

**MOORLAND MEDICAL CENTRE**  
**PATIENT PARTICIPATION GROUP**

**ANNUAL PATIENT QUESTIONNAIRE**

**AUTUMN 2018**



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The PPG produces an annual patient questionnaire on behalf of the practice. We hope to provide an atmosphere where patients can feel valued and can receive the best possible care. The questionnaire can bring to the attention of the PPG opinions and comments both good and critical.

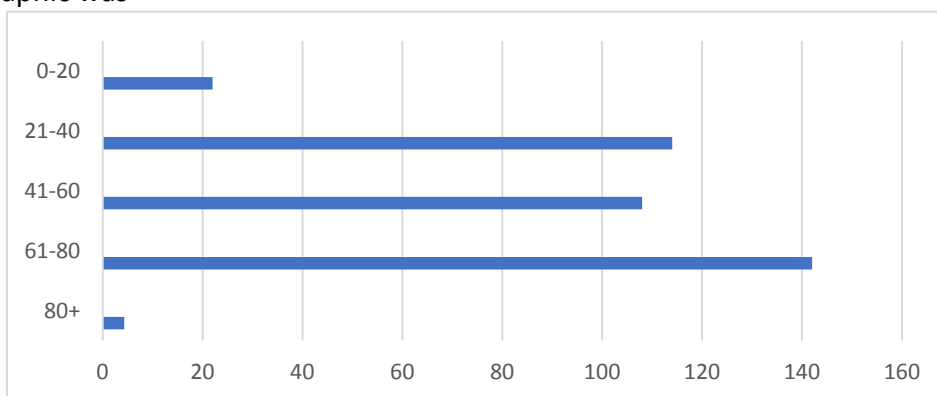
This year we have taken the completion of the questionnaire during normal surgery waiting time instead of the flu jab sessions. This will ensure a different cross section of patients. We have also collected more information about gender and age.

The information is in two sections – firstly a section similar to previous years asking for a graded judgment and a section asking for a yes/no answer. Thanks are expressed to the members of the PPG who have helped to gather and collate the questionnaire. A total of 460 patient responses have been processed. This is some considerable increase to previous years (last year was about 250).

The questionnaire was carried out during the month of October and was completed by 460 patients. This included **277 Females** and **134 males**. Overall totals may not add up as all patients did not answer all questions.

The age demographic was

<b>0-20</b>	22
<b>21-40</b>	114
<b>41-60</b>	108
<b>61-80</b>	142
<b>80+</b>	17

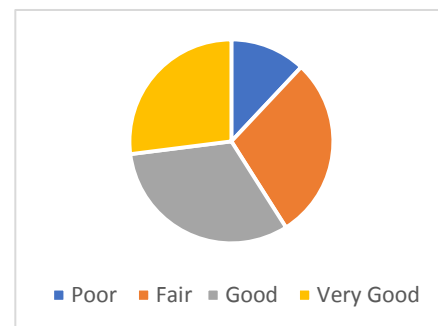


**PART 1**

The answers in this section are graded - Poor (1), Fair (2), Good (3) Very Good (4). The answers are displayed in percentage diagrams. Comments are included with each answer where considered appropriate.

**1. How easy do you find it to book a same day appointment?**

Poor	Fair	Good	Very Good
12%	29%	32%	27%

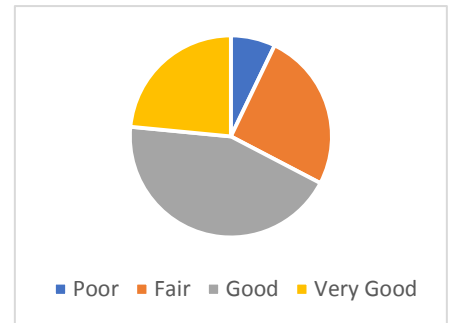


The Practice works hard to ensure that patients are seen as soon as possible.

**2. How easy do you find it to book a routine appointment?**

Poor	Fair	Good	Very Good
7%	25%	43%	25%

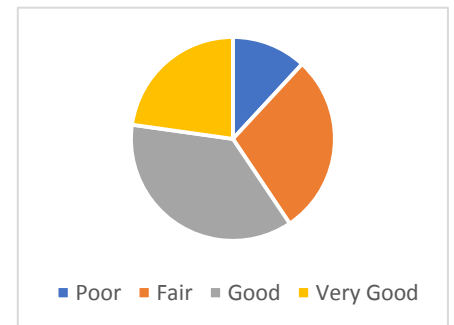
Patients are happy with the system for booking routine appointments. To a certain extent routine appointments are self-regulating with patients booking further in advance.



**3. How satisfied are you with the time from booking until the appointment?**

Poor	Fair	Good	Very Good
12%	29%	3%	23%

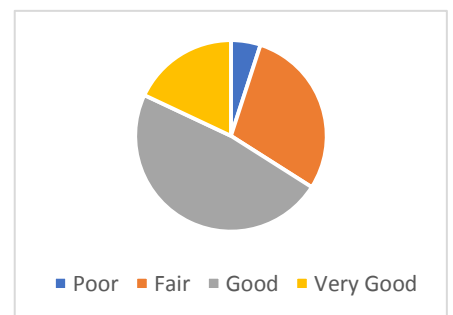
Patients feel this can be improved but seem happy to accept the waiting times.



**4. How satisfied are you with the time you had to wait in surgery to see a doctor?**

Poor	Fair	Good	Very Good
5%	29%	48%	18%

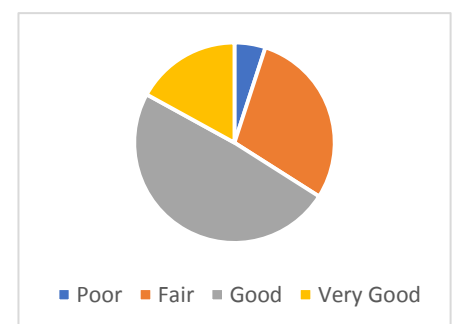
Once in the system patients are content to wait their turn.



**5. How easy do you find it to sign in for the appointment?**

Poor	Fair	Good	Very Good
5%	29%	48%	18%

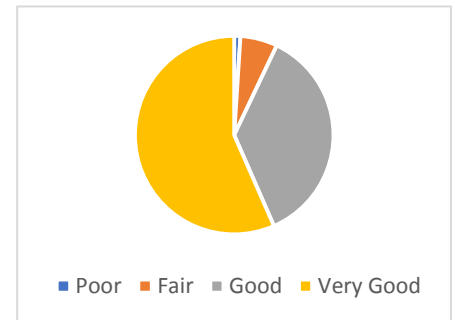
The signing in process still has its problems. Quite often it is not working and the time waiting is often incorrect.



**6. How useful do you find the displays and TV screen?**

Poor	Fair	Good	Very Good
1%	6%	36%	57%

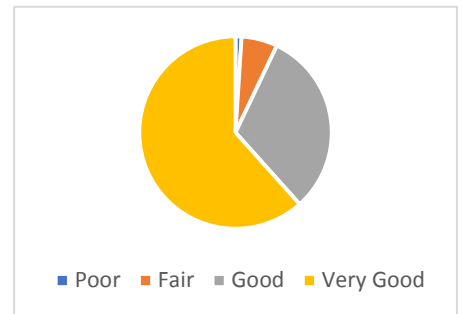
Displays have improved over the last few years with a big improvement in the presentations. The PPG has considered whether we can have a linked 'display' linking TV, posters and newsletter covering the same subject area for a month.



**7. How satisfied are you with the knowledge and explanation from the doctor?**

Poor	Fair	Good	Very Good
1%	6%	31%	62%

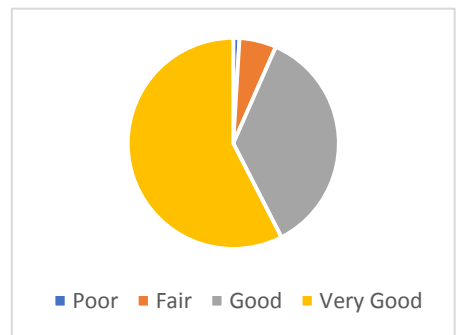
It is clear from the questionnaire that the quality of the medical staff is of a high standard.



**8. How satisfied are you with the knowledge and explanation from the nurse practitioners?**

Poor	Fair	Good	Very Good
1%	6%	35%	58%

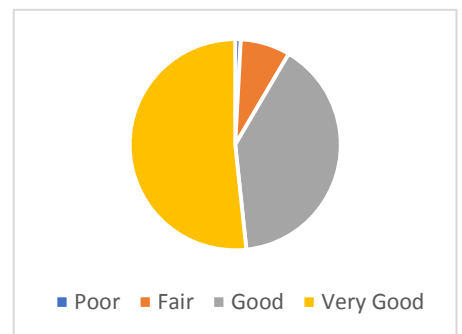
As last year, the patients are pleased with the treatment they receive.



**9. How satisfied are you with surgery opening hours?**

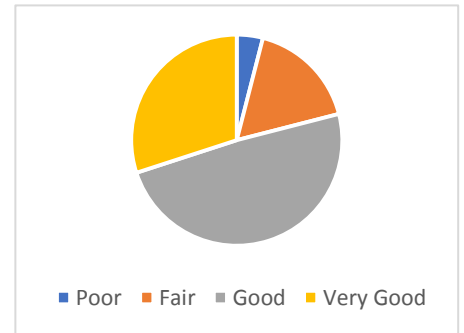
Poor	Fair	Good	Very Good
1%	9%	47%	43%

Patients are generally satisfied with the current opening hours with an evening session but no Sunday opening.



**10. How satisfied are you with the Out of Hours service?**

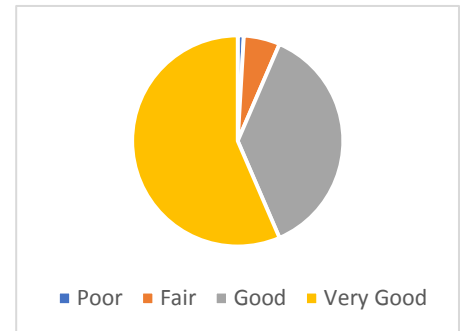
Poor	Fair	Good	Very Good
4%	17%	49%	30%



There is still some concern with the Out of Hours provision. The centres are too far away and have unfamiliar staff.

**11. How satisfied are you overall with the Practice?**

Poor	Fair	Good	Very Good
1%	6%	40%	53%



There were many favourable comments with perhaps the best one being “excellent, excellent, excellent, excellent”. “Thank You”

(93% Good or Very Good)

**SUMMARY OF QUESTIONNAIRE RESULTS (Q1-Q11)**

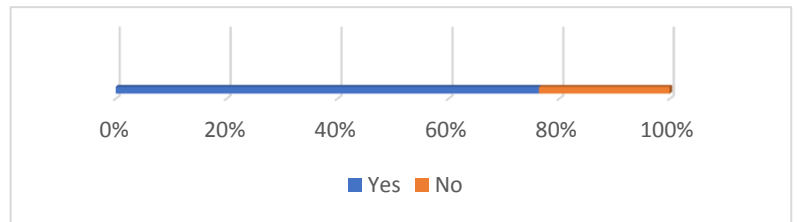
	POOR (1)	FAIR (2)	GOOD (3)	VERY GOOD (4)	N/A (460 TOTAL)
Q1	53 12%	132 29%	148 32%	124 27%	3
Q2	32 7%	114 25%	195 43%	116 25%	3
Q3	53 12%	136 29%	169 37%	102 23%	0
Q4	22 5%	130 29%	216 48%	80 18%	12
Q5	22 5%	130 29%	216 48%	80 18%	12
Q6	4 1%	29 6%	164 36%	256 56%	7
Q7	7 1%	28 6%	143 31%	281 61%	7
Q8	2 1%	30 6%	159 35%	261 58%	8
Q9	2 1%	43 9%	218 47%	197 43%	0
Q10	14 4%	59 17%	170 49%	103 30%	114
Q11	3 1%	29 6%	183 40%	245 53%	0

## APPOINTMENTS

### a) Are you satisfied with the time it takes for the phone to be answered?

Yes	No
316	98

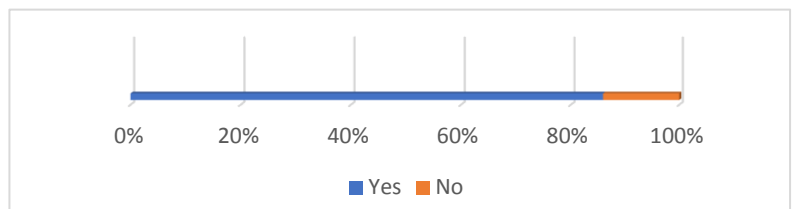
Patients complain about the time taken to get through, especially in the morning.



### b) Do you think the telephone queuing system is helpful?

Yes	No
349	57

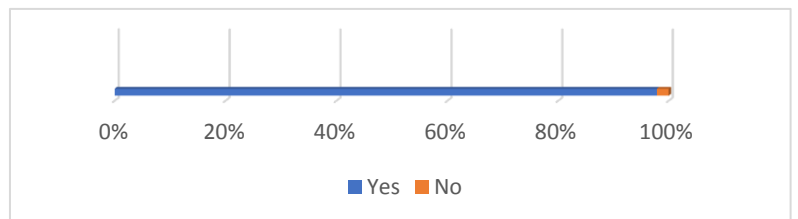
The queuing system is improving but is still limited



### c) Do you find it helpful to be informed if the doctor is running late?

Yes	No
409	9

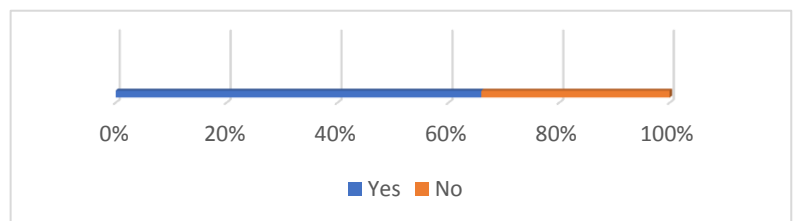
Patients are wanting to know if they are running late, but the times need to be correct.



### d) Would you prefer to wait for a routine appointment with a doctor of your choice?

Yes	No
269	139

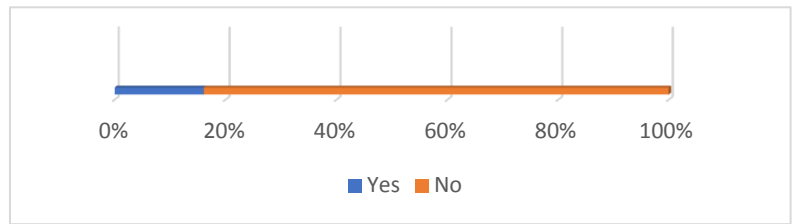
Patients would still prefer to see their 'own' doctor but realise this is not always possible.



**e) Have you heard about Care Navigation?**

Yes	No
67	351

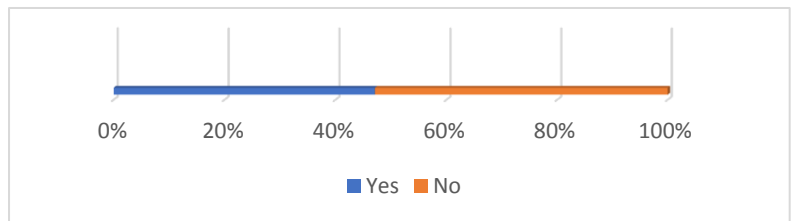
Most patients had not heard of the term 'Care Navigation'. More education about the system and how it works is needed



**f) Would you recommend the principle of Care Navigation?**

Yes	No
73	82

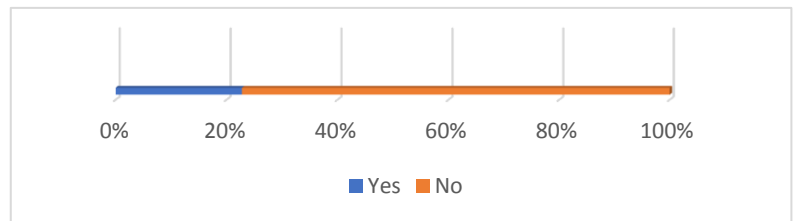
Most patients were not sufficiently aware of Care Navigation to make a comment and those that did were undecided.



**g) Would you mind being asked the reason for your appointment?**

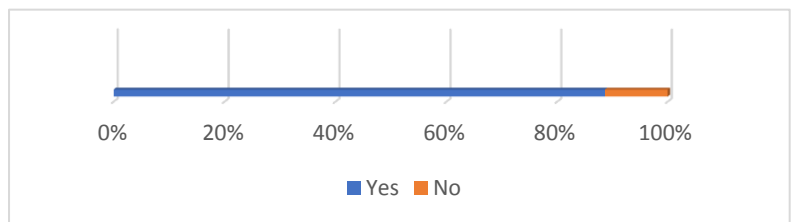
Yes	No
94	319

Whilst most patients did not mind discussing the reason for an appointment, some expressed concern about the lack of privacy at Reception.



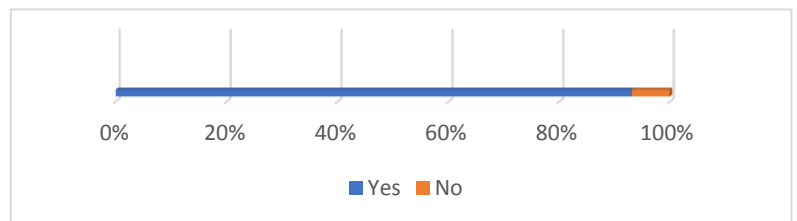
**h) Were you signposted to the correct service?**

Yes	No
304	39



**i) Was your experience good?**

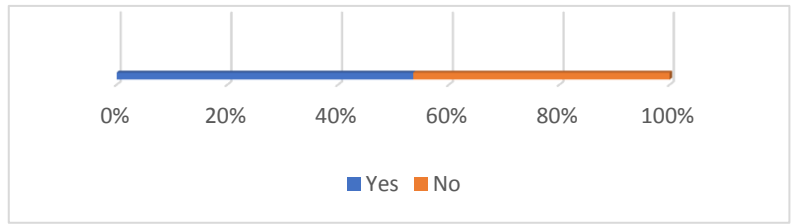
Yes	No
367	27



**j) Are you aware of being able to make an appointment on line?**

Yes	No
218	189

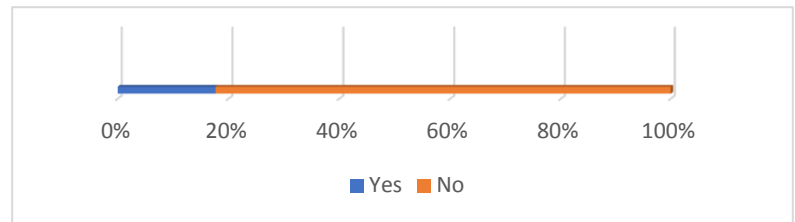
Many patients are aware of the online system. The recently updated patient online facility has had a mixed reception. Hopefully the problems can be sorted quickly.



**k) Do you use the online booking facility?**

Yes	No
71	331

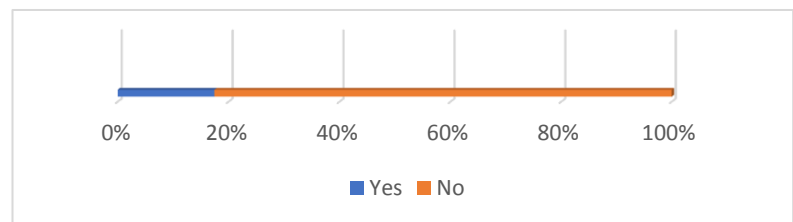
Many patients are still not confident or able (through lack of internet access) to book appointments on line.



**l) Are you aware of the Extended Access Clinic HUBS?**

Yes	No
71	336

Most patients are not aware of the scheme.

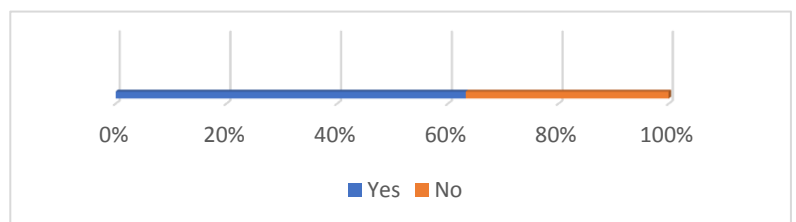


**PRESCRIPTIONS**

**a) Are you aware of being able to order repeat prescriptions on line?**

Yes	No
277	132

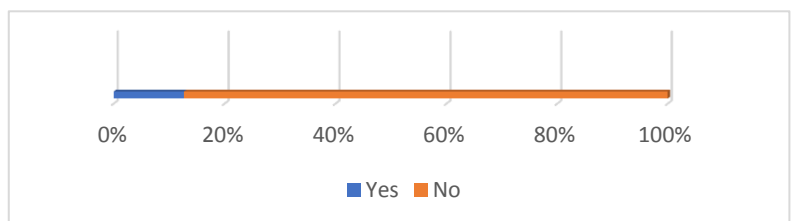
Most patients are aware that they could order prescriptions on line....



**b) Do you use this facility?**

Yes	No
45	310

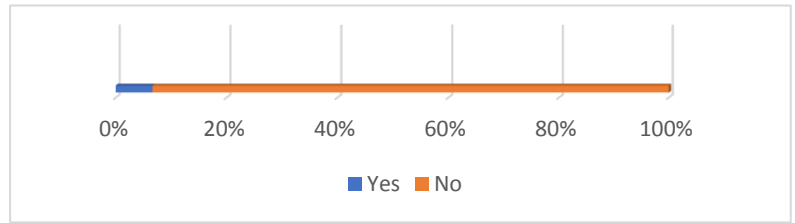
... but only 13% of patients use the facility





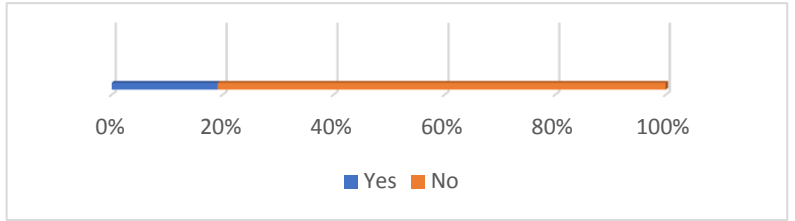
**c) Do you sometimes order medicines you no longer need?**

Yes	No
27	378



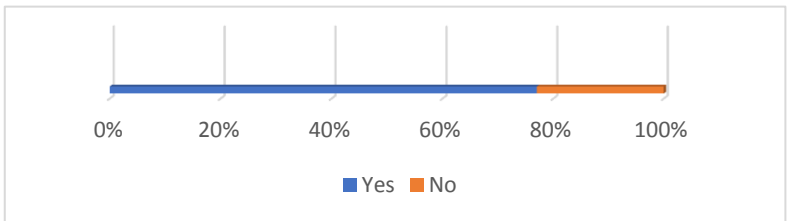
**d) Do have any unused prescription medicines at home?**

Yes	No
78	330



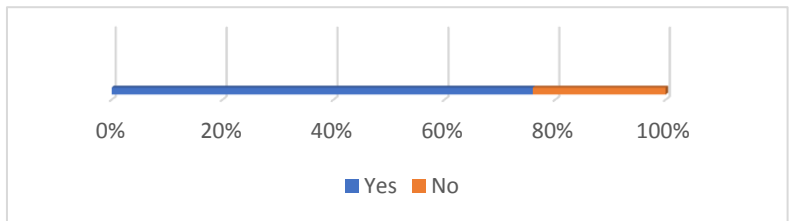
**e) Do you know how to dispose of unwanted medications?**

Yes	No
315	94



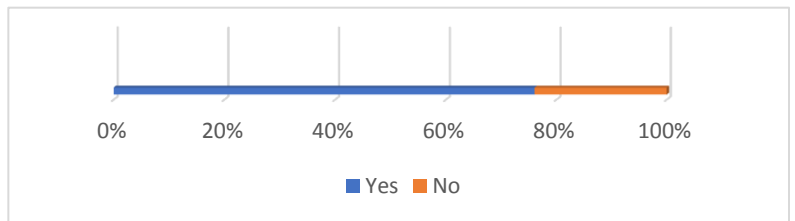
**f) Do you know you can return these medications to the pharmacy?**

Yes	No
309	98



**g) Would a regular review of your prescription medicines be useful?**

Yes	No
295	93



## A few points for attention

1. Continued attention to the Reception and Waiting Room areas
2. Use of on-line systems for: Appointments

Repeat prescriptions

Test results

Issues: Why-not?

No computer

Not confident

Too slow

3. Issues with Pharmacy2U : Affects existing pharmacies

Who pays?

Who supplies information?

Surgeries/pharmacies 'Data protection'

4. Saving money on medicines

A local project 'Medicines Matter' supported by this survey and PPG. We are trying to save some of the £6 million wasted in this locality this year. The project is trying to promote responsible use. Remember once the medicine goes over the counter it cannot be taken back for further use by another patient or establishment. Can you think of ways to help?