



Executive Summary

BEAUCHAMP HOUSE SURGERY

Patient Survey Results and Action Plan 2012

Patient Reference Group

The Beauchamp House Surgery Reference Group has twenty-six members at present:

Core Group - 7 members

Consultative Group – 19 members

Fifty-five patients have expressed an interest in joining the Consultative Group through the patient survey.

The practice would like to identify new group members, especially those within the 18 to 40 year age group.

If interested there is information available regarding who to contact on the practice website and on the practice noticeboard.

Patient Survey: Patient Consultation Version, EQUIP

600 were given out to patients attending appointments with 507 questionnaires completed, a response rate of 85%

The practice survey was designed by Education Quality in Primary Care and agreed by the Practice and Patient Reference Group an 85 % return rate was achieved.

Meeting to date discussing the Patient Survey and action plan

Date: 4th November 2011

Date: 8th December 2011

Building and Parking: The cleanliness of the building was considered excellent, the issues identified related to the entrance to the practice

Appointments: **The receptionists scored an extremely high satisfaction score of 98%.**
Getting through to the practice on the telephone - 76% satisfaction score
Number of days before seeing a GP - 60% satisfaction score.

Consultations: Waiting times scored an excellent result - 87% satisfaction score
When seeing the GP you were extremely satisfied with the patient experience - 98%-100% satisfaction score

Based on the questionnaire results and patient comments the practice has shown that they are a very friendly, caring practice that offers an excellent service. 98% said they would recommend the surgery

See below the actions agreed by the patient participation group and the practice. Further information about the practice survey, results and action plan can be accessed on the practice website.

BEAUCHAMP HOUSE SURGERY



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The actions below are 'suggested actions' and there may be reasons as to why actions are not viable. The suggested actions have been agreed by the Practice and Patient Group.

Practice Noticeboard

A practice noticeboard specifically for practice information may help with getting the message out to the patients regarding all services offered by the practice. It is really important to make patients aware of the on-line services offered via the practice website.

Text Messaging

The clinical system has the ability to send a confirmation and reminder of an appointment to patients' mobile phones. The practice will enquire about the steps needed to activate this service on at Beauchamp House. It has been proven locally to have helped reduce DNAs.

Cloakrooms

A notice will be displayed in the surgery toilets reminding patients to report any problems to reception.

Entrance and Automatic Doors

The practice has made many improvements to the surgery over the last 12 months. The practice will investigate the cost implications of improving door access. This action will be considered at a time when financially possible. A small number of requests were made in reference of the hand rails and this too will need to be explored.