



RESPONSE TO FEEDBACK FROM PATIENT SURVEY 2023

A big thank you to our patients who took the time to complete our Patient Survey either on-line or by paper. Feedback helps us to understand any problems encountered and look at ways in which we can ensure patients find our processes and information easier to understand and navigate.

<p>Are you aware of our Newhall Surgery website and Facebook page?</p>	<p>Our website can be accessed via www.newhallsurgery.com. This is updated regularly with events, changes to pathways, staff members and provides all information about the Practice. The website is currently undergoing an NHS upgrade and will be re-introduced in January 2024.</p> <p>The website can be used to complete the Friends & Family test, e-mail the practice, order medication, book appointments, obtain self help, contact local pharmacies, provide information, complete assessments and health reviews. There is a wellbeing section to obtain information, you can visit our Patient Participation Group area to see minutes of meetings and so much more. Please take time to visit the site.</p> <p>On-line booking is available which includes ordering of medication. Please sign up in System OnLine in Practice for this function.</p> <p>Our Facebook page can be found by searching for Newhall Surgery (please check address as another exists). Facebook is updated with information daily, it advises of IT/telephone issues, local pathway design and changes, local groups, carers groups and activities, Park Run Groups, childhood illnesses, flu clinics, mental health, health & wellbeing and also follows the national health campaigns. This is a valuable source of local and national NHS information. Please follow us on Facebook.</p> <p>Good news that 62% of our responders use the website and 66% follow us on Facebook. These portals are a good way to obtain up to date information about the Practice.</p>
<p>AccuRx, Floreys or text messages are used by the Practice to provide information or ask questions, are you aware of this function?</p>	<p>81% of our responders were aware of the messages and 58% found them helpful and easy to use.</p> <p>The messages are updated on a regular basis and are used to contact patients with regard to their long term conditions such as asthma, COPD, diabetes, cardio vascular disease etc.</p>

	<p>If you have a mobile phone and you have not given us your number, please could we ask you do this to ensure we can liaise with you quickly and easily regarding your care, appointments and results.</p>
<p>We upgraded our telephone lines recently and will be introducing a new system in July/August this year. Our new telephones will provide additional services such as a call back facility and queue numbering. It will also provide messages regarding opening hours, training days, a direct number to the Medicines Order Line, advising if our appointments are full, plus internal transfers. How do you feel we could improve this further?</p>	<p>Many positive responses received regarding the new telephone system and upgrade (installed in August 2023). This is now fully integrated and working well. We will continue to audit internally but this is already showing positive results with queue numbers and wait times.</p> <p>A comment was made regarding appointment times, we offer appoints after 5.00 pm but are planning to offer a greater variety to satisfy patient demand.</p> <p>44% of responders stated that they found the Practice easy to contact via telephone. This survey was undertaken before our new system had been fully integrated, we hope to see a rise in numbers when undertaking our next Patient Survey.</p>
<p>When you speak to our Care Navigation (Reception) team on the telephone, are you happy with the service you receive? Are our staff professional, helpful and friendly?</p>	<p>81% of our responders were happy with the Care Navigation Team. Lovely to read such good comments. Our staff undergo continuous training on customer service and service provision, we hope to continue to improve in this area.</p>
<p>When attending Newhall Surgery in person, are you happy with the service you receive from our Care Navigation (Reception) team?</p>	<p>85% of responders were pleased with the service from our Care Navigation Team. You may wonder why our team ask so many questions – please understand that this is because they are looking to offer you the best possible service with a clinician most suited to this need. A GP is not always the best suited clinician.</p>
<p>When undertaking a consultation with the GP/Nurse are you happy with the knowledge of the clinician and the outcome of your consultation?</p>	<p>So many positive comments. Thank you. Continuity of care, service provision and relevant skills are always top of our list.</p>