

North Wingfield Medical Centre

PPG/Practice Survey Results March 2014

- **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 9 October 2013. 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. Over 600 patients, out of a practice of 4000, attended the flu clinic during the day with approximately 16% completing the survey. 77% of those completing the survey had visited the surgery within the last 3 months (see question 2).**

Percentages quoted for the first 9 questions are based on 100 responses making each percentage equivalent to one patient.

Survey Outcome

Question 1: Last time you wanted to see or speak to a GP or Nurse from your surgery, what did you want to do?

- **82% of patients wanted to see a GP at the surgery.**
- **15% wanted to see a Nurse at the surgery.**
- **4% wanted to speak to a GP on the phone.**
- **0% wanted to speak to a Nurse on the phone.**

Question 2: 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 2% over 12 months ago.

Question3: When you attend an appointment, how long do you normally wait to be seen?

36% of responders replied that they were normally seen on time and 54% who replied that they didn't have to wait too long. 8% felt that they had to wait a bit too long and 2% too long.

Question 4: Are here any health topics you would like to know more about?

- YES: 9%
- NO: 81%
- NO COMMENT: 10%

Question 5: Are you aware of the practice website?

- YES: 65%
- NO: 24%
- Do not have the internet: 12%

Question 6: Do you know what the Patient Participation Group does?

- YES: 31%
- NO: 67%
- 2% did not respond

Question 7: How satisfied are you with the practice opening hours?

97% of responders were satisfied with the practice opening hours of which 42% were very satisfied. Only 3% were dissatisfied.

Question 8: How many times have you visited A&E/Walk-In-Centres in the last year?

- None: 71%
- Once: 21%
- Twice: 3%
- More than twice: 4%

Question 9: Why did you visit A&E/Walk-In rather than ring the surgery?

- Late at night.
- I'm on Warfarin and had a massive nose bleed.
- Late at night and was a real emergency.
- Collapsed in Eye Department.
- Appointment.
- Fractured wrist – surgery sent me to A&E.
- Rang 111 – they said go to Casualty.
- Did not have any appointments.
- Sent by GP.
- Was sent to A&E by surgery.
- Did ring and was advised to go to A&E.
- Had a follow-up appointment to check leg injury as didn't know if I could get a Nurse's appointment. Had to wait as expected – but lovely staff.
- With my husband.
- Once for my Crohn's Disease; once for a blood clot on my leg.
- Out of time – night.
- Out of surgery hours – 4am.
- Breathing problems and heart attack.
- Due to kids.
- Referred by out-of-hours doctor due to stroke symptoms.
- Water infection.
- Was in a lot of pain.
- Breathing trouble – A&E after surgery.
- Breathing trouble - I rang the surgery they told me to go to A&E if I had someone to take me.
- Had a fall.

The following 6 questions were asked along with information to ascertain the gender, age ethnicity and number of times patients attended the surgery.

Percentages quoted for these questions are based on 92 responses making each response equivalent to 1.08%

Question 10: Is it easy to get through to someone at the surgery on the telephone?

Of the responses received 55 (60%) said it was easy to get through to someone at the surgery, 29 (32%) of these attended the surgery 4 times or more.

37 (40%) of patients said it was not easy to get through.

Question 11: If the surgery offered appointments via the practice website would you use this method?

Yes 37 (40%) of these 12 (13%) were over 65

No 51 (56%) of these 27 (29%) were over 65 and may not have internet

Not Sure 3 (3%)

Not Stated 1 (1%)

Question 12: When needing an urgent appointment were you able to see a clinician on the same day or in the next 2 days the practice is open?

Yes 56 (61%) of these 32 (35%) attended the surgery 4 times or more.

No 17 (19%) of these 10 (11%) attended the surgery 4 times or more.

Not Sure 16 (17%)

Not Stated 3 (3%)

Question 13: Would you agree to receiving a text message to remind you that you have an appointment at the surgery?

Yes 60 (65%) of these 20 (22%) were over 65

No 32 (35%) of these 20 (22%) were also over 65

Question 14: Overall how would you rate your experience at the surgery?

Very good 58 (63%) of these 26 (28%) attended the surgery 4 times or more.

Fairly good 32 (35%)

Fairly poor 2 (2%)

Very Poor 0

Question 15: Would you recommend the surgery to someone who has just moved into the local area?

Yes 80 (87%)

No 11 (12%) this response conflicts with Question 14 rating their experience at the surgery where 4 answered very good and 7 fairly good.

Not Stated 1 (1%)

GENDER

Male 25 (27%)

Female 51 (56%)

Not Stated 16 (17%)

AGE

Under 17 0

17 – 24 5 (5%) – 1 Male, 4 Female

25 – 44 6 (7%) – 2 Male, 3 Female, 1 Not Stated

45 – 64 31 (34%) – 9 Male, 16 Female, 6 Not Stated

65 – 74	28 (30%) - 9 Male, 15 Female, 4 Not Stated
75 – 84	8 (9%) - 1 Male, 4 Female, 3 Not Stated
Over 85	4 (4%) – 0 Male, 3 Female, 1 Not Stated
Not Stated	10 (11%) – 3 Male, 6 Female, 1 Not Stated

ETHNICITY

White British	90 (98%)
Any other white	1 (1%)
Not Stated	1 (1%)

How often do you visit the Surgery per year.

		17-24	25-44	45-64	65-74	75-84	Over85
More than 4 times	47 (51%)	3	3	17	11	5	3
2-4 times	32 (35%)	0	2	10	12	4	1
Once or less	10 (11%)	2	1	2	5	0	0
Not Stated	3 (3%)	0	0	2	0	0	0

SUMMARY

As a Patient Participation Group, we have given the survey and it's outcomes a great deal of consideration. 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 90% 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.

At the same time we are aware that a significant number of patients were not aware of the PPG and had no understanding of what we do. This will be a main action point. Awareness of the practice website and patients' reluctance to use this and texting is another area for action. However, this could be a reflection of the age group surveyed.

APPENDIX

PATIENT COMMENTS

Question 1

- Results of blood test.
- Spoke to Reception and they spoke to Nurse.
- Good (3 responses).
- Passed message on.
- As usual, seen on time and professionally dealt with.
- Not enough appointments available – it's a lottery who gets the appointments.
- Couldn't get to see my doctor who I normally see – so booked up.
- Saw and spoke to GP over phone for kids.
- Sometimes have trouble seeing the GP you want.
- I had a bad leg.
- Didn't know you could ask to speak to either a doctor or a nurse!

Question 2

- Good (2 responses)
- Check-up.
- As usual, seen on time and professionally dealt with.
- Waited for GP I wanted so hence got in to see her 3 weeks.
- When you do see the GP or Nurse – fine no problems.

Question 3

- Or just wait 5 – 10 mins.
- Good (2 responses)
- Sometimes longer than others.
- No problems.
- Not Dr Singh but satisfactory.
- Never on time but not too long.

Question 4

- I always ask and am well accommodated with info.
- Sciatica nerve.
- Thyroid trouble.
- Getting to all of my appointments for my diabetes – I have been absent.

- Back complaints

Question 5

- We use it.
- Yes I use it for ordering repeat prescriptions.
- Yes...but do not use it.
- Yes I use it to order repeat prescriptions. It does not have enough space to order all my tablets.

Question 6

- Not heard of it.
- Partly.
- Never asked.
- Thinking of possibly joining.

Question 7

- New hours are especially good when one is working.
- Need appointment more work friendly.

Question 10

Some 18 (20%) patients commented, of these 16 comments were from patients who found it difficult to get through. Their main comments were to have more phone lines and staff at busy times (between 8.00am – 10.00 am) and to have a ring-back service or an answer phone.

Question 11

Only 7 patients commented on this question, of these the 4 respondents saying No did not have a computer. Comments from the 3 positive responses said it would be easier but needed to be real time.

Question 12

11 patients commented, 6 said they were able to see a clinician on the same day or in the next 2 days, comments included “not easy to see doctor of your choice”. Of the No responses the comments was “fully booked up”.

Question 13

Of the 7 comments made responses include “do not have a mobile phone” and “do not need a text as I make a note of my appointments”.

Question 14

5 comments were made, 3 of which stated it was difficult to get an appointment.

Question 15

4 comments were received all stating that it took too long to get an appointment