

The Salters Meadow Patient Participation Report 2012/13

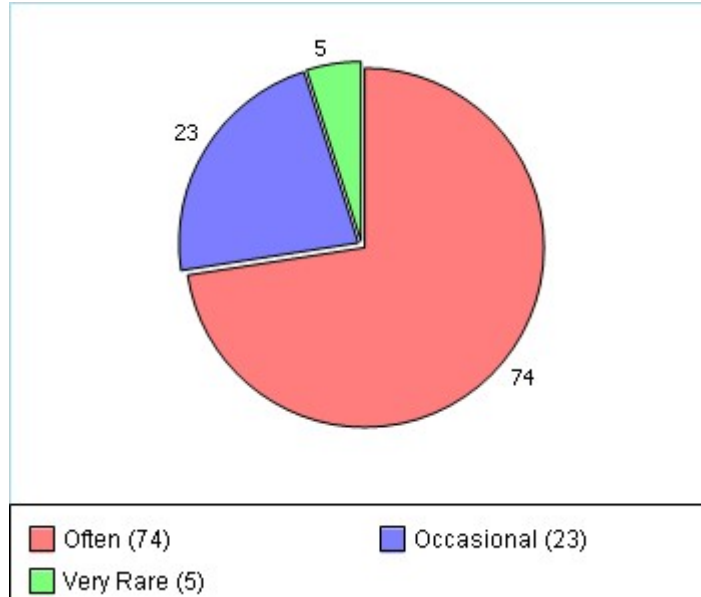
Our new Patient Participation Group (PPG) started September last year and numbered 71 members at the time. In January this year we had another recruitment drive, by handing out leaflets at reception and by personal invitation from the clinicians. The group now numbers 102 members meeting our original target and communicates with the practice using email. People can still join via the practice website or by talking to the receptionists.

The members of the group are between 17 and 84 years of age, both male and female. They all seem to be white British but then so is the vast majority of the practice population. Some three quarters attend on a regular basis for more serious health problems whilst some are generally healthy and only attend rarely.

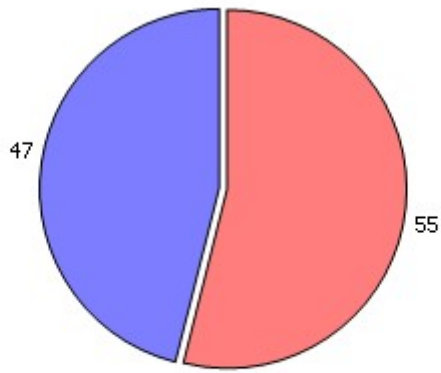
The Group is pretty representative of the general practice population (Appendix 1) as to age/gender. They all seem to be white British but then so is the vast majority of the practice population. Patients who need to attend more often are over-represented but seeing that they are the people most affected that maybe is a good thing.

Patient Reference Group Distribution Report 20/03/2013

Attendance



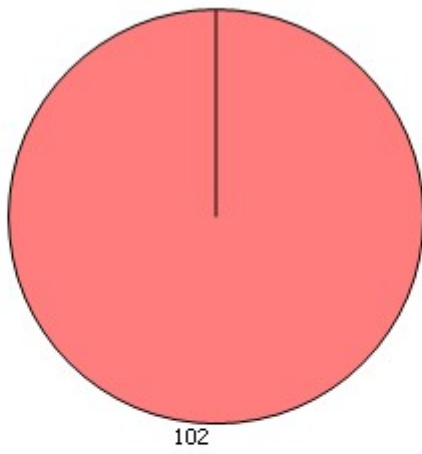
Gender



Female (55)

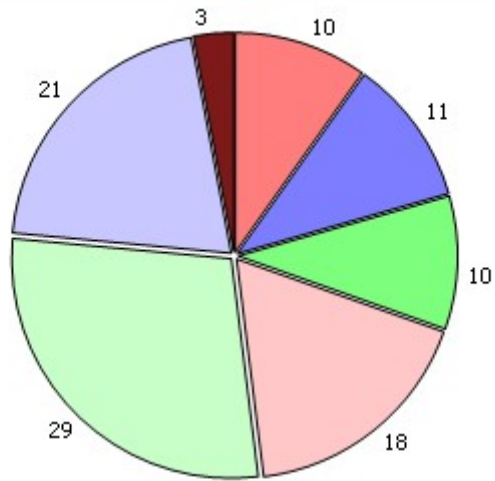
Male (47)

Ethnicity



White British (102)

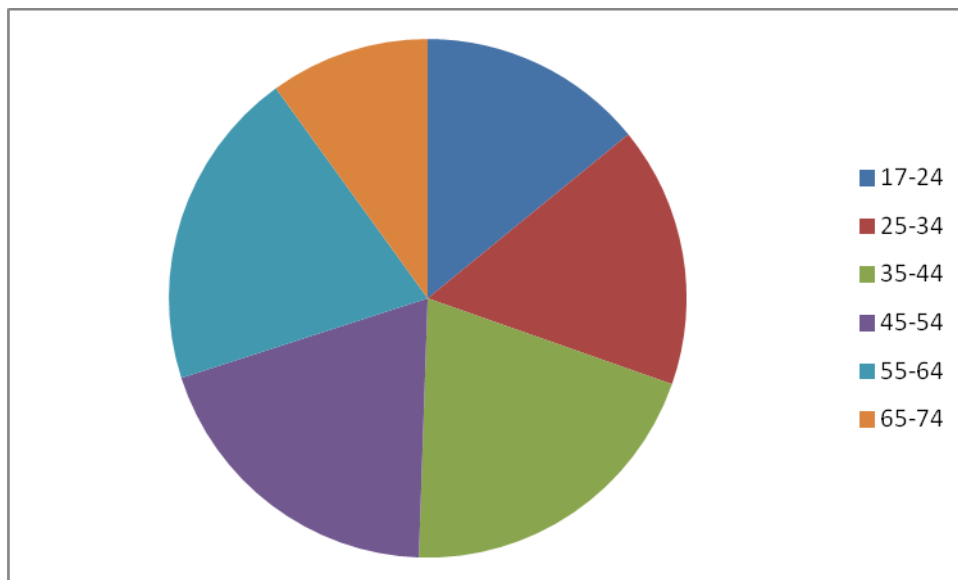
Age



- 17 - 24 (10)
- 25 - 34 (11)
- 35 - 44 (10)
- 45 - 54 (18)
- 55 - 64 (29)
- 65 - 74 (21)
- 75 - 84 (3)

Practice Population

17-24	1268
25-34	1461
35-44	1814
45-54	1751
55-64	1796
65-74	897



Actions resulting from last year's Action Plan:

- 1) The Patient Check-in-Monitors have been repaired and are operational.
- 2) A room has been designated for the purpose of increased privacy, so patients can discuss private matters with the receptionists without being overheard.
- 3) A nurse call-back service has been introduced.

Items that have we have not been able to resolve:

- 1) Purchase of a Visual call-display – this proved too expensive to contemplate at a time where we hope to move into new building where this will be available.
- 2) Web-booking facility for phlebotomy appointments – this was considered too difficult to implement since to do this effectively all the patients would have to know whether they need a random or fasting sample taken, they would have to be sure that the form is completed at the time of booking. Also some tests require a meat fast or for example a certain time span between the taking of medication and the taking of the test. Phlebotomy appointments are only 5 minutes and there just would not be the time for the phlebotomist to run and chase things up.
- 3) Improvements to the Disabled Parking and Improvement of the general parking facilities – It proved very difficult indeed to pinpoint the responsible people from our last PCT and once that was done, they didn't respond to our request for a site visit. The situation was even worse once the PCT merged with another one and new people were in charge. This item has been carried forward though by patient request to this year's plan.

Developing the Annual Patient Feedback Questionnaire

An e-mail and questionnaire (Appendix 2) were sent out to our PPG members to determine which areas of our service should be prioritised for our Annual Patient Feedback Questionnaire (APFQ). All PPG members were given a list of topics that the practice proposed for the patient survey and were invited to indicate their agreement/disagreement together with an invitation to propose any other areas of the service that they felt would be important to our patients. A summary of the result and a first draft version of the APFQ (Appendix 3) were relayed back to the PPG with the option to vote for or against each item and to make further comments/suggestions as to how it could be improved further. Again a summary of those results and an updated version (Appendix 4) was circulated by e-mail and the final version of our APFQ 2013 took those suggestions for change on board.

Annual Patient Feedback Questionnaire 2013

You can help us to improve our services. The practice and the doctors/nurses would welcome your honest feedback. No-one at the practice will be able to identify your personal responses.

Clinician Access

Q1. How easy do you find access to the surgery by phone?

Very easy Reasonably easy Just about ok Too difficult

Q2a. How do you rate your chances of seeing a doctor or nurse practitioner within 24-48 hours if you have a problem that needs urgent attention?

Excellent Good Reasonable Not so good Poor

Q2b. How do you rate your chances of seeing the doctor of your choice for non-urgent matters?

Excellent Good Reasonable Not so good Poor

Q2c. If your answer is reasonable - poor, what do you think might be the reasons as to why this is difficult for you?

Q2d. How do you rate your chances of seeing the nurse of your choice for non-urgent matters?

Excellent Good Reasonable Not so good Poor

Q2e. How important is it for you to see the clinician of your choice?

Extremely important Important Not so important Not important at all

Q3. How satisfied are you with the new nurse call-back service (a service when the nurse calls you back at lunchtime to give you your blood or urine test results)?

I have used the service and it has been useful.

I would prefer it if the call back would be after work rather than at lunchtime.

I have used the service but it wasn't very helpful.

I haven't used the service yet but would use it if needed.

I would prefer to get the results from my doctor.

Internet access

Q4a. Have you used our website "www.saltersmeadowcentre.co.uk?"

Frequently Occasionally Rarely Never

Q4b. If you do use it, how do you find our website?

Very easy to use Reasonably user-friendly Confusing

Q4c. If you have not used the website so far, is there a particular reason for that?

Q5a. Did you know that, once you have signed on to the service for username/password at reception, you can use the website to make a routine appointment with your GP?

Yes No

Q5b. If you haven't used this service in the past, is there any particular reason for this?

Prescriptions

Q6. How do you order your repeat prescriptions?

Through the website By post In the surgery By phone Through my chemist

Q7a. Ordering prescriptions by phone carries the risk of misunderstandings which easily can lead to the wrong medication being provided. If at present you use the phone but would have to use a different means in the future, which one would you choose?

The post At the surgery An agreement with my chemist The website Other

Q7b. Would this cause you problems, and if so what would they be?

Reception

Q8a. We now have a "Privacy Room" in case you want to discuss a matter with the receptionist and require a somewhat less public place for that than the reception window. Were you aware of that option?

Yes No

Q8b. Would you be happy to request the room at the reception window?

Yes, I would I would feel rather awkward I would discuss issues over the phone

Hospital Referrals

Q9a. Have you been referred this last year to hospital services?

Yes No

Q9b. How was your experience of the referral process?

Excellent Good Reasonable Poor

Q9c. If there were any problems, please tell us about them.

Q9d. When a hospital referral is needed, we can A) book your first appointment for you, making use of early cancellations if available (you can change that appointment yourself later if not suitable), or B) we can send you a booking package, leaving it to you to book your own appointment. Which option would you prefer?

Option A Option B Both options seem fine to me.

Travel

Q10. How do you usually come to the surgery?

By bus By car/motorcycle By bicycle On foot

Q11. Do you usually get dropped off at the entrance?

Yes No

Q12a. Do you find it difficult to get to the doctors because you have no transport, can't use public transport due to physical limitations and can't afford a taxi?

Yes No

Q12b. If so, were you aware of the "Voluntary Drivers" who, for petrol money, are happy to get you to the surgery?

Yes No

Q13. If you usually come by bicycle, would you like us to provide a bike stand/rail?

Yes No I don't come by bicycle

General Services

Q14a. Were you aware that the practice offers the help of a lifestyle advisor to help you lose weight or become more active?

Yes No

Q14b. Is this a service you would like to use?

Yes No Not sure

Q15a. Do you think that a weekly weigh-in session at the surgery would be desirable?

Yes No Not sure

Q15b. Would you want to come to such sessions?

Definitely Probably Not sure Definitely not

Q16. When you look at the list of services we offer (see website for listing), is there another one you would like us to provide, and if so , why?

Q17a. Overall, how happy are you with the service you get from your doctor/s and nurses?

Very happy Reasonably happy It's OK Could be better Very unhappy

Q17b. If you are think it could be better, what area would you like to improve most?

Q17c. How happy are you with the service from the administrative team (receptionists, secretaries and managers)?

Very happy Reasonably happy It's OK Could be better Very unhappy

Q17d. If you think it could be better, what area do you think needs improving most?

Q18a. What do you like best about the surgery?

The following questions will help us to see if we have reached a representative sample of our patients.

Q19. How old are you in years?

Under 25 25 - 59 60+

Q20. Are you

Male Female

Thank you for your time and assistance!

Distribution

This anonymised structured survey questionnaire was handed to as many patients as possible at the surgery without targeting any particular group of people and was available to all patients to fill in via the website over a two and a half week period in February. All in all 310 people took the trouble to reply. For whatever reason there was more reluctance this year than last year; maybe the longer format of the questionnaire did put some folk off.

Results

The results (see Appendix 5) were then put onto a spreadsheet. A summary as well as a copy was sent by e-mail to all PPG members to consider. It also is published on the website (please go to www.saltersmeadowcentre.co.uk ->Home -> Further Information ->Survey Results) as well as on a board in the waiting room for all to see.

Developing the Action Plan

Following on from the summary a draft list of highlighted issues and possible areas for improvement was drawn up and passed to the PPG for comments and further suggestions (see Appendix 4). From that an Action Plan was developed and sent out for approval (Appendix 5).

ACTION PLAN Salters Meadow Centre 2013

As agreed by the Patient Participation Group based on the results of the Annual Patient Feedback Survey

1) Promote the surgery website, the prescription-order and appointment facilities

Action needed: The practice will devise and run another promotional campaign, looking into the options of leaflets, newspaper advertisement, direct promotion by e-mail or any other useful avenue .

Time frame: To start in July

2) Confidentiality at reception:

Action needed: The practice will improve the visibility of the sign that advertises the "privacy room". We will train receptionists as to the appropriate use of it and when to move discussions with patients away from the windows into the room.

Time frame: Complete by August

3) Voluntary drivers

Action needed: Practice manager will liaise with the local newspapers as to a possible feature on the Voluntary Drivers. We will also look into running a leaflet campaign aimed at elderly patients and maybe a table/presentation in the waiting room.

Time frame: Complete in September

4) Patient Campaign to improve parking

Action needed: Practice manager will co-ordinate the running of a signature campaign for more disabled parking spaces, a safe drop-off and pick-up area and clearer sign posting to the parking place across the road for able bodied patients. Hopefully volunteers from the Patient Participation Group are going to help with the collection of the signatures,

Time frame: Campaign to run during May and June, presentation to the relevant authorities hopefully in July.

5) Promoting the Lifestyle Advisory Service

Action needed: The Practice manager will liaise with the Service to see if they are able to deal with higher demands. If so we will promote their services by website and in surgery.

Timeframe: Discussion by 01/05/2012 If possible campaign in September

6) Weigh-in session at the Surgery

Action needed: a) Practice manager will find out if the Lifestyle Advisory Service would be able to run these sessions. b) If not, Nurse-manager, Practice manager and GPs will discuss whether it is practicable for our nurses to run these sessions.

Timeframe: a) by 1/5/13, b) if needed by June. If agreed and practicable we aim for sessions to commence by September.

7) Children's corner

Action Plan: a) to price up suitable equipment b) to discuss with GP partners to get funding approval c) estates to do the installation if needed

Time frame: a) by June b) by July c) by August

8) Surgery sign posting

Action Plan: a) The reception team to come up with a better way to sign post the clinician rooms/occupancy b) Estates to price up the necessary changes 3) To get funding approval and signs commissioned/ installed.

Time frame: a) by June b) by July c) by September

9) Improving the tannoy quality

Action Plan: To check out the speaker quality, price up an alternative if possible and get it changed if funding procured or the partners approve the expense.

Time frame: Conclusion by October

As last year the PPG and the general practice population will be kept in the loop, the first ones by e-mail, the others by postings on the website as to developments and achieved objectives and hopefully everyone will benefit from the improvements.

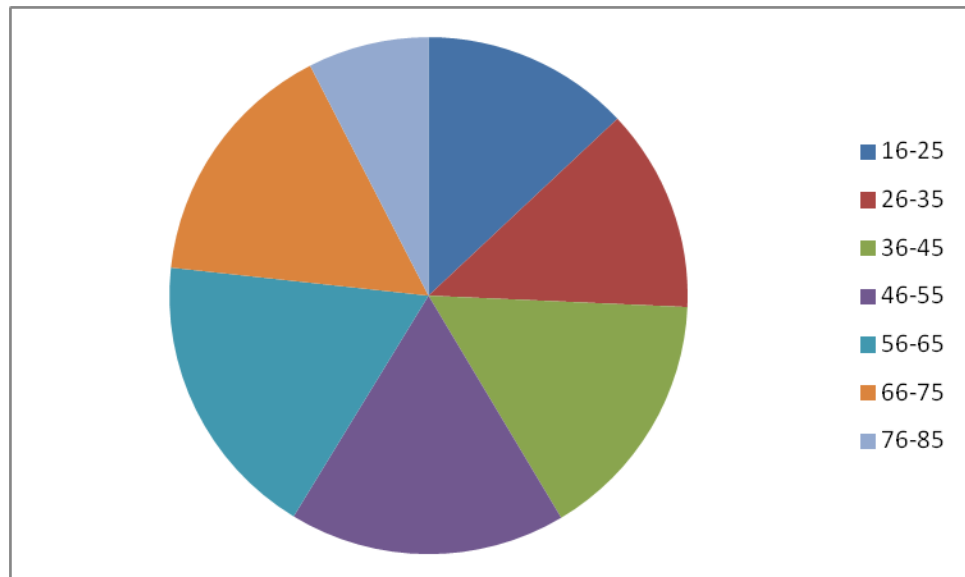
We hopefully will repeat this cycle next year to help the practice adjust to challenges/ changing demands.

The practice wishes to thank the patients who undertook the survey and all members of the Patient Participation Group for supporting this work.

Appendix 1 Practice Age Distribution 28/3/2012

Age distribution

16-25	1354.00
26-35	1319.00
36-45	1636.00
46-55	1799.00
56-65	1872.00
66-75	1633.00
76-85	787.00



Appendix 2

Developing the Annual Patient Feedback Questionnaire 1

Number of Responses: 34

We would like to find out what questions YOU think we should ask to find out about patients' experiences at the practice and about their wishes for improvements.

Is it important that we ask about:

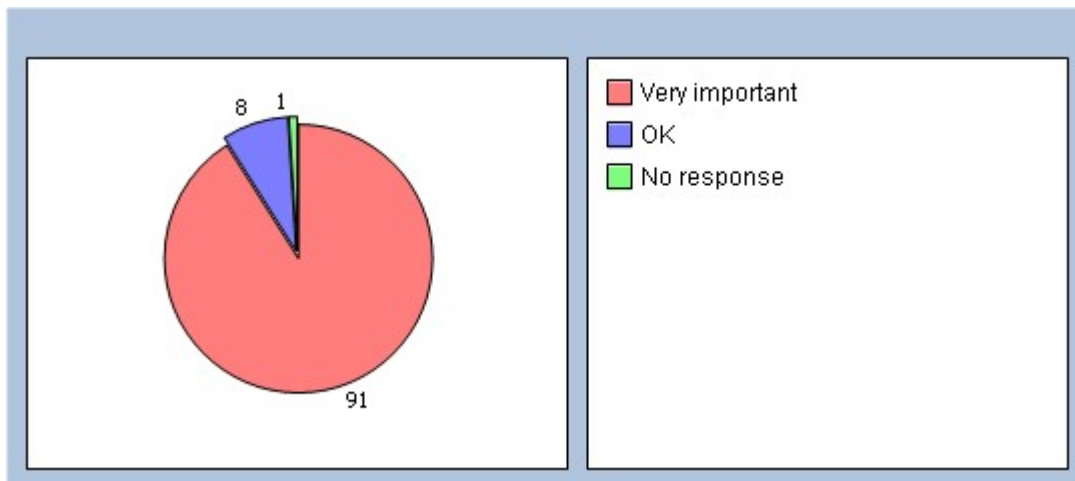
Q1. Ease of contacting the practice by phone?

Very important 91%

OK 8%

Not important 0%

No response 1%



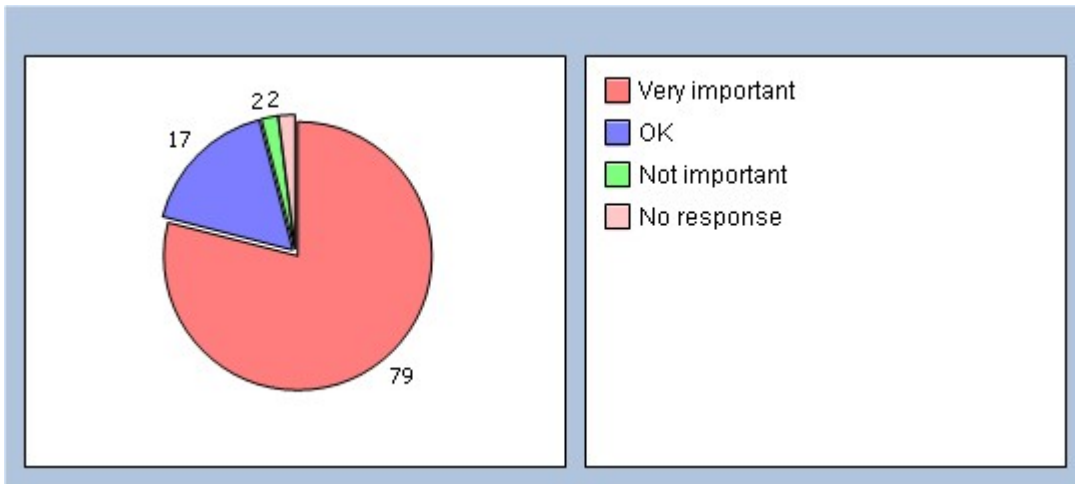
Q2. How people now book their appointments (on the web, by phone, in person)?

Very important 79%

OK 17%

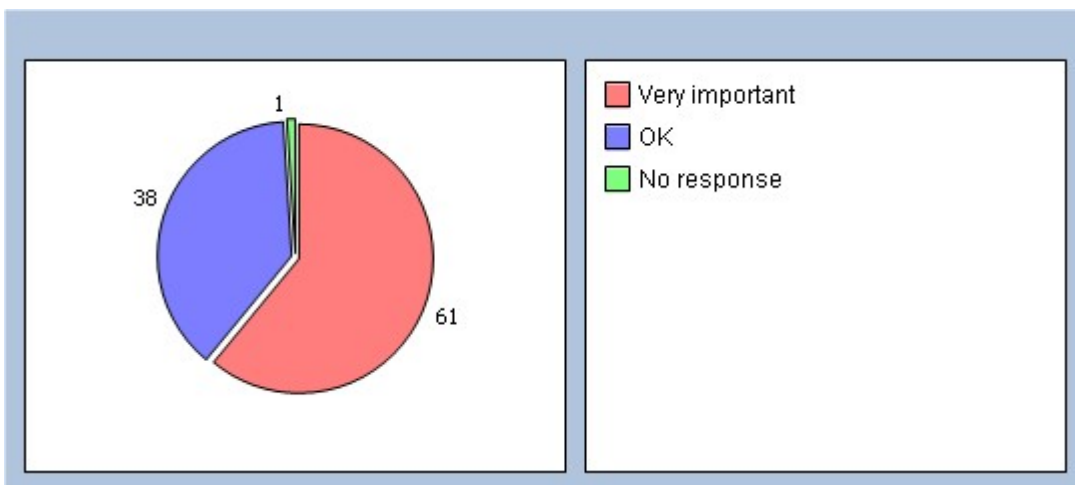
Not important 2%

No response 2%



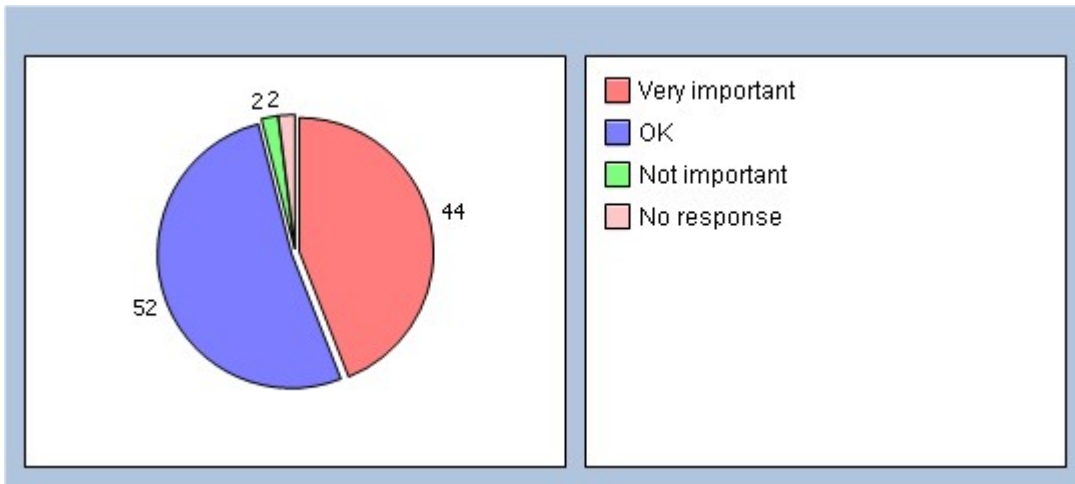
Q3. How people request their repeat prescriptions now (on the web, by phone, in person, repeat dispensing scheme, by request to the chemis, by phone)?

Very important 61%
 OK 38%
 Not important 0%
 No response 1%



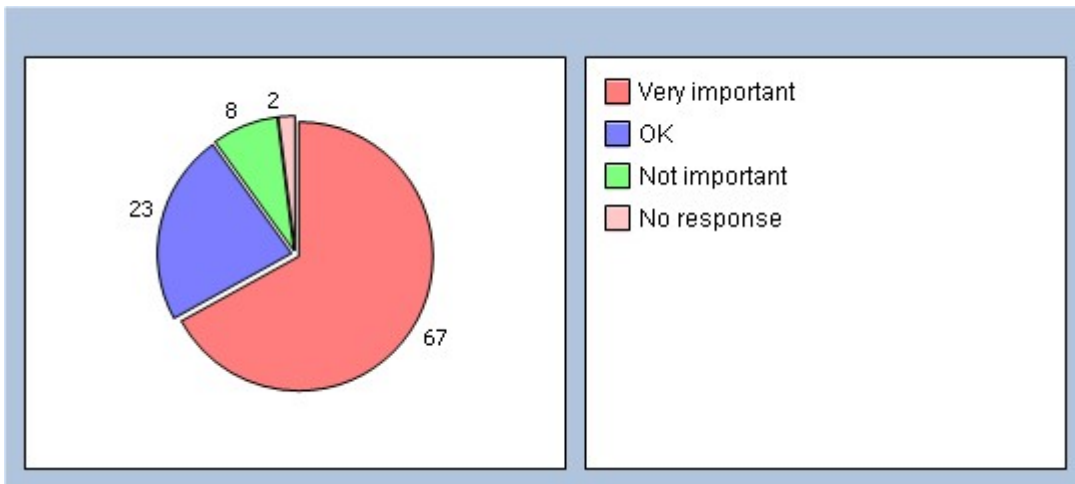
Q4. Whether people would be willing to use other means to request medication than by phone now (it is very easy to misunderstand people on the phone and so there are risks attached to offering this service)?

Very important 44%
 OK 52%
 Not important 2%
 No response 2%



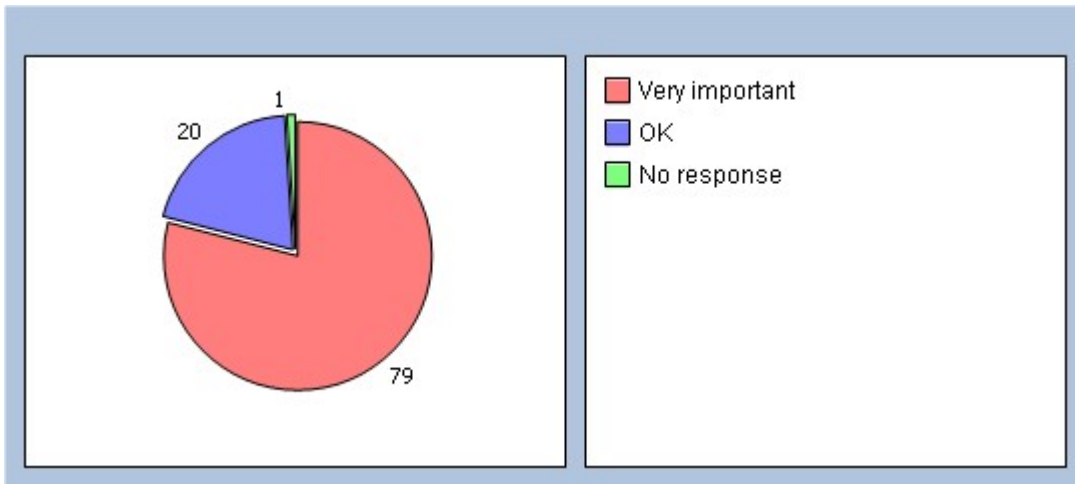
Q4a. How people feel about the new privacy room they can request for issues they do not want overheard when at reception?

Very important 67%
 OK 23%
 Not important 8%
 No response 2%



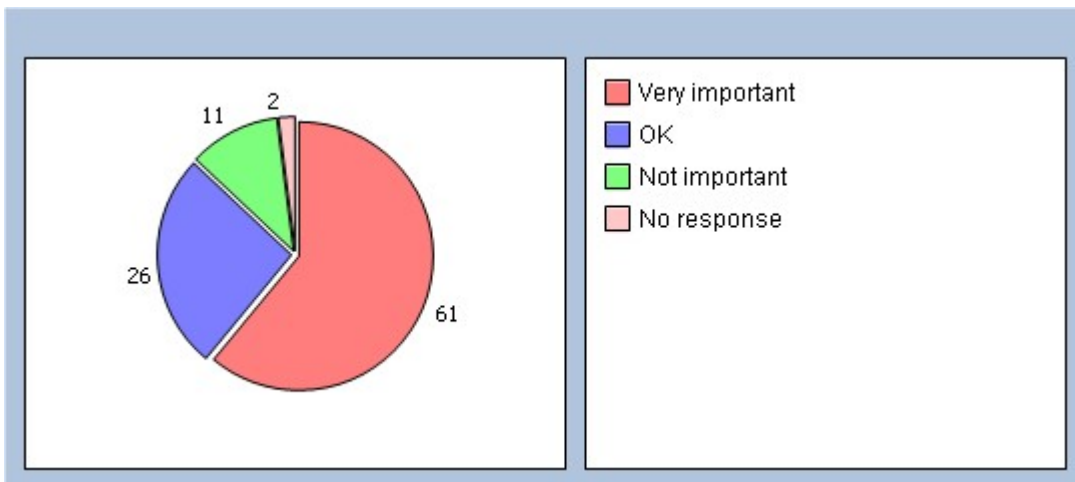
Q4b. Whether people are happy with the referral process to hospitals etc?

Very important 79%
 OK 20%
 Not important 0%
 No response 1%



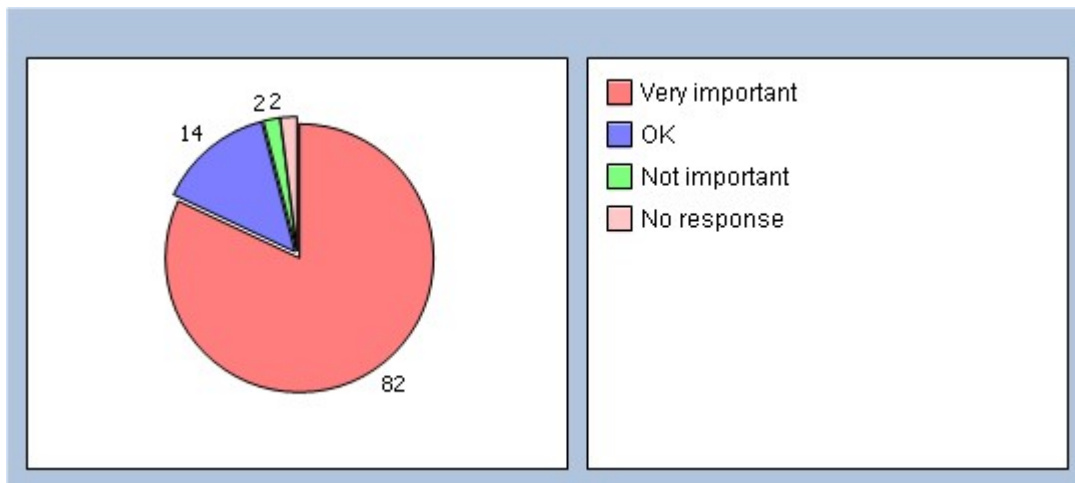
Q4c. Would people rather our receptionists book first hospital appointments for them to make use of early cancellations (they can still change the details themselves if not convenient) or would they prefer to receive a booking package from us to arrange and chose for themselves?

Very important 61%
 OK 26%
 Not important 11%
 No response 2%



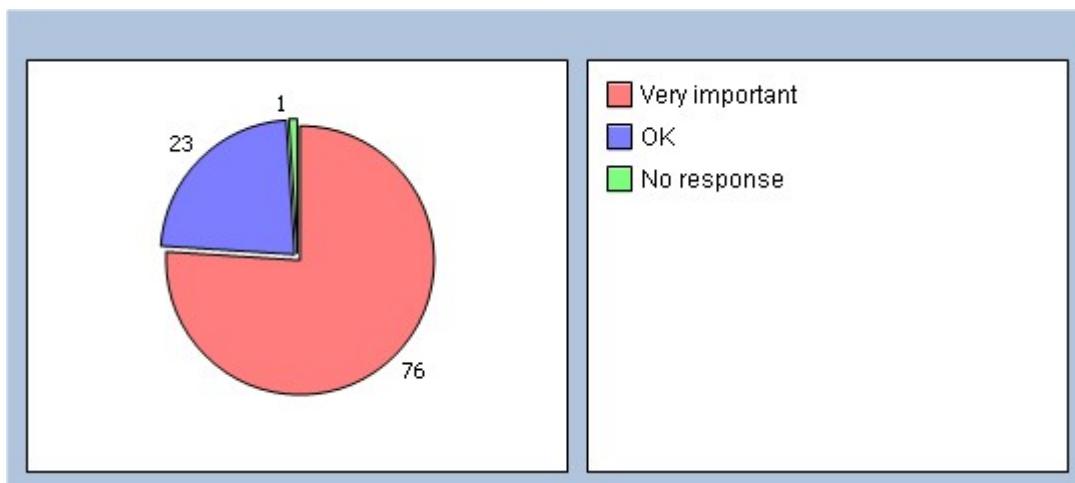
Q5. Ease of access to investigation results?

Very important 82%
 OK 14%
 Not important 2%
 No response 2%



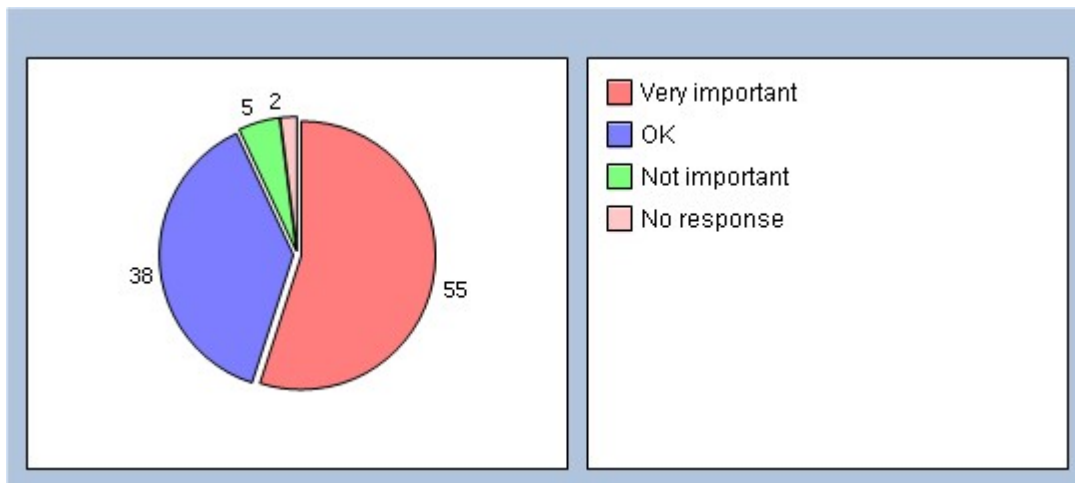
Q6. How people are now accessing the results of the tests ordered by their doctor or nurse (by review with their doctor, by nurse call-back)?

Very important 76%
 OK 23%
 Not important 0%
 No response 1%



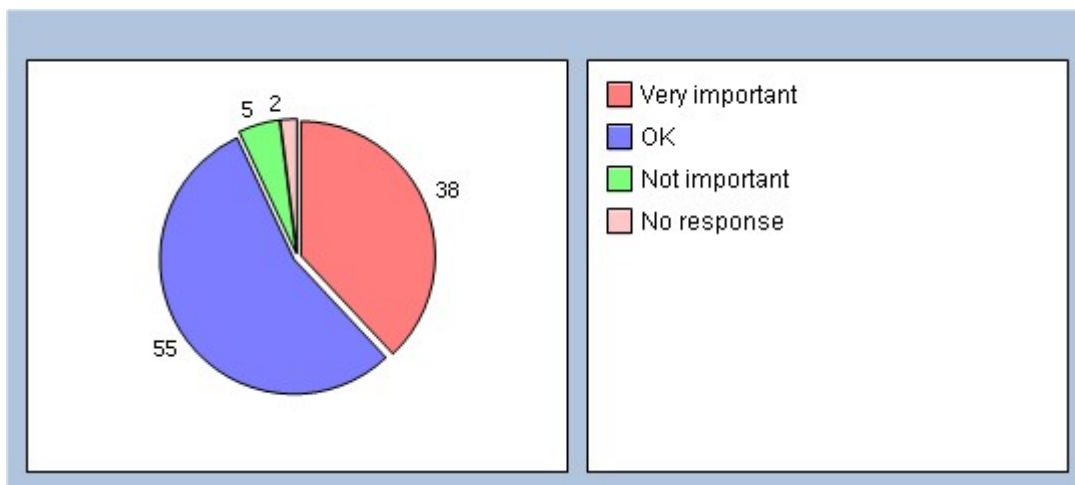
Q7. Which out-of-hours service people would use if the surgery was closed (Out-of-hours GPs, Minor Injury Unit at Samuel Johnson Hospital/Cannock Hospital, Walk-In-Centre, Casualty)?

Very important 55%
 OK 38%
 Not important 5%
 No response 2%



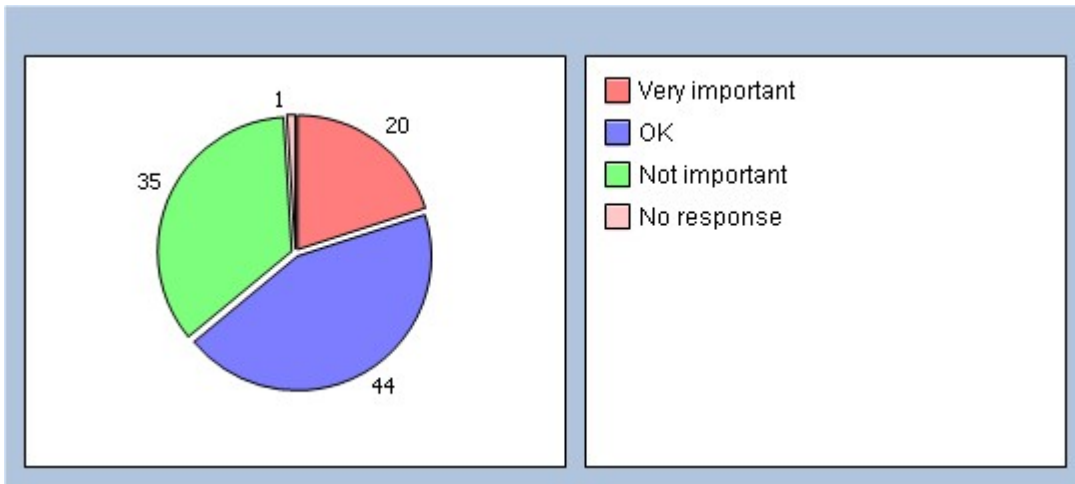
Q8. If patients are utilizing the Salters Meadow Website and if they have any problems with it/suggestions for improvement?

Very important 38%
 OK 55%
 Not important 5%
 No response 2%



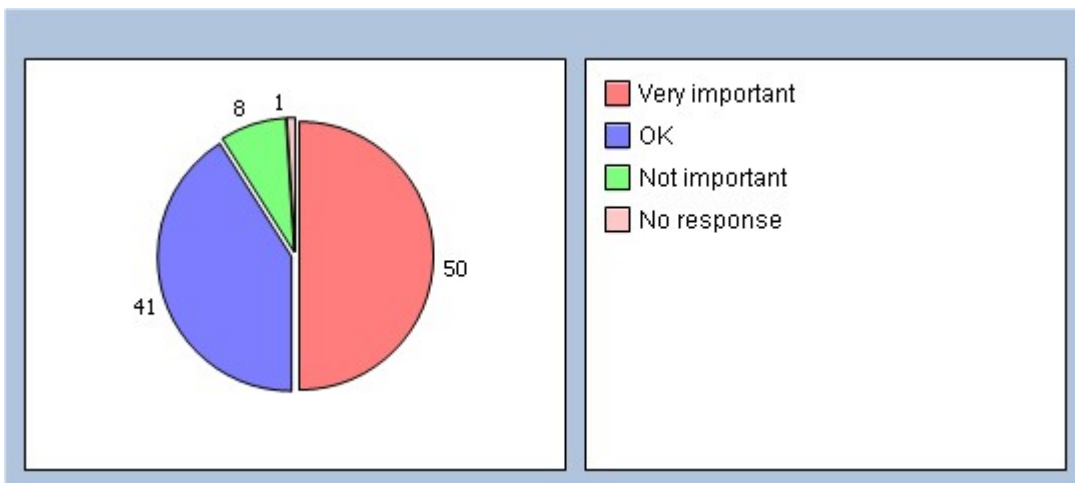
Q9. Where patients are going for their contraception and whether they are satisfied with the contraceptive services offered at Salters Meadow?

Very important 20%
 OK 44%
 Not important 35%
 No response 1%



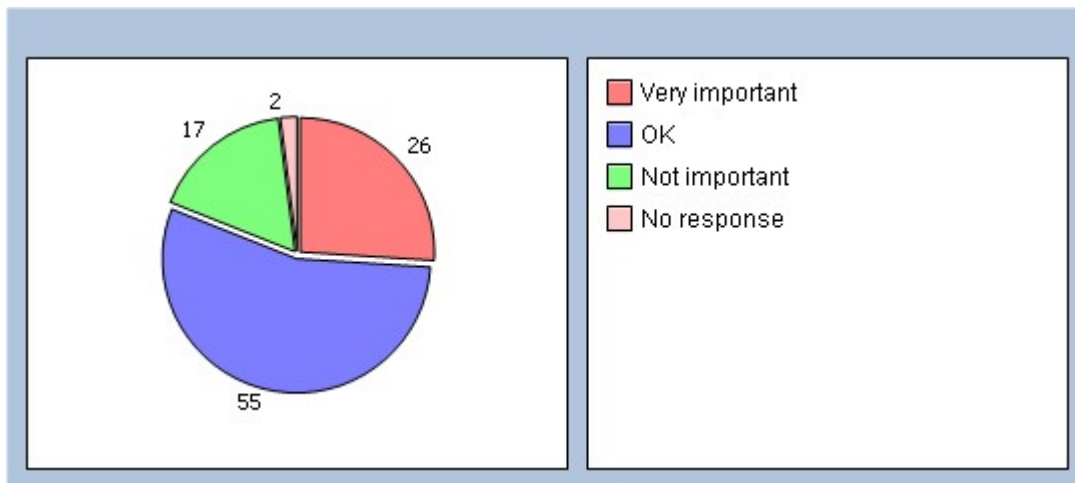
Q10. What other services would patients like us to provide that we do not provide already?

Very important 50%
 OK 41%
 Not important 8%
 No response 1%



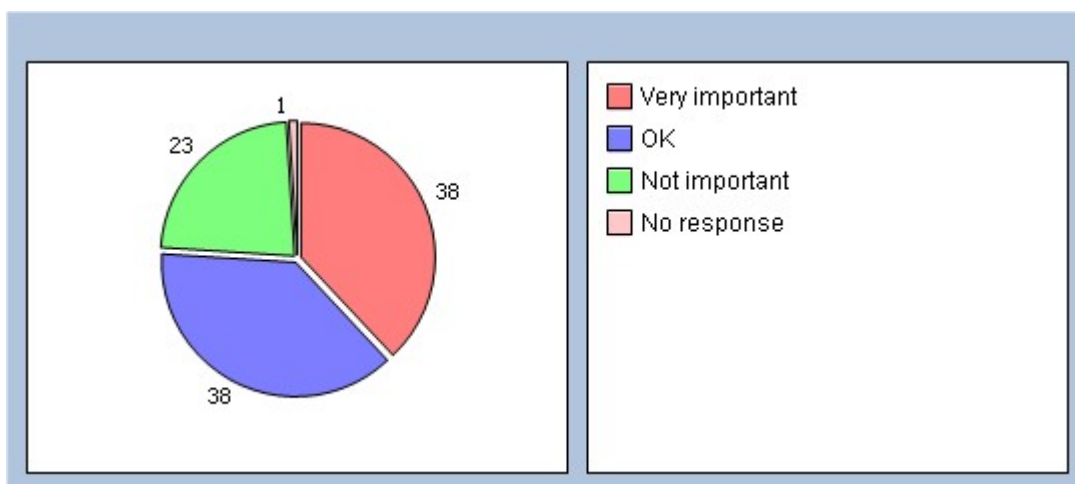
Q11. What type of written material/information they would like to find in the reception area?

Very important 26%
 OK 55%
 Not important 17%
 No response 2%



Q12. What experiences people have had with our in-house counselling service?

Very important 38%
 OK 38%
 Not important 23%
 No response 1%



Q.13 What other issues would you like us to ask patients about (and why do you think it would be helpful)?

Patient Comments

>> <<

>> I believe Dr.Vroom, with her dedication to these surveys and her interest in improving Surgery facilities and services for patients benefit should be highly regarded and supported. Patients should be asked to show their support and enthusiasm for Dr. Vroom's efforts. <<

earlier responses to answering of telephone ...always engaged and busy..What do we do if emergency please? This area needs attention

A more private Reception. All patients can hear what Receptionists ask as seating for patients waiting is very close to Receptionist Desks. A better intercom as patients sometimes get a garbled message and do not know whether it is a call for them.

access to and from salters meadow by public transport,taxi private hire, friends etc how easy is it to get there. could we provide voluntary transport Is there already something in place.

Are patients receiving a excellent/good/satisfactory/poor service from GP/Nurses and reasons. The above are all about services and not the people skills required to deliver those services

confidential questionnaire about satisfaction with the Doctor they are seen by because people are not always happy about their outcome but have no way of commenting or complaining without feeling they will 'suffer' from doing so

Counselling not counselling!

Gaining feedback from nurses rather than doctors on some tests (because there are then always questions which nurses cannot answer) Being given statistical information on their own health (e.g. on wellman or wellwoman checks) - because often the information given could lack sufficient interpretation and be misunderstood. The degree to which patients feel listened to and understood - because this is vital in a service that is dealing as much with emotional as physical well-being. (I would personally rate this very highly) How people feel about the appointment system generally - do they see a GP as quickly as they want to or consider reasonable - because however they rate the systems in place this may be the most important question for them.

i certainly think more use of the internet for appointments or call back requests and prescriptions / blood results etc would be very useful. It is difficult to phone from work and not be overheard. it may also be frowned upon. an on-line form for repeat prescriptions would ensure you have the information you need, especially if it could access patient records and give a drop down box of medications. i work long hours and struggle to call at the right times to speak to a nurse for my results or obtain a prescription. I cant just call when i would like to. I am not sure of opening hours but expect you do a late night surgery which is helpful. On the whole you are an excellent caring practice. All of the questions above are important. You are forward thinking. I like the Dr call back which saves having time off work. Thank you for all that you do and for continuing to want to improve your service for us.

many thanks for this new round of questions we are sure that there should be something possative that will come from it.Well done and a big thank you.

nothing at this time

Parking issues

Perhaps a clinic or walk in diet consultant to help most of us to lose a few pounds as in lb. not £. As being over waight is a big problem for most of us .. And to join a slimming club which costs money in this economic clime is un obtainable for some ., So free advice and a waigh in would help the while community . And help the NHS as I have said being over waight courses a lot of problems So any help to get us the community fit has got to be a good thing. Hope you will consider this. THANKYOU

problems with length of time from request for an appointment to being allocated an appointment time to see a particular doctor. eg blood tests, doctors appointments (for a doctor of choice)

Some Health Service Practises allow patients to choose the doctor they would like to see, rather than have one allotted to them, For example, female patients, at times, may prefer to talk to a lady doctor. Would this work at Salters Meadow?

The responses offered were, in many cases, not appropriate.

The use of an annual/regular review for older and at risk patients. This was standard in the past and is offered at other local surgeries. It enables regular review of medication and early detection. Makes patients feel cared for and valued as the surgery is now very 'distant' and 'mechanical'.

Thank you very much for your input!

Appendix 3

Developing the Annual Patient Feedback Questionnaire 2

Number of Responses: 32

Dear Patient Group,

This is the first version of what this year's "Annual Practice Improvement Questionnaire" could look like. Please note, that you shouldn't provide your personal answers to these questions now (you will get the opportunity once the final version has been approved), but rather comment on whether you are happy to have them included or not, and if so, if you think the answer options give a reasonable choice. I have given you plenty of space for comments, feel free to use it! It would be helpful if you could read through the whole questionnaire once before giving your responses!

Annual Practice Improvement Questionnaire

Question 1:

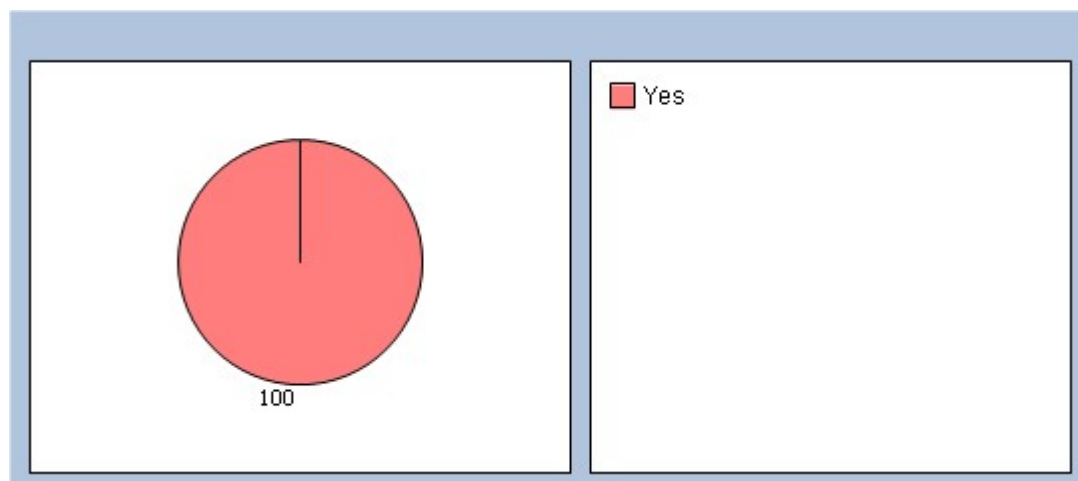
Do you find our website

- a) Very easy to use
- b) Reasonably user-friendly
- c) Confusing
- d) I have never used it as yet.

Q1. Are you happy with this question and/or the possible answers?

Yes 100%

No 0%



Question 2:

If you have not made use of the website yet, what has prevented you from doing so?

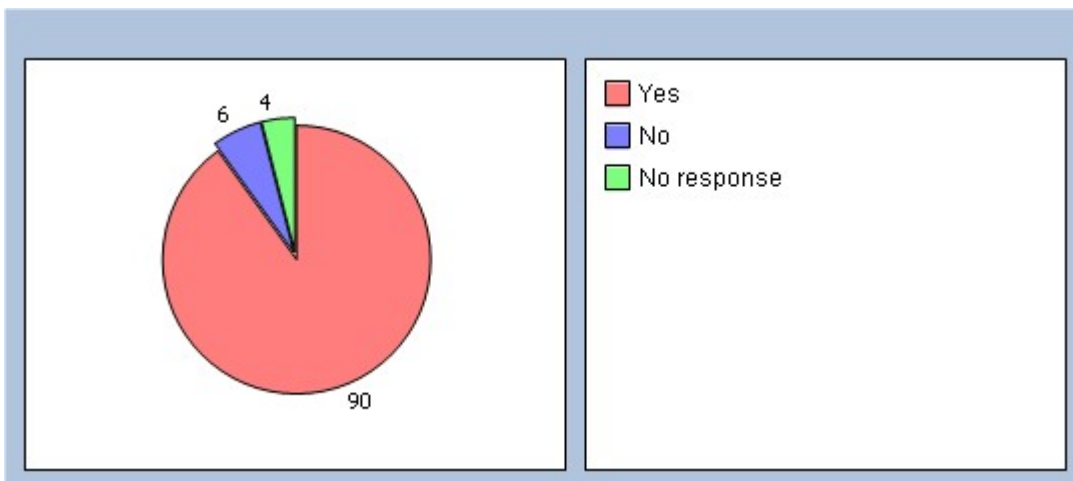
- a) I don't have a computer.
- b) I am not on the web.
- c) I didn't know you had a website.
- d) I had no need to use it yet.

Q2. Are you happy with this question and/or the possible answers?

Yes 90%

No 6%

No response 4%



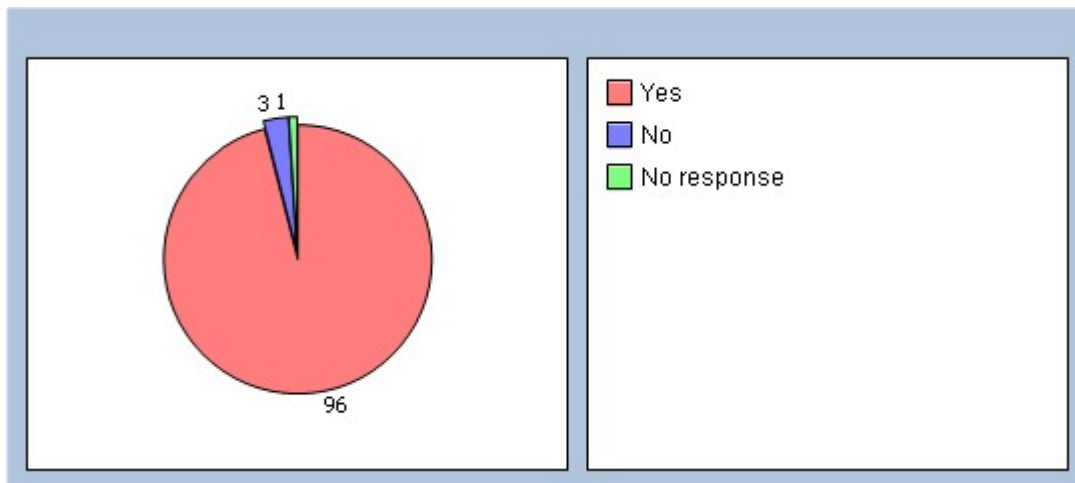
Question 3:

How easy do you find access to the surgery by phone?

- a) Very easy
- b) Reasonably easy
- c) Just about ok
- d) Too hard

Q3. Are you happy with this question and/or the possible answers?

Yes 96%
No 3%
No response 1%



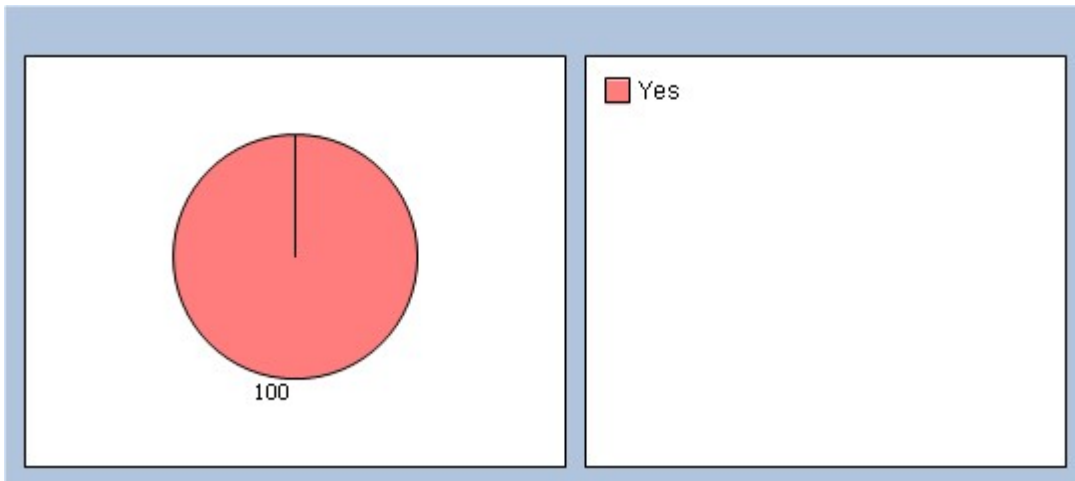
Question 4:

How are you ordering your repeat prescriptions?

- a) through the website
- b) by post
- c) I come to the surgery and request directly from reception.
- d) by phone
- e) I have an agreement with my chemist and he orders my prescriptions for me.

Q4. Are you happy with this question and/or the possible answers?

Yes 100%
No 0%



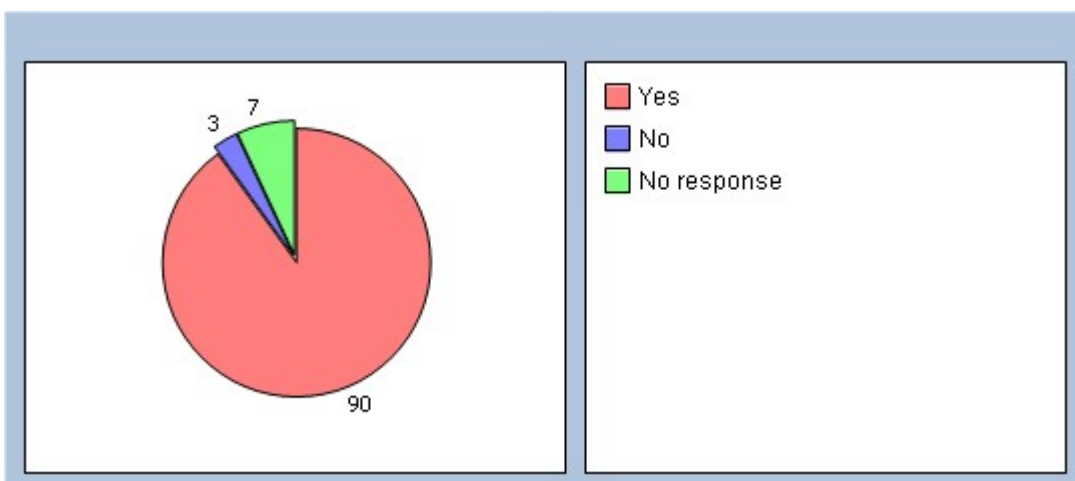
Question 5:

If at present you use the phone to re-order prescriptions, would it cause you problems if you had to use any of the other options instead?

- a) No, I could change quite easily
- b) I could change but it wouldn't be easy
- c) I could change but it would be very difficult for me.
- d) I wouldn't be able to change at all.

Q5. Are you happy with this question and/or the possible answers?

Yes 90%
 No 3%
 No response 7%



Question 6:

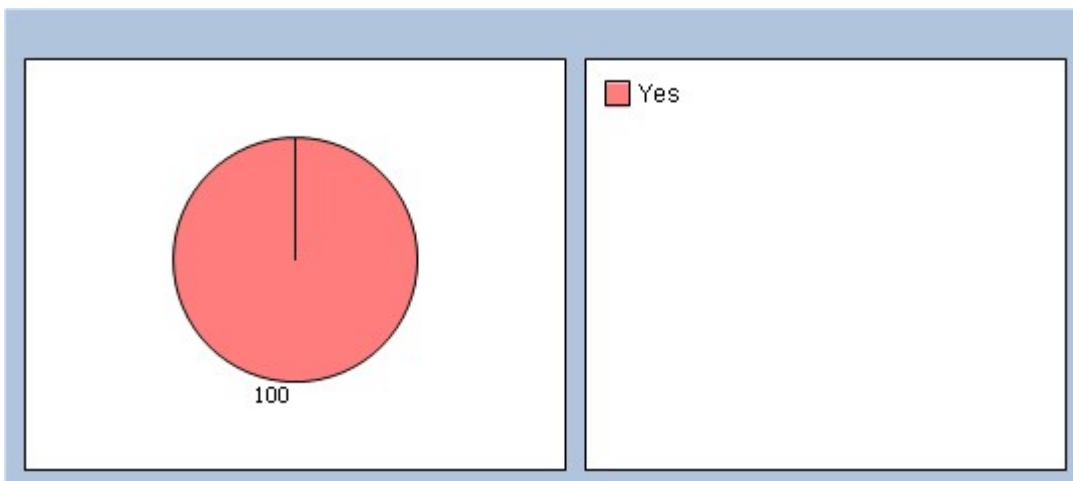
Did you know that to make a routine appointment with your GP you do not need to phone the surgery but that you can book directly over the website if you have internet access and sign on for the service?

- a) I am using the service already
- b) I was aware of the service and intend to use it in the future
- c) I didn't know but will find out about the service and sign on for it.
- d) I didn't know but am **not** interested in this service.

Q6. Are you happy with this question and/or the possible answers?

Yes 100%

No 0%



Question 7:

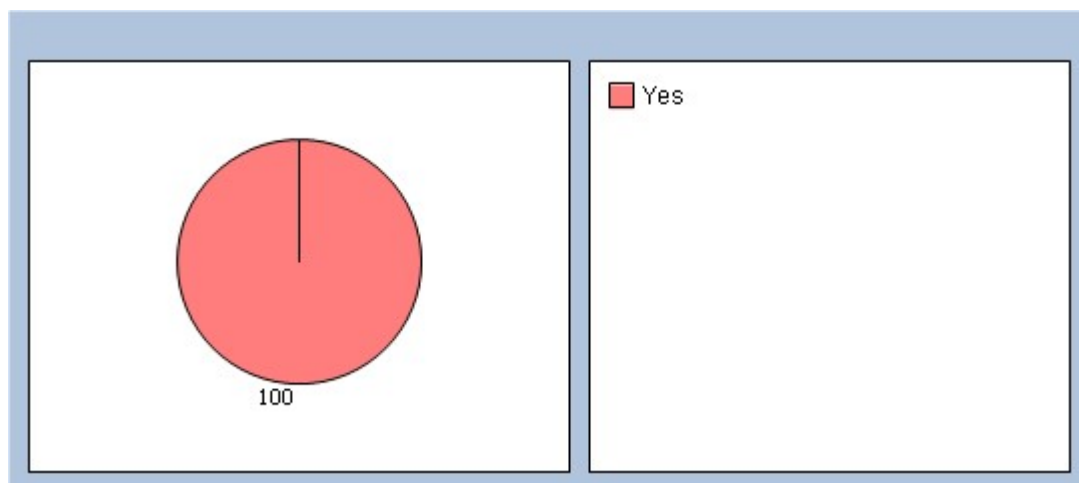
How do you rate your chances of seeing a doctor/nurse within 24/48 hours if needed

- a) excellent
- b) good
- c) reasonable
- d) not so good
- e) poor

Q7. Are you happy with this question and/or the possible answers?

Yes 100%

No 0%



Question 8:

How do you rate your chances of seeing the doctor/nurse **of your choice**?

a) excellent

b) good

c) reasonable

d) not so good

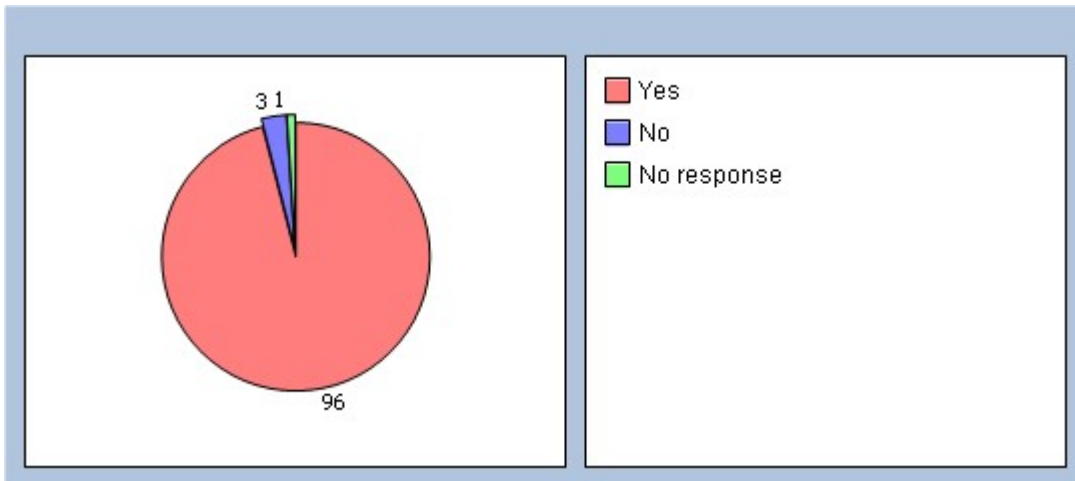
e) poor

Q8. Are you happy with this question and/or the possible answers?

Yes 96%

No 3%

No response 1%



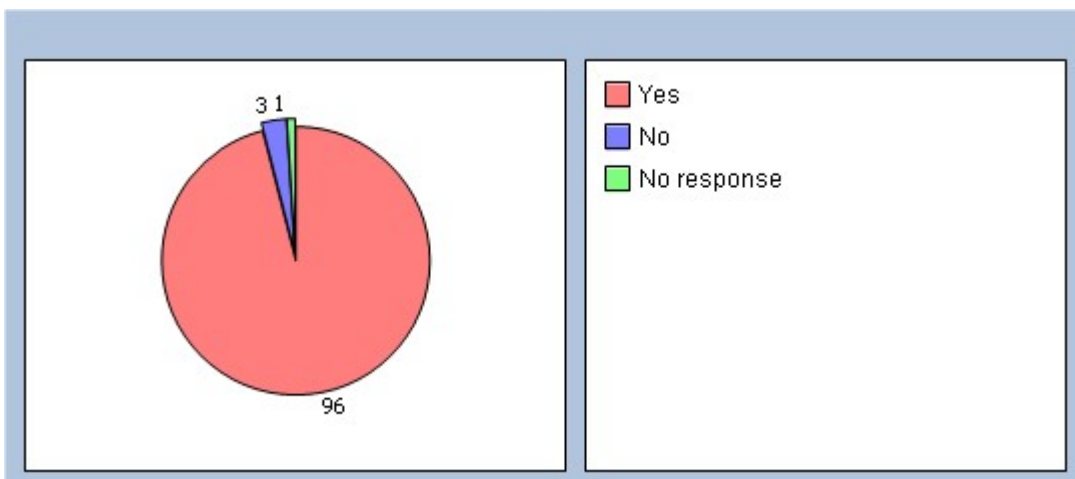
Question 9:

How satisfied are you with the new nurse call-back service (a service when the nurse calls you back at lunchtime to give you your blood or urine test results)?

- a) I have used the service and it has been useful.
- b) I would prefer it if the call back would be after work rather than at lunchtime.
- c) I have used it but it wasn't very helpful.
- d) I would prefer to get the results from my GP.

Q9. Are you happy with this question and/or the possible answers?

Yes 96%
No 31%
No response 1%



Question 10:

We have set aside a "privacy room" so that you can discuss more private issues you want to raise with the receptionists away from the reception window.

10i) Were you aware of this option?

a) Yes

b) No

10ii) Would you feel comfortable to request the use of this room at the reception window?

a) Yes, I would be happy to ask for it.

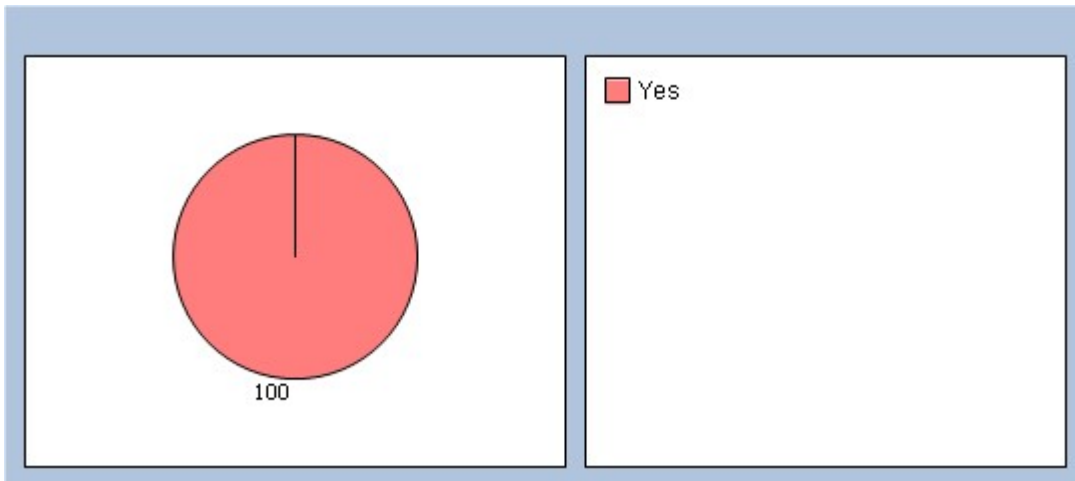
b) I would feel rather awkward to ask for it.

c) I would probably discuss more sensitive issues with receptionists over the phone.

Q10. Are you happy with these questions and/or the possible answers?

Yes 100%

No 0%



Question 11:

Do you think that a different seating arrangement in the waiting room would make it more difficult for others to overhear what is being said at the reception windows?

a) definitely

b) possibly

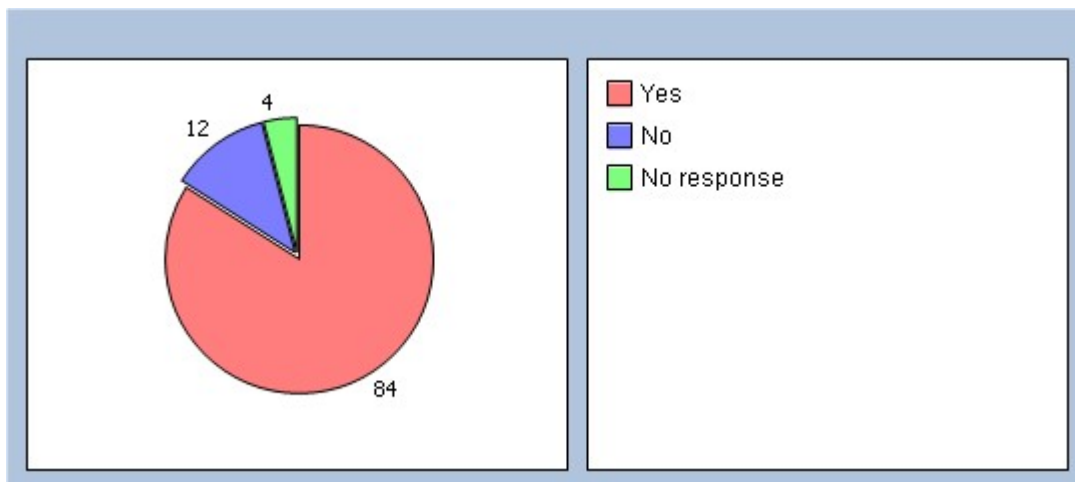
c) not likely

Q11. Are you happy with this question and/or the possible answers?

Yes 84%

No 12%

No response 4%



Question 12i:

How do you usually come to the surgert?

a) by bus

b) by car/motorcycle

c) by bicycle

d) on foot

Question 12ii:

Have you been dropped off at the entrance?

a) yes

b) no

Question 12iii:

Were you aware of the "Voluntary Drivers" who, for petrol money, are happy to get you to/from the doctors if you have no transport (details available from reception)?

a) yes

b) no

Question 12iv:

Would this scheme be of use to you?

a) I am already using the service when needed.

b) I will enquire into this, it might be very useful in my situation.

c) At present I have no need for this service but I can see that that might change.

d) I have no need for this sort of service in the foreseeable future.

e) I don't like this type of service.

Question 12v:

Do you think, we should have a bike stand?

a) Definitely, highly overdue

b) Probably a good idea

c) I am not bothered either way

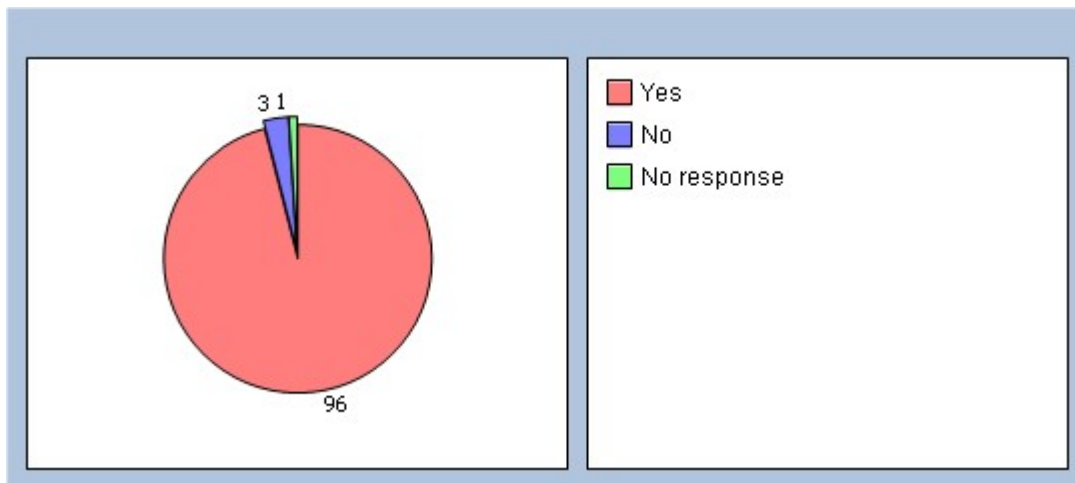
d) No

Q12. Are you happy with these questions and/or the possible answers?

Yes 96%

No 3%

No response 1%



Question 13i:

Were you aware that the practice offers the help of a lifestyle advisor to help you lose weight or become more active?

- a) Yes
- b) No

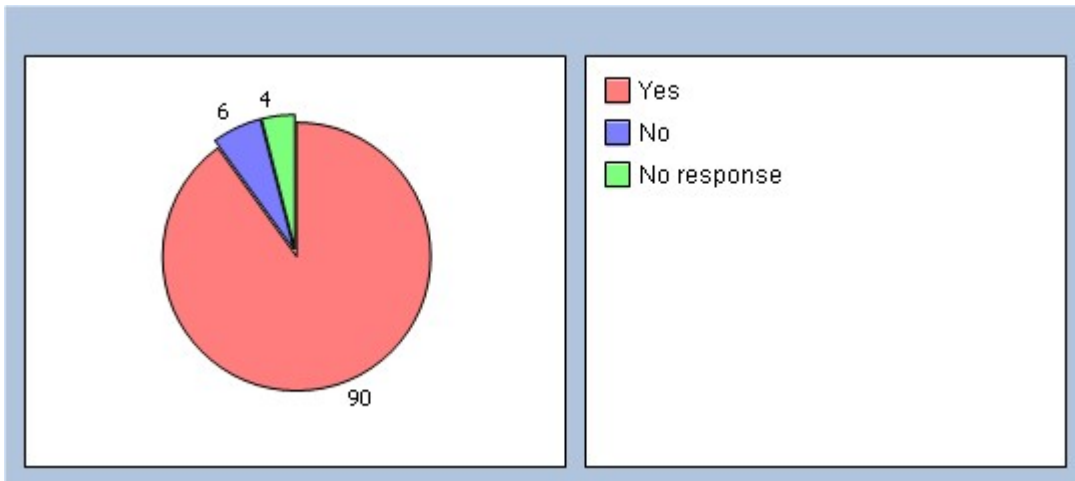
Question 13ii:

In view of the economic climate and the cost of commercial weight loss programmes would it be a good thing to offer a weekly weigh-in session to help people lose weight?

- a) Yes, definitely
- b) Probably
- c) Maybe but maybe not
- d) Definitely not

Q13. Are you happy with these questions and/or the possible answers?

Yes 90%
No 6%
No response 4%



Question 14:

What other services would you like us to provide that we do not provide already?

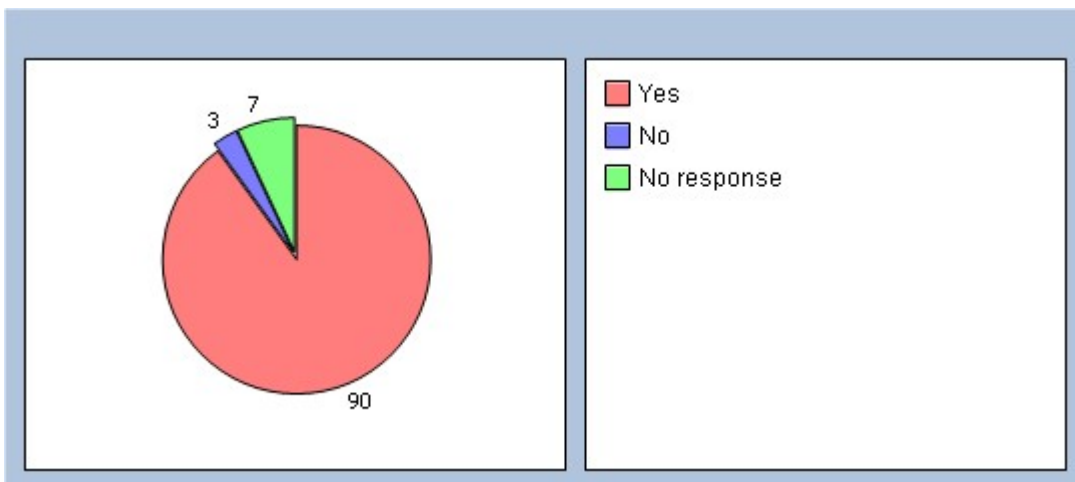
Comments

Q14. Are you happy with this question?

Yes 90%

No 3%

No response 7%



Question 15i:

Over this last year have you been referred by your GP to hospital or other services?

a) Yes

b) No

Question 15ii:

How was your experience of the referral process?

- a) Excellent
- b) Good
- c) Reasonable
- d) Poor

Question 15iii:

If there were any problems, please tell us what they were:

Comments

Question 15iii:

If you would require a hospital referral, would you rather

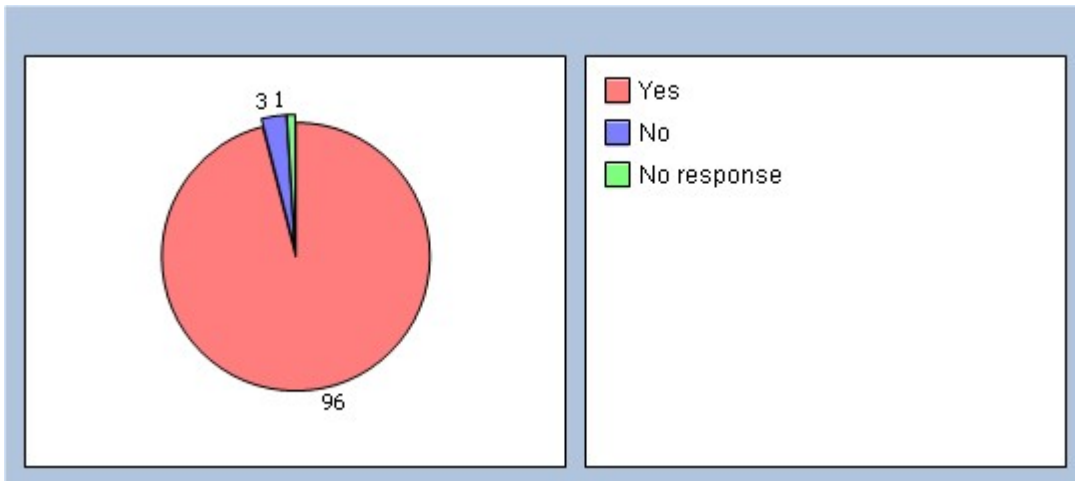
- 1) our secretaries book first hospital appointments for you to make use of early cancellations if available (you can still change the details later if not convenient), or
 - 2) would you prefer to receive a booking package from us to arrange and choose for yourselves from the outset?
- a) I prefer option 1
 - b) I prefer option 2
 - c) Both options seem fine to me.

Q15. Are you happy with these questions and/or the possible answers?

Yes 96%

No 3%

No response 1%



Question 16i:

Overall, how happy are you with the service you get from your doctor and the surgery?

- a) I am very happy with the service in general.
- b) I am reasonably happy with the service
- c) It's ok.
- d) Could be better.
- e) I am very unhappy with the service.

Question 16ii

Are there any aspects of the surgery you value particularly?

Comments

Question 16iii:

What aspect of the surgery do you feel needs improving most?

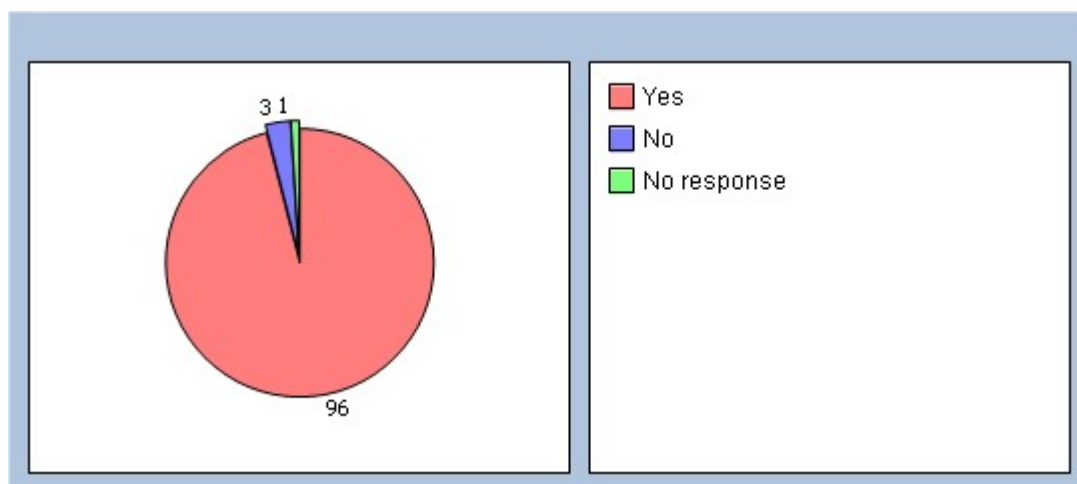
Comments

Q.16. Are you happy with these questions and/or the possible answers?

Yes 96%

No 3%

No response 1%



You now know that each GP undertakes regular, anonymised patient feedback questionnaires, which explore patient satisfaction, communication skills, clinical care and more.

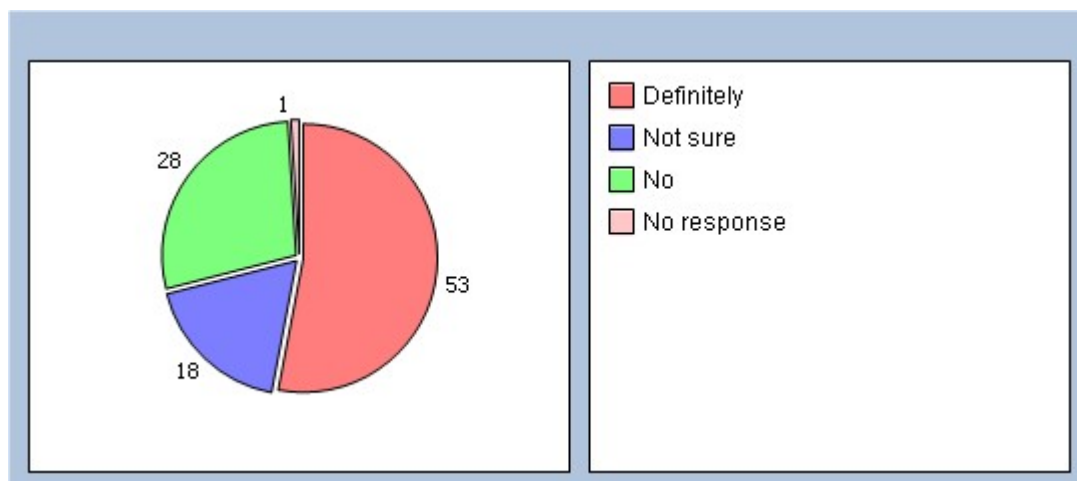
Q17. Do you still want to include questions concerning these matters in this particular questionnaire?

Definitely 53%

Not sure 18%

No 28%

No response 1%



Thank you very much for your input!

Developing the Annual Patient Feedback Questionnaire 3

Number of Responses: 34

Dear Patient Group member,

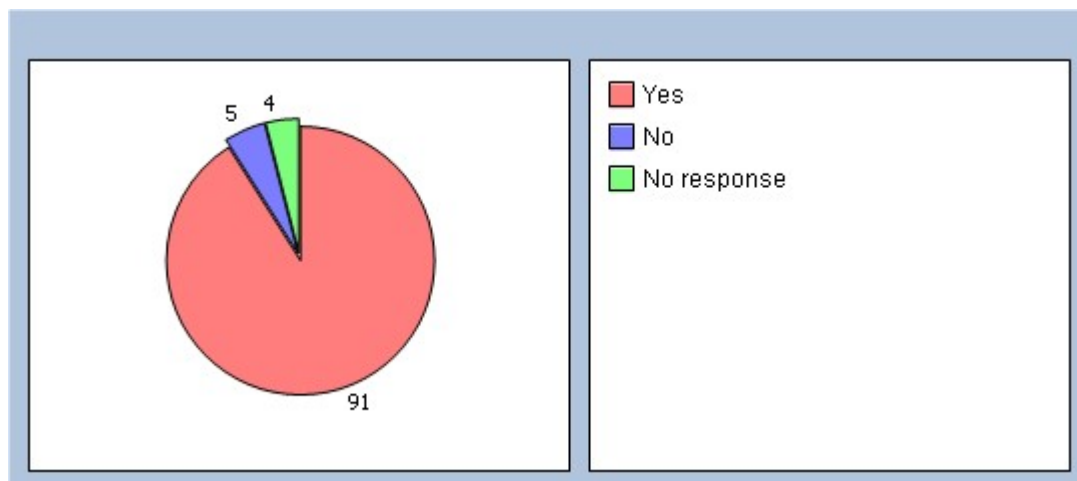
Please look at this version of our Patient Questionnaire 2012 and then *answer these two questions only*:

Q1. Is this questionnaire now fit for purpose?

Yes 91%

No 5%

No response 4%



Q2. If not, what changes do you think are essential?

Patient Comments

>> <<

>> none that would significantly improve it now - well done! <<

>> Question 1 surgery is spelt incorrectly. Everything else fine. <<

>> Question 16 should perhaps read is there rather than if there? <<

>> Question 5 should be 5a, Qu 5a should be 5b. As single questions have no suffix, a b etc but multiple questions all start with a etc. Question 18 b is missing, I assume the question here should be... What are we at the surgery not doing particularly well? <<

>> Well done! none you can fine tune for ever. <<

I think that the reasons for responses are the most important aspect and I am concerned that the reason

boxes can be by-passed in this format. If a negative response is given then the respondent should automatically be taken to a 'box' that must be completed before the next question is available.

Please tick and fill in these two questions only ! You will get the final version to give your personal opinion on all matters after I have your responses and made any last minute adjustments..

Thanks for your help!

Dr B. Vroom

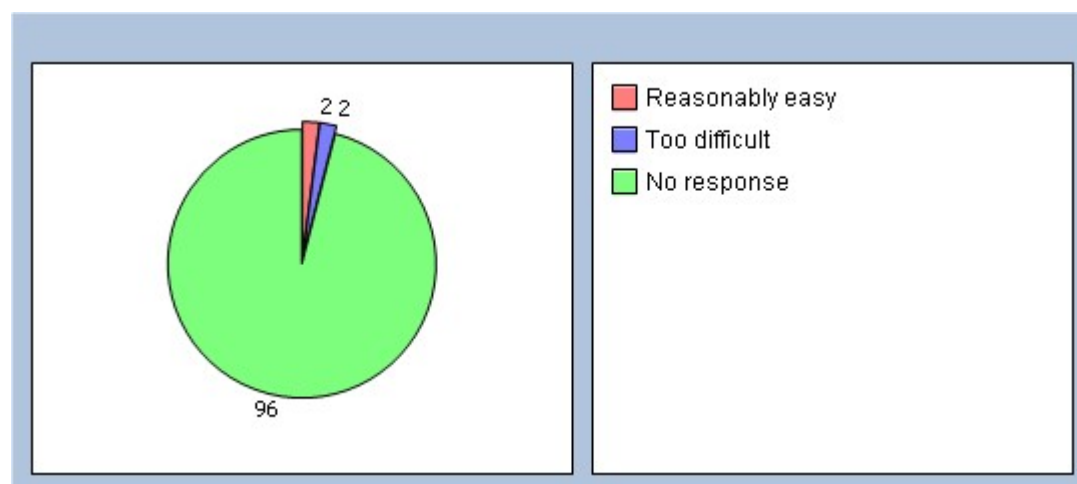
Annual Patient Feedback Questionnaire 2013

You can help us to improve our services. The practice and the doctors/nurses would welcome your honest feedback. No-one at the practice will be able to identify your personal responses.

Clinician Access

Q1. How easy do you find access to the surgery by phone?

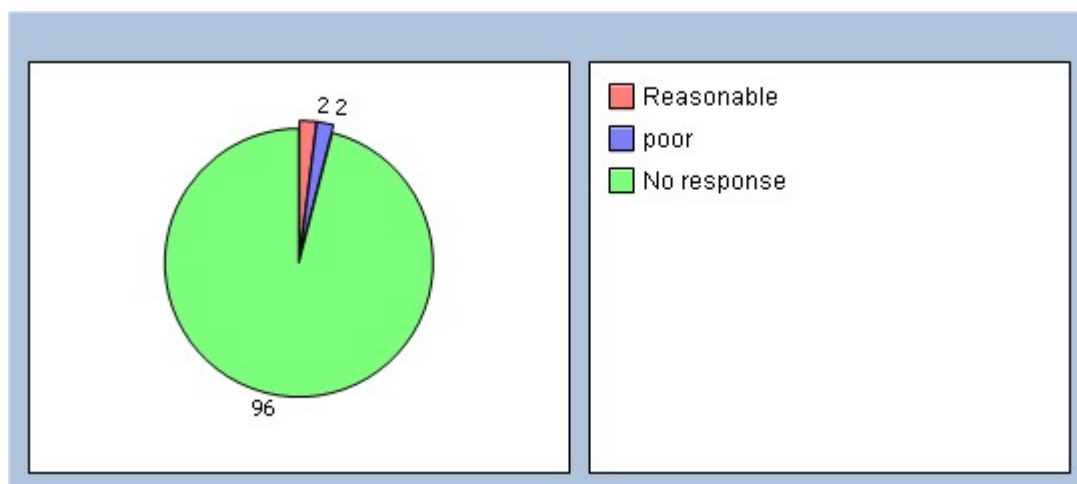
Very easy 0%
Reasonably easy 2%
Just about ok 0%
Too difficult 2%
No response 96%



Q2a. How do you rate your chances of seeing a doctor or nurse practitioner within 24/48 hours if you have a problem that needs urgent attention?

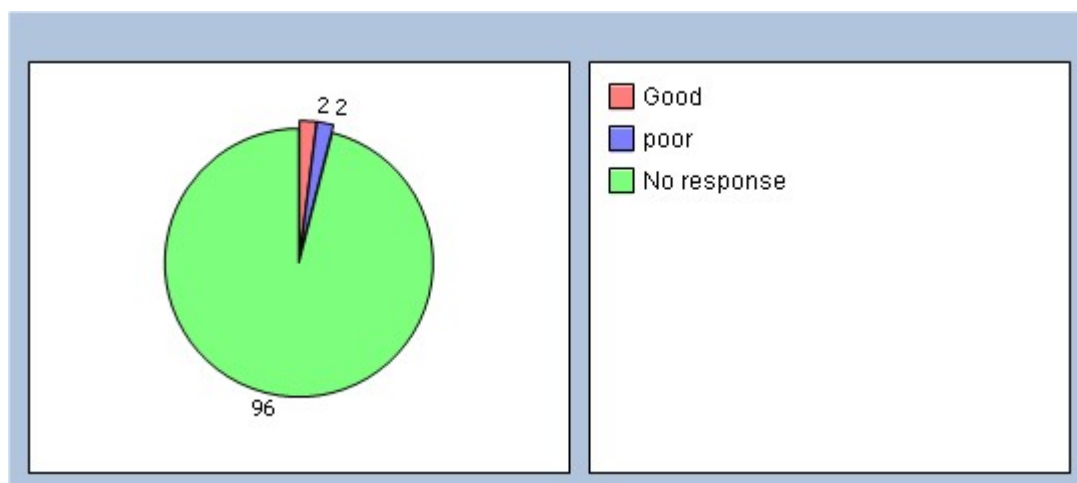
Excellent 0%
Good 0%
Reasonable 2%
not so good 0%
poor 2%

No response 96%



Q2b. How do you rate your chances of seeing the doctor of your choice for non-urgent matters?

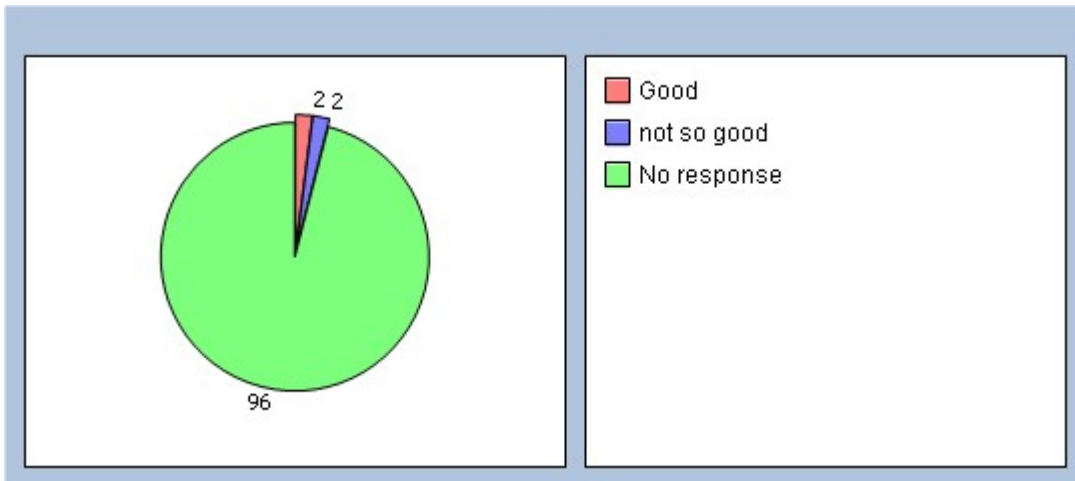
Excellent 0%
Good 2%
Reasonable 0%
not so good 0%
poor 2%
No response 96%



Q2c. If your answer is reasonable - poor, what do you think might be the reasons as to why this is difficult for you?

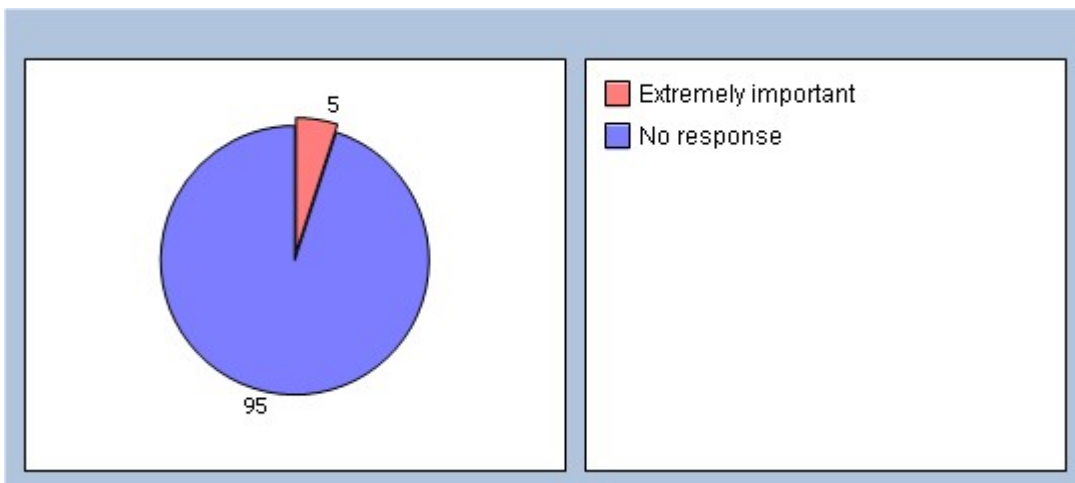
Q2d. How do you rate your chances of seeing the nurse of your choice for non-urgent matters?

Excellent 0%
Good 2%
Reasonable 0%
not so good 2%
poor 0%
No response 96%



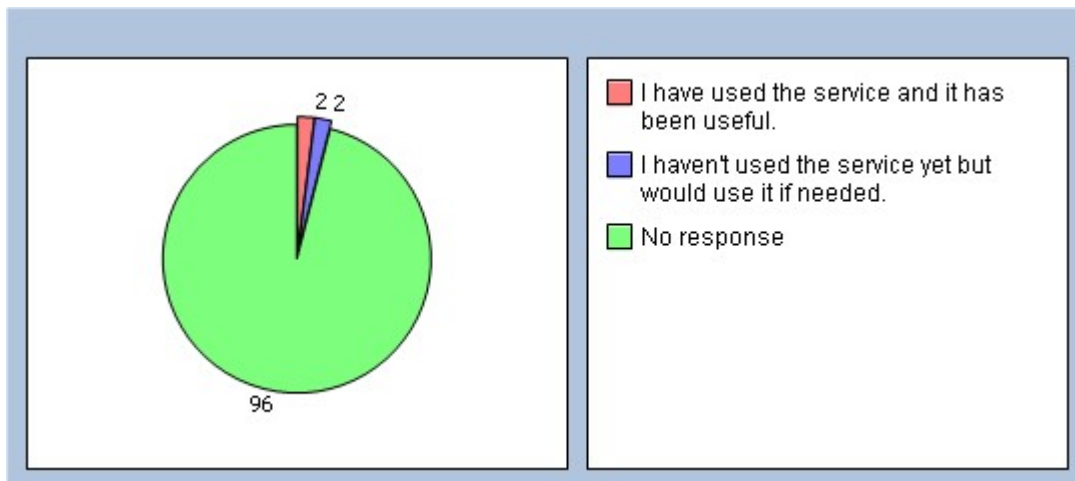
Q2e. How important is it for you to see the clinician of your choice?

Extremely important 5%
 Important 0%
 Not so important 0%
 Not important at all 0%
 No response 95%



Q3. How satisfied are you with the new nurse call-back service (a service when the nurse calls you back at lunchtime to give you your blood or urine test results)?

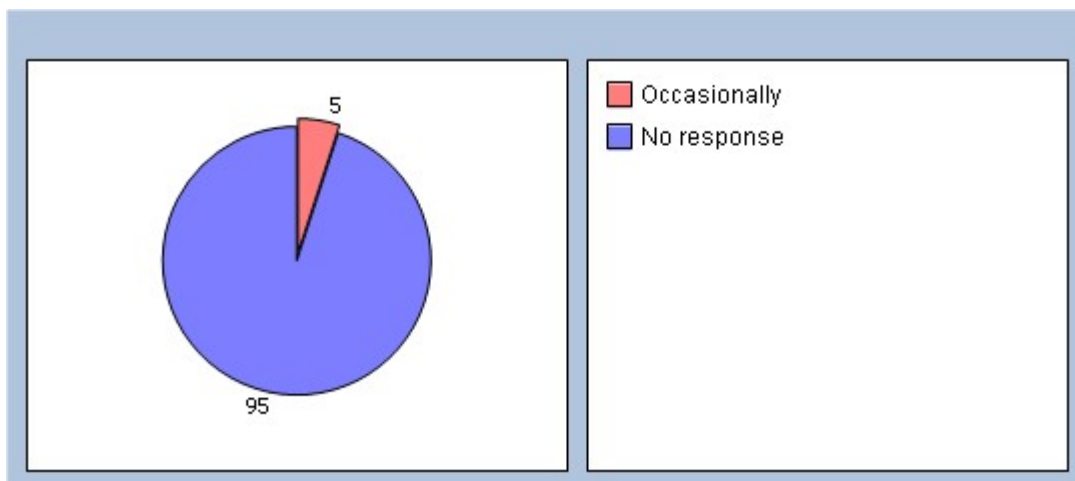
I have used the service and it has been useful. 2%
 I would prefer it if the call back would be after work rather than at lunchtime. 0%
 I have used the service but it wasn't very helpful. 0%
 I haven't used the service yet but would use it if needed. 2%
 I would prefer to get the results from my doctor. 0%
 No response 96%



Internet access

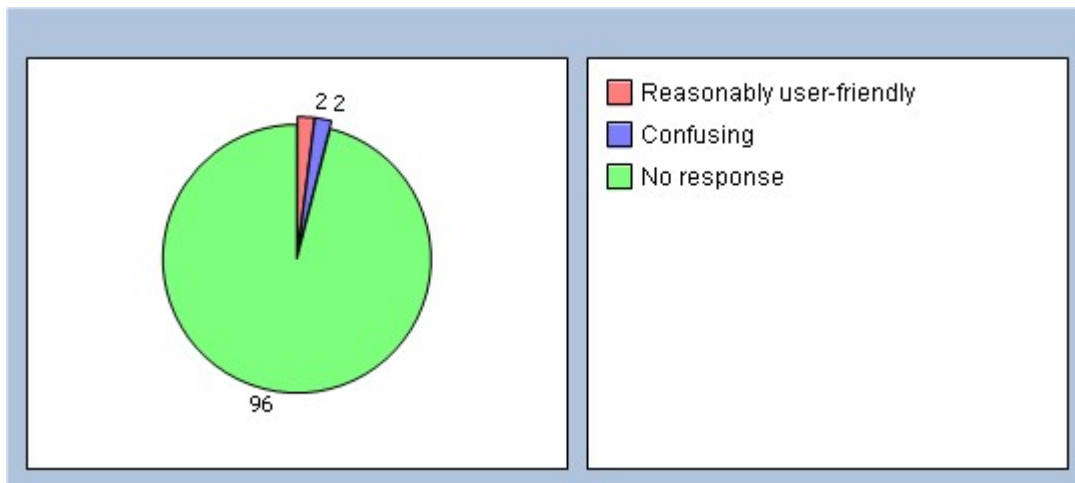
Q4a. Have you used our website "www.saltersmeadowcentre.co.uk?

Frequently 0%
 Occasionally 5%
 Rarely 0%
 Never 0%
 No response 95%



Q4b. If you do use it, how do you find our website?

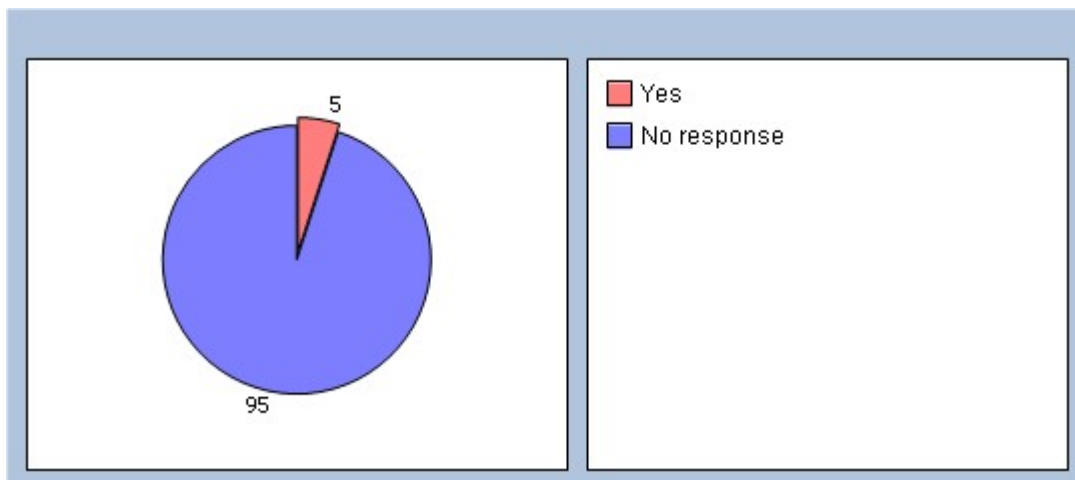
Very easy to use 0%
 Reasonably user-friendly 2%
 Confusing 2%
 No response 96%



Q4c. If you have not used the website so far, is there a particular reason for that?

Q5. Did you know that, once you have signed on to the service for username/password at reception, you can use the website to make a routine appointment with your GP?

Yes 5%
 No 0%
 No response 95%



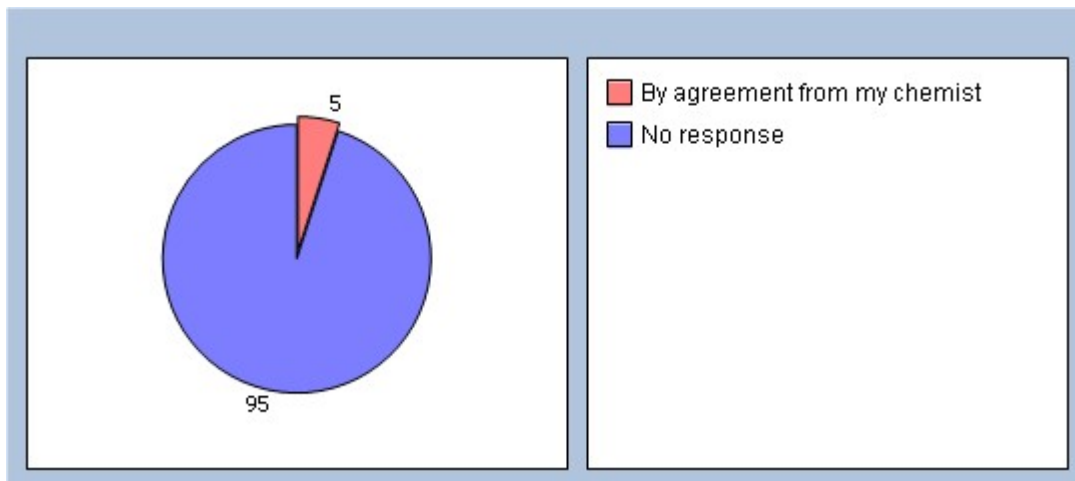
Q5a. If you haven't used this service in the past, is there any particular reason for this?

Prescriptions

Q6. How do you order your repeat prescriptions?

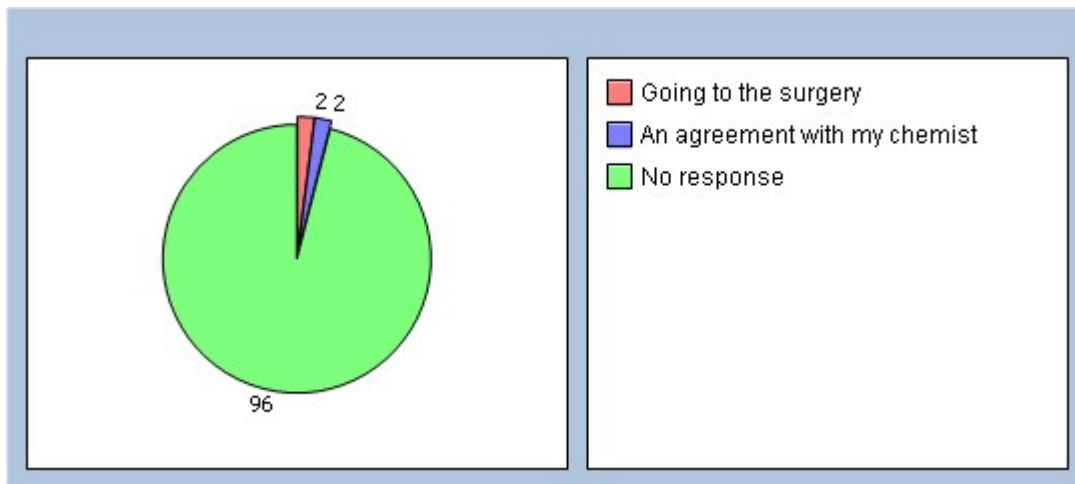
Through the website 0%
 By post 0%
 In the surgery 0%
 By phone 0%

By agreement from my chemist 5%
No response 95%



Q7a. Ordering prescriptions by phone carries the risk of misunderstandings which easily can lead to the wrong medication being provided. If at present you use the phone but would have to use a different means in the future, which one would you choose?

The post 0%
Going to the surgery 2%
An agreement with my chemist 2%
The website 0%
Other 0%
No response 96%

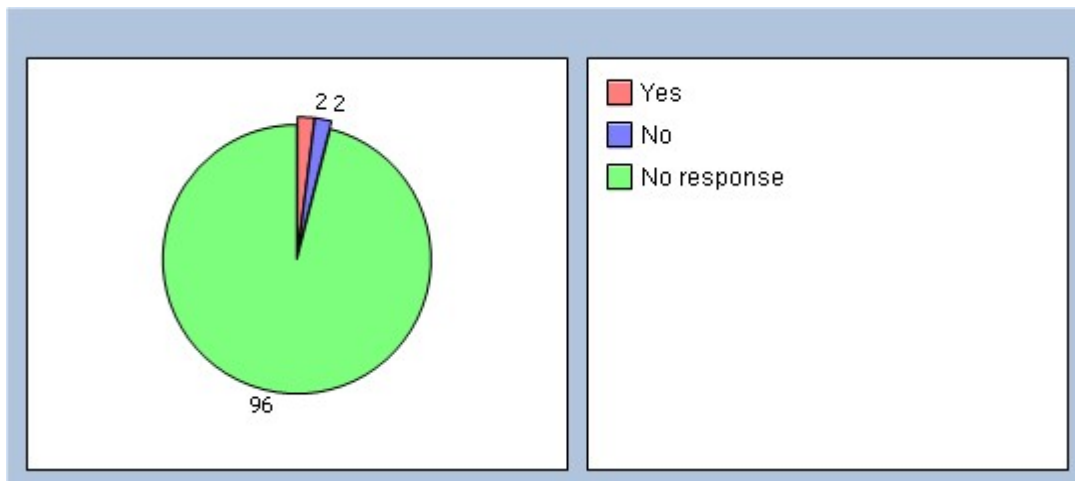


Q7b. Would this cause you problems, and if so what would they be?

Reception

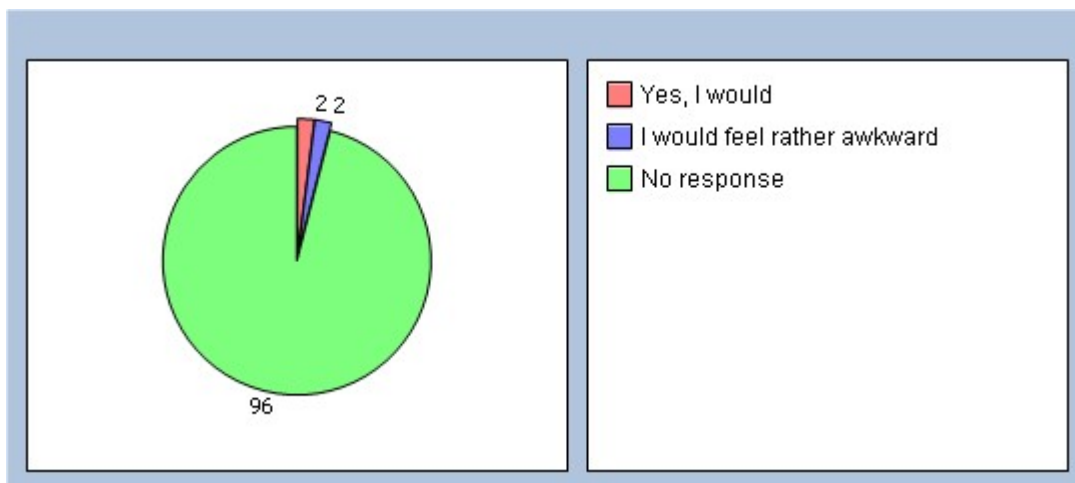
Q8a. We now have a "Privacy Room" in case you want to to discuss a matter with the receptionist and require a somewhat less public place for that than the reception window. Were you aware of that option?

Yes 2%
No 2%
No response 96%



Q8b. Would you be happy to request the room at the reception window?

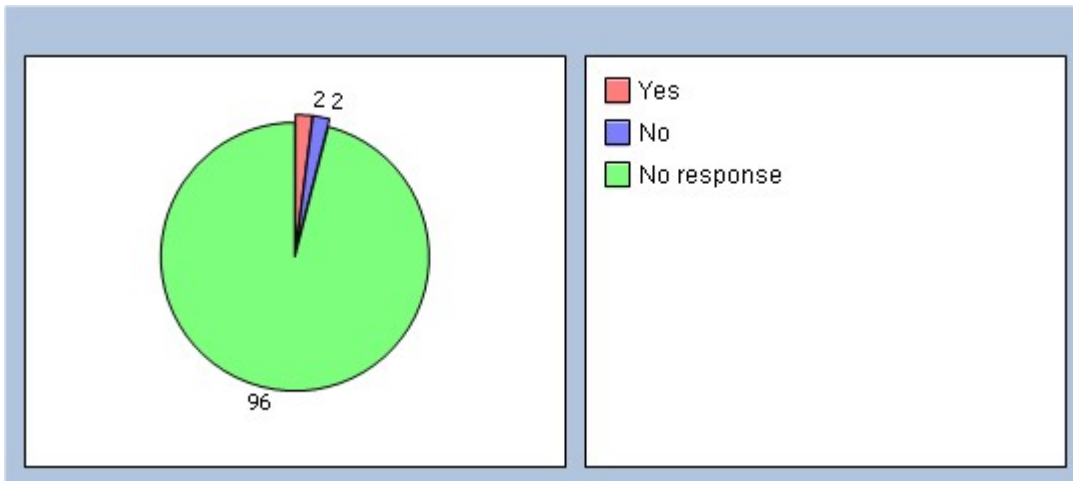
Yes, I would 2%
I would feel rather awkward 2%
I would discuss sensitive issues over the phone 0%
No response 96%



Hospital Referrals

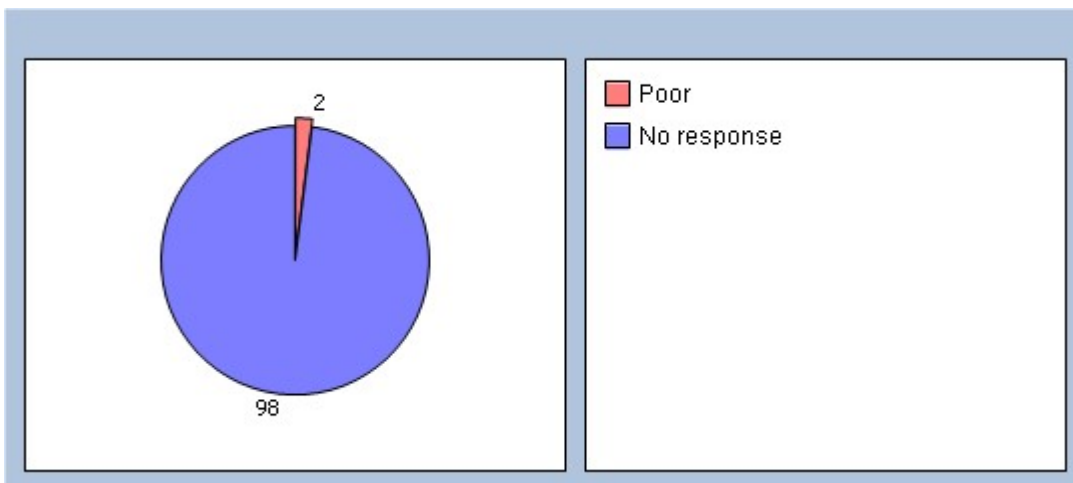
Q9a. Have you been referred this last year to hospital services?

Yes 2%
No 2%
No response 96%



Q9b. How was your experience of the referral process?

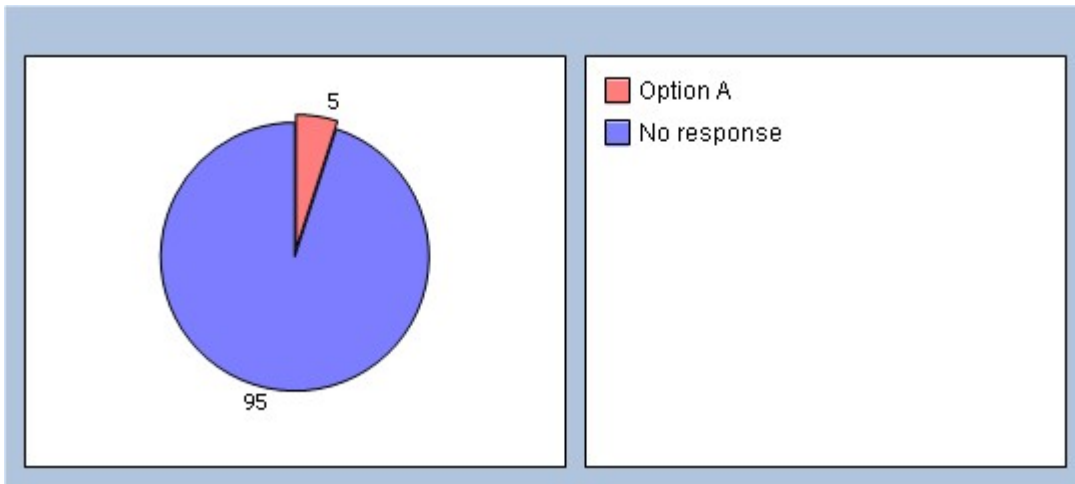
Excellent 0%
 Good 0%
 Reasonable 0%
 Poor 2%
 No response 98%



Q9c. If there were any problems, please tell us about them.

Q9d. When a hospital referral is needed, we can A) book your first appointment for you, making use of early cancellations if available (you can change that appointment yourself later if not suitable), or B) we can send you a booking package, leaving it to you to book your own appointment. Which option would you prefer?

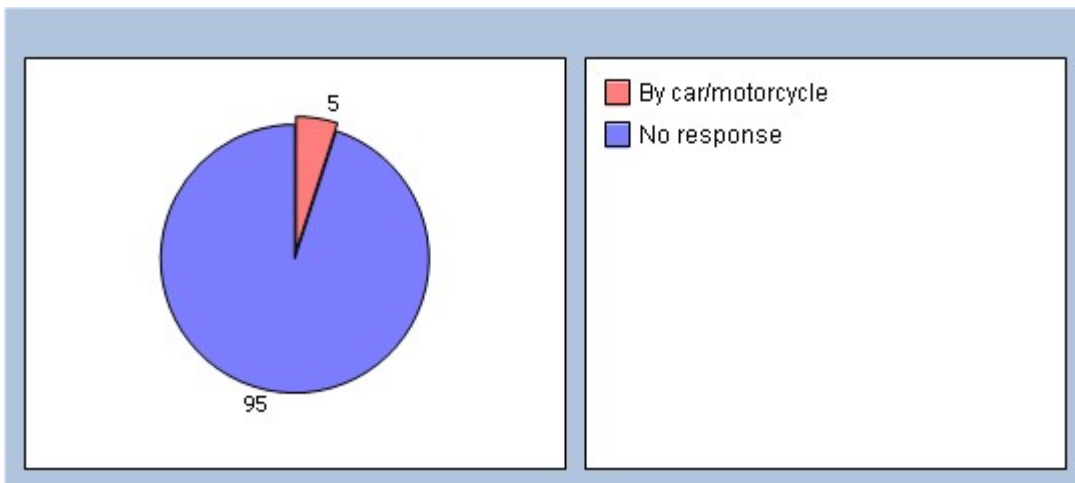
Option A 5%
 Option B 0%
 Both options seem fine to me. 0%
 No response 95%



Travel

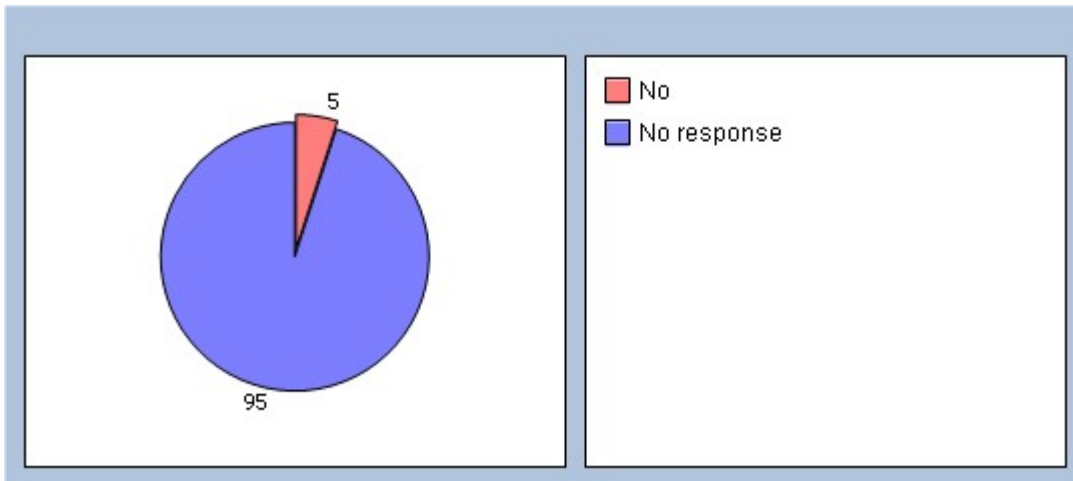
Q10. How do you usually come to the surgery?

- By bus 0%
- By car/motorcycle 5%
- By bicycle 0%
- On foot 0%
- No response 95%



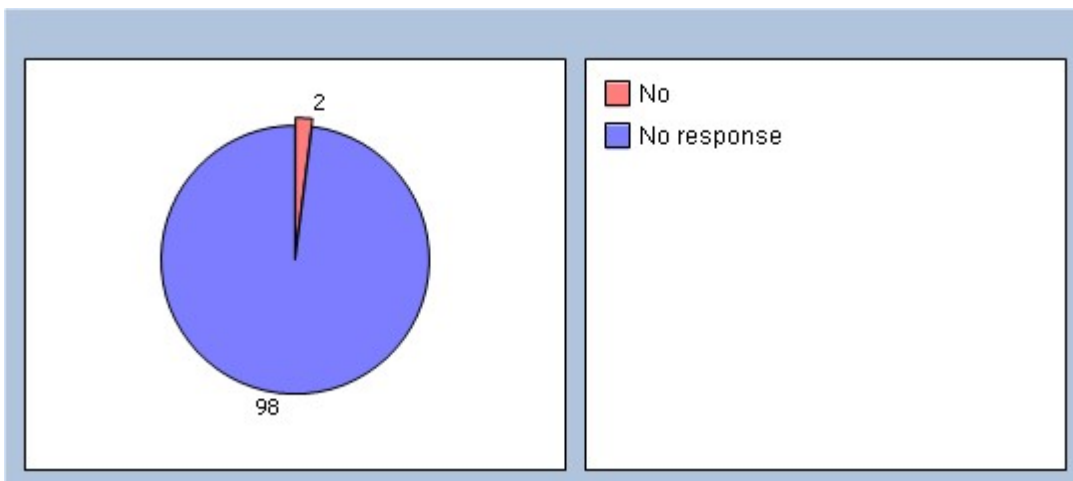
Q11. Do you usually get dropped off at the entrance?

- Yes 0%
- No 5%
- No response 95%



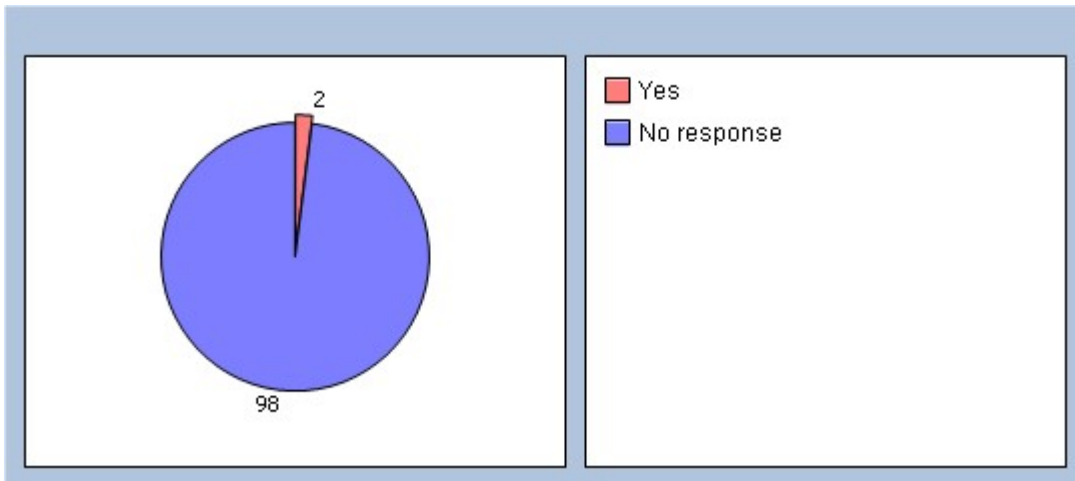
Q12a. Do you find it difficult to get to the doctors because you have no transport, can't use public transport due to physical limitations and can't afford a taxi?

Yes 0%
 No 2%
 No response 98%



Q12b. If so, were you aware of the "Voluntary Drivers" who, for petrol money, are happy to get you to the surgery?

Yes 2%
 No 0%
 No response 98%



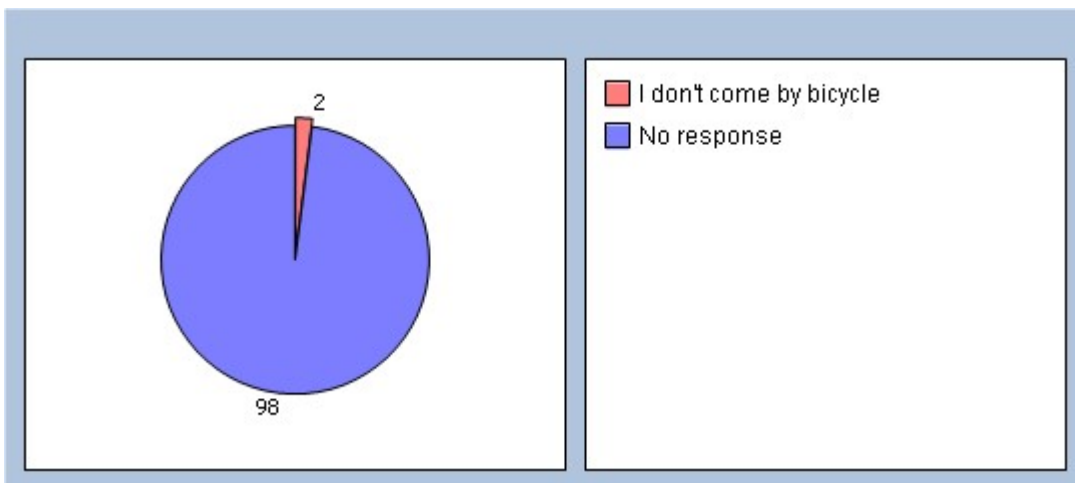
Q13. If you usually come by bicycle, would you like us to provide a bike stand/rail?

Yes 0%

No 0%

I don't come by bicycle 2%

No response 98%



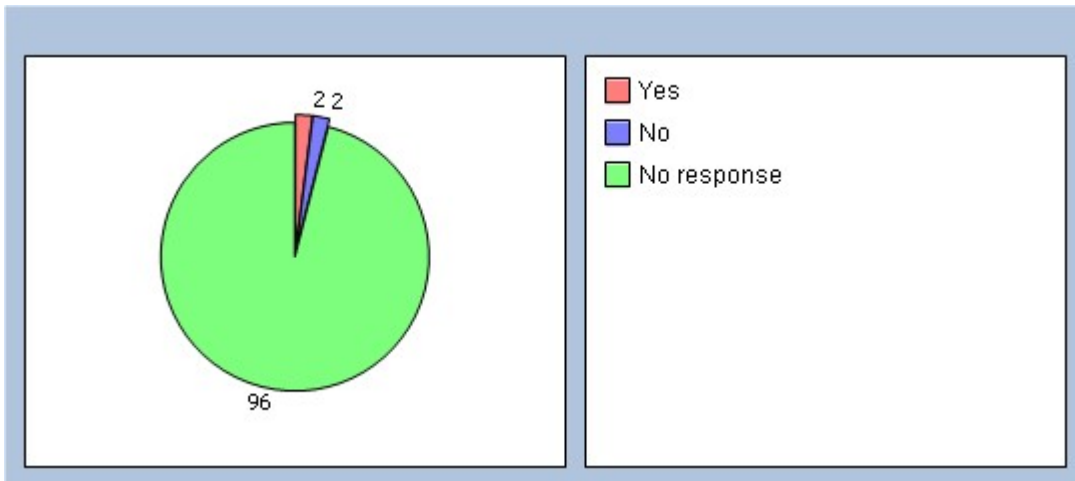
General Services

Q14a. Were you aware that the practice offers the help of a lifestyle advisor to help you lose weight or become more active?

Yes 2%

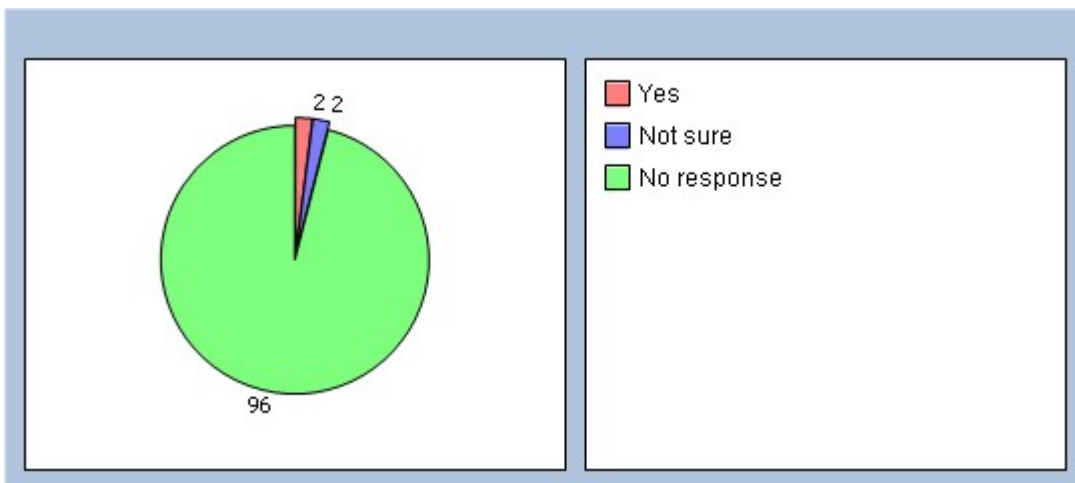
No 2%

No response 96%



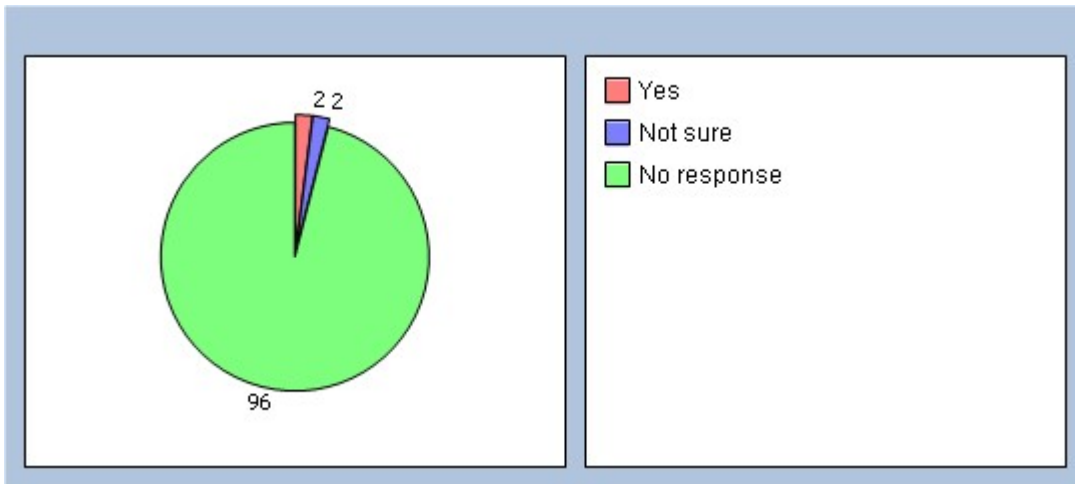
Q14b. Is this a service you would like to use?

Yes 2%
 No 0%
 Not sure 2%
 No response 96%



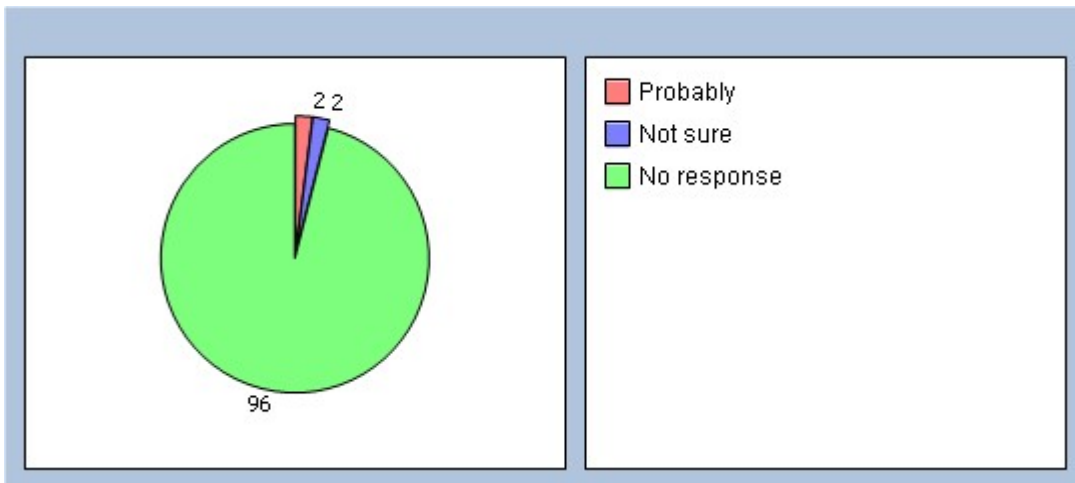
Q15a. Do you think that a weekly weigh-in session at the surgery would be desirable?

Yes 2%
 No 0%
 Not sure 2%
 No response 96%



Q15b. Would you want to come to such sessions?

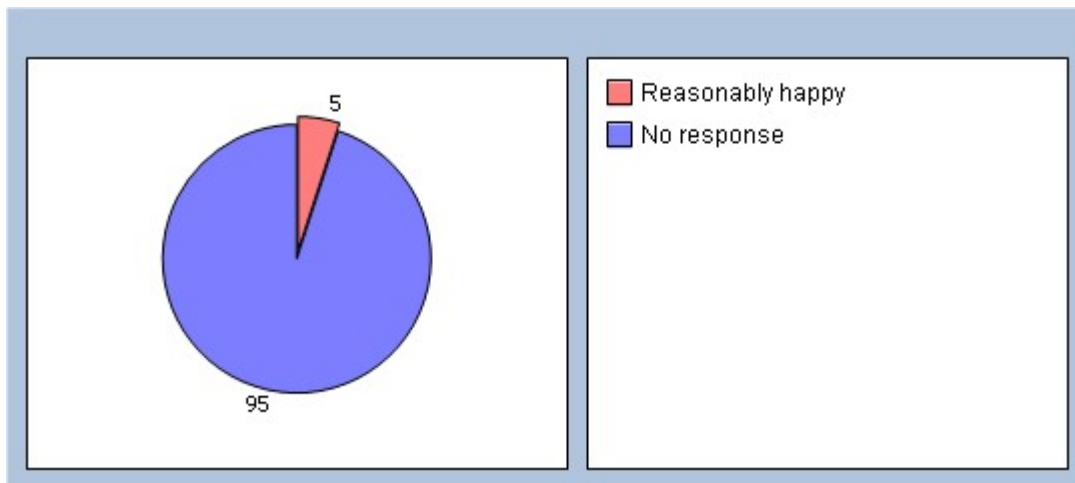
Definitely 0%
 Probably 2%
 Not sure 2%
 Definitely not 0%
 No response 96%



Q16. When you look at the list of services we offer, if there another one you would like to see provided?

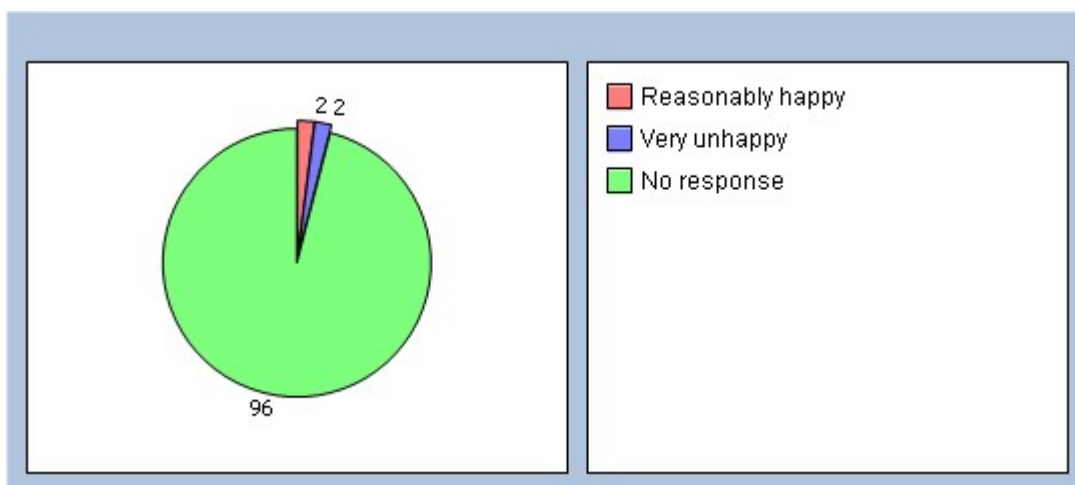
Q17a. Overall, how happy are you with the service you get from your doctor/s and nurses?

Very happy 0%
 Reasonably happy 5%
 It's OK 0%
 Could be better 0%
 Very unhappy 0%
 No response 95%



Q17b. How happy are you with the service from the administrative team (receptionists, secretaries and managers)?

Very happy 0%
 Reasonably happy 2%
 It's ok 0%
 Could be better 0%
 Very unhappy 2%
 No response 96%



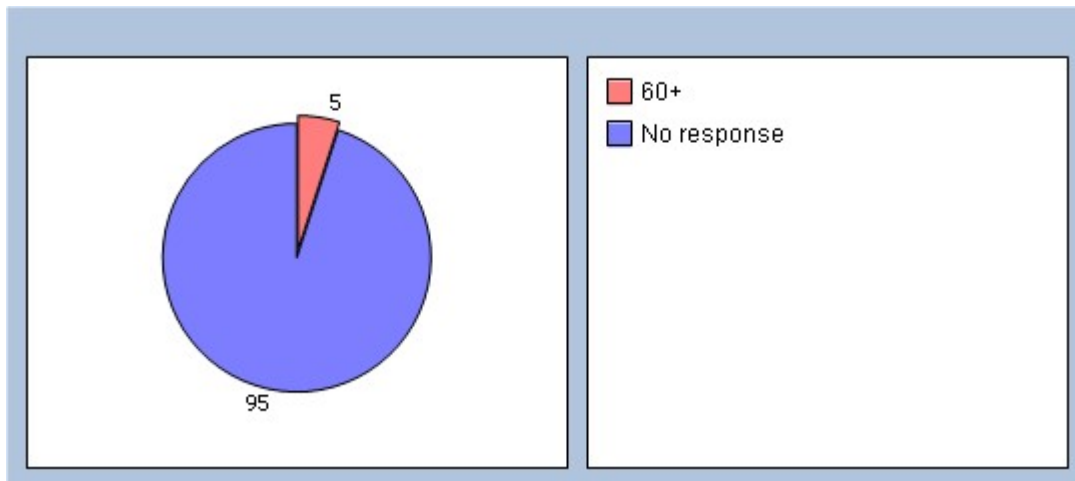
Q18a. What are we at the surgery doing particularly well?

The following questions will help us to see if we have reached a representative sample of our patients.

Q19. How old are you in years?

Under 25 0%
 25 - 59 0%
 60+ 5%

No response 95%

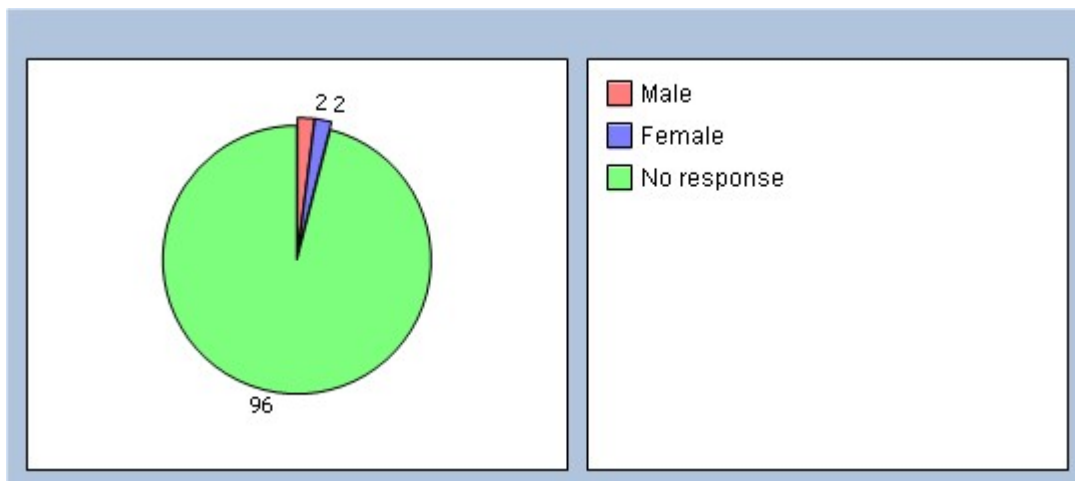


Q20. Are you

Male 2%

Female 2%

No response 96%



Thank you for your time and assistance!

Outcome of the Annual Patient Feedback Questionnaire 2013

Number of Responses: **310**

Annual Patient Feedback Questionnaire 2013

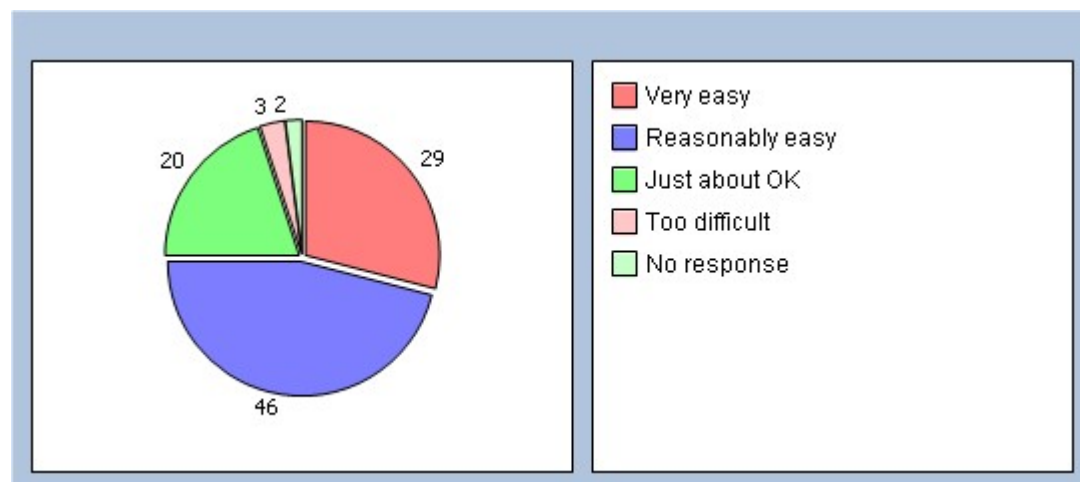
Dear Patient,

Thank you for helping us to improve our services. The practice and the doctors/nurses would welcome your honest feedback. No-one at the practice will be able to identify your personal responses.

General Access

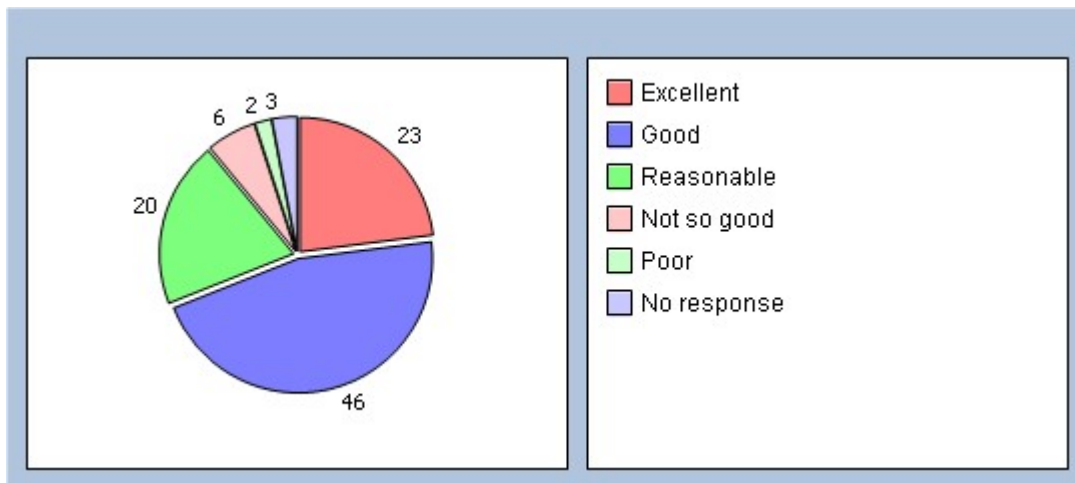
Q1. How easy do you find access to the surgery by phone?

Very easy 29%
Reasonably easy 46%
Just about OK 20%
Too difficult 3%
No response 2%



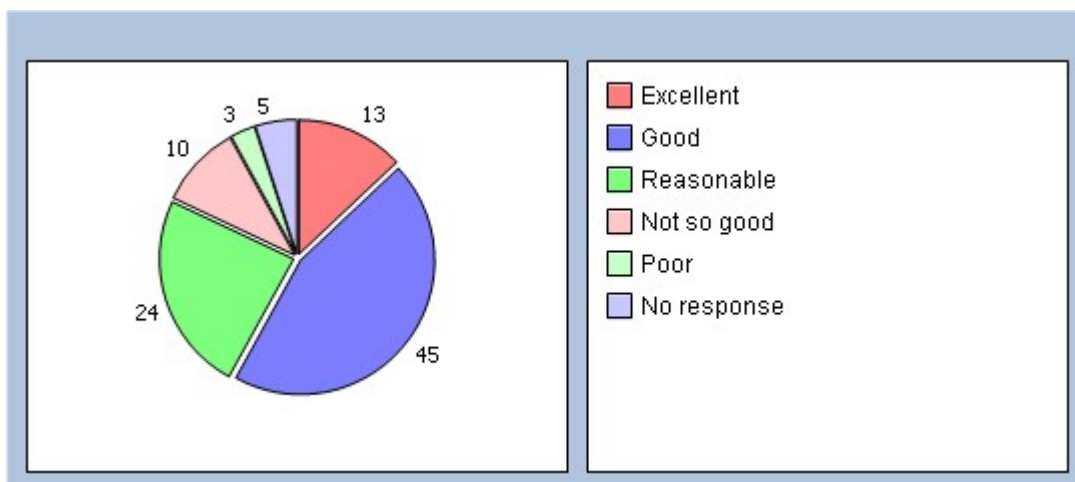
Q2a. How do you rate your chances of seeing a doctor or nurse practitioner within 24-48 hours if you have a problem that needs URGENT attention?

Excellent 23%
Good 46%
Reasonable 20%
Not so good 6%
Poor 2%
No response 3%



Q2b. How do you rate the chances of seeing the doctor of your choice for NON-URGENT matters?

Excellent 13%
 Good 45%
 Reasonable 24%
 Not so good 10%
 Poor 3%
 No response 5%



Q2c. If your answer is Reasonable - Poor, what do you think might be the reasons as to why this is difficult for you?

>> Dr covering and who needs cover etc. <<

>> <<

>> Hopefully it is a lack of appointment time available. If there is any other reason then maybe that needs looking at. <<

>> ? <<

>> Always fully booked <<

>> appointments already booked up for my doctor so less available at shorter notice <<

>> as being self employed it's difficult to get time off work, so when you have a day off it would be good if you could see your G.P <<

>> As the my doctor is only available twice a week find it quite difficult. <<

>> Availability of appointments, 24-48 hour requests, at first request always told nothing available but doctor will call and see what's wrong and will give an appointment slot based on the conversation. This gives impression there are appointments available but only if your urgency is deemed so by the doctor, when surely the doctor should be seeing patients not spending their day filtering them over the phone, as I imagine when a person rings up their need to see a doctor is already at the point of being a 24-48 hour request so the doctor spends most of the day on the phone determining who he's going to see???

>> Booking routine appointments has to be done in advance as they are not available on a day to day basis, but my personal circumstances don't facilitate being able to predict availability in advance! <<

>> budget for NHS <<

>> busy practice - like to see nurse who knows me <<

>> busy practice <<

>> busy surgery <<

>> can't always see doctor/nurse when it's convenient for me <<

>> difficult to get a doctors appt., but very good to get a practice nurse appt., practice nurses are very good <<

>> do not visit surgery very often, so it's difficult to give an up to date opinion. <<

>> doctor fully booked <<

>> doctor never seems available <<

>> doctor or advanced nurse on leave <<

>> doctor owen always seems to be busy, off or finishes early <<

>> doctor working part time (I think) <<

>> doctor works only two days <<

>> doctors appointments are very full, can't always get through to reception <<

>> doctors are always fully booked on that day <<

>> doctors busy <<

>> due to my employment and hours I work <<

>> find it hard sometimes to get an appointment <<

>> getting past receptionist <<

>> having last minute appointment has been difficult in the past but did welcome prompt call back from G.P when that was the case <<

>> he's too busy <<

>> I cannot answer Q2 b& c from persaonl knowledge. <<

>> I don't seem to have full time permanant doctor <<

>> I have 2 part time G.P's who are alwasly booked up. <<

>> i have no idea,perhaps too many repeat patients on routine calls blocking up the diary <<

>> I haven't answered this as I ned to see the GP so infrequently, I cannot remember the last time I asked to see him. Sorry I can't help with these questions about appointments. <<

>> i work from 6am till 6pm in wolverhampton 5 days a week traveling time is 40 mim to 60 min each way <<

>> if the doctor is not available <<

>> Impossible to get an appointment with my doctor within a week. Very good doctor and impossible to get an appointment with. <<

>> lack of appt availability, lots of urgent not so may for non-urgent at convenient times <<

>> limited days when doctor is available <<

>> lower priority, therefore lower down list <<

>> micky takers who phone the doctor for a cold etc., Patient overload <<

>> My chosen GP is part time <<

>> My doctor is always booked up. <<

>> My Doctor isn't there every day and is usually fully booked on the days when there, so sometimes have to book a week or two in advance. <<

>> Need to see a Doctor on non-urgent matters has never arisen <<

>> never any appointments unless it's urgent <<

>> never seems to be available <<

>> nhs <<

>> no appointmens available , always booked up <<

>> no appointments available at times of request <<

>> no problem to me, but telephone response <<

>> no slots available <<

>> not all doctors work all week. sometimes have to ring back <<

>> not enough appointments <<

>> not enough doctors <<

>> Our doctor is so popular and takes time with people that theres a long wait to see her, which we are happy to do <<

>> our doctor never seems to be in work, and so have to resort to a return phone call from another doctor. <<

>> Part time doctor always full appointments <<

>> phone lines always extremely busy to get through and working full time creates problems <<

>> phones busy <<

>> popular doctor with limited attendance at surgery <<

>> Pressure of work on doctors <<

>> Some doctors are only part time and share the practice. As a consequence the chances of seeing your own Doctor say, this week from making an 8:30 call on a Monday Morning is next to nil. Booking one week in front can work, but I often find that the Doctor is actually on Holiday again. Other Doctors are less willing to take on the consultation, saying... " You are not really my patient" <<

>> some G.p's not always there <<

>> sometime you wait too long <<

>> sometimes my doctor is away or too busy <<

>> sometimes the doctor not here <<

>> sometimes waiting list is too long <<

>> struggle to get an appointment with your own doctor or a nurse. lots of questions asked <<

>> the appointments always booked in <<

>> The doctor appointments are always full for days. <<

>> there are no appointments or told to ring tomorrow <<

>> too busy <<

>> Too long to wait <<

>> triage system not suitable at times <<

>> Unavailable due to holiday or day off. <<

>> volume of patients, dr's availability <<

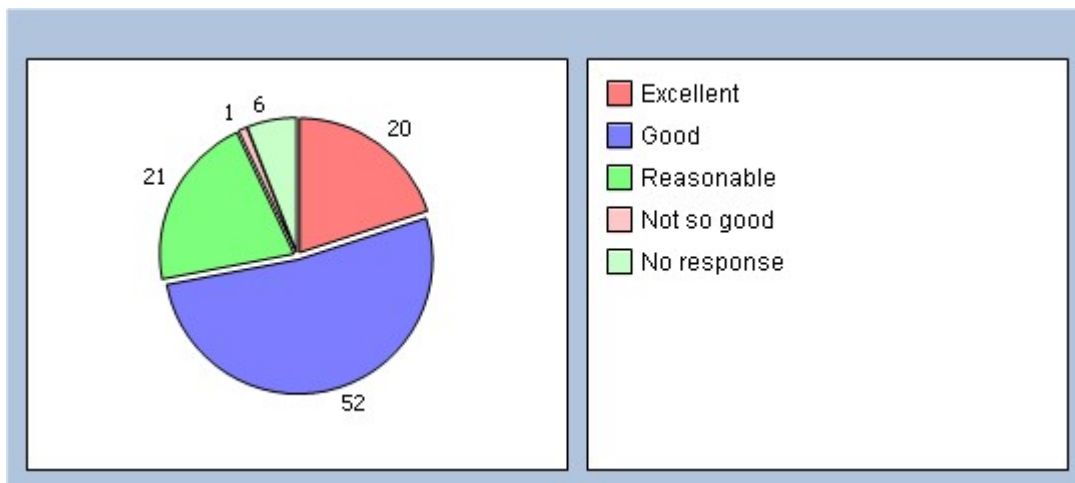
>> we have only got a mobile phone <<

>> wish I knew the answer, very frustating myself and family considering moving surgery <<

>> Without being privy to the workings of the surgery I have no idea, I would however hazard a guess at patient volumes or staff shortages. <<

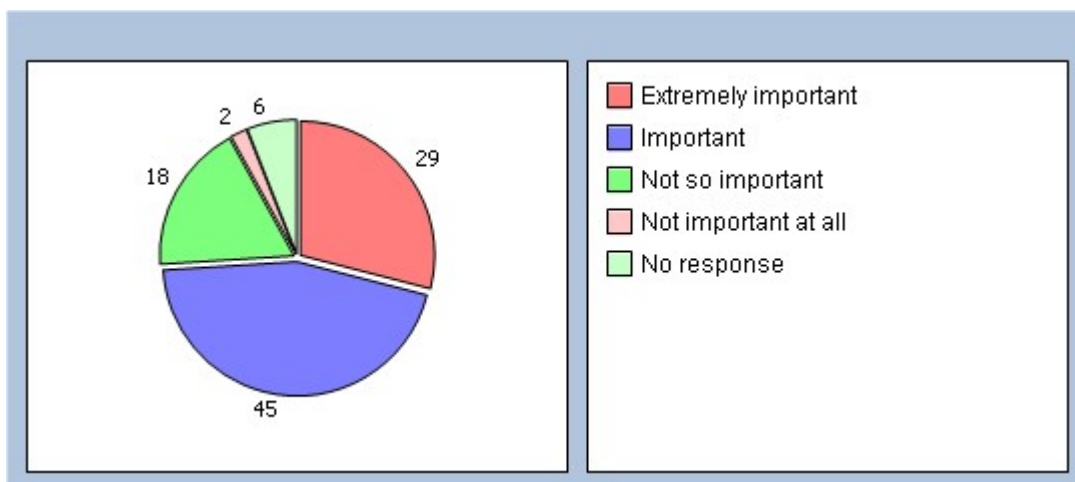
Q2d. How do you rate your chances of seeing the nurse of your choice for non-urgent matters?

Excellent 20%
Good 52%
Reasonable 21%
Not so good 1%
Poor 0%
No response 6%



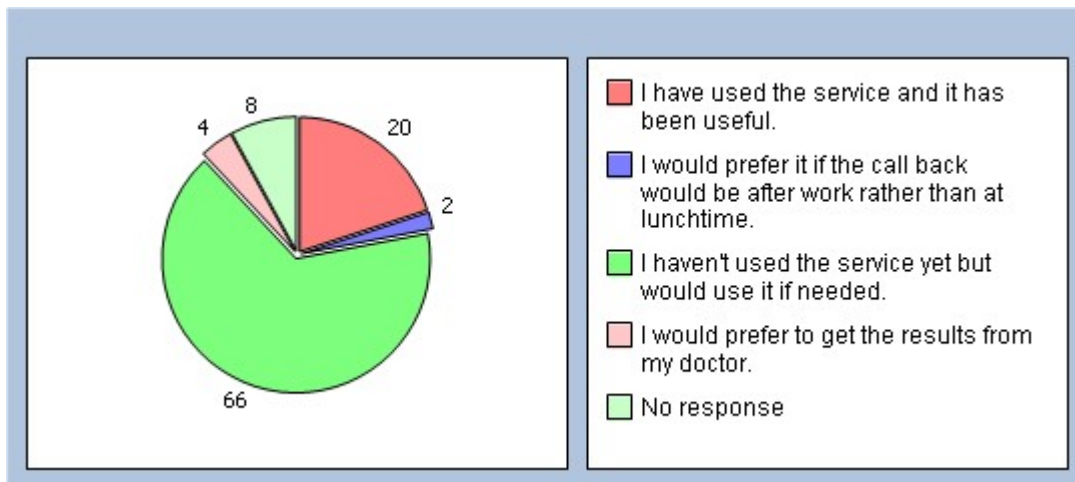
Q2e. How important is it for you to see the clinician of your choice?

Extremely important 29%
Important 45%
Not so important 18%
Not important at all 2%
No response 6%



Q3. How satisfied are you with the new nurse call-back service (the nurse calls you back at lunchtime to give you your blood or urine test results)?

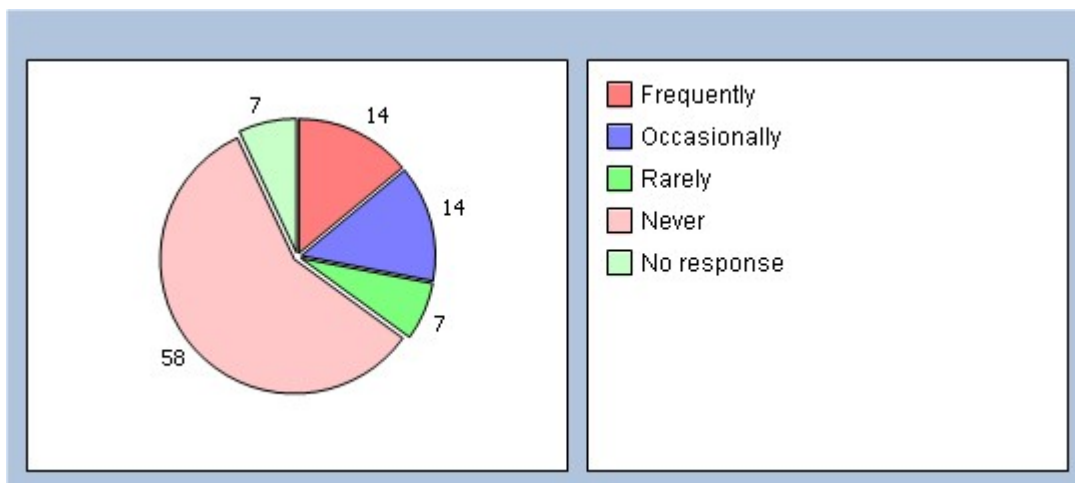
I have used the service and it has been useful. 20%
I would prefer it if the call back would be after work rather than at lunchtime. 2%
I have used the service but it wasn't very helpful. 0%
I haven't used the service yet but would use it if needed. 66%
I would prefer to get the results from my doctor. 4%
No response 8%



Internet Access

Q4a. Have you used our website "www.saltersmeadowcentre.co.uk"?

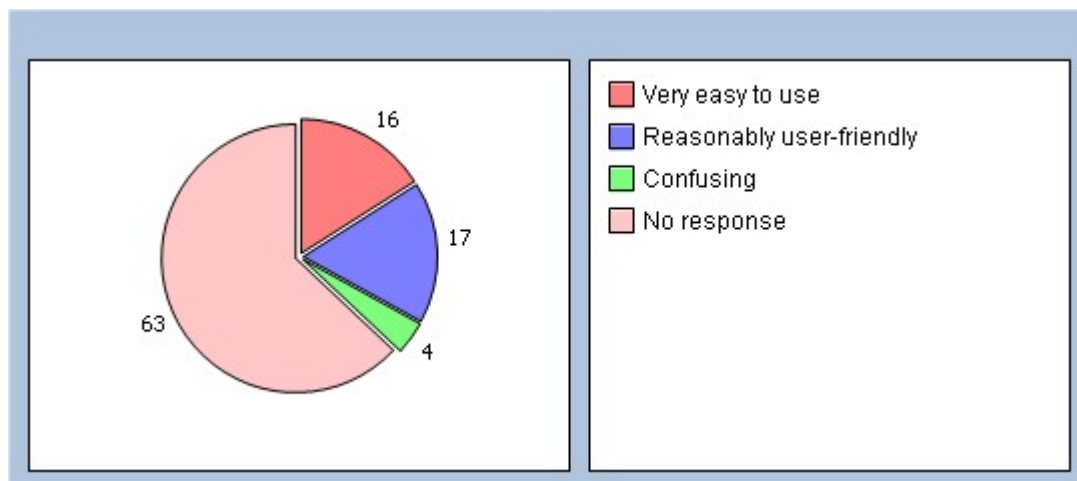
Frequently 14%
Occasionally 14%
Rarely 7%
Never 58%
No response 7%



Q4b. If you do use it, do you find our website

Very easy to use 16%
Reasonably user-friendly 17%

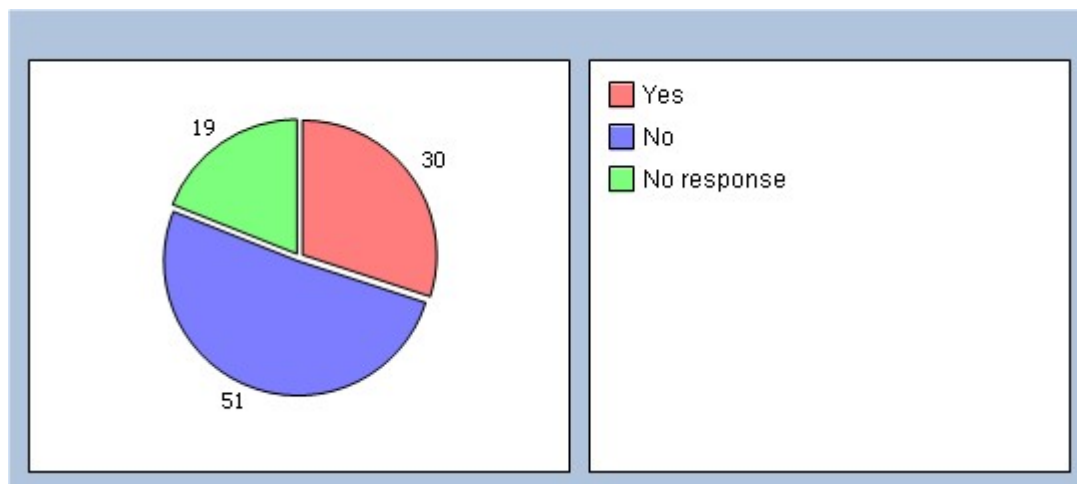
Confusing 4%
No response 63%



Q4c. If you have not used the website so far, is there any particular reason for that?

Q5a. Did you know that, once you have signed on to the service for username/password at reception, you can use the website to make a routine appointment with your GP?

Yes 30%
No 51%
No response 19%



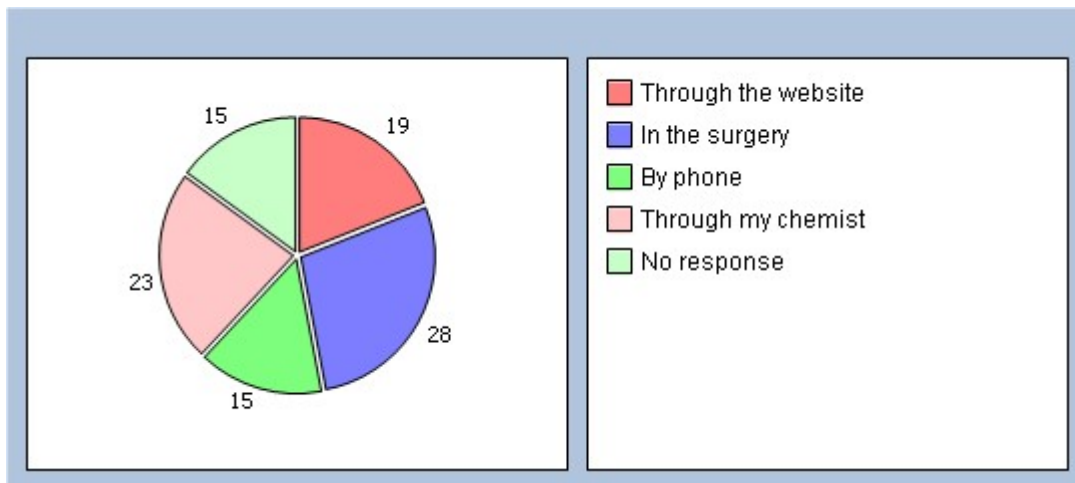
Q5b. If you haven't used this service in the past, is there any particular reason for this that you haven't mentioned in Question 4c already?

Prescriptions

Q6. How do you order your repeat prescriptions?

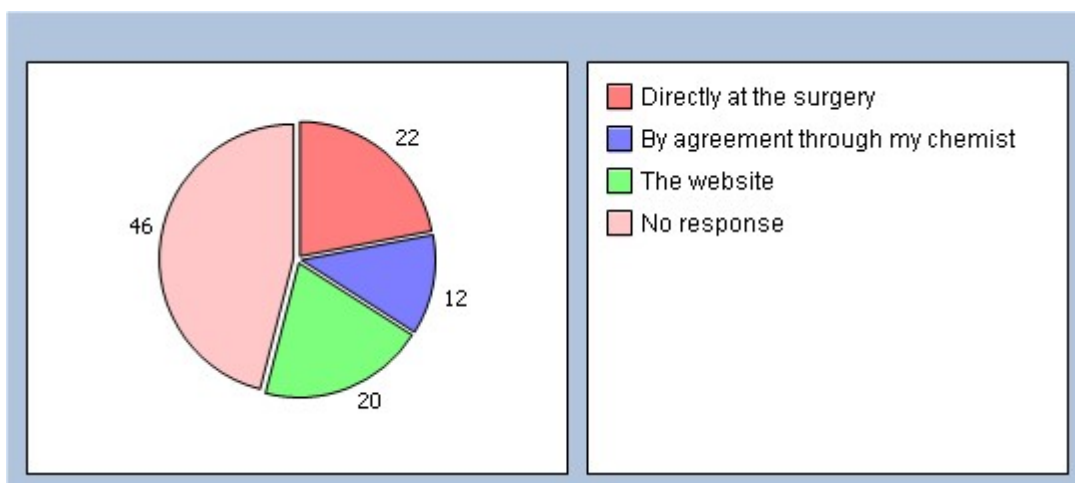
Through the website 19%
By post 0%
In the surgery 28%

By phone 15%
 Through my chemist 23%
 No response 15%



Q7a. Ordering prescriptions by phone carries the risk of misunderstandings which easily can lead to the wrong medication being provided. If at present you use the phone but would have to use a different means in the future, which one would you choose??

The post 0%
 Directly at the surgery 22%
 By agreement through my chemist 12%
 The website 20%
 Other 0%
 No response 46%



Q7b. Would this cause you problems, and if so, what would they be?

Patient Comments

>> <<

>> as work full time and in walsall area it is difficult to access the surgery <<

>> don't have repeat prescriptions <<

>> don't really have repeats <<

>> I could not tick all the boxes I needed in question 6. When my website is not working, or when I already am going to be at the surgery, I use the surgery for prescription renewals. Sometimes I phone if my computer isn't working and I need the prescription almost immediately. I am interested in having the pharmacy take care of renewing my prescriptions, too. <<

>> I do not order by phone <<

>> I have no repeat prescriptions <<

>> I have to rely on my husband to do it for me <<

>> I have tried to order prescriptions on 3 occasions and have had problems on each occasion <<

>> If internet was unavailable for some reason <<

>> n/a <<

>> No <<

>> no i would prefer it if i can get logged on <<

>> no problems <<

>> None <<

>> Prefer to discuss with surgery as on other occasions when ordered through chemist unrequested items and prescriptions have been included or sent to the chemist. <<

>> Provided there was a return email to confirm what I had ordered and when it would be ready for collection. <<

>> transport, but could use bus <<

>> We have always had a very fast response to all of our requests and would like to say a very big thank you to all at the practice. <<

>> work full time so not always possible <<

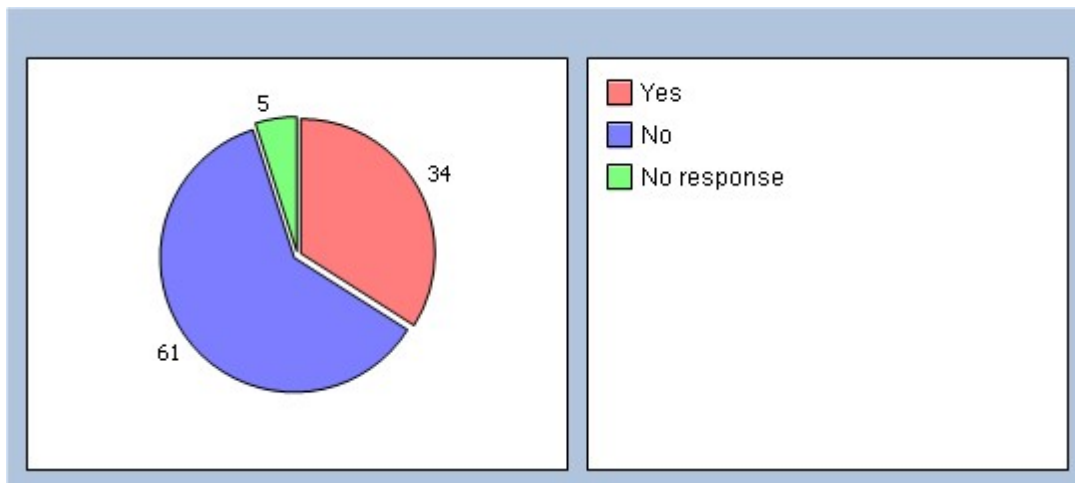
>> yes because I am on dialysis and not always well enough to call in <<

>> yes can't always get to surgery during opening times <<

Reception

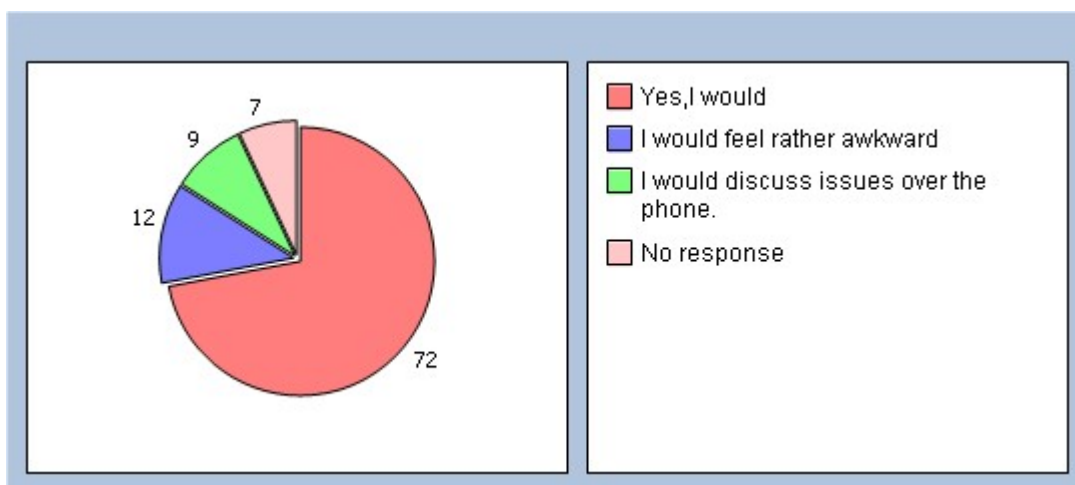
Q8a. We now have a "Privacy Room" in case you want to discuss a matter with the receptionist and require a somewhat less public place for that than the reception window. Were you aware of that option?

Yes 34%
No 61%
No response 5%



Q8b. Would you be happy to request the room at the reception window?

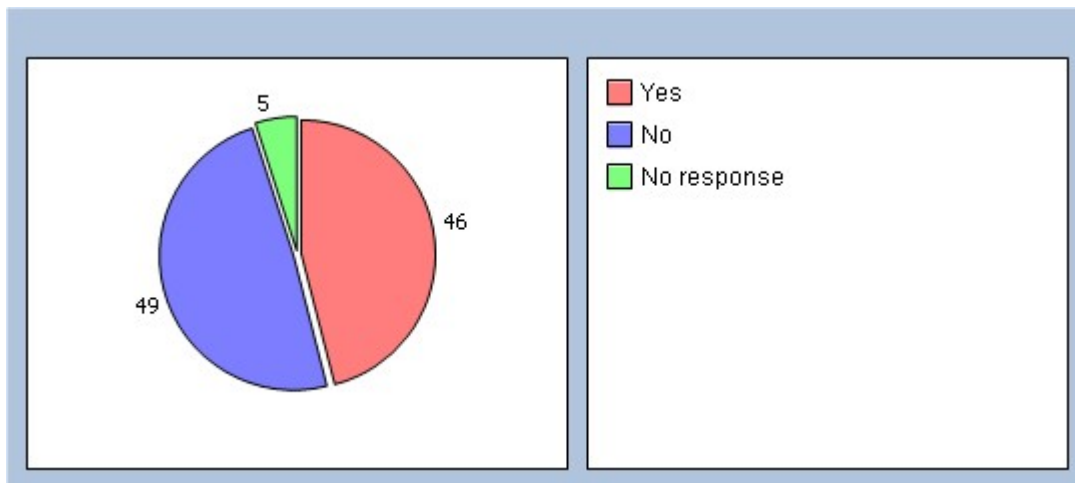
Yes,I would 72%
I would feel rather awkward 12%
I would discuss issues over the phone. 9%
No response 7%



Hospital Referrals

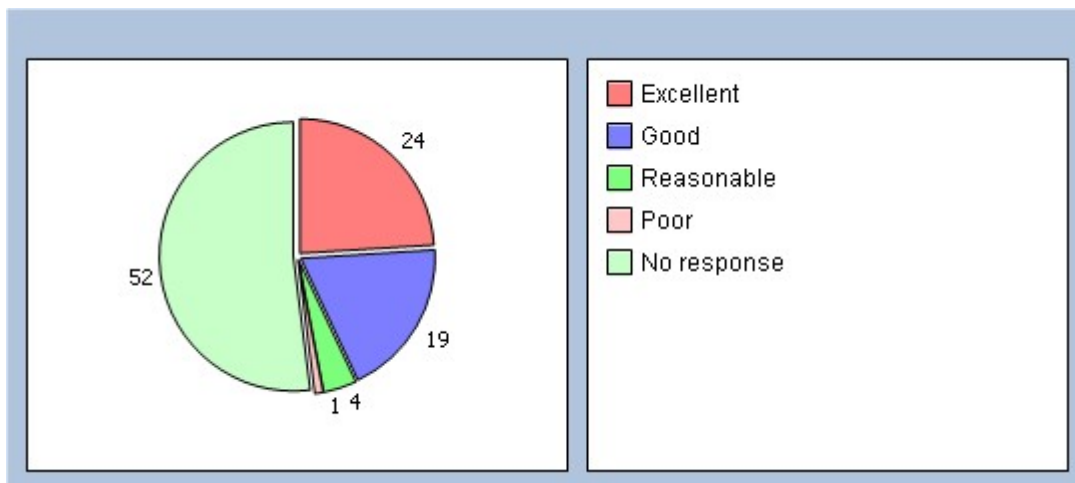
Q9a. Have you been referred this last year to hospital services?

Yes 46%
No 49%
No response 5%



Q9b. How was your experience of the referral process?

Excellent 24%
 Good 19%
 Reasonable 4%
 Poor 1%
 No response 52%



Q9c. If there were any problems, please tell us about them.

Patient Comments

>> <<

>> an excellent service once you get there <<

>> appointment easily re-arranged for breast check at cannock <<

>> Audiology services have been centralised at Burton and the service suffers for this. My husband had an appointment at Burton but got there to find it was at Robert Peel. To add insult to injury he was told it was his mistake when he had double checked when the appointment was made that it was Burton as he prefers Robert Peel.! <<

>> hospital stopped sending for me <<

>> I did not feel the referral was the correct one and found the experience unpleasant <<

>> I didn't have problems, but I had to deal with my husbands referall to Good Hope, which was appalling. An urgent appointment was requested, they kept losing his referral. Doctor Gregory's receptionists were exceptional though. They chased them continually until referring my husband to another hospital where he was seen straight away. I couldn't praise the secretaries highly enough. <<

>> lack of appointment availability during school holidays <<

>> long delay in recieving appointment date <<

>> mixed, appt at cannock chase hospital cancelled on morning by phone call from stafford, new appt never arrived, when i saw doctor i was told that they had recorded me as a did not arrive! Fortunately I have decided to leave my shoulder as it is for now. <<

>> n/a <<

>> no access to internet <<

>> no appointment arrived following initial doctors visit <<

>> none <<

>> Problems were from the hospital end, duplicating appointments and on attendance, records not having been forwarded to Burton from Sam Johnsons <<

>> refered to burton by optician <<

>> required physio. however when I recieved the appointment. The injury was not so bad and I was discharged, then had the problem re-occur <<

>> still waiting to hear <<

>> there is a long wait for appointments <<

>> Three letters were sent to me by robert peel hospital saying that i had not made my appointment. I had already had my appointment made and a letter confirming that. What a waste of funds and time? <<

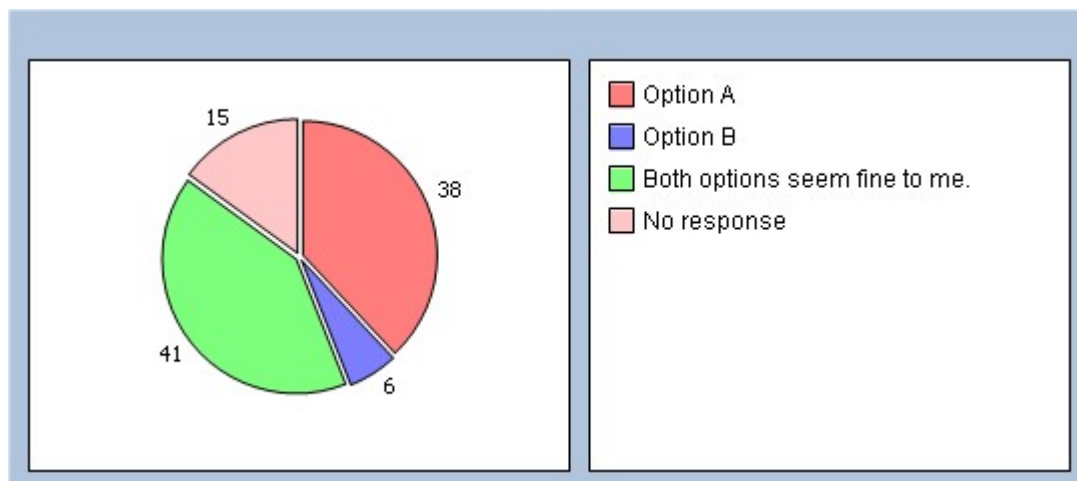
>> Wrongly sent to sexual health drop in service within Salters Meadow to access medina coil for menstrual issues. First got wrong times given, then second time told GP should have referred to Consultant at Cannock Hospital who would send me appointment by letter. Nurse wrote down procedure which I gave to receptionist to forward to GP. Two wasted drop in sessions and still no farther forward. <<

Q9d. When a hospital referral is needed, we can A) book your first appointment for you, making use of early cancellations if available (you can change that appointment yourself later if not suitable), or B) we can send you a booking package, leaving it to you to book your own appointment. Which option would you prefer?

Option A 38%
Option B 6%

Both options seem fine to me. 41%

No response 15%



Travel

Q10. How do you usually come to the surgery?

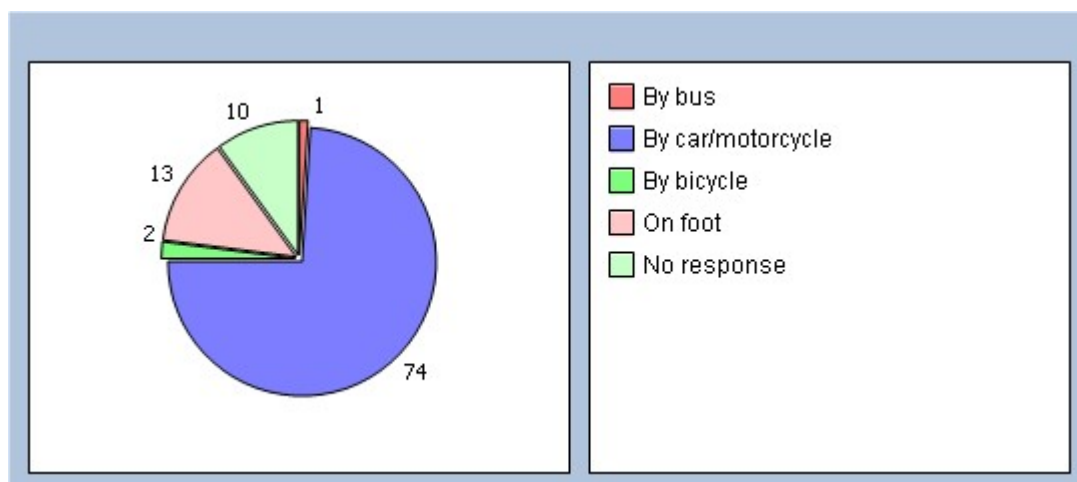
By bus 1%

By car/motorcycle 74%

By bicycle 2%

On foot 13%

No response 10%

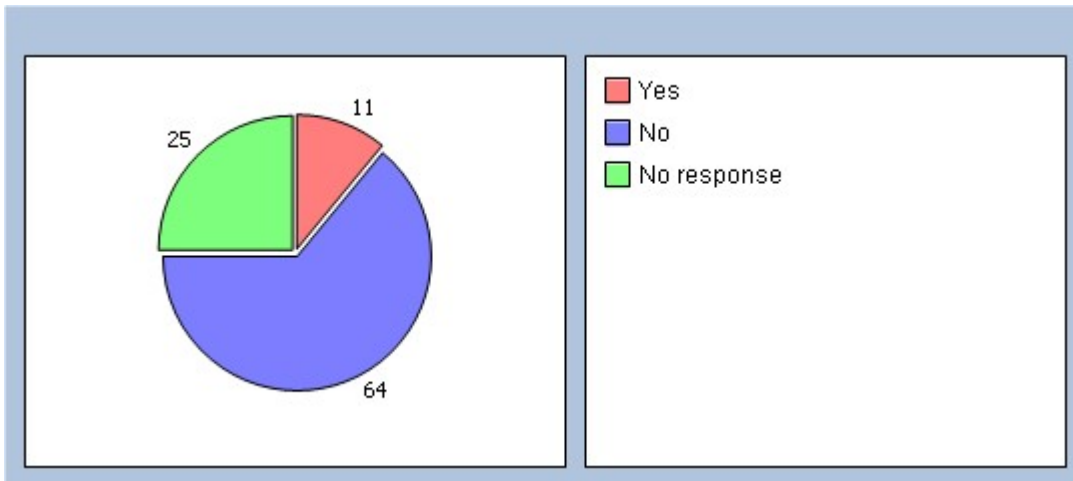


Q11. Do you usually get dropped off at the entrance?

Yes 11%

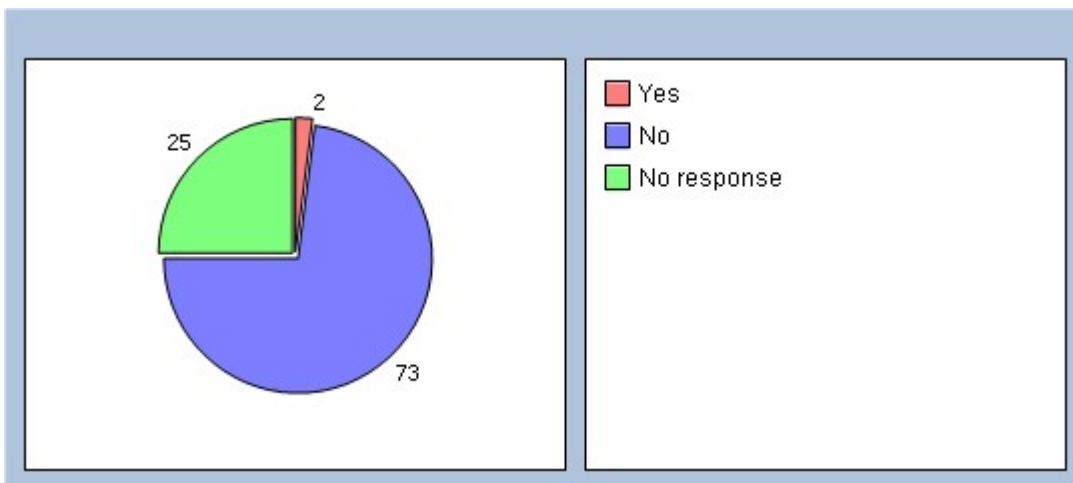
No 64%

No response 25%



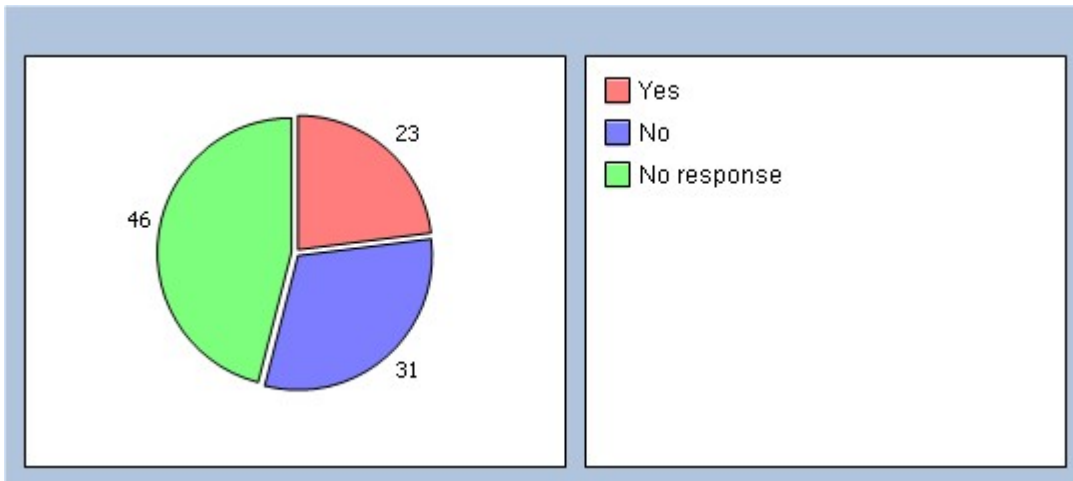
Q12a. Do you find it difficult to get to the doctors because you have no transport AND can't use public transport due to physical limitations AND can't afford a taxi?

Yes 2%
 No 73%
 No response 25%



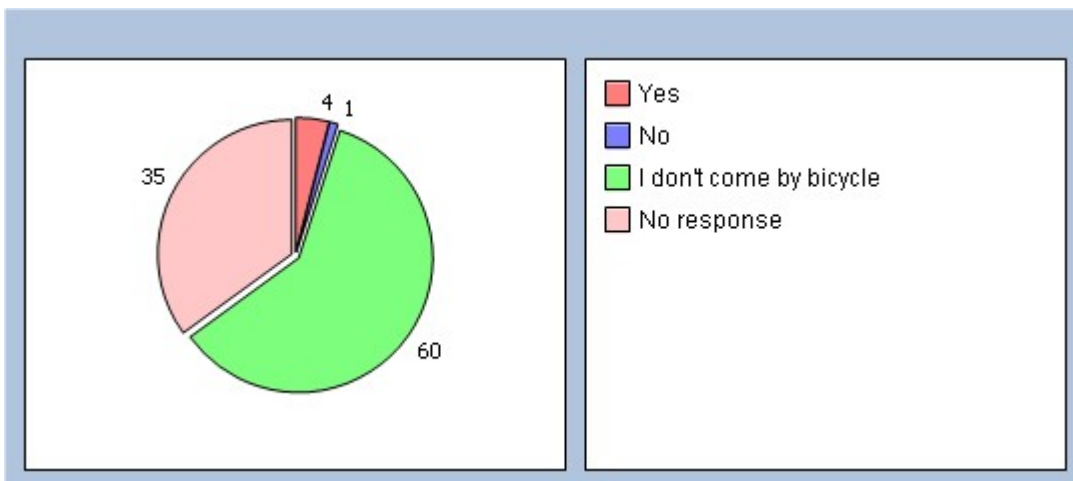
Q12b. IF SO, were you aware of the "Voluntary Drivers" who, for petrol money, are happy to get you to the doctors?

Yes 23%
 No 31%
 No response 46%



Q13. If you usually come by bicycle, would you like us to provide a bike stand/rail?

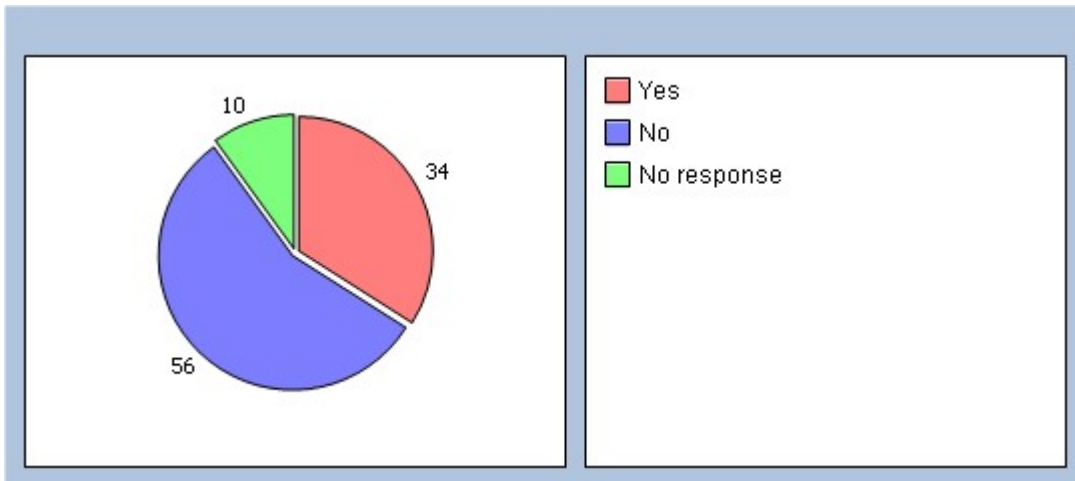
Yes 4%
 No 1%
 I don't come by bicycle 60%
 No response 35%



General Services

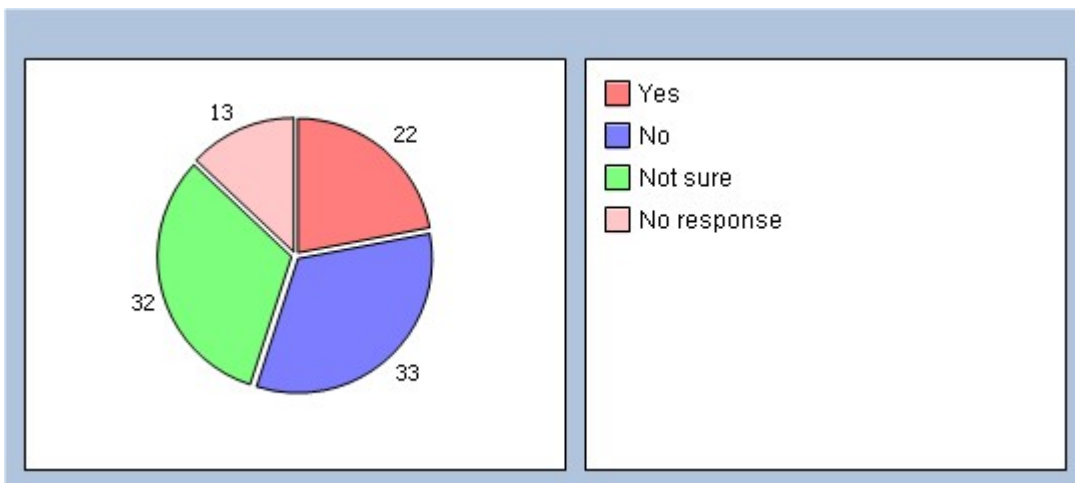
Q14a. Were you aware that the practice offers the help of a lifestyle advisor to help you lose weight and become more active?

Yes 34%
 No 56%
 No response 10%



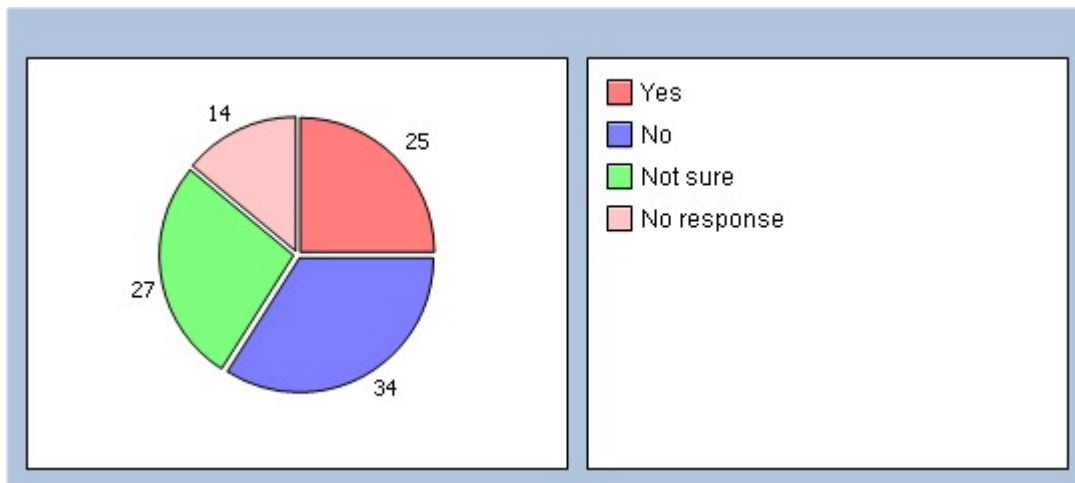
Q14b. Is this a service you would like to use?

Yes 22%
 No 33%
 Not sure 32%
 No response 13%



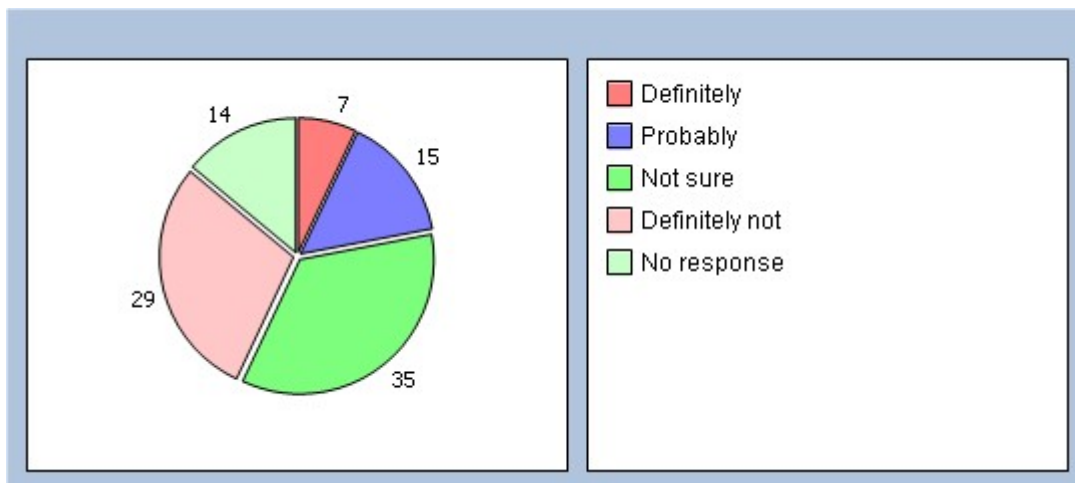
Q15a. Do you think that a weekly weigh-in session at the surgery would be desirable?

Yes 25%
 No 34%
 Not sure 27%
 No response 14%



Q15b. Would you want to come to such sessions?

Definitely 7%
 Probably 15%
 Not sure 35%
 Definitely not 29%
 No response 14%



Q16. When you look at the list of services we offer (see website or practice leaflet for listing), is there another one you would like us to provide, and if so, why?

Patient Comments

>> <<

>> ? <<

>> ability to book nurse appointments online as well as doctor appts not happy childrens toy area has almost disappeared, would be nice for them to even have some books etc to keep them occupied whilst waiting <<

>> cannot comment not on website <<

>> chiropodist for diabetics <<

>> Contact with the doctor via email <<

>> don't know <<

>> Happy switchboard. <<

>> haven't seen website <<

>> i am not over weight at present but do think this is a very good idea nd i would use it if i gained weight. I havent checked the web site but assume you have asthma and diabetic clinics etc. Clinics for cronic diseases are a good idea. I have RA and have to have regular blood tests. It would be useful if there was a set time i could just turn up to. <<

>> I think all the services I have required have been dealt with <<

>> I think it more important to making appointment with nurse and doctor easier. <<

>> Intant cholestral tests. I have been tested with a tiny machine using a pin prick/tube system which takes minutes and gives instant readout of full results. Would save time and probably money for the surgery. Could free up the phlebotamist time. <<

>> late night appointments once a week <<

>> more appointments to fit around full time workers <<

>> more car parking places <<

>> n/a <<

>> never looked at services <<

>> no <<

>> no access to internet <<

>> no computer <<

>> none <<

>> not on website <<

>> nothing I can think of <<

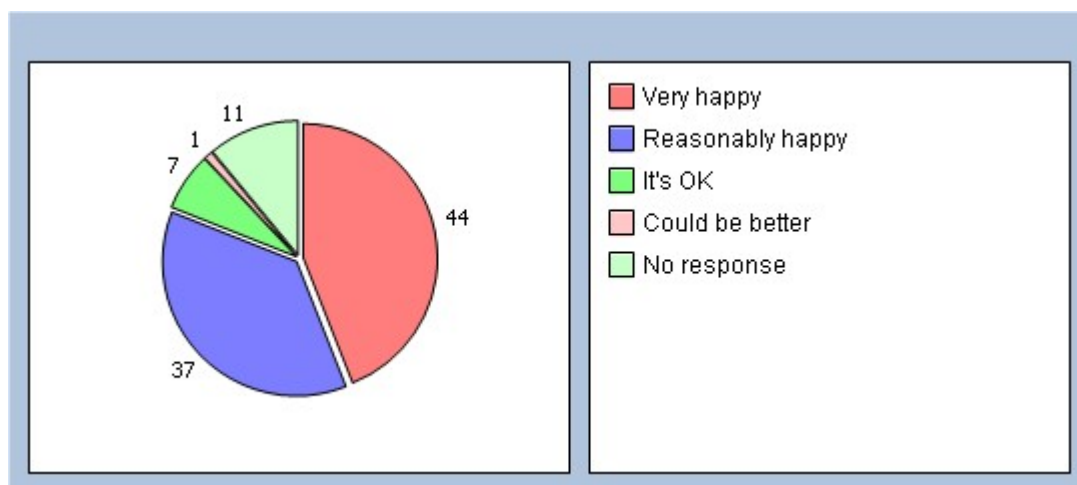
>> physiotherapist <<

>> spelling mistake provice? provide. <<

>> the main problem is being at work & working in Coventry on many days so unable to get back at decent hours <<

Q17a. Overall, how happy are you with the service you get from your DOCTOR'S/NURSES?

Very happy 44%
 Reasonably happy 37%
 It's OK 7%
 Could be better 1%
 Very unhappy 0%
 No response 11%



Q17b. If you think it could be better, what area would you like to improve most?

Patient Comments

>> <<

>> ? <<

>> A female doctor <<

>> ability to see doctor of choice at short notice <<

>> appointments and not so many questions <<

>> attitude always get impression I am wasting his time <<

>> Availability of evening appointments (perhaps a shift rota, as I know it makes a longer day for doctors/staff etc, but for patients working long hours, having to travel long distances from home....it would make it easier to attend appointments) <<

>> being able to see my doctor <<

>> Car park. <<

>> Chairs in the waiting room look a bit sad <<

>> convenient <<

>> diagnosis to be correct <<

>> due to re-occurring back problems no actual treatment/physio is usually offered only painkillers prescribed. <<

>> earlier appointments for blood tests <<

>> earlier or later appointments <<

>> early and later appointments to be available <<

>> Extremely long waiting times <<

>> Getting appointments more quickly <<

>> I am happy with my doctor but would appreciate ability to 'register' with another doctor of my choice at the practice so that if my doctor is not available there would be another doctor who I would be happy to see and not be told that I had to see someone who does not know me <<

>> I am satisfied <<

>> I think the area where I must speak to the receptionist should be more private. Everyone in the waiting area hears what I am saying, what is being said to me and makes me hear what they are saying about their situations. This is uncomfortable. I think small changes could make these conversation less public. I really would appreciate this. Some of the receptionists seem interested in what they are doing. Others seem that their people skills should be improved. Many people at the GPs office are nervous and concerned about the reason they are there, receptionists should remember this, even if they are having a bad day. <<

>> i would like a full time long term permanent doctor <<

>> I would like to see a visual call display when the Dr or nurse calls as sometime the waiting room can be very very noisy And it makes hearing name calling difficult And my hearing is good ..So for those with impaired hearing it must be awkward . As a patient not hearing can lead to time being wasted by the Dr or nurse which we don't want . <<

>> Individual staff to take ownership when mistakes happen, not to become defensive and insist its the patients fault. Common courtesy de escalates situations and may result in less complaints/ frustration. <<

>> instead of just a verbal toney system a text additional window would be help people hard of hearing considerably. <<

>> It comes down to the quality of the individual practitioner. I was ready to leave the practice but then met Dr Salvary! She is excellent ,as long as she is my Dr then I will stay - for me the key factors are good communication skills, good listening skills and mutual respect. <<

>> it would be nice to get an appointment with my doctor the same day I ring up <<

>> later appointments <<

>> longer surgery opening hours <<

>> magazines in waiting room <<

>> Making people aware how long they have to wait to be seen. <<

>> more times for people who work appropriate earlier and later opening times <<

>> n/a <<

>> none <<

>> not happy our doctor has changed so frequently lately, makes it very hard to build a 'relationship' with them <<

>> not having to discuss my health problem with a receptionist on the phone when booking appointment <<

>> not to have to wait a week to see the doctor <<

>> Only in terms of doctors and nurses being more aware of who is best to speak with a patient on specific occasions - e.g. giving blood / test results. If interpretation is needed, then nurses should ask the doctor to speak with the patient. <<

>> parking <<

>> polite receptionists <<

>> reception <<

>> reception needs refurbishing presumably you are waiting for new facilities to become available <<

>> Regular annual reviews for those with ongoing illnesses if they have not seen the doctor or been checked out over the year to monitor prescriptions/ailments etc. The establishment of mutual support groups following on from the excellent patient support course we had over a year ago. <<

>> repeat prescription line open longer <<

>> services and appointments to see who I want too <<

>> something to entertain the kids. It's very boring for little ones <<

>> surgery too busy not enough G.P's in, able to see own G.P on request <<

>> Think certain nurses are not as friendly as they could be, and are a little brusque same can be said of certain receptionists! <<

>> To ask people what christian name they would like to use when being called through to see the doctor/nurse,as there are people who choose not to use there first name. <<

>> waiting for an appointment <<

>> waiting time <<

>> waiting time display board for individual doctors ie dr---- is running ----- late <<

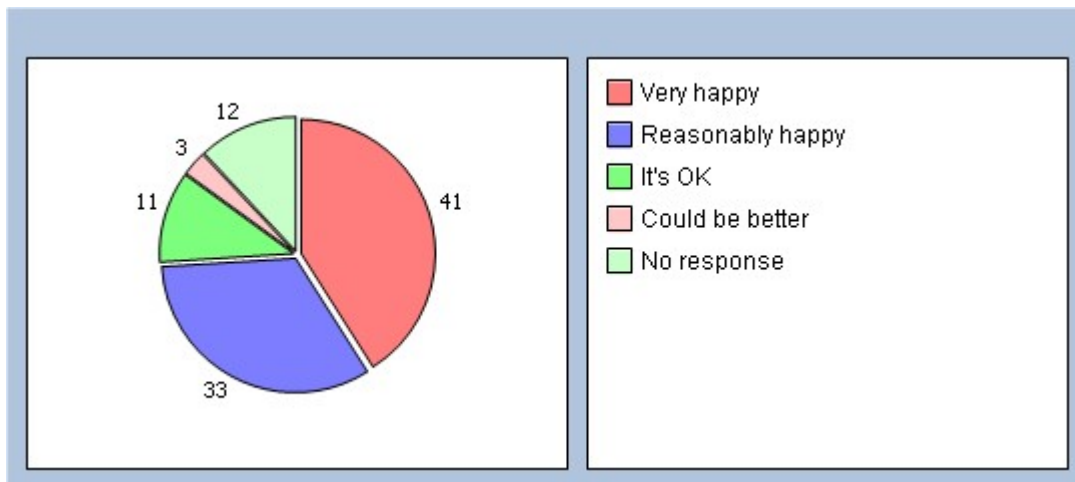
>> waiting times sometimes <<

>> when i order 4 items on a preception and take 2 hour off work to get them to find out only 3 are ready i would like to know why <<

>> WOUld be very happy if I could get to see my doctor easier! <<

Q17c. How happy are you with the service from the administrative team (receptionists, secretaries and managers)?

Very happy 41%
Reasonably happy 33%
It's OK 11%
Could be better 3%
Very unhappy 0%
No response 12%



Q17d. If you think it could be better, what area would you like to improve most?

Patient Comments

>> <<

>> A list in the waiting room giving the names of the G.P's and stating which room they are in - when on duty. <<

>> all patients should be giving the same level of patient service. <<

>> always very friendly and helpful <<

>> Approach to patients <<

>> attitude !!! <<

>> being able to see my doctor the day when phoning not in a week or two weeks. Smiling faces behind reception <<

>> booking appointments <<

>> car park <<

>> communication between surgery and pharmacists needs improving. A better way of queing for receptionists <<

>> could be improvement between surgery and chemist <<

>> customer service <<

>> delays in getting letters from hospital <<

>> earlier opening and later closing. <<

>> for some doctors when called for your appointment to make clear what room <<

>> friendliness of reception staff <<

>> Happier switchboard. <<

>> Happy with there service <<

>> How about a ticketed system in place of the doctors calling out the patients names, each doctor gets a visual display on the waiting room wall, he presses to show the next patient number. <<

>> I am satisfied <<

>> I can't remember the last time I saw Dr Vroom. The last time I tried to see a doctor I had to wait to be called back and was told to look up my own symptoms on the "patient care" website. My brother was told to look up about his "gout" which turned out to be a massive infection resulting in having his toe removed!. I am not just a number. I also do not want to self diagnose. I would like a patient/doctor relationship. Also please note when I occasionally DO get to see Dr Vroom, her thoroughness is worth the wait. <<

>> I have no issues with services, very happy <<

>> i have to rely on them to tell me when my name has been called <<

>> I think it would be better if the receptionists were in a reception area and the waiting room was separate therefore if you needed to have a private conversation you don't have a dozen people inadvertently listening in. It's very difficult not to overhear people talking to the staff. Even if it's not particularly embarrassing I don't necessarily want other people to know what i'm talking about, it's private after all. A private room may just add suspicion! Burntwood is a small place, nearly every time i come to the surgery i know someone in the waiting room! <<

>> I think there are too many private questions. <<

>> I would like the receptionists to be more aware of the patients and their needs and a lot less time spent chattering about what they had for dinner and whats on the telly. Not what I want to hear when I'm feeling rough and waiting for the doctor. <<

>> I would very much prefer to have one doctor rather than 2 part-timers. That is my problem I don't have the connections a patient should have with their G.P <<

>> I'm happy <<

>> increased opening hours <<

>> Just the issue around the telephone, the long waiting time on hold sometimes is a problem, particularly if you are ringing from work. <<

>> kinder attitude <<

>> more appointments for people who work full time <<

>> more available appointments <<

>> more people on when busy <<

>> more polite and respectful <<

>> more staff needed phone always busy/unanswered <<

>> more understanding when needing appointment that are non-urgent. <<

>> Most receptionists are very good but there are times when i think they could be reminded that they are providing a service - mostly to sick people who perhaps are a bit upset at times. However i have no doubt that some people are unnecessarily rude and it isnt the easiest of jobs at times. It can be frustrating when patients are at work and have difficulty taking time off, trying to get through on the phone or being asked lots of questions when you cant speak freely. Also trying to get an appointment at a convenient time for work. Generally though i have been happy. Have to say that Helen is probably the most helpful receptionist i have ever come across. <<

>> Much better lately, on two occasions I have had receptionists phone me back to offer improved services, appointments. <<

>> n/a <<

>> new car park <<

>> nicer waiting room <<

>> none <<

>> On several occasions I have been waiting in the surgery to talk to a receptionist and they have been chatting to other members of staff about private matters and ignoring the patients in the queue for a minute or two, this is not acceptable, and speaking to friends who also use the surgery the same has happened to them, so it is not an isolated case. <<

>> On time appointments, having to wait over 20 minutes having arrived on time is not acceptable when we are all busy people, not just the practice? There are professional people both sides of the counter, sometimes this is forgotten. <<

>> Only asked to use "private room" at reception once, a couple of years ago. The young receptionist didn't sit down, and made me feel that I was taking up her time. Lack of privacy for anything at reception is a problem. I do not enjoy sitting listening to other peoples' personal info being discussed in the open.

<<

>> parking <<

>> parking can be a problem <<

>> phone answer system needs urgent action to improve <<

>> phone answering <<

>> Phone system often busy, a difficult problem to solve. <<

>> Please see 17b. <<

>> Possibly one evening a week with later appointments <<

>> prescription line is useless <<

>> quicker appointments <<

>> reception <<

>> receptionist are quite nosy sometimes <<

>> Receptionists need to be more helpful at all times, sometimes very off-handed/cant be bothered, <<

>> See answer for Q17b <<

>> some of the receptionists have an attitude problem and talk down to you, you can also be ignored when waiting to speak to one of them as they carry on talking among themselves. <<

>> some receptionist attitude, you are receptionists not doctors or nurses. <<

>> speaker announcements <<

>> tannoy system <<

>> tea/coffee machine <<

>> The provision of a screen as well as sound system to call patients so we can identify who is being called by whom to where. Very helpful to hearing impaired! The provision of water? <<

>> The website for ordering repeat prescriptions <<

>> treatment/investigation to route of problem rather than just pain killers <<

>> when you are called for a room and you don't know where the room is or can't quite hear the intercom over the talking in the waiting room <<

>> whereabouts of prescriptions at all times <<

>> would not discuss private matters with receptionist under any circumstances. they are not clinicians/qualified care staff <<

>> You need lower reception desks for disabled people <<

Q18. What do you like best about the surgery?

Patient Comments

>> <<

>> 2 or 3 helpful receptionists. (do not know names) <<

>> access <<

>> all seems ok <<

>> Allison the nurse who as always is lovely <<

>> always available <<

>> Always clean and tidy <<

>> always seeking new ways to improve access to healthcare <<

>> Always seem to sort me out <<

>> Always very efficient <<

>> approachable and friendly staff <<

>> at the last couple of appointments I have used the check in computer, my details have not been recognised <<

>> availability to see a doctor or nurse <<

>> Being able to see a doctor quickly <<

>> booking in on monitor is good, when working <<

>> can depend on Dr Gregory, some of staff friendly and honest <<

>> can usually get to see my chosen G.P within 2 working days for non urgent matters <<

>> checking in system, spacious and friendly <<

>> checking yourself in. receptionists helpful <<

>> clean and efficient <<

>> clean and tidy <<

>> cleanliness <<

>> close proximity good reception area and staff <<

>> Close to home. <<

>> computer book in <<

>> convenience <<

>> Convenience of Dr Young <<

>> convenient <<

>> doctor very friendly, easy to talk too <<

>> Doctors help and the effort Dr. Vroom is making with this survey. <<

>> don't know <<

>> Dr Gregory! <<

>> Dr Gregory's insight into the modern NHS and World War II. <<

>> Dr Salvary <<

>> easy access <<

>> easy to get an appointment <<

>> easy to get to <<

>> efficient <<

>> Efficiency of Blood Test Team [Jane] <<

>> Every body that I have come in to contact with are very caring and friendly .Which is very important when your perhaps under the weather or a little afraid of what might be happening to you And that's a very important so that's what I like best about the surgery <<

>> everyone is approachable <<

>> freindly and helpful staff <<

>> frendley atsomphere <<

>> friendliness,efficiency. A definate sense of caring <<

>> friendly <<

>> friendly and close to where I live <<

>> friendly and helpful <<

>> friendly and helpful staff <<

>> friendly atmosphere <<

>> friendly helpful clean <<

>> friendly helpful staff <<

>> friendly helpful staff and helpful nurses. <<

>> friendly nurse who I can talk to easily and understands my conditions <<

>> friendly staff <<

>> friendly team <<

>> friendliness and courtesy <<

>> generally friendly <<

>> good manners and efficiency <<

>> good receptionists <<

>> good service at reception <<

>> good waiting area <<

>> happy people <<

>> happy with treatment <<

>> Having to come! <<

>> helpfull staff <<

>> I get looked after and have done for 40 years <<

>> I have always been able to access the services I needed. particularkly find triage call useful <<

>> I have no particular comment on this question. The surgery should put the patient first , and provide the necessary medical services for each patient. <<

>> I like my GP and have so much confidence in his knowledge. The nurses are very good too and always conscious of our dignity. Overall its a friendly practice that cares and tries to improve. I like the call back by the doctor which often saves a visit. <<

>> I love the doctors ring back service, every body is always friendly and helpful, all the nurses and district nurses go out of there way to be helpful thankyou <<

>> I personally am very happy with my G.P and the surgery is always clean and warm <<

>> It is accessible by public transport, I can see another doctor if urgent and the staff are friendly and helpful <<

>> it is easy for me to get to <<

>> It serves my needs very well! <<

>> its a friendly and cofortable place to come to when you require medical help or advice,the staff are very good at there job. <<

>> it's close to where I live <<

>> It's good for me and my needs. I get to see a doctor promptly. It's a friendly place and efficient <<

>> its proximity & opening hours <<

>> It's reasonably progressive <<

>> it's warm and bright <<

>> Joanna <<

>> large, open, light waiting room. Keeps to appointment times as far as possible <<

>> local <<

>> local to me <<

>> local, convenient <<

>> locality <<

>> location <<

>> My doctor who is understanding and shows empathy is there. <<

>> needs modernising , very 1970s in appearance <<

>> new privacy room <<

>> nice and friendly staff <<

>> nice staff <<

>> Not much needs updating <<

>> nothing <<

>> ok <<

>> one stop shop for most issues ie doctor or nurse available most of the time that i have requested and i think i can also access other health services if i ever need them <<

>> Opening times, access to the Dr or Nurse you want to see and the different services you provide <<

>> order <<

>> people there at 8am to take appointments <<

>> pleasant nice atmosphere <<

>> pleasant/ relaxing <<

>> Practice Nurse Allison, ability to investigate and prescribe and refer to doctor if needed. <<

>> practice nurses very good <<

>> Professionalism of staff including Drs. The care and support. <<

>> receptionists <<

>> self booking in system <<

>> self check in, large waiting area <<

>> service <<

>> Someone is always there when I need them with a medical problem. <<

>> staff and doctors <<

>> staff are friendly <<

>> Staff are generally helpful and try to accommodate. <<

>> Surgery is easy to get to admin staff and Medical staff are pleasant and approachable <<

>> The ability to see your own doctor everytime <<

>> the door out <<

>> The efficiency and friendliness of all staff is the only reason I use the surgery. The rest is quite dismal: Parking - usually isn't any! If you get lucky and find a spot then you've got the treacherous walk. Furniture - definitely seen better days, chairs so hard you get numb bum while waiting. P.A. system - older than the furniture and annoying, different voices and different volumes announcing, means you either get blasted or look at each other in confusion. Must also be very distracting for the staff, if I worked there I'd go home everyday with a headache. <<

>> The excellent service from the staff. <<

>> The familiarity and family 'feel' which is closely linked to how well the receptionists and doctors talk with patients. As part of this, I think it is absolutely vital that patients can see the same doctor(s) - a doctor who knows their history, every time. This may not be just one doctor, but needs to be someone the patient has trust in (except when getting used to a new doctor) <<

>> The friendliness, and you get the distinct feeling that it matters whether you're a satisfied customer or not, using Salters' Meadow. <<

>> the large waiting area <<

>> The nurses are very good and obliging <<

>> The professional atmosphere/ethos provided by most of the doctors..... <<

>> The receptionists. Kind friendly and always calm. Tell them they deserve it. <<

>> the staff <<

>> The staff and Doctors <<

>> The staff are always very helpful. <<

>> The staff. I have always been treated very well by everyone. <<

>> The surgery adopts modern innovative practises e.g use of e mail/internet which is faster and also avoids unneccessry patient attendance/waiting. Also good that surgery is seeking to improve processes and facilities as evidenced by this survey <<

>> very easy to use. very helpful when needed <<

>> very freindly service, can always get an appointment with your own GP. <<

>> very friendly and helpful staff <<

>> very friendly, professional, helpful staff, Receptionists always seem to go that "extra mile" to help, they do a grand job <<

>> very pleasant <<

>> very pleased with Gp and nurses I have come across for myself and my sone <<

>> when I got to see the life style coach and the clock <<

>> When I have had reason to have medical attention, I have received it from Salters Meadow. Joanne has been very helpful with me understanding and controlling my diabetes. Also, it is on the level, so no stairs to manage. <<

The following questions will help us to see if we have reached a representative sample of our patients.

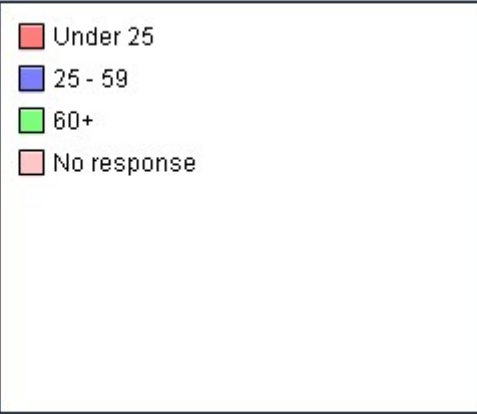
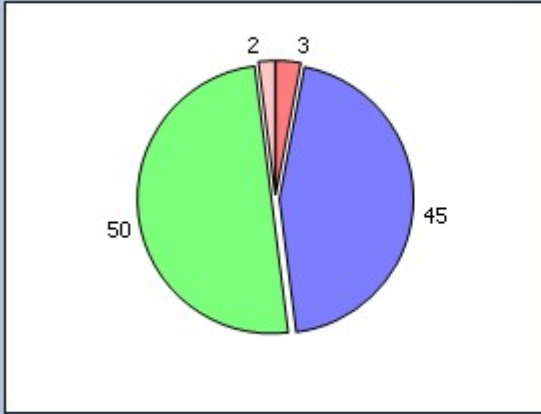
Q19. How old are you in years?

Under 25 3%

25 - 59 45%

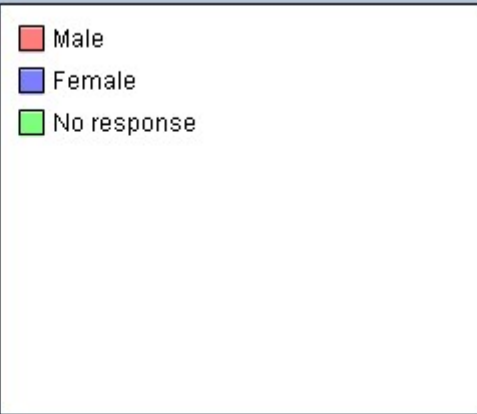
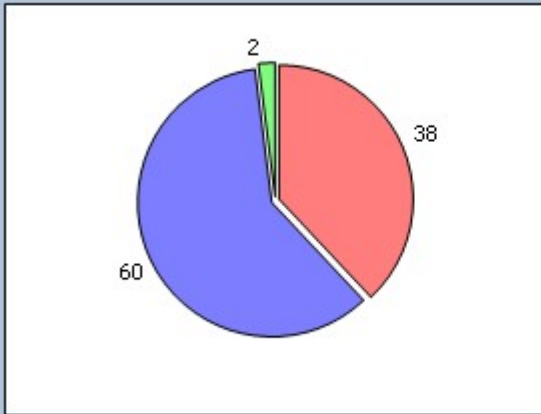
60+ 50%

No response 2%



Q20. Are you

Male 38%
 Female 60%
 No response 2%



Thank you for your time and assistance!

Appendix 6

Developing the Action Plan Questionnaire 1 Outcome

Number of Responses: **22**

Dear Patient Group Member,

Thank you for having a good look at our Annual Practice Improvement Questionnaire results on the website, the summary I sent you all the other day or even both! Based on what patients have told us, we now have the task to think of practical ways to address issues that have been raised. We obviously can't address things beyond our control, like the limited availability of doctors time, or part-time working patterns, I have been trawling through the results to identify areas we can realistically address and have put them down here as suggestions for you to comment on. There is plenty of free space so don't hold back with your honest opinions. As usually I will get back to you by next weekend with a first version of this years action plan.

Please answer all of the questions and click 'Send Survey' when you are done.

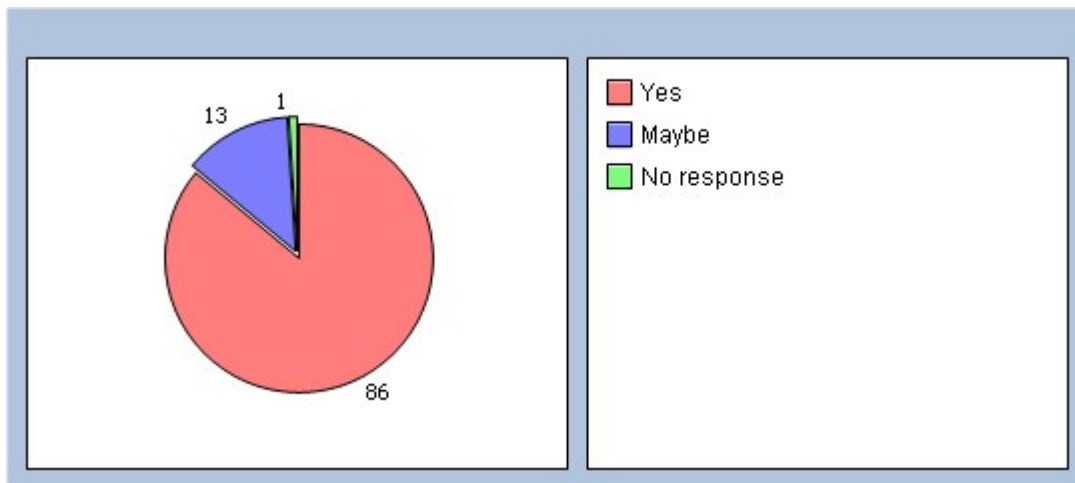
Q1. I think we could reduce the strain on our phone lines further by more publicity for the web-based services. Do you think an awareness campaign for the website in general, the appointment booking facility and the prescription ordering option would be a good idea? ?

Yes 86%

Maybe 13%

No 0%

No response 1%



Your thoughts

Patient Comments

>> <<

>> For folk who use the computer system this is a good way of making an appointment or ordering prescriptions .. And of freeing the phone lines for folk who have no access to a computer <<

>> Good idea, but how. Younger people may be the ones to attract but are also the ones less likely to visit the surgery. <<

>> I know of the website but not how to get the log in details - it says from receptionist but this means phoning - waiting again or a visit - perhaps the website should allow you to set up your own log in like other websites <<

>> Not sure. I would imagine that a significant number of your patients are elderly and as such would probably not use the website facility, despite the publicity. <<

>> Perhaps some people would definitely use this but need some 'help'/tuition in doing so - not sure what this means! <<

>> posters in the surgery request patients email addresses when they attend and start adding to the patient information. Send email notification of the web to the patients who provide email addresses <<

>> Something larger than an A4 sheet of paper would be needed if it is to be promoted within the waiting area. There are so many other notifications of this size on the walls a new one would just be lost. Maybe a small printed handout that the doctors could hand out to patients visiting and given to patients receiving a home visit. <<

>> The campaign probably needs to be more than waiting room based as this would only pick up regular visitors to the surgery. Maybe an advert in Town Trader or flyers in the free paper? <<

>> This needs a handout - little point in publicity at the surgery the info needs to be taken home. I cannot remember the website details from one day to the next! <<

>> this system is not user friendly as ive heard many people say the could not access it with ease . <<

>> Younger people such as myself will probably find this useful yet for the older patients who don't have

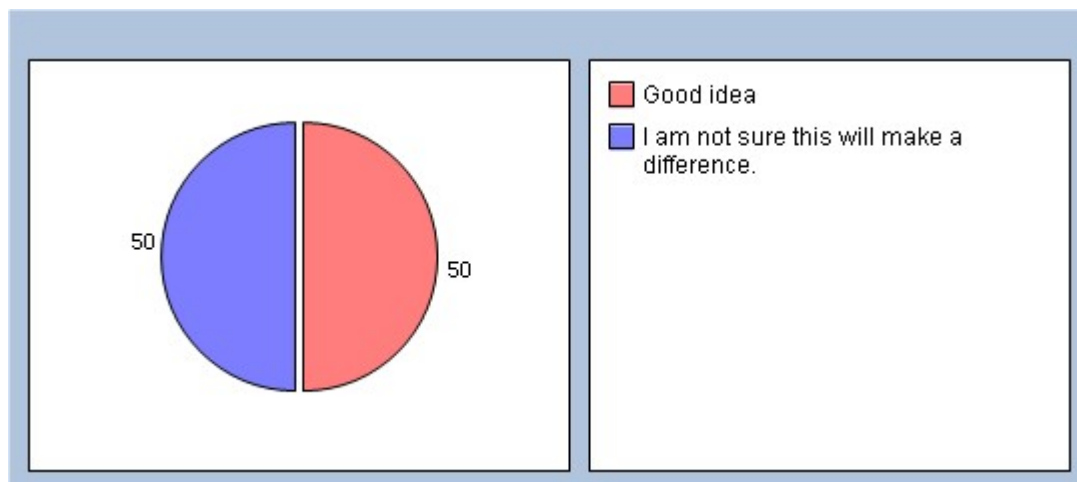
a computer they will still call the surgery for appointments. <<

Q2. We could do more to raise patients' awareness of the "privacy room" ?

Good idea 50%

I am not sure this will make a difference. 50%

Not a good idea. 0%



Your thoughts

Patient Comments

>> <<

>> Again only a small notice up on the wall above eye line so maybe being missed or perhaps there are not so many people who want to use the facility as was first thought. <<

>> clear notices in the doctors and the receptionists should advise this service to everyone who goes to the desk. they could say a simple sentence such as ... we offer a private room if you have a delicate matter to discuss or are you happy to speak here <<

>> Folk who need to use this kind of service usually do this over the phone .So again if this was to be made more aware to folk it would free the phone lines .. But not sure it would make a BIG difference?? <<

>> I was not aware of it until I started looking at the questionnaires, so yes, definitely <<

>> Notice already in surgery should suffice <<

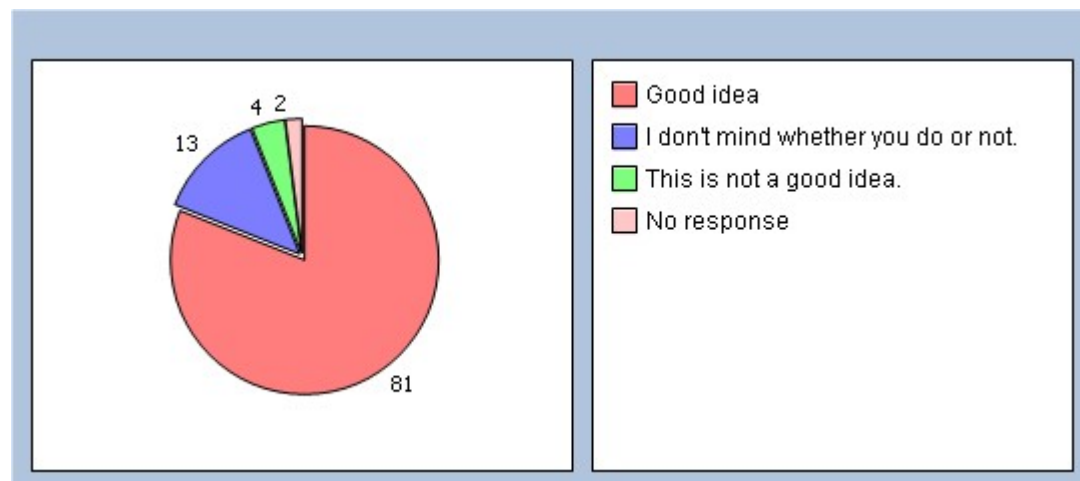
Q3. We could advertise the Voluntary Drivers to our elderly patients and/or put the details on the website?

Good idea 81%

I don't mind whether you do or not. 13%

This is not a good idea. 4%

No response 2%



Your thoughts

Patient Comments

>> <<

>> a lot of elderly people probably do not have computer access so maybe a large notice in the waiting area would be appropriate <<

>> advertise within the surgery. reception could ask any elderly patients if they had trouble getting to surgery <<

>> Advising patients a good idea, using the website probably wont have the same effect as direct advise. <<

>> Allow the elder patients to get to the surgery easier <<

>> Bigger notice required, the notice boards are a little busy anyway. but still need people to read them <<

>> But not all elderly patients have access to the web site <<

>> Excellent idea, although maybe an in house poster(s) would also be good <<

>> There is some information in the waiting room so website may make it more widely known <<

>> Would need to be more than just the web-site because these patients are probably the least likely to use it. A prominent place for a poster in the waiting room and a prompt from receptionists to look at it? <<

>> Yes a very very good idea .. As some folk do worry HOW they are going to get to the surgery .And taxis cost so much . SO yes a much bigger sign in the surgery would be GREAT Or even a leaflet on reception <<

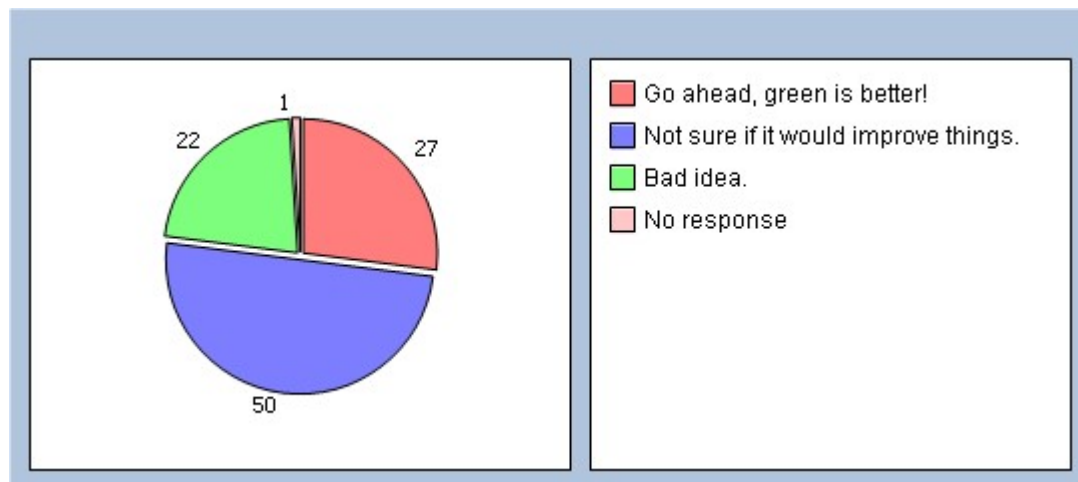
Q4. Do you think we should look into a bike-rail? If you do we will price it up and discuss the cost with the partners, or we might have to ask the company we lease the building from for permission/their costings.

Go ahead, green is better! 27%

Not sure if it would improve things. 50%

Bad idea. 22%

No response 1%



Your thoughts:

Patient Comments

>> <<

>> An extra parking space would be more beneficial in the space a bike-rail would take up. <<

>> how many patients come by pedal cycle?,not seen any on my visits. <<

>> I cannot recall seeing a bike at the surgery. There are plenty of walls to lean them against and lock them up. <<

>> I do not think it would be a beneficial use of funds - I have never seen a bike at the surgery <<

>> Is it worth it if very few patients travel by bicycle? <<

>> It wouldn't affect the way I travel to the surgery. I would still need the car as appointments I get are either after work or before work so either way I will still travel by car. <<

>> most public buildings now have bike-rails lets have one. <<

>> no strong feelings but some people do use bikes <<

>> not sure many people attend by bike especially older patients <<

>> Unless you are happy with cyclists using the (outside of) the current rails by the entrance <<

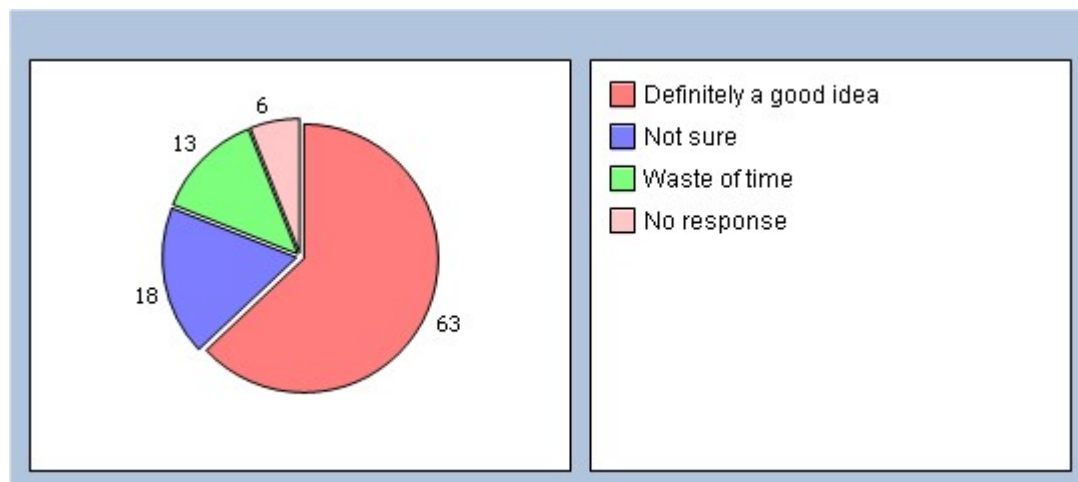
Q5. We could run a patient petition campaign once the Primary Care Trust has handed business over to the Clinical Commissioning Group to campaign a) for a safe drop-off/pick-up zone b) more disabled parking places and c) clear signposting for able bodied folk to use the car park across the road?

Definitely a good idea 63%

Not sure 18%

Waste of time 13%

No response 6%



Your thoughts

Patient Comments

>> <<

>> A drop-off zone is a good idea but vehicular access to the surgery entrance is not easy. <<

>> A good idea but able bodied people will not bother to go across the road, so some form of policing on any disabled spaces would be needed <<

>> I always park on the public car park though it is at times difficult to find a space on there. <<

>> If the surgery is still on the move it's a waste of time and I have doubts about the practicality of a) and b). As for c) there would be criticism after the first serious accident between the bus stops because someone couldn't be bothered to cross at the lights. <<

>> Ignorant and lazy People will ignore it. <<

>> It has always been an issue getting on and off the car parks save the majority of on site parking for disabled parking pick up & drop off. <<

>> no strong feelings really. parking spaces are limited anyway <<

>> Not sure if there are places easily available across the road. More important to stop shoppers and other non-surgery users parking in the car-park. However a free and easily accessed drop-off zone is vital <<

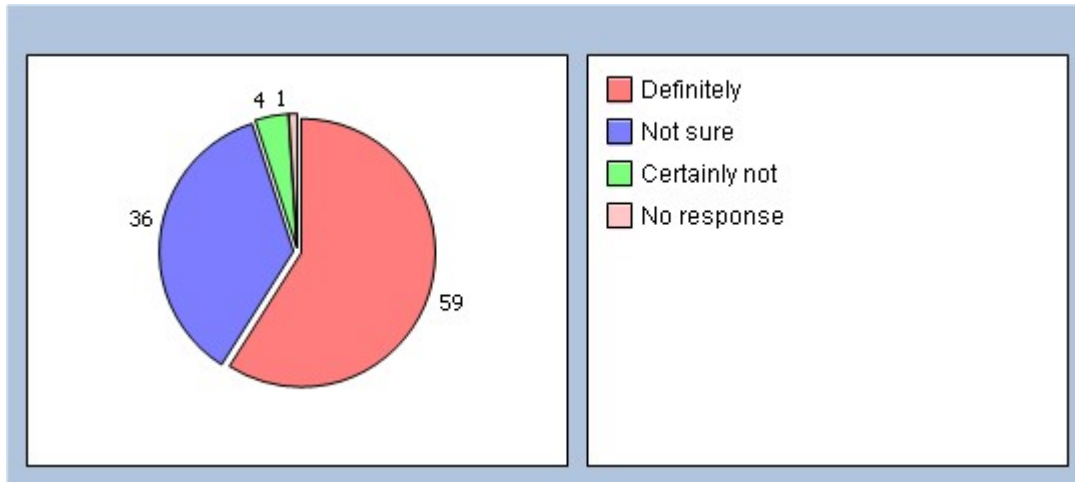
Q6. Shall we run a promotional campaign for the Lifestyle Advisory Service ?

Definitely 59%

Not sure 36%

Certainly not 4%

No response 1%



Your thoughts

Patient Comments

>><<

>> Anything to help folk stay on the healthy side of things has got to help reduce seeing the Dr. As leading a healthy life style does improve one's outlook to being healthy ... And just little changes lead to a better feeling of well being <<

>> Fine put it on the back of the web information leaflet. <<

>> I would start with the most important issues and advertising those services first. Deal with one thing at a time. If you begin with the web site then once people are using it, it is the perfect forum for advertising the rest - and free <<

>> More awareness is always a good thing. <<

>> Not sure it warrants a promotional campaign as such (unless they are short of customers!) More a matter of clear information easily accessible on noticeboards - including who to access the service and who it is useful for. <<

>> Prevention better than cure <<

>> There can be too many campaigns. I think that the focus should be on improving the efficiency of operations e.g. greater use of website. <<

>> Use of the website should be promoted for all services available and I think this is where the promotion costs should be allocated <<

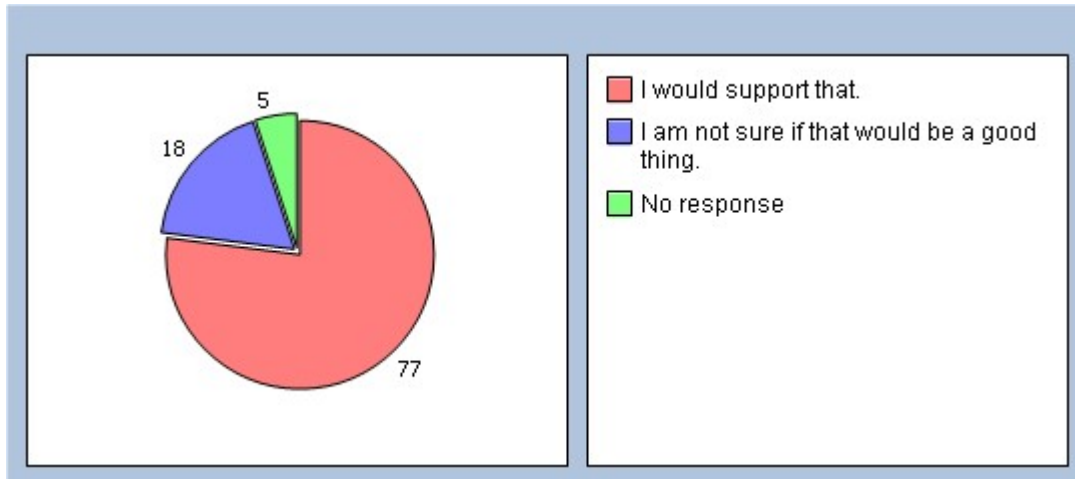
Q7. We can try and arrange for a regular weigh-in session at the surgery, run either by the Lifestyle Advisory Service, the dieticians or our nurses?

I would support that. 77%

I am not sure if that would be a good thing. 18%

Not a good idea 0%

No response 5%



Your thoughts

Patient Comments

>> <<

>> Help people on diets and give them motivation <<

>> If there is little cost attached, it would be a good thing for those who don't feel like joining one of the 'clubs' outside. <<

>> I'm overweight and know it! <<

>> Nurses do not have the time to run such clinics <<

>> Yes this is a very good idea .. Especially as summer is coming and we all need to look and feel better ... Lighter .. & more energised for summer .. And the price of doing this in a slimming club is very costly in these economic times .. <<

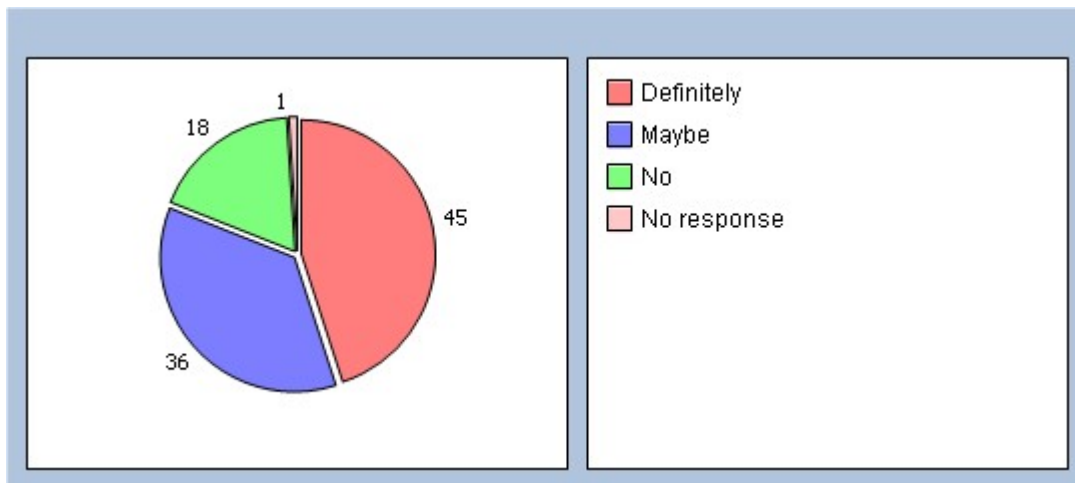
Q8. We had to do away with almost all toys during the last flu epidemic. Would it be good to reinvent the Children's corner to keep kids happy when they have to wait?

Definitely 45%

Maybe 36%

No 18%

No response 1%



Your thoughts

Patient Comments

>> <<

>> Children are the responsibility of the parents - they can bring a toy of the child with them <<

>> Germs will spread between children and parents. Good idea to get rid of the toys. Based on my previous experiences kids tend to cry and scream when told they are leaving the surgery because they want to carry on playing <<

>> I do think the children need something to do.... Maybe something like painting blackboard paint on a wall and loads of different colour chalks. As toys do hold bugs and like in the last flu epidemic had to be got rid of. So a blackboard wall would not. All children love drawing <<

>> If we are to be inclusive and patient-friendly, then this is a no-brainer <<

>> maybe ask parents if they would donate clean and working toys for this area. <<

>> Maybe useful but it is essential that parents/guardians take responsibility for care and use of the provision. <<

>> maybe opt for disposable activities like paper and colouring pencils. or just have toys and regularly spray with disinfectant <<

>> Not sure that it is required <<

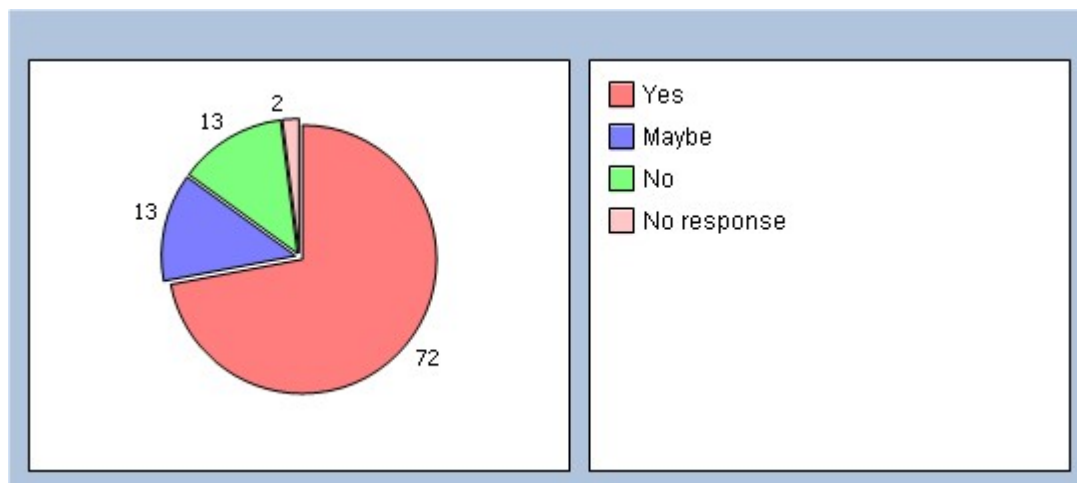
>> so long as they are quiet toys! <<

>> whenever children were in waiting they were always attracted to the toys corner. <<

>> Would be ok if parents put them back when called away from waiting room. But still wonder if this is hygienic. <<

Q9. Shall we look into better sign posting towards clinician rooms?

Yes 72%
Maybe 13%
No 13%
No response 2%



Your thoughts

Patient Comments

>> <<

>> Better signage would be a improvement <<

>> Clear calls from the doctors/nurses to the room would be beneficial. Where the rooms are are clearly displayed but sometimes the 'request to go to' announcement is not so clear. <<

>> Definatly <<

>> I usually have to ask where I am going if other than my GP <<

>> In main reception area would be good. <<

>> present signs just say which rooms are in which area, but, if it was stated on these signs which clinician was in which room it would be beneficial, some people do not hear well and this would help them find the correct room when called. <<

>> There are less signs and notices in the waiting area than previously - good. Finding which way to go from there is not a problem. I get lost in the corridor!! <<

>> They're not brilliant but we all get there in the end! <<

Q9. Any other suggestions of worthwhile and practical initiatives that arise from the Annual Questionnaire results?

Patient Comments

>> <<

>> cant think of anything <<

>> Digital signage advising patients to see doctors and TV screens giving information would be a big improvement, similar to those used at Holland Park surgery in Brownhills <<

>> I think the 'tanoid' system is awful, I can very rarely understand what is being said - a light up panel would be great and of course assist those with hearing difficulties <<

>> I WOULD REALLY LIKE TO SEE A DIGITAL READ OUT OF NAMES AND ROOM NUMBERS AS IT IS DIFFICULT TO HEAR SOMETIMES AND I HAVE REASONABLY GOOD HEARING <<

>> Just had an additional thought perhaps it would be a good idea to make people more more aware of community groups like headway etc.Perhaps invite groups to set up a table during surgery times with advice. <<

>> No but you are doing a grand job and I'm sorry about the delay in responding. David Croft <<

>> Visual indication for patient call as suggested may be useful as the audible call is not always clear. <<

Many thanks for your time!

Appendix 7

Developing the Action Plan Questionnaire 2012- 2 Outcome

1) Patient Check-In Monitor:

Action needed: To be repaired/replaced.

Action completed: 19/03/2012: Monitor is working now.

2) Confidentiality at reception:

Action needed: Patients need the option to discuss more private issues without being overheard by other patients in the waiting room.

Action completed: 19/03/2012: A room has been designated for this purpose and a sign is displayed in reception to alert patients that they can now request the use of this room.

3) Visual call-display in addition to the existing tenoy

Action needed: Practice manager to price up available systems, then discussion between Primary Care Trust and Partners to see if anybody will shoulder the bill.

Time frame: Decision by 01/07/2012

3) Nurse call-back service

Action needed: Nurses, doctors and manager need to discuss how this can best be implemented

Time frame: if agreed hopefully operational by 01/05/2012

4) Web-booking for Phlebotomy

Action needed: Nurse-manager, reception-manager and GPs to discuss in the next general meeting whether this is practicable (issues with bookings for fasting/non-fasting tests etc)

Timeframe: Discussion by 01/05/2012 If agreed hopefully operational by 01/06/2012

5) Disabled Parking

Desirable outcome: At least 2 extra disabled parking spaces

Action needed: a) Practice manager will find out who controls the parking places between the health centre and Lloyds, the chemist. b) discussions between all parties to hopefully agree on changing the markings so that 3 of those places will be changed into 2 disabled parking spaces.

Timeframe: a) by 19/04/2012, b+c) depends on who needs to get involved, aim for September 2012 but this issue might need to get tackled in the wider content of the "General Parking".

6) General Parking

Desirable outcome: resurfaced areas and extra parking between healthcentre and shops/next to night club. Other options include designation of the parking exclusively for disabled people/people with small children and to create a drop-off area whilst expecting all other folk to take the short walk from the surrounding public parking places.

This is a very complex and difficult topic. It seems the night club owner owns all that land. Some creative thinking is required here since previous initiatives have not been successful! Maybe involve the council/MP/some of the members and see whether it would be possible to trade re-surfacing by the council of the poor parking areas in exchange for exclusive daytime use??

Action Plan: 1)Form a sub-committee to help us explore all options.

Time frame: at least 6 months, likely more.

Please answer the questions below:

Q1. I agree with the above outlined action plan

YES 100%

No 0%

Opening Times



	Times
Monday	08:00 - 18:30
Tuesday	08:00 - 18:30
Wednesday	08:00 - 18:30
Thursday	08:00 - 18:30
Friday	08:00 - 18:30
Weekend	<i>closed</i>

You can book a GP appointment by using the website based direct booking facility if you have signed on to the service, which you can do at reception. You can also book GP appointments by phoning the surgery, or at the reception window. All other appointments are not accessible by web and have to be booked by phone or in person.

Appendix 7

Terms of Reference as on the Website

What is a Patient Reference Group?

It is a representative group of people who are happy to give their opinions of the services we offer and who would like to share ideas on how to improve them.

How does it work?

You have the opportunity to send us your comments and suggestions. Occasionally we will also ask for your opinion on specific issues. This will help us to identify service areas that can improve and find ways to do so. Don't worry, we will only ever use your e-mail address for this purpose and will NEVER pass it on to third parties.

In the long run we might branch out and run an internet forum so you can interact with other members and us more directly.

What not to do

This is not the right place for issues related to your personal health care or to put a complaint, please use the usual channels for that so that they can be addressed properly and timely!

On behalf of the practice team,

Alison Yardley, Dr Barbara Vroom