

MOORLAND MEDICAL CENTRE

LET'S GET BETTER  
TOGETHER

PPG ANNUAL PATIENT  
QUESTIONNAIRE

JANUARY 2017

## Moorland Medical Centre Staff January 2017

### Medical Staff

#### Doctors

Dr J Greig  
Dr L Coar  
Dr A Foster  
Dr J Shah  
Dr N Briscoe

#### GP Registrars

Dr A Machin  
Dr Z Khan  
Dr V Silverwood

#### Nurse Practitioners

Clare Kirkham  
Liz Knobbs  
Louise Potts

#### Practice Nurses

Sr Andrea Birchall  
Sr Fiona Barnes  
Sr Debbie Shiers  
Sr Helen Pointon

#### Health Care Assistants

Saranne Lawton  
Alicia Rutter

#### Community Midwife

Karen Lovatt Hulme

#### Reception and Administration Staff

Fran Fairhurst	Practice Business Manager
Rachel Hurst	Patient Services Manager
Nicola Tatton	Reception Manager
Maureen Clowes	Receptionist
Leigh Gidman	Receptionist
Jacqui Walker	Receptionist
Sarah Walmsley	Receptionist
Laura Bridgett	Receptionist
Kirsty Brown	Receptionist
Andrea Emery	Data Quality Co-ordinator
Louise Brown	Administrative Assistant
Karen O'Reilly	Secretary

The Moorland Medical Centre is one of three centres which serve the people of Leek and the surrounding moorland area. With Practices in Werrington, Cheadle, and Newcastle we form the North Staffordshire CCG. Recently, the North Staffordshire CCG has started to work with the Stoke CCG. This should enable better management and a better control of finances.

Each Practice is required to have its own PPG. How they have developed will depend on their compositions. The Moorland group has a written Constitution with Chair, Vice-Chair and Secretary voted in annually. About 12 -15 members meet every month.

Although the groups have developed separately, each one needs to follow some basic points similar to the ones below

### **The group operates and exists for the Patients benefit**

- Try to keep informed about local NHS issues and pass them on
- To express opinions on the Patients behalf
- To consult with the Practice and promote Patient needs.
- To promote better health and the Patients experience
- To carry out an annual Questionnaire and report its findings to Practice and Patients

This year the survey was carried out by members of the PPG during October and November. We thank those members for their time and commitment.

The Questionnaire looks at three main areas of interface between Patient and Practice and how they can be improved.

These are

- Access to Doctors and Nurses
- Obtaining a repeat prescription
- Obtaining test results

The Questions require an answer of 1 to 5, or Yes/No.

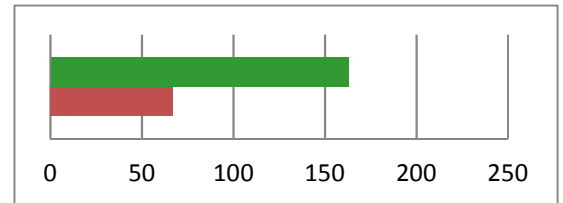
The levels are	1	Poor
	2	Fair
	3	Good
	4	Very Good
	5	Excellent

In this report the 1-5 numbers are divided into what we consider **Unsatisfactory 1-2** and **3-5 Satisfactory**

## Questionnaire and Results

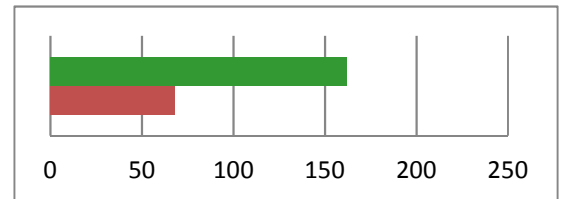
### Question 1. The speed at which the telephone was answered initially.

Good or Better 163 65%  
Fair or Poor 87 35%



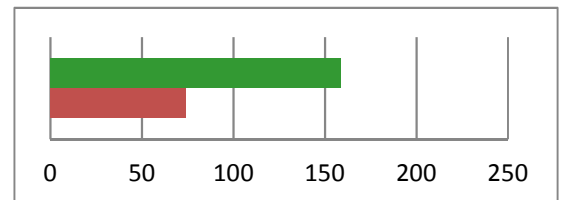
### Question 2. The length of time you had to wait for an appointment.

Good or Better 162 65%  
Fair or Poor 88 35%



### Question 3. Seeing the Doctor of your choice.

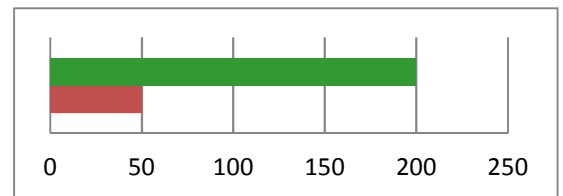
Good or Better 159 68%  
Fair or Poor 74 32%



The total is 233 indicating a number of patients had no preference.  
Percentages calculated to mark a positive reply.

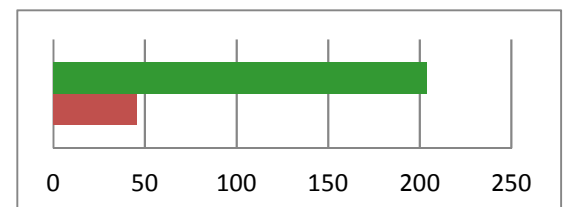
### Question 4. Length of time waiting to speak to a Receptionist

Good or Better 200 80%  
Fair or Poor 50 20%



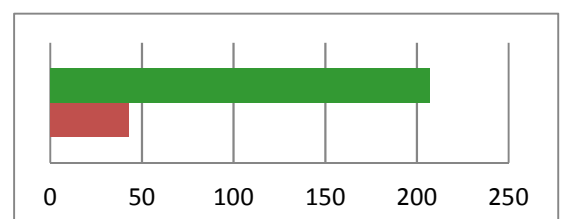
### Question 5. Length of time waiting to see the Doctor or Nurse

Good or Better 204 82%  
Fair or Poor 46 18%



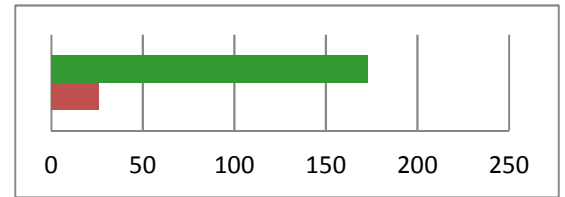
### Question 6. Opportunity to speak to the Doctor or Nurse on the telephone

Good or Better 207 83%  
Fair or Poor 43 17%



Question 7. If you needed to visit a Doctor urgently, do you normally get to see them the same day?

Good or Better	173	68%
Fair or Poor	26	15%
Not valid	51	



Section 1 Summary

With Patients giving their doctors a positive report it is tempting to be somewhat nit-picking over the comments that have been made. These comments concern the times taken contacting Reception and further time issues getting an appointment. A new telephone system is being fitted which should allow better access and a 'stacking system'. It is also hoped that staff can give a better indication of 'running late' when Patients log in on the screen. Issues of confidentiality have been raised by Patients waiting at the hatch and some patients have requested that results should only be discussed with clinicians.

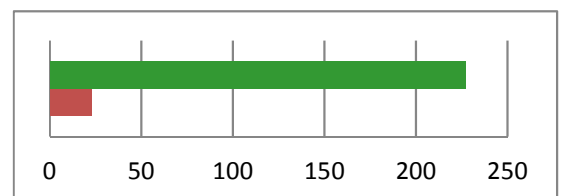
Several Patients have commented that they would like to see their own Doctor. This is not always possible due to working hours and turns as Duty Doctor. Patients are often content to wait a few days to see a particular Doctor.

Section 2 Repeat Prescriptions

Many changes have taken place in the last few years with regard to dispensing. In this Practice the two main changes have been ending the practice of ordering a repeat prescription by telephone and the increase in the use of electronic ordering. For some people these changes have been difficult to adopt. There is evidence in the questionnaire that both changes are becoming more acceptable. Members of the PPG are looking into ways of helping Patients to adapt to these changes.

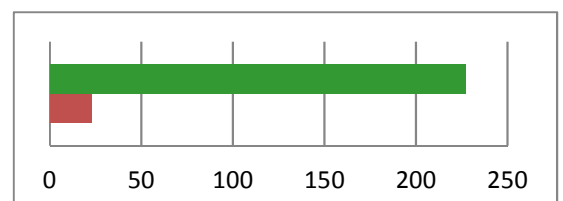
Question 8. Prescription ready on time

Good or Better	227	89%
Fair or Poor	23	9%



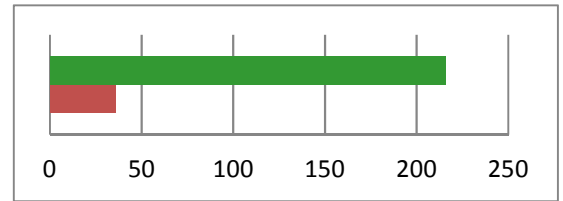
Question 9. Prescription correctly issued

Good or Better	227	89%
Fair or Poor	23	9%



Question 10. Handling of any queries

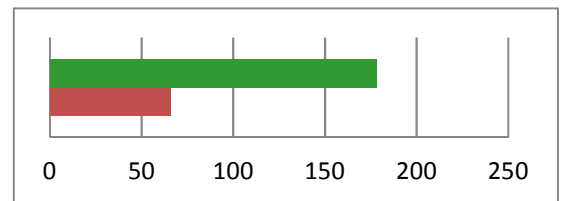
Good or Better	216	87%
Fair or Poor	36	14%



Questions 11 – 15 relate to how electronic ordering can assist the Practice and Patient. The results indicate that there is still a lack in confidence in using this system.

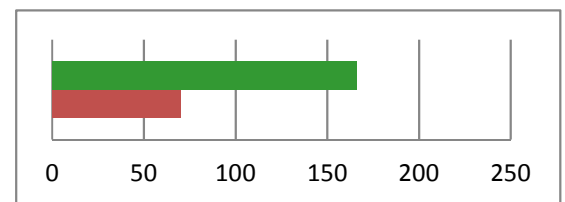
Question 11. Do you understand how to obtain a repeat prescription electronically?

Yes	178	73%
No	66	27%



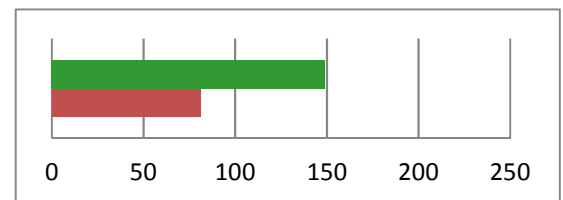
Question 12. Do you have access to a computer?

Yes	166	70%
No	70	30%



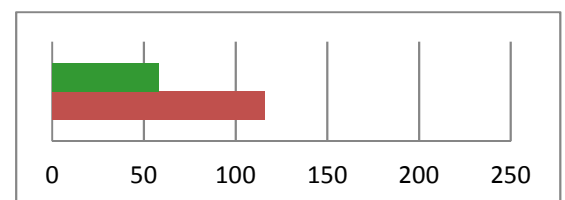
Question 13. Do you already use your computer to contact the Practice?

Yes	149	65%
No	81	35%



Question 14. If No would you like to access the Practice by computer?

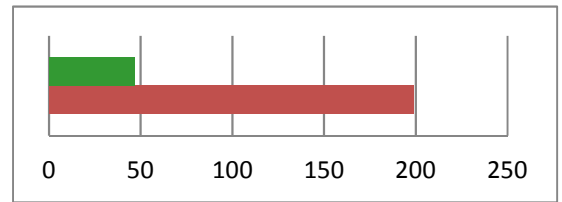
Yes	58	33%
No	116	67%



These responses show a misunderstanding of the question (It should only been answered if you answered NO to the previous question)

Question 15. If Yes would you like personal help/group training sessions to get on line to the Practice?

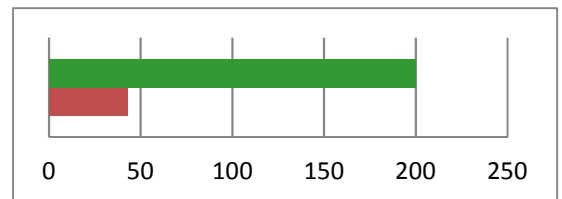
Yes 47 24%  
 No 199 76%



Questions 16-19 refer to the way results are given to Patients and how this can be improved

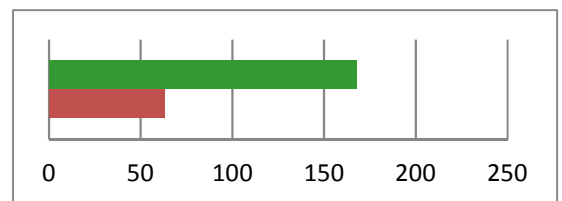
Question 16. Were you told by the Doctor/Nurse that it would be 7-10 days for your results to be available?

Yes 200 82%  
 No 43 18%



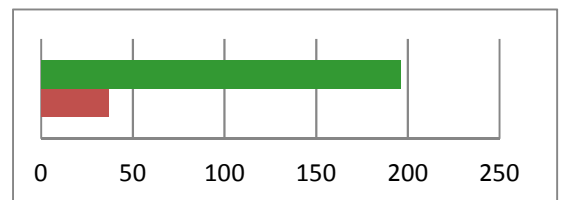
Question 17. Do you always ring the surgery for the results of your test?

Yes 168 73%  
 No 63 27%



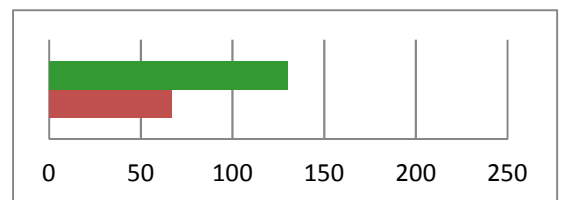
Question 18. Level of satisfaction with the information provided

Good or Better 196 84%  
 Fair or Poor 37 16%



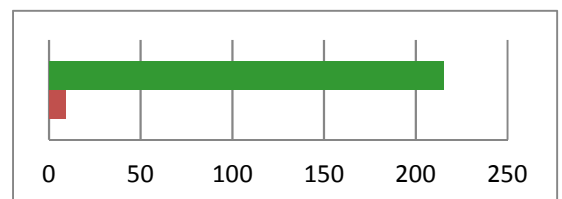
Question 19. Would you be willing to receive a text message regarding your results?

Yes 130 65%  
 No 67 34%



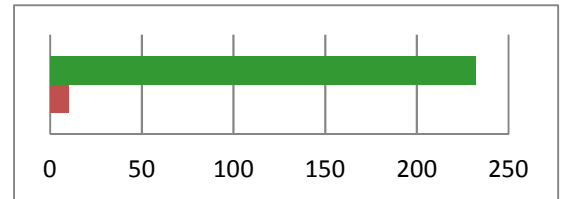
Question 20. Are you aware that you have a named GP?

Yes 215 96%  
 No 9 4%



Question 21. My overall satisfaction with this Practice. How would you rate this service?

Good or Better	232	96%
Fair or Poor	10	4%



Conclusion and PPG in action

The PPG have been busy this year on several fronts. The usual help with flu jab sessions, involvement with Healthwatch Week, taking part in Locality meetings and of course the annual Questionnaire.

As you will see from the last question of the Questionnaire 96% of patients consider the Practice to be good or better. Patients have written many favourable comments including: 'They do an excellent job' 'Very efficient' 'A good team' 'Happy' 'Brilliant' 'Work well together' We join with our thanks to all the staff at Moorland Medical Centre.

As usual however, we know that everything does not go well all the time. Following a meeting with 'The powers that be' we had hoped to show you new double yellow lines in Regent Street. Instead, the meetings go on. There have been several more incidents during the year where ambulance access to the car park has been delayed by thoughtless parking. The last estimated time was to do the work before Christmas!

Another external issue has been the cutting of grants to Community Pharmacists. We are very grateful for the work of the local Pharmacists, especially over their help with electronic prescriptions. It is difficult to understand the cuts, as last year we were promoting the 'Pharmacy First' campaign.

Mr Bas Pickering our PPG vice Chair has made us aware of the changes to ambulance cover in North Staffordshire. It seems that there was little or no consultation with the Practices involved.

We are pleased to see the growing confidence in the use of computers for ordering repeat prescriptions and booking appointments. Those of you who are doubtful over the process, we ask to contact a member of the PPG who can show you how to go about it. We are sure that once you have been through it a couple of times, you will find it an advantage.

Several of the comments in the first half of the Questionnaire showed that time and telephones are something of a problem. Hopefully some of



this will be solved by a new telephone system which should have a 'stacking' system. We also hope that when signing in on the screen a more accurate waiting time should be displayed.

We intend to make greater use of the TV in the waiting room and to be more informative using the notices. Please pass on your suggestions or concerns so that we may improve the service to you.

We give special thanks to David Graham (Chair), Bas Pickering (Vice Chair) and Roy Williams (Secretary).

#### Summary of Patient Responses.

Out of a total of 250 patients who completed the Questionnaire 99 made additional comments.

<u>Subject of comment</u>	<u>Number of comments</u>
Telephone waiting times	15
Request to see own doctor	10
Other appointment issues	12
 <u>Facilities</u>	
Car park	4
Waiting Room	1
Information boards and TV	5
Chairs	3
 <u>Access Issues</u>	
Wheel Chair	1
Upstairs	1
Partially Sighted	1

## Privacy Issues

Confidentiality at the hatch	2
Test results to be given by Clinician	1
Mistakes over part results	1
Positive Comments	29