

RADCLIFFE MEDICAL PRACTICE

Dr.Watt & Dr.Farid, General Practitioners

Barley Clough Medical Centre, Nugget Street, Oldham, OL4 1BN

Tel No: 0161 909 8377 Fax No: 0161 909 8414

On 16th January 2014 a short questionnaire was sent out to the members of our patient participation group and also handed out to patients at the surgery.

Of the 100 questionnaires handed out 45% were completed and emailed or handed back to reception.

Of the ones completed 66% of the patients replied answering the questionnaire.

Please see below for audit outcomes:

Results of Annual Patient Questionnaire 13/14

Out of Hours attendances

Have you attended A&E or the Walk in Centre in the last 12 months?

8	18
Yes	No

If yes, how many times?

7	1	0	0
Once or twice	Three or four	Five or six	Seven or more

What time did you attend?

3	2	3
8am-12pm	12pm-6pm	6pm-8am

What was the problem? Eye problem, bump on face due to family history wanted it checked to make sure not cancer, sprained wrist, knee problem, heavy nosebleed (admitted to hospital), chest pain, bowel problem, RTA.

Was it resolved at the visit?

6	1
Yes	No

General Patient Information

In the past 12 months, how many times have you seen a doctor from your practice?

5	6	6	5	5
None	Once or twice	Three or four	Five or six	Seven or more

How would you rate our concern for your privacy?

14	8	3	0	0
Excellent	Very Good	Good	Fair	Poor

How do you rate the way you are treated by receptionists at your practice?

14	8	3	0	0
Excellent	Very Good	Good	Fair	Poor

Opening Hours

How do you rate the hours that your practice is open for appointments?

13	10	2	1	1
Excellent	Very Good	Good	Fair	Poor

Did you know that the surgery is currently providing additional appointments in extended hours?

24	3
Yes	No

Have you used the extended hours service?

6	21
Yes	No

Scheduling Your Appointment with a Doctor

Thinking of times when you WANT TO SEE A PARTICULAR Doctor. How quickly do you usually get to see that doctor?

16	7	8	0
Same day	Next working day	Within 1 week	More than 1 week

How do you rate this?

12	8	5	2	1
Excellent	Very Good	Good	Fair	Poor

Thinking of times when you are WILLING TO SEE ANY Doctor? How quickly do you usually get seen?

13	6	6	0
Same day	Next working day	Within 1 week	More than 1 week

How do you rate this?

10	8	3	1	1
Excellent	Very Good	Good	Fair	Poor

How long did you wait in the reception area beyond your scheduled appointment time?

13	10	3
0 to 10 minutes	10 to 20 minutes	More than 20 minutes

How do you rate this?

5	7	9	5	0
Excellent	Very Good	Good	Fair	Poor

Thinking of times you have phoned the practice

How do you rate the ability to get through to the practice by telephone?

6	12	7	3	0
Excellent	Very Good	Good	Fair	Poor

How long did you wait to speak to a receptionist?

14	12	1
0 to 2 minutes	3 to 5 minutes	Longer

How would you rate the ability to speak to a doctor on the phone when you have a question or need medical advice?

9	10	5	0	0
Excellent	Very Good	Good	Fair	Poor

Thinking about your consultation with the doctor. How would you rate:

How thoroughly the doctor asked about your symptoms and how you are feeling?

11	10	5	0	0
Excellent	Very Good	Good	Fair	Poor

How well the doctor listened to what you had to say?

9	13	3	1	0
Excellent	Very Good	Good	Fair	Poor

How well the doctor put you at ease during your physical examination?

11	13	2	0	0
Excellent	Very Good	Good	Fair	Poor

How much the doctor involved you in decisions about your care?

8	12	6	0	0
Excellent	Very Good	Good	Fair	Poor

How well the doctor explained your problems or any treatment that you need?

8	13	5	0	0
Excellent	Very Good	Good	Fair	Poor

The amount of time your doctor spent with you today?

9	7	5	1	0
Excellent	Very Good	Good	Fair	Poor

The doctor's patience with your questions or worries?

8	10	6	0	0
Excellent	Very Good	Good	Fair	Poor

The doctor's caring and concern for you?

7	8	9	0	0
Excellent	Very Good	Good	Fair	Poor

Did you feel that your doctor spent an adequate amount of time with you?

24	0
Yes	No

How would you rate the competence of your doctor?

12	8	5	0	0
Excellent	Very Good	Good	Fair	Poor

Would you recommend this practice to your family and friends?

23	0	2
Yes	No	N/A

Personal Information

Finally, it will help us to understand your answers if you could tell us a little bit about yourself.

Are you:

13	13
Male	Female

How old are you? Under 20 = 1 20-29yr = 0 30-39yr = 4 40-49yr = 2 50-59yr = 4 60-69ys = 9 70-79yr = 6 and 80 and over = 0

Do you have any longstanding illness, disability or infirmity? By longstanding we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.

18	7
Yes	No

Which ethnic group do you belong to?

23	1	6	1	0	0
White	Black/Black British	Asian/Asian British	Mixed	Chinese	Other

We are interested in any other comments you may have. Please write them here.

Is there anything particularly good about your health care?

1. Excellent attention
2. Spot on very good.
3. Everything is as good as it can be and I count myself lucky to have such caring staff and doctors and pharmacy.
4. The additional health care received by the practice nurses. The ability to see one of these to determine if you need to see the doctor and they refer you quick if necessary.
5. It is normally prompt and efficient.
6. I like the accessibility of the doctor and how he is prepared to follow up either make a phone call to my home or send letters when a change of medication is recommended.
7. I can't praise Dr Watt and his team enough, they provide a first class service.
8. Dr Farid

Is there anything that could be improved?

1. Better chairs for orthopaedic patients in reception just 2 or 3 and a clock.
2. Maybe a little more privacy at reception as sometimes you may be talking to the receptionist and the receptionist to the right is very loud and you hear her conversation on the phone.
3. The only thing is to come up with a cure for hip arthritis.
4. I can't think of anything that could be improved.
5. Opening hours.
6. The waiting area is a little uninviting, could benefit from a brighter colour on the walls, and soothing background music to aid relaxation of your patients.

Please share any additional comments.

1. I am very happy with everything at this practice I wouldn't want to change anything.
2. Overall very good.
3. I have been with this practice for less than a year and I am very satisfied with the care I have received.
4. The practice I attend is very good, but there are a few times when I have needed a doctor and phone Monday morning and couldn't see a doctor till Friday. That needs improving.

5. Everything satisfactory.
6. Staff very polite and helpful.
7. Efficient modern practice always looking at ways to extend and improve patient care and experience. First Class!
8. We are lucky to have such a good service. We have internet access and communication and the doctor call back system which is brilliant.
9. When compared to other practices in the area you provide an excellent service which I guess can be taken for granted. Filling in this survey has focused the importance of what you deliver and your improvement of services.
10. A big thank-you to all involved at the practice.
11. During the course of the past 6 months I have been seen by Dr Farid regularly and spoken to her at some stages on a daily basis, she is most caring calm and efficient doctor, in my opinion it's a pleasure to have her as my GP, I would have no hesitation recommending her to anyone. She makes time for you and really cares.
12. We have completed this as a household. We generally visit the practice nurse on the very odd occasion we need to but have no problems getting access to her or the doctor as required. We find when we need an appointment this is usually accommodated around working times. The level of service we receive from the practice is very good compared to other surgeries where people have to wait days/weeks to see someone, and when we apply for repeat prescriptions on line they are ready within 2 days.

As we are due to merge with the Glodwick Medical Practice in April 2014 and become GREENBANK MEDICAL PRACTICE the patient reference group has agreed that we should repeat the survey in 6 months to see if patients think any improvements been made.

We will of course be informing patients of the new website address when it is available.