*Birchills Health Centre*

*23-37 Old Birchills*

 *Walsall WS2 8QH*

**GP Patient Survey 2013/14**

1. **A total of 100 patients took part in the GP Patient Survey**

**The survey results improved significantly compared to last year.**

1. **There were 23 questions in the Survey**
2. **Demographics – Questions 19 - 23**

Out of the 100 patients there were:

1. 74 % White

16 % Asian or Asian British

 7 % Black or Black British

 0 % Mixed

 3 % Other

1. 36 % Male 64 % Female
2. 2 % under 18

 7 % 18-24 yrs old

 14 % 25-34 yrs old

 23 % 35-44 yrs old

 21 % 45-54 yrs old

 20 % 55-64 yrs old

 11 % 65-74 yrs old

 2 % 75 yrs and older

1. 53 % Live in an owned / mortgaged accommodation

47 % Live in rented accommodation or other

1. 50 % employed

 7 % unemployed

10 % unable to work due to an illness

 16 % retired

 13 % looking after family / carer

 4 % other or in full time education

1. **Knowing the OPENING HOURS and rating them**

**(Questions 1 to 2c)**

96 % of patients rated Opening Hours between Excellent and Good

66 % of patients knew the opening hours (34 % did not or were not sure). – this is a slight improvement from last year

Action: The practice leaflet has been circulated; it is given to all new patients and is available to be picked up from the reception desk.

We have also published the up-to-date opening times and an electronic copy of our leaflet to our website.

In addition we staple a summary of our opening times to all the repeat prescriptions given.

Our aim is to educate our patients and ease the winter pressure on the out of hours and emergency departments.

In addition we have joined the “Sunday Opening Hours Scheme” and are open on Sundays up until the end of March 2014.

1. **Rating the Receptionists (Q3)**

99 % of patients voted the Receptionists Very Helpful or Fairly Helpful Excellent – WELL DONE

1. **Ability to get through on the phone and speaking to Doctor or Nurse (Q4a-4d)**

98 % of patients rate getting through on the phone between Excellent and Fair.

67 % of patients rate ability to speak to a Doctor on the phone between excellent and fair. Quite a high proportion of patients did not know.

66 % of patients rate ability to speak to a Nurse on the phone between excellent and fair. A fairly high proportion of patients could not answer this question.

 69 % of patients rate ability to get results over the phone between excellent and fair.

Action: We are now open on Sundays (until end of March 2014). We are also looking into the possibility of sending the text messages to our patients to let them know about the normal blood test results.

1. **Thinking of times when patient wants to see a Doctor / Nurse** **(Q5a – 5d)**

54 % of patients have experience of getting to see a Doctor within next 2 working days – 60 % of them rate this between Excellent and Good

54 % of patients have experience of getting to see a Nurse within next 2 working days – 65 % of them rate this between Excellent and Good

Action: - There is still a space for improvement – educating patients to cancel appointments that are not needed any more and minimising DNAs. We are planning the SMS text message service – reminding patients about their appointment and urging them to cancel if they do not need the appointment anymore.

1. **Surgery Premises (Q6 – 8)**

97 % of patients rate the building accessibility between Excellent and Good - EXCELLENT

100 % of patients rate the Surgery Very Clean or Fairly Clean - EXCELLENT

69 % of patients do not mind being overheard when talking to the Receptionists where as 25% do mind being overheard. 6 % of patients said they could not be overheard or they did not know.

Action: We have turned the chairs around in the waiting room so the waiting patients are not directly facing the reception desk. Also we have put lines on the floor in front of reception desk to indicate to queuing patients to give the patient who’s turn it is more privacy.

1. **Seeing Doctor / Nurse (Q9 – 13c)**

17 % of patients saw the Doctor/Nurse 1 or 2x in the last year

40 % of patients saw the Doctor/Nurse 3 or 4x in the last year

22 % of patients saw the Doctor/Nurse 5 or 6x in the last year

20 % of patients saw the Doctor/Nurse 7x or more

 1 % which equals one patient said he/she did not see the GP at all in the last year

Waiting Times

71 % of patients waited to see the Doctor / Nurse for 20 minutes or less – 87 % of them rate this between Excellent and Fair

Last time they saw the Doctor / Nurse:

97 % of patients thought that the Doctor / Nurse were Very Good or Good at giving them enough time (2013: 97 %)

98 % of patients thought that the Doctor / Nurse were Very Good or Good at asking about their symptoms and how they were (2013: 96 %)

96 % of patients thought that the Doctor / Nurse were Very Good or Good at listening to them (2013: 95 %)

93 % of patients thought that the Doctor / Nurse were Very Good or Good at putting them at ease (2013: 92 %)

96 % of patients thought that the Doctor / Nurse were Very Good or Good at explaining their problem and treatments (2013: 93 %)

93 % of patients thought that the Doctor / Nurse were Very Good or Good at involving them in decisions about their care (2013: 93 %)

98 % of patients thought that the Doctor / Nurse were Very Good or Good at treating them with care and concern (2013: 95 %)

95 % of patients thought that the Doctor / Nurse were Very Good or Good at taking their problem seriously (2013: 93%)

After seeing the Doctor / Nurse ......

93 % of patients felt that they are able to understand their problem Much More or a Little More than before (2013: 92 %)

1. % of patients felt that they are able to cope with their problem Much More or a Little More than before (2013: 88 %)

91 % of patients felt that they are able to keep themselves healthy Much More or a Little More than before (2012: 88 %)

1. **Longstanding conditions, illnesses and disabilities**

**(Q14 – 17)**

**50 % out of the patients who have taken part in the Survey do have a longstanding condition, illness or a disability**

49 % out of those patients felt that during the consultation regarding their condition the Doctor / Nurse took notice of their views about how to deal with their health problems.

50 % out of those patients felt that during the consultation regarding their condition the Doctor / Nurse gave them information about things they may do deal with their problems

49 % out of those patients felt that during the consultation regarding their condition the Doctor / Nurse agreed about how to best manage their health problems

23 % out of those were positive that they were given a written document about the discussion they had with the Doctor / Nurse about managing their health problems

17 % out of those patients wanted a written plan summarising the discussion with the Doctor / Nurse

17 % out of those patients were told by the Dr /Nurse that they have something called a “care plan”

All of those patients feel that having the discussions regarding their longstanding condition helped them to improve how they manage the problem

Majority out of those patients had support from local services/organisations to help them manage their problem.

Action: the above results have improved since last year; however the Longstanding conditions, their management including self-management are discussed during our regular clinicians’ meetings. Leaflets from Public Health Department and information obtained from the Internet to be given to those patients to help them self-manage their condition.

1. **Prescriptions (Q18a & b)**

Majority 72 % of our patients order their prescriptions in person or use our Prescription Box.

They would like to be able to order via the phone 36 % or on- line 7 %

Action: Promoting prescription orders via e-mail and Pharmacy First

**Some of the patients’ comments we have received:**

* I find my doctor helps me in the best way possible
* Excellent advice and follow up care
* The Receptionists are very understanding when last minute prescription need to be issued. Dr Muniyappa is a very caring and understanding doctor.
* Feel completely at ease with Dr Rebecca Suri
* Reception staff are always very helpful and polite
* The doctors and staff are excellent, very polite, very helpful. Wish all in life took the time.
* New doctors are very kind and have a very caring approach. There is a lot of consideration given when an urgent appointment is given / required.
* Excellent doctors