

Burscough Family Practice
General Practice Assessment Survey Report 2018

Dear Patient,

Here at Burscough Family Practice, we aim to offer an efficient and valued service to all of our patients. In order to evaluate our performance in the eyes of our patients, we recently conducted our annual patient survey here at the surgery. Our primary aim was to identify those areas in which the surgery is meeting or exceeding our patient's expectations but also to establish any areas which patients felt we could perform better in.

This survey was anonymous and the questions were designed to ensure that everybody undertaking the survey could provide their full and honest opinions across all aspects of the surgery.

The survey was made available to all patients on the Practice website (www.burscoughfamilypractice.co.uk) and an email was sent out to all members of our Virtual Patient Participation Group, informing them of the survey and giving them the option to take part:

"Dear Patient,

Thank you for participating in last year's General Practice Assessment Survey.

We would like to invite you to take part in this year's survey. You can find the survey by visiting our website (www.burscoughfamilypractice.co.uk) and scrolling to the bottom of the home page where you will see an option to take our patient survey. Alternatively, you can complete a survey at any time in the surgery – just ask at reception!

We look forward to hearing your views.

The Practice Team"

We had a very good response to this year's survey, gaining 140 responses in total across the online platform and in the surgery. The most effective way to gain responses was handing the surveys out to patients at reception; with a small percentage of our responses come from patients completing the survey online. All of the survey responses were entered into a database to generate the final results.

The Practice has a total population of 2781 patients of which 1423 are male patients and 1358 are female patients. The Practice has a generally older patient population with some younger patients; however we wanted this year's survey results to be representative of patients across a variety of different age groups which we feel we achieved.

Updating patient services

The surgery strives to provide our patients with the most up to date of services – when asked if patients were aware that they can order repeat prescriptions online, via patient access, 83% of patients said yes, highlighting the positive response we've had in recommending the online service. 16% of patients, who replied no, are now aware of this service for ordering and tracking repeat prescriptions.

We particularly feel that we have been successful in highlighting the new GP extended hours service within this year's survey. 68% were not aware that the service is in place - These patients are now aware that they can see a GP, practice nurse and attend phlebotomy appointments on a Saturday and Sunday.

We have also taken the opportunity to highlight to patients the role of the medicine co-ordinator. 70% of patients were not aware of this role within the practice. This has therefore had a positive impact in making our patients aware that the medicine co-ordinator works closely with the CCG to ensure the efficiency to all patients.

We asked patients if they are aware that their prescription medication is reviewed by the GP on a regular basis. A positive response was obtained – 82% replied yes. We feel that this highlights our patient's awareness of the importance of their prescription monitoring and the need for attending reviews when required.

Virtual Patient Participation Group

We have tried again this year to highlight our Virtual Patient Participation Group within this year's survey, as we are continually striving to obtain a good cross section of patients. 31% of patients, who were asked, agreed to join the group and subsequently provided email addresses, which will now be added to the virtual contacts list.

The most common reason for patients, who declined, was due to work commitments/busy home lives. We have actively tried to encourage patients to join the virtual group, in order to get a good representation group, including young people, those who work those who are retired and people with variety of health conditions - welcoming any views and suggestions.

Overall, we feel this year's survey has helped us in continuing to improve our services. We would like to thank everyone who took part and we hope that you will also take part in any future surveys here at the practice. We are very pleased with the feedback that we have received from our survey responses this year and hope to continue providing a service that all our patients can be happy with!

Burscough Family Practice Team.