



Patients' Survey – Results, Comments, Conclusions and Recommendations

Introduction

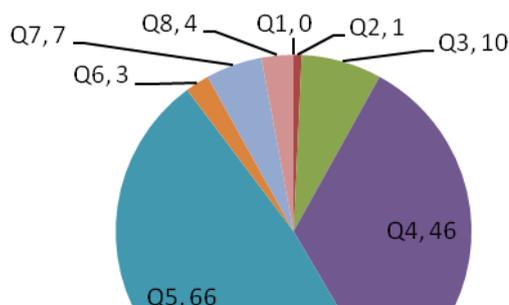
The Patient Participation Group carried out a survey of all patients who came into Thorpe Road Surgery during the week commencing 3rd June 2013. The overwhelming majority of patients who were offered a form completed it during their visit, a small number took the form home for completion and a number of forms were partially incomplete. This was due to various reasons, including the patients being called through for their appointment before they had time to complete it.

Total Number of Surveys 213
Completed 132, Not completed 81



Questions 4 and 5 which related to the health groups people belonged to and the health promotion groups that patients would like to join were the least complete. It is fair to say that these questions caused a degree of confusion. For example a number of people self-classified as, for example, “old but able bodied”.

Total Number of Each Question Not Completed





Summary of Comments Made

- Helpful receptionists, helpful getting appointments which are well managed
- Good but limited parking.
- The Practice is in a good location but on a busy main road
- The front doors to the Practice might cause problems for some
- A small number of patients are concerned about conversations with receptionists being overheard
- 90% of patients found the Practice comfortable but for some it is too noisy; too quiet; crowded; untidy with too many or not enough children's toys
- Over one third of patients thought they received insufficient information about changes in the GP Practice
- Over one third of patients said they couldn't be contacted by email
- There are some concerns about the cost of the 0844 telephone number
- Hand gel in the foyer and a clock in the waiting room would be helpful for some

Recommendations

- Doorbell to be fitted for notifying reception when patients have difficulty with the front doors
- A local telephone number to be fitted
- A clock to be fitted in the waiting room
- Drinking facility to be provided in the waiting room
- Hand gel dispenser to be fitted in the foyer
- The Practice to consider ways in which patients can be informed of changes
- The PPG and the Practice to consider ways to support patients to become more aware of and involved in managing their own health
- Further surveys to be carried out at least annually: -
 - Ensuring the high levels of patient satisfaction are maintained / increased
 - On specific topics as agreed by the PPG / Practice

Conclusions

Thorpe Road Practice provides excellent patient care and services with a very high level of patient satisfaction. 97% of patients surveyed would recommend the GP Practice to someone who has just moved to the area.



Question 1

Q1 Did you find it easy to get into the GP surgery today?

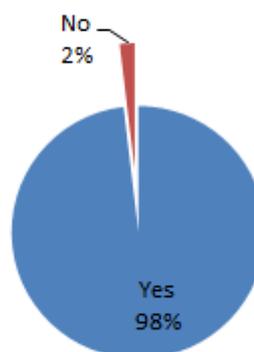
Yes

No

Q1 Number Completed



Q1 Results



Comments Received

The comments were overwhelmingly positive including helpful receptionists, helpful getting appointments; brilliant service; well managed appointments; if no appointments then go to the Walk in Centre; good parking, good location; live locally.

Appointments

6 people commented on the difficulty getting appointments; 1 mentioned difficulty at times and 1 said it is sometimes hard.

Car Parking and Transport

3 patients complained of limited car parking and 3 mentioned the busy main road at rush hour. 1 said they lived locally, 1 came by taxi, 1 said they had a 45 minute walk and 1 paid £3.90 on the bus.

Building Access

3 patients suggested automatic doors, 1 said they would struggle with a push chair and 1 said the door handles were too low. One couple recognised potential difficulties and stated "as long as we have each other" and 1 who said they were "able bodied".



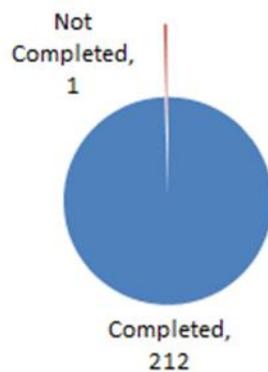
Question 2

Q2 Do you have any concerns about confidentiality in the GP surgery?

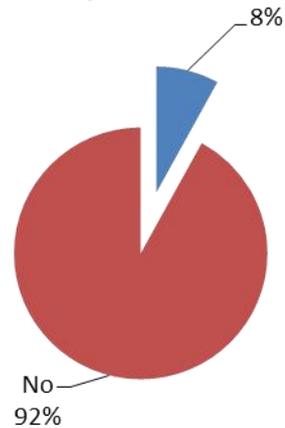
Yes

No

Q2 Number Completed



Q2 Results



6 comments in total were received. These were:

Concerns about probing questions by reception staff

Concerns regarding the Government's data collection Scheme

Phone conversations being overheard

Details disclosed to employer 5 years ago and

Two people concerned with deaf people (sic) having to shout.

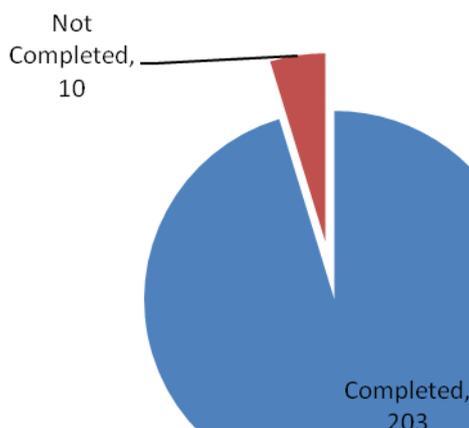


Question 3

Q3 Generally, do you find the GP Surgery comfortable- too hot, too cool or too noisy? Please detail

Comments

Q3 Number Completed



180 patients commented that the surgery was comfortable / fine / OK.

Temperature

4 people said that it was too hot in summer, 2 that it was too hot in winter and 2 said it was cold.

Noise

2 said that the radio was noisy, 3 said it was good to have the radio, 2 that it was quiet, 4 that it was noisy and 1 that it was never too noisy. 1 said it was difficult to hear your name called.

Other

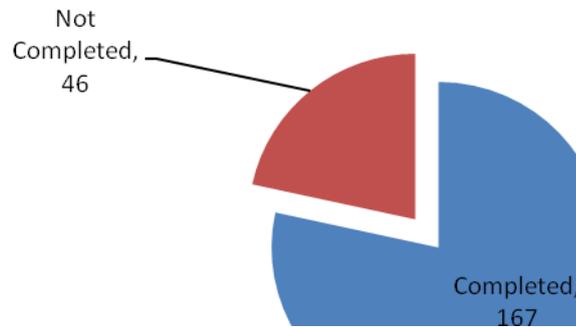
5 wanted drinking facilities; 2 said that there weren't enough toys, specifically missing the kitchen while 1 said there were too many toys, 1 said the waiting room was untidy and 1 that it was crowded, while 2 said the chairs were uncomfortable. 1 said the adverts were boring and wanted normal television.



Question 4

Q4 Which health related groups do you belong to?

Q4 Number Completed

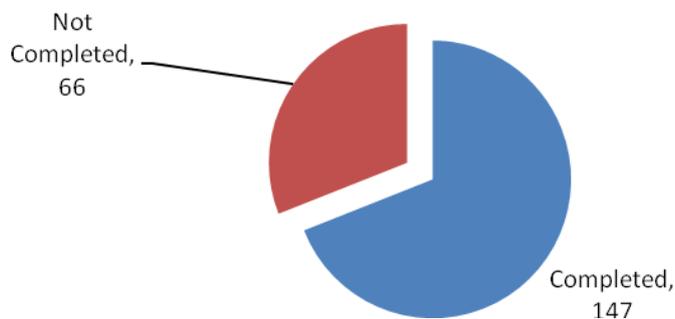


1 patient belonged to Healthwatch, 1 to the PCC Scrutiny Committee and 1 to C&PCCG. I belonged to OAB (?).

Question 5

Q5 Which health promotion groups would you join?

Q5 Number Completed



13 patients weren't sure, 2 would join Age Concern, and 1 would join each of the following; healthy eating, heart health, weight loss, cancer, arthritis support group, walking for health and hypertension.



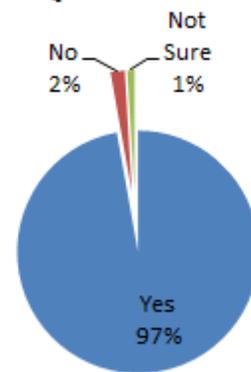
Question 6

Q6 Would you recommend your GP surgery to someone who has just moved to your area?

Q6 Number Completed



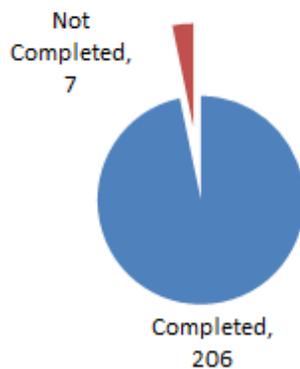
Q6 Results



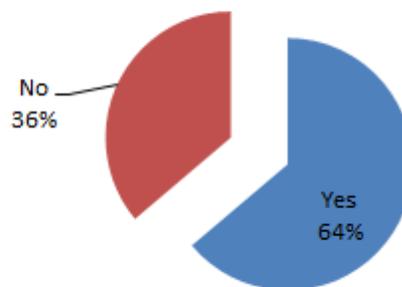
Question 7

Q7 May the GP Surgery and the PPG contact you via email?

Q7 Number Completed



Q7 Results

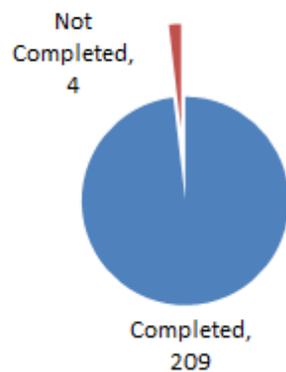




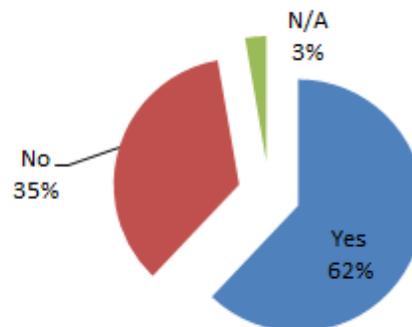
Question 8

Q8 Do you think you receive sufficient information about changes in the GP Surgery?

Q8 Number Completed



Q8 Results



3 patients said that it didn't apply as they were new patients and this comment probably accounts for the 6 patients who said that the question didn't apply.

21 patients said they hadn't received any, while 5 said that they are informed when they visit the surgery, 2 said they have received letters in the past and 2 said they could find it if they wanted it.

2 patients said that they would like information in a foreign language.

1 patient commented on how good the notice boards were.

2 patients said that they would like to be notified of staff changes.

3 patients wanted information via email, 1 via the website and 1 via an App.



The survey asked patients to add any other comments on the reverse of the survey. This section covers those comments.

Staff

10 patients were positive on the staff and surgery and 2 said the GPs were knowledgeable and did the right things, although there were 2 comments about the receptionists being abrupt, 1 who wouldn't recommend one of the GPs and 1 comment regarding GPs who don't listen and appointments being rushed.

Telephone system

There were 6 comments about the expense of the telephone system, 1 asking for telephone or email consultations and a request for on line ordering of repeat prescriptions.

Facilities

There was 1 request for hand gel in the foyer, 2 for a clock in the waiting room and 1 requesting a bell at the entrance to request assistance.

Information

1 patient noted a lack of information on mental health services and 1 new patient to the surgery would appreciate a list of pharmacies in the local area.

Services

Finally 2 patients noted that they would prefer the surgery to take their blood samples.