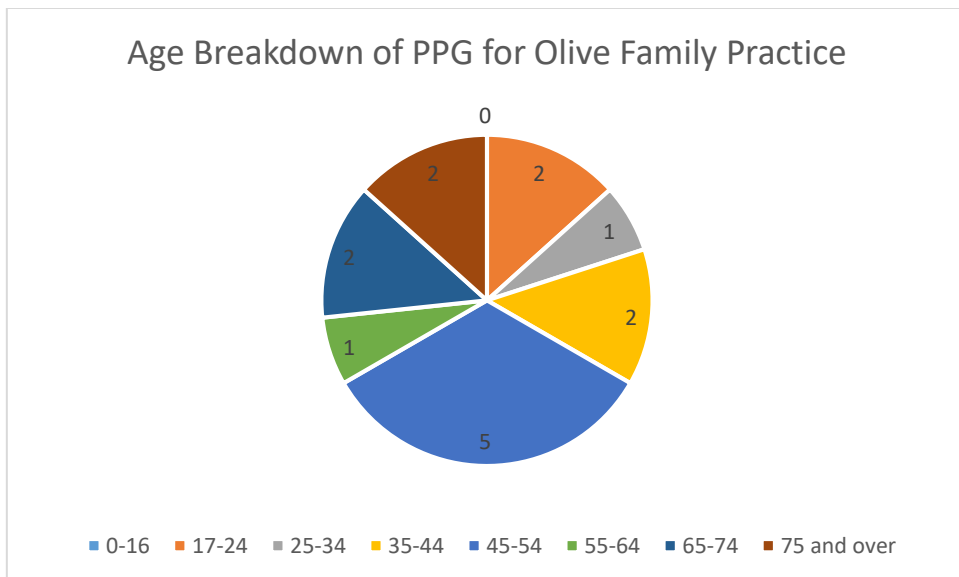
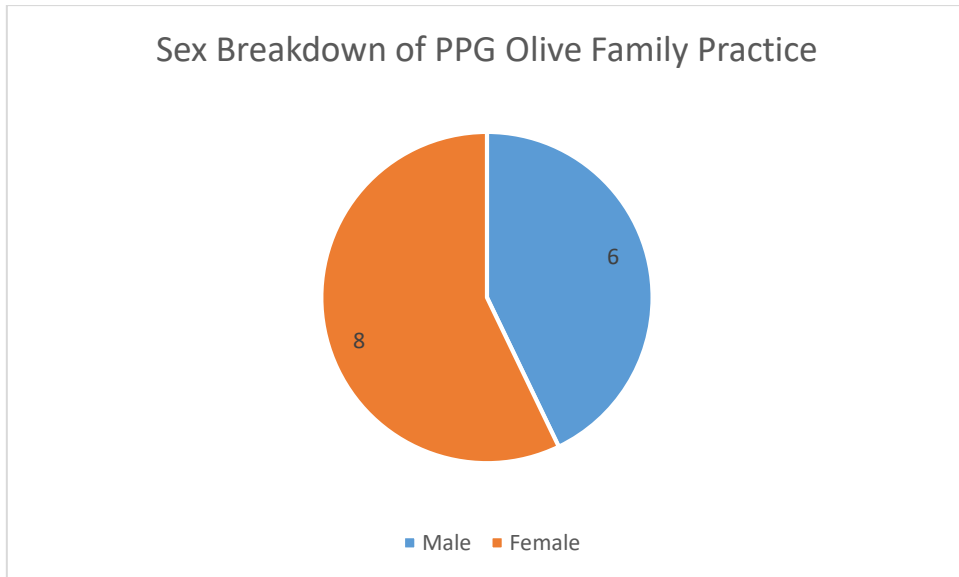
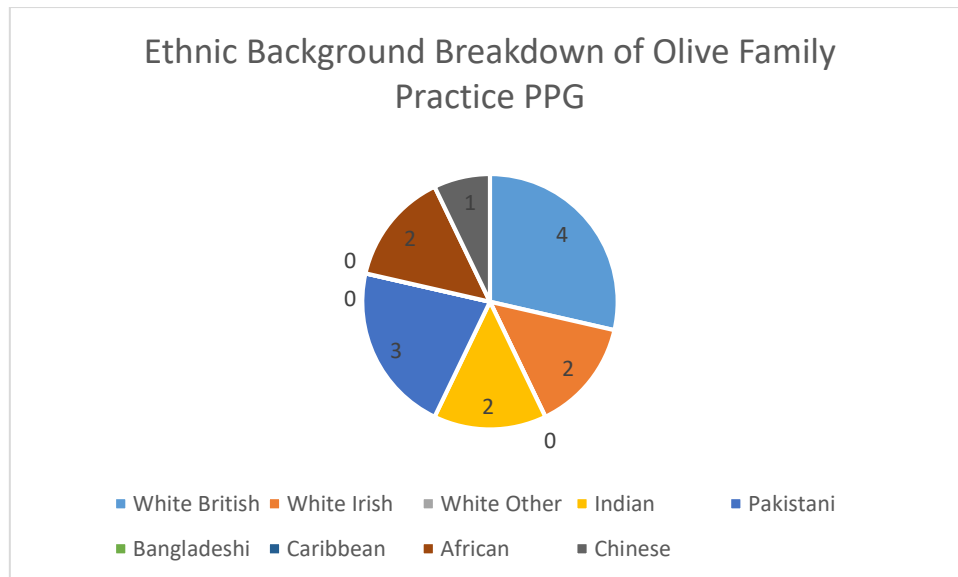


Olive Family Practice
Patient Access Survey Results April 2023 – June 2023

Below shows the profile of the members of our Patient Participation Group:-



Ethnic Background Breakdown of Olive Family Practice PPG



The patient group was emailed the practice survey. The survey was also emailed to all patients with a verified email address and was placed on the practice website for 1 month (15/05/2023 – 15/06/2023).

A total of 210 responses were received by the surgery.

1. Based on your last appointment how likely are you to recommend our service to friends and family if they needed similar care or treatment?	Extremely Likely	79	37.61%
	Likely	101	48.10%
	Neither Likely nor Unlikely	15	7.14%
	Unlikely	10	4.76%
	Extremely Unlikely	5	2.38%
	Don't Know	0	0

2. Generally, how easy or difficult is it to get through to someone at your GP	Very Easy	60	28.57%
--	-----------	----	--------

Practice on the phone?	Fairly Easy	100	47.62%
	Not Very Easy	30	14.29%
	Not Easy at All	20	9.52%
	Haven't tried	0	0

3. How easy is it to use your GP Practice's website to look for information or access services?	Very Easy	110	52.38%
	Fairly Easy	40	19.05%
	Not Very Easy	0	0
	Not At All Easy	0	0
	Haven't Tried	60	28.57%

4. Did you know you can visit our practice website and fill in a short online consultation form to get health information and to speak to a clinician?	Yes	160	76.19%
	No	50	23.81%

5. Last time you wanted to book a routine appointment to see or speak to a doctor how long did you have to wait for an appointment?	Within a week	152	72.38%
	Within 2 weeks	55	26.19%
	Within 3 weeks	3	1.43%
	Within 4 weeks	0	0

6. How would you rate the service you received from our admin team the last time you contacted the surgery?	Excellent	89	42.38%
	Good	65	30.95%
	Neither Good nor Poor	50	23.81%
	Poor	6	2.86%
	Very poor	0	0

Action Plan for the Practice

85% of patients would recommend us to their friends and family. 7% of patients would be unlikely or extremely unlikely to recommend us to their friends and family. This feedback was discussed during our practice meeting on 20.06.2023. All team members agreed to make every contact count, to always have a smile on your face and ensure we give the type of service you would want to receive yourself.

76% of patients found it fairly or very easy to get through to surgery via the telephone. 23.81% of patients found it not very easy/not very easy at all to get through on the phones. This feedback was discussed during our practice meeting on 20.06.2023. All admin team to log into the phone system including managers to ensure we try and answer the phones quicker. All team members to inform patients regarding online consultations and booking appointments online, which would cut the number of phone calls.

71.43% of patients found our website easy/fairly easy to use. 28.57% of patients had not used our website. This feedback was discussed during our practice meeting on 20.06.2023. Posters have been created for our waiting room to inform patients of our website and online services.

76.19% of patients are aware we offer online consultations. 23.81% of patients had not heard of online consultations. This feedback was discussed during our practice meeting on 20.06.2023. Posters have been created for our waiting room to inform patients of our website and online services.

72.8% of patients waited less than a week to see a doctor. 26.19% of patients waited up to 2 weeks to see a doctor. Only 1.43% of patients waited longer than 2 weeks for an appointment with a doctor. This feedback was discussed during our practice meeting on 20.06.2023. Management to ensure we continue to have 8 weeks of appointments available to book, with both female and male clinicians. Admin to continue to triage all calls to ensure patients that need to see a doctor receive an appointment quickly.

73.33% of patients felt they received excellent or good service from our admin team. 26.67% of patients felt they received a service that was neither good nor poor/ poor. This feedback was discussed during our practice meeting on 20.06.2023. All team members agreed to make every contact count, to always have a smile on your face and ensure we give the type of service you would want to receive yourself.