Dear Patient

Thank you very much for your continued support and participation in assisting us with our virtual Patient Participation Group. The Information you provide us with is much appreciated and all the data is considered when discussing any possible changes within the practice.

May I also take this opportunity to welcome any new members to the group.

The “Appointments not attended” questionnaire is now closed and the results are attached to this e-mail/letter. The Results will soon be published on the surgery website for all to see.

We would welcome any feedback you may have on these results.

It is very pleasing to see that our members have increased from 59 to 98 in the last year, and that there have been 56 responses to this survey.

It is good to see that over 90% of patients know that they can cancel appointments via our 24/7 automated telephone service. We also received many valuable comments when asked for your opinion. These are very much appreciated. Thank-you

After looking at the results and discussing them at a Practice meeting, the practice would like to put the following into action

* Send warning/informative letters to patients who “do not attend” 3 appointments with in a 6 month period, give the patient a chance to say why they have not attended and if they continue to “not attend” remove from practice list.
* Set up a mobile phone “Text” reminder system for patients with mobile phone numbers on our system.
* Start collecting/updating mobile phone numbers by putting forms on reception desk
* Continue to show patients the number of “Did not attends” in the reception area, monitor and see if it reduces at all.

From the “what Next?” Survey

* Re-marking the disabled parking spaces in the Car park to make them clearer.
* Collect e-mail address and consent from patients – this will allow us to start communicating with patients via e-mail in the future

We hope you will be happy with this outcome but would encourage you to give feedback about this decision either by letter, replying to this email or telephone.

**The Closing date for feedback is 22nd February 2014**

Can we thank you once again for your continued support.   
  
Many thanks again for all your help

Your Practice Team

The Old Fire Station Surgery

“Appointments not attended”Results

1. Did you know we display the number of “appointments not attended” for the previous week in the reception area?
2. Are you aware you can cancel appointments via our 24/7 automated telephone system or on-line (if you are registered to use our on-line services)?
3. How many times do you think it is acceptable for one person to not attend an appointment within a 6 month period?
4. What action would you like us to take when patients do not attend appointments? (We are not allowed to charge for missed appointments).

|  |  |  |
| --- | --- | --- |
| **Answer choices** | **Responses** |  |
| No action | 3 | 5.36% |
| Send warning letter | 45 | 80.36% |
| Strike off GP list | 8 | 14.29% |

All comments to this question have been read and are greatly informative and appreciated.

1. Do you think a “Text” reminder system would help reduce the appointments not attended at the surgery?

All comments to this question have been read and are greatly informative and appreciated.

1. Are there any comments you would like to make about appointments not attended?

**All these comments have been read and are very much appreciated. They will all be taken into consideration when these results are discussed.**

56 out of 98 members of the participation group completed the survey

|  |  |
| --- | --- |
| **AGE** | |
| under 16 | 0% |
| 17 – 24 | 3.57% |
| 25 – 34 | 7.14% |
| 35 - 44 | 19.64% |
| 45 – 54 | 16.07% |
| 55 – 64 | 23.21% |
| 65 – 74 | 17.86% |
| 75 – 84 | 12.50% |
| over 85 | 0% |

Out of that 56

|  |  |
| --- | --- |
| **SEX** | |
| Male | Female |
| 34% | 66% |

|  |  |
| --- | --- |
| **ETHNIC BACKGROUND** | |
| White British | 96.86% |
| Welsh | 1.79% |
| Other | 1.79% |