**Practice Survey Results 2013/14**

**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 Monday 18th November 2013 – Friday 29th November 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 293 usable questionnaires were used to compile this report.

39% men, 60% women and 1% would rather not say

Ages ranged from under 16 to 75+.

47% reported that they had a long-standing health condition.

261 who completed their ethnicity group - 51% white, 5% white other, 3% black or black British, 37% Asian or Asian British, 2% mixed Heritage, 1% other ethnic group, 3% would rather not say.

258 who completed what best describes them - 58% Employed, 6% unemployed,

1% full-time education, 6% long-term sick, 11% looking after family, 15% retired,

3% other

**The charts show comparison results between previous years surveys and this years 2013/14 where the questions remained the same.**

**Access**

**Getting through on the telephone**

**Parker** - 143 completed = 27% Very easy, 57% Fairly Easy, 16% Not very Easy

**Manor** - 147 completed = 33% Very easy, 48% Fairly Easy, 18% Not very Easy, 1% don’t use

**Manor Medical Centre**

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

**Parker** - 143 completed = 78% Yes, 12% No, 9% Don’t Know, 1% sometimes

**Manor** - 148 completed = 74% Yes, 21% No, 3% Don’t Know, 1% sometimes, 1% Not applicable

**Manor Medical Centre**

**Parker Drive Medical Centre**

**Manor Medical Centre**

**Parker Drive Medical Centre**

**Parker Drive Medical Centre**

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

**Parker** - 130 completed = 19% within 1-2 days, 16% within 3-6 days, 43% within 7 days or more, 22% Doesn’t Apply

**Manor** - 116 completed = 17% within 1-2 days, 28% within 3-6 days, 30% within 7 days or more, 25% Doesn’t Apply

**Parker Drive Medical Centre**

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

**Parker** – 134 completed = 25% within 1-2 days, 27% within 3-6 days, 35% within 7 days or more, 13% Doesn’t Apply

**Manor** - 116 completed = 41% within 1-2 days, 34% within 3-6 days, 11% within 7 days or more, 14% Doesn’t Apply

**Parker Drive Medical Centre**

**Parker Drive Medical Centre**

**Parker Drive Medical Centre**

**Opening hours for appointments**

**Parker** - 133 completed = 51% Good, 44% Fair, 5% Poor

**Manor** - 120 completed = 77% Good, 22% Fair, 1% Poor

**Waiting times for their Consultation to start**

**Parker** – 128 completed = 31% up to 10 mins, 53% up to 20 mins, 16% up to 30 mins.

**Manor** - 120 completed = 50% up to 10 mins, 39% up to 20 mins, 11% up to 30 mins.

**Parker Drive Medical Centre**

**Helpfulness of receptionist**

**Parker** - 143 completed = 64% Very Helpful, 35% Fairly helpful, 1% Not very helpful

**Manor** - 148 completed = 76% Very Helpful, 22% Fairly helpful, 2% Not very helpful

**Your Consultation with the Doctor**

Parker Drive - 114-116 completed

**Good Fair Poor**

**Giving you enough time 61% 32% 7%**

**Listening to you 68% 28% 4%**

**Face to Face contact 77% 21% 2%**

**Treating you with Respect,care,concern 74% 24% 2%**

**Involving you in decisions about your care 67% 28% 5%**

**Explaining Test & Treatments 68% 30% 2%**

**Opportunity to ask questions**  **70% 26% 4% Understanding your Health condition 66% 28% 6%**

**Parker Drive Medical Centre 2013/14**

**Parker Drive Medical Centre 2012/13 Comparison**

**Your Consultation with the Doctor**

Manor Medical Centre - 105 -107 completed

**Good Fair Poor**

**Giving you enough time 79% 18% 3%**

**Listening to you 79% 19% 2%**

**Face to Face contact 88% 11% 1%**

**Treating you with Respect,care,concern 86% 12% 2%**

**Involving you in decisions about your care 79% 19% 2%**

**Explaining Test & Treatments 78% 20% 2%**

**Opportunity to ask questions**  **76% 19% 5% Understanding your Health condition 80% 17% 3%**

**Your Consultation with the Nurse**

Parker Drive - 71-76 completed

**Good Fair Poor**

**Giving you enough time 82% 17% 1%**

**Listening to you 88% 12% -**

**Face to Face contact 82% 17% 1%**

**Treating you with Respect,care,concern 85% 14% 1%**

**Involving you in decisions about your care 79% 20% 1%**

**Explaining Test & Treatments 80% 20% -**

**Opportunity to ask questions**  **82% 18% -**

**Understanding your Health condition 82% 17 % 1%**

**Parker Drive Medical Centre 2013/14**

**Parker Drive Medical Centre 2012/13**

**Your Consultation with the Nurse**

Manor Medical Centre - 64-67 completed

**Good Fair Poor**

**Giving you enough time 91% 7% 2%**

**Listening to you 93% 6% 1%**

**Face to Face contact 91% 7% 2%**

**Treating you with Respect,care,concern 92% 8% 0%**

**Involving you in decisions about your care 88% 12% 0%**

**Explaining Test & Treatments 91% 9% 0%**

**Opportunity to ask questions**  88**% 11% 1% Understanding your Health condition 89% 8 % 3%**

**Manor Medical Centre 2013/14**

**Manor Medical Centre 2012/13 Comparison**

**OVERALL SATISFACTION**

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

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

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

**Parker** - 127 completed = 64% Yes, 30% Probably, 6% No

**Manor** - 111 completed = 80% Yes, 13% Probably, 7% No

**Manor Medical Centre**

**Parker Drive Medical Centre**

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

**Positives**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  | | --- | | Been at surgery for 15 years and happy with treatment for myself and all my children | | Brilliant practice however waiting time for midwife can be a bit long and stretched other than that brilliant | | Receptionists have improved recently in helpfulness and approachability but still can be blunt at times | | Have no problems with the service at the surgery | | Our surgery is very good staffs fairly good overall good | | My first visit - no problem with & effective outcome | | The Receptionists are very professional calm understanding and supportive. I would recommend Parker Drive  surgery to others. I have seen several doctors & nurses here and always been very satisfied and reassured by  the support advice and help offered and recommended. | | Good work & good service | | Overall pleased thank you happy Xmas to you all | | I am always treated with the utmost respect at a rather difficult time getting an appointment is  never a problem | | Doctors are very good | |  | | I have association with your surgery for year and would like to say that we have always experienced  a good service & facility. My only concern is that when unwell for whatever reason we do not seem  to get an appointment that very day otherwise no problems keep it up |   I prefer seeing the female doctor as I feel she is more sympathetic to my needs | | The flu jab surgery on Saturdays is an excellent initiative .  The staff are very helpful  Can't fault the practice, GP's , the receptionists are really caring and patient friendly. Good communication over  the phone & face to face. Well organised & professional at all times.  Manor medicals service is very good. All the doctors nurses & receptionist are friendly, nice clean surgery.  Been coming her for almost the day it opened and never so far had any problems.  The nursing staff are very helpful and accommodating. Great patient care  Doctors are very good & they listen to us & help us & service is very good at reception too.  I have been with this practice for nearly 9 years I had not complaints at all Thanks  I find all the staff at this surgery FANTASTIC would not change. Moved from Belgrave Road Practice.  Have practices closer to my home but feel more comfortable coming here thank you well done  God bless you  Since i have joined the surgery with my family always had been & have been treated very well.  The receptionist & doctors are very professional & efficient just to get through the phone 8am is a bit of problem  apart from that excellent service thank you  Good parking  I think Dr John is an excellent doctor who is understanding and sympathetic, i'm glad i'm his patient  Doctors and nurses are the best health and treatment providers. Keep the same standard receptionist  they are very good and helpful  Please don't change in running of the surgery its very good & efficient | |  | |  | | **Negatives**  OK practice could be better  I wish the receptionist answer phone quicker  For routine appointments we need to wait long only if urgent we get appointment otherwise always use the chemist  Receptionists think they are doctors  Too busy. Doctors seem to be keen to get rid of you quick. To busy never enough time for each patient.  Parking is not good  I think the doctors surgery could be better for the patients  Cannot get online to book   |  | | --- | | Have had occasions when my doctor does not listen or when there is more than problem but won't help.  People do have more than one problem this should be taken consideration  I do find certain doctors very hard to approach or discuss problems  When we need to book appointment we hardly get it. Its very frustrating specially when it concerns with our kids.  So they should think that sometimes we get appointment for next week mean while we have to suffer and  didn't get help on the time when we needed.  The main issue is feeling rushed during appointments. I usually walk out having not asked everything I need  to and feel if I need more time it is a inconvience.  The receptionists have been very rude on many occasions & Patronising. I understand it must  dealing with patients daily can't be easy but they need to be more professional when speaking to all.  Not sufficient communication is relayed between the doc/reception & patients . I expect to receive  the level of ? I have paid for & not have my appointments cancelled 3 times consecutively with no explanation. | | It seems that the doctors tell you stuff about your illness to which is old wives myths of methods and which  you've tried yourself before coming to the doctors as a last resort, and then it seems they are quick to  get you out without exploring other options to help.  I feel the doctors always turn me away guessing what's wrong with me all the time & presuming I'm depressed!!  My immune gets very low & I feel isolated & ignored by the doctors or I'm sent away with antibiotics I'm fed up.  Some of the receptionists needs to listen and understand patients needs | | |  | | **Patients Suggestions For Improvements**  To be able to be seen on time of appointment made not have to wait for up to half hour prior to appointment  It would be helpful to have earlier appointment before work  I think that it would be helpful if people could be called to attend for the anti-flu vaccine and also to have a  blood pressure check for the over 70s   |  | | --- | | Clock in waiting room – Manor Medical  Longer opening hours evenings and weekends  Consider changing the staff "Attire" to more attractive clothing | | More female Gp’s  Nurses need to involve patients in their care and their appointments are limited  Improvement on waiting times for the counselling service and follow-ups | | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |