

BARKING MEDICAL GROUP PRACTICE SURVEY REPORT 2014/15

We would like to thank all patients who have completed our recent patient survey.

We asked a cross section of 83 patients from our Patient Reference Group for their views and suggestions with reference to our Patient Questionnaire. The Patient Reference Group views and suggestions were implemented before distributing the questionnaire.

The amended survey was emailed to our Patient Reference Group and was available in our Barking Medical Group Practice and Orchards Health Centre reception for all our patients to complete anonymously from 16th September to 23rd September 2014.

200 questionnaires were distributed between Upney Lane and Orchards Surgery and 200 were completed by our patients.

We are pleased with the results of our Patient Survey which was discussed with our Patient Participation Group on 21st October 2014

Results of our September 2014/15 patient survey are as follows:

Patient questionnaires distributed: 200

Completed responses received back: 200

Age

Under 16	1%
16-44	47%
45-64%	28.5%
65-74%	10.5%
75 or over	13%

Sex

Male	36%
Female	64%

Ethnicity

White	45.5%
Black or Black British	9%
Asian or Asian British	33.5%
Mixed	4.5%
Chinese	3.5%
Other ethnic group	4%

Questions

About your visit to the GP today

1. How good was the GP at:

Being polite and considerate?

Very Good	64.5%
Good	28.5%
Satisfactory	7%
Poor	0
Very poor	0
Does not apply	0

2. Listening to you?

Very good	60%
Good	32%
Satisfactory	7%
Poor	0.5%
Very poor	0
Does not apply	0.5%

3. Giving you enough time?

Very good	53.5%
Good	31%
Satisfactory	12%
Poor	2%
Very poor	1%
Does not apply	0.5%

4. Assessing & explaining your medical condition?

Very good	50.5%
Good	36.5%
Satisfactory	9%
Poor	1%
Very poor	0
Does not apply	3%

How good was the GP at:

5. Involving you in decisions about your care?

Very good	46%
Good	41%
Satisfactory	8.5%
Poor	1%
Very poor	0
Does not apply	3.5%

6. Would you be completely happy to see this GP again?

Yes	99%
No	1%

About Receptionists and Appointments

7. How helpful do you find the receptionists at your GP practice?

Very helpful	78%
Fairly helpful	18%
Not very helpful	2%
Not at all helpful	0.5%
Don't know	1.5%

8. How easy is it to get through to someone at your GP practice on the phone?

Very easy	28%
Fairly easy	49.5%
Not very easy	14%
Not at all easy	3.5%
Don't know	0
Haven't tried	5%

9. If you need to see a GP urgently, can you normally get seen on the same day?

Yes	60.5%
No	22%
Don't know/never needed to	17.5%

10. How easy is it to book ahead in your practice?

Very easy	25.5%
Fairly easy	54%

Not very easy	12%
Not at all easy	5%
Don't know	0
Haven't tried	3.5%

11. Which of the following methods would you prefer to use to book appointments at your practice?

In person 63 people said yes =	31.5%
By phone 157 people said yes =	78.5%
Online 39 people said yes =	19.5%
Doesn't apply 1 person said this =	0.5%

Thinking of times when you want to see a particular doctor:

12. How quickly do you usually get seen?

Same day or next day	12%
2-4 days	30%
5 days or more	46.5%
I don't usually need to be seen quickly	5%
Don't know, never tried	6.5%

13. How long did you wait for your consultation to start?

Less than 5 minutes	13%
5-10 minutes	43.5%
11-20 minutes	26.5%
21-30 minutes	7.5%
More than 30 minutes	4%
There was no set time for my consultation	5.5%

14. Is there a particular GP you usually prefer to see or speak to?

Yes	48.5%
No	51%
There is usually only one doctor in my surgery	0.5%

How good was the Nurse you last saw at:

15. Putting you at ease?

Very good	39.5%
Good	44%
Satisfactory	7%
Poor	1.5%
Very poor	0

Does not apply 8%

16. Involving you in decisions about your care?

Very good	31%
Good	49%
Satisfactory	9%
Poor	0.5%
Very poor	0.5%
Does not apply	10%

17. Would you be completely happy to see this nurse again?

Yes	93.5%
No	6.5%

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

18. Keep yourself healthy

Very well	67%
Unsure	21%
Not very well	4%
Does not apply	8%

19. Overall, how would you describe your experience of your GP surgery?

Excellent	23.5%
Very good	45.5%
Good	20%
Satisfactory	8.5%
Poor	2%
Very poor	0.5%

20. How likely are you to recommend your GP surgery to friends and family if they need similar care or treatment?

Extremely likely	37%
Likely	45%
Neither likely nor unlikely	7%
Unlikely	5%
Extremely unlikely	2%
Don't know	4%

21. Do you have a long-standing health condition?

Yes	44.5%
No	50%
Don't know/cant say	5.5%

22. Which of the following best describes you?

Employed (full or part time, including self employed)	45.5%
Unemployed/looking for work	7%
At school or in full time education	5.5%
Unable to work due to long term sickness	3.5%
Looking after your home/family	13%
Retired from paid work	23%
Other	2.5%

Overall comments regarding GP practice:

Reception staff are friendly and helpful

GP's provide a friendly and efficient service

Comments of dissatisfaction:

Access to appointments

Access to getting through to the surgery by telephone

Suggestions and comments by our patients and Patient Participation Group for improvements in our Practice as a result from our Patient Survey 2014/15

1. You said: Reception staffs are friendly and helpful.

We said: The practice have regular primary care meetings staff with the Practice Manager and Doctor's to identify any reception or other issues that have been raised or need addressing.

2. You said: GP's provide a friendly and efficient service.

We said: We thank all our patients that responded to our practice survey questionnaire and always like to encourage any suggestions our patients have to improve our service

3. You said: Its hard getting access to appointments.

We said: We have had 50 additional emergency appointments added per week to increase access to GP's. The practice would be actively involved in any local projects that would support GP appointment access in the future.

4. You said: Telephone lines are always engaged.

We said: Reception staff will be receiving training sessions to enable them to process calls quicker to free the telephone lines for other patients. Additional telephone line was put in place for staff to use to free up other lines for patients to use

We have: Identified that an average of 60 appointments per week at Upney Lane Surgery are wasted due to DNA's (Did Not Attend) appointments. In an attempt to resolve this issue we have drafted a series of letters to send to patients who fail to attend 3 or more appointments offering them the opportunity to meet with the Practice Manager to ask if there are any specific problems why the patient is unable to attend for their appointments.

Posters have been placed in reception in Hindi, Gujarati and Urdu advertising our Patient Participation Group.

We are currently looking into installing a Hearing Loop in the reception area for our deaf and hard of hearing patients.

Friends and Family survey forms are available in reception for patients to fill in and give feed back after they have been for their consultation, reception staff also hand them to patients.

Installed an additional White Board in reception to display key and important notices.

We would welcome new members to join our patient participation group or the patient reference group.