



Executive Summary of the patient survey 2012/13



Danbury Medical Centre

Patient Reference Group

The Danbury Patient Involvement Group has been in existence for the past eleven years

The patient group has 98 members and 102 virtual members who are contacted on a regular basis via Email.

Total practice population: 11,508

Patient Survey: Patient Consultation Version, EQUIP

The practice survey was designed by EQUIP and agreed by the Practice and Patient Reference Group. 315 questionnaires were analysed

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

Meeting: Danbury medical centre

Date: 7th February 2013

Building and Parking: The cleanliness of the building was considered excellent again receiving a satisfaction score of 99.8%. Parking is an on-going issue and it was agreed there is no room for expansion at this point in time. Hopefully this will be rectified when they move into new premises in 2014.

Appointments:

The receptionists scored an extremely high satisfaction score of 91%.

The practice satisfaction score for the practice average waiting time was 61.1%, this is a great improvement on last year's 42%. This is an excellent result and compares with the Mid Essex PCT national average Survey Results of 61% satisfaction.

Consultations:

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

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.

DANBURY MEDICAL CENTRE

The Partnership of:

Drs McAllister, Cooper, Dollery, Plate,
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The actions below are 'suggested actions' set for 2012/13.

Practice Noticeboard

Practice noticeboard in the waiting room with monthly theme to inform patients of change and new services

Advertising the on-line booking facility

Information regarding the on line booking facility to be included in the Danbury Journal to try and reduce the pressure on the telephone lines by encouraging people to use the service.

Patient who Did Not Attend (DNA) their appointments

Newsletter to advertise the level of DNAs and an allocated slot on the practice noticeboard. Re-audit the levels of DNAs in three months.

Average Consultation Audit

An average consultation audit to assess if waiting times can be improved.

Patients Waiting To Access The Surgery

Patients who arrive just before the 8am opening time to be offered a seat in the waiting room until reception is ready to open.