

Sample Report Form: AUDIT

Title of project: PPG Patient Survey May 2016 & February 2017

* Audit reports tend to range in length from a few to a dozen pages, depending on the size of the audit.

1. Reason for the audit

.To assess user satisfaction

2. Criterion or criteria to be measured

How satisfied are you with the availability of appointments
How satisfied are you with the booking in process
How satisfied are you with the wait time at the surgery
How satisfied are you with the clinical staff
How satisfied are you with the reception staff

3. Standard(s) set

How satisfied are you with the availability of appointments	85%
How satisfied are you with the booking in process	90%
How satisfied are you with the wait time at the surgery	90%
How satisfied are you with the clinical staff	95%
How satisfied are you with the reception staff	95%
Overall satisfaction score	95%

Satisfied has been classified as moderate or above in the boxes ticked.

4. Preparation and planning

PPG to design survey and sheets

5. Results of data collection ONE (May 16)

	Very Satisfied	Satisfied	Moderate	Dissatisfied	Very Dissatisfied	No Opinion	Totals	% satisfied +	% Moderate+
1. How satisfied are you with the availability of appointments	1	2	2	2	2	0	9	33%	56%
2. How satisfied are you with the booking in process	2	2	4	1	0	0	9	44%	89%
3. How satisfied are you with the wait time at the surgery	2	3	3	0	0	1	9	56%	89%
4. How satisfied are you with the clinical staff	5	4	0	0	0	0	9	100%	100%
5. How satisfied are you with the reception staff	4	5	0	0	0	0	9	100%	100%

How satisfied are you with the availability of appointments 85%
 How satisfied are you with the booking in process 90%
 How satisfied are you with the wait time at the surgery 90%
 How satisfied are you with the clinical staff 95%
 How satisfied are you with the reception staff 95%
 Overall satisfaction score 95% (86%)

Green denotes a pass of the standard Amber (within 5%) and red greater than 5%

Description of change(s) implemented

- a. Publicise the On line booking process
- b. Await move to new surgery when increased phone line availability will be present
- c. Review and possibly increase the number of on line appointments

August 1st 2016
 October 2016
 October 16

8. Results of data collection TWO (February 17)

	Very Satisfied	Satisfied	Moderate	Dissatisfied	Very Dissatisfied	No Opinion	% Satisfied	+Moderate
1. How satisfied are you with the availability of appointments	28%	37%	20%	13%	2%	0%	65%	85%
2. How satisfied are you with the booking in process	36%	50%	11%	2%	1%	0%	86%	97%
3. How satisfied are you with the wait time at the surgery	15%	55%	18%	4%	3%	4%	70%	88%
4. How satisfied are you with the clinical staff	43%	47%	5%	0%	1%	4%	89%	95%
5. How satisfied are you with the reception staff	44%	47%	6%	1%	0%	2%	90%	97%
6. Would you recommend the surgery to family or friends as:-	36%	40%	13%	4%	1%	5%	77%	89%

How satisfied are you with the availability of appointments **85%**
 How satisfied are you with the booking in process **90%**
 How satisfied are you with the wait time at the surgery **90%**
 How satisfied are you with the clinical staff **95%**
 How satisfied are you with the reception staff **95%**
 Overall satisfaction score **95%** (92%)

Green denotes a pass of the standard Amber (within 5%) and red greater than 5%

9. Conclusions

May 2016

Main issue is with advance appointment booking and the apparent lack of knowledge on using on line booking
Booking process shows a weighting towards moderate satisfaction
Very few questionnaires filled in so need a bigger sample size- would a PPG member be willing to help survey in new surgery?
Still an apparent issue about being told there is only 10 minutes for an appointment

February 2017

significantly more patients sampled making results more valid
% satisfied increased significantly for the first three standards and similar in last two, however, the numbers in this survey are so different that it is probably a more accurate reflection of the ratings

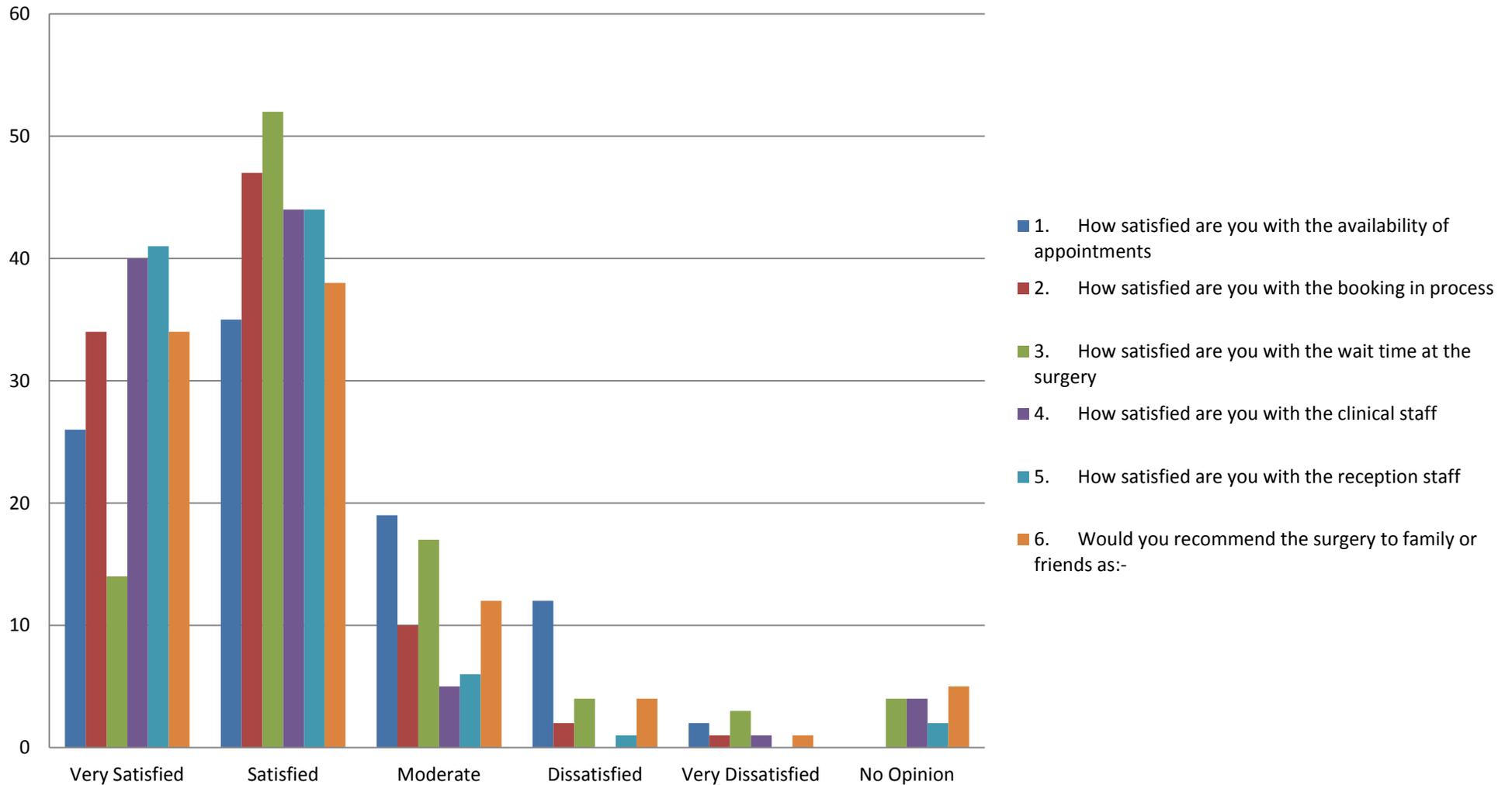
The surgery has improved its rating significantly over the factors that appeared to be of most concern.

Action still to be considered to improve the rating on appointment availability. PPG discussion asked how other surgeries released the appointments and we discussed the Elsenham policy In discussion with the PPG it was thought that streamlining the options currently used to Streamline appointments would be have benefit.

Essentially more appointments would be released at once on each day creating a perception of availability.

The surgery offers more than the required Carr- Hill and RCGP recommendations so numbers of appointments should not be the issue.

Stansted Surgery Patient Survey February 2017



Comments

May 2016 I can always get an appointment for me and my 4 month old

Not enough flexibility when booking appts in advance, the ring at 8.30 is very stressful

It is unbelievable that you have to come to the surgery to queue

It is difficult to make an appointment as phone is often jammed, seems impossible to book ahead

I can hardly ever make an appointment, calling on the day is impossible with work

On my very first visit to the surgery I was told i have only 10 minutes, without any reason, I was irritated `with that as in my 50 years I have never been told that

Huge improvement in all areas

February 2017

3 comments about parking being too far, nightmare, pity about car park

Availability or appointments for a specific doctor difficult

Appointment availability for nurses

Need comfy chairs

1 dissatisfied patient forced here by another surgery

Need sliding doors

Not enough staff

Appointments are difficult to get-patient access has helped by how was I to know they open at 8.00am?

Booking process & Receptionists very good- very good so far

Difficult getting through on phone

Vast improvement on former surgery

Appointment availability always bad always waiting 2 weeks unless phone at 8.30 am

Unclear when open for phone calls had to visit the surgery as no answer at 8.05am

A pharmacy would be good, pharmacy next door please (x5), should dispense on site

Blood tests here

Clarity on parking

Specific Dr 2 months booked up, nor morning appt today BUT I could book to see someone at 10.00- pretty good I think

Would like late afternoon appointments. Always able to get an appt for my daughter.

Would be helpful if able to book appt more readily. Incredibly difficult to get an appointment.

Sometimes reception staff are difficult and not understanding

It would be good to be able to make an appointment the day before

Difficult to get early or late appointments

Staff always helpful

No idea I could have a blood test here- add to letter to say they can come here

Title of the survey should say Stansted

Wait time always too long -even if waiting room empty

Lovely new facilities it would be good if pharmacy was open, building is fantastic,

Better than St Johns road

Pleased with new surgery

I was 5 minutes late she missed her appointment and could not log in

Appointment booking very good