**Practice Survey Results 2012/13**

**Summary of Practice Report**

**Background**

The Practice survey was carried out across our two sites at Parker Drive Medical Centre and Manor Medical Centre during the weeks of 14th January – 25th January 2013.

The aim of the practice survey was to gather the views from our registered patients on the services we currently provide to see if there were any improvements to be made or if there were any suggestions for future developments within the practice.

The survey was designed in conjunction with our patient participation group where we looked at priority areas and these were mainly around access, the appointment system, consultations and overall experience/satisfaction of our practice.

**Statistics**

A total of 290 usable questionnaires were used to compile this report.

43% men, 53% women and 4% would rather not say

Ages ranged from 16 to 75+.

54% reported that they had a long-standing health condition.

279 who completed their ethnicity group - 50% white, 7% black or black British, 37% Asian or Asian British, 2% mixed, 1% other ethnic group, 3% would rather not say.

274 who completed what best describes them - 52% Employed, 7% unemployed,

3% full-time education, 10% long-term sick, 5% looking after family, 19% retired,

4% other

**The charts show comparison results between last years survey 2011/12 and this years 2012/13**

**Access**

**Getting through on the telephone**

**Parker** - 142 completed = 31% Very easy, 54% Fairly Easy, 15% Not very Easy

**Manor** - 146 completed = 32% Very easy, 53% Fairly Easy, 15% Not very Easy

**Manor Medical Centre**

**To speak to a doctor or nurse on the telephone**

**Parker** - 139 completed = 33% Very Easy, 53%, Fairly Easy, 14% Not Very Easy

**Manor** - 138 completed = 28% Very Easy, 59%, Fairly Easy, 13% Not Very Easy

**To see a GP on the same day if urgent**

**Parker** - 138 completed = 82% Yes, 8% No, 10% Don’t Know

**Manor** - 141 completed = 63% Yes, 27% No, 10% Don’t Know

**Manor Medical Centre**

**Parker Drive Medical Centre**

**To be able to pre-book appointments in advance**

**Parker** - 143 completed = 83% Important, 17% Not Important

**Manor** - 144 completed = 86% Important, 14% Not Important

63% of the patients surveyed were aware that you could pre-book up to 4 weeks in advance.

**Manor Medical Centre**

**Parker Drive Medical Centre**

77% of the patients surveyed normally book their appointments by telephone and 23% in person.

The preferred method was 66% by telephone, 20% in person and 14% Online (Not currently available)

**To see a particular doctor of their choice for a routine appointment**

**Parker** - 137 completed = 23% within 48 hours, 17% within 3-5 days, 36% within 6 days or more, 24% Doesn’t Apply

136 completed = 38% found this to be good, 52% Fair, 10% Poor

**Manor** - 133 completed = 22% within 48 hours, 24% within 3-5 days, 37% within 6 days or more, 17% Doesn’t Apply

128 completed = 41% found this to be good, 39% Fair, 20% Poor

**Parker Drive Medical Centre**

**To see any doctor for a routine appointment**

**Parker** – 136 completed = 46% within 48 hours, 20% within 3-5 days, 20% within 6 days or more, 14% Doesn’t Apply

136 completed = 55% found this to be good, 40.5% Fair, 4.5% Poor

**Manor** - 130 completed = 49% within 48 hours, 30% within 3-5 days, 13% within 6 days or more, 8% Doesn’t Apply

132 completed = 56% found this to be good, 39% Fair, 5% Poor

**Parker Drive Medical Centre**

**Parker Drive Medical Centre**

**Opening hours for appointments**

**Parker** - 138 completed = 63% Good, 34% Fair, 3% Poor

**Manor** - 132 completed = 70% Good, 29% Fair, 1% Poor

**Waiting times for their Consultation to start**

**Parker** – 135 completed = 60% On time, 10% Early, 30% Late

136 completed rating waiting time = 42% Good, 46% Fair, 12% Poor

Average waiting time was approx 10-15 mins

**Manor** - 134 completed = 66% On time, 3% Early, 31% Late

132 completed rating waiting time = 39% Good, 53% Fair, 8% Poor

Average waiting time was approx 10-20 mins

**Rating the GP Out of Hours Service**

**Parker** - 90 completed = 52% Good, 38% Fair, 10% Poor

**Manor** - 85 completed = 40% Good, 52% Fair, 7% Poor

**Parker Drive Medical Centre**

**Reasons for using A&E in last 12 months**

**Parker** - 140 completed = 8.5% Emergency, 7% Surgery was closed, 3% couldn’t get an appointment at the surgery, 1.5% convenience, 8% referred by the doctor, 72% Doesn’t Apply

**Manor** - 141 completed = 14% Emergency, 7% Surgery was closed, 2% couldn’t get an appointment at the surgery, 2% convenience, 8% referred by the doctor, 67% Doesn’t Apply

**Helpfulness of receptionist**

**Parker** - 144 completed = 72% Very Helpful, 27% Fairly helpful, 1% Not very helpful

**Manor** -146 completed = 78% Very Helpful, 20% Fairly helpful, 2% Not very helpful

**Your Consultation with the Doctor**

**Parker** - 124 completed

**Good Fair Poor**

**Giving you enough time 69% 30% 1%**

**Listening to you 74% 25% 1%**

**Face to Face contact 80% 19% 1%**

**Treating you with Respect,care,concern 81% 17% 2%**

**Involving you in decisions about your care 75% 23% 2%**

**Explaining Test & Treatments 75% 22% 3%**

**Opportunity to ask questions**  73**% 24% 3% Understanding your Health condition 75% 21% 4%**

128 completed = 73% had trust in the doctor they saw or spoke to, 22% to some extent, 1% No trust and 4% were unsure

**Parker Drive Medical Centre 2012/13**

**Parker Drive Medical Centre 2011/12 - Comparison**

**Your Consultation with the Doctor**

**Manor** - 131 completed

**Good Fair Poor**

**Giving you enough time 69% 26% 5%**

**Listening to you 78% 20% 2%**

**Face to Face contact 79% 19% 2%**

**Treating you with Respect,care,concern 79% 19% 2%**

**Involving you in decisions about your care 69% 27% 4%**

**Explaining Test & Treatments 73% 23% 3%**

**Opportunity to ask questions**  75**% 19% 6% Understanding your Health condition 73% 23% 4%**

130 completed = 76% had trust in the doctor they saw or spoke to, 20% to some extent, 2% No trust and 2% were unsure

**Your Consultation with the Nurse**

**Parker** - 115 completed

**Good Fair Poor**

**Giving you enough time 83% 16% 1%**

**Listening to you 85% 14% 1%**

**Face to Face contact 87% 12% 1%**

**Treating you with Respect,care,concern 84% 15% 1%**

**Involving you in decisions about your care 83% 16% 1%**

**Explaining Test & Treatments 87% 12% 1%**

**Opportunity to ask questions**  83**% 16% 1% Understanding your Health condition 82% 17% 1%**

113 completed = 77% had trust in the nurse they saw or spoke to, 18% to some extent, 1% No trust and 4% were unsure.

**Parker Drive Medical Centre 2012/13**

**Parker Drive Medical Centre 2011/12 – Comparison**

**Your Consultation with the Nurse**

**Manor** - 108 completed

**Good Fair Poor**

**Giving you enough time 80% 20% 0%**

**Listening to you 82% 17% 1%**

**Face to Face contact 81% 18% 1%**

**Treating you with Respect,care,concern 82% 18% 0%**

**Involving you in decisions about your care 77% 20% 3%**

**Explaining Test & Treatments 81% 18% 1%**

**Opportunity to ask questions**  82**% 16% 2% Understanding your Health condition 79% 20% 1%**

110 completed = 80% had trust in the nurse they saw or spoke to, 16% to some extent, 2% No trust and 2% were unsure**.**

**Manor Medical Centre** (2012/13)

**Manor Medical Centre (2011/12) - Comparison**

**Manor Medical Centre (2011/12)**

**OVERALL SATISFACTION**

**Experience of our Surgery**

**Parker** - 134 completed = 75.5% Good, 23% Fair, 1.5% Poor

**Manor** - 134 completed = 72% Good, 27% Fair, 1% Poor

**Manor Medical Centre**

**Parker Drive Medical Centre**

**Recommend our surgery to someone who has just moved to the area**

**Parker** - 134 completed = 76% Yes, 19% Probably, 5% No

**Manor** - 131 completed = 74% Yes, 21% Probably, 5% No

**Manor Medical Centre**

**Parker Drive Medical Centre**

**Sample of patients comments taken from the surveys about their healthcare**

**Positives**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| |  | | --- | | Very good practice with friendly staff | | Surgery brill everyone polite and caring treated in confidence | | Works well  Doctor located heart condition - probably saved my life  My experiences are good , staff try to meet my needs when asked | | Keep up with the good work  Been a patient for 25yrs always have what I consider a good service  Would not go anywhere else  Thank you for all your care and understanding of my life and health  Smear taking nurse has wonderful personality made me feel at ease  This is one of best practices in the Midlands  Great medical centre, Doctors/staff good  Excellent service friendly staff Drs treat me for diabetes and have lots of time to give  The practice is generally good, good service delivery and good customer care | | **Negatives**  Receptionists not to decide if medical emergency  Receptionists asking too many questions  Taking too long to answer phone  Continuity of care a problem – difficult to see same doctor  Parking  Long wait for appointments  Surgery seems to be more than busy - waiting times a problem  Prescription problems - items missed off and lost scripts  Problems getting a referral  Some receptionists are rude and abrupt  Booking system not always made up in advance  New to the practice didn’t think my condition was correctly diagnosed or treated  Not happy with a certain locum doctor  Some GPs restrict appointment to just 1-2 problems | |  | | **Patients Suggestions For Improvements**  On line booking appointments and ordering repeat prescriptions  Occasional Saturday mornings at parker would be nice  Staff name badges  Drinks machine in surgery  Longer opening times  Surgery was best when had sit & wait system saves lost appointment time  See toddlers/babies in downstairs rooms  Television in waiting room  Patient wants to join PPG group but can’t attend in the day as works - please consider other times  Wart clinic hours or extra days should be extended  Need to be aware of people who can’t always manage to get upstairs to see the nurse - MMC  Midwife should be on ground floor - difficult for some pregnant women to get upstairs - MMC  Car park to be gritted/salted in winter when snow and Ice around  To be able to request repeat medications over the telephone  Improve response time to phone calls  Access to see a doctor made prompt  Speed up referrals  Need queuing system on phone - I keep having to redial | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |