

Patient Consultation Results 2013

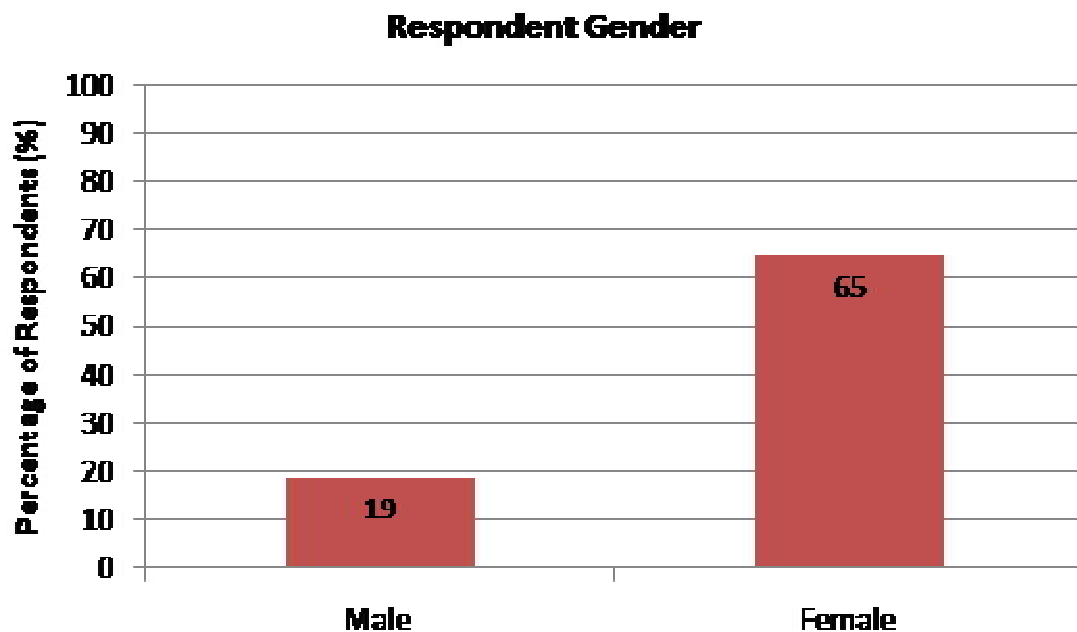
The following illustrations show the results of the patient consultation which was carried out at the surgery in January 2013 by the PPG and the surgery.

During this period, we have tried to address all comments that were raised from the previous year's survey, such as:

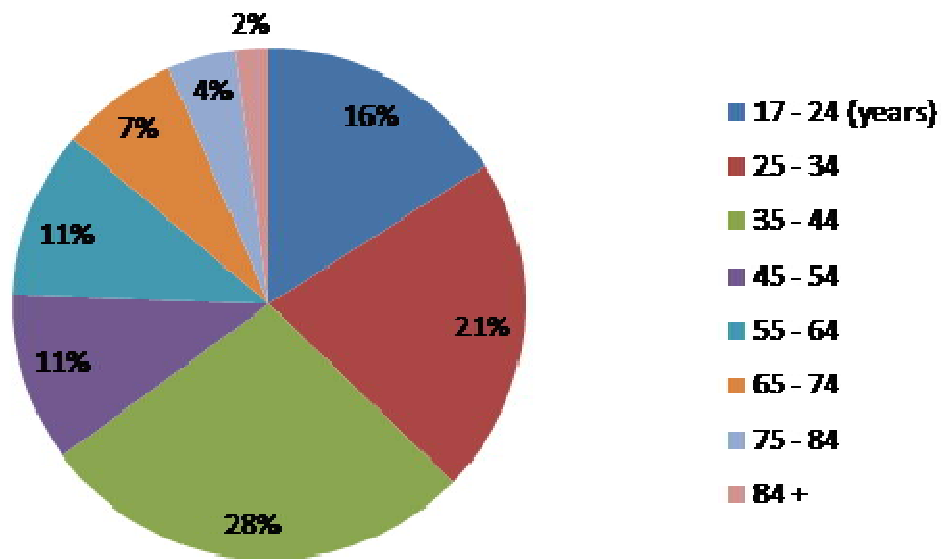
- Increased GP appointments
- Additional female GP appointments and
- Increased nurse appointments

The results of this year's survey are shown below starting with the first three charts which illustrate the diversity of the patients that took part in the survey.

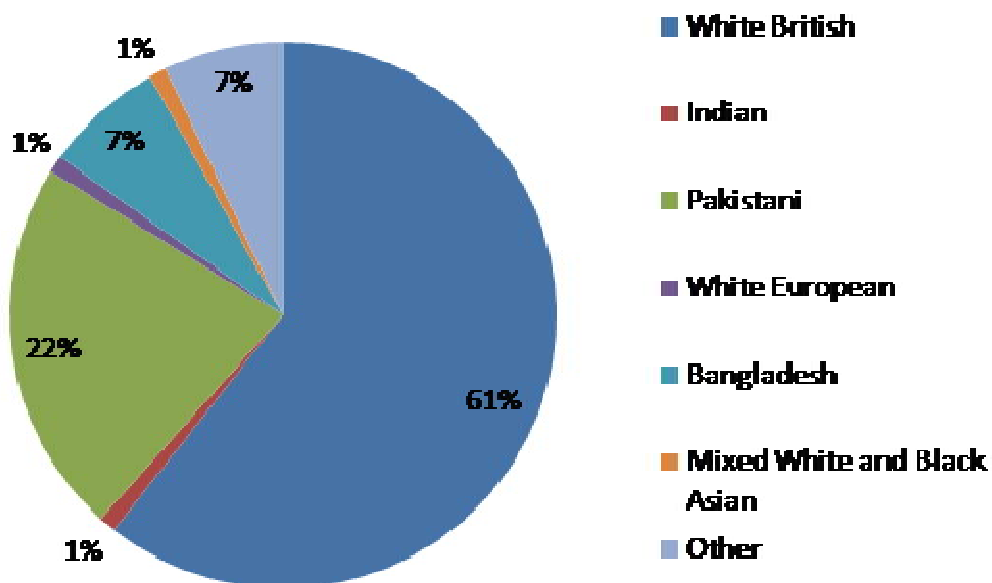
The subsequent sections on this page show the questions that were asked and the responses received. Finally, the latter section on this page lists the comments and suggestions put forward by the respondents.



Respondent Age Groups



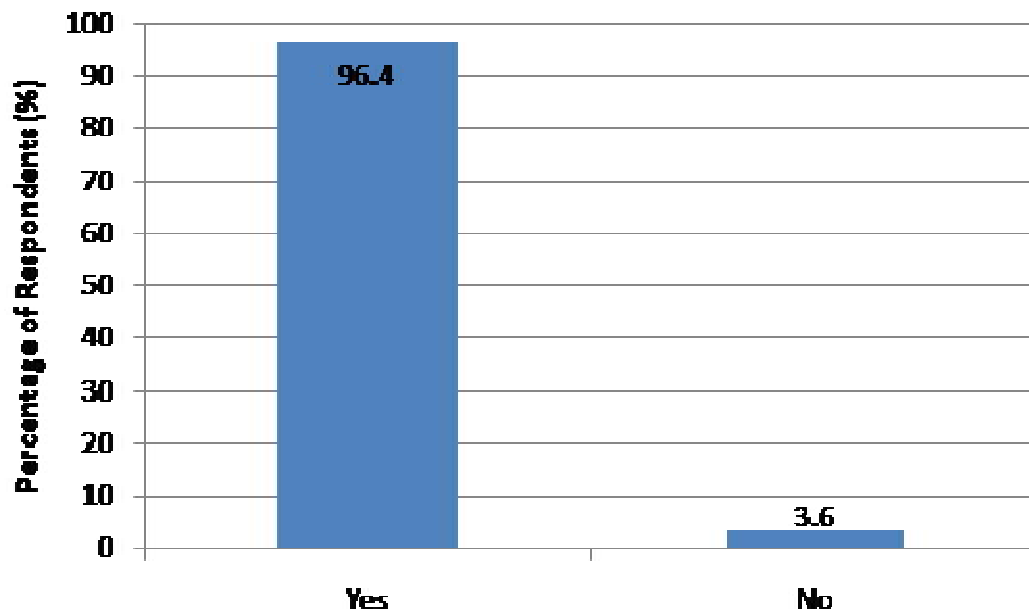
Respondent Ethnicity



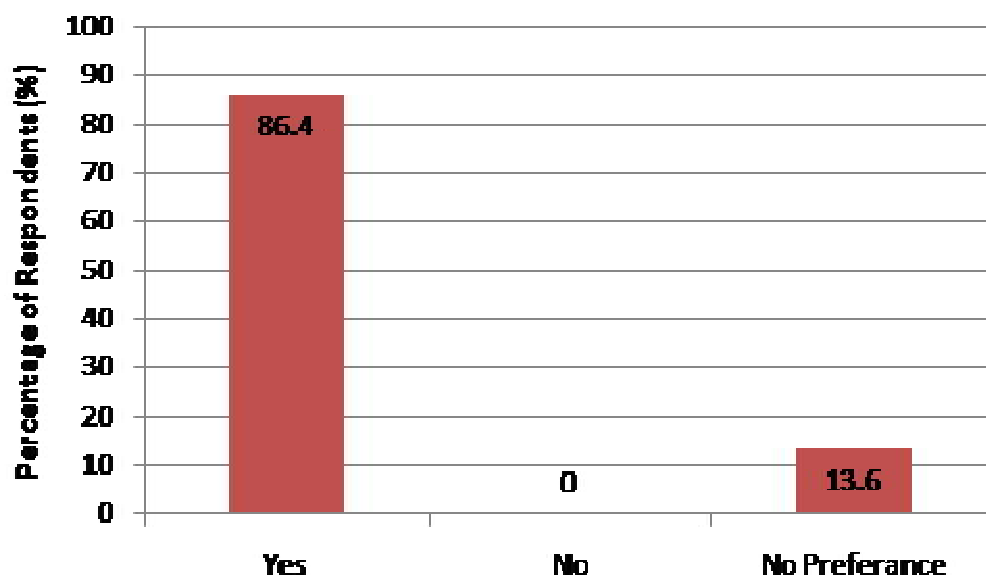
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Patient Consultation Results 2013: Consultation Survey Q & A

Q1 - Following the move to the new Centre along with additional GP consulting sessions, do you feel that GP access has improved?

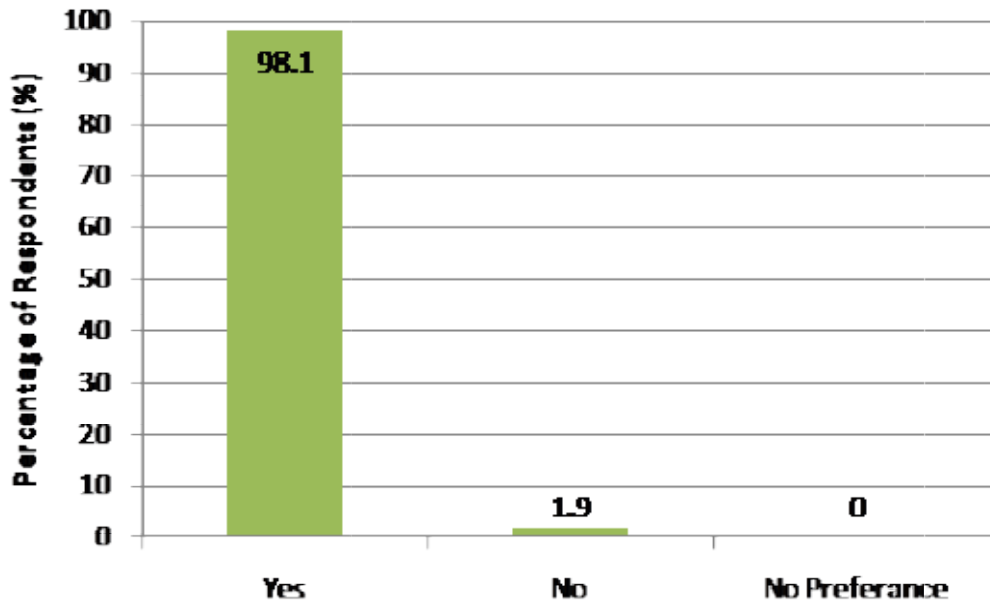


Q2 - In order to address certain patient needs, we have employed an additional female GP, do you feel that has been beneficial?



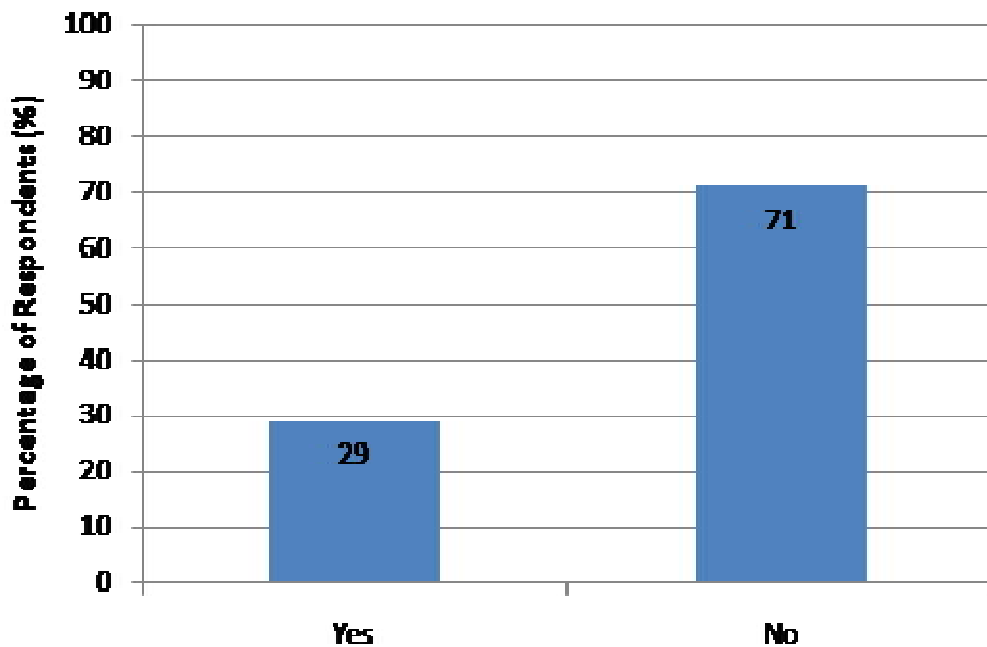
Q3 - After increasing the availability of the Practice Nurse, do you feel this has improved access?

Following last year's survey, it was asked if the Practice could increase the Nurse's hours. To that end, the Nurse is now available Monday, Wednesday and Friday.



Q4 - Have you had an appointment with our Health Care Assistant?

In addition to an increase in Nursing hours, we have also employed a Health Care Assistant who is currently undertaking a Course in Long Term Conditions. Currently she is able to perform new patient screenings, Spirometry, ECGs, Influenza Vaccinations, NHS health checks and Phlebotomy (blood tests).

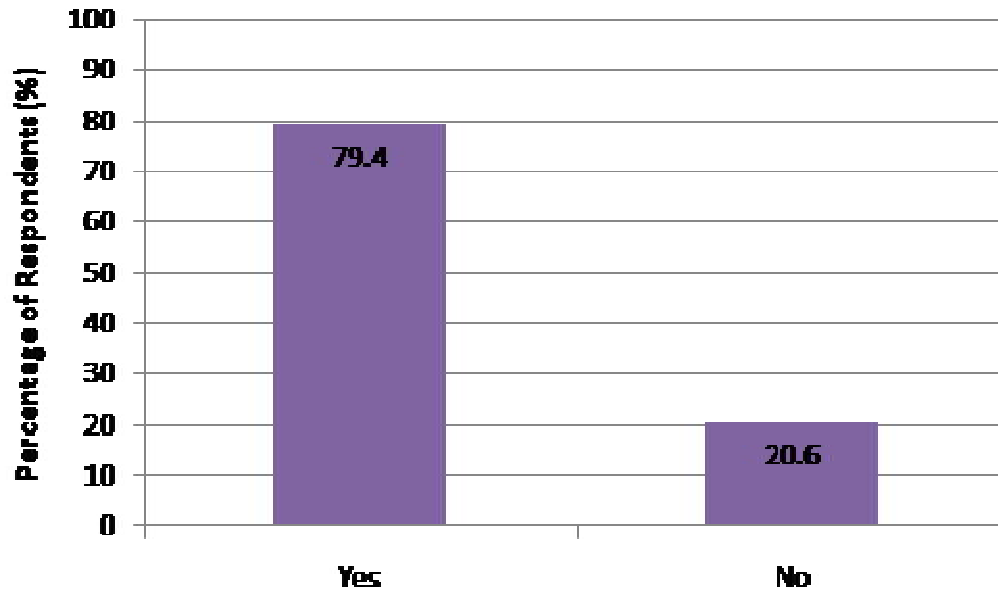


Those that replied "YES", were asked how they found this additional service?
Responses to this question were:

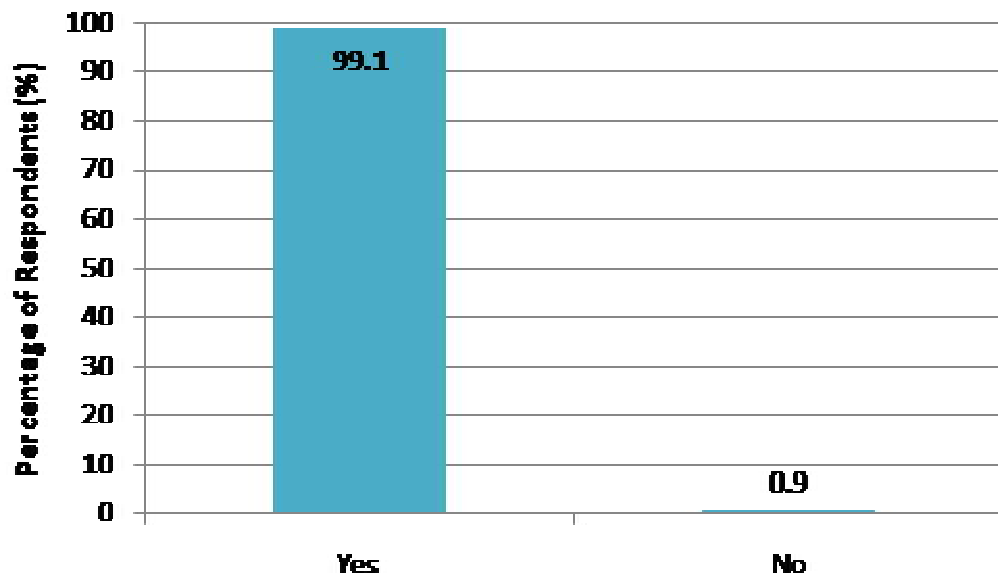
- "Better instead of going hospital"

- "Excellent"
- "Very helpful"
- "Good"
- "10/10"

Q5 - Following the move, do you feel that telephone access has improved?



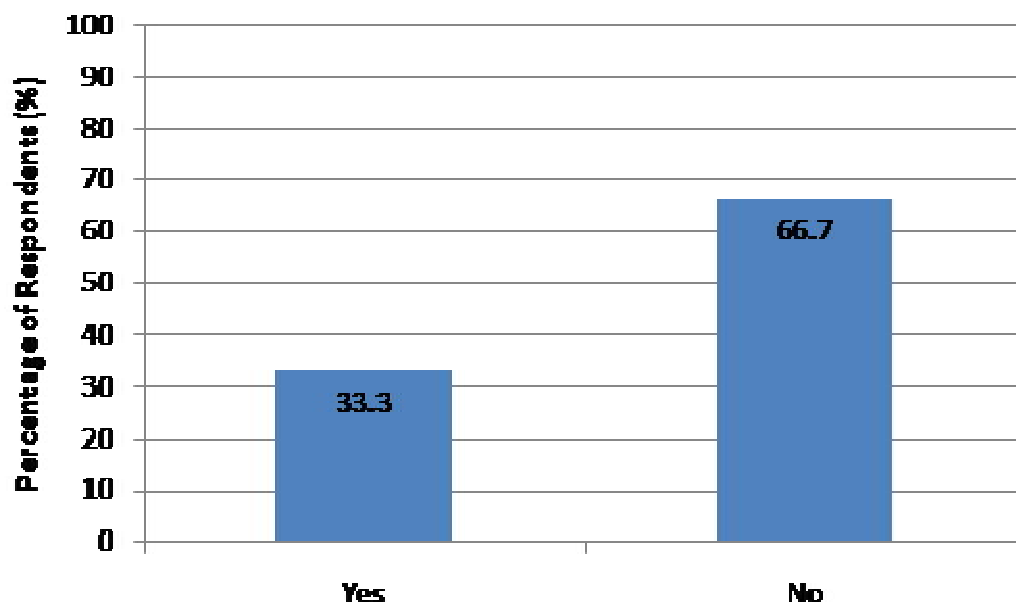
Q6 - Are you satisfied with the new premises?



Those that replied "NO", were asked why?

The only response received was: "Not enough parking spaces"

Q7 - Have you accessed any other services in the new Centre?



Those that replied "YES", were asked for their comments. The received responses were:

- "X-ray service"
- "Bloods service"
- "The services were very good"

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Patient Consultation Results 2013: Patient Comments

The following is a list of patient suggestions and our responses to them

- "Better & closer"
- "Saves time and effort and expense for patient, not sitting in hospital for bloods, xrays etc"
- "Radio should be on Signal 1"
- "Extra GP has made more convenient appointment slots"
- "Staff are good"
- "Cobridge good area for all people to access"
- "Saves time travelling"
- "Works well, nurse very polite and helpful with anything didn't understand"

- "Access much improved"
- "Brilliant service since in new centre"
- "Doctors and staff all friendly, no problems"
- "Clinics ran in building are very helpful as don't have to travel"

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Patient Consultation Results 2013: Suggestions for Improvement

The following is a list of suggestions from patients and our responses to them

- "Answer phone still on at 8:30 am sometimes"
 - **RESPONSE:** Unfortunately this issue is out of the Practice's control
- "Saturday morning appointments would be helpful"
 - **RESPONSE:** Unfortunately this issue is out of the Practice's control
- "Radio should be on Signal 1"
 - **RESPONSE:** Unfortunately this issue is out of the Practice's control
- "Cannot always get through on telephone. Need 2 lines or internet booking"
- "Telephone service to improve and make appointments more accessible"
- "Never seen at appointment time, always 20/30 mins late"
 - **RESPONSE:** Variety of factors, some controllable (patients arriving with lists of problems; expectation that family members be seen in the same appointment; patients arriving late). others unavoidable (complex patients & emergencies)
- "Prefer local telephone number to call instead of 0300 number"
 - **RESPONSE:** Unfortunately this issue is out of the Practice's control
- "More space and seating needed in waiting room"
 - **RESPONSE:** Unfortunately this issue is out of the Practice's control
- "Not always possible to call at 8:30am as school run and then miss appointment slots"
 - **RESPONSE:** Nature of appointment system(s) is that they cannot suit everyone; restricting access to slots until later in the day would in reality only delay the morning "rush"
- "Louder beeper needed at traffic crossing because of volume of traffic"
 - **RESPONSE:** Unfortunately this issue is out of the Practice's control
- "Hard to get appointment sometimes, shouldn't have to explain to receptionist when suffering with long term illness. People who work should be allocated a time to call as 8:30 is working hours and appointments get taken up by people who don't work"

- **RESPONSE:** Unfortunately this issue is out of the Practice's control
- "When the surgery is busy and there are no appointments, when you go to emergency doctors in Basford they ask why you've not been seen at own doctors and when you say they're not seeing you they say it is your own doctor's responsibility to see you in surgery hours. I would like to know your response to this"
- **RESPONSE:** This patient has answered their own question to an extent; "... surgery is busy and there are no appointments". Although in the Practice, we operate an "extras" system whereby patients who have an emergency will be seen the same day, though they may have to wait until the booked patients are seen (though we do try to accomodate people if patients are late or a natural gap emerges). This is by no means perfect because people then "game" the system by presenting as emergencies for chronic problems or repeat prescriptions. If patients rang to cancel an appointment when no longer needed, this would create more routine slots.