

PPG & SURVEY AND REPORT

MORLAND ROAD SURGERY

2014 SURVEY REPORT

OUR PURPOSE

The aim of Morland Road Surgery Patient Participation Group and its members is to work with each other to improve the services offered and to involve patients more closely in their surgery.

ACHIEVING THE GOAL

At the PPG Meeting held on Thursday 20th February, it was decided that a survey should be produced to take into account some of the comments made as a result of the recent Care Quality Commission visit. It was agreed that they would produce a survey to all its patients to get feedback regarding the services we offered and in particular whether they fully understand the treatment and care given and whether they fully understood how to manage their condition.

The survey was taken over a two week period and was also published on the website. The same questionnaire was handed to patients whilst waiting for the doctor or nurse. The survey was factored around the patient experience whilst at the practice, with particular questions around the care and confidence in the doctors and nurses and the service which they received from the receptionists.

Members at the meeting raised concerns about the following:-

1. Holding on to speak to a receptionist – it was suggested that a better phone system could be installed which made patients aware that they will be dealt with.
2. The Complaints Notice and how to complain – this was raised by CQC in that it came to their attention that despite the practice having notices up, patients did not know who to complain to at the practice. It was decided to move the Complaints Notice to the front of reception and also to display this on the screens.
3. The surgery could do with brightening up. Suggestions were made to replace the flooring or to paint the dark wood reception area. This was to be looked into regarding cost issues.

The results of the survey were made known to the group on 24th March 2014, the results of the survey were discussed and ideas and solutions made as a result of the responses. There were 39 responses to the survey and some of them were discussed at length.

THE RESULTS

In summary the findings were:

How good was your GP

1. 1.58% of felt that their GP was very good at putting them at ease.
2. 71% found their GP very good at them polite and considerate.
3. 64% felt that their GP was very good at listening to them.
4. 66% felt that the doctors were very good at giving them enough time during their consultation.
5. 61% felt their GP was very good at assessing their medical condition
6. 61% felt their GP was very good at assessing their condition and treatment was fully explained.
7. 53% indicated their GP was very good at involving them in the decision of their care.
8. 61% said their GP was very good at providing or arranging treatment.
9. 59% said they definitely had confidence and trust in their GP and that they were honest.
10. 84% said they definitely had confidence that the information discussed with the doctor was confidential
11. 92% said they would be completely happy to see the doctor again

About the Receptionist and Appointments

12. 58% found the receptionist very helpful.
13. 43% found it fairly easy to get through on the phone.
14. 25% found it easy to speak to a doctor or nurse
15. 58% could get a same day appointment
16. 92% felt it was important to be able to book ahead
17. 46% found it easy to book ahead.
18. 30% contacted the practice by phone
19. 74% said they would prefer to book by phone
20. 51% of patient managed to get an appointment on the day
21. 38% said they were seen very quickly
22. 66% said they were seen on the same day
23. 28% said that it was excellent to be seen so quickly
24. 60% of patients were waited between 5-20 minutes to be seen
25. 30% said the waiting time was very good
26. 79% said that they were happy with the current waiting time.
27. 20% would like Saturday openings.
28. 58% of patients were able to see their own GP
29. 35% said they could speak to their GP most of the time.

Nursing Care Received

- 30.46% indicated that the nurses were very good at putting them at ease
- 31.43% felt they were very good
- 32.48% indicated they were good at listening
- 33.48% said they were good at explaining their condition and treatment
- 34.43% said they felt involved in the decisions about their care
- 35.48% said they were very good at arranging treatment
- 36.64% indicated they would be happy to see the nurse again
- 37.74% said they understood their health problems very well.
- 38.76% felt very good about coping with their health problems
- 39.71% indicated they knew how to keep themselves healthy
- 40.41% said they would describe their experience as an excellent one
- 41.58% would definitely recommend the GP surgery

STATISTICAL FACTS

33% of patients completing the survey were male
61% of patients completing the survey were female
6% of patients did not indicate

51% of those responding were in the age range of 16-44
17% between the age range of 45-64
15% between the age range of 65 – 74
10% aged 75 and over
7% did not respond

46% responding were White
15% black or black British
20% Asian or Asian British
5% mixed
12% did not respond

53% of patients responding to the survey were in employment 17% in retirement.

OUR RESPONSE

We have decided that as a result of the survey we will:-

Investigate the cost of up-grading the phone system so patients feel they are being dealt with, especially during peak periods.

To use the Amscreens more to the benefit of the practice for the relaying of information.

WHAT NEXT

The practice needed to encourage other patients to join the PPG by way of advertising on the Amscreens. Notices will be displayed again inviting patients to participate.

The practice to continue to offer an excellent service to our patients and continue to use the twice yearly practice leaflet for information as this proved to be popular with the Group. It was direct and informative.

Patient Reference Group

The patient group comprises 8 members