**ST ALBANS MEDICAL CENTRE**

**Report 2016/2017**

The following initiatives were agreed with the Practice PPG members and appropriate actions have been taken by the Practice:

* Travel forms are now available electronically on the Practice website. These can be completed online and sent through to the surgery electronically.
* Practice now sends out, to our patients, standard letters of appointments with a message promoting online services. An additional note about online services has been placed next to the self-check in machine.
* Practice carried out an in-house patient survey (results available in the section called Survey Results).

Analysis: 104 surveys have been returned, in comparison to 116 when the last year’s national patient survey was carried out.

In certain areas the Practice has improved since the last national survey:

ability to see or speak to a preferred GP, getting help from receptionists, satisfaction with opening hours, GP/nurse explaining tests/treatments and involving patients in decisions about their care.

In the latest in-house patient survey the satisfaction in other areas has slightly decreased, as compared with the last year’s national survey:

getting through to the surgery on the phone (97% this year, 99% last year); convenience of an appointment received (96% this year, 97% last year); overall experience of the surgery (92% this year, 94% last year) and likelihood of recommending this practice to friends and family (87% this year, 90% last year). However, these new scores are still higher than last year’s national ones for local CCG and nationally.

The latest in-house patient survey also demonstrates that only 28% of patients, who are not satisfied with our opening hours, know how to access GP services when the surgery is closed.

In relation to promoting the online services only 37% of surveyed patients are aware of all the elements (appointments, prescriptions, access to medical records) and only 30% of surveyed patients said yes as having been informed about accessing the results on line when they saw their GP last time.

Further action to consider:

* Wider promotion of online services to patients
* Raising patient awareness of accessing a GP when the surgery is closed