

Background:

A survey of patients at Darwen Healthcare was undertaken by handing out the PPG questionnaire, also questionnaires were sent out electronically to practice patients who had signed up during the 9th of February 2012 and the 8th of March 2012.

The survey was intended to provide guidance to the PPG as to the issues considered important to patients at Darwen Healthcare and to gauge overall levels of satisfaction with the service provided by Darwen Healthcare.

The survey was designed with open and closed single and multipart questions. There were also sections for additional free form comments which are summarised during the report.

Q1 Your age range

16-34 12% 35 – 64 53% 65 – 74 28% 75 & over 7%

Q2 Have you been in contact with the Practice in the last 6 months?

Yes 95% No 5%

Q3 If you have booked an appointment in the last six months how did you book the appointment?

In person at reception 11% Telephoning surgery 86% other 3%

Q4 Were you satisfied with the appointment date/time offered to you?

Yes 90% No 10%

If no please say why:

It is almost impossible to see your own doctor. If you want to see your own doctor, you must wait up to 2 or 3 weeks, or else you can see any available doctor at the surgery the same day. This makes it difficult to see somebody about an on-going issue without having to recite the case history to somebody different every time.

It has taken too long to see the GP I wanted to book with.

Q5 Did you know that we offer evening pre-bookable appointments after 6.30pm on a Monday evening?

Yes 85% No 15%

If yes please tell us how you heard about this service:

On board in reception

Notified by reception staff

Q6 How do you rate – ability to speak to a GP/Nurse on the phone?

Easy 9% Difficult 6% Never requested 85%

Q7 How do you feel having a 10 minute GP appointment for 1 problem only?

Very helpful 85% Quite helpful 9% Unhelpful 6% Don't know 0%

Q8 How satisfied are you with how our reception staff deal with any queries you may have?

Very satisfied 40% Satisfied 50% Dissatisfied 9% Don't know 1%

Please give us any comments about our reception team:

Nearly all staff are very helpful and professional in what they do.

Hardworking and helpful.

The receptionist now asks what your problem is. I find this can be embarrassing when you are trying to make an appointment about a personal problem. Also, as they are not medical professionals and are in no way qualified to determine the urgency of your enquiry when you request an appointment.

Always polite and helpful

Q9 Which other services you would like to see at the practice?

A stop smoking service to be re-introduced. Currently you have to go to a pharmacy in Blackburn. This is impractical, and so, I personally, have no option but to defer my choice to stop smoking.

If you have suggested any services, are you currently receiving those services elsewhere?

Yes 86% No 14%

Q10 How would you prefer to find out about the services that we offer? *Please tick all that apply.*

Ask the receptionist	28%	Practice Leaflet	41%	Practice website	58%
Watching TV waiting room	82%	By text	26%	Other	2%

Q11 Do you find the onsite Pharmacy service helpful?

Very helpful 14% Quite helpful 36% Unhelpful 2% Don't know 48%

Q12 How easy do you find it to book a routine appointment with a GP?

Very easy	6%	Fairly easy	14%	Not very easy	39%
Not very easy at all	26%	Impossible	4%	Haven't tried	11%

Q13 We are currently in the process of updating our Practice Website, what information, content, services or facilities would you like to see?

Self help guides.

A list of the service provided would be useful.

**Is there anything that is particularly good about the service offered by the practice?
(Comments made by patients)**

The Doctors

The doctors are always good and they are very caring.
My GP is excellent
The level of expertise shown by doctors and nursing staff is very good

The Reception Team

The receptionists always greet patients with a smile
I am happy with friendly service of the staff
Friendly staff and speedy service

General

All very efficient
Good health care is provided by Darwen Healthcare.
Wonderful service especially when I need an urgent appointment.

**What, if anything, would you like to change about the practice?
(Comments made by patients)**

The Doctors

Waiting time for seeing a doctor for a routine appointment is too long

The Reception Team

More appointment slots for fulltime working patients

General

Improve patient confidentiality whilst waiting in reception queue
When ringing for an appointment I don't really want to discuss what the reason is with receptionist.
The allocation of appointments is not balanced.
There are not enough appointments available.
I would like appointments to be sooner
Waiting time sometimes too long
Maybe offer working patients early or late appointments and keep late morning/afternoon for people that are not working
Booking system for a large practice it's too slow

Summary and conclusions

The overall sense on reading the responses is that patients are happy with the service provided by Darwen Healthcare. We feel that patients think that the Doctors, Nurses and administration staff that work at the practice are considered to be the major asset of the surgery and they are valued by patients for being kind, helpful, responsive to specific needs and friendly. There are one or two concerns about reception issues which will warrant some more thought and consideration at the next PPG meeting in April 2012. The feedback from patients on the difficulties of obtaining an appointment with their usual doctor needs addressing urgently to ensure continuity of care and patient satisfaction. This work has started and it is hoped to have a full action plan in place during April 2012. More details of the action plan will be published in due time on the practice web site.

A small number of patients surveyed felt that other patients could overhear what they said to our receptionists. They indicated that they were not happy about this. Every patient should feel comfortable when speaking to staff at the surgery. This will be addressed by actively encouraging all patients to check in using the touch screen so that fewer people have cause to stand in the reception area. Receptionists will ask any patient who stands near the reception desk to kindly wait behind the 'please wait here' stand. Receptionists will be proactive by asking any patient offering personal information whether they would like to talk in private area. Notices will be displayed in the practice to make patients aware.

The vast majority of those surveyed did not mind giving an overview of the medical problem as to why they wanted an appointment to our reception staff. This is so that staff can offer the most appropriate appointment and in some cases provide the patient with choices. The Practice will continue to respect the wishes of each patient at all times but will work with the PPG to ascertain how patients might make informed choice about how much and what information they are prepared to divulge to reception staff.

The partners and practice staff are appreciative of all those patients who completed the survey. The Practice will commit to implementing changes where practical for the good of the entire practice population.

The next survey will be conducted within a few months and anyone, provided they are registered at the Practice, can take part. Those who have already provided the Practice with their name and took part in this survey will be contacted but anyone who is not currently a member of the wider survey group and would like to be involved should ask the Practice staff for details.