

DO NOT REMOVE FROM THE WAITING ROOM

SDALE MEDICAL CENTRE

Patient Survey

Carried out on behalf of the

ent Participation Group



Report Prepared by:

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INTRODUCTION

Lonsdale Medical Centre Patient Participation Group (PPG) was set up in 2010 to work with the practice. The PPG aims to contribute to the continuous improvement of the services at Lonsdale Medical Centre, to improve communication between the practice and patients, to provide support and to help implement any changes that will benefit the practice and its patients.

Patient's views are very important to the practice and therefore the patient survey was circulated to patients visiting the surgery during November which encompassed two 'flu clinics'. It was the practice's intention to try and identify where improvements could be made. The results of the survey will be posted on the website www.lonsdalemedicalcentre-kent.nhs.uk.







A total of 459 questionnaires were returned to the surgery and percentages are based on the number of patients who answered that particular question and not the total number of questionnaires returned.

We would like to thank all those who took the time to complete the survey and we will endeavour to take views into account and hope that you would be prepared to complete any future survey.

The PPG will discuss the results of the survey and the suggestions put forward in the survey at the next meeting.

Should you wish to know more about the PPG please do not hesitate to contact the surgery or visit the PPG section on our website.

SUMMARY OF RESULTS

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Waiting Times	
Waiting Room	
Diagnostic Tests/Extended Hours	
Access to Doctor and Nurse	
Explanation of Diagnosis	
Knowledge of Patient's Participation Group	

The 'traffic lights' system indicates the 'health' of each element under review.

 = GOOD;  = WATCH;  = ACTION REQUIRED.






Our Overall Rating gives an overall ranking:

5 green lights = excellent; 4 = good; 3 = satisfactory; 2 = poor; 1 = very poor

The detailed results of the survey are shown on the following pages.

DETAILED RESULTS

Question				
1	How do you normally find the attitude of the reception staff?	97%	3%	0%
		<u>Under 30 mins</u>	<u>Over 30 mins</u>	
2	How long to you normally have to wait to see the doctor after your appointment time	97%	3%	
		<u>Yes</u>	<u>No</u>	
3	When you arrive, are you kept informed of waiting times by reception if doctor is running late	78%	22%	
4	How would you describe the waiting room and what improvements could you suggest	See Appendix A		
		<u>Yes</u>	<u>No</u>	
5	Are you aware that a new telephone system was installed by the surgery in July	41%	59%	
		<u>Very easy</u>	<u>Fairly easy</u>	<u>Not very easy</u>
				<u>No difference</u>
6	How easy do you find getting through to the surgery since this installation	31%	51%	3%
		<u>Yes</u>	<u>No</u>	15%
7	If you have 2 or more problems to discuss with the Doctor it is sometimes better to book a double appointment. Did you know that you were able to do this	66%	34%	
8	The nurse practitioner is highly qualified. Would you be prepared to see her for same day emergency appointments	89%	11%	
9	Were you aware that it is the policy of this surgery not to accept repeat prescriptions on the telephone, except in exceptional circumstances	73%	27%	
10	Once diagnosed by the doctor has he/she made clear, in layman's terms, what your problem is	98%	2%	
		<u>Yes</u>	<u>No</u>	
11	Did you know that you can phone the surgery for results of your diagnostic tests(preferably after 3pm)	84%	16%	

	<u>Yes</u>	<u>No</u>	<u>Prefer to attend during surgery hours</u>
12 Do you like the fact that the surgery offers appointments outside of normal opening hours i.e. early morning and late evening?	71%	7%	23%

13 The surgery displays information about health issues in the surgery waiting room. The doctors and nurses also have more detailed information within their rooms. Please say what other information you would like displayed in the waiting room.

See Appendix A

	<u>Yes</u>	<u>No</u>
14 Have you heard of the Patient Participation Group (PPG)?	37%	63%
15 If the PPG were to arrange for information evenings would you be interested in attending?	38%	62%

16 Please tick the boxes below the subject areas that you would be interested in

Information evenings - areas of interest

Care of the Elderly	18%
Local Hospital Services	15%
Diabetes	14%
Stroke	13%
Heart Disease	13%
Obesity & lifestyle	10%
Managing Chronic Diseases	9%
Carers in the Community	7%

17 The PPG carries out fundraising for the practice. What do you think the money raised should be spent on?

See Appendix A

	<u>Yes</u>	<u>No</u>
18 Would you be interested in joining the group on a voluntary basis	3%	97%

19 Age & Gender of respondents	<u>Male</u>	<u>Female</u>	<u>All</u>
Under 25	0%	0%	0%
25-34yrs	3%	5%	4%
35-44yrs	6%	7%	7%
45-59yrs	9%	12%	11%
60-74yrs	46%	36%	40%
75yrs +	36%	40%	38%

HOW CAN YOU HELP?

Take an interest on what is happening at your surgery and give us your views.

We would welcome volunteers to help with the Patient's Participation Group (PPG) either on a regular basis or an 'ad hoc' one.

Check out the surgery web site www.lonsdalemedicalcentre-kent.nhs.uk and feel free to e-mail us with any suggestions or comments about our service.

CONCLUSIONS

The results of this survey are encouraging as they indicate a high level of satisfaction with most aspects of the way the practice operates. There was a low level of knowledge about the PPG and its work on behalf of the patients and this needs to be addressed.

Action Points

Done By PPG

- ✓ Survey designed by PPG
- ✓ Survey distributed
- ✓ Survey results analysed

To be done By PPG

- Set up a PPG homepage on the practice website
- Survey results to be published on the practice website
- Review of results by the full PPG
- Action plan to be developed
- Further regular Surveys to be carried out

APPENDIX A: Questions requiring freeform answers**Question 4: How would you describe the waiting room and what improvements could you suggest:**

On the whole patients feel that the waiting room is adequate and suitable for the surgery, with 65% of the comments reflecting this.

21% of patients stated that the waiting room could benefit from some updating with suggestions of re-painting and re-arranging the seating as it can be a bit depressing.

6% of patients felt that some kind of air conditioning or ventilation should be considered as it is rather stuffy at times.

4% would like to have more facilities for children.

5% thought that the waiting room was rather cramped.

2% would like to have some kind of entertainment such as background music/radio.

Question 13: The surgery displays information about health issues in the surgery waiting room. The doctors and nurses also have more detailed information within their rooms. Please say what other information you would like displayed in the waiting room:

This question did not generate much response but generally patients are satisfied with the information supplied by the surgery.

A few items were identified as an improvement and these would be a clock in the waiting room and a plan of where the doctors and nurses treatment rooms are located.

Question 17: The PPG carries out fundraising for the practice. What do you think the money raised should be spent on?

Overwhelmingly patients thought that any funds raised from the PPG should be spent on what the GP's felt was necessary for the surgery, such as equipment to improve services at the surgery.