*Birchills Health Centre*

*23-37 Old Birchills*

 *Walsall WS2 8QH*

**GP Patient Survey 2014/15**

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. 75 % White

19 % Asian or Asian British

 4 % Black or Black British

 1 % Mixed

 1 % Other

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

 5 % 18-24 yrs old

 25 % 25-34 yrs old

 16 % 35-44 yrs old

 26 % 45-54 yrs old

 14 % 55-64 yrs old

 9 % 65-74 yrs old

 3 % 75 yrs and older

1. 47 % Live in an owned / mortgaged accommodation

53 % Live in rented accommodation or other

1. 48 % employed

 5 % unemployed

 17 % unable to work due to an illness

 12 % retired

 13 % looking after family / carer

 5 % other or in full time education

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

**(Questions 1 to 2c)**

93 % of patients rated Opening Hours between Excellent and Good (2013/14 – 96%)

47 % of patients knew the opening hours (53 % did not know or were not sure). – this is a drop from last year

Action: Up-to-date Practice Leaflet is available from the Reception Desk and it is given to all newly registered patients. The Practice Leaflet can also be downloaded from our website.

The opening times are available to be viewed in the entrance to the Surgery and have been published on our new 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.

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

99 % of patients voted the Receptionists Very Helpful or Fairly Helpful Excellent – WELL DONE – this is on the 3rd year running

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. (2013/14 – 98 %)

75 % of patients rate ability to speak to a Doctor on the phone between excellent and fair, which is an improvement from 2013/14 – 67 %. High proportion of patients (21 %) did not know.

72 % of patients rate ability to speak to a Nurse on the phone between excellent and fair. This is an improvement in comparison with 2013/14 – 66 %. 24 % patients could not answer this question.

69 % of patients rate ability to get results over the phone between excellent and fair, which is on the par with the last year’s results. 26 % could not answer this question.

Action: We are considering implementation of sending the text messages to our patients to let them know about the normal blood test results. Also the Patient Access will be allowing the patients to view their medical summary, consultation letters and test results on line.

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

45 % of patients have experience of getting to see a Doctor within next 2 working days (slight drop in comparison with the last year result of 54 %) – 79 % of them rate this between Excellent and Fair.

53 % of patients have experience of getting to see a Nurse within next 2 working days (1 % drop in comparison with the last year result) – 88 % of them rate this between Excellent and Fair

Action: We are educating patients to cancel appointments that are no longer needed to avoid wasted appointments. We have implemented the SMS text reminder message service – reminding patients about their appointment and urging them to cancel if they do not need the appointment anymore. We are in a process of enabling the patients to send us a text message back to cancel an appointment that is no longer needed.

We have also introduced telephone consultations to avoid un-necessary appointments and to prevent A&E attendances.

We are looking into the possibility of web consultations.

1. **Surgery Premises (Q6 – 8)**

96 % of patients rate the building accessibility between Excellent and Good - EXCELLENT

98 % of patients rate the Surgery Very Clean or Fairly Clean - EXCELLENT

70 % of patients do not mind being overheard when talking to the Receptionists where as 21% do mind being overheard. 9 % 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. This seems to have worked as the numbers have changed slightly compared to last year. Following the last year’s results, 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 – this has not worked at all.

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

20 % of patients saw the Doctor/Nurse 1 or 2x in the last year

22 % of patients saw the Doctor/Nurse 3 or 4x in the last year

21 % of patients saw the Doctor/Nurse 5 or 6x in the last year

34 % of patients saw the Doctor/Nurse 7x or more

 3 % which equals one patient said he/she did not see the GP at all in the last year

Waiting Times

81 % of patients waited to see the Doctor / Nurse for 20 minutes or less. This is 10 % more patients compared to 2013/14 – 87 % of them rate this between Excellent and Fair (2013/14: 87 % also)

Last time they saw the Doctor / Nurse:

91 % of patients thought that the Doctor / Nurse were Very Good or Good at giving them enough time . This shows 20% increase compared to 2013/14.

92 % of patients thought that the Doctor / Nurse were Very Good or Good at asking about their symptoms and how they were (2013/14: 98 %)

91 % of patients thought that the Doctor / Nurse were Very Good or Good at listening to them (2013/14: 96 %)

89 % of patients thought that the Doctor / Nurse were Very Good or Good at putting them at ease (2013/14: 93 %)

91 % of patients thought that the Doctor / Nurse were Very Good or Good at explaining their problem and treatments (2013/14: 96 %)

90 % of patients thought that the Doctor / Nurse were Very Good or Good at involving them in decisions about their care (2013/14: 93 %)

89 % of patients thought that the Doctor / Nurse were Very Good or Good at treating them with care and concern (2013/14: 98 %)

91 % of patients thought that the Doctor / Nurse were Very Good or Good at taking their problem seriously (2013/14: 95%)

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

89 % of patients felt that they are able to understand their problem Much More or a Little More than before (2013/14: 93 %)

88 % of patients felt that they are able to cope with their problem Much More or a Little More than before (2013/14: 93 %)

84 % of patients felt that they are able to keep themselves healthy Much More or a Little More than before (2013/14: 91 %)

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

**(Q14 – 17)**

**61 % out of the patients who have taken part in the Survey do have a longstanding condition, illness or a disability**

54 % 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. (2013/14: 49 %)

56 % 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. (2013/14: 50 %)

54 % out of those patients felt that during the consultation regarding their condition the Doctor / Nurse agreed about how to best manage their health problems. (2013/14: 49 %)

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 (2013/14: 23 %)

18 % out of those patients wanted a written plan summarising the discussion with the Doctor / Nurse (2013/14: 17 %)

13 % out of those patients were told by the Dr /Nurse that they have something called a “care plan” (2013/14: 17 %)

55 % of those patients feel that having the discussions regarding their longstanding condition helped them to improve how they manage the problem

40 % 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 73 % of our patients order their prescriptions in person or use our Prescription Box.

They would like to be able to order via the phone 35 % or on- line 13 %

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

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

Understanding doctor

All ok

My GP is very considerate & helpful

Quite happy with the service I received to date. Thank you

Out of hours your phone system appears to loop round and round a message rather then saying you are closed

Getting an appointment within 2 days

Very polite

Better seating in waiting room.

Would like to compliment on how friendly staff are, and helpful.

It would be better if it was a little more private.

The doctor and the way she deals and treats you makes all the difference. All is excellent, maybe receptionist could be a bit more private, so we can talk without being overheard.

Waiting times and waiting area such as TV not working. Uncomfortable with privacy when speaking to receptionist.

Reception staff respectful and friendly, my doctor knows me and my needs, needs to be more private when speaking to reception

Caring and helpful staff

Play table brought in main reception not by front

I have a choice of different doctors/nurses I can see for different problems.

Time keeping could be improved, overall I would rate the practice as good.

Receptionists are very helpful especially at seeing me at very short notice when my illness requires it. I am very happy with my GP surgery and the GP that I choose to see. If I book in advance I can normally get to see her.

Dr Rebecca Suri, always puts you at ease, listens and does her best to help. Credit to her profession. Receptionists are always very helpful and polite. Always do their best to fit you in for an appointment.

New doctors are great! Improved: ordering prescriptions over phone

Particularly good, service, staff and doctors.

Feel that Dr R Suri is very patient and takes time to listen/discuss concerns. Also Dr Muniyappa is very approachable and helpful. Waiting times can be a bit long in reception on some occasions, but I understand this cannot be helped when every patients consultation is different.

Really good receptionist who try their best to help, and like new doctors very thorough when in there.

I train regulary and watch my diet. Improved: Being able to see the doctor earlier

Improved: less waiting time in the waiting area

The general care taken by doctors and reception staff

Fantastic surgery. Improved: There is sometimes a wait to get an appointment that I can fit around work. However the surgery offers an excellent service and everyone is very friendly and helpful.

Doctor is always friendly and easy to talk too, Improved: Sometimes you have to wait a long time for your appointment in the surgery difficult with young children.

I tend to self-manage most of my health problems but am able to see a Dr when needed.

The doctors are always thorough and very caring and understanding.

Its free, the staff are amazing, they need a big pay rise. Improved: need to be open more hours, bring back weekends this would help.

Reception always sorts things straight away, doctors are ok and provide good information

Other comments: longer/weekend opening for full time workers

Doctors and reception are all very friendly and very helpful

Actually everything is good except the waiting time

Yes if have any problem with the patients please take it seriously

Open longer hours and open weekends. Need nurse everyday

The Health Centre is not far from where I live

Very good service of care from all staff

Yes , you need a TV

Friendly staff wanting to help, put you at ease.

The appointments with Dr Muniyappa in emergency times

The staff are brilliant

Doctor very informative when talking about what is wrong with you and honest

Can get seen quickly

Shorter waiting times

Very efficient with tests required

Reception are friendly and helpful and care is outstanding

Very pleased with all the care given