

# PATIENT PARTICIPATION SURVEY 2013/14 RESULTS

During 2 weeks in March 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.

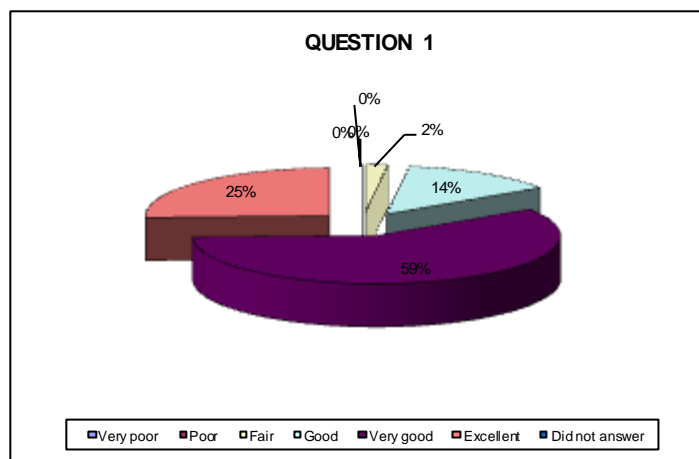
The practice received 50 completed surveys. Thank you to all the patients who took the time to complete the questionnaire, the results are valuable to the practice to assist meeting patient requirements.

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

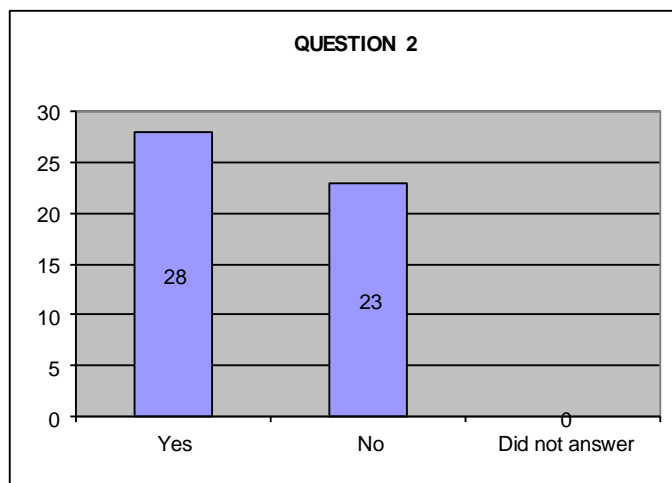
**Thinking about the information we provide about the practice and the services we provide, how would you rate the information provided?**



No patients rated the practice as **Very Poor or Poor**, 1 patient (2%) rated the practice as **Fair**, 7 patients (14%) rated the practice as **Good**, 30 patients (59%) as **Very Good** and 13 patients (25%) as **Excellent**.

## Question 2

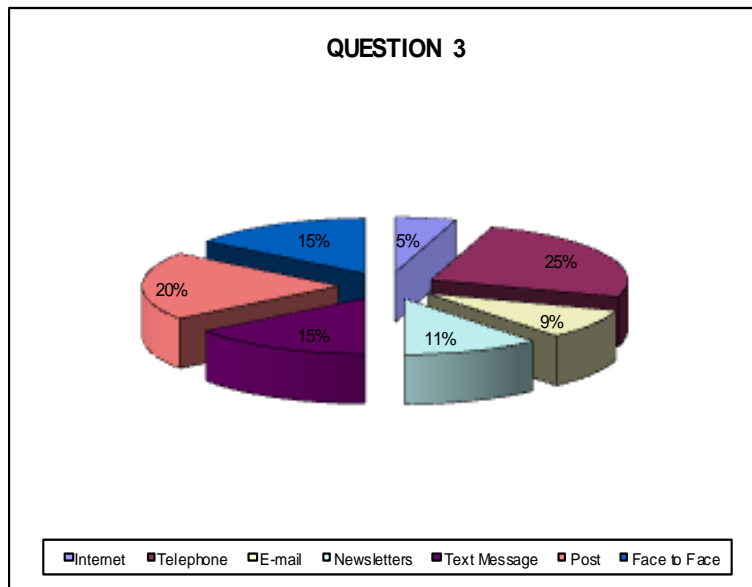
**Are you aware that the practice has a practice booklet specifically for patients and contains information about the surgery?**



More than half the patients surveyed are aware of the Practice Booklet. The practice will endeavour to keep making patients aware of the booklet which is left in surgery and available to download on the website [www.bettsavenue.nhs.uk](http://www.bettsavenue.nhs.uk)

### Question 3

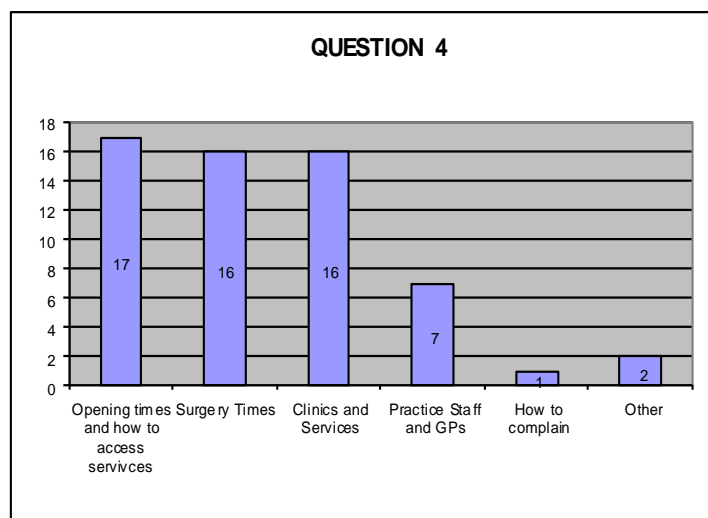
How would you prefer to receive information from the practice? Please choose any that apply.



Patients still like to be contacted in many different ways – the most popular being **Telephone**, followed by **Post** with **Face to Face** and **Text Messages** joint third. **E-mail**, **Newsletters** and **Internet** where still options that patients selected – the practice currently does try and contact patients in all these different ways.

### Question 4

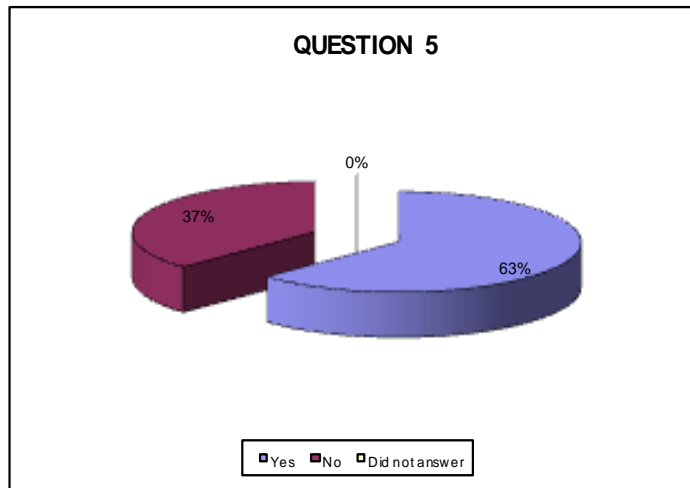
Thinking about the services the practice provides, what topic would you like to receive more information about? Please choose any that apply.



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

### Question 5

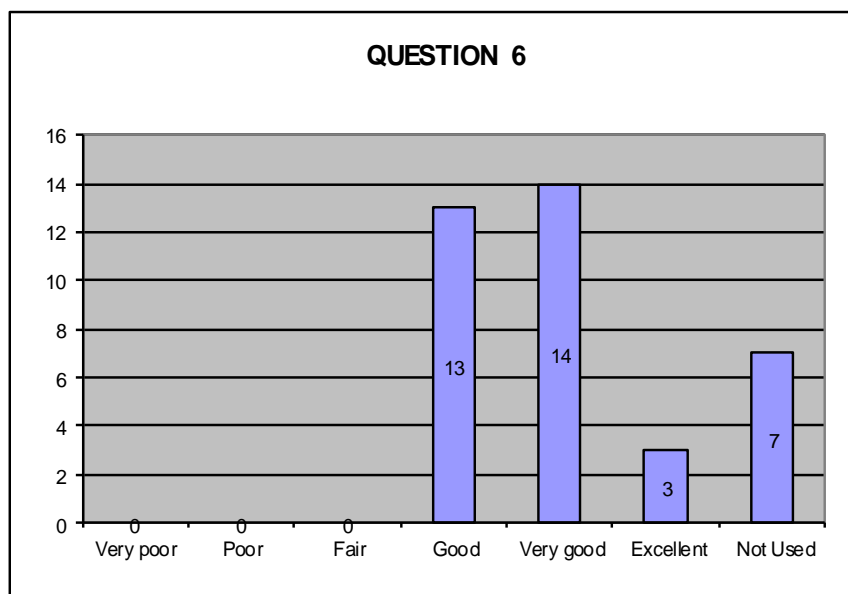
Thinking about the practices online services, are you aware that you can make GP Appointments and order prescriptions online?



63% of patients who completed the survey have used the on-line services – again this is an improvement as in 2012/2013 36% had heard of the service and in 2011/2012 the figure was only 14%.

### Question 6

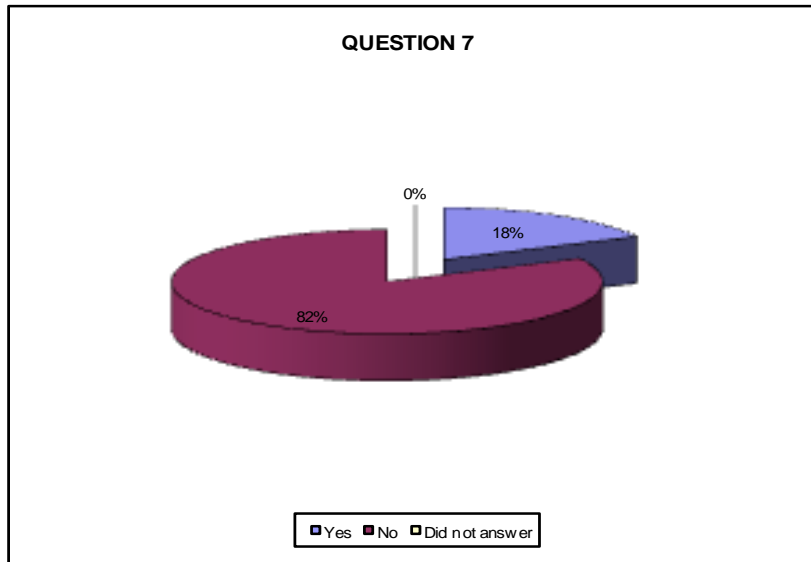
If you have used our online services, how would you rate them?



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

### Question 7

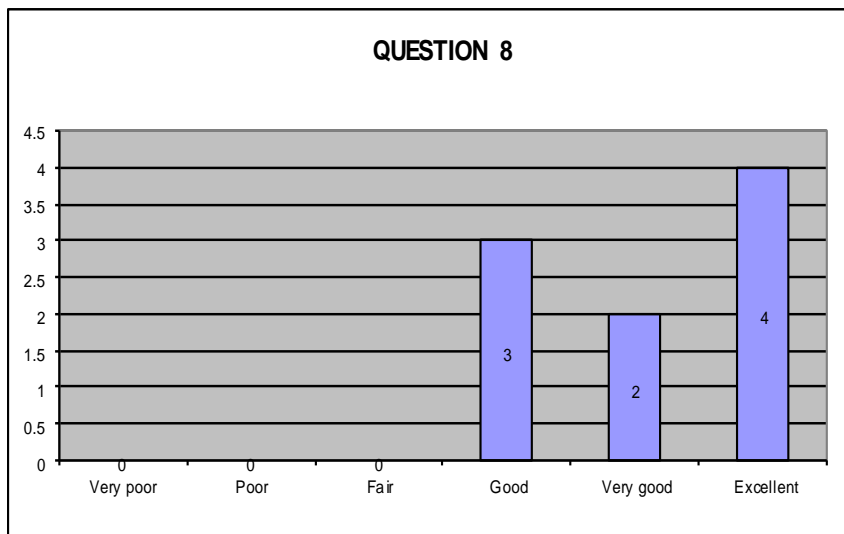
Thinking of our practice website, have you viewed our website recently?



9 patients (18%) ticked that they had viewed the website recently.

### Question 8

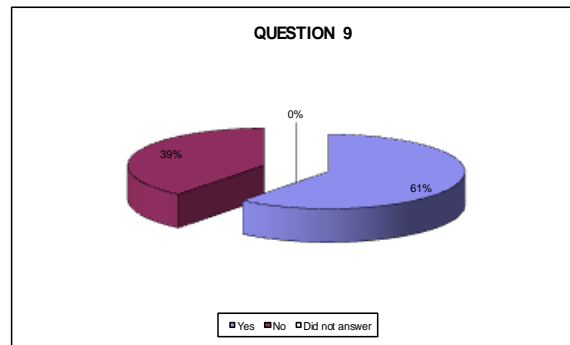
How do you rate the information that is provided if you have?



Out of the 18 patients that have viewed the website, most patients rated the information on the website as **Excellent**.

## Question 9

### Do you have a preferred GP at the surgery?



61% of patients do have a preferred GP at the surgery.

Below are the comments received:-

When GP not available another GP will do

Dr Black

I am currently awaiting a kidney transplant and Dr Podogrocki is my preferred GP

Dr Bone or Dr Black

Prefer to see same GP Dr Black

Grown up with them

Dr Black has been my GP for life

Dr Bone & Dr Black always have time to listen rather than hurry you

Dr Bone

I like the fact of seeing same GP on ones medical history - however would have no objection to alternatives

Dr Bone - excellent help and support

Dr Black

Dr Bone

Dr Bone/Dr Black - doctors I have been seeing since being a child

Dr Black / Nurse - M Cairns

Dr Black & Dr Bone, I am used to them and they listen & Dr Symon

Dr Bone - she explains things clearly to you

I think its important to see the same GP for continuity

Dr Bone

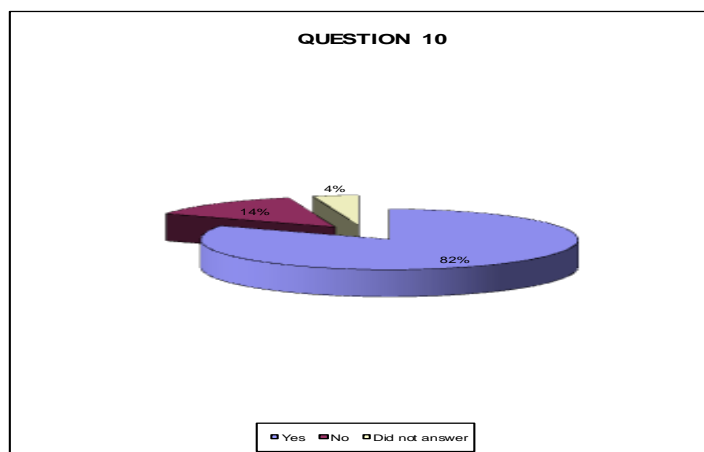
Dr Bone

Female GP

Dr Bone

## Question 10

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



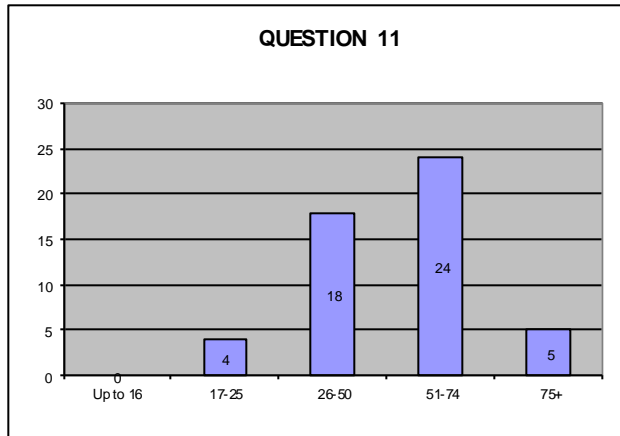
82% of patients are aware of the Continuity of Care.

Below are the comments received:-

- GP not always available when needed
- Thought you had to take whoever was available
- Cant see same GP as appointments are always booked in advance

### Question 11

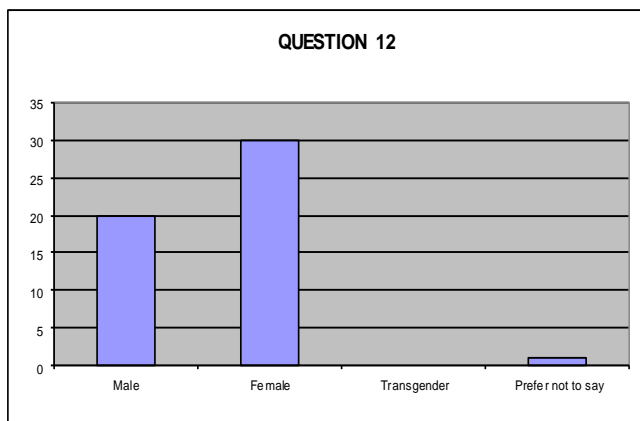
**What is your age group?**



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

### Question 12

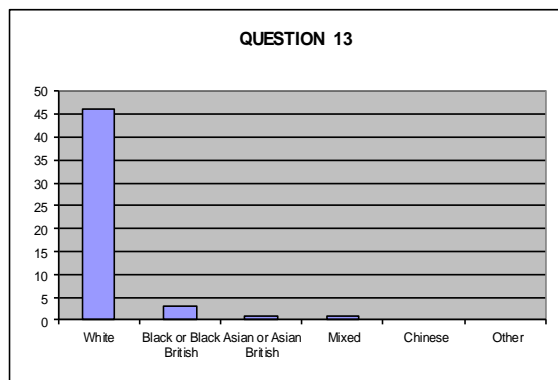
**Are you?**



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

Brilliant Surgery, highly recommended

Always a fantastic service from both staff and GPs

Staff are always helpful and friendly, GP/Nurses are always available

Girls on phone very helpful

Staff unfailingly helpful, excellent all round

Good services provided by Dr Black and Michelle Cairns

I think Benwell and Kenton are wonderful, the receptionist all know me by name at Kenton and all the Nurses. I am well looked after by all

The practice is excellent, offers early morning appointments which are needed when you work and the staff are friendly and helpful - great customer service

Need more GP appointments - need to be flexible with appointments

## CONCLUSION

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

Its shows that the areas that the practice have worked on such as **Online Access, Practice Booklet** and **internet** has been successful but the practice will strive to do better.

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

A comment was made regarding not knowing about Patient Continuity when seeing a doctor for a specific problem – I hope the survey has highlighted this to the patient. A comment was also received regarding the surgery needing more GP appointments. The surgery has tried to offer a range of appointments, early morning, afternoon, evening, telephone appointments to try and facilitate the demand.

The Patient Group continues to grow and at the last PPG meeting we welcomed a new member to the group and we hope to continue to recruit patients to the group.

The same questionnaire had been used over the last 3 surveys and it is good to compare the results to see where the practice has improved and where more work can be done. We have another exciting and challenging year ahead.

Julie Wade  
Practice Manager  
16th March 2013