

19 January 2012

Patient Surveys

Early in January, the practice and PPG sent out its first electronic survey to our registered patient reference group members (our vPRG).

The objective of this first survey was to gain an understanding of our patient's priorities. We asked our vPRG to identify which was the most important issue (from the list below) and therefore the area the practice should focus on first:

- Clinical care
- Getting an appointment
- Reception issues
- Opening times

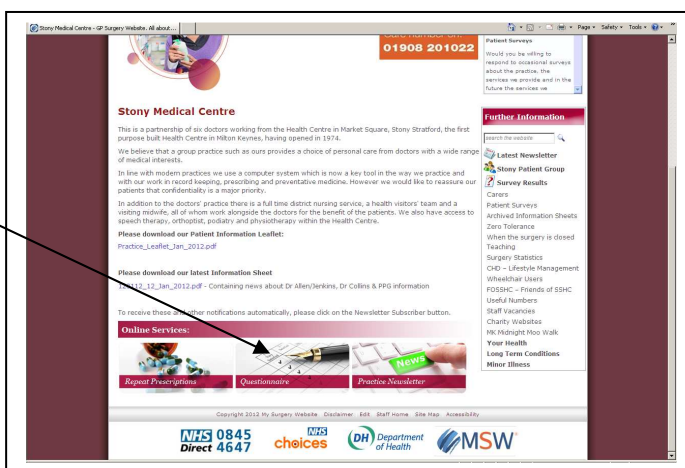
82% of respondents identified getting an appointment as their top priority.

Armed with this information the practice and PPG have compiled a patient survey based on exploring the positives and negatives of our appointment system.

The survey was sent to our registered vPRG on 18 January 2012. It is also available, with immediate effect, for any patient to complete via a link on the Home Page of our website.

We would ask that any of our registered newsletter subscribers follow the link on our website and complete the survey too. The more responses we get the more meaningful the data will be.

While the survey is live, the link will appear as follows:



All the responses given to this and other surveys will be collated by the practice and taken to your PPG for discussion and to see how recommendations may be implemented.

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GP Led Commissioning

We also used the survey to explore what our patients know about GP Led Commissioning. The full survey results are available on the website however in summary:

63% are aware of the changes being made within the Health Service, specifically in the area of GP led commissioning.

48% understand what GP led commissioning means.

41% are aware that as part of GP lead commissioning patients will be elected to the Commissioning Board and will therefore be participating in decisions about how Milton Keynes Health budget is spent and which services (e.g.: maternity services, older peoples services, mental health services, GP services and so on) will be purchased?

78% would like to know more about GP lead commissioning

And the majority of you, **63%**, would like the practice to send out information (via newsletters) about GP Led Commissioning.

Therefore, in addition to focussing on the appointment system, we will ensure that relevant information starts being sent out to newsletter subscribers about GP led commissioning, in particular in Milton Keynes.

END.