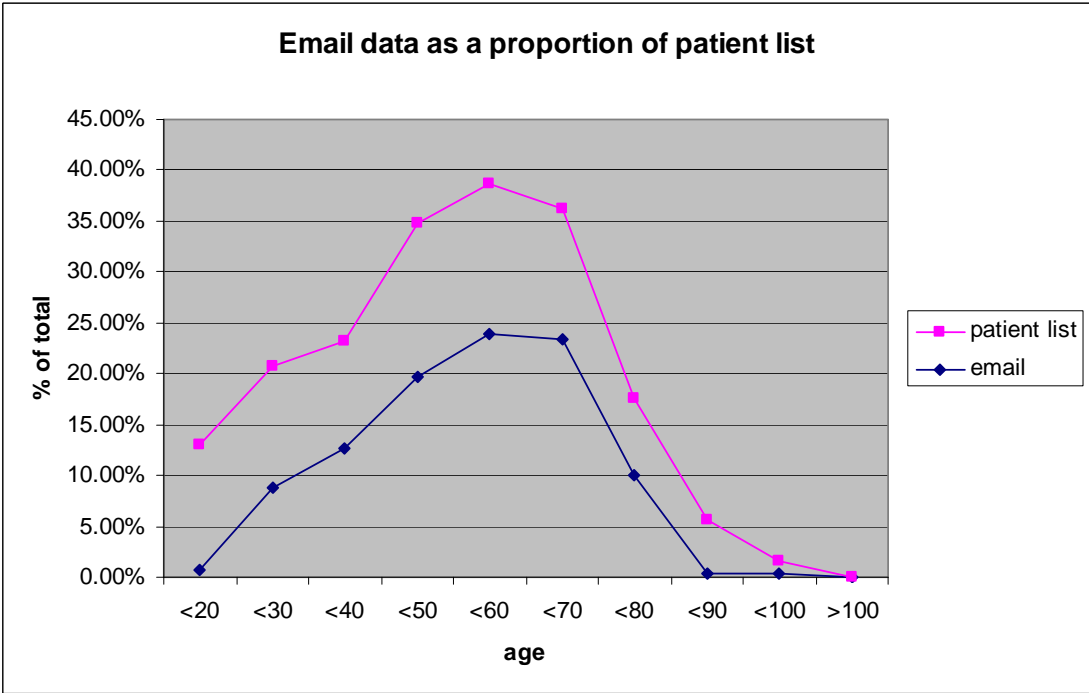


Merepark Medical Centre – Patient Survey 2011

Local Patient Participation Report

The practice population is predominantly ethnically white, and we found that the distribution of patients for whom we hold email addresses was broadly in line with the age distribution.



Consequently we decided to form our Patient Reference Group (PRG) by email and sent an initial email to every patient for whom we held an email address. This gave a basic outline of our plan and asked which topics people would like to see included on a patient survey. This email gave a list of suggested topics and a space for people to suggest alternatives.

Out of the responses we received, we were forced to discard some suggestions as being beyond our control (e.g. waiting time for referrals, service by the chemist) and others which were too specific to be relevant to any but the person making the suggestion.

We then took the topics requested by most respondents and produced a questionnaire in conjunction with our Patient Participation Group (PPG). This was emailed to as many people as possible and distributed to service users within the Health Centre.

We received 520 responses which is approximately 10% of our patient list from which the following percentages were noted:

Appointments

- 5.00% of people answering were unaware of the morning open access
- 5.09% were not happy with the partial appointments system
- 5.96% would like to change to "appointments only"
- 47.88% of people were not aware of the text messaging reminder service

Telephone Service

- 67.69% of people were aware of past issues with the telephone service but felt that these had been resolved
 - 78.85% of people felt that telephone access was reasonably good or did not try to dial in at these times
 - 90.58% of people felt that telephone access was reasonably good or did not try to dial in at these times
 - 87.31% of people felt that telephone access was reasonably good or did not try to dial in at these times
 - 91.92% of people felt that telephone access was reasonably good or did not try to dial in at these times
 - 93.27% of people felt that telephone access was reasonably good or did not try to dial in at these times
- 08:30-10:30
between 10:30- 12:00
the hours 12:00 - 1:00
of: 2:00 - 4:00
4:00 - 6:00

Online options:

- 74.62% of people have access to the internet
- 57.12% were NOT aware that you can book an appointment on-line
- 69.42% were NOT aware that you can leave a message by email
- 40.77% were NOT aware that you can book order a repeat prescription on-line

Facilities

- 90.00% were happy with the waiting room facilities
- 86.73% were happy with the parking facilities
- 72.50% of people come by car and use the patient car park
- 30.58% would consider an alternative option that does not require the patient car park

Care and Service

- 89.62% rated the service as excellent or good
- 93.08% rated the service as excellent or good
- 91.15% rated the service as excellent or good

We discussed the results with our PPG and whilst these countable options did not identify particular issues that required change, we did notice that a substantial number of people were not aware of the online services; appreciably less than the numbers having access to the internet.

We were pleased to note that nearly 70% of people, who were aware of past telephone issues, felt that these had been resolved.

By far the majority of people are happy with both the waiting room and the parking facilities.

From the free-text suggestions:

- Providing drinking water for patients use

We have provided a flask and cups in the past, but this has led to water being spilt on the floor and staff having to clear used cups from the waiting room. Some patients also complained about the messy appearance of the waiting room in the time before staff were able to clear this.

Consequently we plan to site a bottled water-cooler in the waiting room *on a trial basis*, requesting people to dispose of their cups considerately. We will purchase a number of drinking cones to attempt to prevent used and half-full cups being left around the waiting area.

It is not practical to provide hot drinks as they pose a significant safety risk.

- Privacy at the reception desk

Whilst we cannot redesign the existing facilities, we do offer patients the option to talk to the receptionist in enclosed and private room next to the desk. We are trying to make this more apparent and would encourage patients to ask if they wish to talk to hold a more private conversation than is possible at the main desk.

- Hand sanitizer next to the check-in screen

This is a good idea and we will arrange this shortly

- Saturday morning surgery sessions

The Saturday morning sessions were underused, and most patients using this service also attended during the week. We also had concerns over staff safety. Whilst we do regret inconveniencing those patients who find it difficult to attend at other times, we have found the later sessions on Monday evenings much better attended and more practical from the perspective of staff security and the practicalities of having nursing staff available together with access to laboratory testing on the following day.

- Alternative magazines

Some people requested a wider range of reading material in the waiting room. We do provide a range of magazines but realise these may not always be visible. We will review the magazines available and attempt to display a selection of different types.

We have also added an additional magazine rack.

- Television

We will not be installing a television. Aside from cost implications, choice of channels and suitability of programs, the majority of people would prefer a quieter environment in which to wait.

- Carpets

The carpets are currently in the process of being cleaned.

Finally, we would like to thank everyone who completed the survey and our special thanks to those patients who offered positive comments; we do welcome the encouragement!

Merepark Medical Centre – Patient Survey 2011

Comments / Suggestions

All comments have been transcribed verbatim

Positive comments:

We are so lucky to have such excellent facilities and staff. I'm delighted with all aspects of Merepark.

Of all the surgeries I have attended this is one of the best. Thank you.

No suggestions. Just thanks.

Very good service.

excellent - Dr Daniels

I never phone the surgery as communications by text and email are so good. Also I use the drop in service which I think is excellent.

Great to have such a caring team

excellent - Dr Daniels

I usually pop in to make an appointment.

Thank you for fitting me in for appointments at such short notice! I phoned Monday morning and managed to get an afternoon appointment!! Thank you to all the staff for their hard work.

I am extremely satisfied with my general practice services especially as I work full time and they are very accommodating.

As a relatively new patient (3 yrs in the area) I've always been very pleased with the standard of care I've received here.

(Dr Daniels). More plants please. Much better with music.

Excellent overall service by all staff concerned.

Get the pharmacy to do a questionnaire on their service. Doctors surgeries work well then you can't get a prescription and when you are unwell its not good. Surgery itself is really user-friendly.

I feel all the services are excellent, professional and helpful "Thank you"

I find it helps so much to ring in. Thanks

I thank you have EXCELLENT SERVICE and I am grateful. Thank you.

Sometimes the radio/music is a little too loud - especially for those of us with hearing problems. Excellent service and very professional and helpful staff. Thank you all so much for your continuing care.

Very pleased with everything really - a good all round service. It's flexible and convenient. The drop in morning surgery is great as you can never plan being ill!

I have only marked the above as "good" for the reason that "Excellent" leaves nothing to aim for and there will always be new ways of dealing with any situation. In fact, the service is somewhere approaching excellent already.

The current system whereby I am able to see a doctor of my choosing provided I am prepared to wait, is fine for me. Therefore would not want to see appointment system!

We count ourselves extremely privileged! Thank you so much for all the care!

Suggestions:

Perhaps water could be available to drink

Would like to see a TV in the waiting room.

Do not want appointments ever and more opening hours definitely if at all possible of course.

Touch screen - dispenser for hand infection.

don't move to much on-line. Its not the answer to contact. People don't access Email as often as you think.

Coffee, men's interest magazines, books.

Depending on member of staff. Open all day Wednesday and have a Saturday morning surgery again.

Access to water.

Greater privacy when booking or discussing matters at the reception area eg. Glass doors?

A water dispenser would be helpful.

A telly. Lego.

TV

Coffee machine.

More toys for toddlers please.

More to read.

A water dispenser would be handy.

[waiting room good] Although the radio would be nice all surgeries.

Appointment for lady doctors increased for women also more emergency appointment should be available.

Could do with a drink machine hot/cold

Could you have a hot/cold drink dispenser.

Each day AM & PM appointments and walk in for working people.

Early appointments for people that work.

Mini Bar

It would be appreciated if the children's area was away from adults whom may not feel well enough fo cope with noisy coughing youngsters. Specific appointment times. Different age groups and more access to evening times and afternoon times. The facility is new and impressive but has only replaced what we already had. There seems little addition to one local facility. All the hospital facilities around this area are a long way, difficult for people without transport or very sick people. It would be helpful to have more low key accident and emergency facility and obviously help at weekends for the community. Illness strikes 24/7, 7 days a week, not to mention Friday. Also please can we be informed of changes to our facilities so that we are aware of appointment times change etc. But don't get me wrong, I think you all do a good job!

TV and larger play area.

Water dispenser

Water fountain would be helpful.

Water would be nice.

Would it be possible to have repeat prescriptions emailed to a patient's designated chemist for dispensing this would save staff time, fuel, and parking space. Just a thought.

Would like a TV

The desk is too close to other patients who can overhear private matters. I couldn't wish for better care.

Giving approximate times that we would be seen in an up to date (live) screen.

Water system for patients

Why not consider making a 2 tier appointment system in the morning where people working (or at school college) could come and see a doctor between 09h00-10h00 and those not in current employment come after 10h00. This would allow workers to see the doctors and not lose a 1/2 a days pay.

More male-oriented reading material would be an improvement.

An appointment online can only be made well in advance - could this be reduced? If I could make an appointment online for day of attendance and given an approx time this would save one visit. However, the system of saying approx when the appointment will be is of some help.

While not wishing a return to an appointment only system, perhaps extra appointment days would help to reduce the long waiting times for an appointment.

I rarely try to contact the practice by phone so can't really comment on speed of response.

Negative comments:

Its really hard to contact by phones. No one will answer the phone. If I want to make an appointment by phone its really hard.

Must be informed of results of urine samples after waiting 3 weeks then being told everything is ok but we only tell you if anything is wrong????

[waiting room] need more air

The surgery is not open for long hours as before. Why is the Saturday opening now not available? Why not appointments on Fridays?

Doctors-Patients contact time should be increased.

Facilities could be better.

Like the partial appointment system due to the flexibility it gives but would fit better around work if it could be appointments in the mornings and no appointments in the afternoons.

Lack of privacy at reception desk.

No tea or coffee / no café

More privacy at reception. Don't approve of clerical staff giving test results.

Access to reception desk which is badly designed.

Carpets dirty

Doctor care/service is only excellent when you get to see the Doctor you prefer. A male doctor needs to update his training and improve his approach and then people would be prepared to see him instead of queuing for others.

It is very hard getting opportunities in the evening if you are taken ill.

Saturday morning surgery again. I work away and it is difficult to actually attend the surgery.

Since the introduction of computers doctors tend to glance frequently at the screen as you talk to them. Sometimes this can be a little bit isolating.

There does not appear to be a method of returning this by the internet.

Too crowded

Why no appointments on Friday?

Other:

I have to phone for my prescriptions because I live xxx. I collect them as I find it a lot for me at 76 years to do both.

Waiting is sometimes a problem, but at least you manage to get in.

What is the purpose of this form? Will it give a true picture?

Some answers are coloured by old-age and personal circumstances.

Would NOT appreciate a full appointment system.

Parking:

For those who were not happy with the parking facilities, we asked for suggestions on how to improve and the suggestions were:

Carpark allowed to park in restricted area

Parking in disabled spaces is used by non disabled too often.

More parking spaces required today.

Peak times not enough. Not sure what can be done.

Require more space

Not Monday mornings.

Extend the car park at the bottom to patients as that bit is never full yet it says no patient parking.

Make parking at lower end of car park available signs!

Find it 'tight' in some areas. Try not to use it.

Good free car park.

I doubt that it would be possible to enlarge the area.

Make all large spaces opposite the entrance for disabled (no members of my family are disabled)

More enforcement of blue badge regulations against inconsiderate parkers.

More spaces would be preferable.

Some times there are no spaces.

Staff car park made smaller as sometimes no room in main car park.

I have never failed to find a parking space