

NORTHERN MEDICAL CENTRE
PATIENT PARTICIPATION GROUP
PATIENT SATISFACTION SURVEY MARCH 2019

Patients were handed the questionnaire to complete while they waited to see the Doctor or Nurse. We advise the patients that the information we requested was not to be based solely on their experience on that particular visit, but also to consider their overview care and service provisions provided at Northern Medical Centre

We handed out 500 questionnaires. The total number of questionnaires returned were 478. 22 were not returned/not fully completed and were discarded.

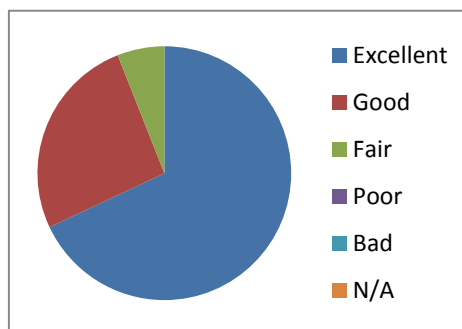
Excellent and Good are considered at the right standard of care.

The results are as follows:

Booking Your Appointment

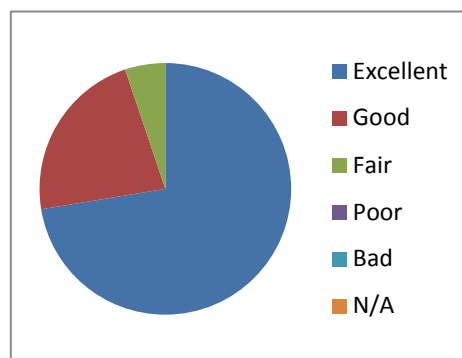
How long did you wait to speak to a member of staff?

68% Excellent (0-1 min)
 26% Good (1-2 min)
 6% Fair (2-3 min)
 0% Poor (3-4 min)
 0% Bad (4+ min)
 0% N/A



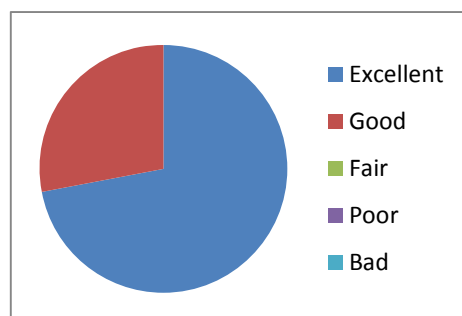
Length of time to get an appointment

84% Excellent
 16% Good
 0% Fair
 0% Poor
 0% Bad



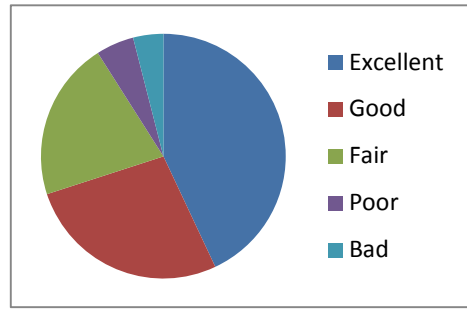
Convenience of appointment

72% Excellent
 28% Good
 0% Fair
 0% Poor
 0% Bad



Seeing the Dr of choice

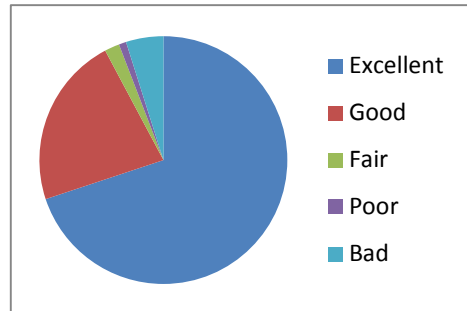
43% Excellent
27% Good
21% Fair
5% Poor
4% Bad



Appointment Day

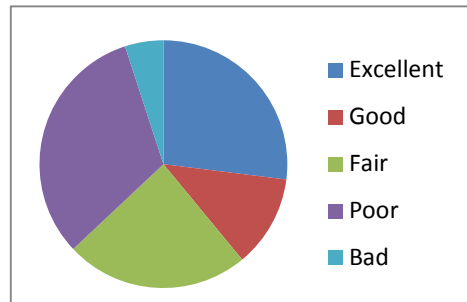
How long did you wait to get checked in?

72% Excellent (0-10 min)
23% Good (10-15 mins)
2% Fair (15-20 mins)
1% Poor (20- 30 mins)
2% Bad (30+ mins)



How long did you wait in the waiting area beyond your appointment?

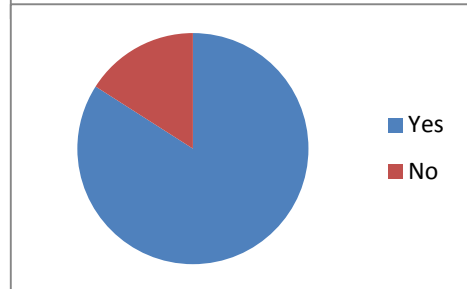
27% Excellent (0-10 mins)
12% Good (10-15 mins)
24% Fair (15-20 mins)
32% Poor (20- 30 mins)
5% Bad (30+ mins)



Doctor/Nurse/Other Staff

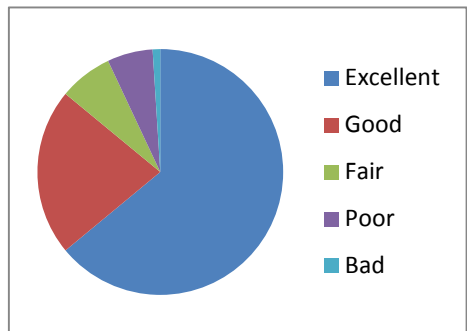
Did you feel that the Dr/ Nurse spent an adequate amount of time with you?

84% Yes
16% No



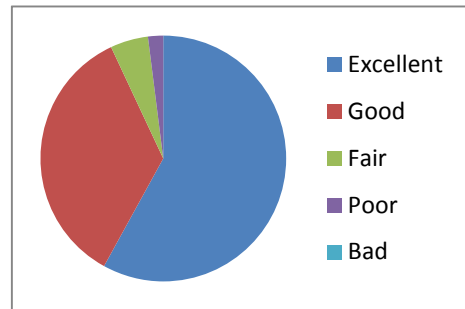
Information provided by members of staff

64% Excellent
22% Good
7% Fair
6% Poor
1% Bad



Help provided by members of staff

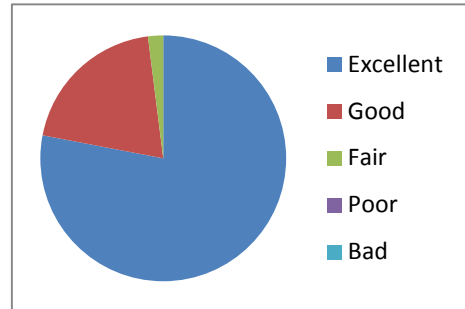
58% Excellent
35% Good
5% Fair
2% Poor
0% Bad



Repeat Prescriptions

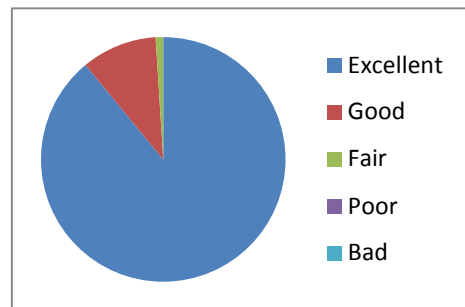
Ready on time

78% Excellent
20% Good
2% Fair
0% Poor
0% Bad



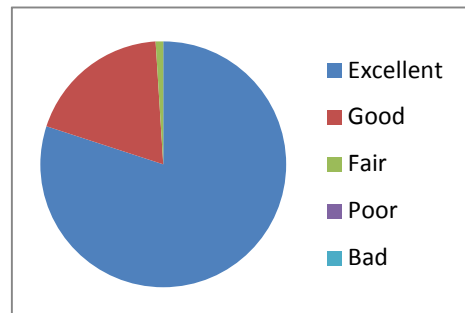
Correctly issued

89% Excellent
10% Good
1% Fair
0% Poor
0% Bad



Handling of queries

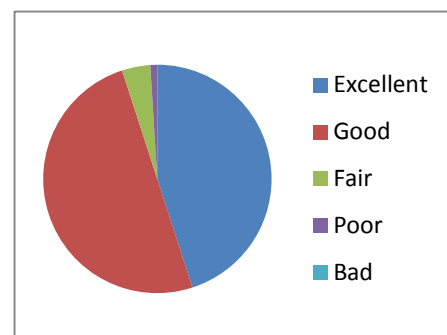
80% Excellent
19% Good
1% Fair
0% Poor
0% Bad



Test Results

Information as to when test results would be ready

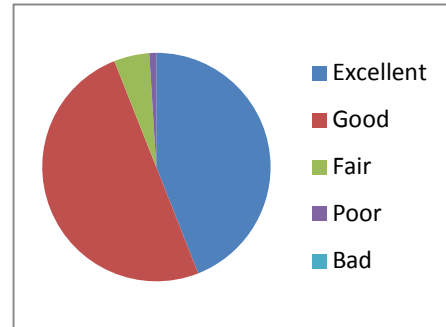
45% Excellent
50% Good
4% Fair
1% Poor



0% Bad

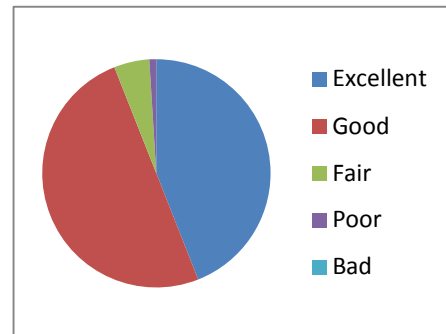
Ready & Available

44% Excellent
50% Good
5% Fair
1% Poor
0% Bad



Enough information given about the results

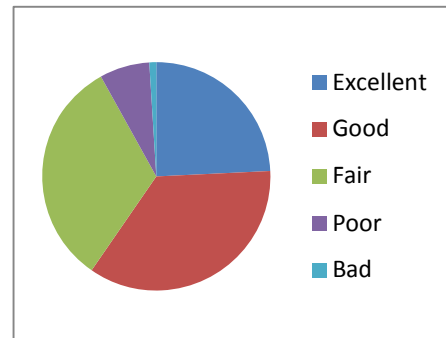
44% Excellent
50% Good
5% Fair
1% Poor
0% Bad



Other Services

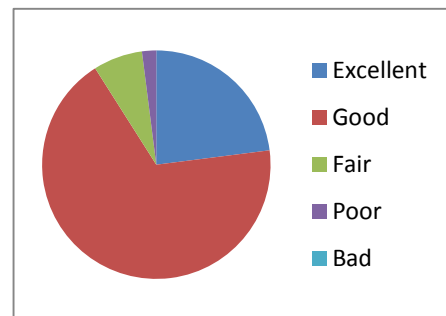
Opportunity to speak to a Dr or nurse on the telephone when necessary

24% Excellent
35% Good
32% Fair
7% Poor
2% Bad



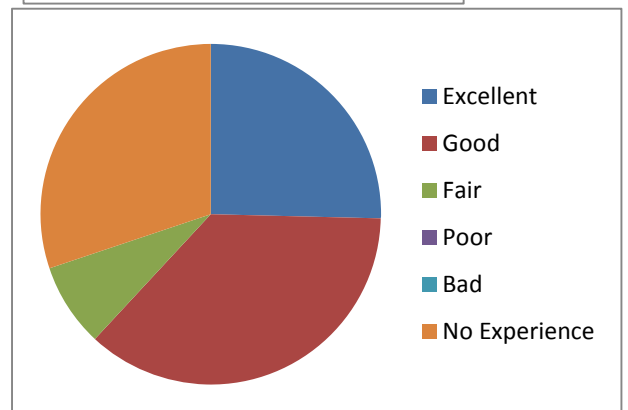
Opportunity of obtaining a home visit

23% Excellent
68% Good
7% Fair
2% Poor
0% Bad



Level of satisfaction with after hour's service

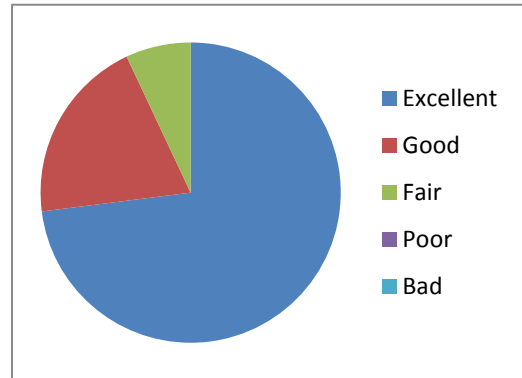
32% Excellent
46% Good
10% Fair
0% Poor
0% Bad



12% No experience

Overall service

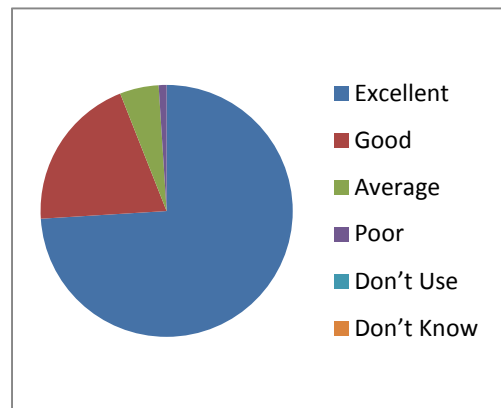
73% Excellent
20% Good
7% Fair
0% Poor
0% Bad



How well do you think we communicate to Patients using the following methods

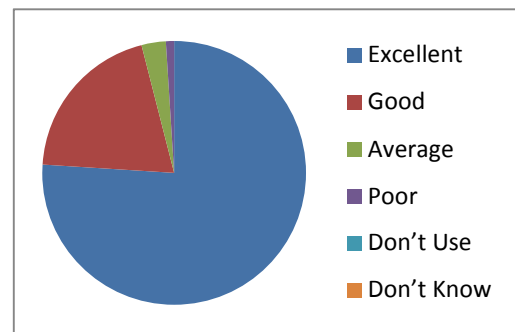
Notices in the surgery

Excellent 74%
Good 20%
Average 5%
Poor 1%
Don't use 0%
Don't know 0%



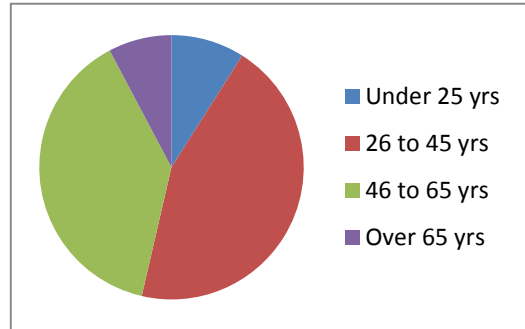
Please rate your overall satisfaction with the practice

Excellent 76%
Good 20%
Average 3%
Poor 1%
Don't use 0%
Don't know 0%



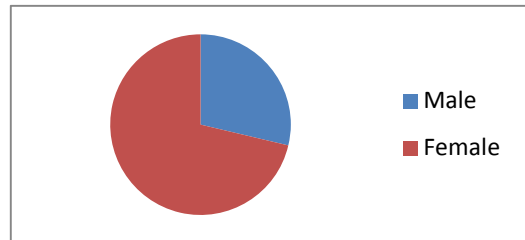
How old are you?

Under 25 yrs	37
26 to 45 yrs	184
46 to 65 yrs	159
Over 65 yrs	98



Are you male or female

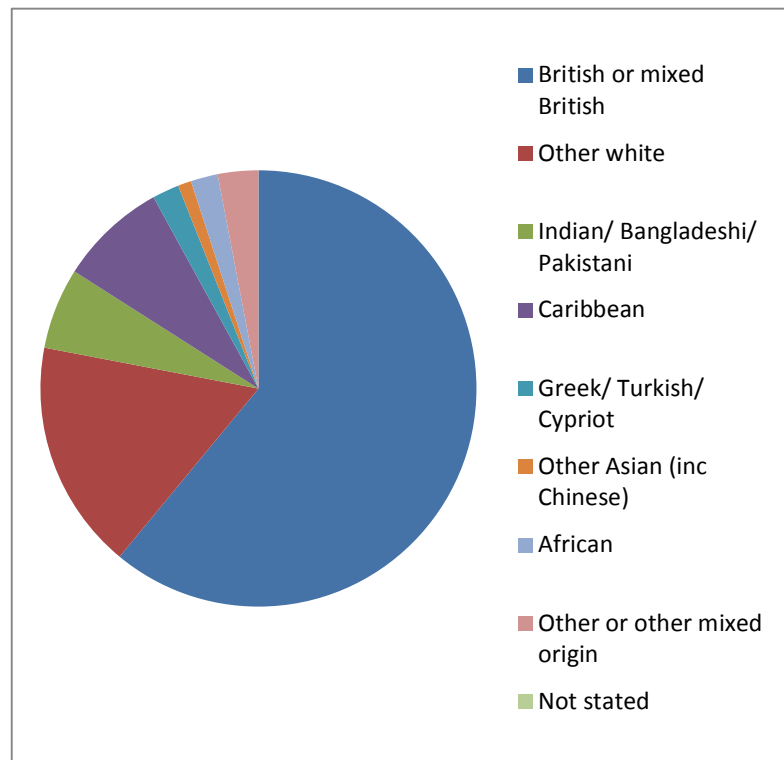
Male	137
Female	341



The practice has recorded ethnicity for all patients.

The breakdown is shown below:

British or mixed British	61%
Other white	17%
Indian/Bangladeshi/Pakistani	6%
Caribbean	8%
Greek/Turkish/Cypriot	2%
Other Asian (inc Chinese)	1%
African	2%
Other or other mixed origin	3%
Not stated	1%



In addition to the specified survey answers, some patients also helpfully made further comments on the services we provide, here is a sample:

Summary of comments:

- **Nice surgery, very good doctors and nurses**
- **I have found everyone at the practice to be helpful**
- **Good service**
- **Nice new toilet**
- **Can wait more than half hour to see a doctor**
- **Very efficient and such lovely doctors**

Areas for improvement:

- **Information provided by Staff 86%**
- **Opportunity to speak to a dr or nurse on the telephone when necessary 59%**
- **Level of out of hours services 78%**

Survey Action Plan

- Speak to administrative team regarding all services and how best to help the patient, staff to do additional online training or access courses locally to enhance their role.
- Speak to GP's about increasing phone call access, increase flexibility around telephone appointments.
- Promote IHUB services, add information onto website. Advertise Saturday appointments at the surgery, additional clinics to cater for a larger cohort of patients.

Conclusion

Once again, we have found the process of carrying out a patient satisfaction questionnaire very useful in order for us to get patient feedback. We can then make changes or adapt our surgery to better suit our needs.