**Report: Patient Voice Questionnaire 2013/14**

Over the past few years the Patients’ Voice, in partnership with the Practice have undertaken patient questionnaires.

**Review of Actions from 2012/13 Patients’ Voice Questionnaire**

The 2012/13 questionnaire looked at identifying patients with long term conditions who may feel isolated or lacking support due to their conditions and would find the assistance of the Community Care-Co-ordinator (recently in post at the Practice).

160 patients who lived at various distances from the practice were identified with one or more long term conditions and a questionnaire sent out.

The results of the questionnaire were displayed on the Practice website and in local newsletters.

Actions discussed with the Patients’ Voice and the Community Care Co-ordinator;

* Alerts put on the medical record of those patients who felt they did not understand their condition in order that clinicians could discuss Xpert Patient Courses where appropriate.
* Those patients who felt isolated and gave authorisation, to be contacted by the Community Care Co-Ordinator
* Changes in appointment system due in April 2013 to make it easier for patients to access their specific GP
* Patient’s requesting information on voluntary groups – to be contacted by Community Care Co-ordinator

**2013/14 Review of Actions and Patient Questionnaire**

The above actions have been implemented; the Community Care Co-ordinator role is now well established in the practice. The Community Care Co-ordinator contacted all patients who requested assistance individually either by phone or visit. Information on voluntary groups was provided to all those who required it and still is.

The Community Care Co-ordinator is in communication with the newly set up Compassionate Communities voluntary befriending group, again to provide support for those who may feel isolated.

The appointment system was altered in April 2013 and the Patients’ Voice agreed, during their meeting on the 2 October 2013 that this should be the topic for the 2013/14 patient questionnaire .

The results of this survey were discussed on the 26 February 2014 in the Patients’ Voice meeting and included the information that of those patients who requested to see a specific GP, 84% were offered an appointment with that GP. Of those who were unable to be given an appointment with their requested GP, 74.19% found the alternative offered to them acceptable.

The results of the survey are published on the Practice website: [www.muchwenlockandcressagemp.co.uk](http://www.muchwenlockandcressagemp.co.uk) and a summary of results will be published, where space allows in the local newsletters.