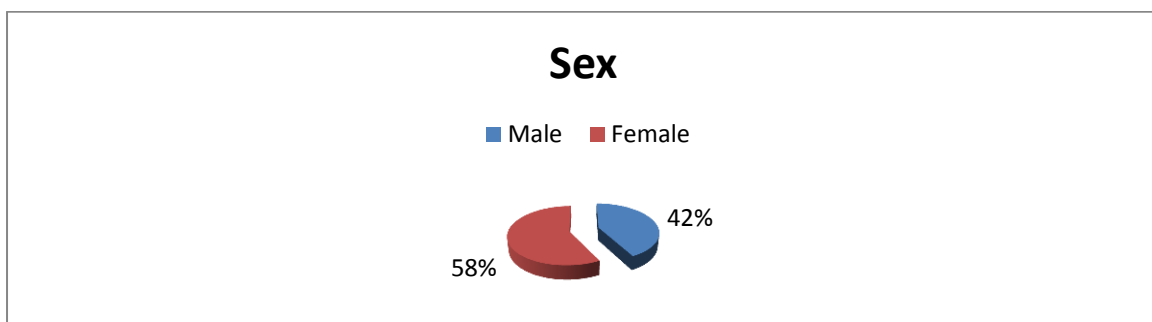


FIRSWAY HEALTH CENTRE

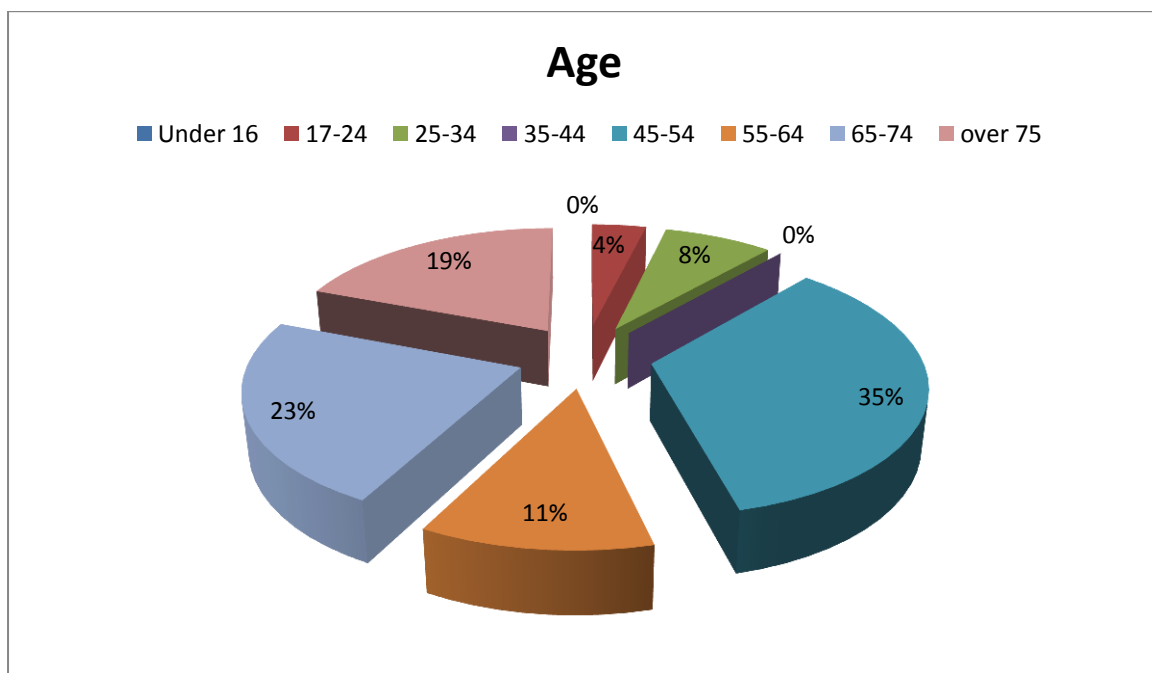
Patient Participation (PPG)

Patient Experience Annual Survey RESULTS 30th March 2015

We made the survey available to all patients and encouraged feedback via the surveys at reception and at our designated Patient Survey table in reception. 58% of the patients that took part in the survey were female whilst 42% were male. 99% of the people that took part in the survey were in the ethnic group known as White however some patients chose not to disclose their Ethnic group .



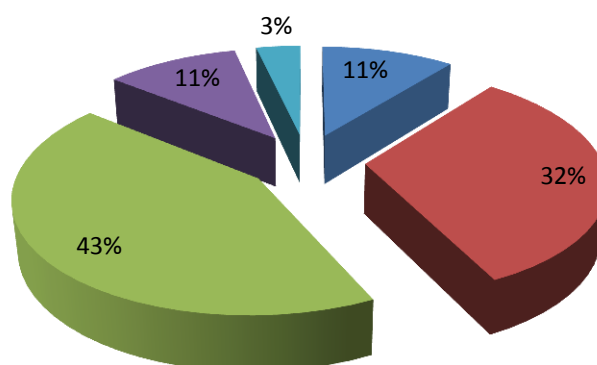
The age of the patients who took the survey is detailed below. The age that was most participating was ages 45 and over. The younger age groups were under represented with 35-44 and Under 16 having no representation.



PRACTICE ATTENDANCE

1. How would you describe your overall satisfaction with the practice opening hours?

■ Excellent ■ very Good ■ Quite Good ■ Poor ■ Very Poor

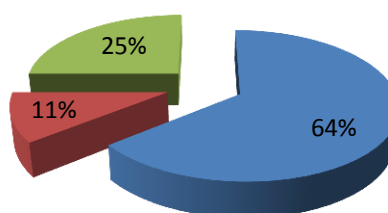


The overall satisfaction with the opening hours was Quite Good with that gaining 43% of the overall outcome. Very Good was also high ranking with 32% agreeing this. 3% felt it was Very poor and 11% felt it was Poor.

64% surveyed would like to see additional hours being offered to patients and 11% did not wish to see this. 25% thought maybe it would be beneficial.

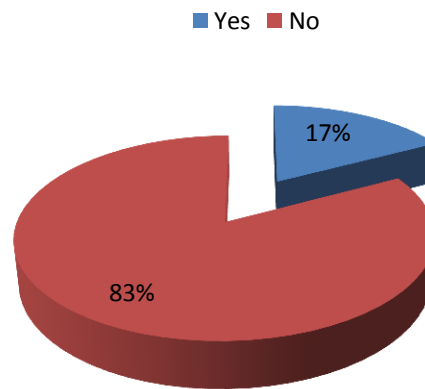
2. Would you like to see additional/extended opening hours?

■ Yes ■ No ■ Maybe

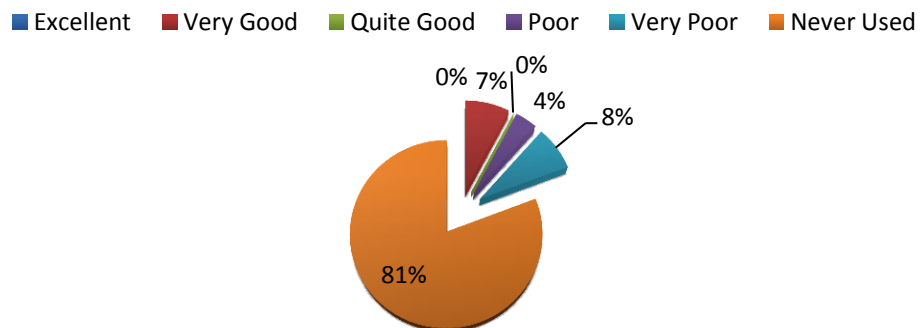


83% of our patients surveyed had not used the extended opening hours with one commenting “wasn’t aware that was an option”. 8% felt the service was Very Poor and 4% felt it was Poor.

3. Have you booked to see a doctor and used the current additional/extended opening hours? i.e. evening appointments

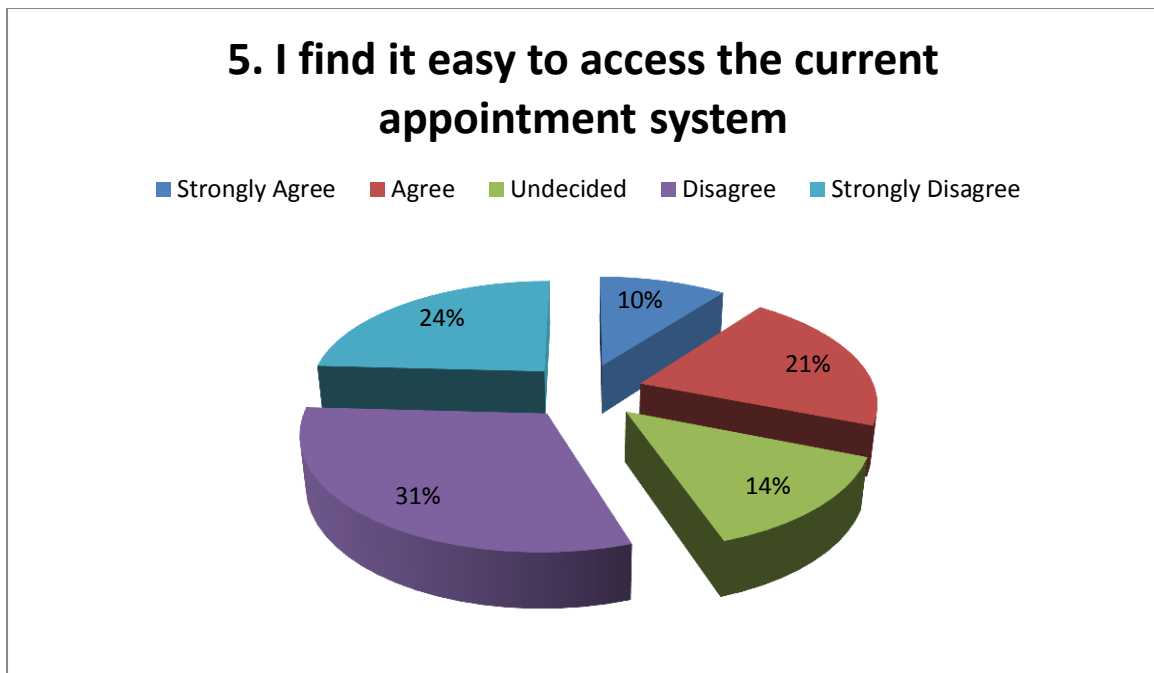


4. If you have used the extended hours was this service?

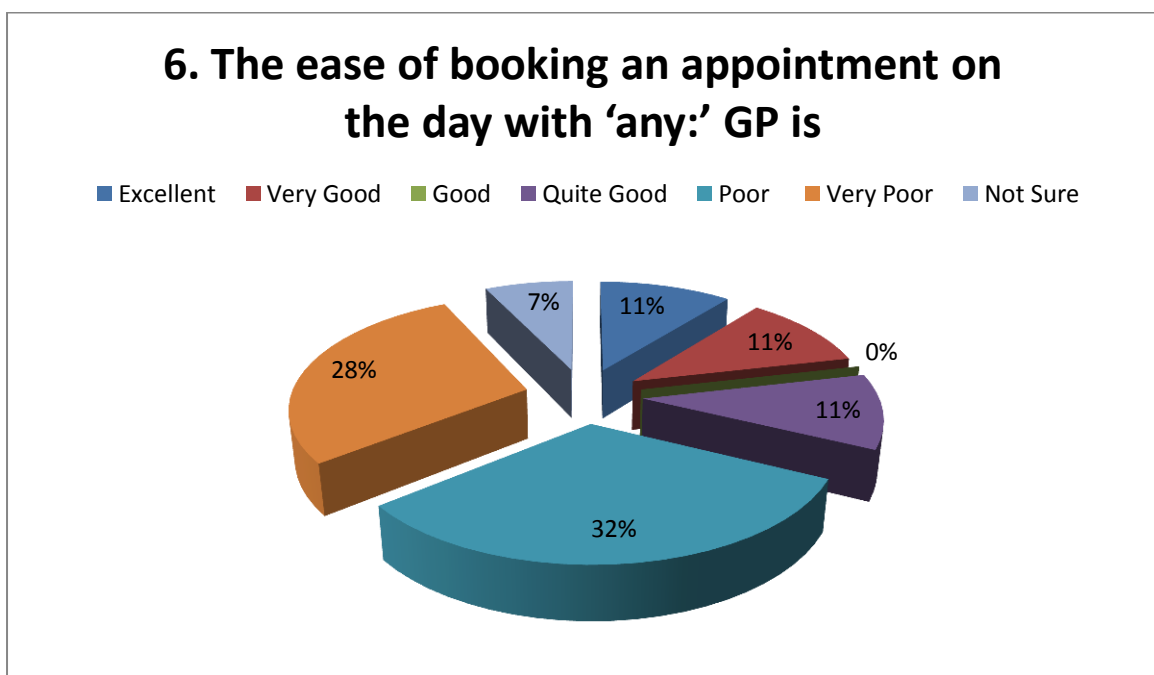


APPOINTMENT SYSTEM

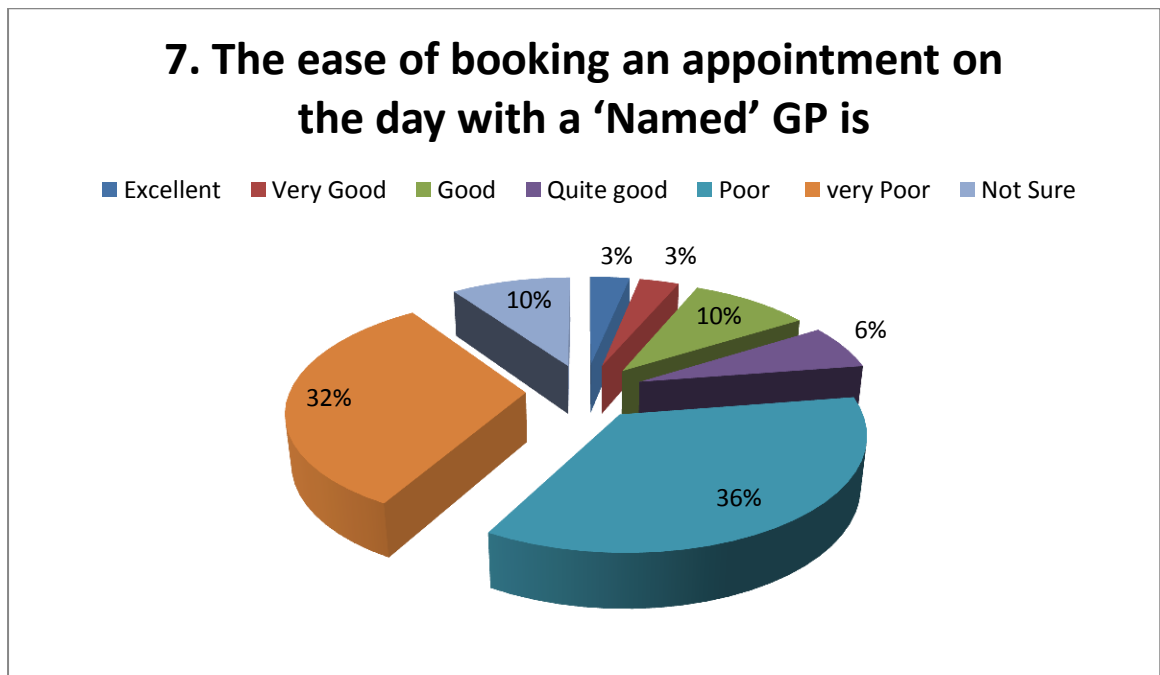
How satisfied are you with the appointment system



The largest group found it difficult to access the appointment system with 31% (Disagree) and an additional 24% (Strongly Disagree). 21% felt agreed it was easy to access appointments and 14% remained undecided.

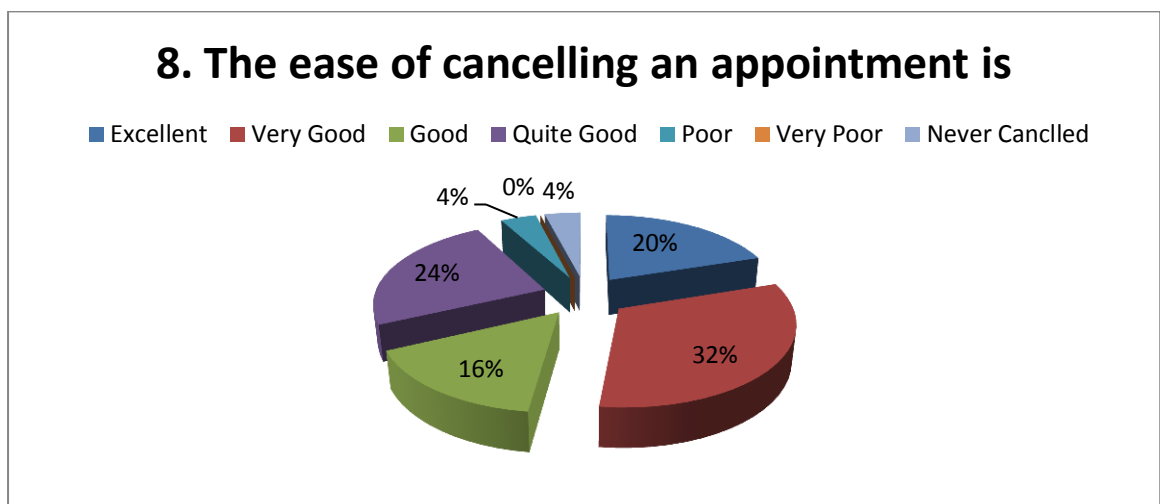


Patients felt that the ease of booking an appointment on the day with any GP was Very Poor 28% and Poor 32%. 11% was given for Very Good and Quite good and 7% were unsure.

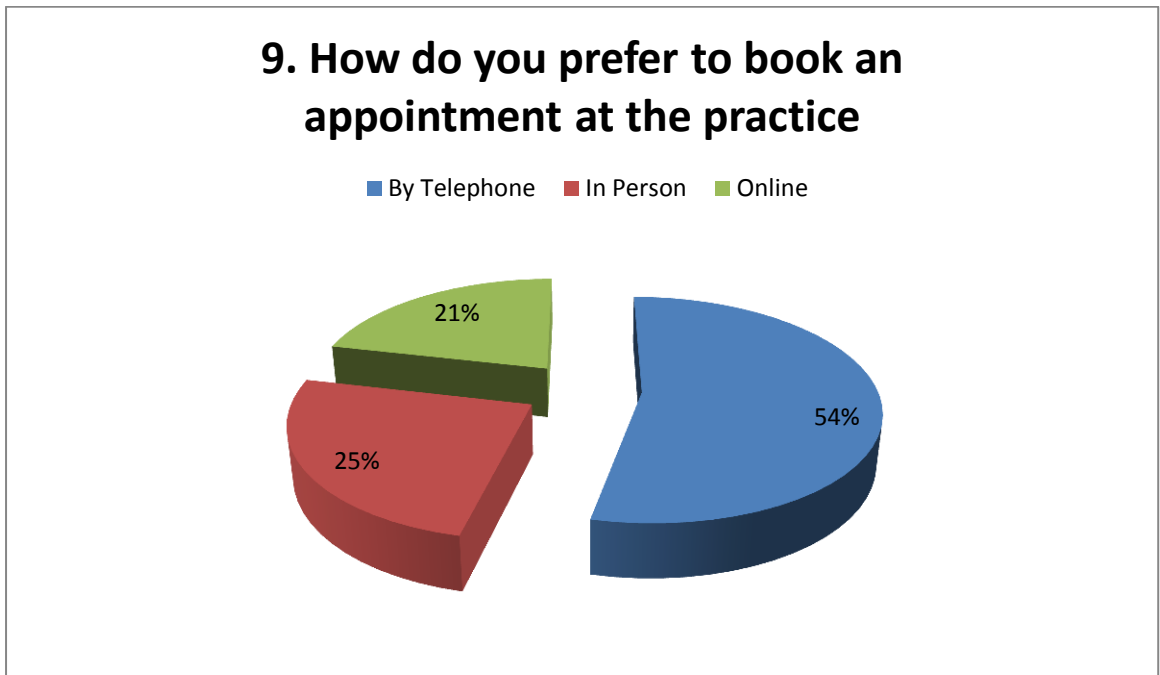


Patients felt that the ease of booking an appointment on the day with a Named GP was Very Poor 32% and Poor 36%. 3% was given for Very Good and Excellent and 3% were unsure. 10% felt this was good.

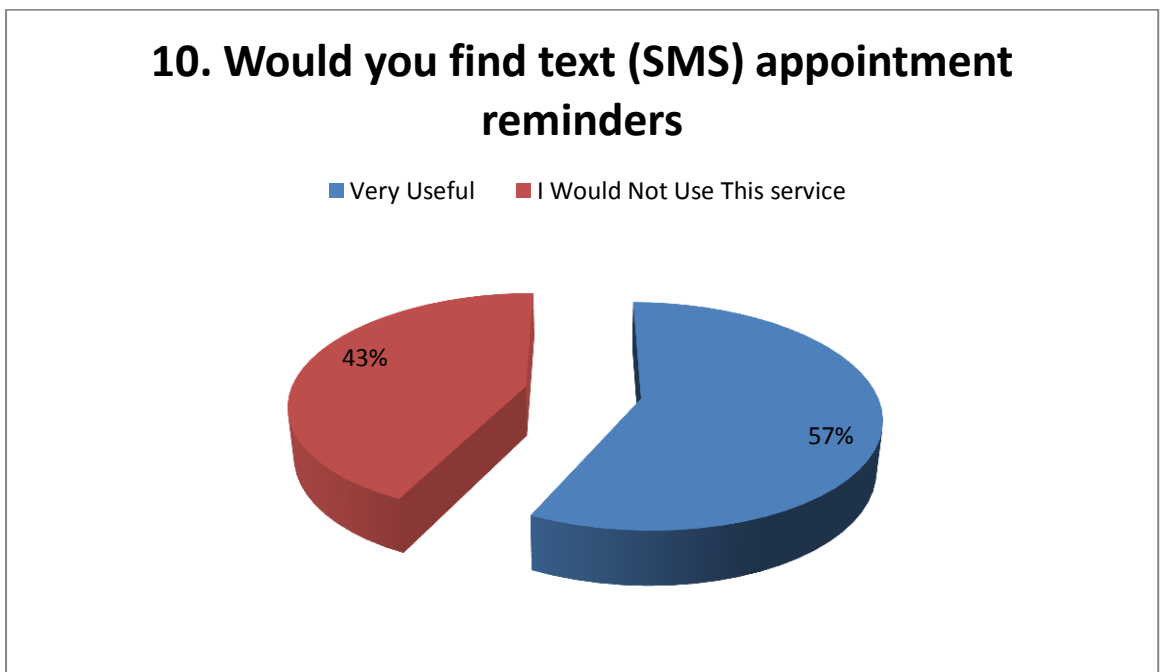
The ease of cancelling an appointment was split fairly equally with half feeling that it was easy and half feeling that it was not. The majority indicated that it was easy with 72% feeling positive about this service.



Telephone was the preferred method of booking appointments at the centre. 25% preferred to book in person and 21% were using the on-line facilities.

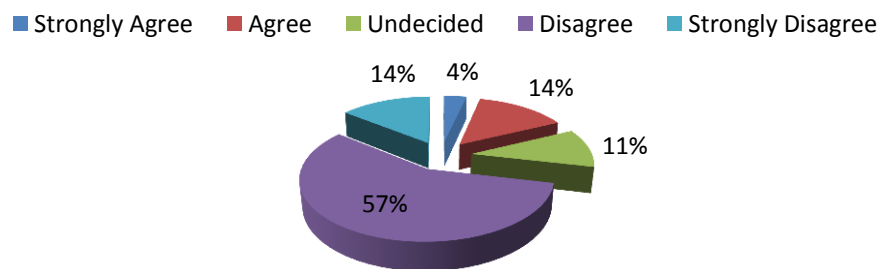


57% felt that SMS (text message) reminders would be beneficial to them and 43% felt that they would not use this service.



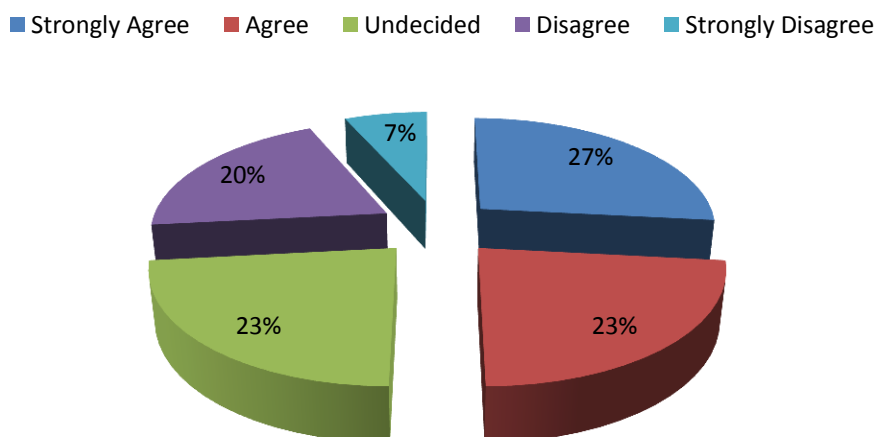
The majority of patients surveyed (57%) felt that it was difficult to contact the surgery by telephone, 18% felt fairly positive with the telephone system and either agreed or strongly agreed that it was easy to contact the surgery by telephone. 11% remained undecided .14% strongly disagreed. 71% were not happy with the system.

11. I find it easy to get through to the surgery by telephone

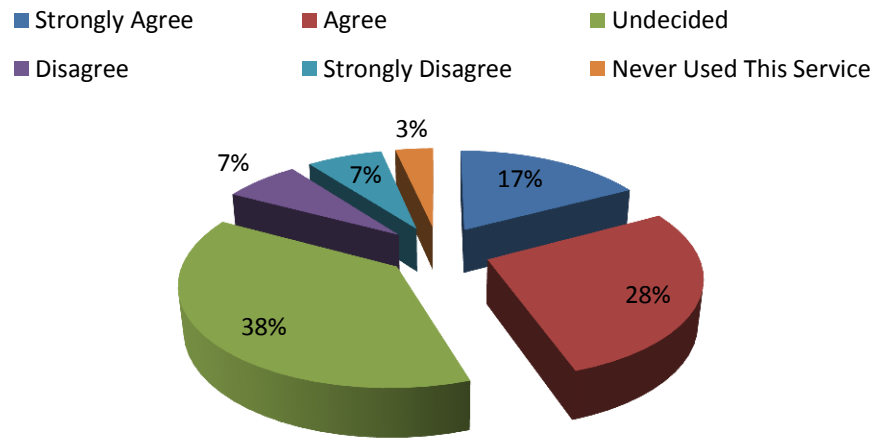


50 % agree or strongly agree that they would use the on-line system to book appointments. 27% indicate that they would not use the system and 23% remain undecided.

12. I am likely to use the online system to book appointments

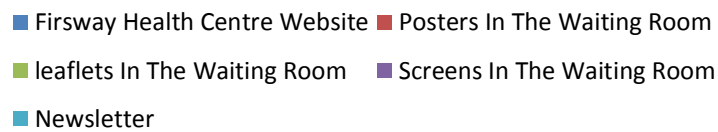


13. I find it easy to book/cancel appointments online



38% remain undecided if they find it easy to book or cancel appointments online. 45% agreed it was easy and 14% found it difficult. 3% have never used this service.

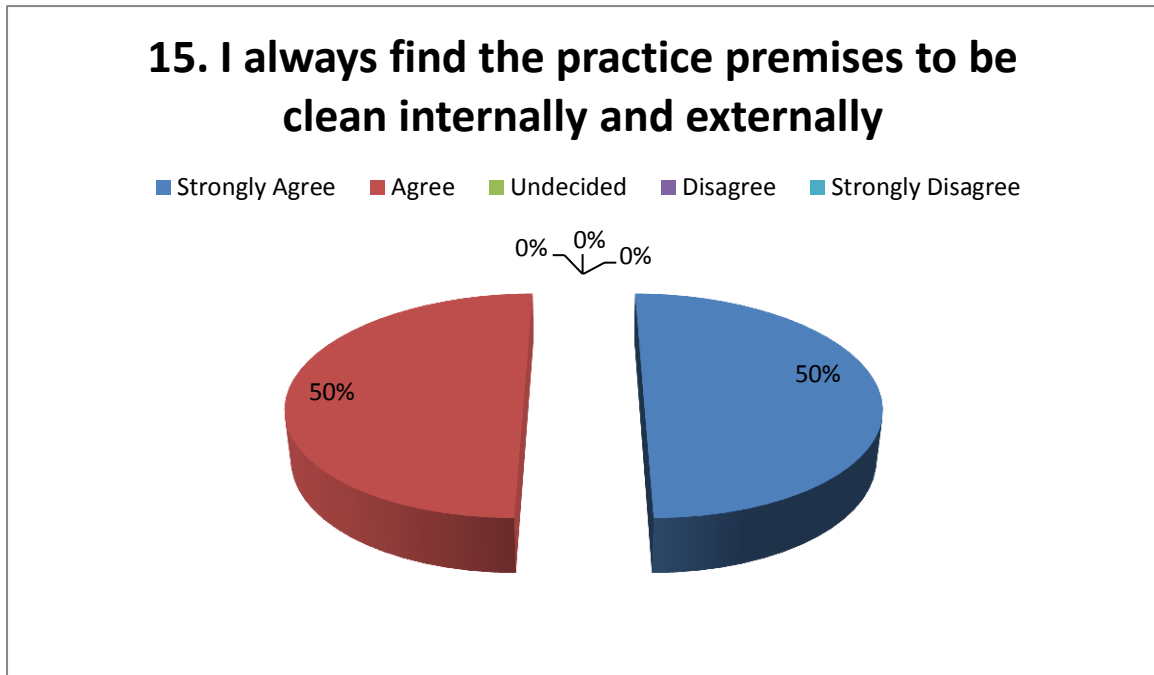
14. My preferred method of accessing Practice information and health education is



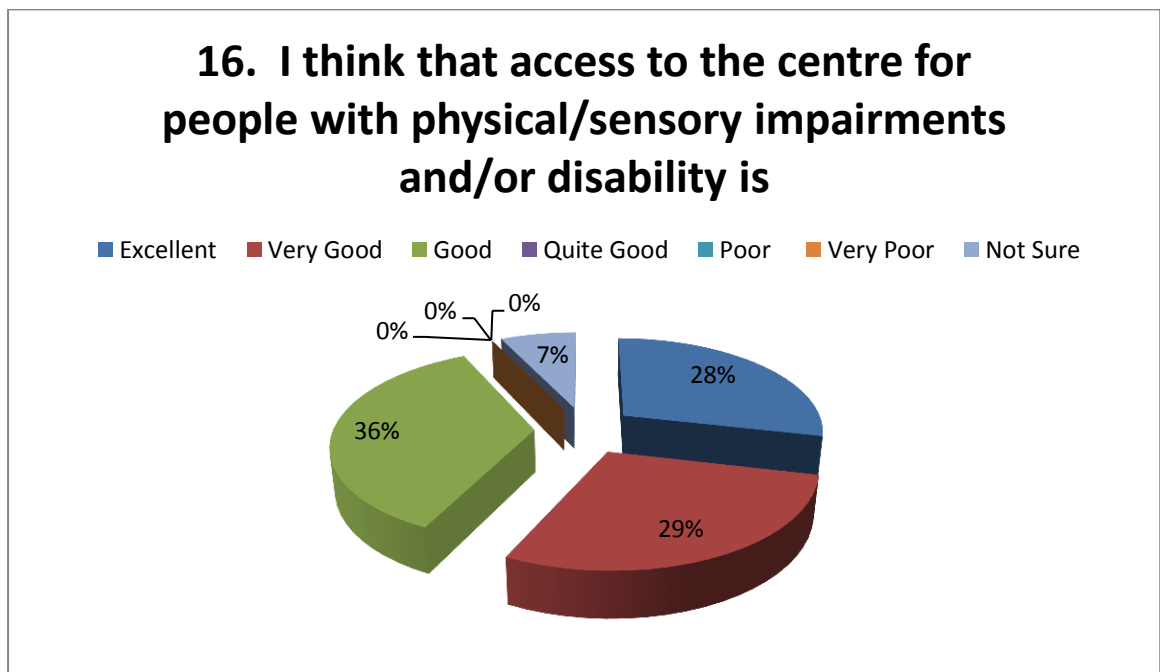
The website is the preferred method for patients accessing practice information and health education. Screens in the waiting room and leaflets were next and 7% would like to see a newsletter.

PREMISES

100% of patients felt that both internally and externally the premises were found to be clean.



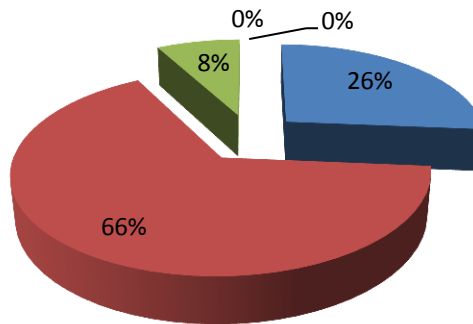
57% felt that the access was either Excellent or very good. A further 36% felt that it was good. 7% were unsure.



66% agree that parking at the centre is adequate and accessible. A further 26% Agreed strongly and 8% were undecided.

17. I generally find it easy to park at the centre and feel the parking for patients is adequate and accessible.

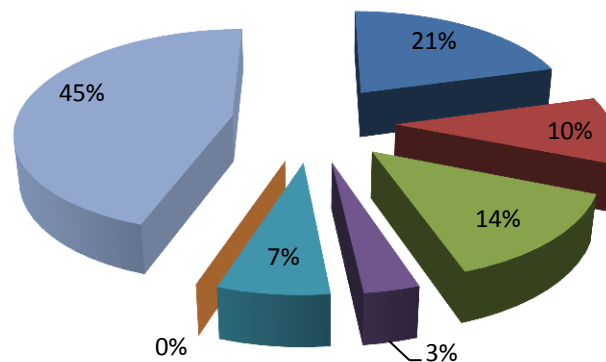
Strongly Agree Agree Undecided Disagree Strongly Disagree



PRESCRIPTIONS

18. How would you describe your satisfaction with the On-line Prescription Service?

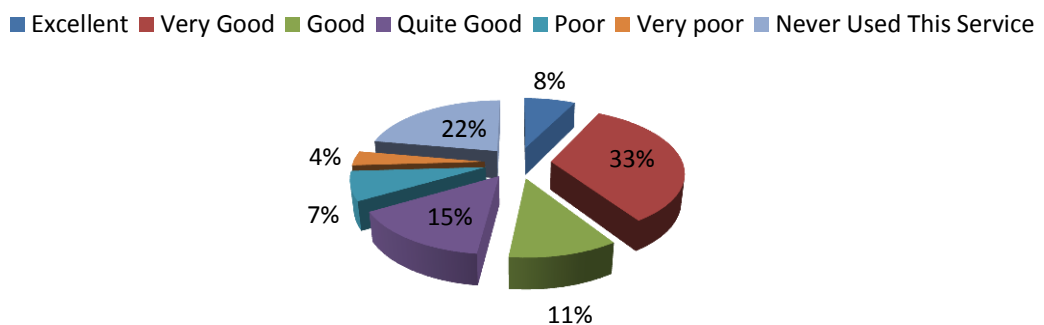
Excellent Very Good Good Quite Good Poor Very Poor Never used This Service



48% of patients felt that the on-line prescription service was satisfactory. 7% felt that it was poor and 45% and never used the service.

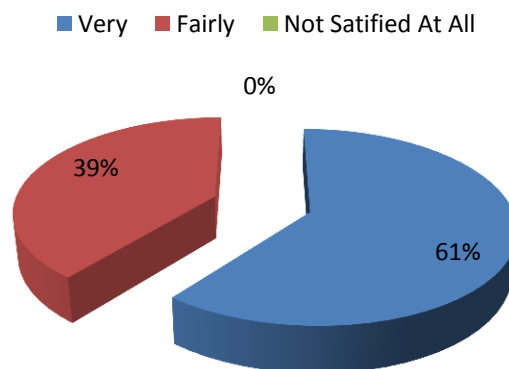
11% felt the repeat prescription service was poor or very poor. 67% in total gave a fair to positive response with 8% of that figure claiming the service was excellent. 22% had never used the service.

19. How would you describe your satisfaction with the Repeat Prescription Service? (prepared for collection 48 hours after being received)



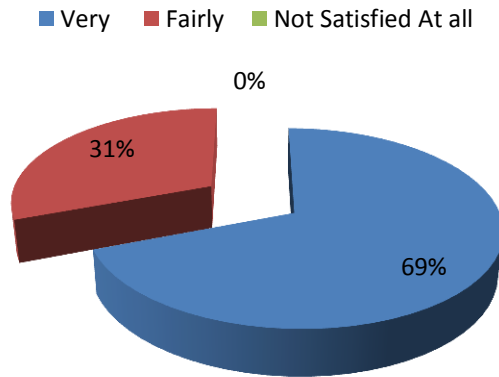
CARE GIVEN BY THE PRACTICE

20. In general, how satisfied are you with the care you receive at the practice? By the DOCTOR



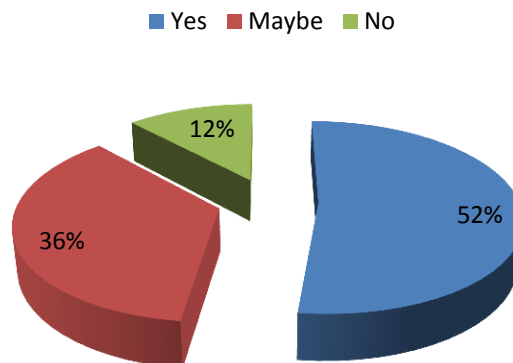
Patients surveyed felt that the care received by the DOCTOR was Very or Fairly satisfactory. Nobody was unsatisfied.

21. In general, how satisfied are you with the care you receive at the practice? By the PRACTICE NURSE



Patients surveyed felt that the care received by the practice nurse was Very or Fairly satisfactory. Nobody was unsatisfied.

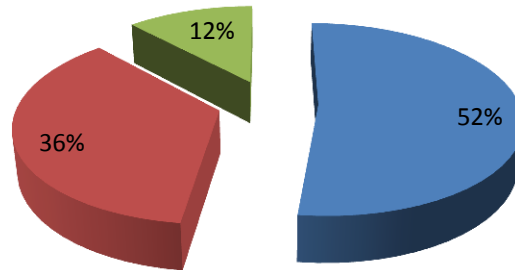
23. In general, how satisfied are you with the customer care you receive at the practice? By the RECEPTION STAFF



Patients surveyed felt that the care received by the RECEPTION STAFF was Very or Fairly satisfactory. 12% WERE UNSATISFIED. One patient commented "Ride every time".

23. Would you recommend Firsway health Centre to someone who has recently moved to the area?

■ Yes ■ Maybe ■ No

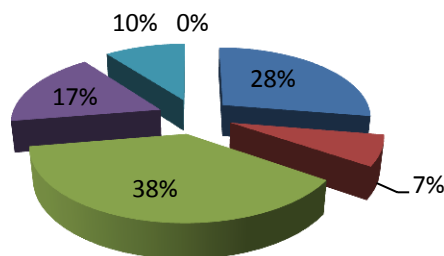


52% of patients surveyed would recommend the practice to someone new to the area. 36% felt they would consider recommending us and 12 said that they would not.

APPOINTMENTS

24. How long do you usually spend waiting to be seen by a clinician, beyond your appointment time, to see a DOCTOR?

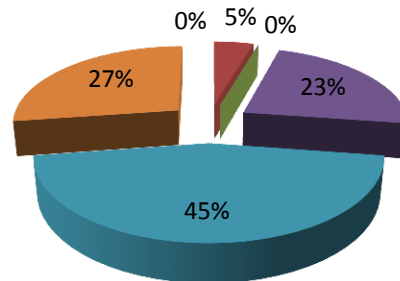
■ Over 30 mins ■ 20-25 mins ■ 15-20 mins ■ 10-15 mins ■ 5-10 mins ■ Always on Time



The majority of patients felt that doctors kept them waiting between waiting times for 15-20 mins with this being the most popular with 38%. 28% of patients felt they were kept waiting for over 30 mins. “The waiting time is ridiculous” and “approx. 50 minutes every time” were both received comments.

25. How long do you usually spend waiting to be seen by a clinician, beyond your appointment time, to see a PRACTICE NURSE?

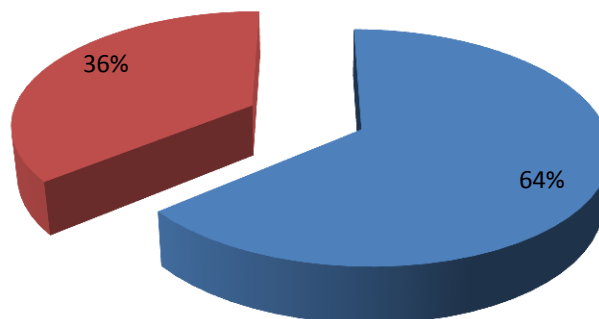
■ Over 30 mins ■ 20-25 mins ■ 15-20 mins ■ 10-15 mins ■ 5-10 mins ■ Always on Time



The majority of patients felt that Practice Nurses kept them waiting 5-10 mins with this being the most popular with 45%. 27% of patients felt they were always on time and a small percentage of 5% had been kept waiting for 20-25 mins.

26. Do you feel there is a continuity of care?

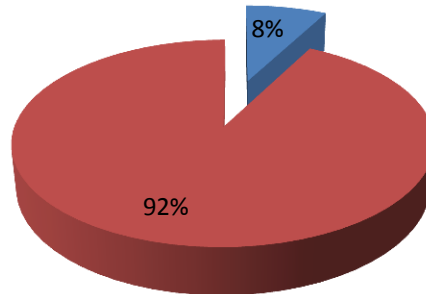
■ Yes ■ No



64% of patients felt that there was a continuity of care with 36% feeling that there was not. "I now cannot see the same doctor and feel I have no relationship".

Are you a carer for anyone in your household with a long-standing health problem or disability?

■ Yes ■ No



92% surveyed were not carers and 8% were.

From the results of the survey we can see that patients are not happy with the following:

Telephone system and booking appointments – we are working on this. On going legal battle as well as ensuring we have enough staff to ensure the telephones can be answered efficiently and effectively. CR is doing a business Plan at University at present to improve the accessibility of appointments. We can hope to have resolutions for a lot of the telephone/appointment problems within 6 months.

GP waiting times – Please raise at next GP meeting and try to establish how we can fix this problem. Do we need to make appointment times longer.

Actions

- **Promote the services we offer i.e. extended hours which a lot of our patients were not aware existed.**
- **Set up SMS text messages service**
- **Raise awareness of on-line services**
- **As well as publishing numbers of patients who DNA we need to encourage patients to cancel appointments. CR to publicise and educate reception staff to tell patients at the time of booking our cancellation policy.**