

Patient Participation Group Survey Responses

March 2013

Kings Lane Medical Practice

RECEPTION QUESTIONNAIRE

% out of 30

Q1 In reception can other patients overhear what you are saying to the receptionist?

- a Yes (but don't mind)
- b Yes (but I am not happy about it)
- c No (other patients cannot overhear)
- d Don't Know

19	63
6	20
0	0
5	17

How can we improve? _____

It is a problem with open plan nature of reception.**Accoustics poor at reception area. Staff struggle to hear you, but I could hear quiet conversations in patient area.****Is there a room where 'personal' questions/ queries may be asked?****Waited 5 minutes because I missed self sign in machine.****Q2 How helpful do you find the receptionist staff?**

- a Very helpful
- b Fairly Helpful
- c Not very helpful
- d Not helpful at all

27	90
3	10
0	0
0	0

Comments: _____

You have some very rude staff!**Most of the time****Very helpful and civil****Q3 since moving to the new Health Centre how easy have you found the following..... Getting through on the phone?**

- a Haven't tried
- b Very easy
- c Fairly Easy
- d Not very easy
- e Not at all easy
- f Don't know

1	3
11	37
17	57
1	3
0	0
0	0

Q4 since moving to the new Health Centre how easy have you found the following.....getting test results over the phone?

- a Haven't tried
- b Very easy
- c Fairly Easy
- d Not very easy
- e Not at all easy
- f Don't know

21	70
1	3
6	20
0	0
0	0
1	3

Q5 How do you manage your repeat prescriptions?

- a Drop it in to reception
- b Online
- c Chemist Order
- d come and see the Doctor
- e Don't know

9	30
3	10
14	47
0	0
4	13

Q6 How do you find the layout of the reception desk?

- a Very good
- b Good
- c Not Very Good
- d Don't know

12	40
15	50
2	7
1	3

Comments: _____

Issues around confidentiality (open plan)

Could do with few children'd toys, books or area for them to play.
 The minor illness unit is a fantastic concept and we have used it several times already
 The minor illness desk is a little too cosy
 Section off sides and it will alleviate problems with Q1

Could you please complete the following information to ensure we have contacted a representative sample of patients that are registered at this practice.

Are you? Male [] Female []	m 14	47
	f 15	50
	n/k 1	3
Date of Birth:		
Age Group: Under 16 [] 17-24 [] 25-34 [7] 34-44 [] 45-54 [3]		
55-64 [7] 65-74 [11] Over 84 [2]		

To ensure our contact list is representative of our local community please indicate below the ethnic background you would most closely identify with?

White	
White British [28] White Irish [1] White European [1]	30
Mixed -	
White & Black Caribbean [] White & Black African [] White & Asian []	
Asian or Asian British	
Indian [] Pakistani [] Bangladeshi []	
Black or Black British	
Caribbean [] African []	
Chinese or other ethnic Group	
Chinese [] Other []	

DOCTORS QUESTIONNAIRE**% out of 22****Q1 Since we have moved into the new Health Centre how easy have you found the following.....Speaking to a doctor?**

- a Have not tried
- b Very Easy
- c Fairly easy
- d Not very easy
- e Not at all easy
- f Don't know

4	18
10	45
8	36
0	0
0	0
0	0

Q2 Is there a particular Doctor you prefer to see?

- a Yes
- b No

13	59
9	41

Which doctor? _____

out of 13 - Sharma 2 / Snowden 2 / Kershaw 7 / Furlong 3

Q3 How often do you see the doctor you prefer to see?

- a Always or almost always
- b A lot of the time
- c Some of the time
- d Never or almost never

5	23
5	23
9	41
0	0
3	14

Not Applicable**Q4 How long after your appointment time do you normally wait to be seen?**

- a I am normally seen at my appointment time
- b less than 5 minutes
- c 5-10 minutes
- d 16-30 minutes
- e more than 30 minutes
- f Can't remember

3	14
2	9
9	41
3	14
3	14
2	9

Q5 How do you feel about how long your normally have to wait?

- a I don't normally have to wait too long
- b I have to wait but not too long
- c I have to wait far too long
- d No opinion

8	36
9	41
3	14
2	9

Perhaps more time should be made between appts ie: 20mins instead of 10**Q6 How long do you think appointment times should be set?**

- a less than 10 minutes
- b 10 minutes
- c 10-15 minutes
- d 15-20 minutes
- e 20-30 minutes
- f Happy as they are

0	0
10	45
7	32
1	5
0	0
4	18

Longer appt are needed if a patient has more that one problem**Q7 How satisfied are you with the hours that the surgery is open?**

- a Very satisfied
- b Fairly satisfied
- c Neither satisfied not dissatisfied
- d Fairly dissatisfied
- e Very dissatisfied
- f Not sure of opening times

10	45
10	45
1	5
0	0
0	0
1	5

Should be some Saturday opening

Not private enough at reception needs piped music not Health information

Could you please complete the following information to ensure we have contacted a representative sample of patients that are

Are you? Male 6 Female 15 N/K 1

M

6

29

F

15

66

N/K

1

5

Age Group: Under 16 [0] 17-24 [1] 25-34 [3] 34-44 [1]

45-54 [2] 55-64 [4] 65-74 [8] Over 75 [2] N/K 1

community please indicate below the ethnic background you would most closely identify with?

White - White British [20] White Irish [1] White European [] N/K 1
Mixed - White & Black Caribbean [] White & Black African [] White & Asian []
Asian or Asian British - Indian [] Pakistani [] Bangladeshi []
Black or Black British - Caribbean [] African []
Chinese or other ethnic Group - Chinese [] Other []

GENERAL SERVICES & BUILDING QUESTIONNAIRE

% out of 19

Q1 How easy do you find getting in to the building?

a Very easy	15	79
b Fairly easy	4	21
c Not very easy	0	0
d Not easy at all	0	0

Q2 How clean is your GP Surgery / Health Centre?

a Very clean	17	89
b Fairly clean	2	11
c Not very clean	1	5
d Not clean at all		0
d Don't know		0

comments**Snow was still around****Q3 How happy are you with the facilities offered at our Health Centre - including Toilets, baby changing, Pharmacy, Private patient room**

a Very Good	15	79
b Good	4	21
c Not Very Good	0	0
d Don't know	0	0

Comments:**Q4 Are you aware of the services available at the Higher Bebington Health Centre? Counselling, Physiotherapy, Minor Injuries, Midwife Service**

a Aware of services	5	26
b Aware of some Services	9	47
c Not aware of any services	5	26
		0

Q5 Do you have carer responsibilities for anyone in your household with a long standing health problem or disability?

a Yes	6	32
b No	13	68

If Yes - are you aware of local Support available - ask at reception for details**Q6 What are your general overall views of our new Health Centre?**

a Very good	15	79
b Fairly good	4	21
c Neither good nor poor	0	0
d poor	0	0
e Very poor	0	0
f don't know	0	0

Any Overall General Comments:

Unhappy that it took 3 visits to get at appointment with DR Sharma. I appreciate she was on holiday, but instead of being told to try again in 3 days etc, it would have been better to be told after a specific date.

Hopefully the high standards will continue

It would be helpful for the waiting areas to have a clock

Could you please complete the following information to ensure we have contacted a representative sample of patients that are registered at this practice.

Are you? Male [8] Female [11] Unknown [1]		
	Male	8
	Female	11
U/K		1
Age Group: Under 16 [] 17-24 [] 25-34 [1] 34-44 [1] 45-54 [1] 55-64 [4] 65-74 [6] Over 75 [5] Not given [1]		

42
58
5

To ensure our contact list is representative of our local community please indicate below the ethnic background you would most closely identify with?

<p>White White British [14] White Irish [1] White European []</p> <p>Mixed - White & Black Caribbean [] White & Black African [] White & Asian []</p> <p>Asian or Asian British Indian [] Pakistani [] Bangladeshi []</p> <p>Black or Black British Caribbean [] African []</p> <p>Chinese or other ethnic Group Chinese [] Other [] not given [4]</p>

Total Surveys		92
	Qty	%
Under 16	0	0%
17-24	1	1%
25-34	13	14%
35-44	3	3%
45-54	7	8%
55-64	19	21%
65-74	32	35%
75-83	10	11%
Over 84	2	2%
Unknown	5	5%

	Qty	%
Males	35	38%
Females	51	55%
Unknown	6	7%

NURSES QUESTIONNAIRE

% out of 21

Q1 How easy has it been for you to get an appointment with the practice nurse?

a Haven't tried	3	14
b Very easy	10	48
c fairly easy	7	33
d Not very easy	1	5
e Not easy at all	0	0
f Don't know	0	0

Q2 Last time you saw a practice nurse, how good was the practice nurse at each of the following.....Giving you enough time?

a Very good	19	90
b Good	2	10
c Neither good nor poor	0	0
d Poor	0	0
e Very poor	0	0
f Doesn't apply	0	0

Q3 Asking you about your symptoms?

a Very good	19	90
b Good	2	10
c Neither good nor poor	0	0
d Poor	0	0
e Very poor	0	0
f Doesn't apply	0	0

Q4 Listening to you?

a Very good	18	86
b Good	3	14
c Neither good nor poor	0	0
d Poor	0	0
e Very poor	0	0
f Doesn't apply	0	0

Q5 Explaining tests / treatment?

a Very good	16	76
b Good	4	19
c Neither good nor poor	1	5
d Poor	0	0
e Very poor	0	0
f Doesn't apply	0	0

Q6 Treating you with care and concern?

a Very good	18	86
b Good	3	14
c Neither good nor poor	0	0
d Poor	0	0
e Very poor	0	0
f Doesn't apply	0	0

Do you have any comments about our practice nurses?

**Two very good nurses
Found them very helpful
Quite Good**

Lovely
Nurses are very good
Kind and considerate
Karen is very good at explaining everything to me regarding my COPD

Could you please complete the following information to ensure we have contacted a representative sample of patients that are registered at this practice.

Are you?	Male	7	37 53 21
	Female	10	
	Unknown	4	
Age Group: Under 16 [] 17-24 [] 25-34 [2] 34-44 [] 45-54 [1] 55-64 [4] 65-74 [7] 75-83 [3] Over 84 [] Unknown [4]			

To ensure our contact list is representative of our local community please indicate below the ethnic background you would most closely identify with?

<p>White White British [17] White Irish [] White European []</p> <p>Mixed - White & Black Caribbean [] White & Black African [] White & Asian []</p> <p>Asian or Asian British Indian [] Pakistani [] Bangladeshi []</p> <p>Black or Black British Caribbean [] African []</p> <p>Chinese or other ethnic Group Chinese [] Other [] Unkown [4]</p>
--