

PATIENT PARTICIPATION SURVEY RESULTS

During 2 weeks in February the practice asked patients attending the surgery (both Kenton and Benwell sites) to complete a patient survey to assist the practice to provide better information for patients.

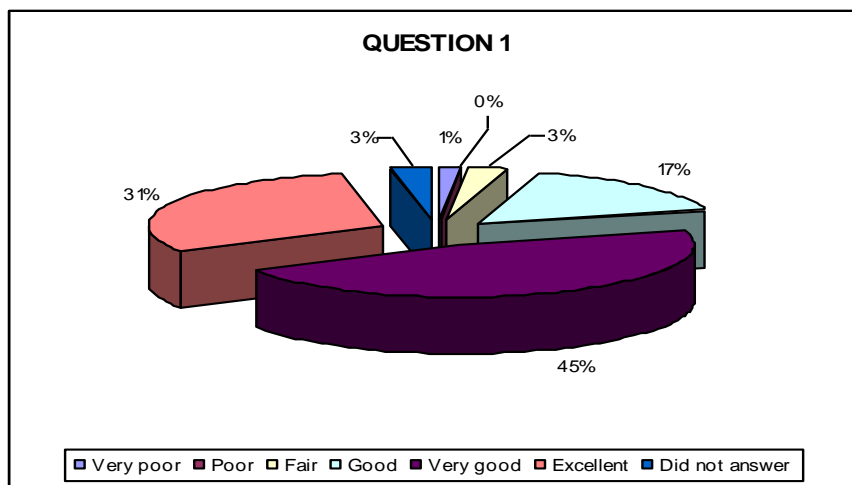
The practice received 73 completed surveys. Thank you to all the patients who took the time to complete the questionnaire, the results are valuable to the practice to assist meeting patient requirements.

The survey was 13 questions long and included in this was demographic questions to try and indication which needs were expressed for certain age groups.

The results are as follows:-

Question 1

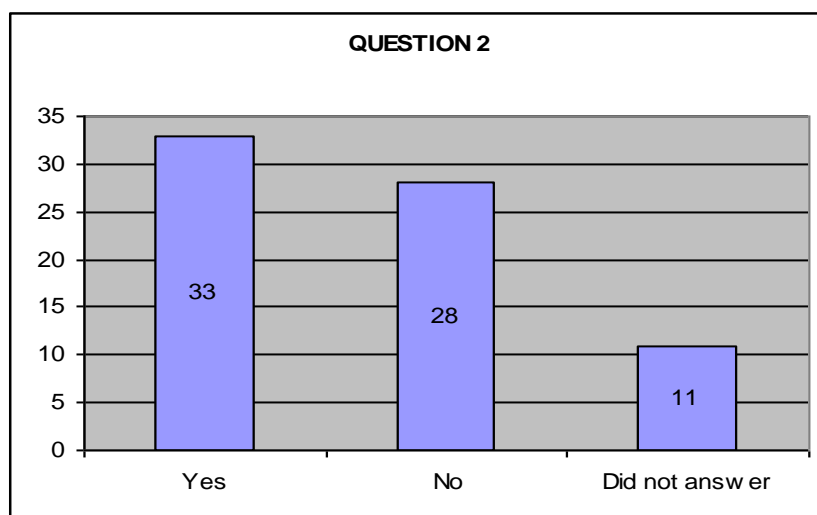
Thinking about the information we provide about the practice and the services we provide, how would you rate the information provided?



1 patient (1%) rated the practice was **Very poor**, no patients rated the practice as **Poor**, 2 patients (3%) rated the practice as **Fair**, 12 patients (17%) rated the practice as **Good**, 33 patients (45%) as **Very Good** and 22 patients (31%) as **Excellent**.

Question 2

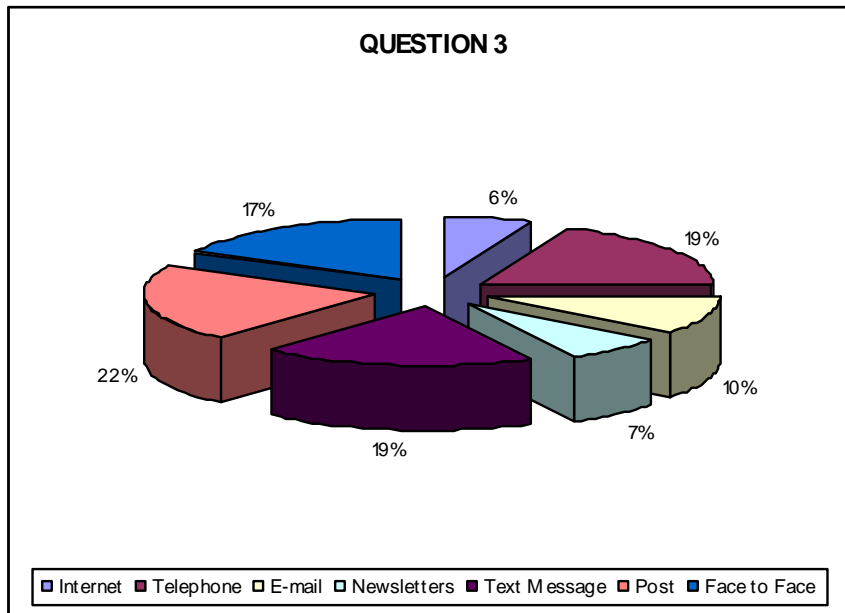
Are you aware that the practice has a practice booklet specifically for patients and contains information about the surgery?



Some patients are aware of the Practice Booklet. The practice will endeavour to make patients aware of the booklet which is left in surgery and available to download on the website www.bettsavenue.nhs.uk

Question 3

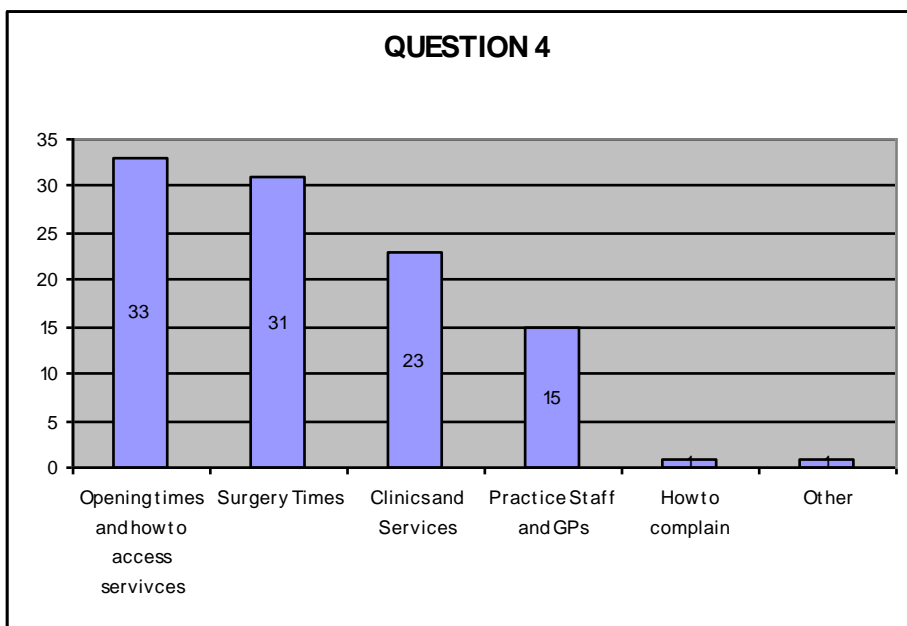
How would you prefer to receive information from the practice? Please choose any that apply.



Patients like to be contacted in many different ways – the most popular being **Post**, with **Telephone** and **Text Messages** joint second. Patients also like to receive information **Face to Face** which was the third most popular choice. **E-mail**, **Newsletters** and **Internet** were still options that patients selected – the practice currently does try and contact patients in all these different ways.

Question 4

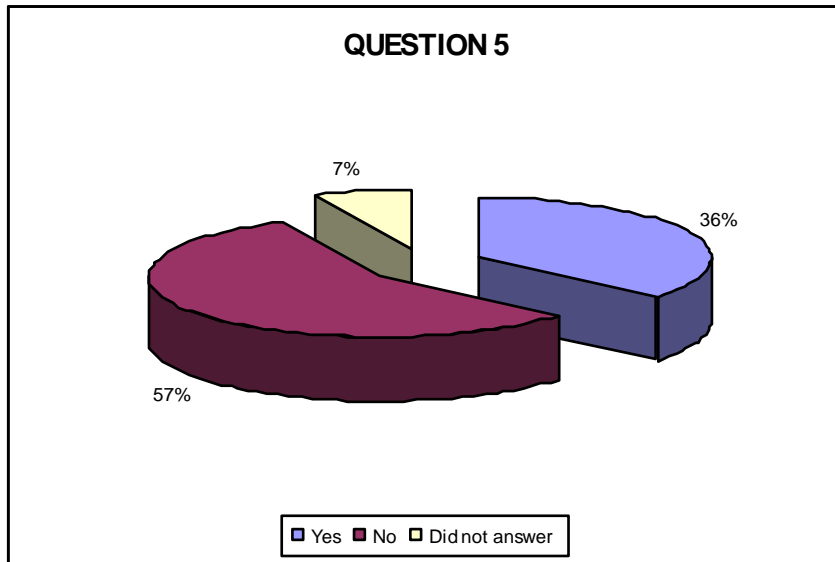
Thinking about the services the practice provides, what topic would you like to receive more information about? Please choose any that apply.



Receiving information about **Opening times and how to access services** was the most requested topic followed closely by **Surgery Times**.

Question 5

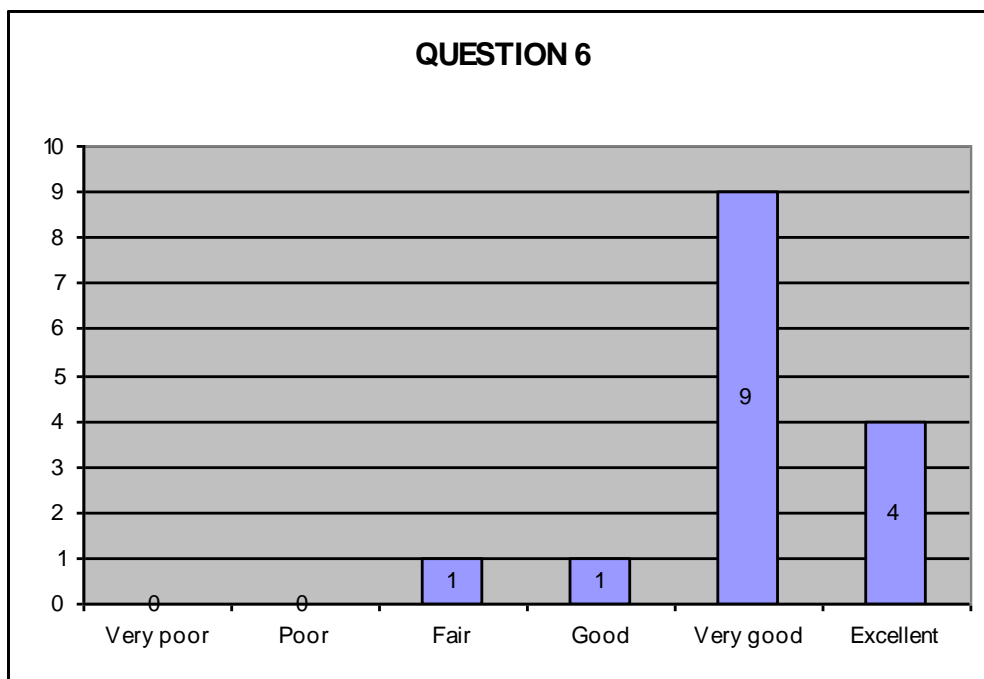
Thinking about the practices online services, are you aware that you can make GP Appointments and order prescriptions online?



57% of patients who completed the survey have used the on-line services – this is a vast improvement on 2011/2012 as only 14% had heard of the service.

Question 6

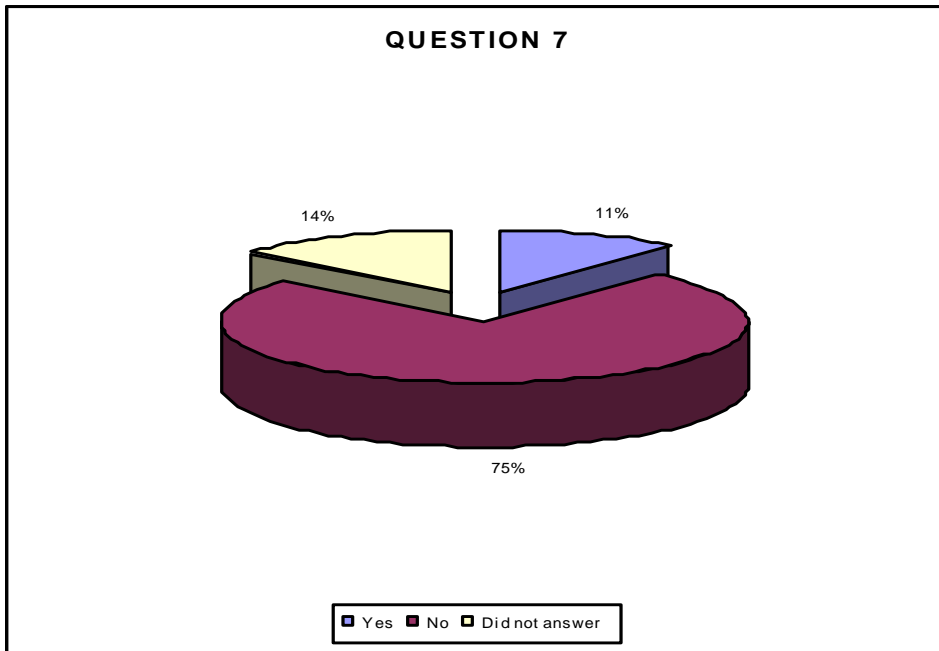
If you have used our online services, how would you rate them?



Patients on average think the on-line service is **very good**.

Question 7

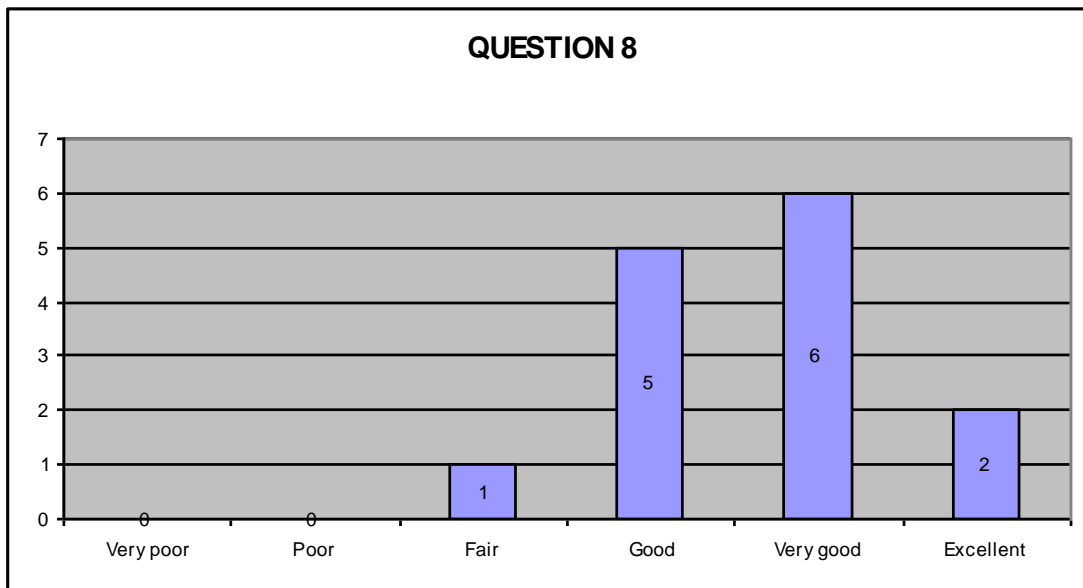
Thinking of our practice website, have you viewed our website recently?



In Question 6 only **8 patients (14%)** ticked that they had used the on-line service

Question 8

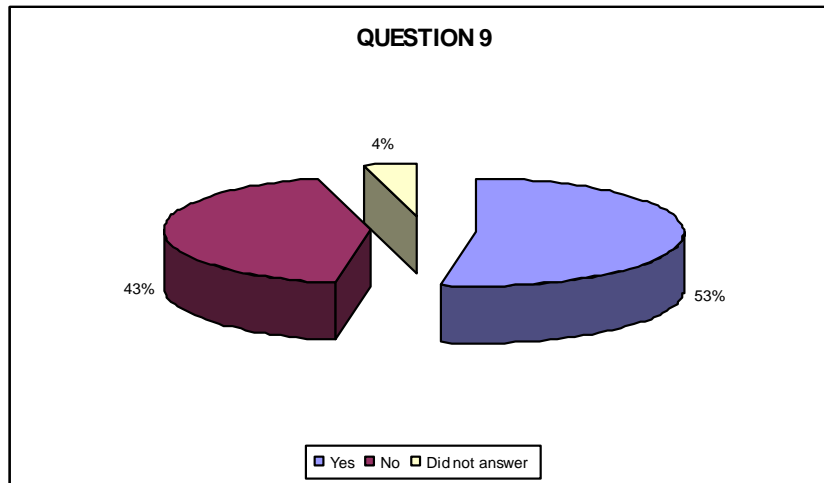
How do you rate the information that is provided if you have?



14 patients have viewed the website, most patients rated the website as **good/very good**, 2 patients thought the site was **Excellent**.

Question 9

Do you have a preferred GP at the surgery?



53% of patients do have a preferred GP at the surgery.

Below are the comments received:-

They know your history

Dr Black - 13 patients

Dr Bone - 10 patients

Dr Podogrocki - 1 patient

Consistency of Care

Because I have a woman doctor and she knows my health history

Talk one to one

Dr Bone has time to listen to you and doesn't rush you like you are on a conveyor belt

I like female doctors

Knows your history

Very good

Don't mind seeing anyone but I would prefer to see Dr Black

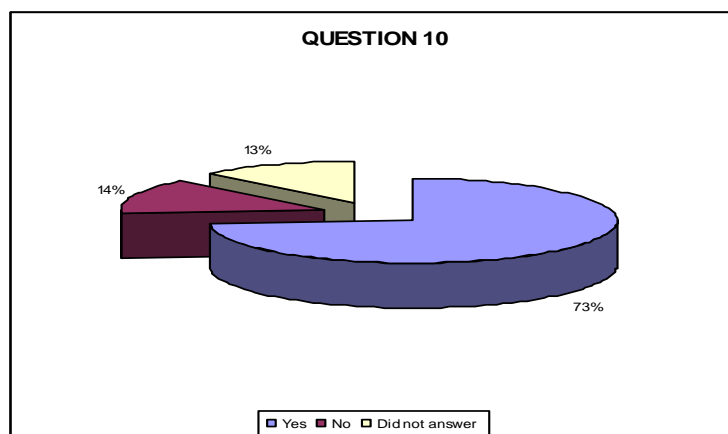
Because I feel confident with my GP she knows me and my family and has been very supportive

Dr Black very good and always willing to help

Will sometimes request Dr Bone if female problem

Question 10

Continuity of Care – it is best to see the GP who is treating your current condition/illness. Are you aware of this?



73% of patients are aware of the Continuity of Care.

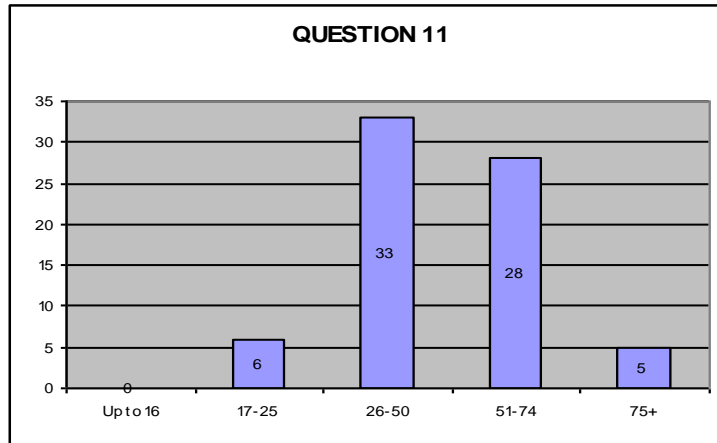
Below are the comments received:-

It is not always possible to do this

I just thought you see any doctor, I wasn't aware you could see the same one.

Question 11

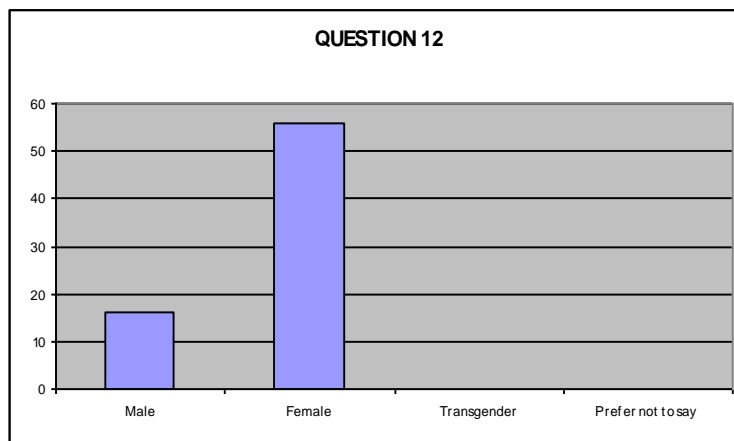
What is your age group?



Patients mainly belonged to the **26/50** and **51-74** age group.

Question 12

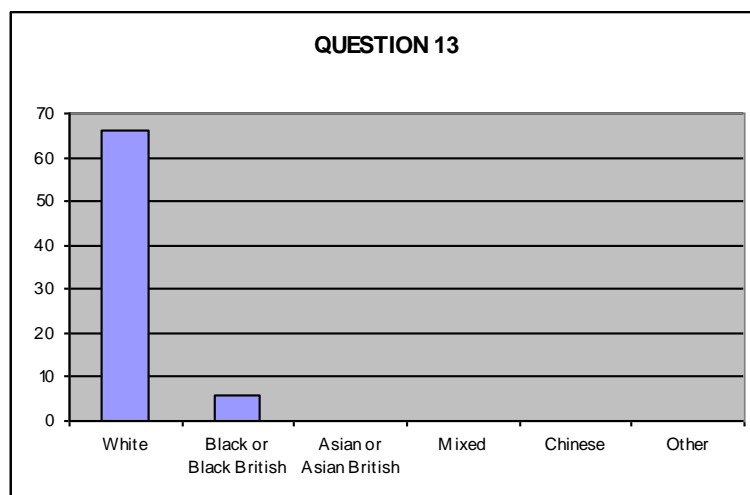
Are you?



Majority of the patients who completed the survey were **female**.

Question 13

Which ethnic group do you belong to?



Majority of the patients who completed the survey were **white**.

Comments

Everyone is very helpful on Reception
Why do I have to wait a long time for appointments when I am ill
Everyone is always pleasant and courteous
Reception staff are always helpful and GPs are very good

CONCLUSION

The patient survey was very successful and has highlighted what the practice can do better.

Main points for the practice to promote the **Practice Booklet** to patients as this contains a lot of information (Question 2), ensuring patients have access to the **information they would to know more about** (Question 4), look to keep advertising the **online services** (Question 5) and giving patients the **choice of how they receive information** (Question 3), currently the practice offered text message reminders, newsletters, internet via the website and posting out of information but more could be done via e-mail.

There comments received were generally positive and it is encouraging for the staff to know they find them helpful and friendly.

One patient did make the comment with regards to finding it difficult to get an appointment when they are ill. The practice does try to make available different appointment times and slots such as Emergency Slots, Routine Slots, Telephone Slots and do offer for the GP to contact the patient if none of the others are available/suitable to discuss the problem then the GP will make a decision if and when they require to see the patient.

Over 20 patients expressed a view to become part of the Patient Participation Group either by way of attending the meetings or as a 'virtual member' as a result of this survey which is excellent. The practice would like to get patients from every walk of life involved in the Patient Participation group to help shape the future of their health care.

Julie Wade
Practice Manager
6th March 2013