

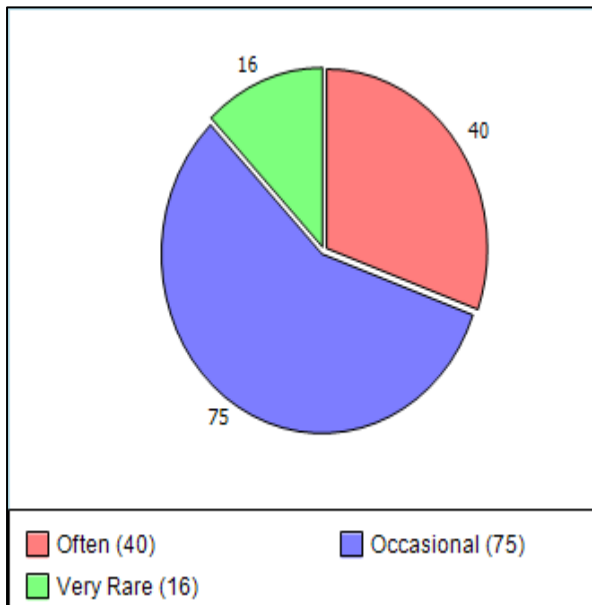
PPG & Survey Results Report

Patient Reference Group

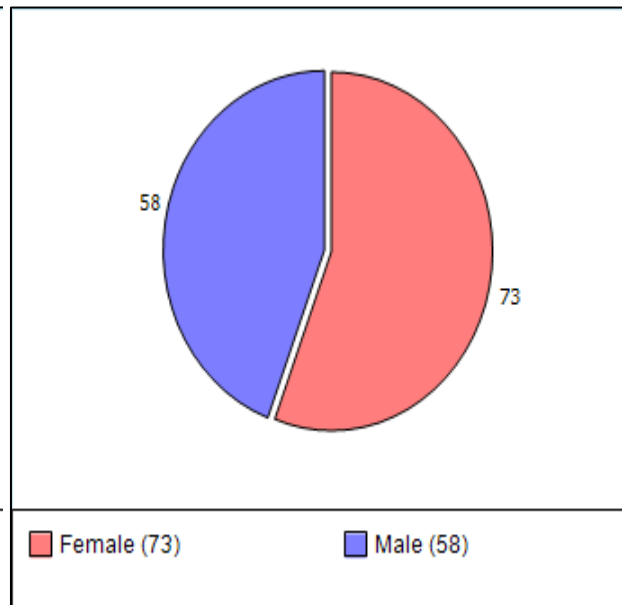
The patient group comprises 131 members

Distribution Details

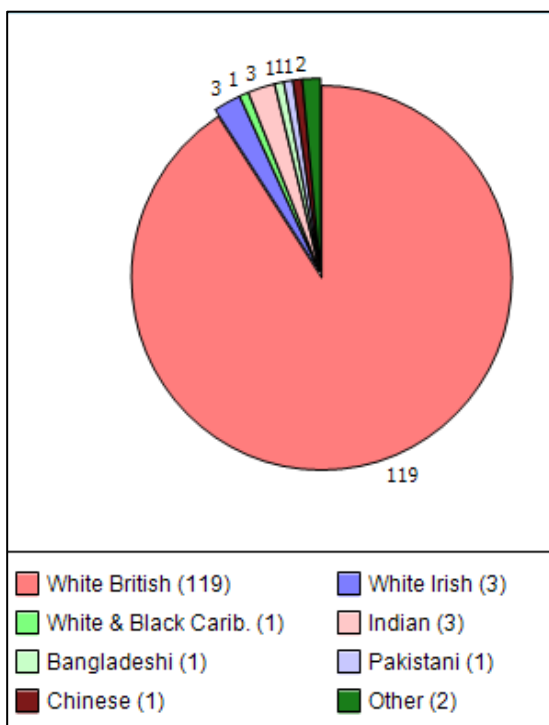
Attendance



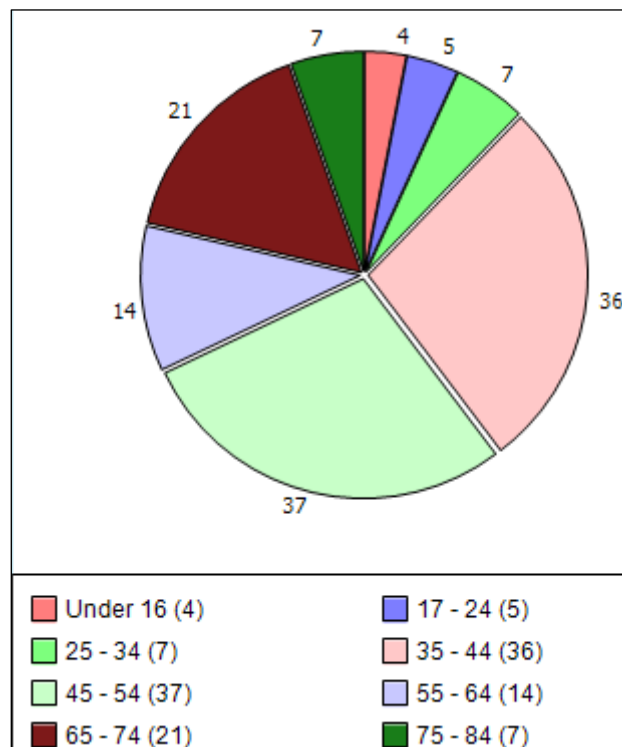
Gender



Ethnicity



Age



Survey Results

Patient Participation Group Survey 2014-2015

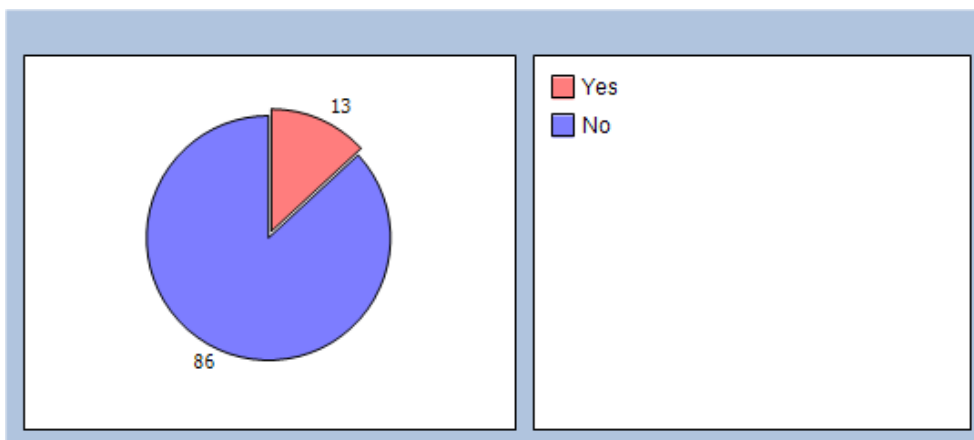
Number of Responses: 22

NHS CHANGES

Within the last 12 months there have been significant changes in the way the NHS is run. At a practice level we have endeavoured to minimise the impact of those changes on our patients. Have you noticed the impact of the changes to local health care services (such as wound care, the Ear Care Service and Podiatry) that have been centralised under the control of the local Care Coordination Service?

Yes 13%

No 86%



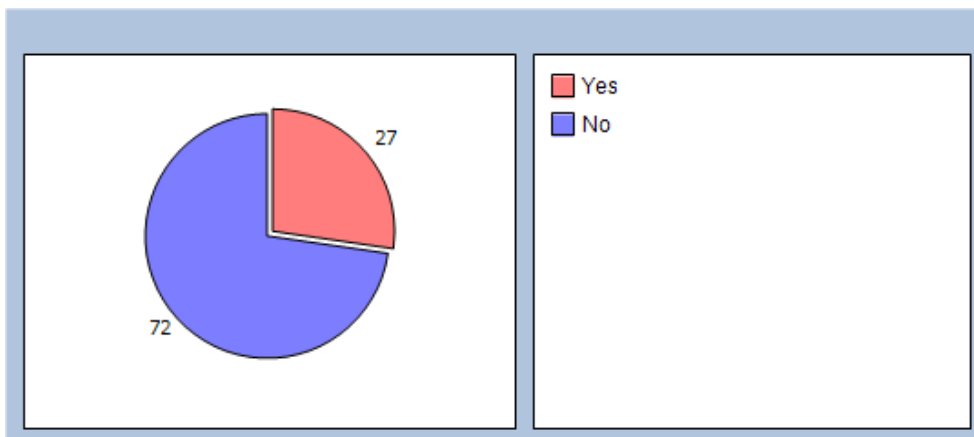
Are there any other Health Services you would like to see provided locally?

In the past 12 months have you attended a walk in centre or hospital emergency department?

Yes 27%

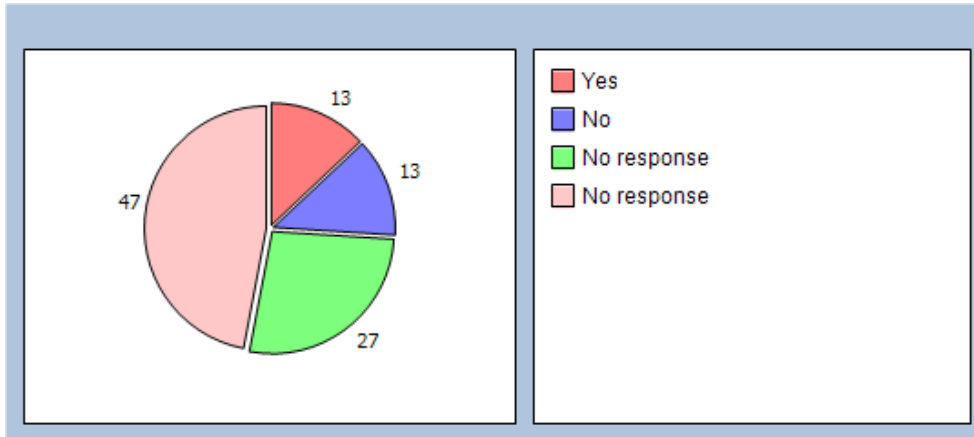
No 72%

No response 0%



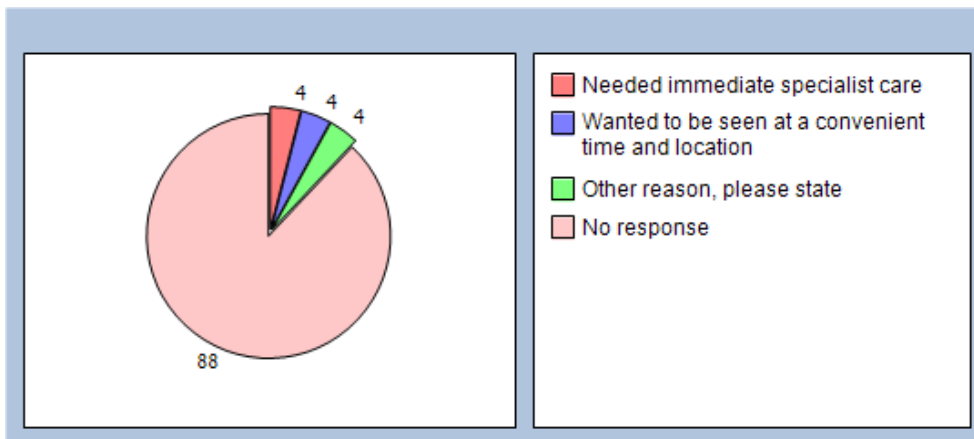
If yes, was this when the surgery was closed?

Yes 13%
No 13%
No response 27%
No response 47%



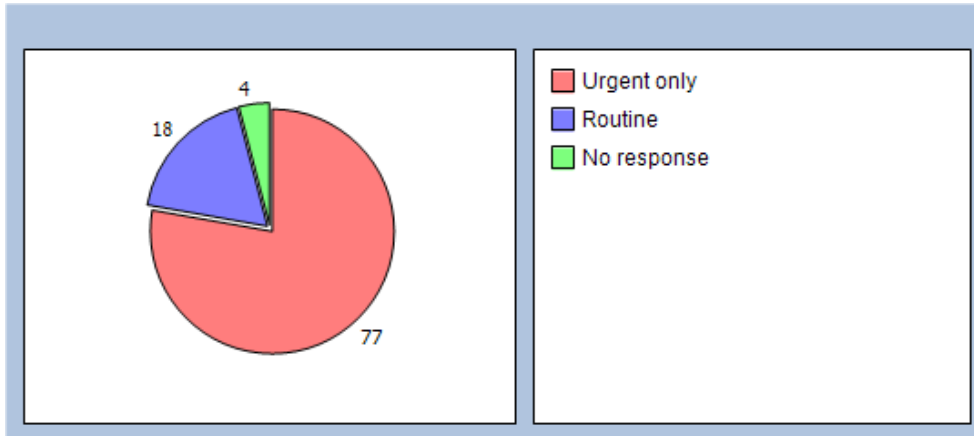
If no, why didn't you contact the surgery?

Condition too serious 0%
Needed immediate specialist care 4%
Wanted to be seen at a convenient time and location 4%
Other reason, please state 4%
No response 88%



Trafford Clinical Commissioning Group is looking to introduce a scheme to allow extended access to GP services in the evenings and at weekends. This may mean that you would be seen by any doctor, at any practice in the Trafford area not by one of the regular doctors at this practice. Do you think access to this extended GP service should be for emergencies only or for routine appointments?

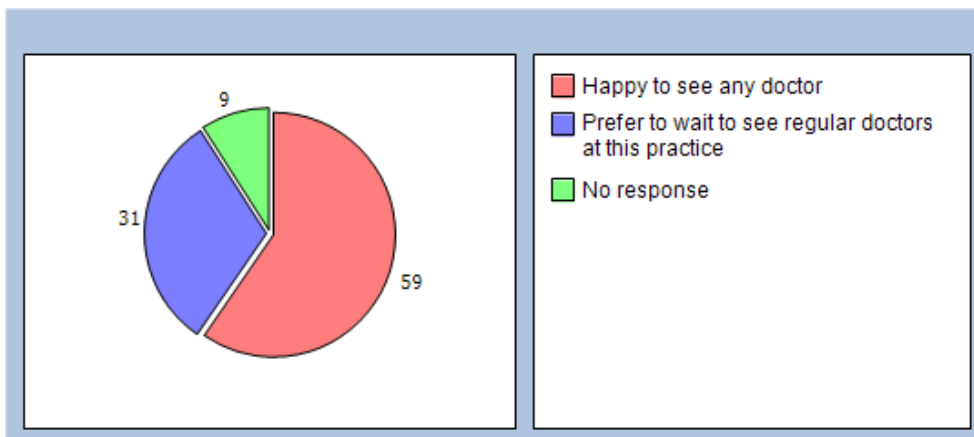
Urgent only 77%
Routine 18%
No response 4%



Thinking of urgent appointments

If the appointments were not with the regular doctors at this surgery would you prefer to wait for an appointment with your usual doctor or would you be happy to be seen by any doctor?

Happy to see any doctor 59%
Prefer to wait to see regular doctors at this practice 31%
No response 9%



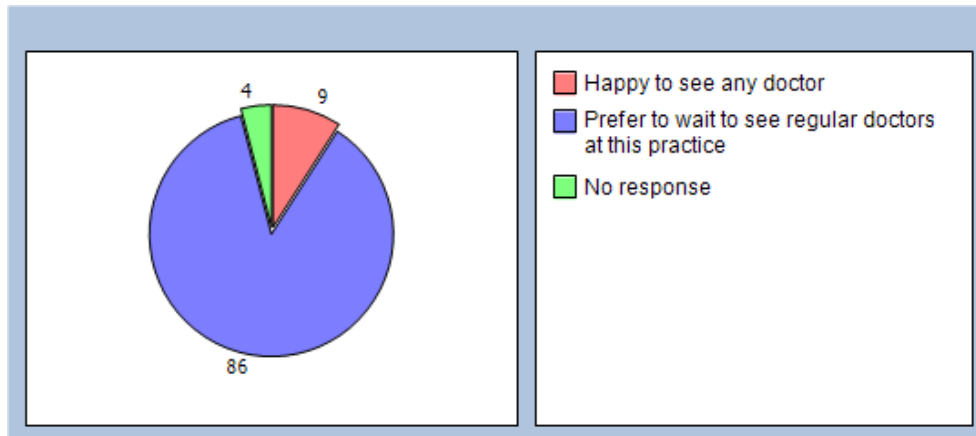
Thinking of routine appointments

If the appointments were not with regular doctors at this surgery would you prefer to wait for an appointment with your usual doctor or would you be happy to see any doctor?

Happy to see any doctor 9%

Prefer to wait to see regular doctors at this practice 86%

No response 4%

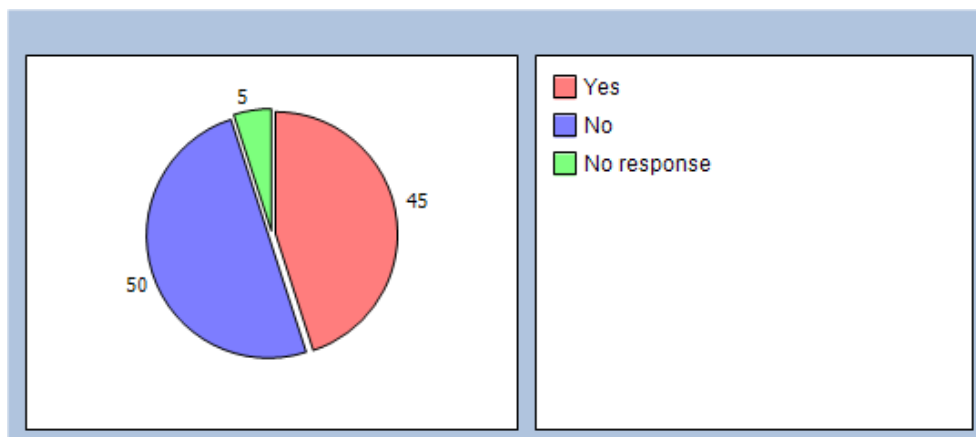


Would you be happy to travel to a different surgery to be seen?

Yes 45%

No 50%

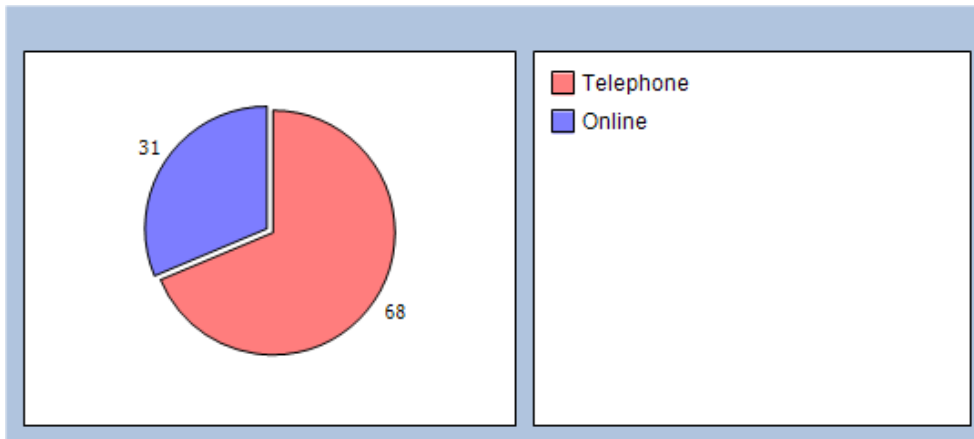
No response 5%



APPOINTMENTS

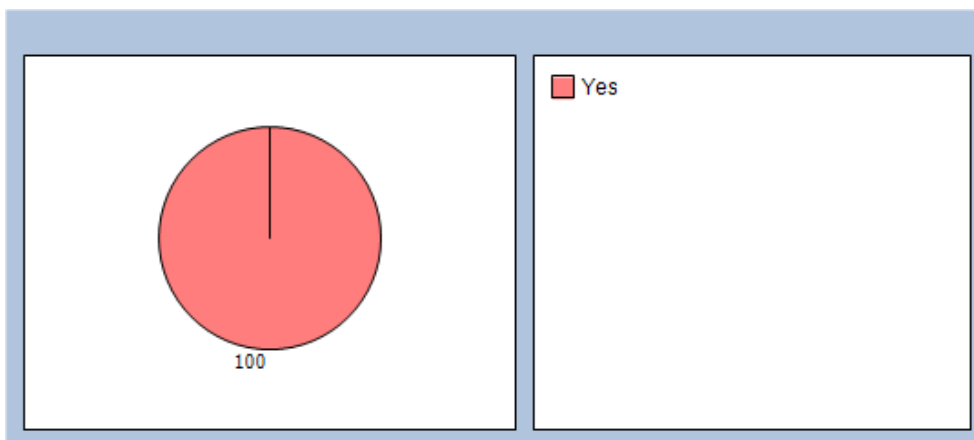
Which method would you prefer to use to book your appointment?

In person 0%
Telephone 68%
Online 31%
Other 0%



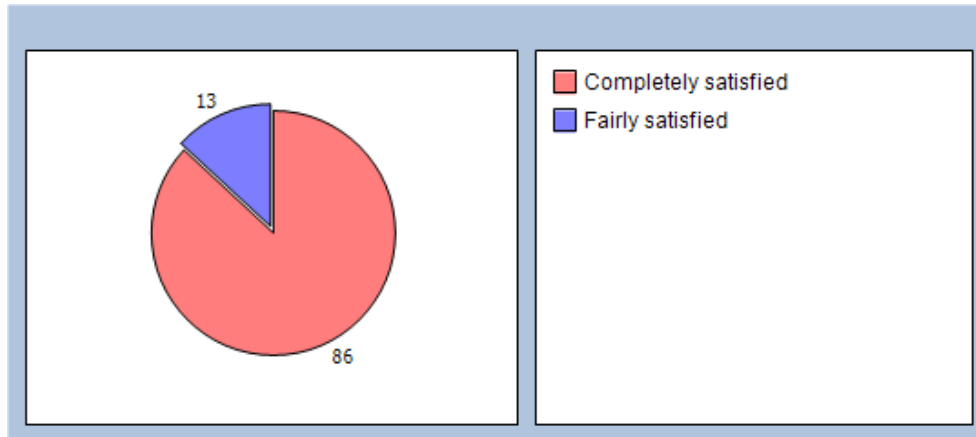
Have you tried to book an appointment at the surgery in the last 12 months?

Yes 100%
No 0%
No response 0%



When wanting to book ahead for an appointment with a GP how satisfied were you with the availability of appointments?

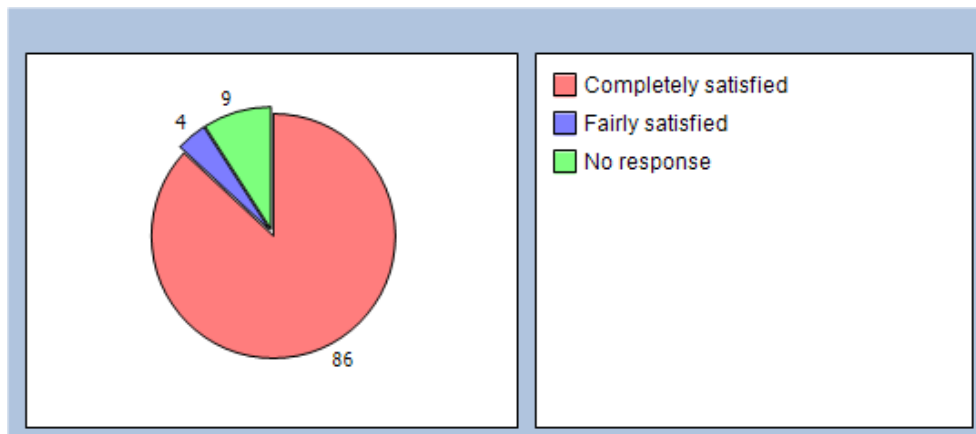
Completely satisfied 86%
Fairly satisfied 13%
Not very satisfied 0%
Very dissatisfied 0%
No response 0%



If dissatisfied, can you give a reason why?

When wanting to book ahead for an appointment with a Practice Nurse how satisfied were you with the availability of appointments?

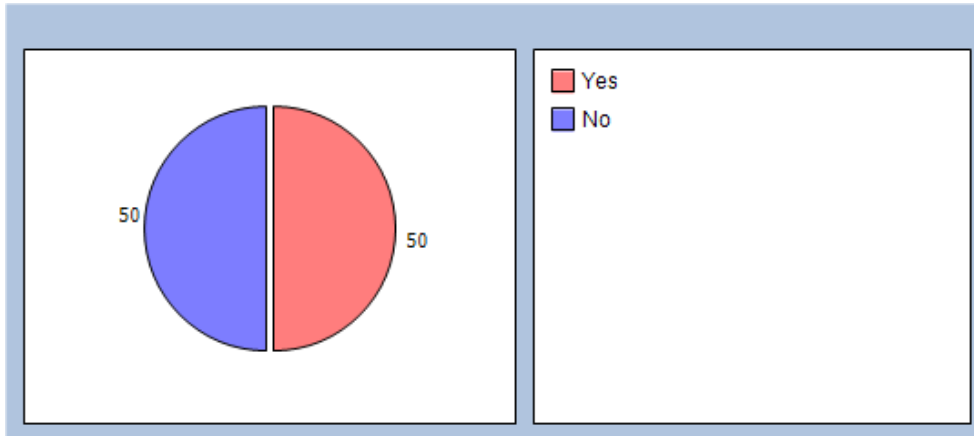
Completely satisfied 86%
Fairly satisfied 4%
Not very satisfied 0%
Very dissatisfied 0%
No response 9%



If dissatisfied, can you give a reason why?

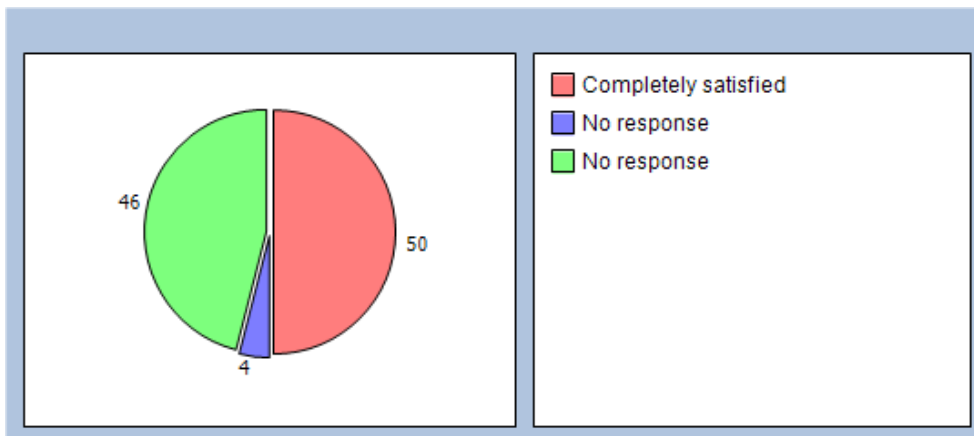
Have you needed to see a GP urgently in the last 12 months?

Yes 50%
No 50%
No response 0%



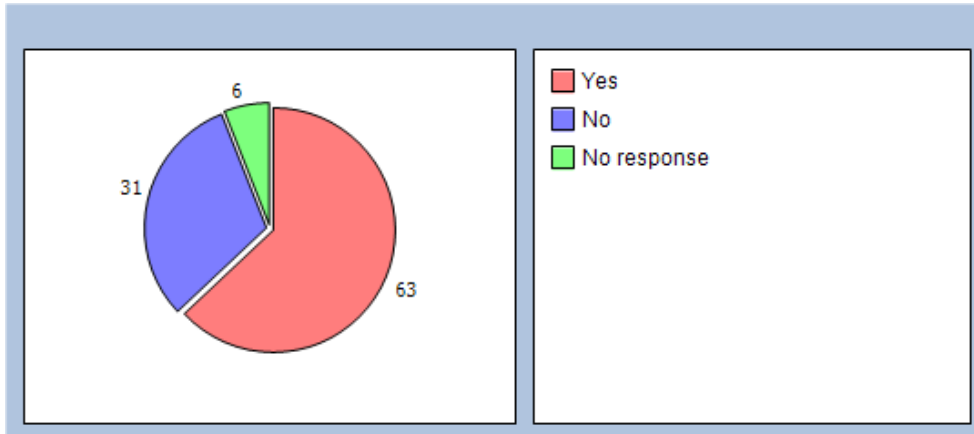
If yes, how satisfied were you with your experience?

Completely satisfied 50%
Fairly satisfied 0%
Not very satisfied 0%
Very dissatisfied 0%
No response 4%
No response 46%



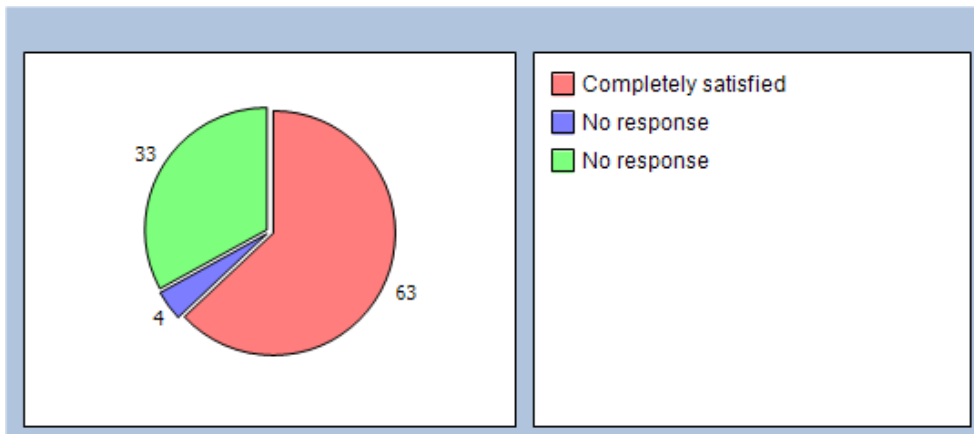
The doctors are available for telephone consultations every day in the morning and the afternoon. Have you had a telephone consultation with a doctor within the last 12 months?

Yes 63%
No 31%
No response 6%



If yes, how satisfied were you with your experience?

Completely satisfied 63%
Fairly satisfied 0%
Not very satisfied 0%
Very dissatisfied 0%
No response 4%
No response 33%



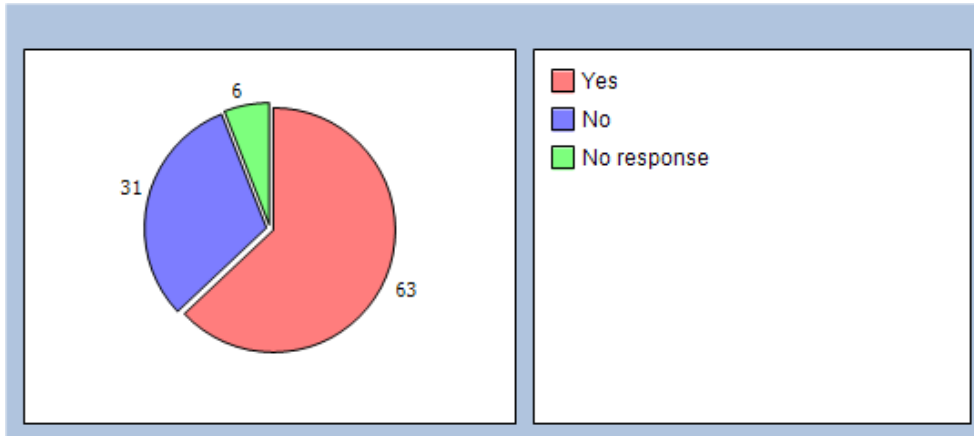
PRESCRIPTIONS

Do you have regular repeat prescriptions?

Yes 63%

No 31%

No response 6%



How satisfied are you with your experience of obtaining a repeat prescription from the surgery?

Completely satisfied 59%

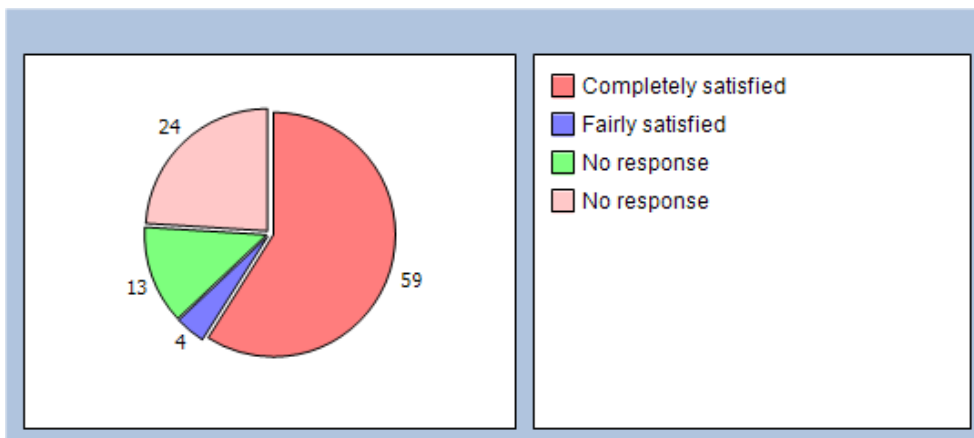
Fairly satisfied 4%

Not very satisfied 0%

Very dissatisfied 0%

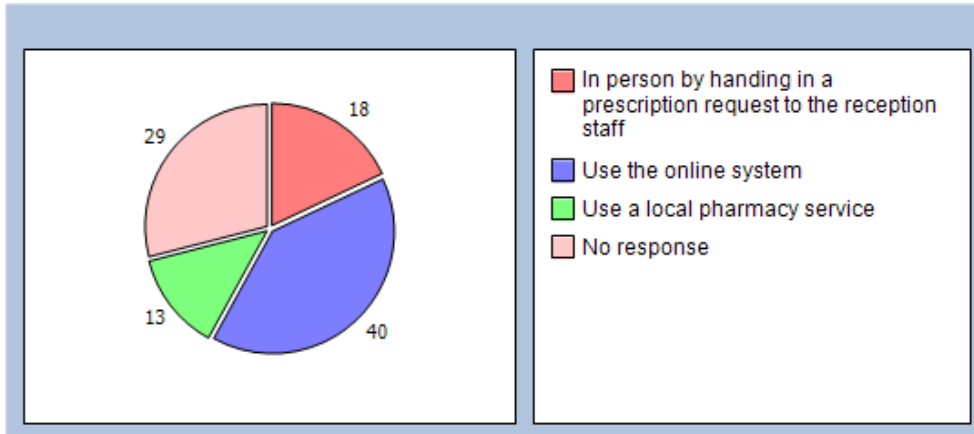
No response 13%

No response 24%



How do you order repeat prescriptions?

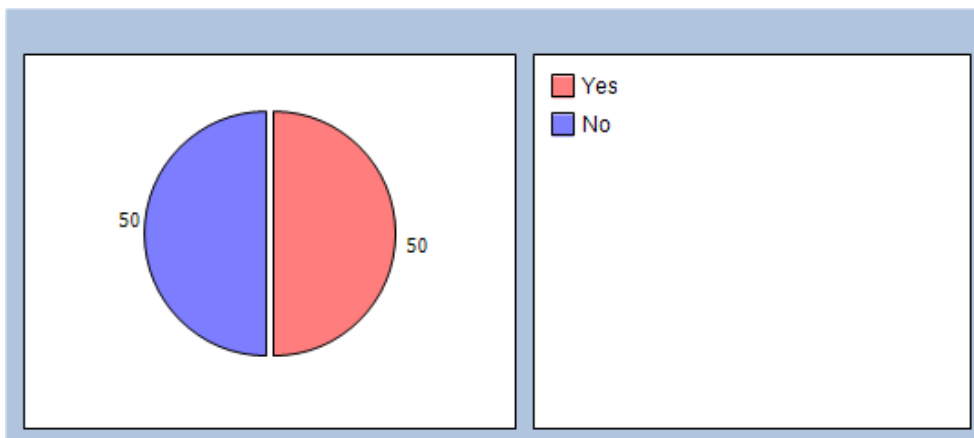
In person by handing in a prescription request to the reception staff 18%
Use the online system 40%
Use a local pharmacy service 13%
No response 29%



OUR WEBSITE - www.shaylanemmedical.co.uk

Our website offers a variety of information about the practice, our staff and the services that are available. There are links to other reputable healthcare websites. You can also request repeat prescriptions and make appointments through the website (although you must register to use these services).Have you visited our website for anything recently?

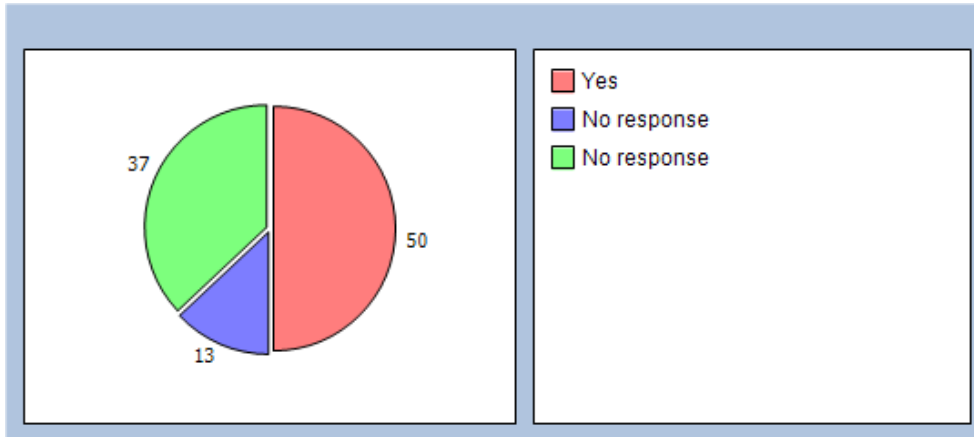
Yes 50%
No 50%
No response 0%



What did you want to find out?

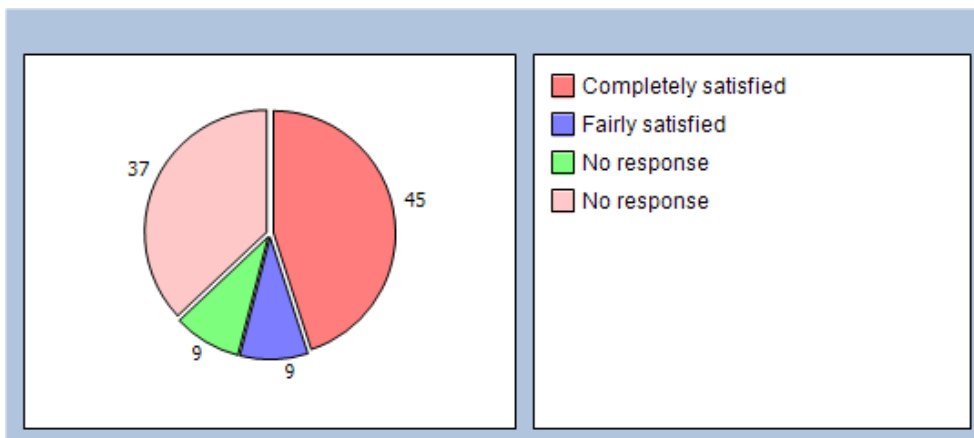
Were you successful?

Yes 50%
No 0%
No response 13%
No response 37%



If you have visited the website, how satisfied are you with it overall?

Completely satisfied 45%
Fairly satisfied 9%
Not very satisfied 0%
Very dissatisfied 0%
No response 9%
No response 37%



If dissatisfied, can you give a reason why?

If you have any suggestions on how our website could be improved please let us know.

PATIENT EXPERIENCE

Following on from the suggestions that were put forward by members of the Virtual Patient Participation Group last year we have made a number of changes to improve the service for patients.

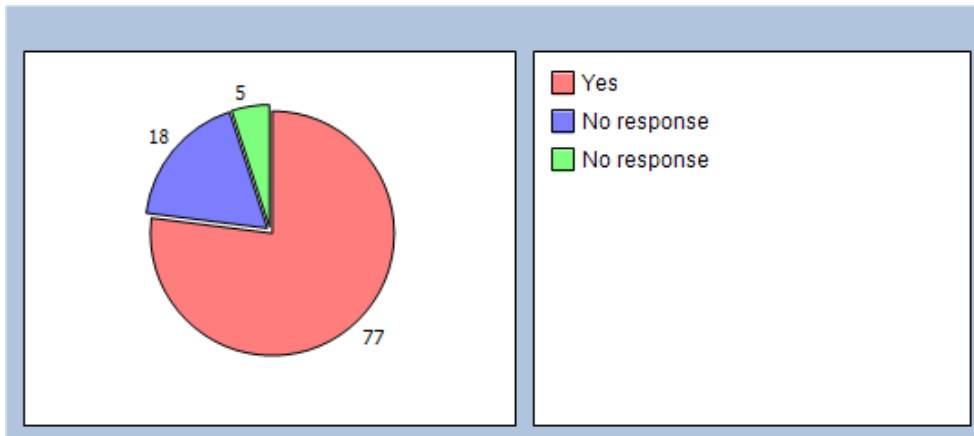
Do you like the new pharmacy?

Yes 77%

No 0%

No response 18%

No response 5%

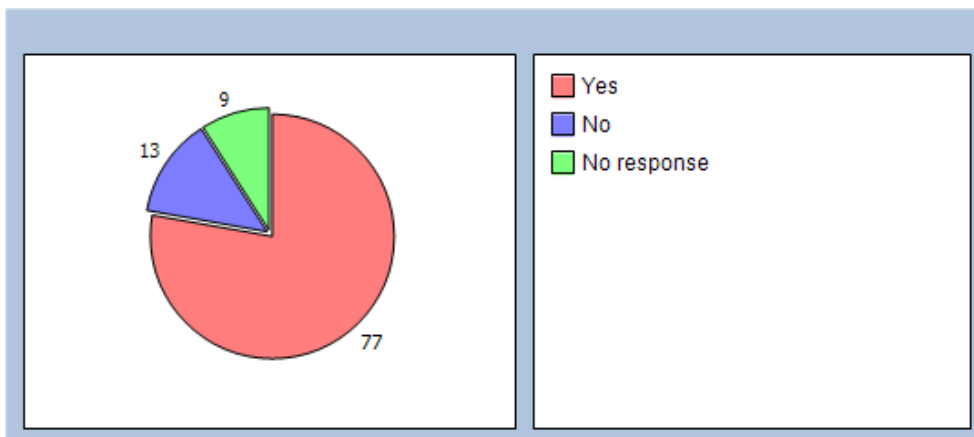


When you have visited the surgery, have you used the pharmacy to collect medication?

Yes 77%

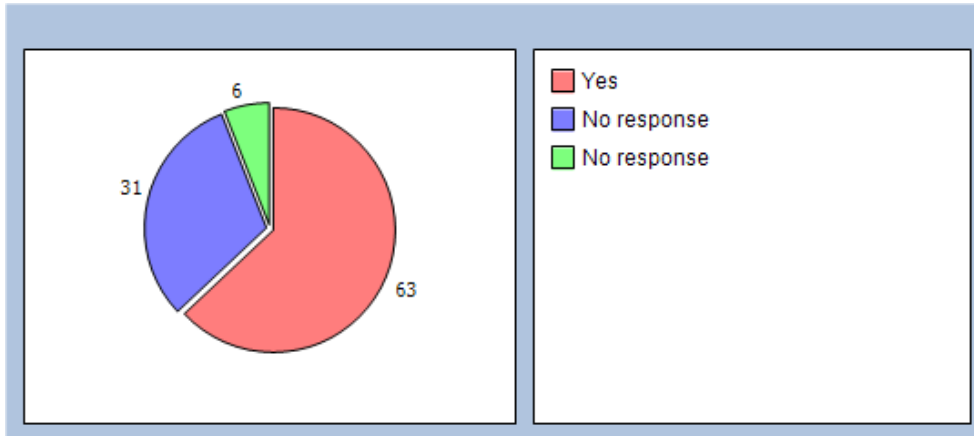
No 13%

No response 9%



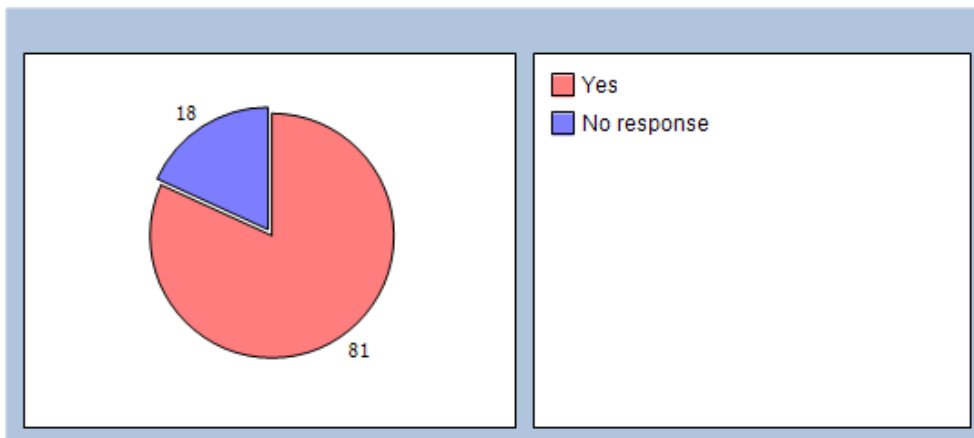
Do you like the improvements to the waiting room?

Yes 63%
No 0%
No response 31%
No response 6%



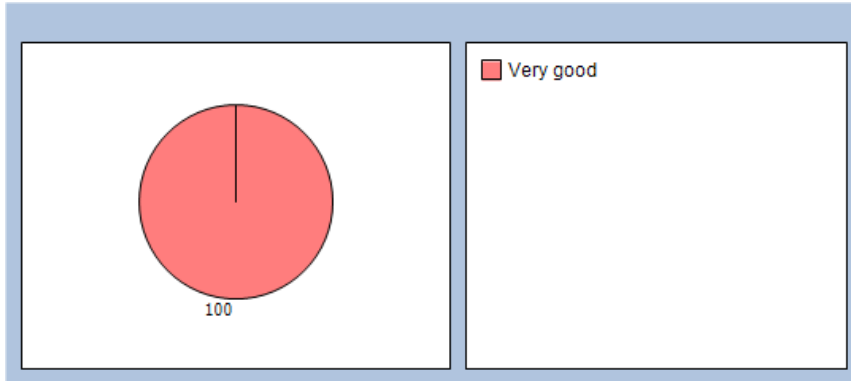
Do you find the health information leaflets and posters that are available for patients in the waiting room useful and informative?

Yes 81%
No 0%
No response 18%



Overall, how would you describe you experience of this GP practice?

Very good 100%
Fairly good 0%
Neither good nor poor 0%
Fairly poor 0%
Very poor 0%



What is the best thing about this GP Practice?

Please list any improvements that you would like to see at the practice.

Thank you for taking the time to complete the survey