



Executive Summary

BEAUCHAMP HOUSE SURGERY

Patient Survey Results and Action Plan 2012

Patient Reference Group

The Beauchamp House Surgery Reference Group

One hundred and three members in total, this has increased from twenty-six members last year.

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

Total practice population: 11,600

Patient Survey: Patient Consultation Version, EQUIP

The practice survey was designed by EQUIP and agreed by the Practice and Patient Reference Group. An excellent 97 % return rate achieved.

Meeting to discuss results with practice staff:

Meeting: Beauchamp House Surgery

Date: 18th January 2013

Meeting: Beauchamp House Surgery

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

Meeting to date discussing the Patient Survey and action plan with Patient Group

Meeting: Beauchamp House Surgery

Date: 11th February 2013

Meeting: Beauchamp House Surgery

Building and Parking: The cleanliness of the building was considered excellent again receiving a satisfaction score of 99.8%. The issues identified were related parking. The situation has not changed in the last year there is no further space available and therefore the practice is unable to improve this facility.

Appointments: **The receptionists scored an extremely high satisfaction score of 98%.** The average satisfaction score across Mid Essex PCT National survey for 2011/12 was 89%. Getting through to the practice on the telephone - 69% satisfaction score. Number of days before seeing a GP - 58% satisfaction score.

Consultations: Waiting times scored an excellent result - 85% satisfaction score
When seeing the GP you were extremely satisfied with the patient experience.

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. 96% 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' set for 2012/13 and it was agreed by the patient group to continue to improve these areas. The actions have already made a difference but still have a little way to go before being considered complete

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.

This has been a success in the practice keeping up to date information ready available for patients. There is a regular turnover of information displayed.

Newsletter.

This has proven a very popular way to inform patients of change and will continue in the future.

Cloakrooms

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

Problems are reported to reception and are dealt with at the time. There have been no further comments about the facilities available at the practice.

Entrance and Automatic Doors

The practice has made many improvements to the surgery. A way forward to resolve this issue is an on-going investigation by the practice. A small number of requests were made with reference to hand rails and this too will need to be explored.