*Birchills Health Centre*

*23-37 Old Birchills*

 *Walsall WS2 8QH*

**GP Patient Survey 2015/16**

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. 57 % White

25 % Asian or Asian British

 9 % Black or Black British

 3 % Mixed

 6 % Other

1. 37 % Male 63 % Female
2. 6 % under 18

11 % 18-24 yrs old

 29 % 25-34 yrs old

 23 % 35-44 yrs old

 12 % 45-54 yrs old

 8 % 55-64 yrs old

 8 % 65-74 yrs old

 3 % 75 yrs and older

1. 45 % Live in an owned / mortgaged accommodation

55 % Live in rented accommodation or other

1. 53 % employed

 8 % unemployed

 11 % unable to work due to an illness

 10 % retired

 10 % looking after family / carer

 8 % other or in full time education

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

**(Questions 1 to 2c)**

92 % of patients rated Opening Hours between Excellent and Good (2024/15 – 93 %, 2013/14 – 96%)

51 % of patients knew the opening hours (49 % did not know or were not sure). – this is a slight improvement from last year when only 47 % of patients knew the opening hours

Action: Improvement of patients’ awareness of opening hours is still needed. Up-to-date Practice Leaflet is available from the Reception Desk and it is given to all newly registered patients. The up to date Practice Leaflet is downloadable from our practice website.

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

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

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

100 % of patients voted the Receptionists Very Helpful or Fairly Helpful Excellent – WELL DONE – this is on the 4th year running

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

96 % of patients rate getting through on the phone between Excellent and Fair. (2014/15 – 98 %, 2013/14 – 98 %)

71 % of patients rate ability to speak to a Doctor on the phone between excellent and fair (2014/15 – 75%, 2013/14 – 67 %). High proportion of patients (22 %) did not know.

74 % of patients rate ability to speak to a Nurse on the phone between excellent and fair. This is an improvement in comparison with 2014/15 – 72 % and 2013/14 – 66 %. 23 % patients could not answer this question.

70 % of patients rate ability to get results over the phone between excellent and fair, which shows an increase from 69 % in 2014/15 (2013/14 – 69 %) . 25 % 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)**

66 % of patients have experience of getting to see a Doctor within next 2 working days which shows an increase compared to 2014/15 – 45% (20/13/14 - 54 %) .

90 % of them rate this between Excellent and Fair this shows an increase compared to 2014/15 – 79%.

72 % of patients have experience of getting to see a Nurse within next 2 working days. This shows a considerable increase compared to 2014/15 – 53 % and 2013/14 – 54 %.

90 % of them rate this between Excellent and Fair (2014/15 – 88 %)

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. The patients are enabled to send us a text message back to cancel an appointment that is no longer needed.

Patients can now book their appointments on line.

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

We are looking into the possibility of e-mail and web consultations.

1. **Surgery Premises (Q6 – 8)**

98 % of patients rate the building accessibility between Excellent and Good - EXCELLENT

99 % of patients rate the Surgery Very Clean or Fairly Clean - EXCELLENT

72 % of patients do not mind being overheard when talking to the Receptionists where as 25% do mind being overheard. 3 % 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.

**Seeing Doctor / Nurse (Q9 – 13c)**

21 % of patients saw the Doctor/Nurse 1 or 2x in the last year

32 % of patients saw the Doctor/Nurse 3 or 4x in the last year

15 % of patients saw the Doctor/Nurse 5 or 6x in the last year

25 % of patients saw the Doctor/Nurse 7x or more

 7 % which equals one patient said he/she did not see the GP at all in the last year

Waiting Times

78 % of patients waited to see the Doctor / Nurse for 20 minutes or less. This is a slight decrease compared to 2014/15 – 81 % (2013/14 – 71 %)

87 % of them rate this between Excellent and Fair (2014/15: 87 %

2013/14: 87 % also)

Action: Our aim is to see all of the patients within 10-20 minutes of their arrival. However we need to educate some patients to always report their arrival time to receptionist on duty.

Last time they saw the Doctor / Nurse:

92 % of patients thought that the Doctor / Nurse were Very Good or Good at giving them enough time . (2014/15: 91 %, 2013/14: 71 %)

95 % of patients thought that the Doctor / Nurse were Very Good or Good at asking about their symptoms and how they were (2014/15: 92% 2013/14: 98%)

93 % of patients thought that the Doctor / Nurse were Very Good or Good at listening to them (2014/15: 91 %, 2013/14: 96 %)

93 % of patients thought that the Doctor / Nurse were Very Good or Good at putting them at ease (2014/15: 89 %, 2013/14: 93 %)

88 % of patients thought that the Doctor / Nurse were Very Good or Good at explaining their problem and treatments (2014/15: 93 %, 2013/14: 96 %)

87 % of patients thought that the Doctor / Nurse were Very Good or Good at involving them in decisions about their care (2014/15: 90 %, 2013/14: 93 %)

90 % of patients thought that the Doctor / Nurse were Very Good or Good at treating them with care and concern (2014/15: 89 %, 2013/14: 98 %)

92 % of patients thought that the Doctor / Nurse were Very Good or Good at taking their problem seriously (2014/15: 91 %, 2013/14: 95%)

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

85 % of patients felt that they are able to understand their problem Much More or a Little More than before (2014/15: 89 %, 2013/14: 93 %)

84 % of patients felt that they are able to cope with their problem Much More or a Little More than before (2014/15: 88 %, 2013/14: 93 %)

80 % of patients felt that they are able to keep themselves healthy Much More or a Little More than before (2014/15: 84 %, 2013/14: 91 %)

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

**(Q14 – 17)**

**47 % out of the patients who have taken part in the Survey do have a longstanding condition, illness or a disability**

87 % 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. (2014/15: 54 %, 2013/14: 49 %)

85 % 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. (2014/15: 56 %, 2013/14: 50 %)

87 % out of those patients felt that during the consultation regarding their condition the Doctor / Nurse agreed about how to best manage their health problems. (2014/15: 54 %, 2013/14: 49 %)

44 % 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 (2014/15: 23 %, 2013/14: 23 %)

29 % out of those patients wanted a written plan summarising the discussion with the Doctor / Nurse (2014/15: 18 %, 2013/14: 17 %)

36 % out of those patients were told by the Dr /Nurse that they have something called a “care plan” (2014/15: 13 %, 2013/14: 17 %)

91 % of those patients feel that having the discussions regarding their longstanding condition helped them to improve how they manage the problem (2014/15: 55 %)

74 % out of those patients had support from local services/organisations to help them manage their problem. (2014/15: 40 %)

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 60 % of our patients order their prescriptions in person or use our Prescription Box.

They would like to be able to order via the phone 29 % or on- line 10 %

Action: Promoting prescription orders via e-mail and Pharmacy First. We have now introduced E-prescribing that saves time for both patients and GP’s alike.

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

Wendy Reception Manager is excellent and very helpful.

We have seen Dr Muniyappa several times. Very good.

Excellent service, good doctors and front end team

Continue with the same

Many thanks for looking after our family . Special thanks to Dr Muniyappa, Dr Suri and Wendy

Doctors are very understanding

Id like to order repeat prescription by phone

Yes, good the way we have been attended to

The waiting time needs to be improved

I would prefer if reception were more closed door/ privacy when discussing about your illness

Doctor always explains thoroughly when required, made to feel at ease and respected

Friendly receptionists

Privacy at reception

Overall pleased with the healthcare given

They are doing their work well

All staff are doing their best

They are very professional and very good

Couldn’t ask for a better surgery

Can see on the same day

More comfortable chairs

I want to book a second day appointment

I respect my GP and feel relaxed to ask her any concerns or questions. I value her support. Thank you. I moved to Birchills as I didn’t like my previous GP, he was not helpful or supportive

Good all around service

I think the health care centre is very good, because I get to see my doctor or nurse when I need to as I have ongoing problems. The staff are very friendly.

All the doctors are really understanding and friendly.

The waiting time is sometimes very long but obviously doctors are busy

Good at controlling my diabetes

We think that Dr Muniyappa is a lovely doctor and always willing to help and listen

I am very lucky I have an understanding doctor and receptionist always ready to help

Dr Rebecca Suri is partially good

They are fast and reliable

The female doctors are very helpful and listen to any issues you may have.

Very happy to receive text messages to remind us of our appointments - keep it up!

Everything is OK

Appointment times are available easily