

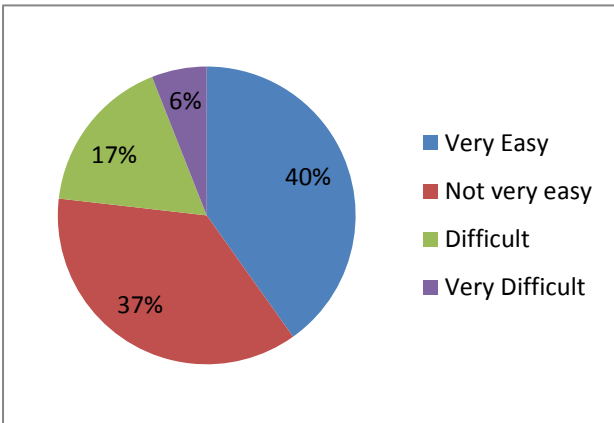


Patient Access Survey 2017 - Results



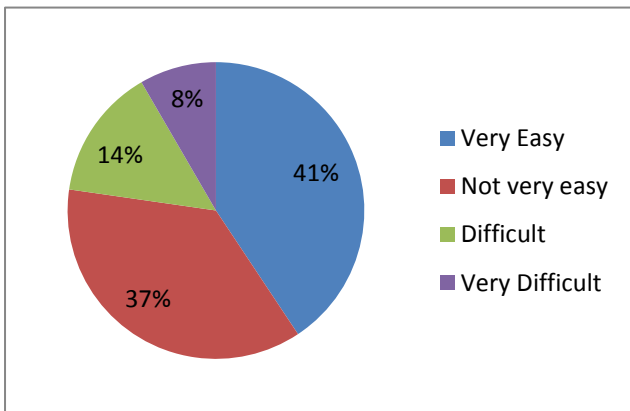
Between Spring and Autumn 2016, we undertook a survey of a sample of the practice population to see what patients thought about our services and their accessibility. The survey was completed by 464 patients in the waiting room as online. We extend a big thank you to everyone who answered our questions (and to the Receptionists handing out clipboards!). These are the results.

1. How easy it is to make appointments with the GP of your choice?



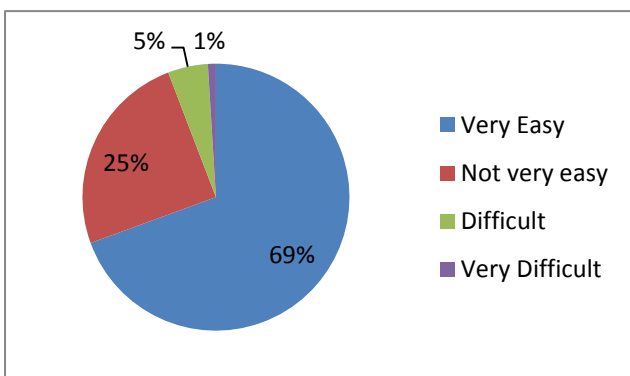
Continuity of care is important to patients and staff, but in a busy practice it is not always possible for a patient to see their choice of GP. All staff are careful to document appointments, results and administrative procedures (such as the progress of a referral) so that any GP can access a complete record of a patient before seeing them. GPs will review the most recent information before bringing a patient in to see them, so rest assured that every GP is fully informed and ready to help.

2. How easy is it to make a same day or urgent GP appointment?



We operate a staggered appointment release system alongside a triage system. The urgency of the problem will always be taken into account. The Practice Manager and Partners review access figures weekly, looking at how many of each appointment type are available and managing locum staff and training sessions to make access as good as possible.

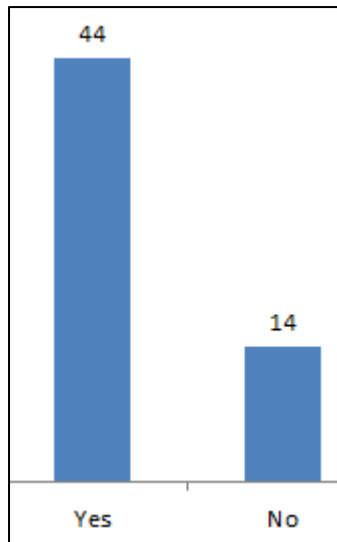
3. How easy is it to make an appointment with a practice nurse or health care assistant?



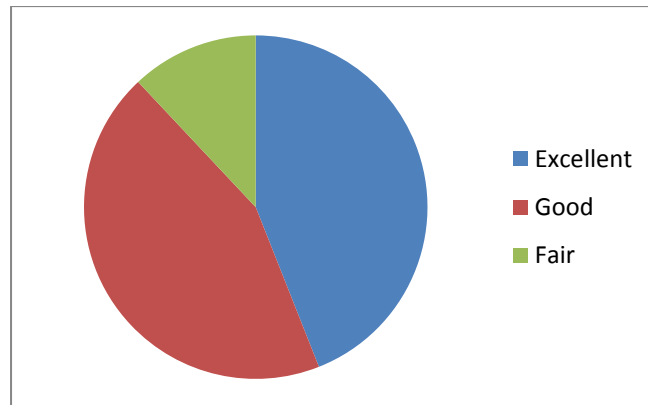
We are proud to have a very skilled team of nurses and health care assistants, with a wide variety of skills and expertise between them. Our Receptionists will direct you to them if it is appropriate. These are not inferior in any way to GP appointments – they are an alternative (and often more beneficial) pathway.

4. Have you used/been referred to the Choice Plus service (acute on-the-day appointments at a satellite surgery) for a same day appointment?*

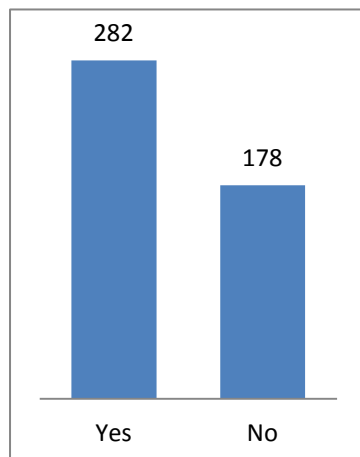
*42% did not answer this question.



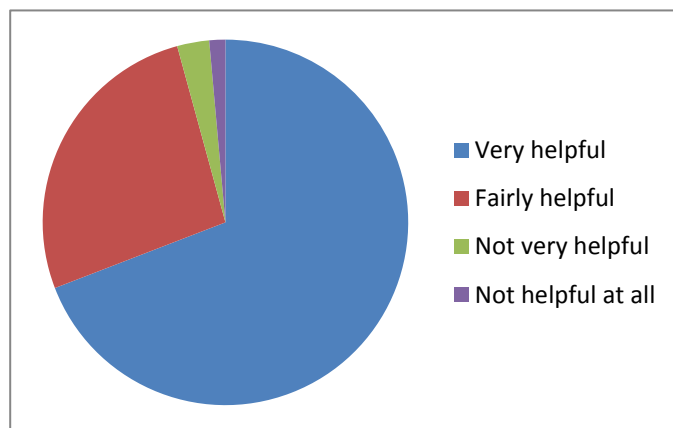
4a. What has been your experience of Choice Plus?



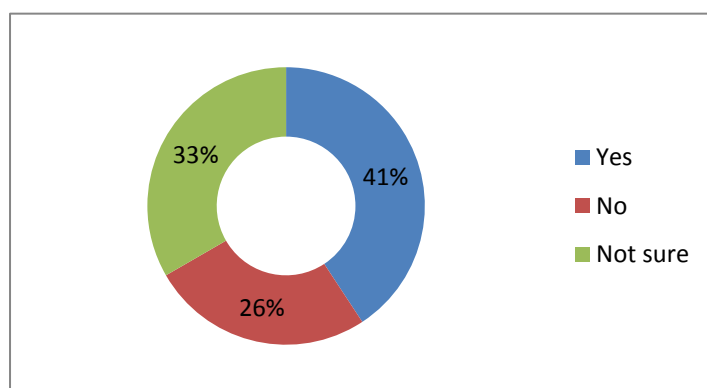
5. Have you used the GP telephone consultation service?



5a) How helpful did you find the service?

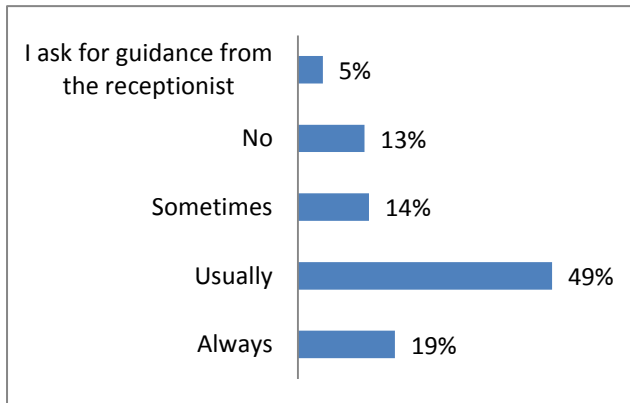


6. Would you use video consultations if they were available?



There are currently not any plans to bring video consultations into use at Overton Park, but it is an avenue the NHS is exploring for potential future use as we embrace modern technology habits.

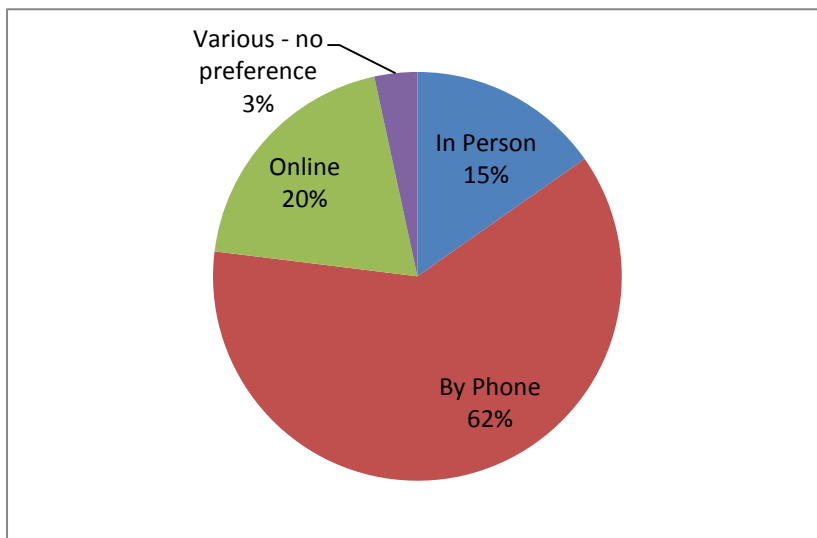
7. Are you aware of which health care professional it is best for you to see when making an appointment: i.e.: GP, Practice Nurse, Health Care Assistant?



We find that patients, particularly with long-term conditions, are confident with who they need to see on the team. Our Receptionists will be happy to signpost those who are unsure towards the most appropriate healthcare professional, as well as services such as physiotherapy.

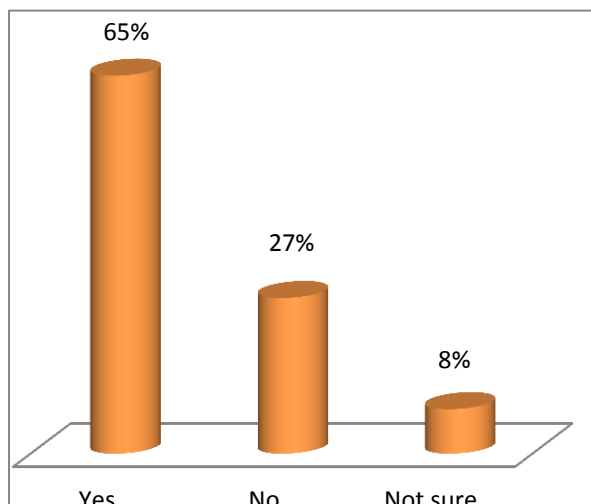
8. How do you book appointments?*

*Patients were invited to tick as many answers as applied for this question.



Though most patients prefer to speak to a Receptionist, there is a confident use of the online booking system. Further analysis showed that between June 1st and August 31st 2017, 10% of appointments were booked online. The NHS hopes to have at least 20% of patients using at least one online service (booking, prescriptions, etc.) by March 2018. 19.9% of our practice population is registered for online services, and with 20% of our survey respondents using online booking, we are at national target.

9. If you are aged over 75, are you aware of who your named GP is?



All Practices have been required to have allocated a GP to each patient over the age of 75 years from June 2015. This does not mean that the patient cannot see anyone other than their named GP – only that the patient is aware of who their key clinician is who oversees their results and conditions. If you are over 75 and are not sure who your named GP is, the Receptionist can tell you.

10. Do you have a preferred time for us to open early or late (extended hours)?*

*Patients were invited to tick as many answers as applied for this question.

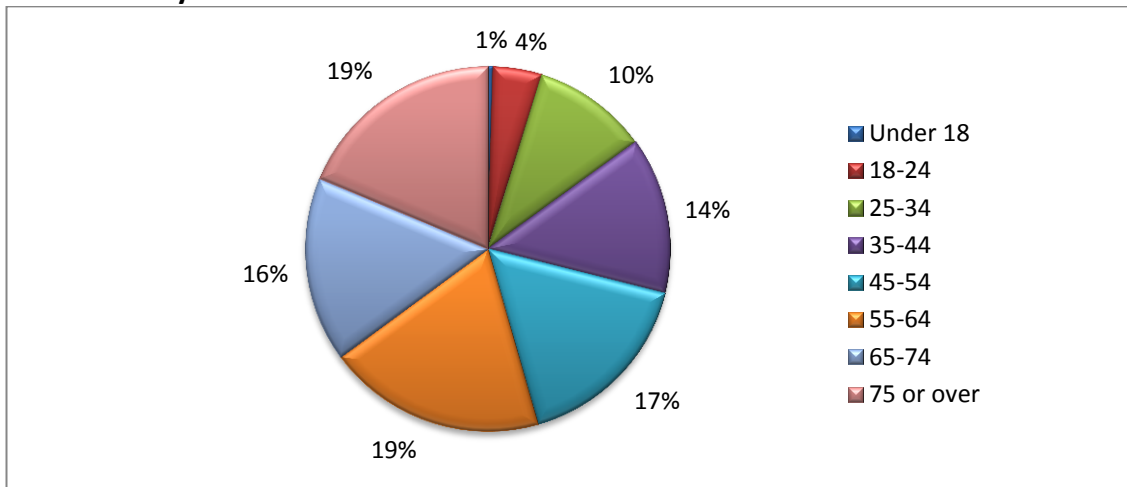
	Actual Count	% Total
Monday	112	17%
Tuesday	93	14%
Wednesday	102	16%
Thursday	96	15%
Friday	105	16%
Saturday	134	21%

	Actual Count	% Daily
Mon AM	51	46%
Mon PM	61	54%
Tues AM	40	43%
Tues PM	53	57%
Wed AM	43	42%
Wed PM	59	58%
Thur AM	39	41%
Thur PM	57	59%
Fri AM	41	39%
Fri PM	64	61%
Sat AM	88	66%
Sat PM	46	34%

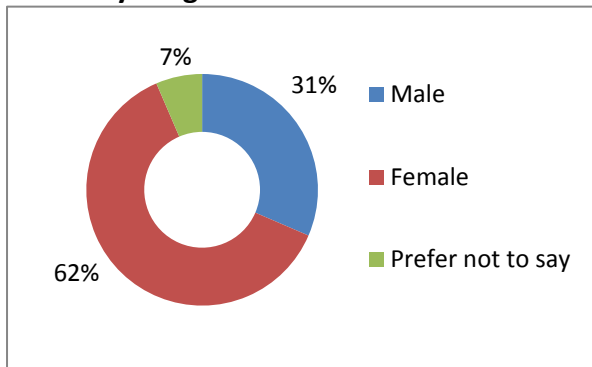
Extended Hours is an ongoing discussion for the Partners and GPs. We always seek to staff outside hours where demand is highest. These results will be reviewed closely.

Demographics of Survey Respondents

How old are you?



What is your gender?



How frequently do you visit the practice?

Weekly/Fortnightly	5%
Monthly	17%
Every 3-6 months	53%
Less than twice a year	26%