



## My Surgery Website

Patient Experience DES

This is a help guide for your new patient survey section of your website.

<http://www.mysurgerywebsite.co.uk>

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## Introduction

This patient survey facility has been designed to help GP Practices meet the requirements outlined in the Directed Enhanced Services guidelines for this year. The purpose of the [Patient Participation DES](#) is to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by their practice. It aims to encourage and reward practices for routinely asking for and acting on the views of their patients.

We are here to help!

## Accessing the Patient Survey Module

The patient survey section of your website is available in a new area called My Surgery Office (previously known as PM Tools). You can access this area one of 3 ways:

1. Login to the “Staff Home” section of your website (there is a link in the footer of each page of your website). In here you will see an option to login to My Surgery Office – you can use the same username/password as you use to access the website
2. Go directly to [www.mysurgeryoffice.co.uk](http://www.mysurgeryoffice.co.uk) and enter your practice ID, username & password
3. If you already have a surgery intranet with us, you can login to your intranet and get direct access.

Once you have logged into this area you will be able to see the link for “Patient Survey” in the tools on the left hand side. Click on this link to access the survey tools.

## Meeting the DES Requirements – The Process

To meet the DES requirements practices will need to undertake a number of steps in line with the stipulated processes. They are:

1. Create a Patient Representative Group (PRG) – this can be a virtual group with communication via email if you wish
2. Agree on areas of priority for the practice with the PRG
3. Create a survey based on these priorities
4. Publish your new survey on the practice website (or in paper form at the practice) for completion by the general patient population
5. Collate and analyse the survey results
6. Allow PRG to discuss findings and reach agreement on possible changes to services
7. Create an action plan on the resulting agreement
8. Create and publish a report publicising the actions taken and subsequent achievement

There are a number of these different areas we will be able to help you with as part of your practice website.

## Create a Patient Representative Group

The practice must develop a properly constituted structure that both reflects and gains the views of its registered patients and enables the practice to obtain feedback from a cross section of the

practice population which is as representative as possible. As such, we have created a form which can go on your website allowing you to collect patient details of people who may be willing to participate.

To add this form to your website, you can login to the editor and under the “further information” menu, click “add new page”. Then, from the drop-down list under “content”, select “patient group sign-up”. Save your changes and close the editor. This will now appear on your website. You will get notified via email when someone completes this form and you can begin to collect your PRG sample.

As well as getting an email notification, the contact details of the patients who have signed up will also go into My Surgery Office. This will then allow you to send emails to all these patients and in essence create a virtual patient reference group.

## Creating a Patient Survey

In the office tools, you will see an option on the left hand side called Patient Survey. Click on this and it will bring you to the survey section. You will see the demo survey templates already present in the survey list – we will add to this as more surveys are created letting you all benefit from practice collaboration.

Creating a survey is easy. To create a blank survey click on the “new survey template” icon at the top right. This will bring up a new blank survey template to use from scratch. You will be able to create questions and answer types in the text box. Note the following:

- All answers will begin with a tag, [OR], [AND] or [TEXT] and are separated by a semi-colon.
- Where only one item may be ticked the answers begin with the tag [OR]  
e.g.  
**Have you visited the practice in the last six months?**  
**[OR]Yes;No**
- Where more than one box may be ticked the answers begin with [AND]  
e.g.  
**How would you prefer to book an appointment?**  
**[AND]In person;By phone;Online**
- Where you want the patient to answer with text you just enter the tag [TEXT]  
e.g.  
**Do you have any other comments?**  
**[TEXT]**

There are some demo questions available within the Patient Survey “Help” section and they are [also available to download here](#)

## Using the Example Surveys

When you login you will see some demo survey templates highlighted in green. These are examples we have created after researching survey requirements with regards to the latest DES. You are free to use these if you wish.

To do this you need to click on one of the surveys (eg Appointments Survey) and then press the “Create a Copy” icon at the top right. This will create a copy of the template in an editable box. You can then alter any questions you wish or simply leave it as it is. Give it a new title at the top and save your changes. Then click done and you will see the new survey template. Click on the “Survey List” icon at the top right to go back to the list of surveys.

We will be adding to these demo surveys as the year progresses and we find patterns in what practices and patients are looking for. You will automatically receive these when they are released.

## Publishing Your Survey

Once you have decided on the questions for your patient survey and have either created the template yourself or sent it to us for creation, you are ready to publish the survey for completion by patients at your practice. To publish the survey, you need to logon to the homepage of your website and in the options at the bottom of the page you will see a setting for “Patient Survey”. This will have a drop-down list with all available patient surveys. You select the appropriate survey from the list, save your changes and then close the editor. Your survey will now be live on the website.

As soon as the first response to your survey has been completed, the survey template will be locked and you can no longer make changes to the questions.

## Results Analysis

The website will automatically be building up the results for analysis and you will be able to check this within the My Surgery Office section at any time. At such a time when you think you have reached an appropriate number of responses you can simply switch the survey off again within the editor on the homepage of the website. To be absolutely sure that nobody will complete any more surveys you can Close your survey in My Surgery Office by clicking on the Close button in the survey template (you don't need to go into the editor to do this).

## Publishing Your Results

To publish your results on your website go to your list of surveys in My Surgery Office and tick the box in the Publish Results column that is beside the survey you wish to publish. This will add a Survey Results link to the Further Information list in your website. If you already have results published on your website then it will add this new one to the list on the Survey Results page.

Note that the Publish Results tick box is only visible if you have results to publish.

## Finally....

You have now completed your patient survey and can use this tool to carry out the process as often as you wish. If you would like to find out more about patient surveys, the types of questions you should be asking and indeed how to word certain questions, you can visit the [NHS Employers website](#) for a full guide.

**Don't forget, we are happy to help you create the patient survey template.** You simply need to compile your survey in Microsoft Word and send us a copy along with your surgery website address and contact details. You can send it to [support@mysurgerywebsite.co.uk](mailto:support@mysurgerywebsite.co.uk). We will then create the template for you and let you know when it has been completed. You can take control of the survey and send it out to your patients when you are ready.

We hope you find this patient survey tool useful and if you have any ideas or suggestions that could help us improve it please do let us know.