

# Southdene Surgery

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## ANNUAL PATIENT SURVEY

Annual patient survey has been completed and results as well as action plan have been established. The questions for the survey were approved by our Patient Reference Group. We interviewed 10% of our patients' list by handing out the survey in the practice. After analysing the results, we have developed an action plan, which was introduced to and approved by Patient Reference Group.

### THE RESULTS AND ACTION PLAN

**QUESTION 1: Is it easy to get through to someone at Southdene Surgery on the phone?**

**YES - 73.8%      NO – 26%      DON'T KNOW – 0.2%**

**ACTION PLAN:** We are planning to change our telephone system. Our current telephone system has three incoming lines, however only two telephones operate in the surgery. We are planning to have two incoming lines in order for the receptionists to be able to answer each phone call.

Also, we plan to have a queuing system - a patient will be informed where he is in a queue.

Practice lead: Practice manager

Deadline – August 2012

**QUESTION 2: If you need to see a GP urgently, can you normally get seen on the same day?**

**YES – 60.5%      NO – 33%      DON'T KNOW – 6.5%**

33% of surveyed patients answered that they cannot get an urgent appointment on a day, although on-call surgery takes place every day.

**ACTION PLAN:** To replace afternoon on-call clinic with a walk-in surgery. Instead of telephoning the surgery to make an urgent appointment, a patient would walk-in to the surgery and be seen for an urgent medical issue. The walk-in clinic will operate 15.00-17.30pm every day.

We will continue to offer morning on-call surgery, 48 hours and a month in advance pre-bookable appointments.

Practice lead: Practice manager  
Deadline: May 2012

**QUESTION 3: Do you find the receptionists at Southdene Surgery helpful?**

**YES - 89%**

**NO – 11%**

We are please to know that the majority of our patients find our reception staff helpful and polite.

**ACTION PLAN:** Educational meetings will be introduced to continue with a good standard of customer service.

Practice lead: Practice manager  
Deadline: August 2012

**QUESTION 4: Is Southdene Surgery currently open at times that are convenient to you?**

**YES – 87.3%**

**NO – 12.7%**

Most of our patients are happy with Surgery's opening times.

**ACTION PLAN:** To continue with the same opening times.

**WE WELCOME YOUR FEEDBACK CONCERNING THE RESULTS AND  
ACTIONS WE INTEND TO TAKE.**