Castlefields Health Centre

# “Improving the Practice” Questionnaire Results January 2024

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Poor** | **Fair** | **Good** | **Very**  **Good** | **Excellent** | **Not**  **Answered** |
| 1. Speed at which the telephone was answered initially | 13% | 22% | 19% | 18% | 20% | 8% |
| 1. Satisfaction with same day call back service for clinician advice/help? | 3% | 3% | 17% | 20% | 34% | 23% |
| 1. Length of time you had to wait for an appointment | 6% | 12% | 15% | 23% | 41% | 4% |
| 1. Convenience of day and time of your appointment | 4% | 5% | 18% | 25% | 45% | 2% |
| 1. Seeing the Doctor of your choice | 8% | 8% | 17% | 16% | 24% | 27% |
| 1. Length of time waiting to check in with Reception | 1% | 4% | 12% | 27% | 51% | 4% |
| 1. Opportunity of obtaining a home visit when necessary | 2% | 2% | 4% | 6% | 4% | 81% |
| 1. Level of satisfaction with Runcorn GP Extra service (if ever used) | 1% | 3% | 5% | 10% | 10% | 71% |
| 1. Level of satisfaction with the out of hours service | 1% | 5% | 4% | 9% | 10% | 71% |
| Prescription ready on time | 4% | 7% | 16% | 21% | 32% | 20% |
| Prescription correctly issued | 2% | 7% | 13% | 20% | 42% | 17% |
| Handling of any queries | 2% | 7% | 15% | 17% | 37% | 22% |
| 1. Were you told when to contact us for your results? | 6% | 4% | 10% | 15% | 16% | 48% |
| 1. Results available when you contacted us | 4% | 5% | 14% | 15% | 17% | 45% |
| 1. Level of satisfaction with the amount of information provided | 3% | 6% | 15% | 17% | 24% | 36% |
| 1. Level of satisfaction with the manner in which the result was given | 2% | 5% | 14% | 16 | 26% | 38% |
| 1. Information provided by the Reception staff | 1% | 2% | 13% | 20% | 59% | 5% |
|  | **Poor** | **Fair** | **Good** | **Very**  **Good** | **Excellent** | **Not**  **Answered** |
| 1. The helpfulness and approachability of the Reception staff | 1% | 3% | 8% | 21% | 65% | 2% |
| 1. The information provided by other staff | 1% | 4% | 13% | 22% | 44% | 16% |
| 1. The helpfulness of other staff | 1% | 3% | 14% | 22% | 45% | 14% |
| My overall satisfaction with this Practice | 1% | 8% | 17% | 30% | 43% | 1% |

***And finally… Friends and Family Test Results***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Would you recommend our Practice to family and friends? | **Extremely Likely**  56% | **Likely**  25% | **Neither Likely nor Unlikely**  10% | **Unlikely**  2% | **Extremely Unlikely**  2% | **Don’t know**  2% | **No Answer**  2% |

**Summary:**

Heartening results for our hard-working teams.

There is always scope for improvement and we always take on board any feedback from patients.

There has been an ongoing issue with the telephones and so to try to alleviate this, we are introducing a ‘total triage’ system on Tuesday 5th March 2024. The system will see patients, where possible to do so, submitting their requests to see a GP via a link on the Practice’s website. All requests will be triaged by a clinician who will decide the best and most appropriate course of action for the patient. Reception staff are more than happy to help those patients who are unable to use the internet to submit their request, and there will be iPads in the waiting area for patient’s to use if they don’t have access to a smartphone or computer.

‘Call-back’ is also being introduced on Thursday 7th March 2024. We expect to still receive phone calls, but if you do not want to wait in a queue, there will be an option available for you to select, and when you have done this, you will keep your original place in the queue and will receive a call back from the receptionist.

We hope that both new systems will go a long way to help our patients and to reassure them that we are doing our very best to support them from the moment they make contact with us.

JNS 29.02.2024