

Whitwick Health Centre Patient Survey Report 2012-13

Patients at this surgery recent took part in our Patient Survey both at the surgery and also on-line. We would like to say thank you to all those who took part and we are now able to feedback the results of this survey.

The survey covers areas such as:

- Access: an idea of how easy it is to get access to a particular GP, any GP or emergency medical services
- Receptionists: how well you are treated by the receptionists at this surgery
- Continuity: how often you are seen by a particular doctor
- Enablement: how well the doctors equip you to cope with and understand your illness
- Overall: the overall satisfaction of the patients with the service received at this surgery

63.8% of patients at this surgery claimed it was Very Easy to get into the building

94.8% of patients at this surgery claimed the way the receptionists treated them was Good, Very Good or Excellent

92.2% of patients claimed they were either Very or Fairly Satisfied with the care they received from the surgery

84.4% of patients claimed they could see their GP of choice Always or Almost Always or a Lot of the Time

84.5% of patients at this surgery rated its opening hours as Fairly or Very Satisfied

70.6% of patients claimed they understood and coped with their problems / illness Much More or a Little More than before their visit

74.2% of patients claimed they waited less than 10 minutes before their consultation began

77.6% patients claimed it was either Very Easy or Fairly Easy to get an appointment with the Practice Nurse

71.6% of patients rated their ability to get through on the telephone as Good, Very Good or Excellent.

77.6% of patients said they could normally see a GP on the same day

Telephone access/Appointments

Telephone access had improved and at practice meetings we remind staff to take control of the conversation in order to keep it short and to smile whilst doing it.

Opening hours will always be a bone of contention, a small minority will always want the practice to open earlier in the day, later at night and of course weekends. We addressed this issue after last year's survey and our opening hours incorporate an early morning and late evening and our hours are now:

Monday 9.00am - 6.00pm

Tuesday 9.00am - 6:00pm

Wednesday 8:00am - 6.00pm

Thursday 9.00am - 6.00pm

Friday 9.00am - 6.00pm

Car Parking

Access to the building can be an issue at times when the Community Staff have a meeting here. We were all pleasantly surprised at the outcome of the survey, but believe that this could become a major problem if building demolition and construction of nine dwellings on the land adjacent to the practice happens, because they have rights of access of the driveway. This is something that we are all keeping an eye on and will report back to the

PCT if anything starts to happen (the Health Centre is rented from the PCT)

Patient Participation Group

Our Patient Participation Group (PPG) was started 3 years ago after some advertising in the surgery and personal invitations to attend a start-up meeting at the Health Centre. The group currently comprises of one Chairperson, who is a retired councillor and who lives in the village and has been a patient of this practice for many years. Two further members are a married couple who are both retired, live locally and have been registered with the practice for many years. Another member is a retired driver who again has been registered with the practice for about 5 or 6 years. We also had two young mothers in their thirties who have recently gone back to work part-time. Interest was initially expressed by younger members of our practice population, but young families meant that they were unable to follow up their initial interest. This has been done by way of posters in the waiting room and reception area and flyers to hand out to patients or for them to pick up. We hope that patients will come to meet some of our existing PPG and learn something more about PPG's and wish to involve themselves. We are realistic in our approach to our PPG membership in that we will never get a true cross section of our patient demographic, but will continue to use our best endeavours.

PPG Meetings - 5thmarch 2013 (minuted)

Next meeting - 18/4/13 at 2.00 pm at the health centre.

Action Points

Areas identified	Actions Agreed
1 It was identified that the patient feel they don't have enough privacy when speaking to receptionist	To have a dedicated area for patients to wait for their turn on the reception and avoid overcrowding on reception. Using a screen could be considered.
2 Telephone access continues to be area for improvement	Educate and promote use of online appointments through website
3 Patients have expressed concern over the calling in system in place.	To explore alternative ie JX Board or LCD screens that would link up to EMIS web.