

PATIENT PARTICIPATION GROUP SESSION

HELD ON WEDNESDAY 13 MARCH 2013

Present: Patients x 2
Dr N M Nabi, Partner
Brian Doyle, Practice Manager
Janet Carmichael, Assistant Practice Manager

Apologies: Patients x 2

The purpose of this meeting was to cover the analysis of the patient survey which had been handed out by reception and had been available on the web. We had 184 responders. The results of the survey will be displayed in the waiting room and on the web.

Brian went through each question and its analysis with the group.

1. How helpful are our receptionists?

There had been a positive response with 99.99% finding the receptionists very helpful and fairly helpful.

2. How easy is it to get through to someone at our practice on the phone?

Overall we received a positive result. We have six phone lines. Difficulty occurs at peak periods.

3. How easy is it for you to see the following urgently the same day, nurse practitioner, practice nurse, health care assistant?

It was felt to be harder to see a GP than a Nurse Practitioner and therefore we need to convey to patients what a Nurse Practitioner can do.

4. How easy is it for you to pre book your appointments (up to 8 weeks if needed) for the following?

85% felt it was very easy to fairly easy to see the GP. The percentage was a little higher for Nurse Practitioners, practice nurses and health care assistants.

5. Do you use our website and online services?

30.43% stated they did.

6 – 9. Questions regarding mobile phones.

We had a positive response to the use of text messages for reminders and general messages. However, only 24.46% stated they would be interested in using social media such as Twitter or Facebook.

10 – 11. Questions regarding how quickly a patient can be seen if they are willing to see any GP.

93% are willing to see any within 5 days. It was interesting to see that 44.02% of patients wanted same day or next day appointments. 94.57% found the service excellent to fair.

12. How long do you wait in surgery to be seen by the following, GP, Nurse Practitioner, Practice Nurse, Health Care Assistant?

Going by the survey the GPs tended to take a little longer to see their patients. It was explained by Dr Nabi that some patient problems take a little longer than others and you don't know this until the consultation.

13. Do you have a better understanding of how to manage your health needs after seeing the following, GPs, Nurse Practitioner, Practice Nurse, Health Care Assistant.

92.93% felt they did understand their health needs more after seeing the GP. However, the nurses did not fair so well but it was felt that the question was not really applicable to the nurses and health care assistants.

14. Do you feel you were listened to during your consultation?

Only 2.72% felt they were not listened to by their GP. However, Dr Nabi stated as a GP appraiser he had seen many practice surveys and Walker Medical Group has done very well on this question compared to other practices.

15. How satisfied are you with our opening times?

90.76% were extremely satisfied or very satisfied, 8.15% were neither satisfied or dissatisfied and only 1.09% were very dissatisfied.

16. If you are dissatisfied which additional opening hours would you like?

8 people commented and 176 skipped the question. One person had commented they would like at least 2 late night surgeries up to 20.00 a week. We do have two surgeries on a Monday night that are on until 20.00. The response to question 15 and 16 did show that the majority of patients were happy with the opening times.

17. Overall, how satisfied are you with the surgery?

The response to this question was very good. No one stated they were dissatisfied with the surgery.

18 – 22. These questions were about the respondents – male or female, age, health condition and ethnicity.

This showed that more females completed the questionnaire, more in the age group of 45 to 64 years, just over half had a long standing health condition, just over 95% were white and 51.10% were employed.

Brian will be writing a report to go with the survey and will look at any improvements we can make. The survey will be available on the web page and waiting room. It will be sent to the members of the Patient Participation Group first before the wider population.