

BARKING MEDICAL GROUP PRACTICE SURVEY REPORT 2013/14

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

We involved a cross section of seventy 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 collated and included in the practice survey before distributing the patient questionnaire.

The practice survey was emailed to our Patient Reference Group for agreement. The patient questionnaire was available in our Barking Medical Group Practice and Orchards Health Centre reception for all our patients to complete anonymously from 9th to 22nd 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. The findings of our patient survey was discussed at our Patient Participation Group meeting on 14th October 2013

Agreement was made with the Patient Participation Group where proposed changes could be made. The proposed actions were emailed to the patient Reference Group for their views and agreement arising out of the practice survey.

Results of our survey as follows:

Results of our September 2013 patient survey are as follows:

Patient questionnaires sent distributed: 200

Completed responses received back: 200

Age

16 - 20	6%
21 - 30	12.5%
31 - 40	17%
41 - 50	23%
51 - 60	13.5%
61 - 70	12%
71 - 80	11%
80+	5%

Sex

Male	34.5%
Female	65.5%

Ethnicity

White British	29%
Indian	7%
Bangladeshi	7.5%
Chinese	0.5%
Pakistani	6.5%
African	1.5%
Irish	1.5%
Caribbean	3%
Bengali	1%
Other	4.5%
No disclosure	38%

Questions

(Scale where '1' is least important and '10' is very important)

1. How important is it to get an appointment quickly?

10	- 69%
9	- 6.5%
8	- 17%
7	- 4%
6	- 0.5%
5	- 2%
3	- 0.5%
1	- 0.5%

2. How important are the opening times?

10	- 62%
9	- 11%
8	- 14%
7	- 4.5%
6	- 0.5%
5	- 5.5%
4	- 0.5%
2	- 0.5%
1	- 1.5%

3. Should the surgery be open for longer?

10	- 37%
9	- 7%
8	- 12.5%
7	- 9%
6	- 4%
5	- 15.5%
4	- 2%
3	- 1%
2	- 1.5%

1 - 10.5%

4. Should there be more receptionists?

10 - 15%
9 - 3%
8 - 10%
7 - 7.5%
6 - 4%
5 - 23.5%
4 - 2.5%
3 - 8%
2 - 3.5%
1 - 23%

5. Should there be a Nurse available every day?

10 - 51.5%
9 - 6%
8 - 14%
7 - 5.5%
6 - 2.5%
5 - 10.5%
4 - 0.5%
3 - 2%
2 - 1%
1 - 6.5%

6. How important is it to see that one GP you want?

10 - 62%
9 - 6%
8 - 9.5%
7 - 6%
6 - 4.5%
5 - 6.5%
4 - 0.5%
2 - 0.5%
1 - 4.5%

7. How important is it to have additional staff (HCA) just to check blood Pressure, temperature etc?

10 - 37.5%
9 - 3%
8 - 18%
7 - 8.5%
6 - 7%
5 - 17.5%
4 - 1.5%

- 3 - 1.5%
- 2 - 2%
- 1 - 3.5%

Section 2

(Scale 0 – 5 (0 = not happy, 5 = very happy))

1. How happy are you with the overall service from the practice?

- 5 - 50.5%
- 4 - 29%
- 3 - 17%
- 2 - 1.5%
- 1 - 2%

2. How happy are you with the quality of the service you get from the receptionists?

- 5 - 65%
- 4 - 24%
- 3 - 9%
- 2 - 0.5%
- 1 - 1.5%

3. How happy are you with the telephone responses?

- 5 - 44.5%
- 4 - 28%
- 3 - 14%
- 2 - 6.5%
- 1 - 2%
- 0 - 5%

4. Are you happy for your prescriptions to go electronically to the chemist?

- YES - 73%
- NO - 27%

**5. Would you be happy to see the practice clinician instead of attending A/E?
If you were given an appointment for your very urgent needs on the same day?**

- YES - 88.5%
- NO - 11.5%

Section 3

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

Very helpful	71.5%
Fairly helpful	26.5%
Not very helpful	1.5%
Not helpful	0%
Don't know	0.5%

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

Very easy	33%
Fairly easy	49%
Not very easy	9.5%
Not at all easy	4.5%
Don't know	4%

3. How quickly do you get to see the doctor when you need to?

Same day	12.5%
Next day	10.5%
2 – 4 days	37%
5 days or later	35%
Don't know	5%

Patient opinions

Listed below is a cross section of opinions that patients expressed on the questionnaire.

Very happy with the kindness of the GPs/Nurses/Reception Staff
 Reception staff are helpful and always willing to help with problems
 The phones need to be answered quicker
 The phone lines are always engaged
 Waiting times need to be shortened for appointments
 GP's need to stop running late
 Improve privacy at the desk
 Have more regular GP's
 Patients who park in the disabled space to have disabled badges

Patient suggestions

Listed below are a selection of suggestions patients feel could improve the surgery.

Better phone lines
 Children's books/toys in reception area
 Magazines/TV in reception area
 Evening/weekend surgeries

Suggestions made by our Patient Participation Group for improvement in our practice as a result from the findings of our Patient Survey:

1. You said: Can we have better phone lines?

We said: A new upgraded telephone system will be installed early spring and will provide patients to call at a cheaper rate.

2. You said: The telephone lines are always engaged.

We said: The new telephone system will provide additional telephone lines.

3. You said: The telephones need to be answered quicker.

We said: The new telephone system will include headsets for the receptionist to maximize the use of the system

4. You said: The reception area is boring whilst waiting for your appointment.

We said: Magazines are now available in the reception area.

5. You said: Waiting times need to be sooner for appointments.

We said: 50 additional emergency appointments have been added per week to increase GP access.

6. You said: Improve privacy at the reception desk.

We said: We have introduced a sign requesting patients to inform the receptionist if they need to speak privately.

**We have: Identified training needs for our reception staff.
Our staff now identify themselves and the surgery when answering the telephone.**

**Name badges have been issued to all reception staff
Patients are now able to identify which receptionist they are speaking to.**

**A whiteboard was placed in the reception area to advise patients:
Which GP's were in surgery
If any clinical surgeries are delayed.
Clinical and Reception staff on duty.**

A large bin was placed in the reception area for patients use.

A clock was donated by one of our PPG members to be placed in reception for patients.

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