

SLAG LANE MEDICAL CENTRE PATIENT SURVEY

Staff here at the Surgery wish to provide you with the highest standard of care.

In order to do this, we would be grateful if you would complete this survey about the Surgery and its staff as your responses will help us to identify areas that may need improving on. Your opinions are very valuable.

Please answer ALL the questions that apply to you by putting an X in one box unless more than one answer is allowed or is applicable. There are no right or wrong answers and the staff here at the surgery will not be able to identify you from your individual answers (unless you wish to put your contact details on if you want us to speak to you re any individual points you raise).

Once you have completed the survey, please place it in the Patient Survey Response box located Reception Desk and retain Appendix 1 to 4 (provided in the attached envelope) to read at your leisure.

On behalf of the Doctors and staff here at the surgery, may I take this opportunity to thank you for your co-operation in completing this survey, we realise the survey is lengthy but felt that it would be the best method from which to gain patients' views on the Practice and advise them of Practice developments/local health services.

Results will be discussed at a future Patient Participation Group meeting, following which they will be published on the Practice web site and displayed within the surgery. Kind regards,

**Margaret Riley
Practice Manager**

10th February 2014

Before you complete any questions can we ask are you Completing questionnaire in respect of Yourself - A child – or as a Carer of a patient registered with the Practice (please circle as Appropriate)

**Section A
ABOUT RECEPTIONISTS &
ACCESS TO THE SURGERY**

Q1 How helpful do you find the receptionists at the surgery?

- 1 Very helpful **114**
- 2 Fairly helpful **5**
- 3 Not very helpful
- 4 Not at all helpful
- 5 Don't know

Q2 How easy is it to get through to Reception staff at the surgery on the telephone?

- 1 Very easy **86**
- 2 Fairly easy **33**
- 3 Not very easy
- 4 Not at all easy
- 5 Don't know
- 6 Haven't tried

Q3 How easy do you find it to speak to a doctor or nurse on the telephone at the surgery?

- 1 Very easy **70**
- 2 Fairly easy **24**
- 3 Not very easy **2**
- 4 Not at all easy
- 5 Don't know
- 6 Haven't tried

Q4 If you have ever requested to keep your discussion with Reception staff confidential/private, have staff been able to help you, for example, have they escorted you to a quiet room/area within the surgery where your discussion cannot be overheard?

- 1 Yes **22**
- 2 No **6**
- 3 Never needed to **88**

**Section B
CONSULTING WITH A DOCTOR**

Q5 In the last six months have you tried to see a doctor fairly quickly? (By 'fairly quickly' we mean on the same day or in the next 2 days when the surgery was open)

- 1 Yes, please go to Q6 **86**
- 2 No, please go to Q7 **27**
- 3 Can't remember, please go to Q7 **5**

Q6 If you couldn't be seen within the next 2 days when the surgery was open, why was that? (If you don't complete this question it will be assumed were able to get an appointment within 2 days)

- 1 There weren't any appointments **5**
- 2 The times offered didn't suit me **5**
- 3 The appointment was with a doctor I didn't want to see
- 4 I could have seen a nurse but I wanted to see a doctor
- 5 Another reason – please state reason **1**
(No reason stated by patient)
.....
- 6 Can't remember **2**

Q7 In the past 6 months, have you tried to book ahead for an appointment with a doctor? (by 'booking ahead', we mean booking an appointment more than two full days in advance)

- 1 Yes, please go to Q8 **58**
- 2 No, please go to section C **55**
- 3 Can't remember, please go to section C **5**

Q8 If you have tried to, were you able to get an appointment with the doctor more than 2 full days in advance?

- 1 Yes **65**
- 2 No, what was the reason for not being able to?
..... **1**
- 3 Can't remember **2**

Section C THINKING OF YOUR MOST RECENT CONSULTATION WITH A DOCTOR OR NURSE

Q9 How long after your appointment time did you wait for your consultation to start?

- ₁ Less than 5 minutes **45**
- ₂ 5 – 10 minutes **63**
- ₃ 11 – 20 minutes **10**
- ₄ 21 – 30 minutes
- ₅ More than 30 minutes
- ₆ There was no set time for my consultation **2**

Q10 How do you rate this?

- ₁ Excellent **62**
- ₂ Very good **34**
- ₃ Good **14**
- ₄ Fair **3**
- ₅ Poor
- ₆ Very poor
- ₇ Does not apply

Section D - OPENING TIMES

**Q11 The Practice is continually open (i.e. Practice Premises do not close for lunch) from –
08.30 – 18.30 Mon, Tuesday & Friday
08.30 - 19.30 Thursday and
08.30 - 14.00 Wednesday.
Additionally you are also able to gain telephonic advice from a doctor or nurse between the morning and afternoon surgeries and, during winter months, additional appointments are made available to patients; How satisfied are you with the hours that your surgery is open?**

- ₁ Very Satisfied **90** • ₂ Fairly satisfied **24**
- ₃ Neither satisfied or dissatisfied **3**
- ₄ Fairly dissatisfied • ₅ Very dissatisfied

Section E ABOUT CARE FROM YOUR DOCTOR/NURSE

Thinking about the care you get from your doctors and nurse -

Q12 Overall, how would you describe your experience of your GP surgery?

- ₁ Excellent **89**
- ₂ Very good **27**
- ₃ Good **3**
- ₄ Fair **1**
- ₅ Poor
- ₆ Very poor

Q13 If you have ever wanted to seek a second opinion from a Consultant or other Clinician, has the doctor/nurse been able to help you?

- ₁ Yes **38**
- ₂ No **11**
- ₃ Never needed to seek second opinion **60**

Section F ACCESSING MEDICAL ADVICE & SERVICES OFFERED BY THE PRACTICE

Q14 In which order would you use the following to access medical advice outside of surgery hours for a non life threatening medical matter (number each suggestion 1 – 5, ie if 'Attend Accident & Emergency Centre would be your first choice put 1 at side of this suggestion) - once you have completed this question, please see further guidance provided in Appendix 1 which can be taken away and read at your leisure

- Visit local Pharmacist - 35 as priority **1**
- Contact NHS Direct/111 - 23 as " **2**
- Attend Walk-In Centre - 23 as " **3**
- Ring surgery to obtain telephone number of Deputy/Out of Hours Doctor - 23 as " **4**
- Attend Accident & Emergency Centre - 46 as " **5**
- Nmbr of patients who didn't score question 9
- 2 patients only put 3 & 2 ticks down
- Patients who only put 1 tick had that counted as prior 1

Q15 Have you ever used the surgery's out-of-hours deputising service (main base at Ince)

- 1 Yes 24
- 2 No 92

If yes, have you any comments to make as to how you found the service – ie was it easy to access, did you wait long to see doctor, were you seen at the base in Ince or were you offered home visit, were you happy/unhappy with the service offered

.....
.....
.....
.....
.....

Q16 If you felt you require an urgent appointment but you are advised by reception staff that all appointments for the day had gone, do you know you can ask reception staff to put a query to the doctor?

- 1 Yes 79
- 2 No 40

If you ask Reception staff to put a query to the doctor, such will then be considered by doctor and you will be advised as appropriate – this may be that the doctor will decide that you need

- to be seen that day and will offer you an appointment OR
- you will be offered appointment for the next day/later in the week OR
- you will be offered telephone consultation

Please do not delay seeking medical advice if you feel the need to do so is urgent.

Q17 Do you know that the surgery is currently planning to make available the facility to book appointments/order repeat prescriptions on line (over the internet)

- 1 Yes 68
- 2 No 52

If you didn't know about this facility but would like to register to use the Practice on line services please complete the form at Appendix 2 and hand it to Reception staff.

Q18 In addition to the on line services which are to be introduced, do you know you can email your request for prescription to prescriptions@gp-p92648.nhs.uk, fax request to 01942 715400 or ask your Pharmacy to order/collect/deliver on your behalf –

- 1 Yes 61
- 2 No 59

If you weren't aware of the above, please speak to Reception staff for further advice.

Section G **Developing the Practice**

Q19 Are you aware that the Practice currently employs a female doctor, to assess patient demand/preference for such?

- 1 Yes 38
- 2 No 80

Dr. Choo (female doctor) works at the Practice most Friday mornings and is happy to see both male and female patients.

Q20 Are you aware that the Practice is open one late night per week?

- 1 Yes 91
- 2 No 28

The surgery remains open until 7.45pm each Thursday evening – appointments are available to see doctor up until 7.20pm

Q21 Are you aware the Practice has a Patient Participation Group?

- 1 Yes 40
- 2 No 80

Please see Appendix 3 for further details.

Q22 Are you aware the Practice has a web site which contains a host of information relating to the Practice and the services it offers?

- 1 Yes 52
- 2 No 66

If you weren't aware that there is a Practice web site please see Appendix 4 for details of the web site address.

Q23 Are you aware of the NHS Choices web site, a web site which offers you information of local health services, medical conditions?

- 1 Yes 67
- 2 No 50

If you weren't aware of the NHS Choices web site please see Appendix 4 for details of the web site address.

Q24 Are you aware that since April 2013 local health services are commissioned by NHS England and Wigan Borough Clinical Commissioning Group (WBCCG)?

- 1 Yes 46
- 2 No 70

For further details of NHS England and WBCCG web site please see Appendix 4

Q25 We recently carried out various improvements to the surgery premises, i.e. redesign of Reception desk, automatic entrance door, hand sanitisers/paper towel dispensers installed are you

- 1 Pleased with the improvements made 109
- 2 Do you feel they could have been of better standard 1
- 3 Have no comments to make either way 9

Q26 Have you any suggestions to make as to how we can develop Practice services further to help you, our patient?

- 1 Yes 7
- 2 No 107

If yes, please complete, tear off and return to Reception staff (or place in the prescription box if you prefer) the lower half of Appendix 4

Lastly – It may help us to understand your answers if you tell us a little about yourself – (if you are completing this questionnaire on behalf of a child or as a Carer of a patient registered with the Practice, please answer Q27 and Q28 in relation to the patient’s gender and age)

Q27 Are you?

- 1 Male 49
- 2 Female 64

Q28 How old are you?

- 1 Under 16 0
- 2 16 to 44 33
- 3 45 to 64 37
- 4 65 to 74 29
- 5 75 or over 14

Many thanks for completing this questionnaire. Please take Appendix 1 – 4 home with you to read at your leisure and return (if appropriate) to the surgery in due course. Please feel free to make any additional comments you feel may help us improve the services provided to you below (leaving your name/contact details if you wish us to discuss matter further with you). Thank you.

I feel the following may help improve services provided by the surgery/staff:

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.....

If you wish to receive a response to your suggestion(s) made above, please provide your Name/contact details and we will contact you in the near future. Thank you.

Name

Contact details:

Address

.....

.....

Tel Number

Appendix 1 - Guidance on Q14 –

When you need to access medical advice outside of surgery hours, the following is the preferred way of gaining advice for a non life threatening medical matter –

1. Ring surgery on 01942 715200 to obtain telephone number of Deputy/Out of Hours doctor – the surgery has currently contracted Bridgewater Medical Services to provide out of hours cover for our patients for the majority of time outside of surgery hours; for the short period of time between 08.00 am and 08.30 am Monday to Friday Dr. Prasad Mahadevappa will take any requests for medical advice. The numbers on which to contact Bridgewater Medical Services or Dr. Prasad Mahadevappa can be obtained by ringing the surgery on 01942 715200 when an answerphone message will quote the telephone numbers to use. For a non life threatening situation, we would always advise contacting the Practice out of hours providers – you will either be offered the opportunity to be

- seen at one of the Bridgewater Centres (located in Ince and Leigh),
- be extended a telephone consultation
- be extended a home visit if appropriate
- be advised on how next to gain medical advice if the deputising doctor feels it appropriate (i.e it may be decided that the Bridgewater deputising doctor feels you are required to attend Accident & Emergency Department).

2. Contact NHS Direct/111 – you are able to obtain health advice/information 24 hours a day, 365 days a year by dialing 111 from any landline or mobile phone free of charge – again you will be advised on how best your medical problem can be treated. The following links for NHS Direct/111 may be of assistance to you if you have internet access:

<http://www.nhsdirect.nhs.uk/>

<http://www.nhsdirect.nhs.uk/about/callingnhsdirect>

3. Visit your local Pharmacist - Pharmacists have a wealth of experience from which to offer you advice and may be able to guide you until the surgery is next open – if you use a regular Pharmacy, always consider seeking their advice for non-life threatening medical matters as, due to the fact that the Pharmacist is more than likely already providing you with your regular medications, they will no doubt have knowledge of your health needs.

4. Attend Walk-In Centre – Leigh Walk In Centre is based within the new Leigh Health Centre located next to the main entrance of Leigh Infirmary and has been introduced to help anyone whose modern, busy lifestyle, or practical circumstances and particular needs, make flexible and accessible medical services so important. The Walk-In Centre does not replace us as a Practice or the local hospital Services but complement existing local services. The Walk-In Centre offers healthcare advice and treatment without you having to make an appointment, take time off or rearrange your day and is open 07.00 to 21.00 hrs seven days a week. You can contact the Walk-In Centre on 01942 483453 – full postal address is Leigh Health Centre, The Ave, Leigh, Lancashire WN7 1HR

5. Attend Accident & Emergency Centre - you are, of course, able to attend Accident & Emergency Department if you have a life threatening/emergency medical condition though we ask that you consider the following rather than immediately presenting to an Accident & Emergency Department –

- Accident & Emergency Departments should literally be used as per the Department's title suggests, i.e. for medical situations along the following lines –
 - If you have been involved in an accident and may have suffered, for example, fractured limb or acute injury to your body OR
 - If you have a life threatening emergency medical situation, for example, you are suffering shortness of breath/difficulty in breathing, chest pains, bleeding which cannot be stopped
- If Accident & Emergency Departments are used for anything other than the above scenarios, the following repercussions can result -
 - There would be an increase in A & E workload/waiting times, consequently creating a delay for those people, who require emergency treatment, receiving such. Additionally, should you decide to attend Accident and Emergency for a simple medical matter, such as cough/cold you, personally, would have a prolonged wait in the Department Therefore before attending A & E for non-life threatening matters please consider the order in which we suggest you seek medical advice for non life threatening conditions as listed in points 1 to 4 above
- Attendance at Accident & Emergency costs in the region of £80 per visit (this is for an attendance without any investigations - blood tests, x-rays etc) being carried out – therefore if you went, for example, with simple cold symptoms with a view to obtaining treatment for such this would cost the State - and in turn you, the tax payer - £80 to provide the medical advice/prescription (compared to an attendance at one of the Bridgewater out of hours sites at a cost of £10 whereby you would gain the same treatment, usually within a faster time period).

Appendix 2 – Provision of on line services

The Practice is introducing a new service called Vision On Line services (VOS). This Service will let you interact with the Practice using the internet at your convenience, even when we are closed, allowing you to make appointments/order repeat prescriptions on line.

In order to use the on line services you will need to be registered for VOS and, once we have completed your VOS registration, you will be provided with information that will enable you to create your user name and password. If you are interested in becoming registered to use VOS, please complete the details below and return them to Reception staff and we will contact you further, as soon as possible, providing you with the instructions on how to complete your registration for on line services – the process is very simple and we think you will agree that the VOS system is very User friendly:

I confirm I wish to register to use the Practice on line services –

First Name **Surname**

Date of birth

Email address

Landline telephone number

Mobile telephone number

Signed

Dated

Appendix 3

DR. V. K. BAJAJ & Dr. P. MAHADEVAPPA

SLAG LANE MEDICAL CENTRE,
216 SLAG LANE, LOWTON,
WARRINGTON, WA3 2EZ.

TEL NO (01942) 715200

FAX NO (01942) 715400

WEB SITE <http://www.slaglanemedicalcentre.nhs.uk/>

January 2014

Dear Patient,

The Practice has established a group of patients who are willing to contribute some of their time to the development of the Practice and its services. This group is what is commonly known as your Patient Participation Group (PPG). The aim of PPG members would be to encourage patient involvement in decision making within the Practice via such means of patient surveys/meetings. We are especially keen to ensure that the group is fully representative of our patients and therefore invite anyone with an interest to consider joining the group. The group meets approximately every six to eight weeks, usually on a Monday evening at approximately 7.15 pm and the current venue is Golborne Sports Club, who have been kind enough to offer the group a room free of charge for their meetings. However, if you were unable to actually attend meetings, but would like to be involved in the development of the Practice, you could become what is known as a virtual member, whereby you make known your views by putting them forward via email or the Practice web site (address given above). As a virtual member you would be included in distribution of any meeting papers/Minutes and actions arising from any meetings.

If you would be interested in learning more about the group please complete the reverse side of this letter, return it to a member of Reception staff and, with your permission, I will pass your details onto the Secretary of the group, Mrs. Kath Howarth, who will contact you further to discuss your involvement in the group. Please note that expressing an interest in learning more about the group will not commit you to becoming a member.

Thank you.

Margaret Riley,
Practice Manager.

Appendix 3 cont'd

PATIENT REFERENCE GROUP ENQUIRY / EXPRESSION OF INTEREST FORM

NAME	ADDRESS	E MAIL / TELEPHONE NUMBER (PLEASE INDICATE PREFERRED METHOD OF CONTACT)

We would like to make sure our patient group represents the range of patients in our practice. It would help if you would answer the questions below which are designed to do this (deleting or circling as appropriate). Just leave any blank if you do not wish to answer these.

Gender	Male / Female
Age	Under 16 17 – 24 25 – 34 35 – 44 45 – 54 55 – 64 65 – 74 Over 74
Are you	A carer – disabled – or both
Ethnic origin	White British White Irish Other White Background Mixed White and Black Caribbean Mixed White and Black African White and Asian Other Mixed Background Indian Pakistani Bangladeshi Other Asian Background Caribbean African Other Black Background Chinese Other Not Given

What time of day would suit you best to allow you to attend PPG meeting – morning/afternoon/evening
(Please circle your preferred time)

Thank you for expressing your interest. Please hand your completed expression of interest form to Reception staff and we will arrange for Kath Howarth, Secretary of the group, to get in touch with you shortly (usually by email).

Appendix 4 – useful web site addresses/suggestions as to how to develop Practice services

NHS Direct/111 web site address <http://www.nhsdirect.nhs.uk/>
<http://www.nhsdirect.nhs.uk/about/callingnhsdirect>

Practice web site address <http://www.slaqlanmedicalcentre.nhs.uk/>

NHS Choices web site <http://www.nhs.uk/Pages/HomePage.aspx>

NHS England web site <http://www.england.nhs.uk/>

Wigan Borough Clinical
Commissioning Group web site <http://www.wiganboroughccg.nhs.uk/>

**TEAR OFF HERE AND RETURN TO RECEPTION STAFF (OR PLACE IN PRESCRIPTION BOX) IF YOU
HAVE ANY PRACTICAL SUGGESTIONS TO MAKE AS TO HOW YOU FEEL WE COULD DEVELOP THE
PRACTICE FURTHER**

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.....
.....
.....
.....

**If you are happy to, please provide your name/contact telephone number below so as we can contact
you to discuss your suggestion further. Thank you.**

Name

Tel Number