*Birchills Health Centre*

*23-37 Old Birchills*

 *Walsall WS2 8QH*

**GP Patient Survey 2012/13**

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. 73 % White

18 % Asian or Asian British

 6 % Black or Black British

 1 % Mixed

 2 % Other

1. 25 % Male 75 % Female
2. 2 % under 18

 8 % 18-24 yrs old

 25 % 25-34 yrs old

 24 % 35-44 yrs old

 26 % 45-54 yrs old

 11 % 55-64 yrs old

 3 % 65-74 yrs old

 1 % 75 yrs and older

1. 51 % Live in an owned / mortgaged accommodation

49 % Live in rented accommodation or other

1. 49 % employed

11 % unemployed

14 % unable to work due to an illness

 7 % retired

14 % looking after family / carer

 5 % other or in full time education

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

**(Questions 1 to 2c)**

97 % of patients rated Opening Hours between Excellent and Good (this is an improvement from last year – 89 %)

52 % of patients knew the opening hours (48 % did not or were not sure).

Action: The Practice leaflet is to be circulated

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

100 % 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)**

91 % of patients rate getting through on the phone between Excellent and good (this is an improvement compared to last year’s 85 %)

 62 % of patients rate ability to speak to a Doctor on the phone between excellent and good (improvement compared to last year’s 43 %)

 65 % of patients rate ability to speak to a Nurse on the phone between excellent and good (improvement compared to last year’s 45 %)

 54 % of patients rate ability to get results over the phone between excellent and good (improvement compared to last year’s 48 %)

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

74 % of patients have experience of getting to see a Doctor within next 2 working days – 69 % of them rate this between Excellent and Good (improvement against the last year’s figures 49 % / 58 %)

61 % of patients have experience of getting to see a Nurse within next 2 working days – 65 % of them rate this between Excellent and Good (improvement against the last year’s figures 40 % / 46 %)

Actions: - there has been a vast improvement from last year. We now have 3 full time GPs, 2 nurse practitioners, 1 nurse and a HCA. However there is still a space for improvement – educating patients to cancel appointments that are not needed any more and minimising DNAs.

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

 67 % of patients do not mind being overheard when talking to the Receptionists where as 24 % do mind being overheard. 9 % of patients said they could not be overheard or they did not know.

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

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

33 % of patients saw the Doctor/Nurse 3 or 4x in the last year

19 % of patients saw the Doctor/Nurse 5 or 6x in the last year

28 % of patients saw the Doctor/Nurse 7x or more

Waiting Times

76 % of patients waited to see the Doctor / Nurse for 20 minutes or less – 82 % of them rate this between Excellent and Fair (this is a vast improvement compared to last year 54 % / 43 %)

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 (2012: 82 %)

96 % of patients thought that the Doctor / Nurse were Very Good or Good at asking about their symptoms and how they were (2012: 81 %)

95 % of patients thought that the Doctor / Nurse were Very Good or Good at listening to them (2012: 78 %)

92 % of patients thought that the Doctor / Nurse were Very Good or Good at putting them at ease (2012: 79 %)

93 % of patients thought that the Doctor / Nurse were Very Good or Good at explaining their problem and treatments (2012: 83 %)

93 % of patients thought that the Doctor / Nurse were Very Good or Good at involving them in decisions about their care (2012: 80 %)

95 % of patients thought that the Doctor / Nurse were Very Good or Good at treating them with care and concern (2012: 78 %)

93 % of patients thought that the Doctor / Nurse were Very Good or Good at taking their problem seriously (2012: 78 %)

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

92 % of patients felt that they are able to understand their problem Much More or a Little More than before (2012: 83 %)

88 % of patients felt that they are able to cope with their problem Much More or a Little More than before (2012: 82 %)

88 % of patients felt that they are able to keep themselves healthy Much More or a Little More than before (2012: 78 %)

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

**(Q14 – 17)**

**57 % out of the patients who have taken part in the Survey do have a longstanding condition, illness or a disability**

51 % 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. (2012: 41 %)

46 % 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(2012: 40 %)

48 % out of those patients felt that during the consultation regarding their condition the Doctor / Nurse agreed about how to best manage their health problems (2012: 37 %)

15 % 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 (2012: 17 %)

15 % out of those patients wanted a written plan summarising the discussion with the Doctor / Nurse (2012: 19 %)

13 % out of those patients were told by the Dr /Nurse that they have something called a “care plan” (2012: 14 %)

49 % out of those patients feel that having the discussions regarding their longstanding condition helped them to improve how they manage the problem (2012: 41 %)

38 % out of those patients had support from local services/organisations to help them manage their problem (2012: 29 %)

Action: the above results are to be discussed with the clinicians. 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 49 % or on- line 15 %

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