

The Glenfield Surgery Patient Survey January/February 2016

There was a slight change to the way the survey was conducted this year as members of the PPG came to the surgery and completed the survey with the patients. This helped to ensure that survey forms were completed more accurately than has been the case in previous years. This year 140 patients completed the survey. The PPG would like to thank those patients for their co-operation.

Below is a summary of the survey and at the foot of the form are a number of points raised that the PPG will try to resolve with the Practice management. Finally, there is a list of some of the comments made by patients.

Please can you answer the following questions by giving one response to each question.

Thank you

Gender		Age Group							
		< 16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Female		1	5	14	12	14	15	15	12
Male		< 16	17-24	25-34	35-44	45-54	55-64	65-74	>75
		2	5	1	3	11	6	14	10

- How do you usually book appointments to see a nurse or a doctor?

In Person	17	By phone	119	Online	18
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- An extra telephone line was installed to improve communication at the surgery last year. How do you find getting through generally?

Easier	61	No difference	67
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- At specific times, how do you find getting through?

	Fairly Easy	Easy	Not very easy
Before 10.00 am	30	11	61
Between: 10am and 12 noon	61	35	15
After 2.00pm	43	43	13

- Once through to the surgery, how do you find making an appointment with a doctor?

Easy	82	Not very easy	50
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Several patients marked this as ‘Not very easy’ as they wished to see a specific doctor

- Are you happy with the cleanliness of the building?

Yes	140	No	0
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Many thanks to the cleaning staff for keeping the surgery so clean.

- Following last year’s survey, alterations have been made to the main front door. Do you find it easier to use?

Yes	29	No	88
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- Are you aware that the surgery is open on a Monday evening?

Yes	56	No	84
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- Are you aware that the surgery has a Patient Participation Group (PPG)?

Yes	54	No	86
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- Did you know that the PPG/Surgery now produces a newsletter?

Yes	15	No	125
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- How helpful do you find the surgery staff?

	Very Helpful	Helpful	Not helpful
GP’s	84	49	2
Practice Nurses	77	48	1
Reception Staff	75	55	7

Very pleasing to see that the majority of patients find the staff ‘Very Helpful’ or ‘Helpful’.

List of items to be raised with Practice management for resolution.

A number of requests were made by patients to be informed if doctors were running late with their appointments. It is suggested that a white board could be used in each waiting room and used to note when a doctor was running, say, 20 minutes or more late.

The issue of inadequate car parking was raised by numerous patients. Firstly, it is apparent that the surgery only has a certain amount of ground available for car parking so it is going to be an ongoing problem at busy times. As part of the building work being undertaken at present, the car park will be re-surfaced and remarked on 7th, 8th and 9th April 2016. When this has been done there will be an additional disabled parking spot and a few more other parking spots available.

Request for automatic front doors to be fitted. The Practice is obtaining costs for the installation of automatic doors but initial costings obtained are very expensive. If a cost effective solution can be found then the Practice will automate the doors. In the meantime patients who have difficulty with the front doors can enter and exit the surgery through the Pharmacy.

A number of patients raised concerns around the readiness of the Practice at 8:30am to start business. Patients with 8:30am appointment times are sometimes waiting for the doors to be opened and then coming in to find that the self arrival machine is not switched on making an 8:30am appointment to be not a reality. The PPG will discuss with the Practice about opening the doors at 8:25am and ask the Practice to ensure that the self arrival machine is available at 8:25am so that the day gets off to a prompt start at 8:30am.

It was also noted that some of the less physically able patients have difficulty rising from the existing seating. The provision of some seating with arms would help in this situation. The PPG will discuss with the Practice management.

A selection of comments made by patients – if any patient would like a complete list of the comments made then they can request this by emailing:

glenfieldsurgeryppg@outlook.com

- Online booking system has made things so much better.
- Appointment made for 8.30am, surgery didn't open until 8.31am, arrival system not switched on so had to queue up to register arrival making a late start for an 8.30am appointment. Surgery needs to open at 8.29am, arrival system needs to be switched on and ready to use to get a prompt start to the day.
- Generally happy with services
- Phone appointments could improve but have now signed up for online system.
- Walking triage type service for young children – mother had to wait a few days for an appointment when her baby was not well.

- If the appointments are running late please could we be informed. A note could be displayed in the waiting rooms.
- Self arrival system good
- Fix entrance doors to make it easier to access building with a pram.
- Very helpful surgery. If it's urgent and they can't see you they will offer you a telephone consultation. Happy with the Practice.
- No complaints. Excellent.
- No faults, new to area just over 1 year. Only used the surgery a couple of times.
- Sometimes a problem getting an appointment in school holidays.
- Why does the website ask for new patients when it is already difficult to get an appointment quickly?
- Think it's fine.
- Would be useful to have automatic doors at the front entrance.
- Difficulty getting through and getting an appointment.
- Often a 10 day wait to see a doctor.
- Appointment on the day you phone in would be good.
- Concerns for people in wheel chairs. Reception desk too high.
- A few more Reception staff on duty at busy times.
- No problems. No complaints.
- Find the doors very difficult with a pushchair. Not aware which GP is available. Reception staff appear to be in too much of a rush.
- More phones.
- None, one of the better ones.
- Things could be better. Too many patients not enough doctors.
- Working shifts I have found it difficult to book an appointment with the doctor I wanted to see as you can only book 2 weeks in advance. Could there be a few slots a day allocated to 4 weeks in advance?
- I think it's a wonderful surgery and we are very lucky to have it.
- Wish we could make a quicker appointment with our own doctor.
- It is difficult to book an appointment, but the doctors are generally very good. Dr. Cooper is everyone's favourite, therefore, difficult at least 2 weeks to see him.
- I don't think so. Everything good.
- When you call back at 2pm and all appointments have already gone.
- Parking is poor – most of the spaces seem to be taken up by staff.
- Prefer booking in with Reception.
- Disabled parking a problem. Seating has no arms for elderly to help them get up. Still difficult to get an appointment to see a doctor. Difficult to get through in the morning on telephone.
- Follow up checks and contact with patients when doctors leave. Twice I have awaited a follow up phone call from the doctor after test results. Both times the doctor has left and I have had to contact the surgery because I haven't had any contact. The ailment/problem has still not been fully explored and this spans nearly a year now.
- Due to the increase in obesity, raised blood sugar/diabetes, staff could be more proactive with help, support and information. A visit once a month by a dietician to give a group talk would help reduce costs to the surgery.
- It is getting very difficult now to make appointments even if you are very ill.
- The car park is a nightmare at peak times – i.e. Monday mornings.
- Could we please have automatic doors.
- More disabled parking.
- Parking is very difficult at the moment – unsure if anything can be done.
- The surgery usually operates very efficiently. The worst part of the visit is the parking situation which can be horrendous at times. There appears to be quite a high turn round of doctors.