

North Wingfield Medical Centre

PPG/Practice Survey Results March 2015

- A patient survey has been carried out in order to fulfil Department of Health requirements to collate patients' views through a local practice survey. The practice is also keen to seek patients' opinions as to how the surgery can continue to improve services for all patients.
- This report shows the outcome of the PPG/Practice survey which was carried out at the Flu clinic on 8 October 2014. Questionnaires were also distributed at the surgery.
- This survey has been constructed and undertaken by all members of the PPG and Practice staff, as and when they were available to do so.
- Return rates for the total of 350 questionnaire forms were 44% to the PPG and 47% to the Practice.

PPG Survey Outcome

Question 1: How often do you speak to the GP or Nurse you prefer?

- 40% always / almost always
- 49% sometimes
- 11% never / almost never

Question 2: Last time you wanted to see or speak to a GP or Nurse from your surgery, what did you want to do?

- 74% of patients wanted to see a GP at the surgery.
- 21% wanted to see a Nurse at the surgery.
- 3% wanted to speak to a GP on the phone.
- 2% wanted to speak to a Nurse on the phone.

Question 3: When did you last see or speak to a GP or Nurse from your GP surgery?

77% of responders had seen or spoken to a GP or Nurse within the last 3 months and 9% within 3 to 6 months. 10% had done so within the last 6 to 12 months and 4% over 12 months ago.

Question 4: When you attend an appointment, how long do you normally wait to be seen?

33% of responders replied that they were normally seen on time and 57% who replied that they didn't have to wait too long. 7% felt that they had to wait a bit too long and 3% too long.

Question 5: Are here any health topics you would like to know more about?

- YES: 6%
- NO: 81%
- NO COMMENT: 13%

Question 6: Are you aware of the practice website?

- YES: 58%
- NO: 27%
- Do not have the internet: 15%

Question 7: Do you know what the Patient Participation Group does?

- YES: 37%
- NO: 63%

Question 8: How satisfied are you with the practice opening hours?

96% of responders were satisfied with the practice opening hours of which 41% were very satisfied. Only 2% were dissatisfied.

Question 9: How many times have you visited A&E/Walk-In-Centres in the last year?

- None: 75%
- Once: 16%
- Twice: 4%
- More than twice: 5%

Practice Survey Outcome

Question 1: Is it easy to get through to someone at the surgery on the telephone?

Of the responses received 75% said it was easy to get through to someone at the surgery.

25% of patients said it was not easy to get through.

Question 2: If the surgery offered appointments via the practice website would you use this method?

Yes 45%

No 55%

Question 3: When needing an urgent appointment were you able to see a Doctor or Nurse within the next 2 days the practice is open (Mon-Fri)?

Yes 57%

No 17%

Not Tried 26%

Question 4: Would you agree to receiving a text message to remind you that you have an appointment at the surgery?

Yes 69%

No 31%

Question 5: Overall how would you rate your experience at the surgery?

Very good 61%

Fairly good 35%

Fairly poor 4%

Question 6: How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?

Extremely likely 37%

Likely 42%

Neither 11%

Unlikely 5%

Extremely unlikely 1%

GENDER

| | |
|--------|-----|
| Male | 41% |
| Female | 59% |

AGE

| | |
|----------|-----|
| Under 17 | 1% |
| 17 – 24 | 4% |
| 25 – 44 | 6% |
| 45 – 64 | 24% |
| 65 – 74 | 40% |
| 75 – 84 | 24% |
| Over 85 | 1% |

How often do you visit the Surgery per year?

| | |
|-------------------|-----|
| More than 4 times | 53% |
| 2-4 times | 38% |
| Once or less | 9% |

SUMMARY

As a Patient Participation Group, we have given the survey and its outcomes a great deal of consideration. Results are broadly in line with responses from the 2014 survey carried out by the PPG. We were very pleased with patients' positive response to the time it takes to be seen for an appointment and their satisfaction at the surgery opening hours. Supporting this is the fact that 96% of responders rate their experience at the surgery as fairly/very good. The PPG believe that it is a true reflection of what the majority of patients feel.