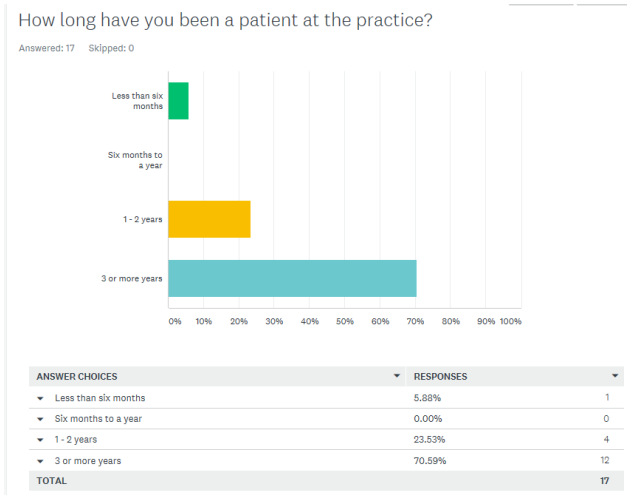
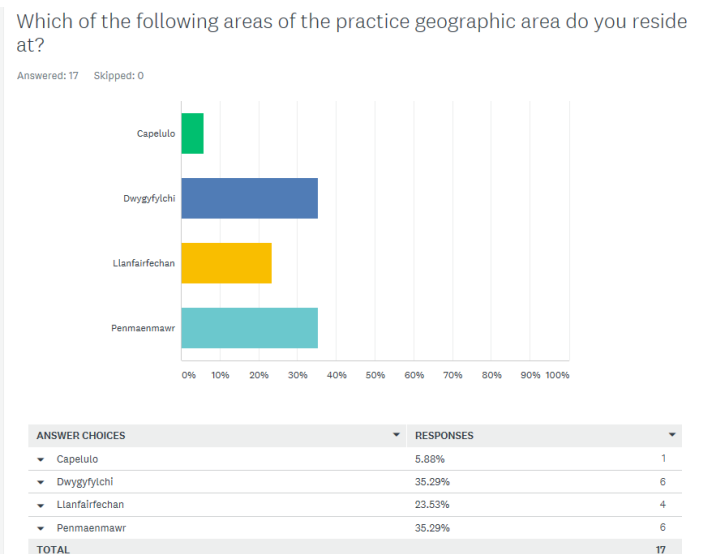
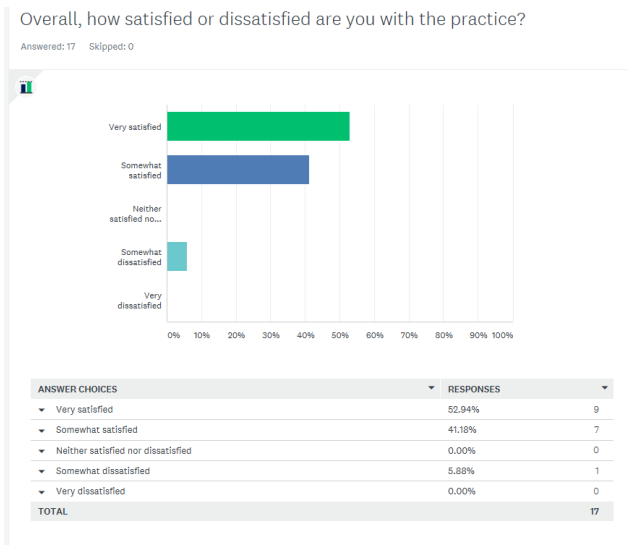


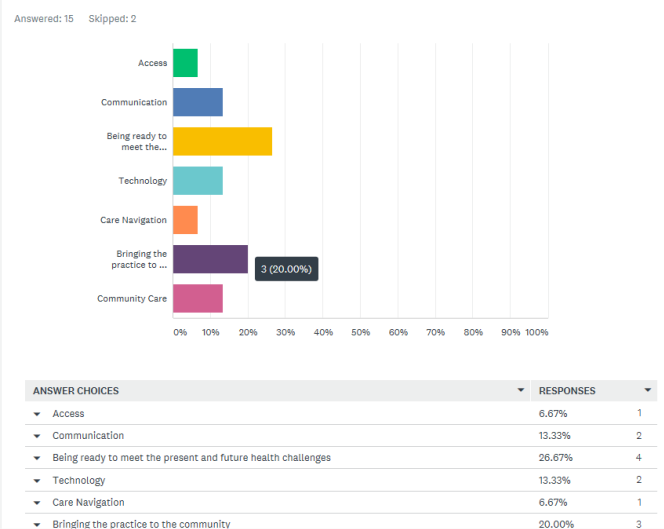
# Feedback/PEG Survey Outcomes

## 1. Introduction.

This document summarises the outcomes from the recent survey of **The Patient Engagement Group (PEG) of the Plas Menai and Llys Meddyg Surgeries**. The outcomes have been used to inform the practice of relevant detail relating to the newly formed PEG that will assist the practice to learn of the groups thoughts, standing and wishes at the initiation of the PEG.



We are in the process of developing a number of projects at the practice. Do you have specific interest in any of the following?



## 2. Specific Comments.

The following comments were provided to the practice by members of the PEG when asked the following question:

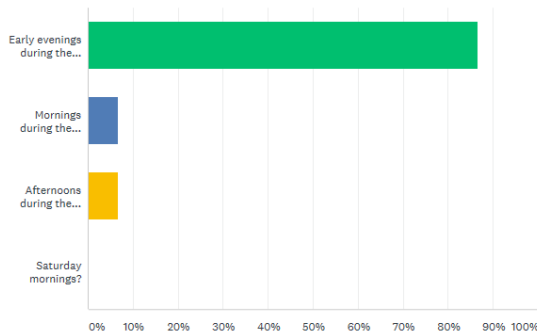
**Briefly, provide us with your thoughts on the areas of service we need to develop - for example you may think that we need to improve our appointment systems or maybe the way in which we communicate**

**Answers:**

- ✓ all seems well
- ✓ To be able to offer early/late appointments to those patients who work.
- ✓ After a series (or single) of blood tests, it is up to the patient to contact the surgery for the results, more often than not, to be told, by the receptionist: All clear, no problems. Could not the surgery contact the patient instead? Or is this the norm throughout?
- ✓ When the phone calls were diverted to Llanfairfechan that meant we were unable to speak to reception in Penmaenmawr.
- ✓ It would be very useful if there was an online appointment booking system as it's often really difficult to get an appointment.
- ✓ The online repeat prescription service can be used to book appointments, try using it. Should be able to book appointments in advance not just on the day for the day. So far your patient communication regarding problems or major proposed changes has been woefully inadequate, this needs improvement or you just unhelpfully put people's backs up.
- ✓ Home visits for the elderly especially those over 90! and yes the app system leaves a great deal to be desired
- ✓ The appointment system could be better handled, not everyone can come que up first thing in the morning or spend 30 minutes trying to phone through because appointments are not allowed to be booked in advance.
- ✓ Appointments are sometimes difficult to get and this is an area which could be examined. I also know that with Penmaenmawr surgery closing access may a potential problem for some people, worth reviewing?
- ✓ Broadcast what services are available. Patient info sheet
- ✓ A return to being able to book appointments in advance, as well as on the day, would be very helpful. Also, please don't change the friendly, informal way you communicate with us, either face to face or by 'phone. But there may well be patients who would prefer the option of communicating by text or email, so more choice would be good.
- ✓ Providing adequate car park spaces and also bus stop needs a cover from the weather. Need to make sure that there are adequate appointments for all the patients. Also if appointments are cancelled by the surgery could we have a text message for us that leave the house before 8.30 am. If they can't contact us will surgery reimburse bus fare. Ensuring that pen chemist stays open.
- ✓ unable to pre book appts. cannot get through on phone. need blood appts booked while at surgery or follow on appts with doctor. keep Pen open 2/3 days to accommodate Pen people.
- ✓ Appointment system- review the current system Triage type system Extended opening times- not necessarily every day
- ✓ Appointed system needs to be addressed Outside queuing/ telephone frustration. 0 8.30 Pharmacy overload?/lunchtime closure?
- ✓ Online booking system for appointments and repeat prescriptions

In respect of meeting as a group, it is anticipated that we will begin by meeting monthly. Meetings are likely then to fall once every three months. When are you best available to meet?

Answered: 15 Skipped: 2



ANSWER CHOICES	RESPONSES
▼ Early evenings during the week?	86.67% 13
▼ Mornings during the week?	6.67% 1
▼ Afternoons during the week?	6.67% 1
▼ Saturday mornings?	0.00% 0
<b>TOTAL</b>	<b>15</b>