

## **SUTTON ROAD SURGERY PATIENT PARTICIPATION GROUP**

### **RESULTS OF THE JANURARY PATIENT SURVEY**

Overall the survey produced a favourable result in terms of quality and substance and went some way to reflecting a small cross section of patients' views by way of appraising clinical attitude and overall experience during their visit to "Sutton Road Surgery"

A demographic study was produced and as a result an analysis of the "feedback" was carried out to assist the surgery improve its services even further.

The following items are a result of our observations and comments made in the survey:

The group identified a need for a more positive approach to communication, given that patients through on site observations were failing to look at notice boards despite the importance of the messages thereon being conveyed.

As a result it was suggested that a monitor could be installed in the waiting room area whereby messages of importance could be "streamed" using perhaps video media or even "power point" a modern and effective method of communication.

This received clinical approval and estimates for the supply and installation of a suitable sized monitor was given the go ahead.

Obtaining appointments was not deemed to be a serious issue and with the cross section of patients we surveyed, a very small amount thought to mention it. However, as a result of the comments made the surgery have introduced improved flexible opening times and now surgery can be accessed from 3.00pm as opposed to 4.00pm, a commendable gesture.

Carers for the young and old have often been left on their own to support relatives and friends and through the vigilance of clinical & support staff a monthly get together of carers and patients alike was piloted and deemed a success and will now be part of an ongoing programme of "Friends & Family".

We are working continuously to improve patient care and the on going analysis of "patient surveys" will provide us with a means of achieving this goal.