

Crossroads Medical Practice Patient Participation Group Survey Results

Forward

Following our first patient survey which was undertaken by volunteer committee members with the support of the medical practice the following correlation has been compiled from the 769 surveys completed or partial completed. The categories consisted of 479 female and 253 male patients with others preferring not to say. The ages ranged from 16 to 75plus, the 31-50 age group completed the largest amount of surveys (27%).

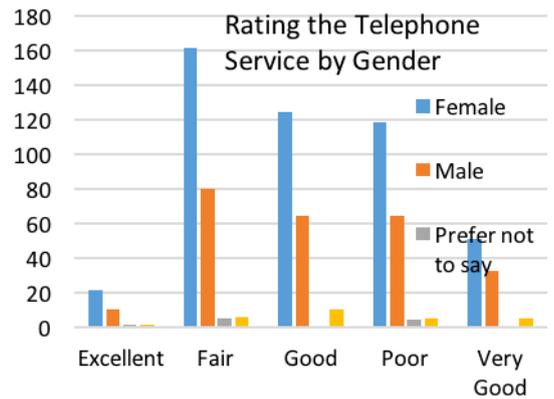
*statistics are graded:

- Excellent, Very Good, Good
- Fair
- Poor

Appointments

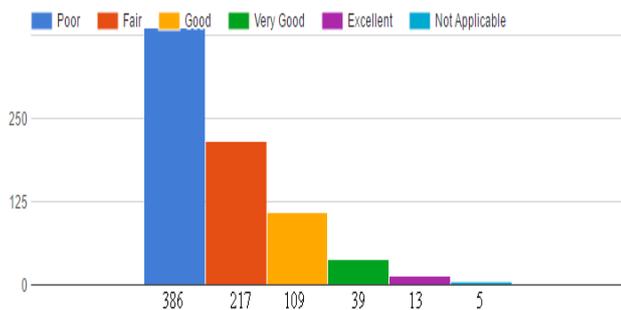
Overall 42% rated the telephone service excellent/good. (Local CCG 76% National average 73%) 33% rated fair and 25% poor.

When you telephone the surgery how do you rate the service?

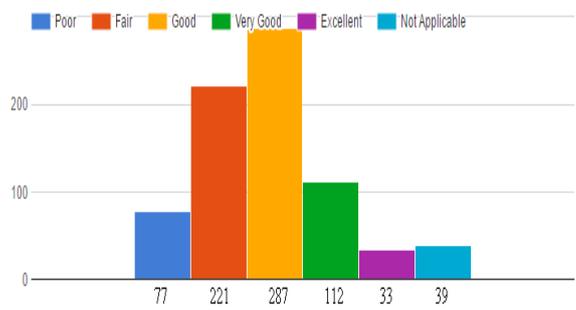


Patients rated the ability to get an appointment to see a GP as 51% poor, 29% fair and 20% rated the ability as good/excellent (Local CCG 87% National average 85%). 10% of patients rated the ability to get an appointment to see a nurse as poor, 29% fair and 55% rated the ability as good/excellent.

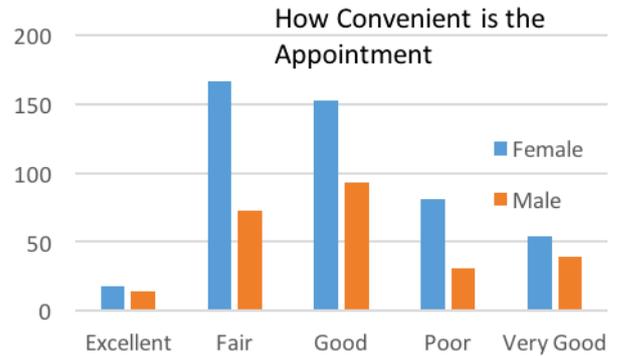
How easy is it to get an appointment when you need to see a GP?



How easy is it to get an appointment when you need to see a Nurse?



51% of patients indicated that the convenience of the appointment offered excellent /good (Local CCG 94% National average 92%). The age group 31-50 were least satisfied with only 77% indicating it was convenient.



Reception

How did you rate the way you were treated by the receptionist?



The receptionists were rated 63% excellent/good (Local CCG 99% National average 87%) 24% fair and 10% poor.

Treatment

Generally the treatment by the nurses rated higher than those of the GP's. The majority of patients thought they had sufficient time at the consultation.

| Consultation Time | GP | Nurse |
|-------------------|-----|-------|
| Excellent/good | 56% | 78% |
| Fair | 30% | 13% |
| Poor | 11% | 2% |

GP's (Local CCG 90% National average 87%)
Nurses (Local CCG 95% National average 92%)

Do you receive the test results promptly?



How do you rate the practice in contacting you with the test results?



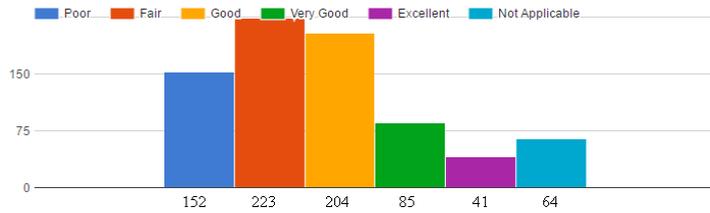
31% thought the surgery was excellent in giving their test results promptly, 24% fair and 29% poorly.

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36% of patients thought the GP explained the test results excellent/good (Local CCG 89% National average 86%), 21% fair and 20% thought the GP poorly explained the results.

57% of patients thought the nurses explained the test results excellent/good (Local CCG 92% National average 90%), 14% fair and 7% thought the nurse poorly explained the results.

Does the practice help you understand your health problems?



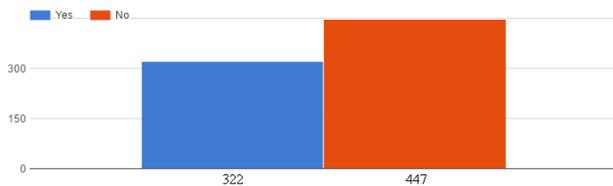
Does the practice help you cope with your health?



30% of patients felt they had fair support from the practice in understanding their health problems, 17% felt they had excellent/very good support and 18% felt they were poorly supported.

34% of patients felt the practice gave fair support with their health 42% felt they had excellent/good support and 17% felt they were poorly supported with coping with their health.

Do you feel you are provided with information about helpful organisations from outside the practice?

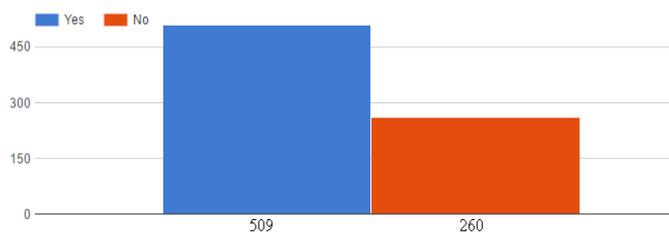


60% of patients felt they had no information about helpful outside organisations.

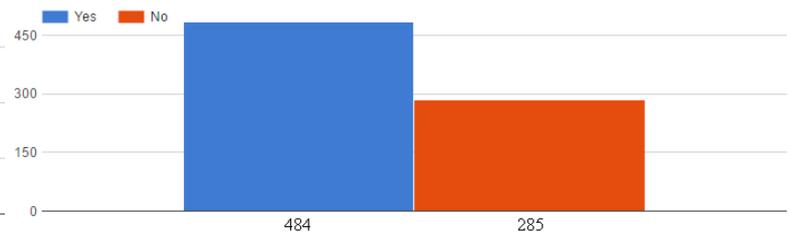
86% patients felt they were treated with dignity.

The survey indicated that 16% of patients didn't know the surgery's opening times.

Are you aware the surgery is under special measures?



Do you understand what special measures mean?



66% of patient knew the surgery was in special measures but only 62% understand what special measures mean.

Conclusion

The majority of patients knew the surgery opening times, but 16% didn't know. 86% of patients felt they were treated with dignity and respect. The survey indicated a number of different ways the patients preferred communication regarding PPG news, the most popular being E-mail followed by text messaging followed very closely with a hard copy in a local publication such as the Grapevine or Hykeham Gazette.

318 (41%) patients added comments on the survey. Most of the reoccurring comments were related to the poor appointment system, the reception and the lack of consistency at the surgery. A few are shown below, a full script of the comments can be collected from the reception desk.

A copy of this leaflet has been sent to the surgery and the PPG eagerly awaits a response. Hopefully the medical staff will identify where potential improvements can be made working towards best practice. We will try to keep you informed but we need patients to join the PPG to help us improve YOUR surgery. **There is an open day planned for 20th June 2017 2.30 to 4pm and 22 June 6pm to 7.30 at the surgery, all are welcome to come and find out how you can help.**

"It is impossible to book an appointment in advance, I am frustrated when I try to get an appointment and told day after day to try tomorrow as the appointments have all gone, and this makes me reluctant to try even when I know I need to see a GP therefore my symptoms get worse. When I do see a GP they skip read my notes due to timescales and work load pressures and invariably read back to me the incorrect information. Consistency please!!! I would like the practice management to answer why do we get GP's but they never stop for long? A similar turnover of staff in any other industry the management would be questioning their management practices."

"Although I understand locums are necessary I miss having my doctor and building a relationship. Advising on waiting times in the surgery would be helpful"

"I've had a couple of times the receptionists have asked why I need an appointment. # Confidentiality. They're very rude too and I've had to phone 49 times to get an appointment"

"I've never had any problems with the surgery in any way and have always given respect."

"Appointments system needs improvement. You should be able to book appointments in advance. "People who are working need at times give notice to employer"

"At one time I could make an appointment a week in advance, but now you can only ring up on the day which is very inconvenient. Last time I was ringing and hanging constantly from 8 am to 8 .20 before I got through then got offered an appointment I couldn't make because of work which I turned down. Please can we book in advance again, not everybody is sat at home all day for the convenience of the practice, and

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some of us work quite a distance from the surgery”

“Feel get excellent service from the nurses”

“Doctor is very helpful. I believe the receptionists needs better customer service skills. Very blunt and rude on the phone. Also when ringing in the morning to get an appointment there is no queue. You have to keep hanging up and ringing again and again”

“Generally terrible and frustrating 'service' in that I am unable to make an appointment outside of my 9-5, Mon-Fri working week, have been advised that this is 'my fault' and told to go visit a Walk In centre instead. This is NOT the service I expect to receive from the NHS.”

“When trying to request a repeat prescription for medication recently, was asked 'What's it for?!' by a receptionist after they had loudly confirmed the medication I required- all whilst I was in a busy waiting room, with patients also queuing behind me. Complete lack of dignity, discretion and respect for patient confidentiality.”

“It comes as no surprise that this surgery is in special measures; customer service is completely lacking and unless you are an OAP or lucky enough to have days off in the week, you will not be able to book an appointment if you work full time, Mon-Fri. Farcical.”

“I feel that the named practice doctors should appear more frequently. - The triage system for appointments is an improvement on the silly ring at 8 am system. - It would be helpful to see the same doctor especially when being treated for the same complaint.”

“I feel the queueing of people outside the surgery in the early morning should be stopped as it gives the people trying to get through on the phone no chance of getting an appointment- they have all gone! We should be able to make appointments a week in advance too it would be nice to have a permanent doctor.”

“I feel very happy with the surgery”