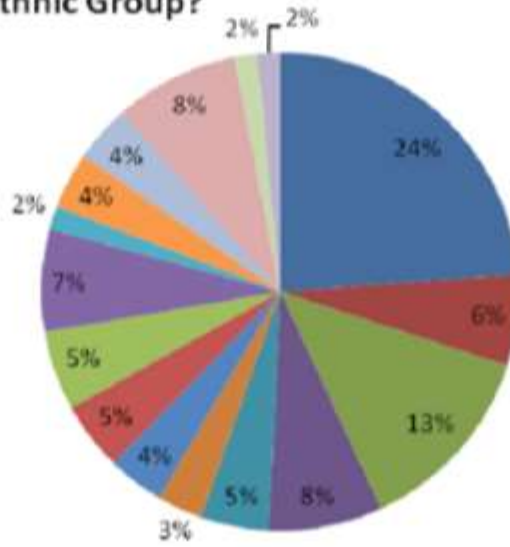
**In general, how satisfied are you with the care you get at the surgery?**



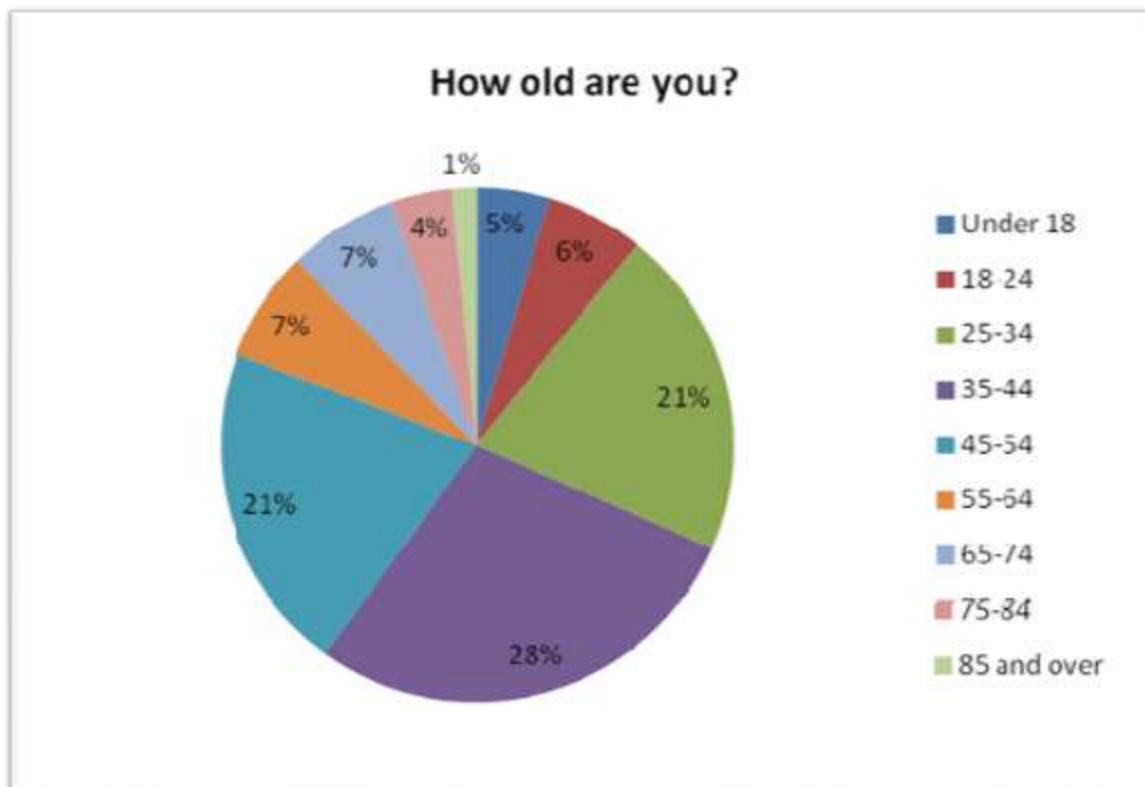
**Percentage of Patients that are male or female**



### What is your ethnic Group?



- British
- Eastern European
- White & Black Caribbean
- White & Asian
- Indian
- Turkish
- Caribbean
- Chinese
- Irish
- Any other white background
- White & Black African
- Any other mixed background
- Pakistani
- Any other Asian background
- African
- Any other ethnic group



## Agreed Action points 2014-2015

1. Customer Service: Continue to improve customer service to patients. Look into further use of the Customer Service Specialist for further staff development.
2. GP / Practice Nurse Online Appointments: It has been agreed that the Practice will improve online GP / Practice Nurse Appointments.
3. Telephone Access: Look at developing a new Reception rota so that there are adequate staffing levels at peak times. Further marketing of the online access to appointments and prescriptions and review mobile applications.
4. Patient Participation Group: To continue to operate and further develop Sit & Chat Events for patients.