**Practice Survey Results 2015/16**

**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 October 2015.

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 191 usable questionnaires were used to compile this report.

31% Men, 61% women and 8% would rather not say

Ages ranged from 16 to 75+.

184 who completed their ethnicity group - 42% white, 2% white other, 3% black or black British, 46% Asian or Asian British, 2% other ethnic group, 5% would rather not say.

176 who completed what best describes them - 53% Employed, 7% unemployed, 4% full-time education,

4% long-term sick, 9% looking after family, 20% retired, 3% other

**Results of the questions asked in survey**

**Q1) How helpful do you find the receptionist at our practice?**

**Parker** - 99 completed = 72% Very Helpful, 27% Fairly helpful, 1% Not very helpful

**Manor** - 92 completed = 78% Very Helpful, 19% Fairly helpful, 3% Not very helpful

Manor Medical

Parker Drive

**Q2) How easy is it usually to get through to our practice on the telephone?**

**Parker** - 99 completed = 18% Very easy, 52% Fairly Easy, 30% Not very Easy

**Manor** - 92 completed = 16% Very easy, 49% Fairly Easy, 27% Not very Easy

Manor Medical

Parker Drive

**Q3) How do you rate the hours that the practice is open for appointments?**

**Parker** - 99 completed = 67% Good, 29% Fair, 3% Poor, 1% not rated

**Manor** - 92 completed = 69% Good, 27% Fair, 3% Poor, 1% not rated

Manor Medical

Parker Drive

**Q4) How often do you get to see or speak to your preferred GP?**

**Parker** - 99 completed = 13% Always, 32% Almost Always, 45% Sometimes, 9% Never, 2% not rated

**Manor** - 92 completed = 16% Always, 16% Almost Always, 59% Sometimes, 4% Never, 5% not rated

Parker Drive

Manor Medical

**Q5) Ratings for the most recent consultation with the doctor/nurse:**

Manor Medical (Doctor)

Manor Medical (Nurse)

Parker Drive (Nurse)

Parker Drive (Doctor)

**Q6 Would you recommend our surgery to someone who has just moved to this area?**

**Parker** - 99 completed = 65% Yes, 27% Probably, 5% No, 3% Not rated

**Manor** - 92 completed = 75% Yes, 11% Probably, 10% No, 4% Not rated

Manor Medical

Parker Drive

**Q7) How would you rate your overall experience at this surgery?**

**Parker** - 99 completed = 61% Good, 26% Fair, 5% Poor, 8% not rated

**Manor** - 92 completed = 58% Good, 34% Fair, 4% Poor, 4% not rated

Manor Medical

Parker Drive

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

**Parker Drive Comments**

**Positives**

* Always helpful just phones!!!!
* Now easier as have online access
* Very good keep it up
* Nothing to say, as you being very helpful and working harder all of you. And I would like to thank management and reception who always treat equally
* I have found this surgery very fair and helpful
* Everything very good for me at the moment I never need to complain

**Negatives**

* Can't get to see own GP, Nurse always running late
* Every appointment we've had we have had to wait a long time to see the GP otherwise very happy with staff.
* Some of the doctor do not fully understand the symptoms I get regarding my health & therefore I do not get proper diagnosis from them. There aren't enough appointments available outside the 9-5 working hours so I sometimes have to go to the walk in centre. The receptionists are helpful, compared to the pervious receptionists who I found to be quite rude.
* I find it quite difficult to get an appointment to see a doctor. Nurses appointment are not so difficult. All in all though quite good
* More should be done by the doctor to ensure complaints about health are investigated fully. Sometimes you end up coming repeatedly for the same problem but nothing gets investigated.
* Parking can be tricky but always manage
* Confidence lost in doctors. You are just a number in out. They do their best
* The main problems with this surgery is certain receptionists are rude with not a nice tone and the waiting times on the phone in the morning I rang 103 times this morning before I got through

**Patients Suggestions For Improvements**

* I do not know the cost of a lift to 2nd floor but I would think it would be an advantage to disabled people and people that cannot get around. Other that this is a quite acceptable all round
* Shift work - struggle with appointment times - maybe late surgery once a week or a Saturday.
* It's difficult to get an appointment with one's chosen doctor sometimes the GP turnover has been quite great. Dr Sinha was excellent when I saw him But the surgery is in a difficult and demanding area and you all do very well in the circumstances'. The receptionists are great patient, polite and sometimes take a lot of flack. At my brothers surgery if you miss an appointment you cannot make another appointment in the future by phone or computer you have to turn up at the surgery and wait!! It works! it might cut down the number of miss appointments which is appalling
* I don't really use the surgery for myself it is mainly for my son Riley he has complex needs with open access and I feel it can be difficult to get him an appointment I feel considering he's been awarded open access this should be on his file with his name so getting an appointment for him should be easier. I only ever ring if it is an emergency because he's special needs I need him to be seen by a doctor
* I would like a bit more understanding from the receptionists/doctors and to be treated with more Politeness not just a patient passing by treated as individual and explain and look into things To improve my being ??. When being seen by the doctor to give you enough time to speak about your situation and not to send you to book another appt I would feel more ?and better to see that they do everything they can to help to find a response to your problem
* Doctors to talk to the patient, not facing the computer but facing the patients, show more care. As few times when I took longer then 10 mins doctor turned and said you have used more than 10 minutes. My understanding is that doctors should be giving patients time to talk about their issues and not talking about us taking their time
* Time to see Doctors should be reduced to one week not within two weeks. Thanks
* Need more lady doctors very hard to get appointment with lady doctor
* The main problems with this surgery is certain receptionists are rude with not a nice tone and the waiting times on the phone in the morning I rang 103 times this morning before I got through

**Manor Medical Comments**

**Positives**

* Could be a bit quicker. Appointments never on time. But very good
* No comments as no words to express greatness of the surgery.
* Would like to thank all the staff especially at reception for their patience. Facility nice & clean- thank you for everything best wishes
* Very friendly reception staff! Very helpful doctors! Very quick and understanding nurses! Excellent surgery well done.
* Satisfied
* Excellent service
* Receptionists are very helpful and always try to give me an appointment the best they can. Brilliant service.
* Overall a good practice- easy access open friendly staff. Receptionists helpful. As a working mum sometimes pre-bookable opportunities might make it easier to plan.
* Facilities and accessibility to surgery is very good, however seeing a different doctor does not help with any illness, different doctors say different thing so you don't know where you stand. Receptionists are friendly and helpful
* Friendly approachable staff. Appointments easily given which helps with underlying condition. A very diverse practice. Glad to be a patient at Manor Medical
* Very polite and understanding receptionist. Doctors are very helpful
* Dr Pillai today was great

**Negatives**

* I don't like the phone being answered by a recording and then being on hold for quite a while listening to the same recording over and over it costs me unnecessary
* The doctors rush you and pressurise you to hurry up, which means sometimes you miss out an important symptom. One big concern is that we have to see a different doctor each time, hence we have to explain the whole situation again. This means that they have less time to actually listen to the main problem. There isn't a way to meet the same GP each time.
* After 32 years of being a patient of Dr Arolker's surgery we are leaving due to the poor treatment & complete lack of confidence in doctor's abilities
* Very poor not nice
* Very difficult to get appointment in an emergency when very ill. When I had a fall did not get advice as to what to do or to be referred to. My sprain ankle is still swollen after so many years and I have problem walking. This could have sorted out with some therapy.

**Patients Suggestions For Improvements**

* There should be more Doctors like Dr Jawahar!! There should be another few lines open at 8am to book appointments as your waiting for 15-20 minutes to get through
* Everything okay, the treatment room need to be letter numbered
* More phone lines long waiting time
* When suggest a call back it would help if it was not private number as you can then see its the Dr calling & you would not miss the call
* To open later hours
* Be good to have more permanent doctors instead of locums