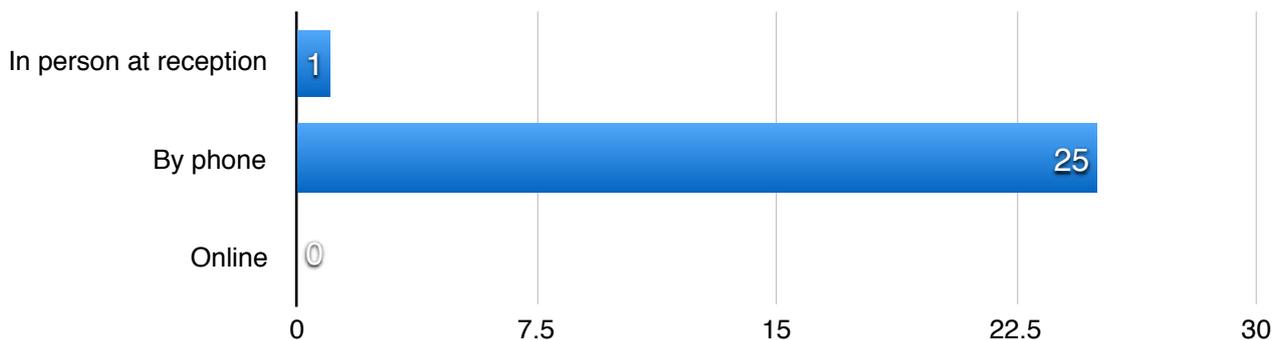


Patient Participation Group Survey - July 2016

During the recent Marie Curie Blooming Great Tea party the PPG surveyed a number of patients to better understand how patients use and rate the services available at the surgery. During the event a total of 25 patients completed the survey. Neither patients ages, gender nor ethnic backgrounds were identified during this survey so the results may be affected by one or more of those factors.

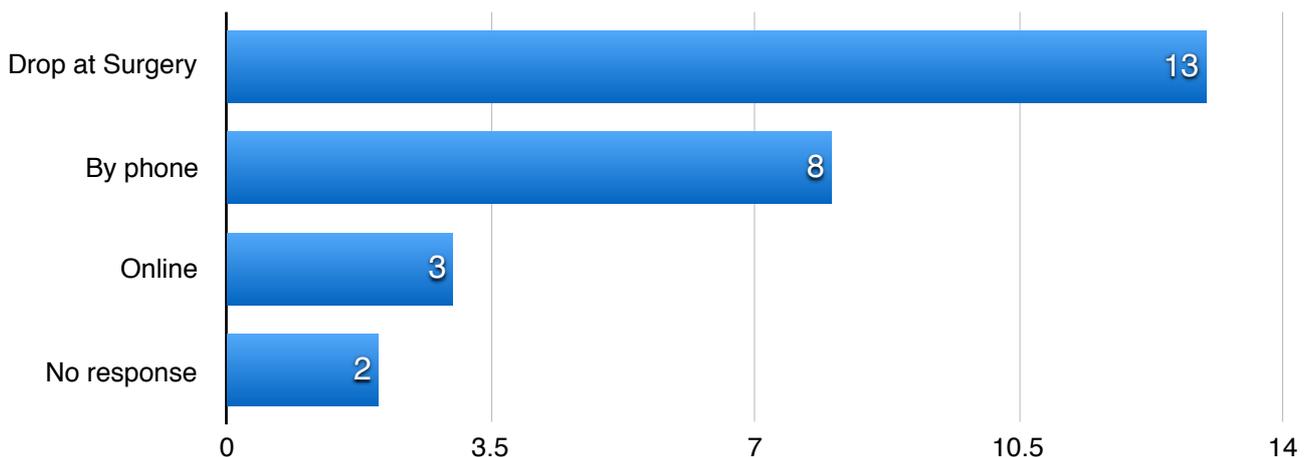
Question 1

The survey group was asked how they normally made their appointments. The survey found that all 25 patients surveyed used the phone and one also booked appointments direct at the reception desk. None of the patients surveyed used the online option.



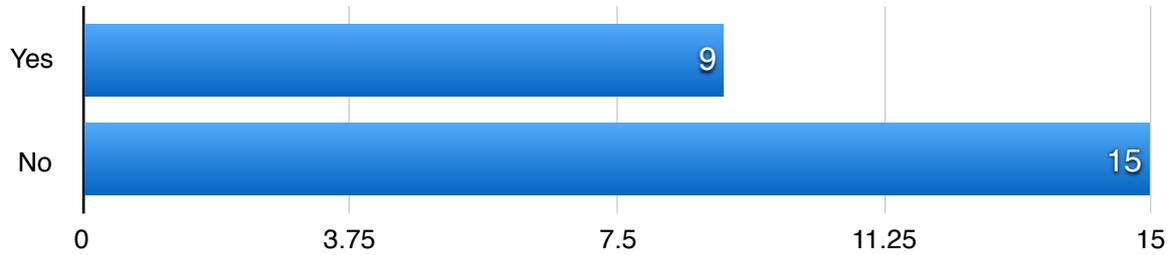
Question 2

The survey group was asked how they ordered their repeat prescriptions. The response was interesting with the majority opting to drop repeat prescriptions into the surgery. The next highest group phoned through but only three patients used the online option



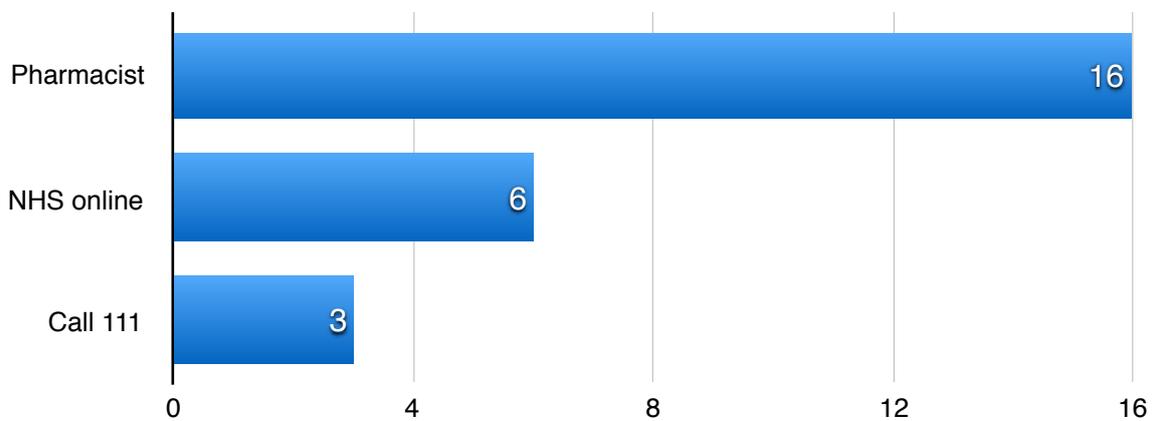
Question 3

This question sought to identify if the survey group would like to know more about using the online facility. The majority opted not to find out more while nine patients did. It will be interesting to know if reception had an increase in requests for information about online access.



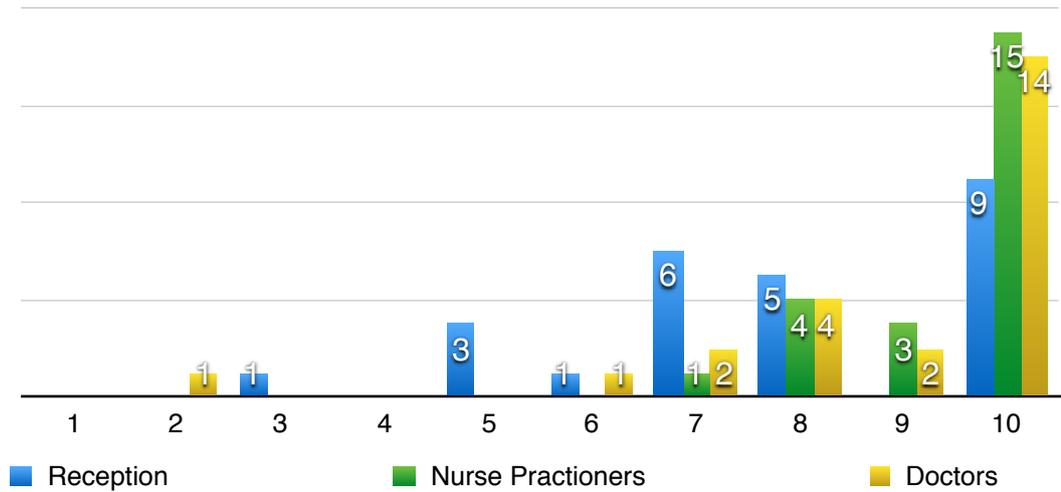
Question 4

This question sought to identify if patients used other sources for medical assistance before contacting the surgery. There were 5 patients who opted not to complete this question and some chose more than one option.



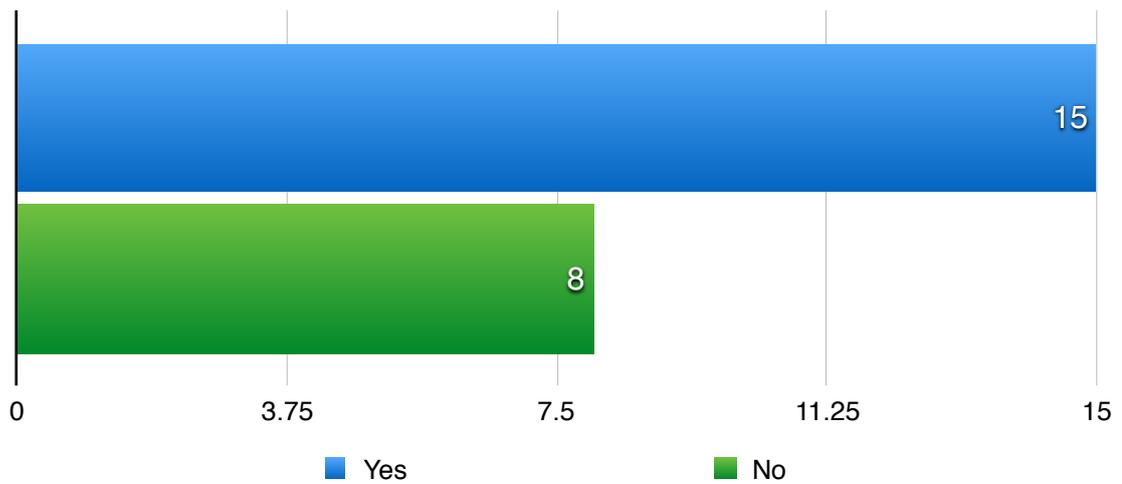
Question 5

This question was used to identify how patients rated the service provided by the Reception Team, the Nurse Practitioners and the Doctors. Interestingly one patient scored the Doctors a lowest score in this survey of 2 although there is no explanation of why this low score was given. Generally the Reception area fared worst with a wider spread of lower scores.



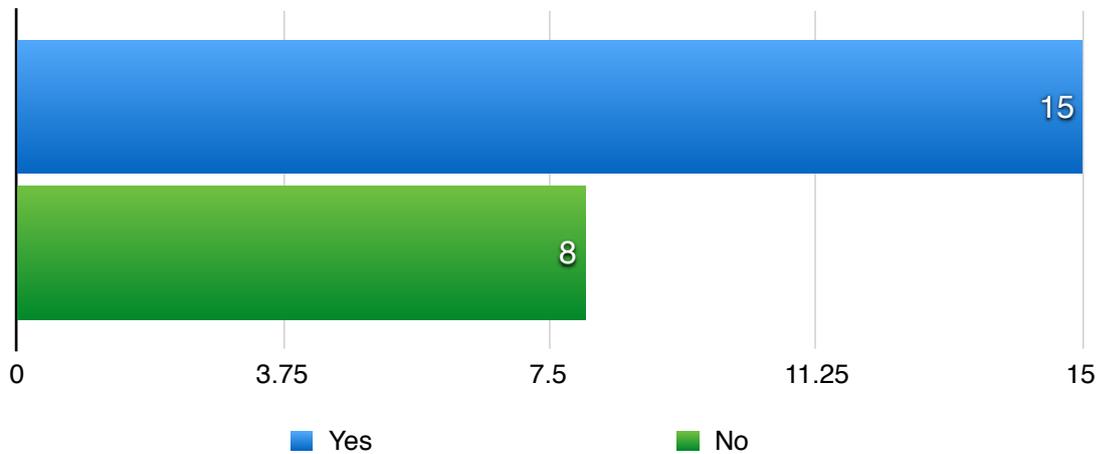
Question 6

This question sought to find out if patients were aware that the Surgery offered two late night Surgeries a week. The majority of patients surveyed clearly did know but eight patients didn't know.



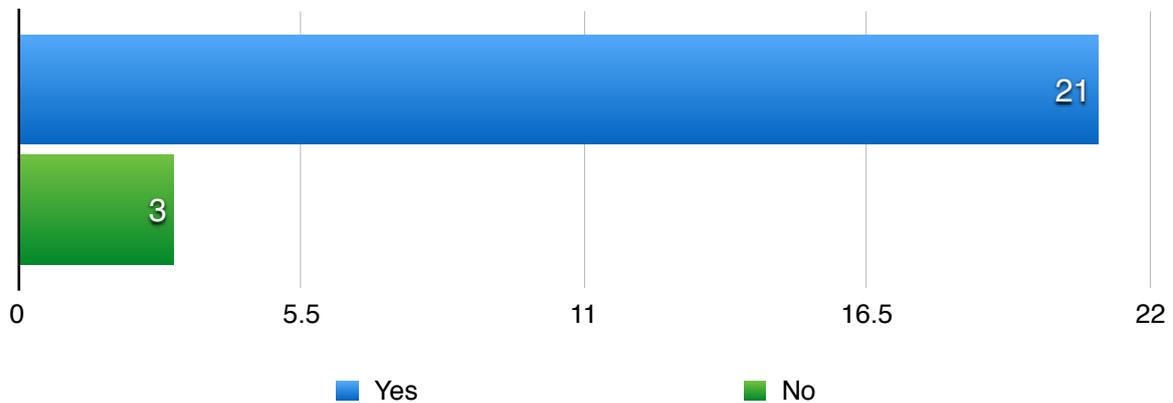
Question 7

This question asked whether patients thought there was adequate access to the Surgery outside of core opening hours. Again, most patients did think there was adequate access but 8 didn't think so.



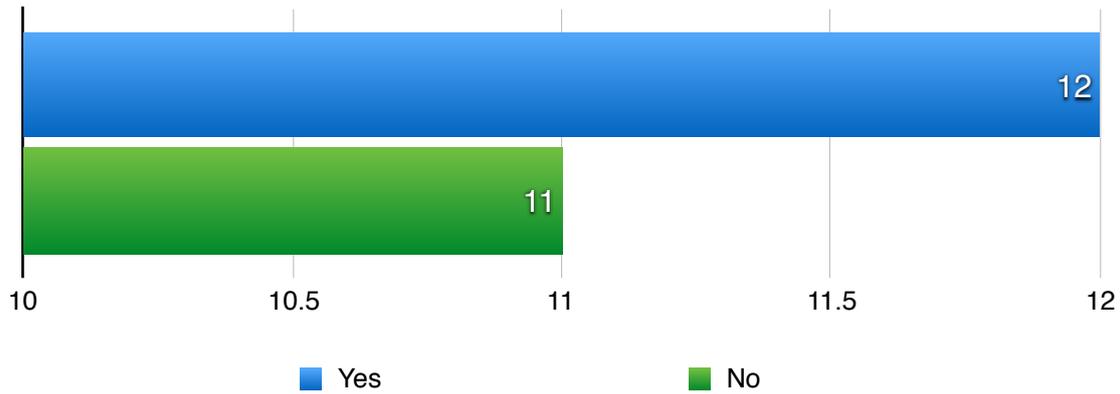
Question 8

The survey sought to identify if patients were using the self check-in screen instead of queuing for the Reception Team. Interestingly most said they did use the screen although three patients said they didn't use it.



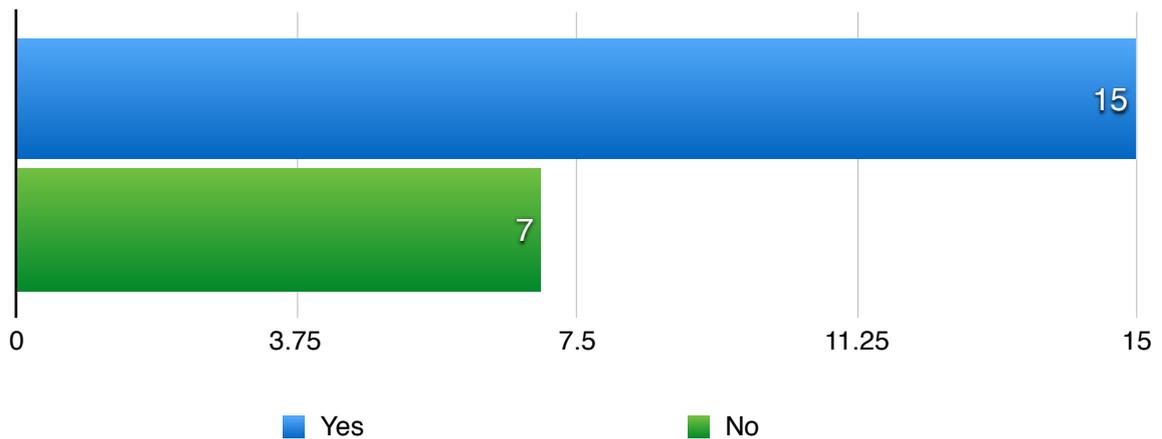
Question 9

This question related to the PPG itself and asked whether patients were aware of the PPG and if so whether they wished for more information or to join the PPG Committee. The response was split fairly evenly but only one of the No responses entered contact details.



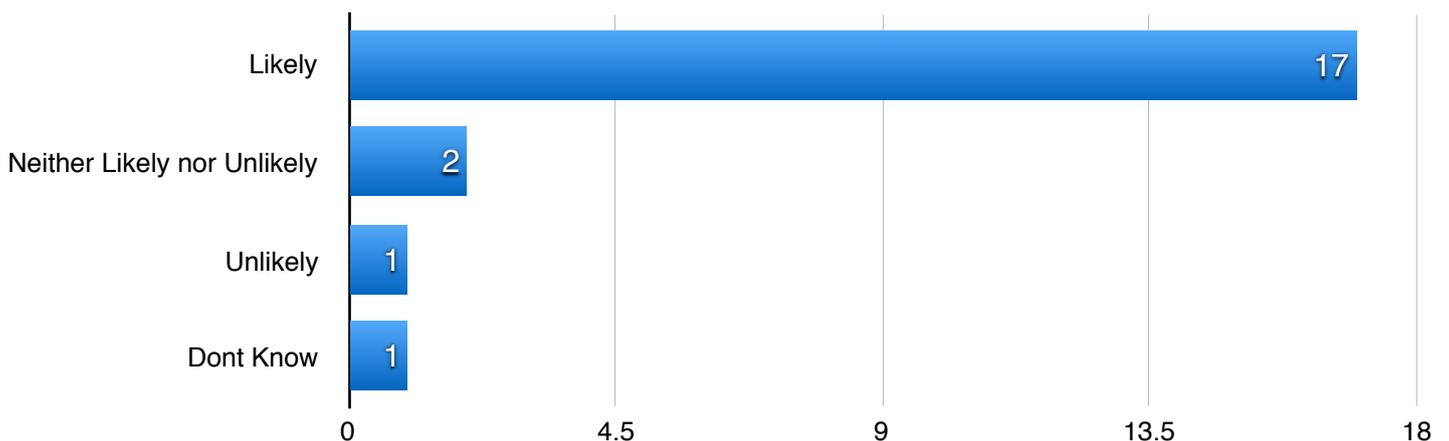
Question 10

This question asked whether patients read any of the health leaflets available in the Surgery. Most patients said they did read the leaflets but seven said they didn't read them.



Question 11

This question was based on the Friends and Family test and asked how likely were those surveyed to recommend the Surgery to others. As expected most were likely to recommend the Surgery to friends or family.



At the end of the survey space was left for any comments. Only six patients left a comment as follows:

"Retired Practice Nurse, I have access to other sources of information"

"Happy patient"

"I am in the RAF and this is the first time I have used a civilian practice in 17 years and the improvements are immense. I do use a different practice for my kids and I have found this practice a lot friendlier and a more enjoyable experience. Thanks"

"It would be an advantage to me to be able to book appointments for the following day/later in the week, sometimes you can be trying to get through for half an hour only to be told no appointments are left"

"More appointments available"

"I do think the reception needs to look at the detail regarding printing repeat prescriptions"