

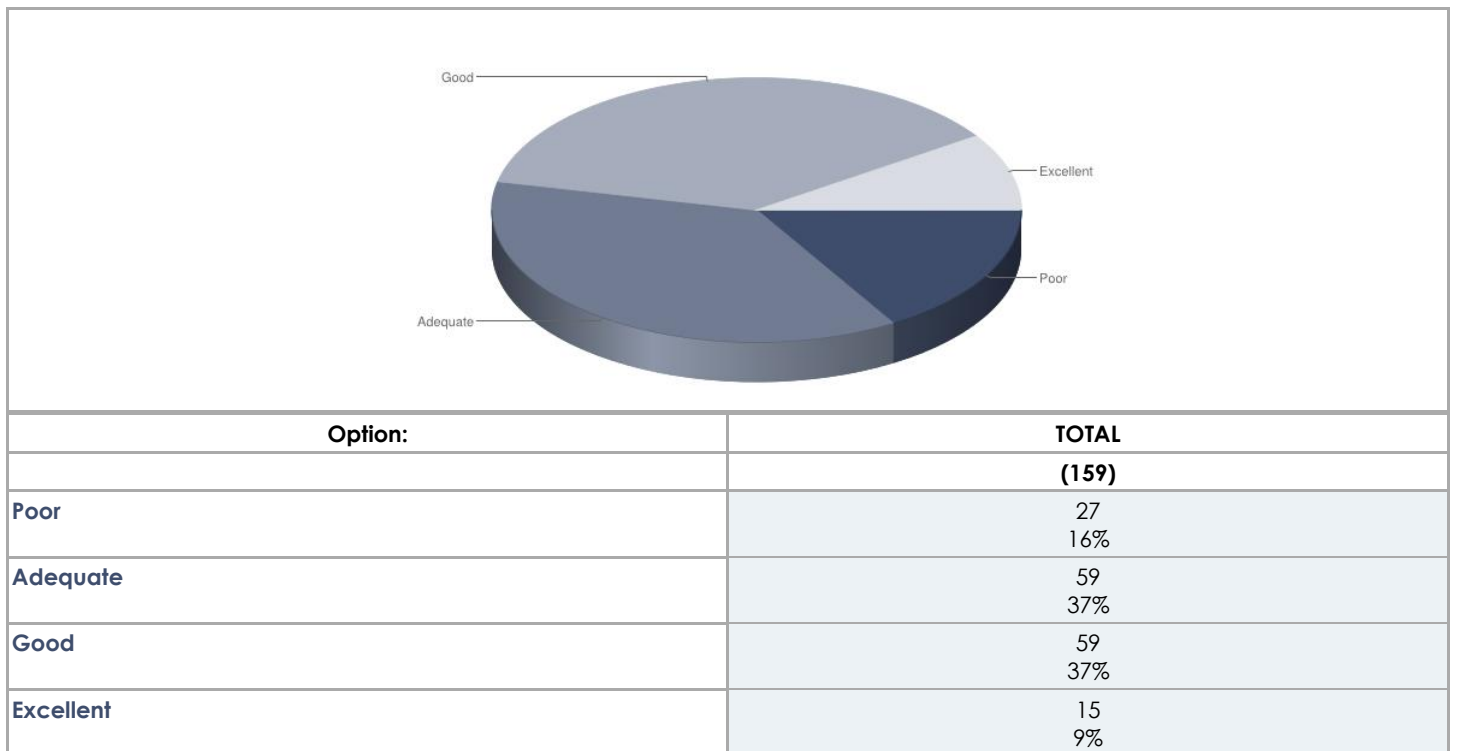
# Glenlyn 2014 Patient Survey

## We Asked:

"Glenlyn has gone through a considerable amount of transition. A number of factors have required changes e.g. long standing doctor retirements, government policy changes in the role of General Practice and how it is governed and funded. We quote a recent patient information flyer from the Royal College of General Practice, which explains some of the national pressures on surgeries in general:"

**1. Duty Dr. Glenlyn offer a duty doctor system above and beyond routine appointments. This is to ensure access to medical services for urgent needs. The Dr will usually phone and offer medical advice and direction top appropriate care. They will also make appointments on the day when needed. How would you rate this service?**

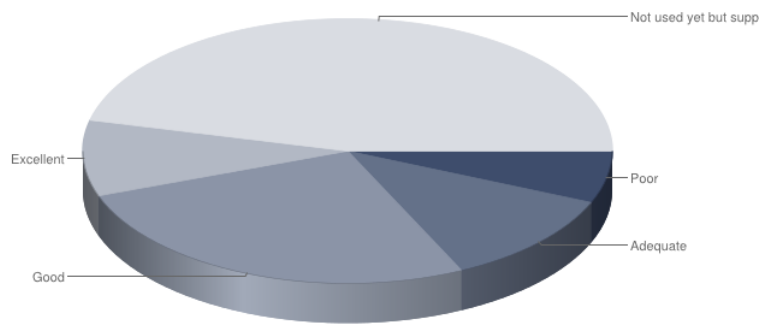
*Single answer question or grid (answers per option add up to roughly 100%)*



Base: 159 out of 180 people answered this question

**2. Extension of opening hours. In the last 6 months we have introduced 5-day 8am to 8pm surgery opening hours from the previous 4 days. We also in addition have nurse and Dr availability on Saturday mornings. The services exceeds the government current expectation of extended access. How would you rate this service?**

*Single answer question or grid (answers per option add up to roughly 100%)*

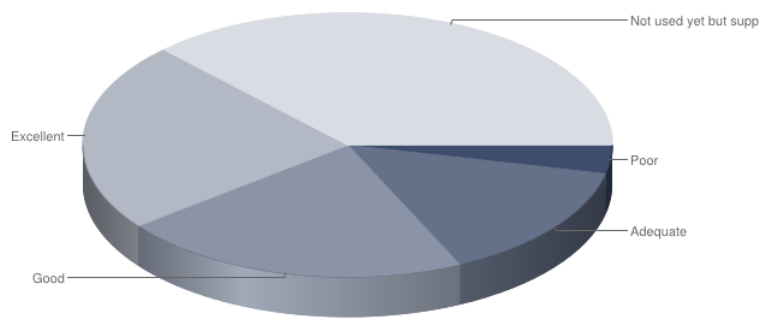


Option:	TOTAL
	<b>(173)</b>
Poor	11 6%
Adequate	20 12%
Good	46 27%
Excellent	16 9%
Not used yet but support	80 46%

Base: 173 out of 180 people answered this question

**3. Patient text communication. Results of tests are now being texted to patients. This avoids the need to phone in and hence improves patient telephone access by freeing up more time for our admin team. Please inform the practice with your mobile details in order for you to access the service. How would you rate this service?**

*Single answer question or grid (answers per option add up to roughly 100%)*



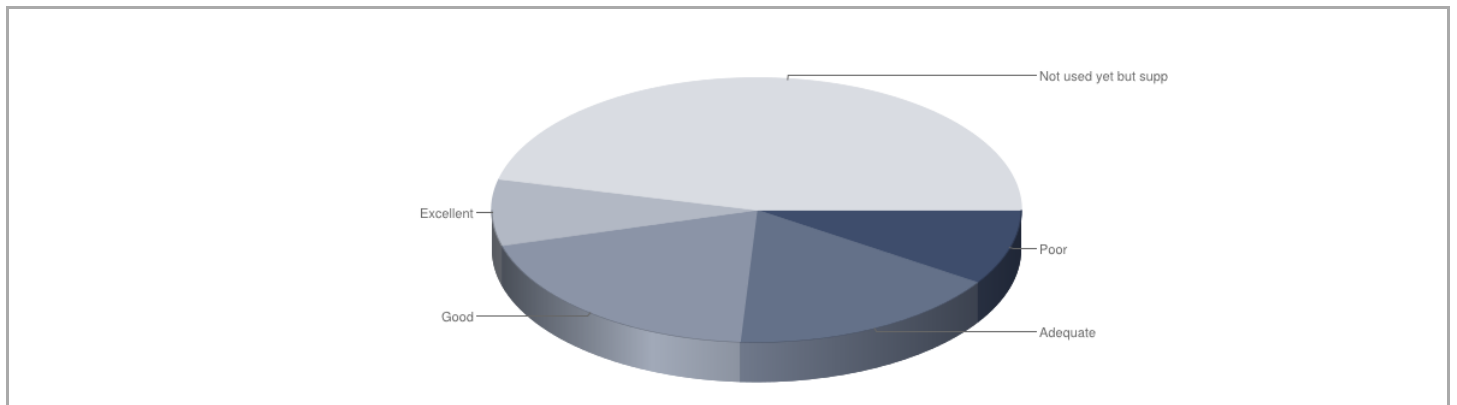
Option:	TOTAL
	<b>(172)</b>
Poor	6 3%
Adequate	25 15%
Good	37 22%
Excellent	40

Option:	TOTAL
	(172)
	23%
Not used yet but support	64 37%

Base: 172 out of 180 people answered this question

**4. Telephone appointments for non-urgent advice. Patients had in previous surveys requested the ability to talk to Drs/ Clinical staff about non-urgent issues. We have subsequently formalised this into telephone appointments that are non urgent and can wait for a specific clinician. How would you rate this service?**

*Single answer question or grid (answers per option add up to roughly 100%)*

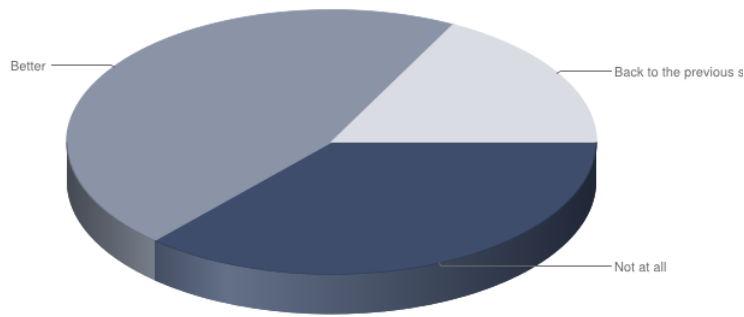


Option:	TOTAL
	(173)
Poor	16 9%
Adequate	29 17%
Good	34 20%
Excellent	14 8%
Not used yet but support	80 46%

Base: 173 out of 180 people answered this question

**5. Dr Retention. The practice went through a major transition 18 months ago and Dr turnover was high leading to less continuity of care. Changes in working patterns, career development programs and flexibility in working hours has led to a more stable team of high calibre doctors currently in place whilst the team is still fairly new. Do you feel the team has stabilized?**

*Single answer question or grid (answers per option add up to roughly 100%)*

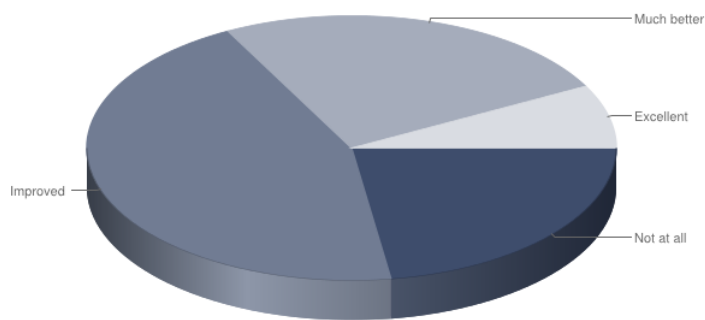


Option:	TOTAL
	<b>(161)</b>
Not at all	59 37%
Better	74 46%
Back to the previous stability	28 17%

Base: 161 out of 180 people answered this question

**6. Administrative Staff changes. Previous surveys suggested attitude problems with the staff and lack of patient centeredness and customer focus. The team has, by and large, taken a complete turnover, with emphasis on looking at each patient's needs with a view to finding the best practice resource to deal with it efficiently. The admin team is also engaging in NVQ training for personal development. Do you feel that the Glenlyn admin team is more attentive to your needs?**

*Single answer question or grid (answers per option add up to roughly 100%)*



Option:	TOTAL
	<b>(168)</b>
Not at all	38 23%
Improved	75 45%
Much better	42 25%
Excellent	13 8%

Base: 168 out of 180 people answered this question

