

Burscough Family Practice

The General Practice Assessment Survey Report 2016

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"

Those patients who had not previously signed up to our Virtual Patient Participation Group were also encouraged to take part in our survey when visiting the surgery during February/March 2016.

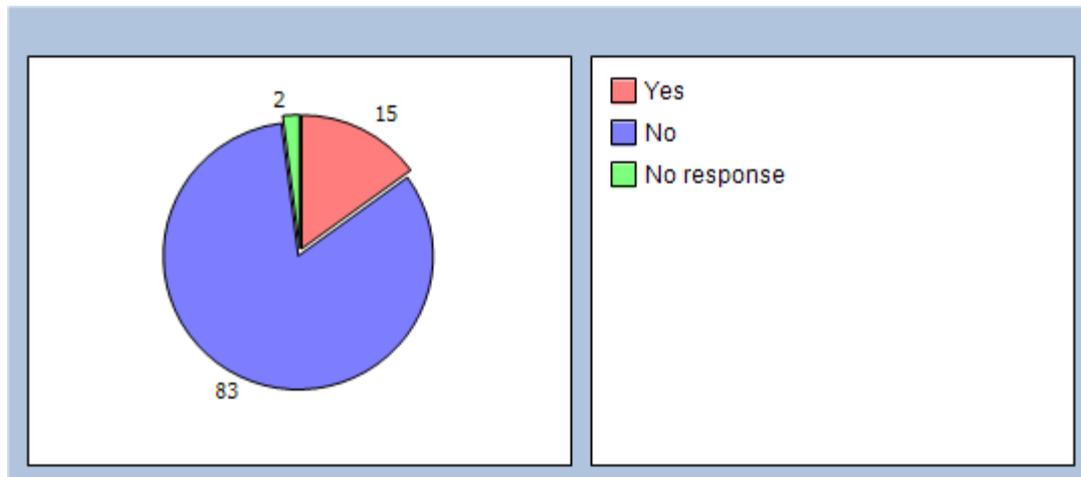
We had a very good response to this year's survey, gaining 130 responses in total across the online platform and in the surgery. The most effective way to gain responses was handing the surveys out to patients at reception; however we did see 25% of our responses come from patients completing the survey online. All of the survey responses were entered into a database to generate the final results.

The Practice has a total population of 2772 patients of which 1420 are male patients and 1352 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.

Did you know that there is now free WIFI in the waiting room at the surgery?

Yes **15%**
No **83%**
No response **2%**

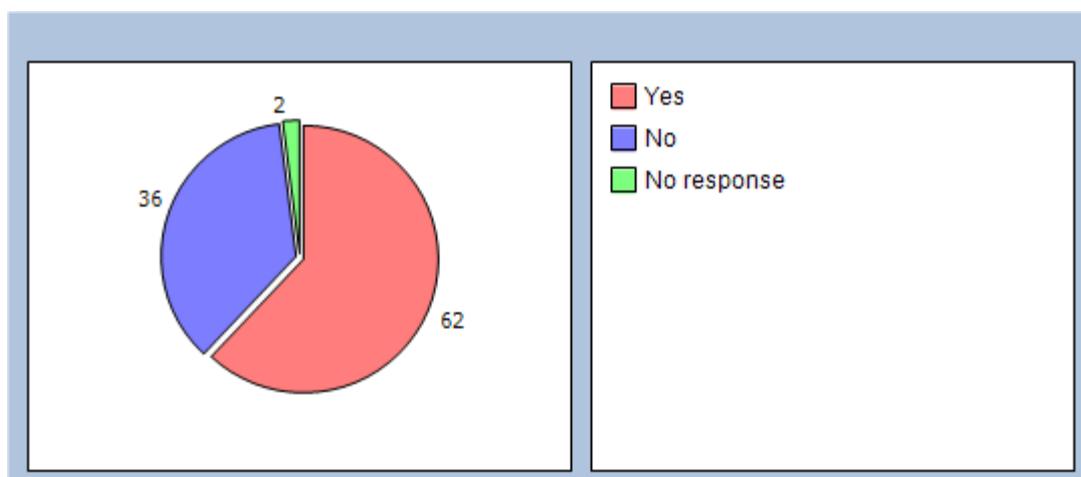


Would you like the Practice to have the name of your Next of Kin that would be added to your medical records and used in the event of an emergency?

Yes **91%**
No **7%**
No response **2%**

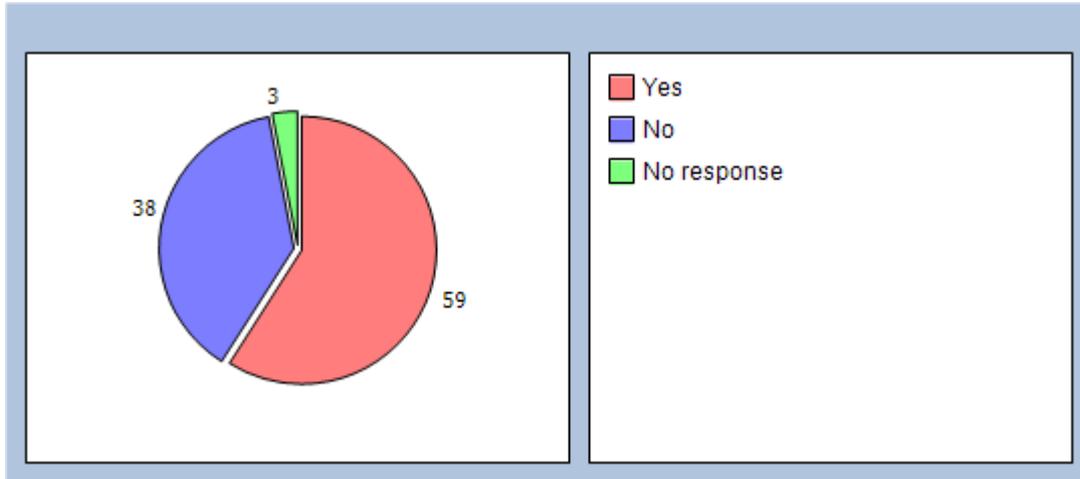
Are you aware that the Practice offers telephone consultations if needed?

Yes **62%**
No **36%**
No response **2%**



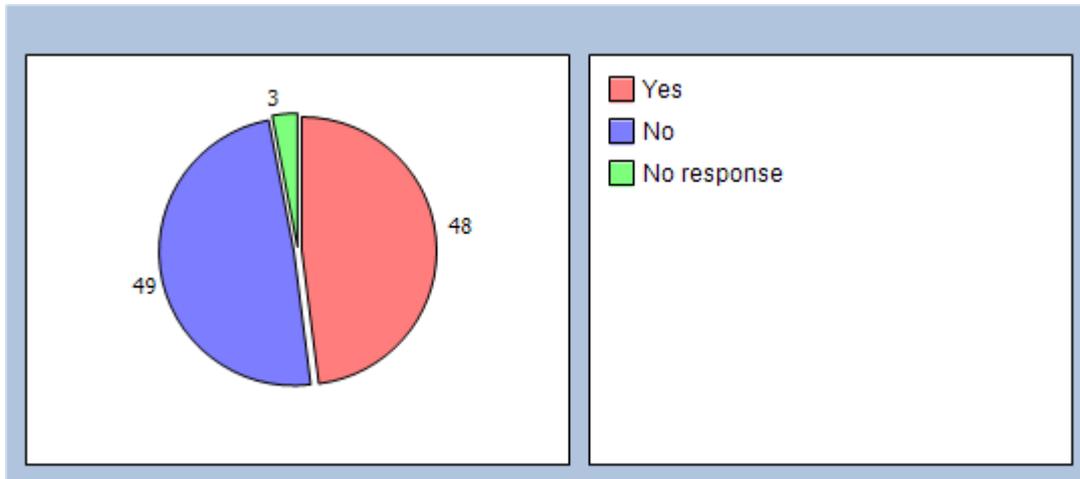
Are you personally comfortable discussing issues in detail with reception staff?

Yes **59%**
No **38%**
No response **3%**



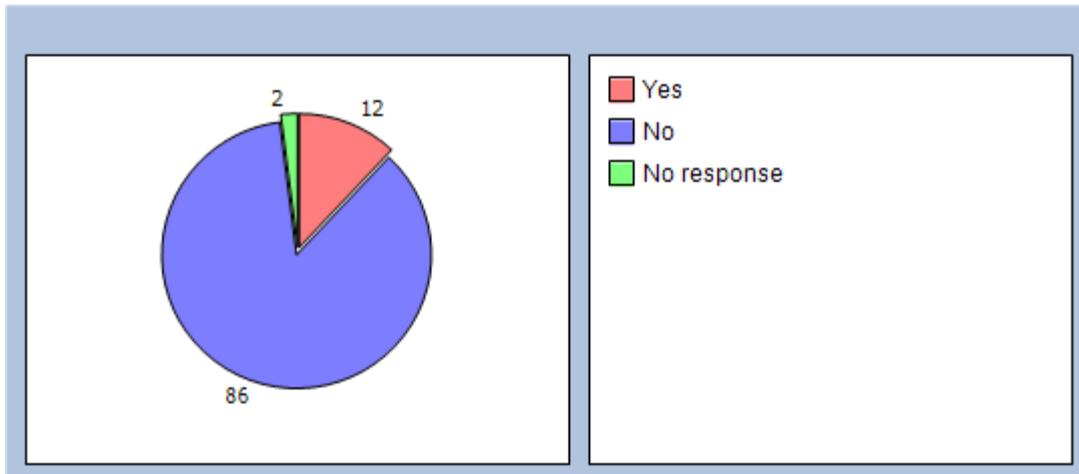
Are you aware that, in line with the Caldicott Guardian, all of our staff have signed a confidentiality clause within their contracts, which means they cannot discuss your personal information or medical records with anyone not employed at the practice?

Yes **48%**
No **49%**
No response **3%**



Do you know that there is now a Patient Access Phone App for iphones and android mobiles?

Yes **12%**
No **86%**
No response **2%**



Updating patient services

The surgery strives to provide our patients with the most up to date of services – 83% of our patients surveyed are now aware of the free WIFI service available in waiting room, whom were previously unaware.

The majority of our patients surveyed felt that they would appreciate the opportunity to provide their next of kin details, to be used in the event of an emergency. This is an option which we will be able now looking to offer, in response to the 91% of positive responses.

Consultations

Over half of the patients completing the questionnaire were aware of the availability of telephone consultations as an alternative to a face to face consultation, either pre-bookable or same day discussions. This is a positive response and assists in being able to offer consultations with patients of a higher priority.

Confidentiality

59% of patients reported they would be comfortable in discussing issues in detail with reception staff, which in turn assists the GP, Healthcare Assistant and Practice Nurse when necessary. Our reception staff at the surgery strives to provide our patients with an approachable, helpful and confidential service which we feel is reflected in the results. All patients surveyed are now also aware of the Caldicott Guardian and the importance of staff maintaining patient confidentiality at all times.

Online Services

The majority of patient surveyed were not aware of the Patient Access App for the iphones and android devices. We feel that we have therefore been very successful in highlighting this

service and encouraging patients to manage their appointments and prescriptions online and on the move.

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.