The AcrnGroup Practice

2014 Patient Survey

A report on the questionnaire completed by the patients of The Acorn Group Practice, Twickenham.

March 2014

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**Introduction**

NHS England, under Direct Enhanced Services (DES,) requires General Practice to ask their patients about the services they provide and improvement to services in general. Through the Patient Reference Group (PRG) a local survey of patient views has been conducted, of patients attending the Practice during the week commencing 10.03.2014.

Requirements of the Practice and the PRG were to agree to the survey being conducted. Some questions are similar to the previous year as important standard questions, the subject of others questions are a requirement of the NHS and other questions are designed by your PRG as areas of interest.

The survey has been collated, discussed with the PRG and a report of its findings, with proposed changes to be implemented to the services, are enclosed. This survey will be available on The Acorn Group Website by the end of March 2014.

**The Acorn Group Practice Patient Representative Group (PRG) Profile**

This group of volunteers give their time to contribute the patient perspective to The Acorn Group Practice. Meetings are held 2 monthly with one of the partners and the Practice Manager. At the PRG seven members have given their views on the survey at these meetings. The range of members cover carers, the disabled, retired and working people and they offer enrichment through their disposition, knowledge and experience.

The Practice advertises for members to join the PRG offering daytime and evening meetings.

In reaching agreement to the recommend changes to services, the PRG met and discussed priority issues from the results of the PPG Practice Survey. The survey was conducted with the agreement of the PRG and included standard questions from the previous year, directed questions from subjects recommended by NHS England and local questions suggested by our own PRG. This survey was carried out over a one week period. Questionnaires were placed on waiting room chairs, handed out at reception and available for any patient to complete. Members of the PPG were invited by email to discuss the findings of the survey two weeks after agreeing the questions in the survey.

Details of the recommendations from the PRG to be put before the Partners can be found in the report. These recommendations can be implemented with the partners’ approval, training staff in new procedures, introduce changes to the system and monitoring the changes to see if there is an improvement to change the perceived views of the patients. Any proposals not implemented will be highlighted and a reason given why they cannot be implemented at this time.

**Data**

Quantitative data (tick boxes) tell us the number of patient views and it helps establish priorities. Qualitative data (open-ended questions) tell why those views are held, this helps establish the issues. A sample questionnaire is enclosed for your reference.

**The Acorn Group Practice**

**Dear patient,**

We want to learn from your experience of using our services. What is working well for you? Where can we improve?

Our Patients Group have helped us to put together this questionnaire. Please complete it before you leave the Surgery today and hand it in at Reception.

We shall publish the results for you to see in April.

**Question 1**

Please tell us how much you agree with each of the following statements.

Please put one tick in each line.

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | Agree | Disagree |
|  |  | 5 | 4 | 3 | 2 | 1 |
| 1 | The Surgery's opening hours are convenient for me. |  |  |  |  |  |
| 2 | The Reception staff are helpful and friendly. |  |  |  |  |  |
| 3 | I am confident in the care given to me by the doctors and nurses. |  |  |  |  |  |
| 4 | The doctors involve me in decisions about my care. |  |  |  |  |  |
| 5 | When required the practice helps me access to other health and social care providers. |  |  |  |  |  |
| 6 | I find it easy to make a routine appointment in advance. |  |  |  |  |  |
| 7 | I am able to see or speak to a doctor the same day when the condition for me or my child is medically urgent. |  |  |  |  |  |
| 8 | The response time to requests is reasonable.  |  |  |  |  |  |
| 9 | The response time for referrals is reasonable. |  |  |  |  |  |
| 10 | I am provided with enough supportive information to stay healthy. |  |  |  |  |  |
| 11 | The quality of the practice building is acceptable |  |  |  |  |  |
| 12 | I would recommend The Acorn Group Practice to others. |  |  |  |  |  |

**Question 2**

If you have ticked the "1" or "2" box for any of the statements in Question 1, please tell us why. Please put the number of the statement you are referring to before your comment.

|  |
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**Question 3**

Some people feel they would benefit from meeting others with the same condition as they have. This could be meeting them in person or setting up a forum on the web. Would you be interested in joining such a group?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Very Interested |  | Interested |  | Not at all interested |  |

If so, what support group would be of interest to you?

|  |
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|  |

**Question 4**

It is important to me that my GP practice is near to where I live.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Yes |  |  | No |  |  |  | Not sure |  |

**Question 5**

Are you satisfied with the range of methods of communication offered by the practice, website, telephone and face-to-face?

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Very satisfied |  |  | Satisfied |  |  |  | Not very satisfied |  |

**Question 6**

What one thing would most improve the Acorn Practice for you?

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**Question 7**

Do you have any other comments about the Practice you would like to add?

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**Question 8**

May we ask you a few personal questions? This will tell us how representative our sample is of Acorn patients. It will also help us interpret your answers.

Please tell us –

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. | Your gender: | Male |  | Female |  |
|  |  |  |  |  |  |
| 2. | Your age: | Under 29 |  | 50 – 59 |  |
|  |  | 30 – 39 |  | 60 – 69 |  |
|  |  | 40 – 49 |  | 70 or over |  |
|  |  |  |  |  |  |
| 3. | Your ethnic group: | White |  | Black / Black British |  |
|  |  | Chinese |  | Asian / Asian British |  |
|  |  | Mixed |  | Other ethnic group |  |
|  |  |  |  |  |  |
| 4. | Roughly how many times have you had an appointment at the Acorn Practice in the last six months? |
|  |  | Never |  | 3 times |  |
|  |  | Once |  | 4 – 5 times |  |
|  |  | Twice |  | 6 or more times |  |

Thank you for your time and help. Please leave your completed questionnaire with Reception today.

Would you like to know more about our Patients Group? There's some information on our website, www.theacorngrouppractice.co.uk and you can pick up a leaflet in Reception. We'd be pleased to see you at one of our meetings. Visitors are welcome.

**The Survey**

169 patient surveys were completed. The age range was remarkably similar in each category, except for age under 29. This group is smaller than the other age ranges due to the fact that children did not complete the questionnaire. Looking at the practice profile the survey is very similar in age register. Twice as many women completed surveys as men but the practice profile has 48% of the register as male.

All Ethnic groups were represented with white predominant and Asian/Black Asian 6%.

The number of appointments per patient in the last 6 months was fairly even, from ‘twice’ to ‘6 or more times’, however once and never were low probably due to that fact.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Gender** |  |  |

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 |  |  |  |  |  |
| Male | 31.5% | 50 |  |  |  |  |  |  |
| Female | 68.5% | 109 |  |  |  |  |  |  |
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|  |  |
| **Age**  |  |  |  |
| Under 29 | 8% | 14 |
| 30-39 | 16% | 27 |
| 40-49 | 22% | 36 |
| 50-59 | 22% | 37 |
| 60-69 | 12% | 20 |
| 70 or over | 20% | 33 |
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| **Ethnic Group**  |  |   |  |  |  |  |  |  |
| White | 88% | 140 |  |  |  |  |  |  |
| Chinese | 2% | 3 |  |  |  |  |  |  |
| Mixed | 2% | 3 |  |  |  |  |  |  |
| Black/Black British | 1% | 1 |  |  |  |  |  |  |
| Asian/Asian British | 6% | 10 |  |  |  |  |  |  |
| Other ethnic group | 1% | 2 |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
| **No appointments** | **5%** | 8 |  |  |  |  |  |
| One | 9% | 14 |  |  |  |  |  |
| Two | 19% | 30 |  |  |  |  |  |  |
| Three | 29% | 44 |  |  |  |  |  |  |
| Four-five | 21% | 32 |  |  |  |  |  |  |
| Six or more | 17% | 26 |  |  |  |  |  |  |
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**Findings**

**Question 1** - A most gratifying result of the survey was the very high approval ratings for the medical competence and professionalism of the Acorn staff.

‘I am confident in the care given to me by the doctors and nurses’, scored 92% of 4 or 5 rating.

‘The doctors involve me in decisions about my care’, scored 92% of 4 or 5 rating.

‘The reception staff are helpful and friendly’, scored 96% of 4 or 5 rating.

‘The quality of the practice building is acceptable’, scored 97% of 4 or 5 rating.

‘I would recommend The Acorn Group Practice to others’, scored 96% of 4 or 5 rating.

A very high rating of recommendation to others, which reflects the high quality of care, along with modern spacious practice premises.

A good rating for-

‘The surgery opening hours are convenient for me’.

‘When required the practice helps me to access other health and social care providers’.

‘I find it easy to make a routine appointment in advance’.

‘I am able to see or speak to a doctor the same day when the condition for me or my child is medically urgent’.

‘The response time to requests is reasonable’.

‘I am provided with enough supportive information to stay healthy’.

A lower rating for-

‘The response time for referrals is reasonable’, scored 71%with 4.6% with a score of 2 or 1 rating.

The reason for this is a historical one, along with the introduction in 2010 of a Referral Management System.

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| --- | --- | --- | --- | --- | --- | --- |
| **The surgery opening hours are convenient for me.** | **1** |

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| Points 5 | 79 |  |  |  |  |
| Points 4 | 51 |  |  |  |  |
| Points 3 | 23 |  |  |  |  |
| Points 2 | 12 |  |  |  |  |
| Points 1 | 4 |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **The reception staff are helpful and friendly.** | **2** |  |  |  |  |
| Points 5 | 119 |  |  |  |  |
| Points 4 | 43 |  |  |  |  |
| Points 3 | 4 |  |  |  |  |
| Points 2 | 1 |  |  |  |  |
| Points 1 | 0 |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **I am confident in the care given to me by the doctors and nurses.** | **3** |  |  |  |  |
| Points 5 | 117 |  |  |  |  |
| Points 4 | 51 |  |  |  |  |
| Points 3 | 6 |  |  |  |  |
| Points 2 | 0 |  |  |  |  |
| Points 1 | 0 |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |
| **The doctors involve me in decisions about my care.** | **4** |
| Points 5 | 119 |
| Points 4 | 30 |
| Points 3 | 8 |
| Points 2 | 2 |
| Points 1 | 0 |

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| --- | --- | --- | --- | --- | --- | --- |
| **When required the practice helps me to access other health and social care providers.** | **5** |

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| Points 5 | 88 |  |  |  |  |
| Points 4 | 41 |  |  |  |  |
| Points 3 | 12 |  |  |  |  |
| Points 2 | 2 |  |  |  |  |
| Points 1 | 0 |  |  |  |  |
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| **I find it easy to make a routine appointment in advance.** | **6** |
| Points 5 | 78 |
| Points 4 | 39 |
| Points 3 | 40 |
| Points 2 | 10 |
| Points 1 | 9 |
|  |  |
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| **I am able to see or speak to a doctor the same day when the condition for me or my child is medically urgent.**  | **7** |
| Points 5 | 80 |
| Points 4 | 33 |
| Points 3 | 20 |
| Points 2 | 6 |
| Points 1 | 2 |
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| **The response time to requests is reasonable.** | **8** |  |  |  |  |
| Points 5 | 73 |  |  |  |  |
| Points 4 | 56 |  |  |  |  |
| Points 3 | 24 |  |  |  |  |
| Points 2 | 4 |  |  |  |  |
| Points 1 | 1 |  |  |  |  |

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| --- | --- | --- | --- | --- | --- | --- |
| **The response time for referrals is reasonable.** | **9** |

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| Points 5 | 59 |  |  |  |  |
| Points 4 | 49 |  |  |  |  |
| Points 3 | 32 |  |  |  |  |
| Points 2 | 9 |  |  |  |  |
| Points 1 | 2 |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |
| **I am provided with enough supportive information to stay healthy.** | **10** |
| Points 5 | 79 |
| Points 4 | 60 |
| Points 3 | 21 |
| Points 2 | 0 |
| Points 1 | 0 |
|  |  |
|  |  |  |
| **The quality of the practice building is acceptable.** | **11** |
| Points 5 | 123 |
| Points 4 | 44 |
| Points 3 | 4 |
| Points 2 | 0 |
| Points 1 | 0 |
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| **I would recommend The Acorn Group Practice to others.** | **12** |  |  |  |  |
| Points 5 | 129 |  |  |  |  |
| Points 4 | 32 |  |  |  |  |
| Points 3 | 6 |  |  |  |  |
| Points 2 | 0 |  |  |  |  |
| Points 1 | 0 |  |  |  |  |

**Question 2 -** Where a ‘disagree’ rating (3% of data) is entered reasons are given-

‘Access’ is the highest reason with various ‘appointment’ comments next and ‘referral time’ following. Although if all appointment categories are added together, this is then the highest group.

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| If you have ticked 1 or 2 box for any of the statements in Question 1, please tell us why.  |   |

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 |  |  |  |  |  |  |
| Please put the number of the statement you are referring to before your comment. |   |  |  |  |  |  |  |  |
| Access | 11 |  |  |  |  |  |  |  |
| Routine appointments | 8 |  |  |  |  |  |  |  |
| Difficult appointments | 6 |  |  |  |  |  |  |  |
| Urgent appointments | 5 |  |  |  |  |  |  |  |
| Referral time | 5 |  |  |  |  |  |  |  |
| Phone calls | 3 |  |  |  |  |  |  |  |
| Waiting times | 2 |  |  |  |  |  |  |  |
| Late prescription | 2 |  |  |  |  |  |  |  |
| Miscommunication | 2 |  |  |  |  |  |  |  |
| Doctor preference | 1 |  |  |  |  |  |  |  |
| Nurse bloods | 1 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |

**Question 3-**asks about meeting others with the same condition

Very Interested 21 (14%)

Interested 38 (25%)

Not interested 88 (60%)

The difficulty with this result is the variety of conditions involved, as shown in the graphs. 3 patients responded with depression, 2 patients each with Diabetes, MS, and any subject, whilst 18 other conditions had a response of 1 patient.

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| Some people feel they would benefit from meeting others with the same condition as they have. This could be meeting them in person or setting up a forum on the web. Would you be interested in joining such a group? |   |  |  |  |  |  |  |  |
| Very Interested | 14% | 21 |  |  |  |  |  |  |  |
| Interested | 25% | 38 |  |  |  |  |  |  |  |
| Not interested | 59% | 88 |  |  |  |  |  |  |  |
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| If so what group would interest you? |   |
| Post natal/depression/mother & baby  | 3 |
| Any, info day & evenings | 2 |
| Diabetes & mobility | 2 |
| MS | 2 |
| Anxiety | 1 |
| Bipolar | 1 |
| Colitis | 1 |
| Dietary | 1 |
| Disability | 1 |
| Endometriosis & IUF | 1 |
| Female issues & partner support | 1 |
| Glaucoma eye health | 1 |
| Health issues over 70's what is normal memory loss senile dementia or Alzheimer’s & how to help.  | 1 |
| Heart, | 1 |
| Keep fit for carers | 1 |
| Kidney | 1 |
| Ovarian cysts | 1 |
| Parkinson’s | 1 |
| Semantic aphasia/dementia (joined PPA support group) | 1 |
| Stress | 1 |
| Thyroxin & statins | 1 |
| Ulcerative colitis | 1 |

**Question 4 – ‘**It is important to me that my GP Practice is near to where I live’. 86% felt it was important that their GP was geographically close to where they lived.

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| It is important to me that my GP Practice is near to where I live. |   |  |  |  |  |  |  |
| Yes | 86% | 139 |  |  |  |  |  |  |
| No | 11% | 18 |  |  |  |  |  |  |
| Not sure | 1% | 3 |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

**Question 5 –** ‘Are you satisfied with the range of methods of communication offered by the practice?’

Amazingly 155 out of 156 patients were satisfied or very satisfied, 98%.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
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| Are you satisfied with the range of methods of communication offered by the practice, website, telephone and face to face?  |   |  |  |  |  |  |  |
|  |   |  |  |  |  |  |  |
| Very satisfied | 59% | 93 |  |  |  |  |  |  |
| Satisfied | 40% | 62 |  |  |  |  |  |  |
| Not very satisfied | 1% | 1 |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

**Question 6 – ‘**What one thing would most improve The Acorn Group Practice for you?’

By far ‘access’ at 33% of comments made, followed with ‘waiting times’ at 12%. Lower on the suggestions is ‘appointments’ which are separated into ‘urgent’ 7%, ‘routine’ 6%, and ‘easier by phone’ 4%, however if grouped together this would form the second largest group. These are followed by ‘phone consultations/Skype’ with ‘online appointments and test results’ one point behind.

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| --- | --- |
|  |  |
| **What one thing would most improve The Acorn Group Practice for you?** |   |
| Access | 31 |
| Waiting times | 12 |
| Urgent appointments | 7 |
| Routine Appointments | 6 |
| Phone consultations/Skype | 5 |
| Easier appointments | 4 |
| Phone for appointments | 4 |
| Appointment length | 3 |
| Online appointments & test results | 4 |
| Preferred Doctor | 3 |
| Email consultations | 2 |
| Referrals | 2 |
| Other services on site | 2 |
| Water cooler | 2 |
| More GP's | 1 |
| Too hot | 1 |
| Poor road & paths | 1 |
| Parking | 1 |
| Staff problems  | 1 |
| No music | 1 |

**Question 7-** Do you have any other comments about the Practice you would like to add?

Some amazingly positive comments, only some of which I have recorded, which total 80% of all comments for this question:

‘Supportive’, ‘welcoming practice’, ‘personable’, ‘first rate’, ‘very lucky’, ‘excellent’, ‘exceptional team’, ‘terrific’, ‘amazing care’.

‘GP & staff always very helpful’, ‘kind’, ‘friendly’, ‘impressed by quality’, ‘highly recommend’, ‘caring & understanding’.

|  |  |
| --- | --- |
| Do you have any other comments about the Practice you would like to add? |   |
| Supportive, welcoming practice, personable, first rate, very lucky, excellent, exceptional team, terrific, amazing care  | 22 |
| GP & staff always very helpful, kind, friendly, impressed by quality, highly recommend, caring & understanding  | 16 |
| Good continuity | 2 |
| Keep ethos | 2 |
| Good music | 1 |
| Good evening appointments | 1 |
| Good prescriptions | 1 |
| Good atmosphere | 1 |
| Text reminder | 1 |

**Conclusions on the findings**

The survey was completed by returned about 41% of those patients attending appointments that week. The list size is about 8,000 patients and the survey response was from 167 patients.

The findings where patients were most satisfied were -

The reception staff are helpful and friendly.

I am confident in the care given to me by the doctors and nurses.

The doctors involve me in decisions about my care.

The quality of the practice building is acceptable.

I would recommend The Acorn Group Practice to others.

Are you satisfied with the range of methods of communication offered by the practice?

3% of quantitative data in question 1 was a ’disagree’ comment. The questions with most ‘disagree’ comments were -

I find it easy to make a routine appointment in advance.

The surgery opening hours are convenient for me.

The response time for referrals is reasonable.

The reasons for the low rating is highest in -

Access followed by appointments and referrals.

Benefit from meeting others with the same condition (Question 3) concluded that there was insufficient interest in one condition to make it viable within the practice. However the practice is happy to support the local area running groups by offering for example facilities.

The one thing that would most improve The Acorn Group Practice for you is -

Access followed by waiting times, phone results and Skype and then electronic appointments and test results.

However in other comments about the practice you would like to add -

‘Supportive’, ‘welcoming practice’, ‘personable’, ‘first rate’, ‘very lucky’, ‘excellent’, ‘exceptional team’, ‘terrific’, ‘amazing care’.

‘GP & staff always very helpful’, ‘kind’, ‘friendly’, ‘impressed by quality’, ‘highly recommend’, ‘caring & understanding’.

**Recommendation for improvement**

Access:

This was a national and political issue at present. For example, the issue of Teddington Memorial Hospital with local GP’s, hence the required geographical statement ‘It is important to me that my GP practice is near to where I live.’ 86% said ‘yes’ with 11% ‘no’ and 1% ‘not sure’. This is an area being addressed by NHS England this year and we are awaiting the outcome.

Extended hours were discussed with locums to cover or more resident GPs. This is not to the detriment of service levels falling or the quality of medicine. NHS decision is awaited.

Appointments:

Triage is a good method to ascertain the urgency of an appointment. Understanding the system and its constraints is key to improving the system. Routine appointments in particular about booking an appointment for a partner who is on leave with only two weeks appointments released. The proportion of patients who do not arrive for their appointment increases with the number of weeks appointments released. This information was before the advantages of text messaging, which helps patients remember their appointment enormously.

*Conclusions:*

It was felt that the surgery should try releasing some appointments at 10.30 in order to help patients who travel to work or on a school run at 8.30am. Releasing the ‘new’ week’s appointments at a quiet time reduces demand on the 8.30am calls. Organising a trial on a three week appointment system would take the pressure off routine appointments. A walk-in clinic would be a good consideration for patients.

Referrals:

The practice has made improvements in reducing the referral time within the surgery. There was also a management scheme vetting referrals to meet certain criteria and to advise on shortest waiting times which added to the turn-around time.

*Conclusions:*

Informing patients of the referral process by any means including a leaflet would help understand the system all doctors use and therefore reduce the patient expectation time for the referral to be produced.

From the survey the highest area to improve the practice for patients was ‘Access’ (as discussed above) followed by ‘waiting times’. Below this were different types of appointment problems (again discussed above) and ‘phone consultations/Skype’.

Waiting times:

There is a balance for the doctors about being approachable and dealing with the medical issue but also keeping strictly to time, so as not to keep other patients waiting. Discussing two or three items in one ten minute consultation causes appointments to over-run. Usually it is a medical reason that delays a doctor’s schedule. It is a duty for doctors to run to time whenever possible as patients are also busy and may have further appointments.

*Conclusions:*

It was recommended that reception staff inform patients better of any delay or fewer appointments are scheduled, for example. Also inform patients of other options than waiting.

Online access:

Security, confidentiality and issues of reading and responding to emails are challenges for the practice. The practice has planned to look at this area after April under NHS Services Online Access. Access online by Skype for consultations also has potential issues on security and risk of viruses. The percentage of appointments available and release time of these appointments could be difficult and needs careful consideration. It was agreed that the electronic system needed to be one step ahead of virus risks and patients needed to be sensible about using the internet. A parallel was drawn with phone lines which could be bugged and emphasized that patients need to be careful. Likewise, choice must be available to all and not to prejudice patients without computers. This recommendation will be looked at this coming year by the practice.

**Action Plan**

The conclusions of this survey will be reported at the next Practice Meeting and decisions taken on running trials on recommended changes.

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