



Greyfriars Surgery Patient Questionnaire 2013

Local Patient Participation
Questionnaire Results

Background information to the surgery

- The surgery is located in Hereford City Centre, operating from a Grade II listed building. We register patients from Hereford City and some rural villages bordering the city.
- We have approx 6200 patients currently registered with the practice.
- The surgery provides general and enhanced medical services to its registered patients (for a complete list see the Surgery brochure or website)
- We open 8-6 Monday to Friday (no lunchtime closure).
- Out of hours services are provided by Prime care.

Surgery Patient Participation Group(PPG)

We currently have a group of 12 patients who form a virtual PPG. (Having struggled to find patients to commit to a face to face group, due to personal and professional commitments).

We are unaware of how representative this group is of the surgery, because there is no criteria for membership, and we have not sought permissions from patients to disclose information about the members.

The group have email contact with the surgery on an ad hoc basis, when matters arise from the group or the surgery is planning changes.

The surgery also gathered views from the patients earlier in 2013 from a paper feedback exercise of

- Tell us what you like about the surgery
- Tell us what you like about the surgery
- Tell us how we could be more helpful

From both the virtual group and the feedback exercise, the concerns remain the same as previously, which are

- telephone access
- booking appointments
- access to the building
 - Car parking
- Catering for the disabled
- Communication issues in regards to persons in ethnic minority groups

And this formed the basis for this years surgery. That was sent to the members of the PPG and a 90 copies given out randomly in the surgery.

The questionnaire results were sent to the PPG on the 14/1/2014 –with the suggested action plan.

Verbal approval from two patients was noted. No other comments received.

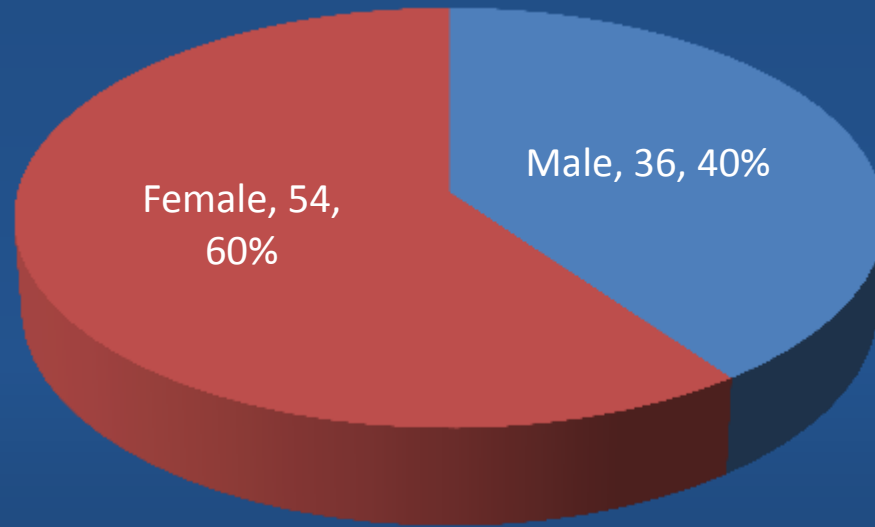
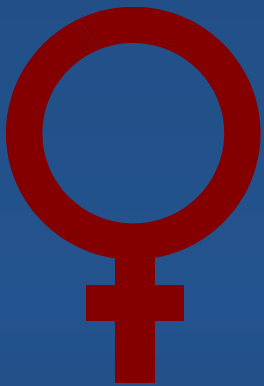
The survey results/report was then publish in the surgery on our electronic boards and on the surgery website, for all the patients to view and comment.

Patient Questionnaire 2013

This years questionnaire was based around three topics of

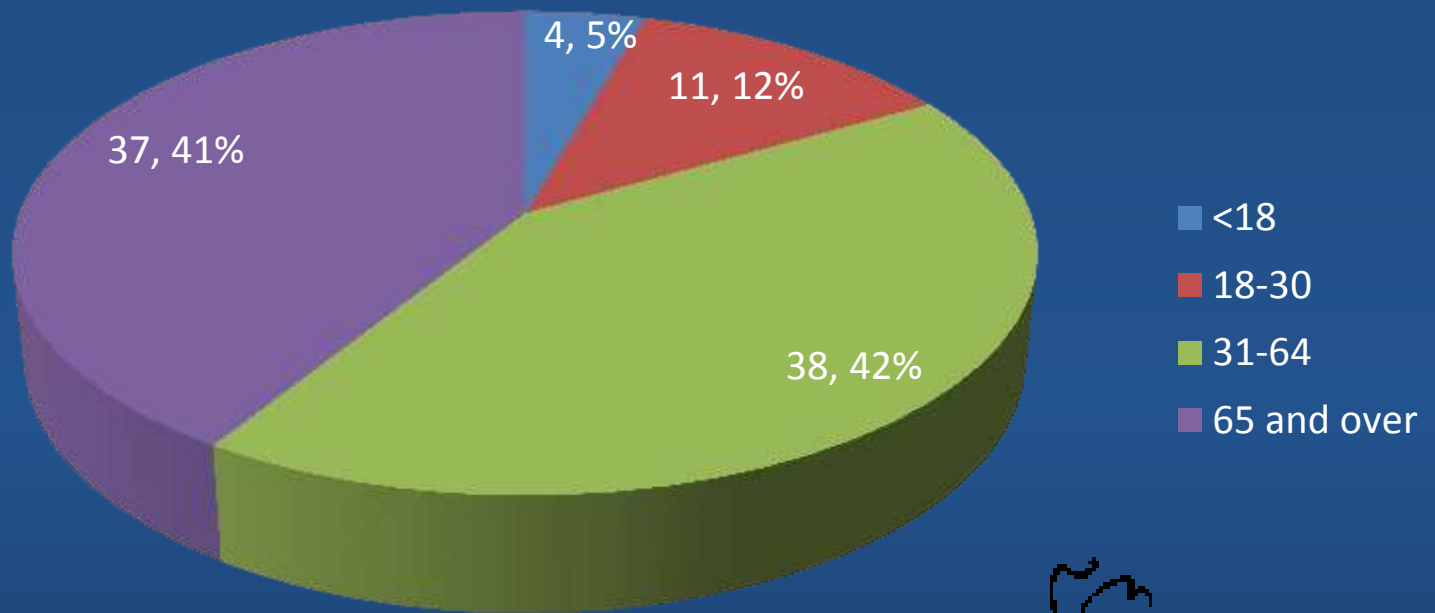
- Equality and Diversity(ensuring we give an equal service to all of our patients)
- Disability (ensuring that we can meet the needs of disabled patients)
- Promoting online services (raising awareness of the online services that we offer, that include booking appointments, ordering prescriptions and accessing their own medical records via the internet)

Are you male or female?



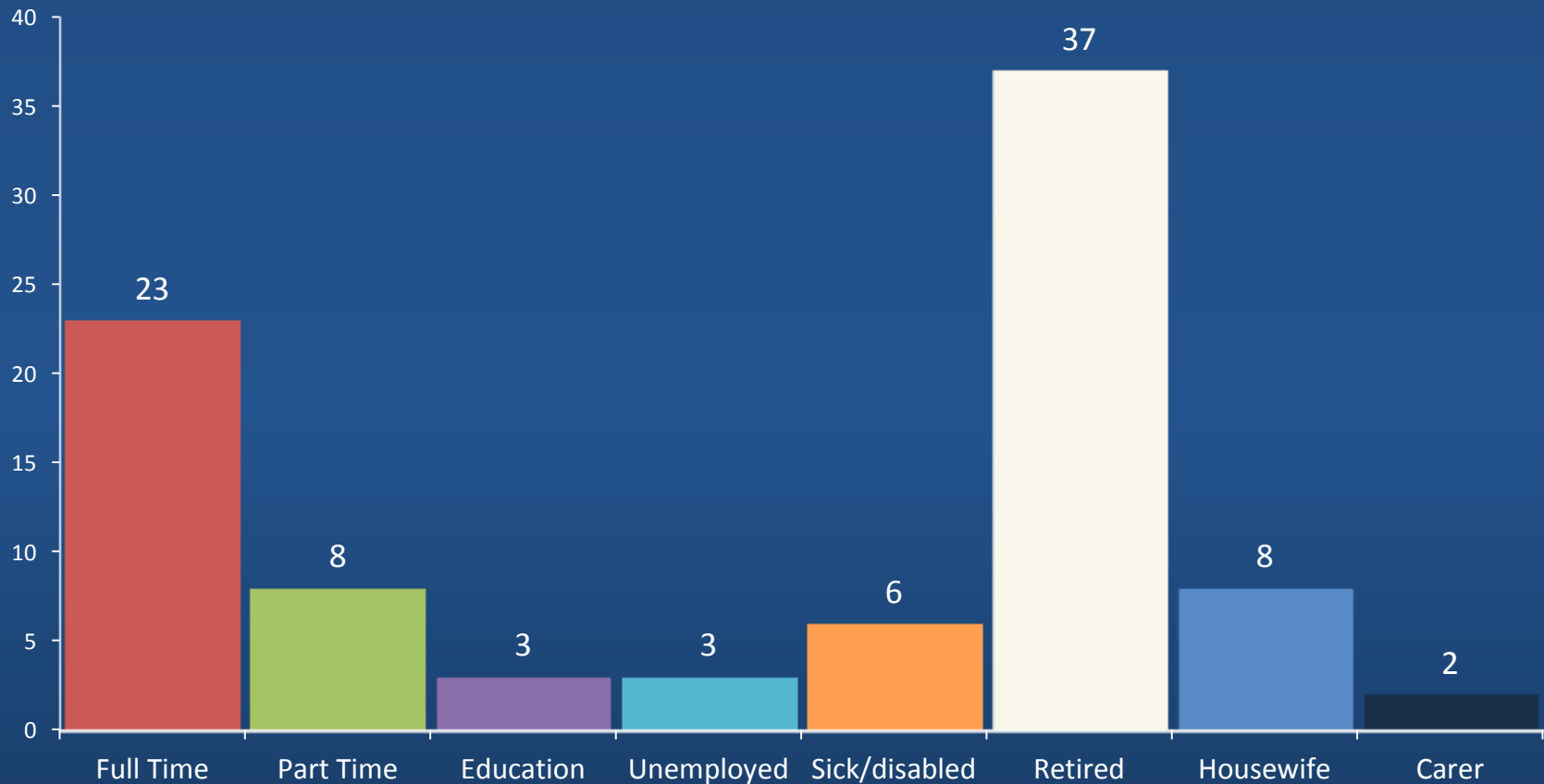
Thank you to all our patients who completed the questionnaire

How old are you?



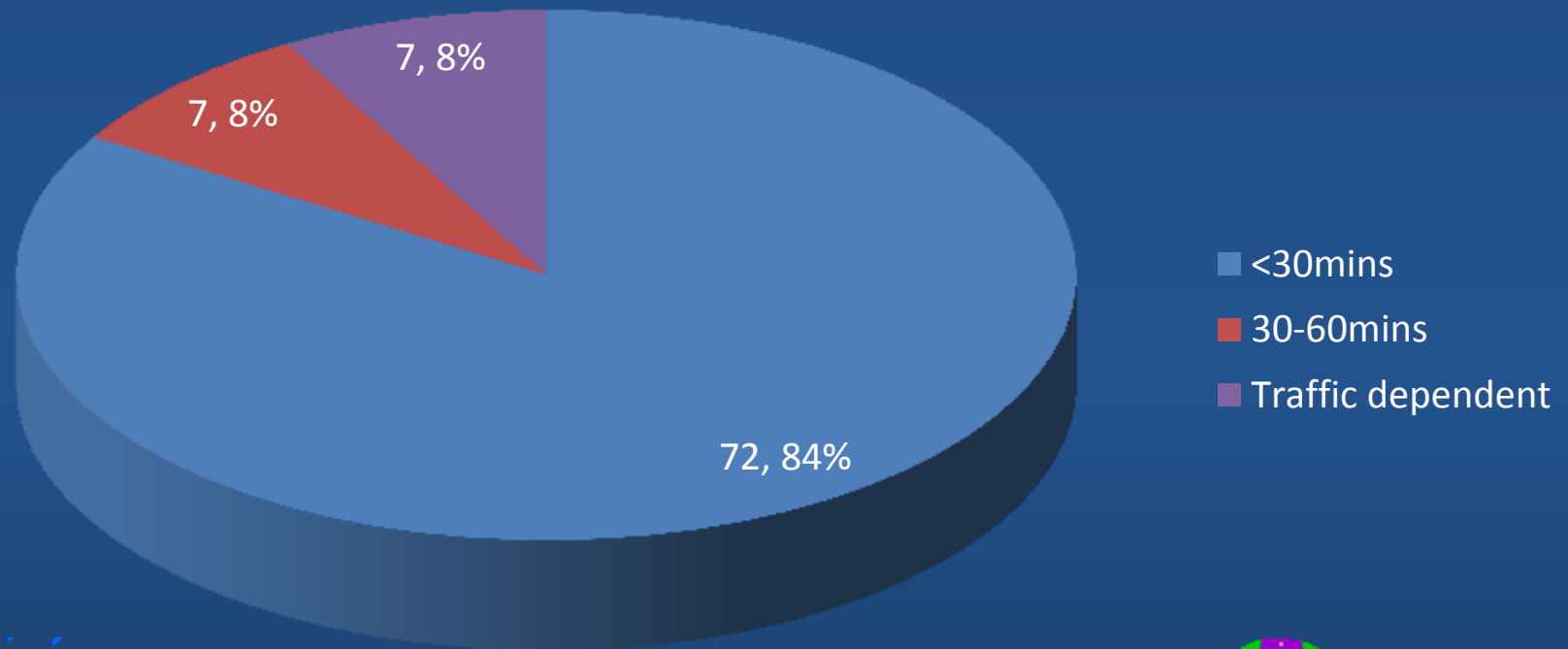
Thank you to all our patients who completed the questionnaire

Which of these best describes what you are doing at present?



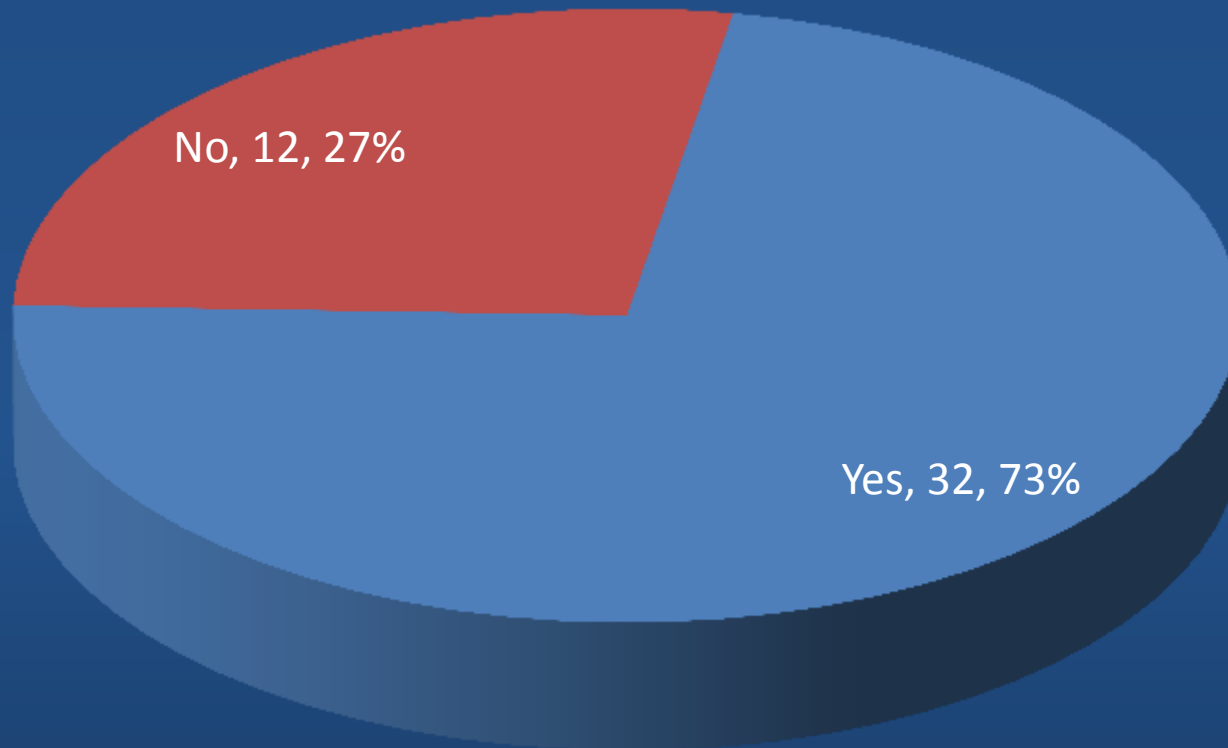
Thank you to all our patients who completed the questionnaire

In general, how long does your journey take from home to the surgery?



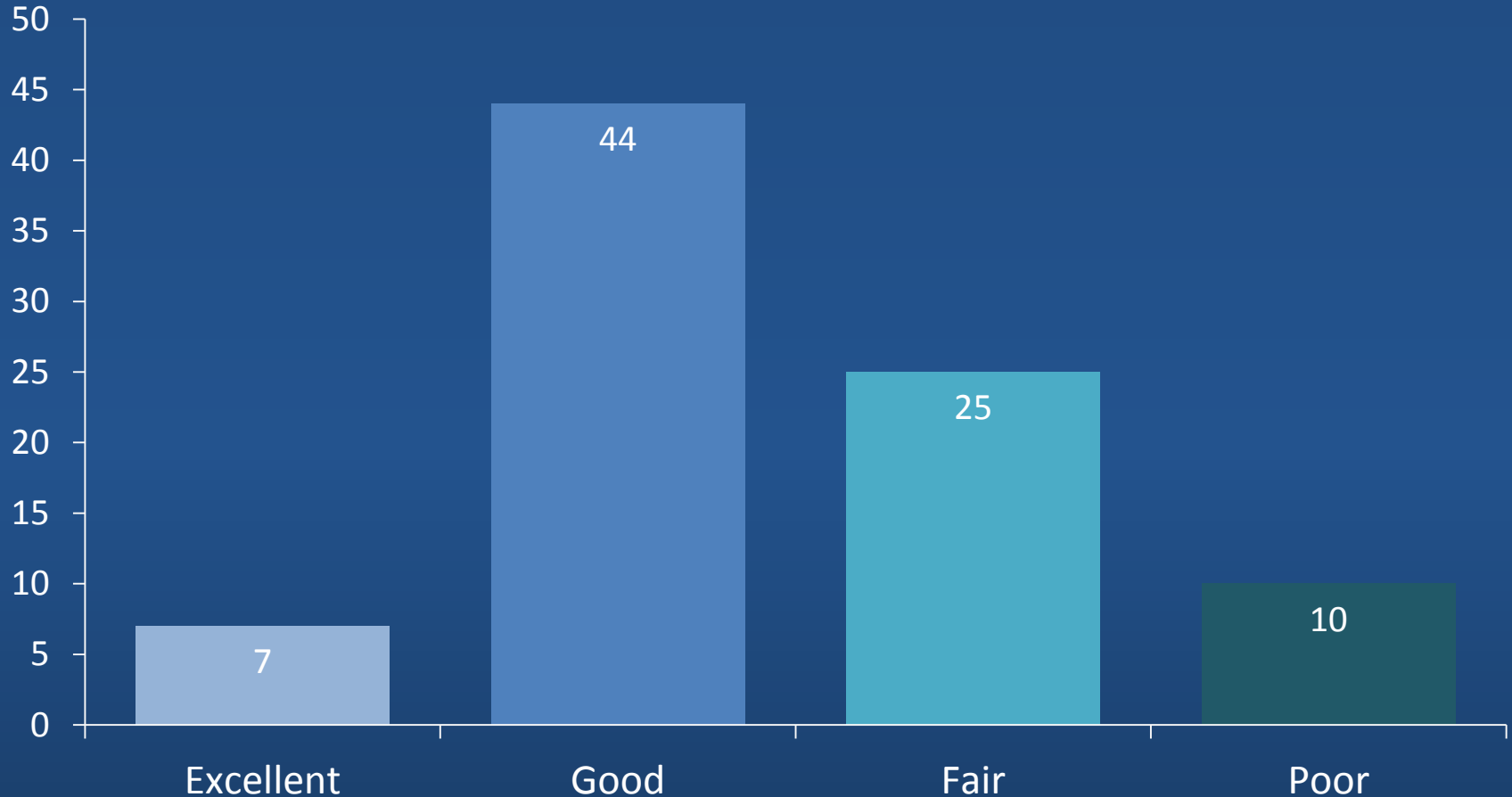
Thank you to all our patients who completed the questionnaire

If you need to see a doctor during working hours, can you take time off work?



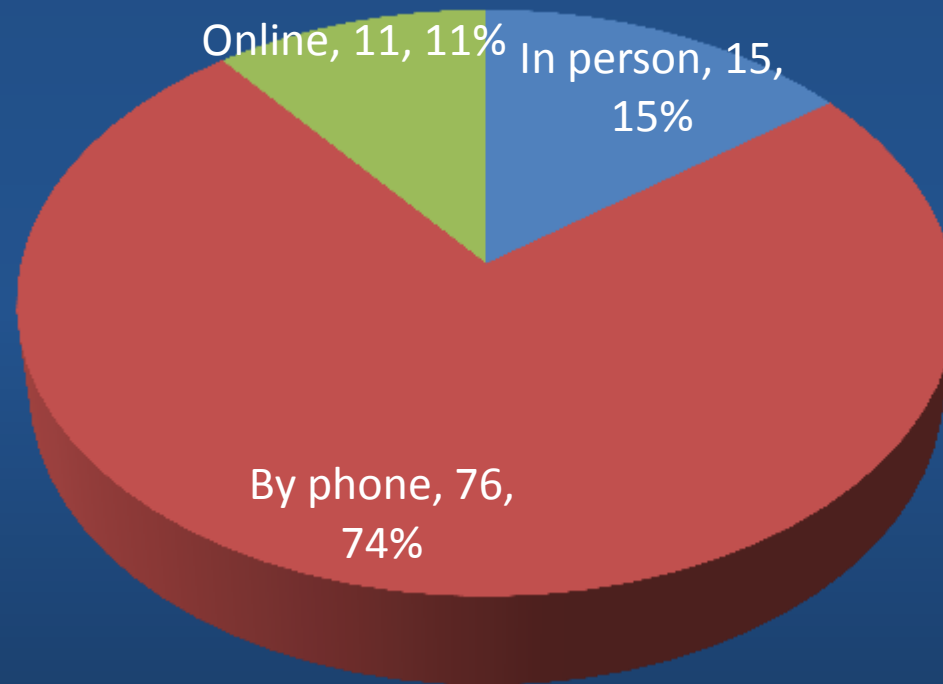
Thank you to all our patients who completed the questionnaire

In general, would you say that your health is...



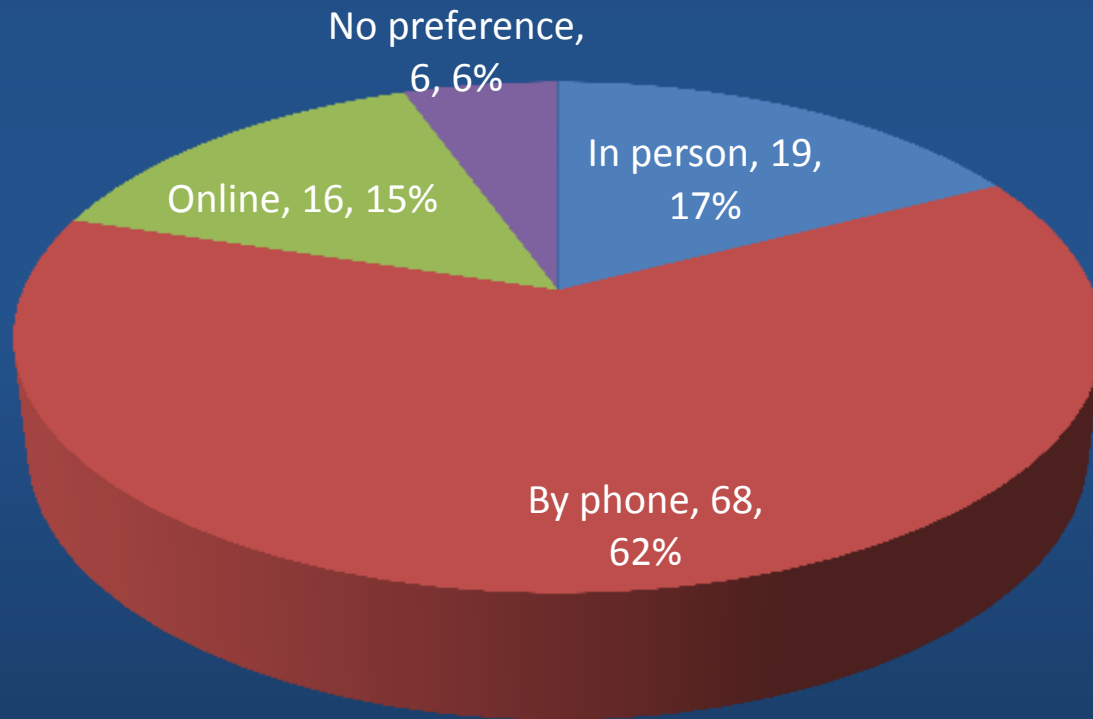
Thank you to all our patients who completed the questionnaire

How do you normally book your appointments to see a doctor or nurse at the surgery?



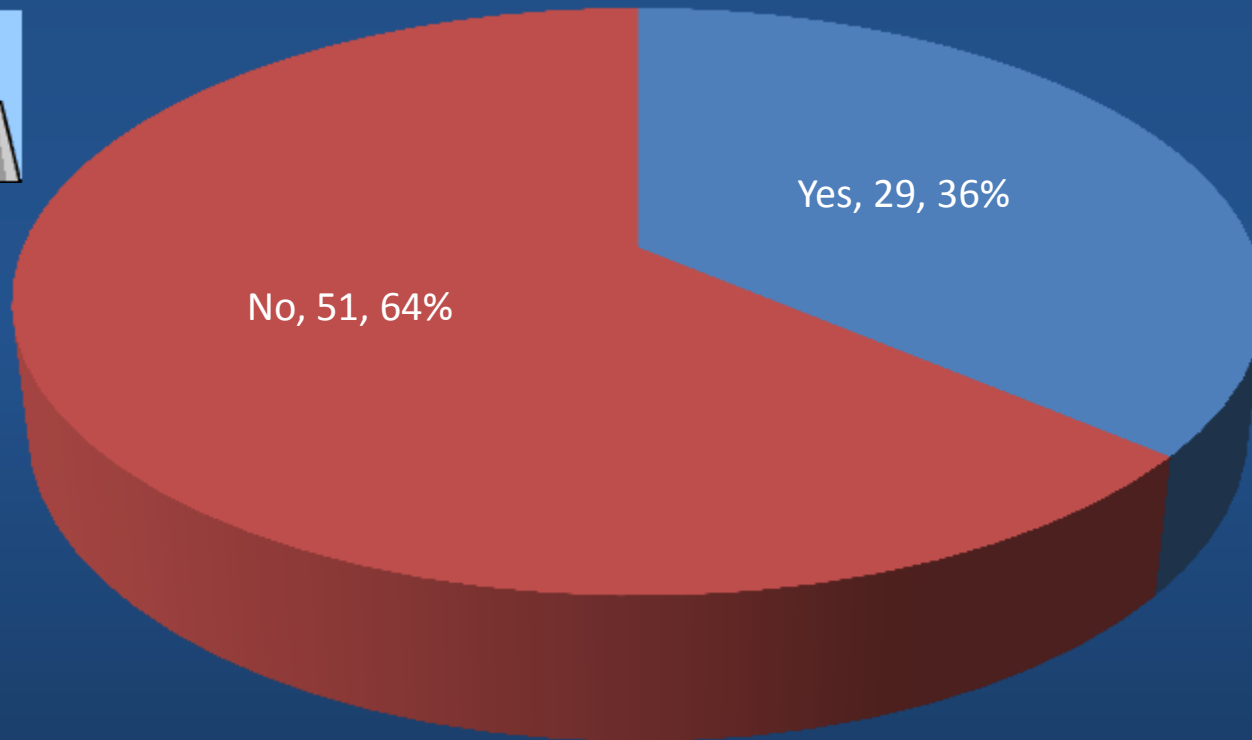
Thank you to all our patients who completed the questionnaire

Which of the following methods would you prefer to use to book an appointment at the Surgery?



Thank you to all our patients who completed the questionnaire

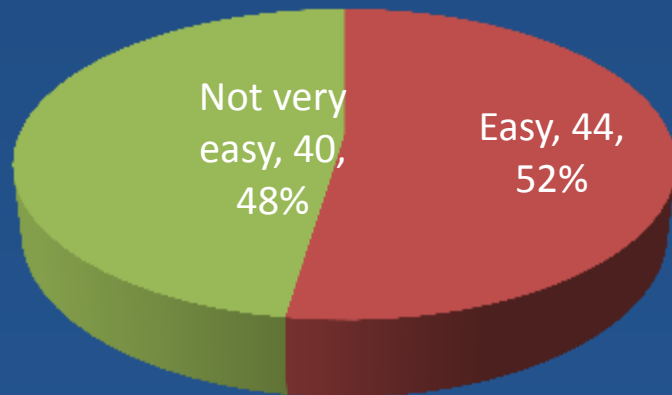
Are you aware that you can book a telephone slot with a Doctor for a telephone consultation?



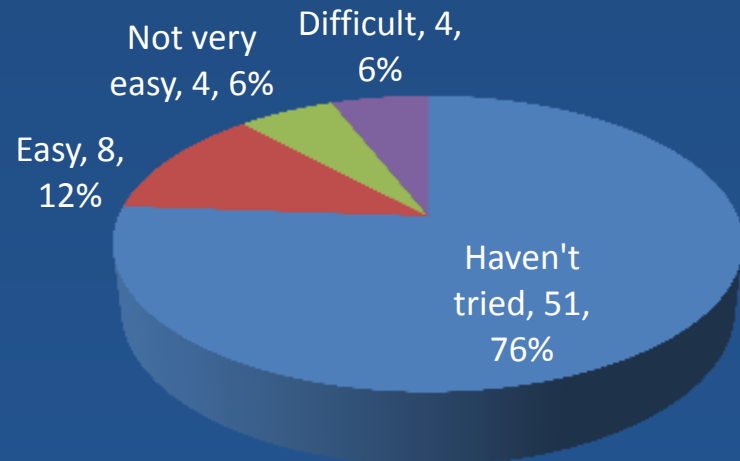
Thank you to all our patients who completed the questionnaire

In the past 6 months how easy have you found the following?

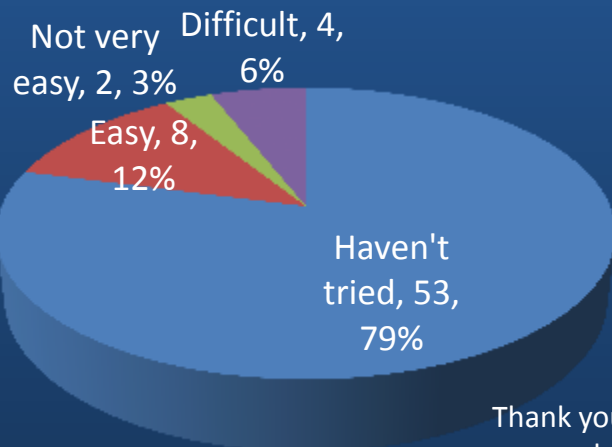
Getting through on the phone



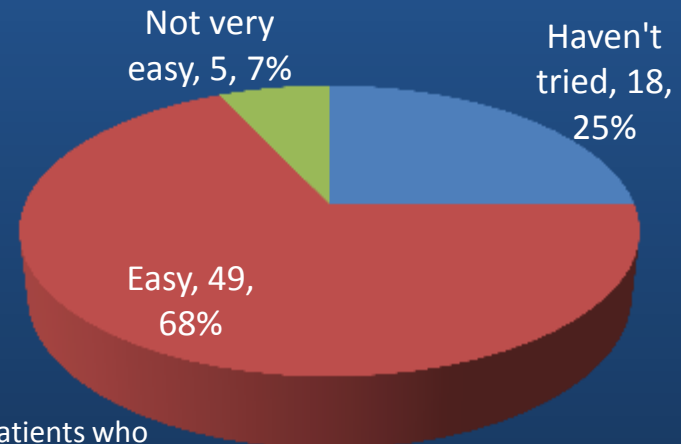
Speaking to a Doctor on the phone



Speaking to a Nurse on the phone

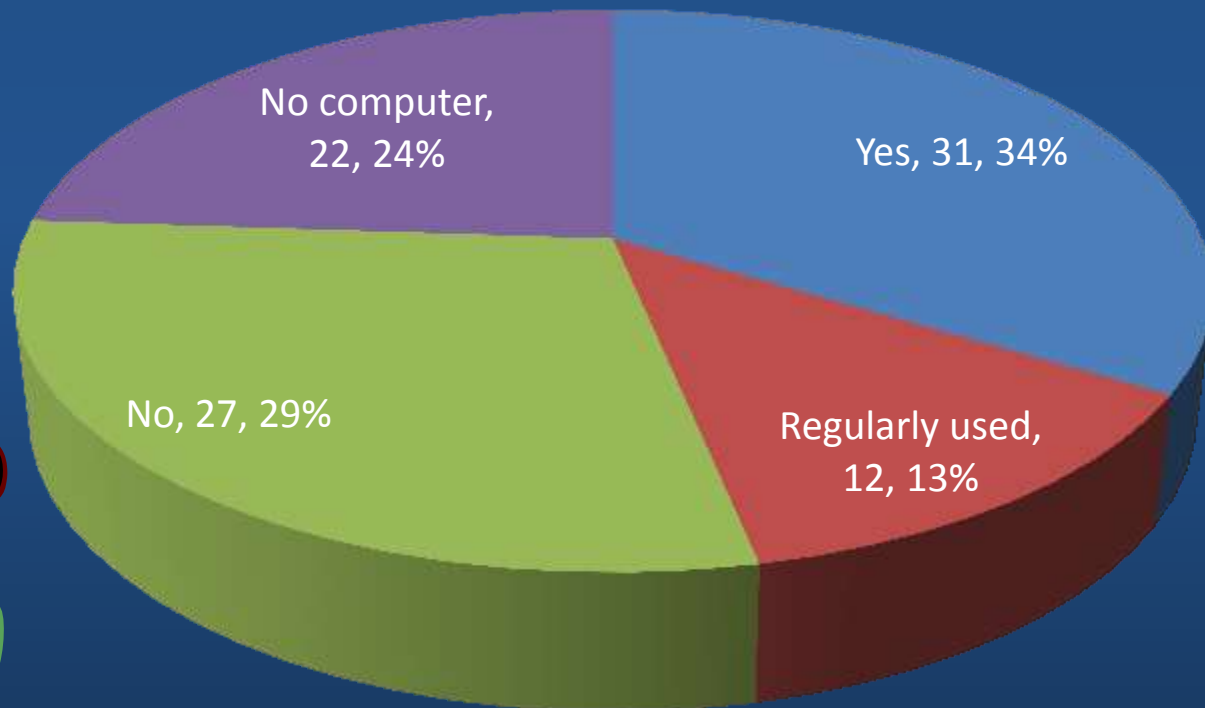


Obtaining test results by phone

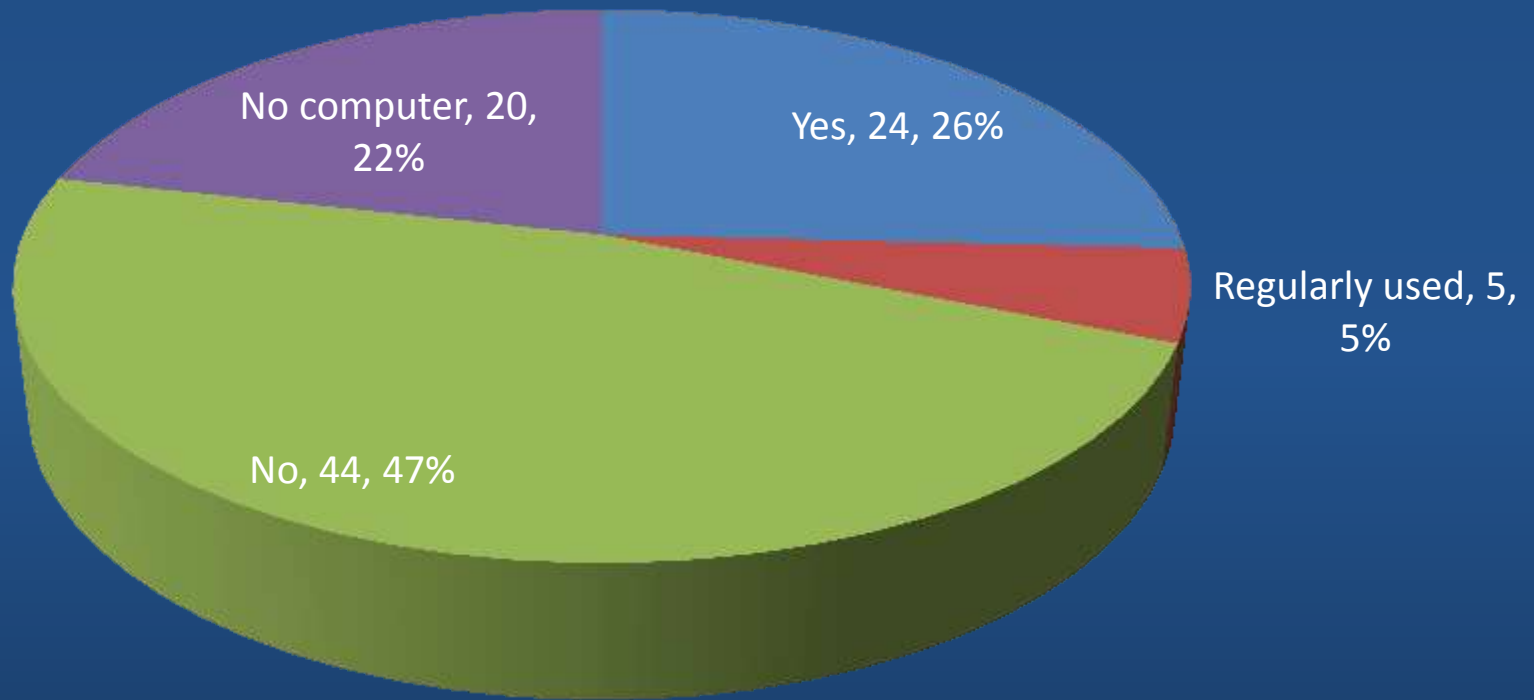


Thank you to all our patients who completed the questionnaire

Are you aware that you can book appointments, order repeat medication and send non-urgent messages to the surgery online?



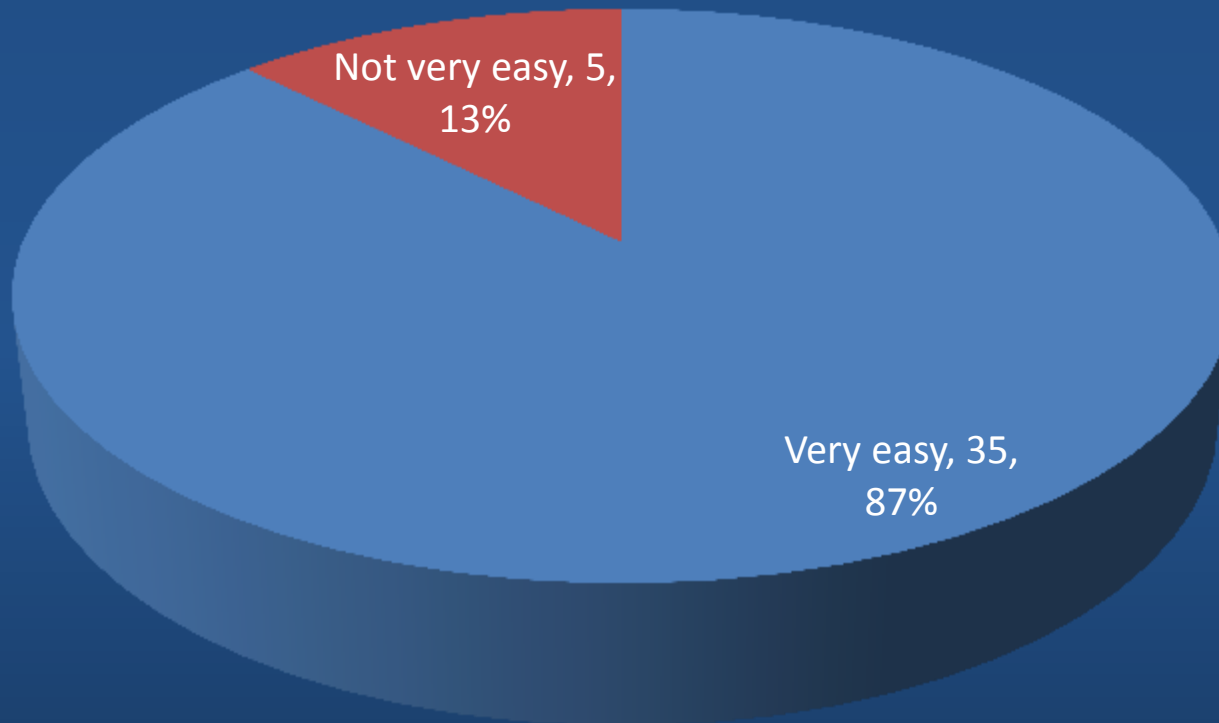
Are you aware that you can see your medical records online?



Thank you to all our patients who completed the questionnaire

Disability and access

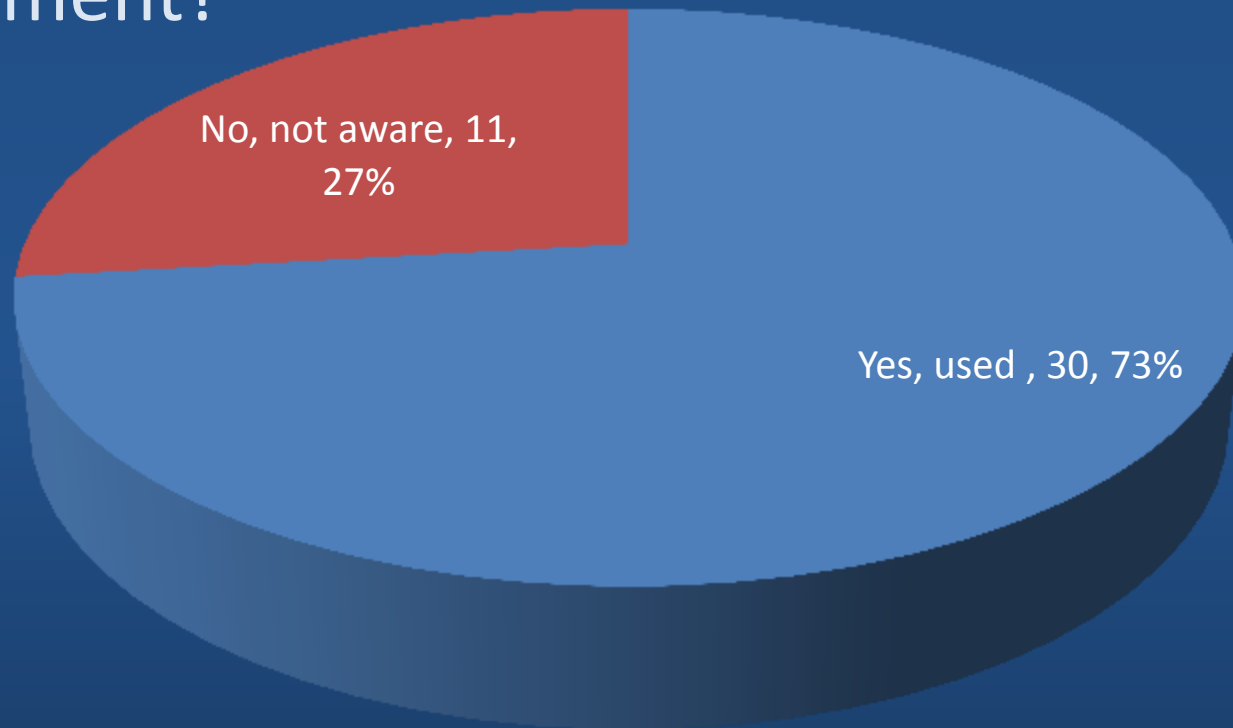
- How easy is it to get into the surgery building?



Thank you to all our patients who completed the questionnaire

Disability and access

- Are you aware that you can be seen in the basement?



Thank you to all our patients who completed the questionnaire

English as an additional language

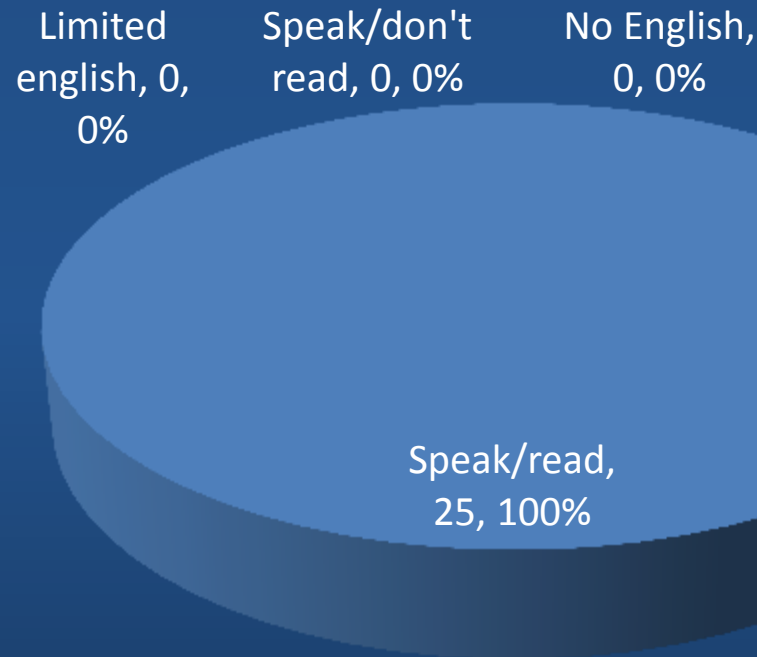
- Do you feel like you are always treated with respect and dignity whilst at Greyfriars?



Thank you to all our patients who completed the questionnaire

English as an additional language

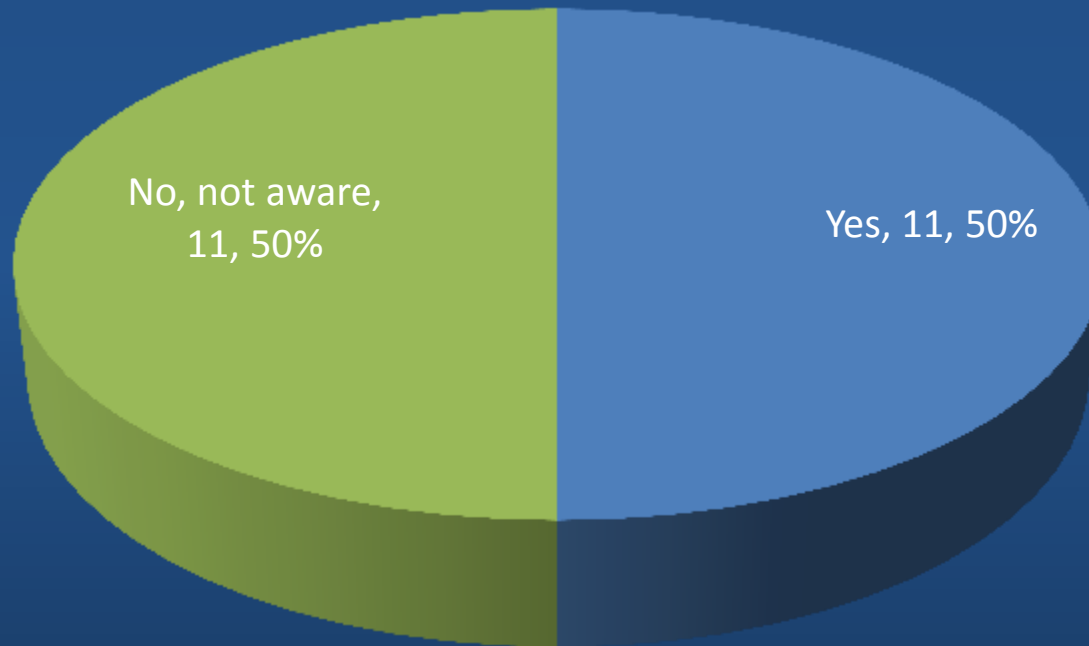
- Tell us how well you communicate in the English language



Thank you to all our patients who completed the questionnaire

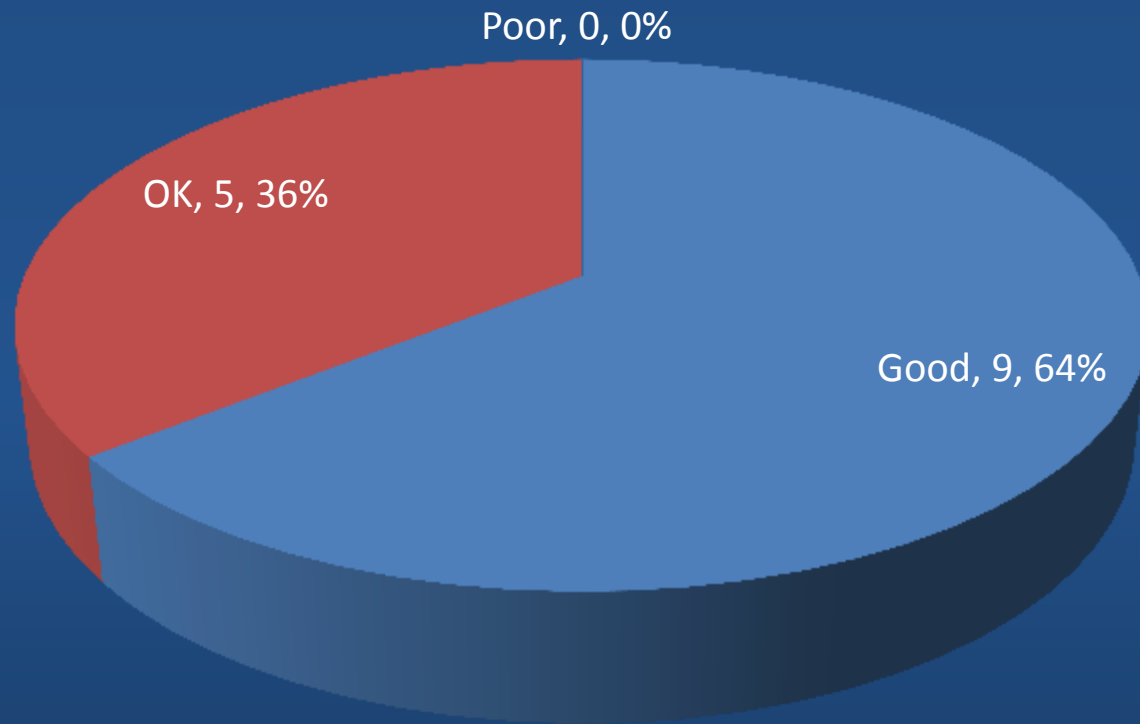
English as an additional language

- Are you aware that the surgery can access interpreter services?



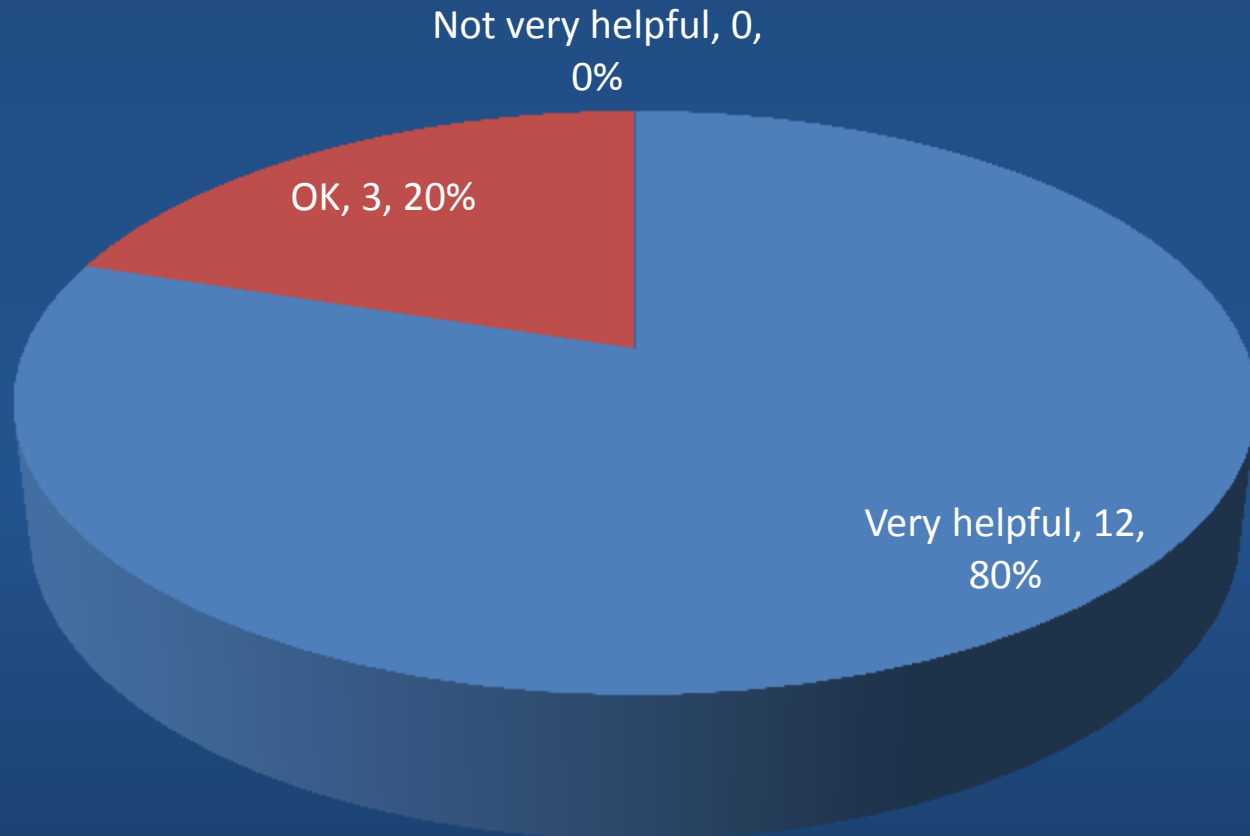
Thank you to all our patients who completed the questionnaire

How well do we cater for babies and children at Greyfriars Surgery?



Thank you to all our patients who completed the questionnaire

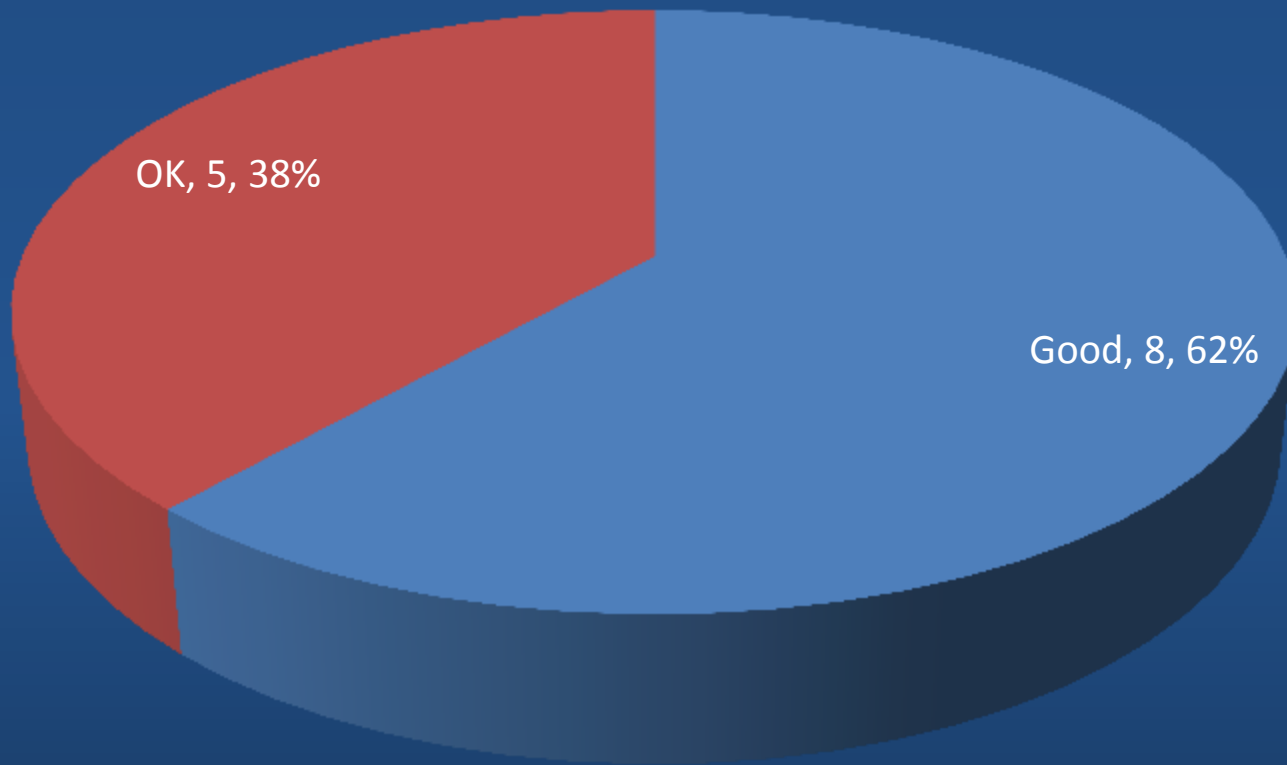
How helpful do you find the receptionists in regards to parents and children?



Thank you to all our patients who completed the questionnaire

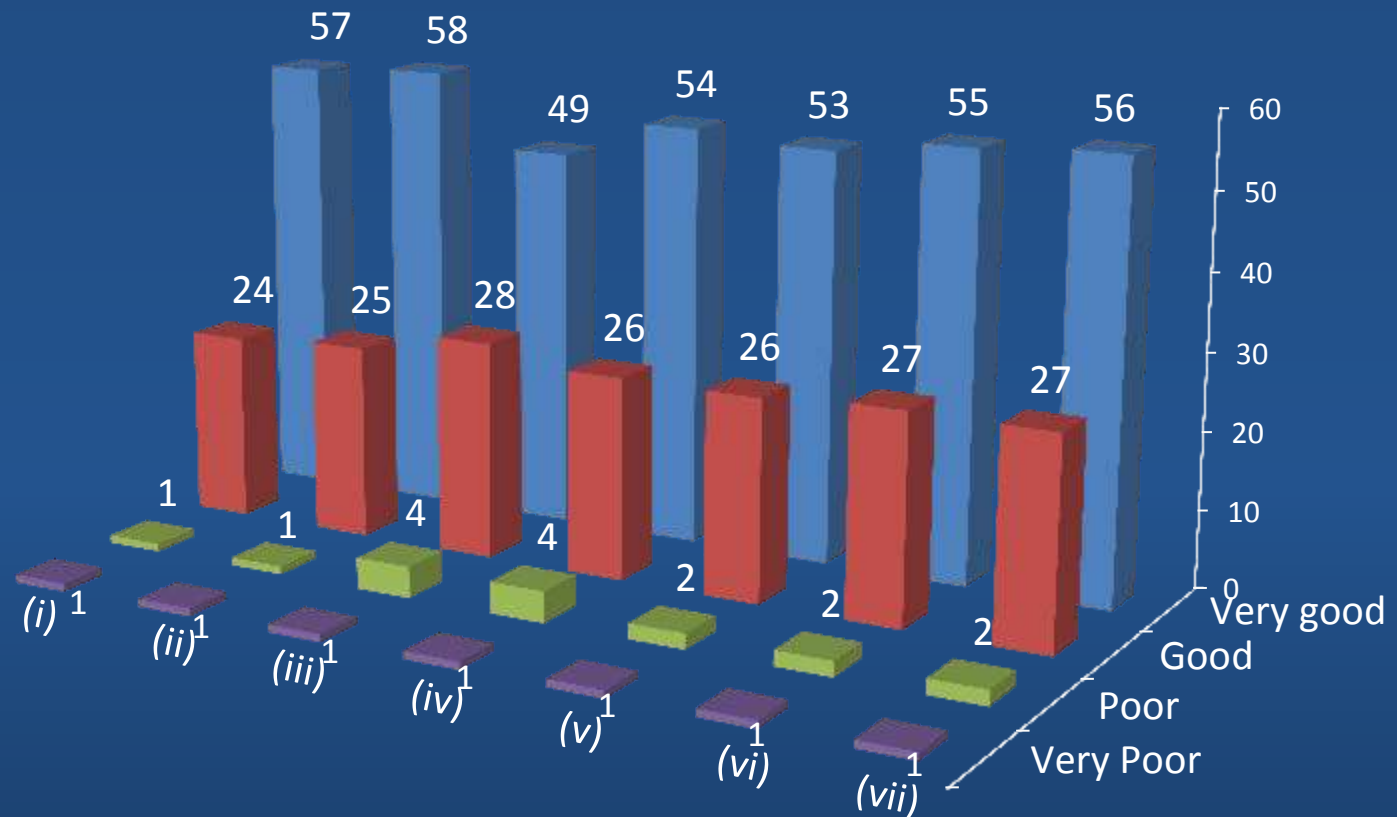


How responsive do you think the doctor/nurse is to the needs of your sick child?



Thank you to all our patients who completed the questionnaire

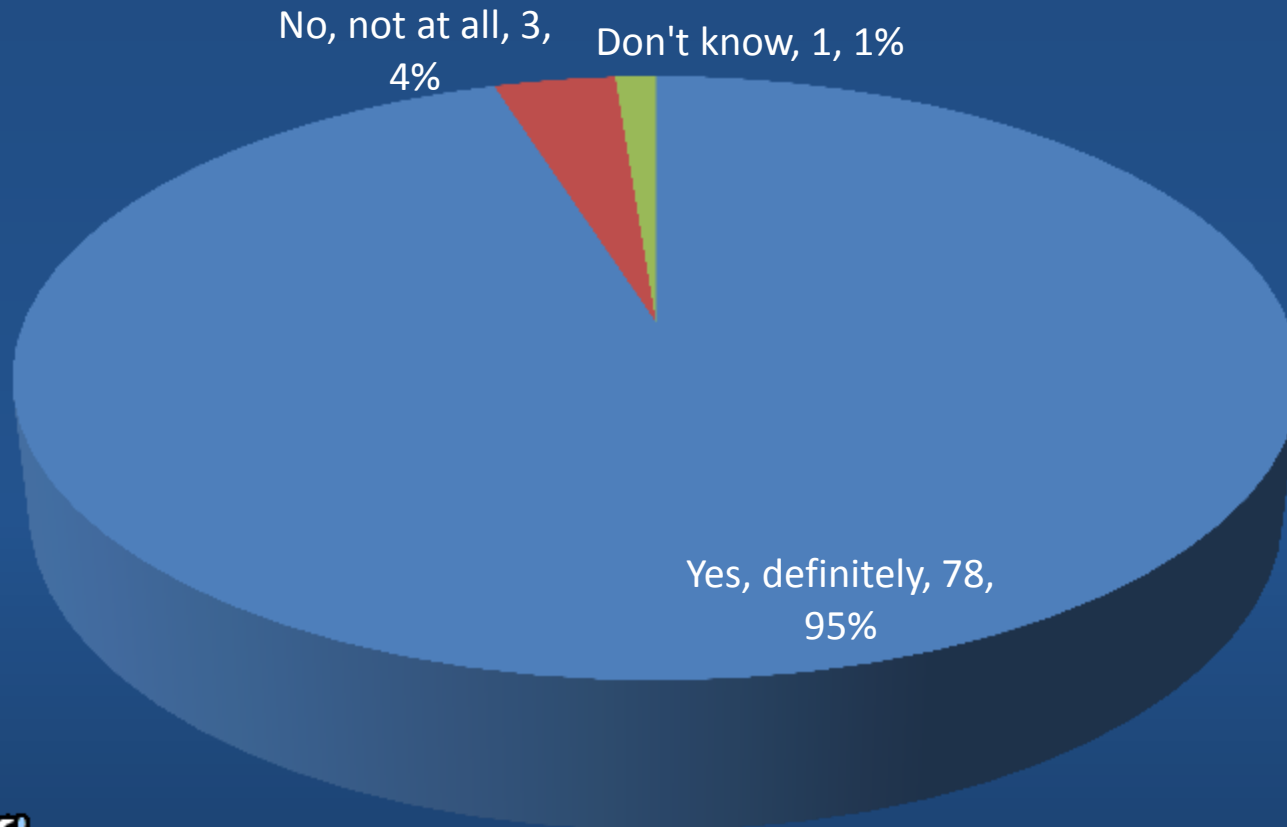
How good do you find the Doctor at each of the following?



(i) Taking problems seriously (ii) Treating you with care and concern (iii) involving you in decisions about your care
 (iv) Explaining tests and treatments (v) Listening (vi) Asking about your symptoms (vii) Giving you enough time

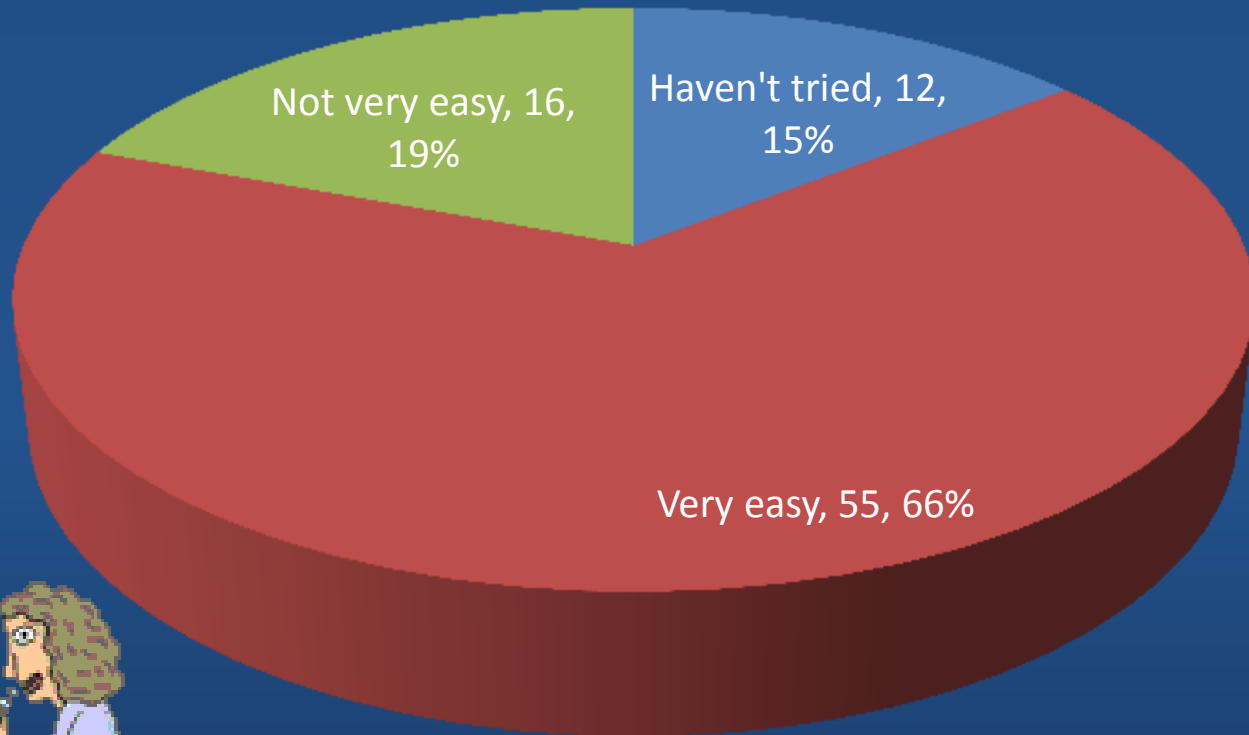
Thank you to all our patients who completed the questionnaire

Did you have confidence and trust in the doctor you saw?



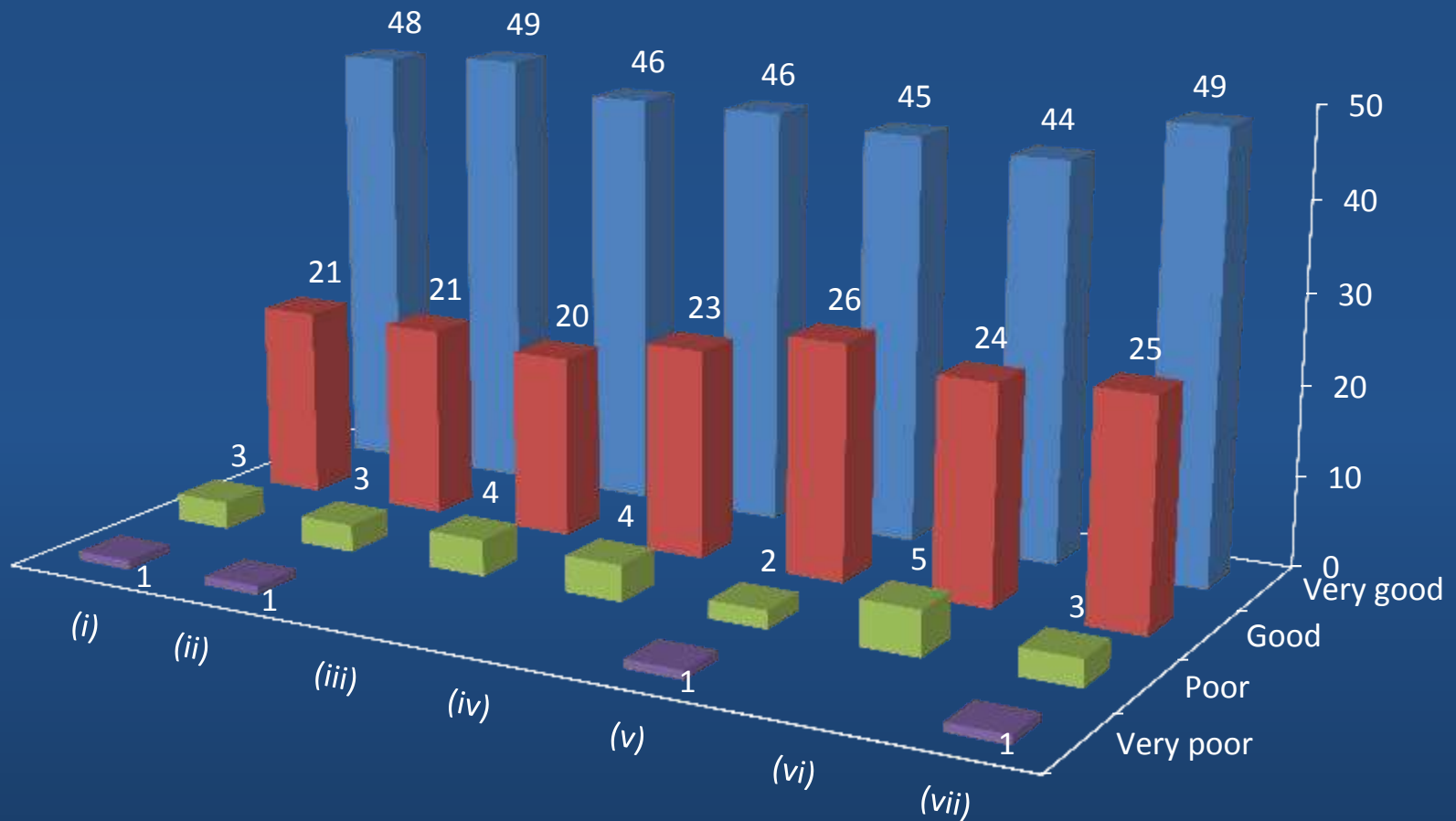
Thank you to all our patients who completed the questionnaire

How easy is it for you to get an appointment with a Practice Nurse at the surgery?



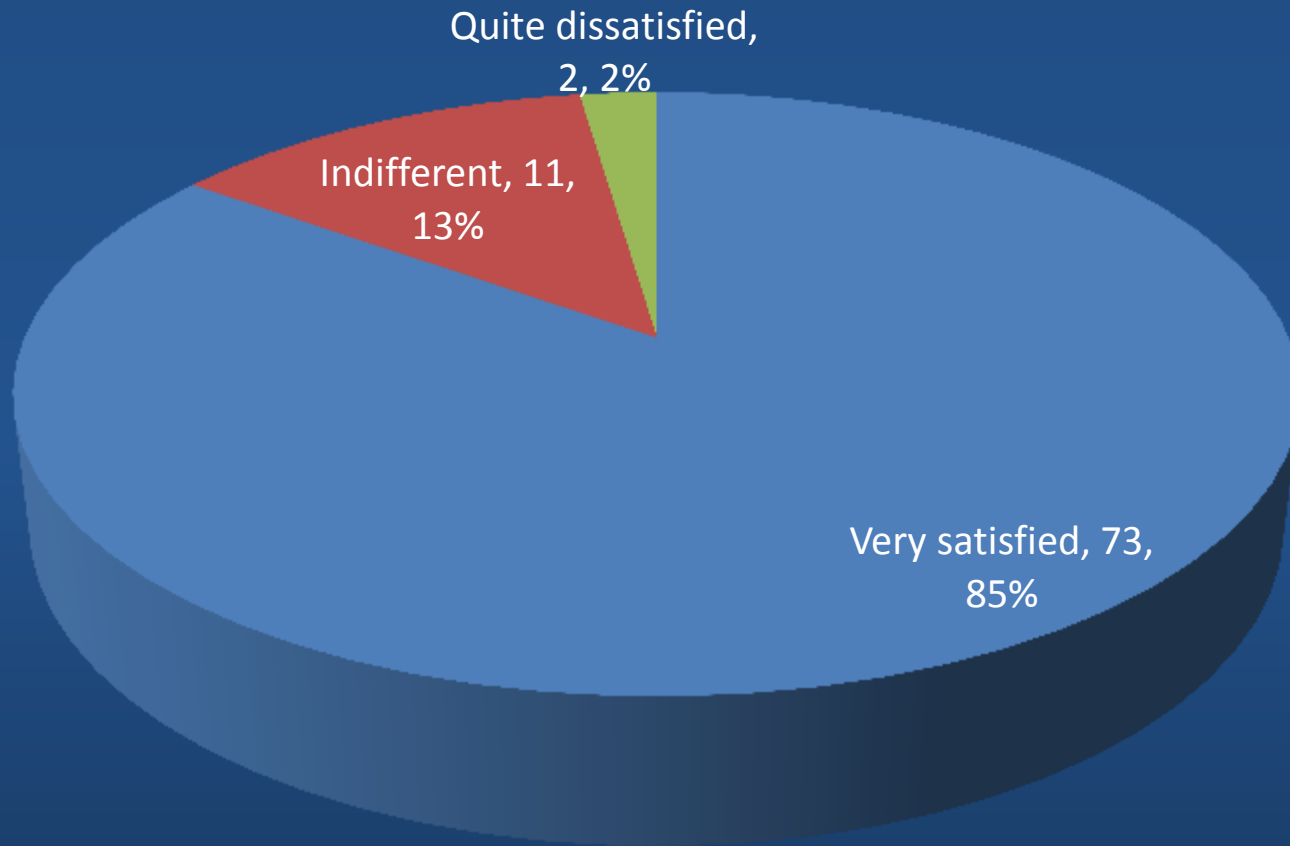
Thank you to all our patients who completed the questionnaire

How good do you find the practice nurse at each of the following?



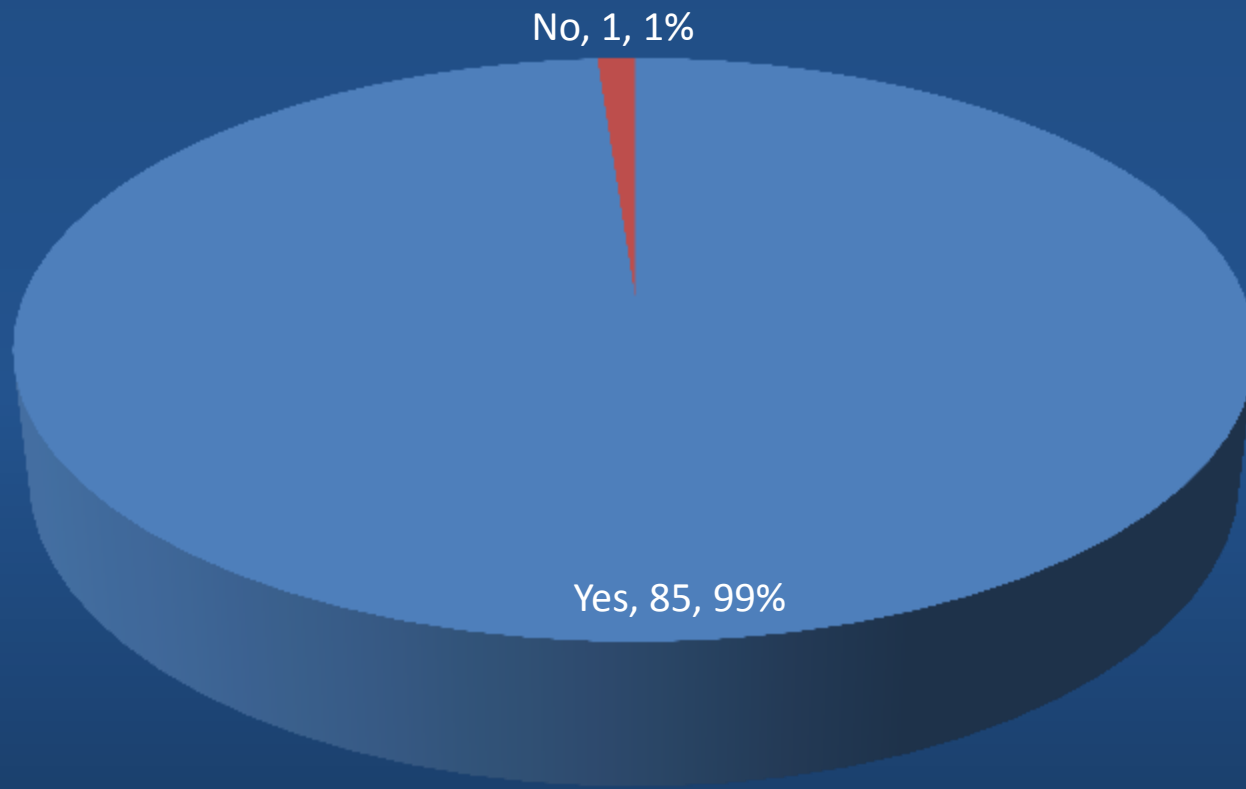
(i) Taking your problems seriously (ii) Treating you with care and concern (iii) Involving you in decisions about your care (iv) Explaining tests and treatments (v) Listening (vi) Asking about your symptoms (vii) Giving you enough time

In general, how satisfied are you with the care you get at the Surgery?



Thank you to all our patients who completed the questionnaire

Would you recommend the surgery to someone who has just moved to your local area?



Thank you to all our patients who completed the questionnaire

Conclusions

Thank you to all our patients who participated in this years' questionnaire.

We are very pleased with the results, but recognise that the results only recognise a small cross-section of our practice patient population.

Actions we will take in response to the questionnaire

- We plan to make available more telephone slots with a Doctor, so patients can have the option of consulting with a Doctor over the telephone rather than face-to-face, if this is thought to be appropriate.
- We will continue lunchtime appointments.
- Make aware to all clinical staff when third parties are in the building (window cleaners/contractors) to maximise patient privacy and confidentiality.
- We plan to stop asking patients to phone back when we are short of appointments, by offering telephone consultations or making later appointments that have been embargoed available sooner.

Actions we will take in response to the questionnaire

- Audit referrals to secondary care, and ensure we are achieving our standards of urgent referrals sent on the day, and routine referrals made within 5 days.
- Ensure that patients can book up to three weeks in advance
- The surgery has been advised not to stock childrens toys because of the risk of infection but will provide more childrens reading material.
- Investigate putting an extra handrail on the backstairs

In response to patients waiting on the phones for appointments, results and prescriptions.

Tips for getting through on the phone

- The phones are busiest in the mornings, especially between 8-10am, try to avoid these times.
- The surgery is always busiest at the beginning of the week.
- Always ring in the afternoons for results (the doctors review results late morning) after 2pm
- There is reduced staff between 1-2pm as some are taking lunch and there is a changeover of staff.
- Ring later in the week for prescriptions (Thursdays and Fridays) and between 11-11.30am.
- Use the internet services to book appointments and order repeat medication.

Update regarding actions from 2012 questionnaire

- We are currently offering lunchtime surgery for both Doctor and Nurse appointments.
- The number of persons using the online services has increased, over a thousand patients are signed up to order medication and book appointments online.
- The surgery handbook is in progress – and should be available soon.
- We were unable to offer our patient questionnaire in various languages due to time constraints of interpreting – but are committed to offering health leaflets in other languages.