

Document Information

Report Name	Patient Survey Report 2011-12	
Date of Issue	25 January 2012	
Circulation List	Partners, Practice Manager	
Objective	A. An analysis of 2011 CGP Patient Survey; and B. An outline of the decisions required on the next components of the Patient Participation DES 2011-13	
Feedback required or [Decision required]	Decisions made on what can be done to action some of the survey finding priorities in order to facilitate the SLA for this DES (see foot of page 7)	
Deadline	ASAP as the remaining components of this DES need to be achieved before 31 March 2012	
Author	Name	Neal Holme
	Job title	Research Consultant
	Contact telephone number	07973 543074
	Contact e-mail	neal.holme@nhs.net

Contents

Introduction	3
Executive summary	4
Survey method and respondent demographics	8
Results	
A. Overall	10
B. Being overheard at Reception	12
C. Provision of other services	14
D. Difficulties with the repeat prescription service	16
E. CGP communication with patients	19
F. Difficulties telephoning the surgery	20
G. Car parking	22
Is there anything particularly good about your health care?	24
Is there anything that could be improved to the service you receive at CGP?	25
Appendix 1: Listing of comments <i>Is there anything particularly good about your health care?</i>	27
Appendix 2: Listing of comments <i>Is there anything that could be improved to the service you receive at CGP?</i>	30
Appendix 3: Questionnaire	33

Introduction

The Patient Representation Group (PRG) and Practice Survey were set up and conducted to fulfil the requirements of the Service Level Agreement for the Patient Participation Directed Enhanced Service 2011-2013.

At the present time CGP will have fulfilled the first 3 components of this DES (see Fig.1) when the results of the Survey are published on the website.

Fig.1 Extract from the Patient Participation DES

5 FINANCIAL DETAILS

This agreement is to cover the period commencing 1st April 2011 – 31st March 2013

The payments for the DES are based on meeting the requirements set out in each step. In the first year these are weighted towards establishing the PRG.

DES Component	Weighting of payment – year 1	Weighting of payment – year 2
Establish a PRG comprising only registered patients and use best efforts to ensure PRG is representative	20%	0%
Agree with the PRG which issues are a priority and include these in a local practice survey	20%	10%
Collate patient views through local practice survey and inform PRG of the findings	20%	20%
Provide PRG with opportunity to comment and discuss findings of local practice survey. Reach agreement with PRG of change in provision and how services are delivered. Where the PRG does not agree significant change, agree with these with the PCT.	20%	30%
Agree with the PRG an action plan setting out the priorities and proposals arising out of the local practice survey. Seek PRG agreement to implement changes and describe any elements raised through the survey which have not been agreed as part of the action plan outlining the reasons why. If there are contractual considerations to proposed changes these should be agreed with the PCT.	20%	30%
Publicise the local patient participation report on the practice website and update the report on subsequent achievement	0%	10%

The results of this survey should now be considered in the light of the requirements of components 4 and 5 (see Fig.1).

The views of the PRG were sought in October/November 2011 on the priority areas for the survey questions. These priority areas then formed the basis of the questionnaire (see document *Patient Survey 2011 – Question Rationale*, 23 November 2011). A copy of the questionnaire can be found in Appendix 3.

The priority areas comprised:

- Being overheard at Reception
- Provision of other services
- Difficulties
 - with the repeat prescription service
 - CGP communication with patients
 - telephoning the surgery
- Car parking

The main findings in each of these priority areas will now be documented in the following *Executive Summary* to aid the CGP Partners and Practice Manager discussion regarding components 4 and 5 of the DES requirements.

Executive Summary

Being overheard at reception

- 91% of respondents felt other patients could overhear what they said to the receptionist
 - 61% didn't mind about this
 - however, a substantial proportion, 30% (34/115), were *not happy about it*
- Of those who were not happy about being overheard at reception:
 - females (37%) were more likely to be *not happy about being overheard* than males (20%)
 - 38% of the 45-64 age group were *not happy being overheard* compared to only 18% of the 25-44 group and 24% of the 65-84 group

Provision of other services

- Physiotherapy was the most popular additional service identified by respondents (59%)
- Males (65%) were more likely to identify this service than females (55%), however, the proportion in both groups was substantial
- The proportion identifying physiotherapy was similar across the 3 main age groups:
 - 25-44 years 60%
 - 45-64 years 63%
 - 65-84 years 59%
- Dietician received 30% of responses
- Females (35%) were more likely to suggest this type of service compared to only 25% of males, however, these are both noteworthy proportions
- The proportion identifying the services of a dietician was similar across all 3 of the main age groups ranging from 29% to 32%
- 11 respondents made 13 suggestions for other types of service
 - Chiropody/Podiatry was mentioned by 4 respondents
 - The following services were each mentioned once only: expert patient programme, memory clinic, occupational health,

Occupational Therapy, osteopathy, reflexology, stress related problems, x-ray facilities
[the respondent who mentioned occupational health may have been confusing it with Occupational Therapy]

Difficulties with the repeat prescription service

- Of those who replied to this question:
 - 80 respondents used 1 method only to request repeat prescriptions
 - 14 respondents used 2 methods
 - 7 respondents used 3 methods
 - 1 respondent used 4 methods
- 92% of respondents request repeat prescriptions
- The most popular method of requesting repeat prescriptions is by telephone (32%) closely followed by Request Slip (29%)
- 23% of respondents are requesting repeat prescriptions via the Practice website
- Least popular methods are by post and face to face at reception
- 93% were either *Very happy* or *Happy* about their current method of requesting repeat prescriptions
- 6 respondents expressed some degree of unhappiness over their current method. All these respondents only used one method of requesting repeat prescriptions
- Of those who were *Very unhappy* or *Unhappy*
 - 3 used request slips - 8% using this method were unhappy
 - 2 used the telephone - 5% using this method were unhappy
 - 1 used face to face - 5% using this method were unhappy
- A number of suggestions for improvements were made by patients (see the section *repeat prescriptions* on page 25)

CGP communication with patients

- A substantial proportion of respondents, just under 30%, were not aware of any of the CGP communication channels ie Newsletter, Practice Leaflet or Website

- 52% of the respondents were aware of the CGP website. This is the information channel scoring the highest number of responses
- Only 26% were aware of the Newsletter
- 50% of those respondents who reported being only *Fairly satisfied* or *Neither satisfied nor dissatisfied* with the health care received at CGP were **not** aware of any sources of information available at CGP

Difficulties telephoning the surgery

- Respondents were asked to categorise their experiences of telephoning CGP over the last 6 months regarding trying to speak to a Doctor, to a Nurse, to get test results and their overall experience of getting through on the telephone
- Over the 4 types of telephoning experience, an average of 36% of responses indicated telephoning was either *Not very easy* or *Not at all easy*
- The general question regarding *Getting through on the phone* received 44% of responses in the *Not very easy* or *Not at all easy* categories
- 87% of respondents found speaking to a nurse on the phone as *Very easy* or *Fairly easy*
- However,
 - 42% found getting test results on the phone *Not very easy* or *Not at all easy*; and
 - 58% found speaking to a Doctor on the phone *Not very easy* or *Not at all easy*
- Similar levels of experience on the telephone were indicated by both genders however males were more likely to report getting through on the phone to be *Not at all easy*

Car parking

- 56% of respondents were **not** able to find a space to park without too much difficulty
- Only 2% were able to find a parking space without too much difficulty
- Just under a quarter of respondents (24%) were Blue Badge holders
- 83% of Blue Badge holders found the parking provision for disabled patients *Poor*

- Overall, 79% of respondents were either *Extremely satisfied* or *Very satisfied* with the health care received at CGP
 - The Blue Badge holders who found the parking provision *Poor* for disabled patients (19) the percentage of these respondents who were either *Extremely satisfied* or *Very satisfied* with the health care received at CGP had dropped to 68%

Overall thoughts about health care received

- Overall, 79% of respondents were either *Extremely Satisfied* or *Very Satisfied* with the health care they received at CGP
- No respondents expressed any degree of dissatisfaction with the health care received
 - however, 3 respondents (2.6%) expressed *neither satisfaction nor dissatisfaction* with the health care service received
- Females (78%) were slightly less likely to be *Extremely* or *Very satisfied* than males (82%)
- All respondents (100%) from the 25-44 age group were *Extremely* or *Very satisfied*
 - this proportion reduced to 71% from the 45-64 group; and
 - 82% from the 65-84 group

[this finding may be due to the small number of respondents in the 25-44 age group (11) rather than for any specific reasons]
- 61 positive comments were made by 47 respondents about the health care received at CGP in the open ended question *Is there anything particularly good about your health care?*
- A number of suggestions (48 in total) were made on improvements that could be made to the service received at CGP in the open ended question *Is there anything that could be improved to the service you receive at Cleveleys Group Practice?*

Partners and Practice Manager Action

Partners and the Practice Manager now need to discuss these findings and decide on the response that could be made to fulfil the requirements of components 4 and 5 of the DES (see Fig.1).

Survey method and respondent demographics

The questionnaire was administered during the month of December 2011. The questions were based both on the suggestions made by the Patient Participation Group and those made by the Practice GPs & Practice Manager.

A sample was not drawn, rather all patients at the Practice were able to complete the survey. The survey was advertised extensively within the surgery, on the website and by email. In addition, all staff encouraged completion of the survey at Reception and following consultations with Doctors and Nurses. The survey could be completed on-line or on paper.

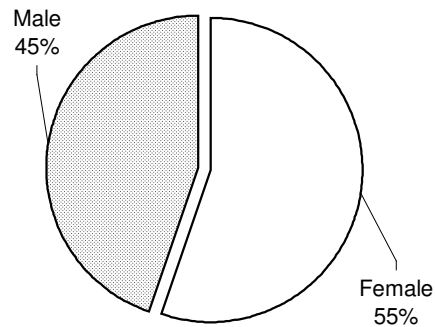
The questionnaire was totally anonymous, the only demographic data requested concerned gender, age and ethnic background.

Questionnaires were returned to a letter box located in the Cleveleys Group Practice reception area.

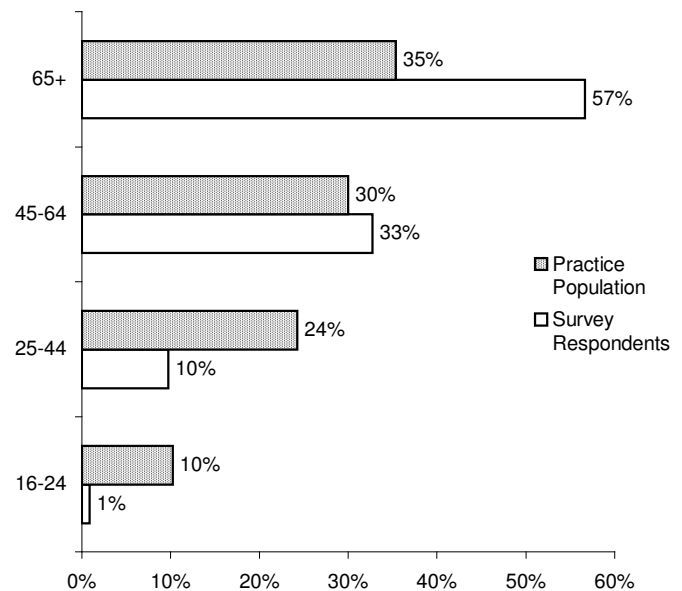
Cleveleys Group Practice has a population of 9,271 patients aged 16 years or over.

The number of survey respondents was 115 during the month of December 2011.

Gender	No.
Female	63
Male	51
Total	114



	Survey Respondents		Practice Population	
	No.	%	No.	%
16-24	1	1%	950	10%
25-44	11	10%	2,248	24%
45-64	37	33%	2,793	30%
65+	64	57%	3,281	35%
Total	113	100%	9,271	100%



Ethnicity	No.	%
White British group	109	95%
White Irish	1	1%
Any other White background	1	1%
Mixed White & Black Caribbean	1	1%
No Response	3	3%
Total	115	100%

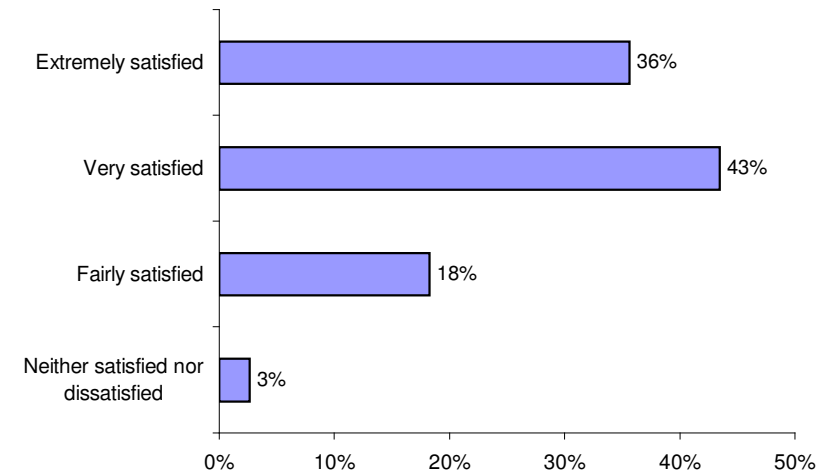
- The Practice population's gender profile, 53% female and 47% male, corresponds closely to the survey population's (55% f, 45% m)
- There are similar proportions (30% and 33%) between the Practice population and survey group in the 45-54 year age group
 - however, the survey group is then disproportionately weighted towards the older age group, with 57% of the survey group being 65 years or older as compared to the Practice Population's 35%
 - the survey group had only one person in the youngest age group

Results

A. Overall

Overall, how satisfied are you with the health care you receive at Cleveleys Group Practice?

	Female		Male	
	No.	%	No.	%
Extremely satisfied	23	37%	18	35%
Very satisfied	26	41%	24	47%
Fairly satisfied	12	19%	8	16%
Neither satisfied nor dissatisfied	2	3%	1	2%
Total	63	100%	51	100%



	Under 25		25 - 44		45 - 64		65 - 84		85 or over	
	No.	%	No.	%	No.	%	No.	%	No.	%
Extremely satisfied	0	0%	3	27%	15	41%	22	35%	1	50%
Very satisfied	0	0%	8	73%	11	30%	29	47%	1	50%
Fairly satisfied	1	100%	0	0%	9	24%	10	16%	0	0%
Neither satisfied nor dissatisfied	0	0%	0	0%	2	5%	1	2%	0	0%
Total	1	100%	11	100%	37	100%	62	100%	2	100%

The concept of overall satisfaction has been documented in Government sponsored research as a good indicator of respondents' overall experience of a service¹.

In addition, the use of the categories *Extremely* and *Very* are similarly documented as identifying those respondents who are, overall, most satisfied.

The inclusion here of the 3rd category, in this case *Fairly*, would act to increase the number of respondents who are more likely to respond with negative experiences of service rather than those reporting positive experiences.

Hence, the benchmark figure for Overall satisfaction will be those respondents replying *Extremely* or *Very satisfied* only to Question 1.

- Overall, 79% of respondents were either *Extremely Satisfied* or *Very Satisfied* with the health care they received at CGP
- No respondents expressed any degree of dissatisfaction with the health care received
 - however, 3 respondents (2.6%) expressed *neither satisfaction nor dissatisfaction* with the health care service received
- Females (78%) were slightly less likely to be *Extremely* or *Very satisfied* than males (82%)
- All respondents (100%) from the 25-44 age group were *Extremely* or *Very satisfied*
 - this proportion reduced to 71% from the 45-64 group; and
 - 82% from the 65-84 group

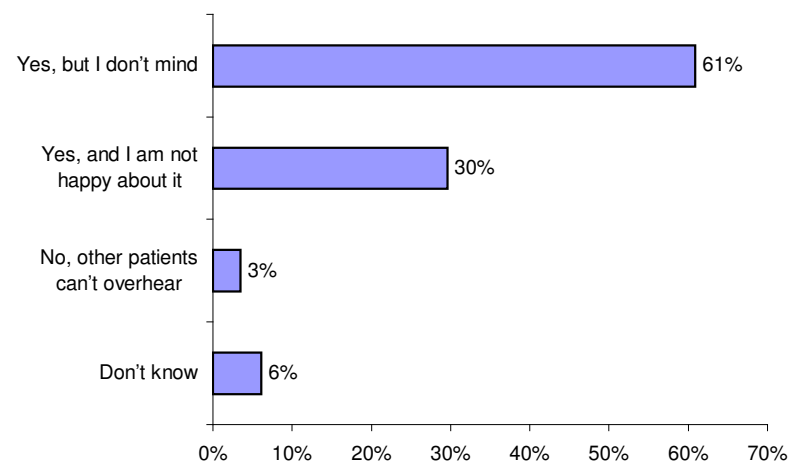
[this finding may be due to the small number of respondents in the 25-44 age group (11) rather than for any specific reasons]

1. Netten, Francis, Jones & Bebbington. *Performance and quality: user experiences of home care services*. PSSRU Discussion Paper 2104/3 (April 2004). University of Kent.

B. Being overheard at reception

In the reception area, can other patients overhear what you say to the receptionist?

	Female		Male	
	No.	%	No.	%
Yes, but I don't mind	36	57%	34	67%
Yes, and I am not happy about it	23	37%	10	20%
No, other patients can't overhear	2	3%	2	4%
Don't know	2	3%	5	10%
Total	63	100%	51	100%



	Under 25		25 - 44		45 - 64		65 - 84		85 or over	
	No.	%	No.	%	No.	%	No.	%	No.	%
Yes, but I don't mind	0	0%	6	55%	23	62%	39	63%	2	100%
Yes, and I am not happy about it	1	100%	2	18%	14	38%	15	24%	0	0%
No, other patients can't overhear	0	0%	1	9%	0	0%	3	5%	0	0%
Don't know	0	0%	2	18%	0	0%	5	8%	0	0%
Total	1	100%	11	100%	37	100%	62	100%	2	100%

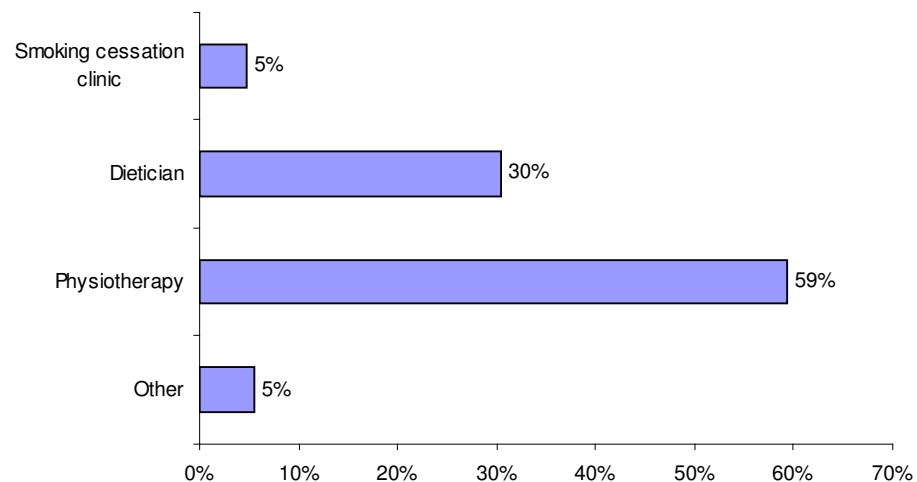
- 91% of respondents felt other patients could overhear what they said to the receptionist
 - 61% didn't mind about this
 - However, a substantial proportion, 30% (34/115), were *not happy about it*

- Of those who were not happy about being overheard at reception:
 - females (37%) were more likely to be *not happy about being overheard* than males (20%)
 - 38% of the 45-64 age group were *not happy being overheard* compared to only 18% of the 25-44 group and 24% of the 65-84 group

C. Provision of other Services

It may be possible to look into increasing the services offered at Cleveleys Group Practice.
Which of the following services would you like to see offered?

	Female		Male	
	No.	%	No.	%
Smoking cessation clinic	4	5%	2	4%
Dietician	26	35%	13	25%
Physiotherapy	41	55%	34	65%
Other	4	5%	3	6%
Total	75	100%	52	100%



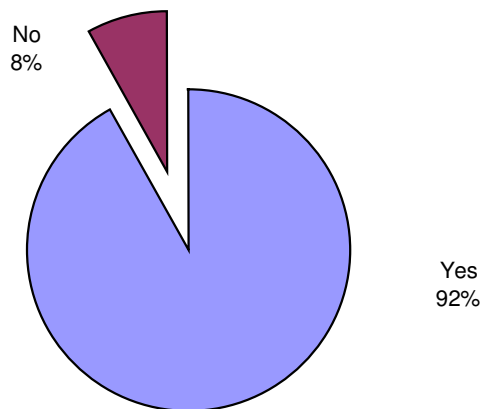
	Under 25		25 - 44		45 - 64		65 - 84		85 or over	
	No.	%	No.	%	No.	%	No.	%	No.	%
Smoking cessation clinic	1	100%	0	0%	2	4%	2	3%	1	50%
Dietician	0	0%	3	30%	14	29%	21	32%	1	50%
Physiotherapy	0	0%	6	60%	30	63%	39	59%	0	0%
Other	0	0%	1	10%	2	4%	4	6%	0	0%
Total	1	100%	10	100%	48	100%	66	100%	2	100%

- Physiotherapy was the most popular additional service identified by respondents (59%)
- Males (65%) were more likely to identify this service than females (55%), however, the proportion in both groups was substantial
- The proportion identifying physiotherapy was similar across the 3 main age groups:
 - 25-44 years 60%
 - 45-64 years 63%
 - 65-84 years 59%
- Dietician received 30% of responses
- Females (35%) were more likely to suggest this type of service compared to only 25% of males, however, these are both noteworthy proportions
- The proportion identifying the services of a dietician was similar across all 3 of the main age groups ranging from 29% to 32%
- 11 respondents made 13 suggestions for other types of service
 - Chiropody/Podiatry was mentioned by 4 respondents
 - The following services were each mentioned once only: expert patient programme, memory clinic, occupational health, Occupational Therapy, osteopathy, reflexology, stress related problems, x-ray facilities
[the respondent who mentioned occupational health may have been confusing it with Occupational Therapy]

D. Difficulties with the Repeat Prescription Service

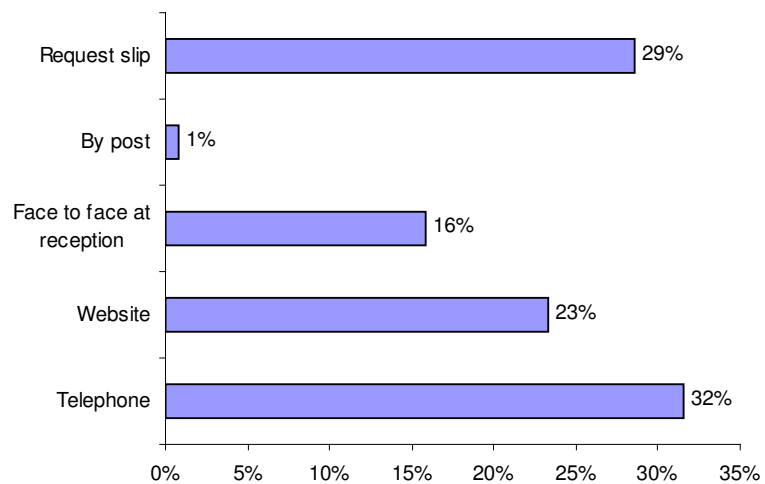
Do you request repeat prescriptions?

	No.
Yes	103
No	9
Total	112



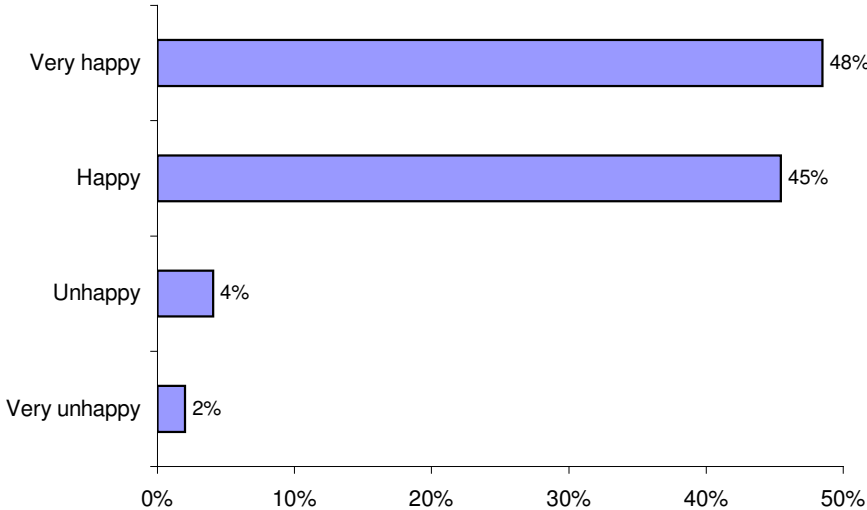
Which method(s) of requesting repeat prescriptions do you use?

	No.	%
Telephone	42	32%
Website	31	23%
Face to face at reception	21	16%
By post	1	1%
Request slip	38	29%
Total	133	100%



Are you happy with your current method of requesting repeat prescriptions?

	No.	%
Very happy	48	48%
Happy	45	45%
Unhappy	4	4%
Very unhappy	2	2%
Total	99	100%

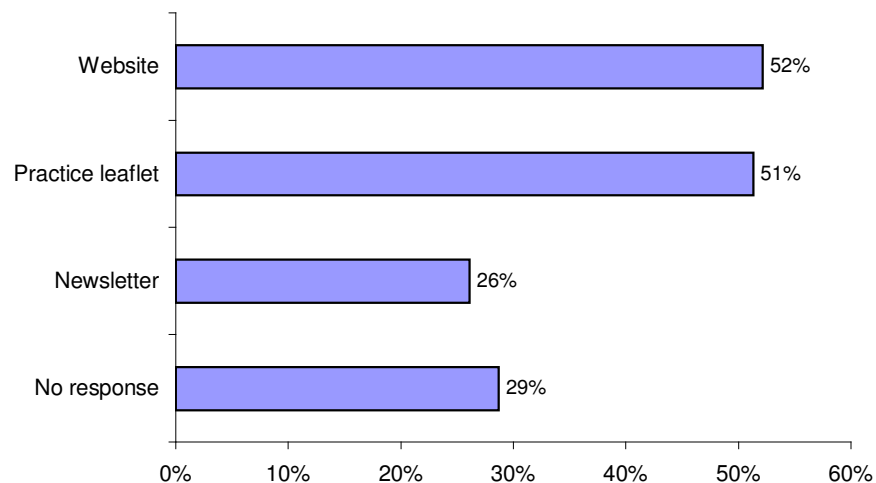


- Of those who replied to this question:
 - 80 respondents used 1 method only to request repeat prescriptions
 - 14 respondents used 2 methods
 - 7 respondents used 3 methods
 - 1 respondent used 4 methods
- 92% of respondents request repeat prescriptions
- The most popular method of requesting repeat prescriptions is by telephone (32%) closely followed by Request slip (29%)
- 23% of respondents are requesting repeat prescriptions via the Practice website
- Least popular methods are by post and face to face at reception
- 93% were either *Very happy* or *Happy* about their current method of requesting repeat prescriptions
- 6 respondents expressed some degree of unhappiness over their current method. All these respondents only used one method of requesting repeat prescriptions
- Of those who were *Very unhappy* or *Unhappy*
 - 3 used request slips - 8% using this method were unhappy
 - 2 used the telephone - 5% using this method were unhappy
 - 1 used face to face - 5% using this method were unhappy
- 7 comments about the repeat prescription service were made in the section *Is there anything that could be improved to the service you receive at CGP?* Including:
 - 2 comments about the long wait for repeat prescriptions, sometimes longer than 3 days
 - ✦ Prescriptions should be automatically sent to the Pharmacy who then notify the patient when ready for collection
 - ✦ Boots have called for prescriptions but have not been able to pick up as service has taken longer than 3 days which can be very inconvenient
 - Have the same number of days supply for each item
 - Longer opening hours for telephone prescriptions
 - Problems ordering repeat prescriptions when going away on holiday. System will not allow repeat prescriptions to be ordered too far in advance – needs an option on the website to say holiday request
 - On-line option to have prescription sent to Pharmacy
 - Option to have prescriptions sent to your home

E. CGP communication with patients

Are you aware of the following sources of information about the services available at Cleveleys Group Practice?

	No.	% of all survey respondents
No response	33	29%
Newsletter	30	26%
Practice leaflet	59	51%
Website	60	52%



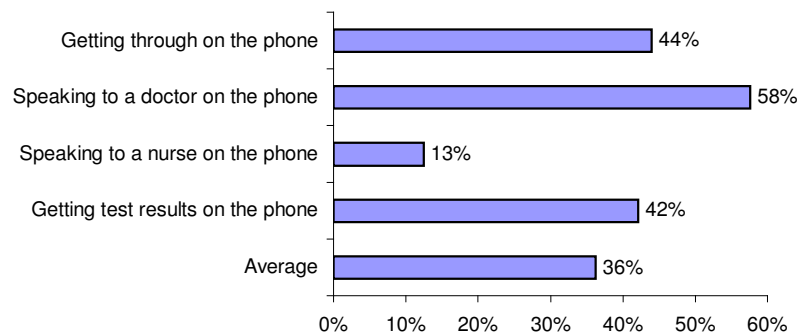
- A substantial proportion of respondents, just under 30%, were not aware of any of the CGP communication channels ie Newsletter, Practice Leaflet or Website
- 52% of the respondents were aware of the CGP website. This is the information channel scoring the highest number of responses
- Only 26% were aware of the Newsletter
- 50% of those respondents who reported being only *Fairly satisfied* or *Neither satisfied nor dissatisfied* with the health care received at CGP were **not** aware of any sources of information available at CGP

F. Difficulties telephoning the surgery

Now please think about the times you have telephoned the Cleveleys Group Practice in the past 6 months.

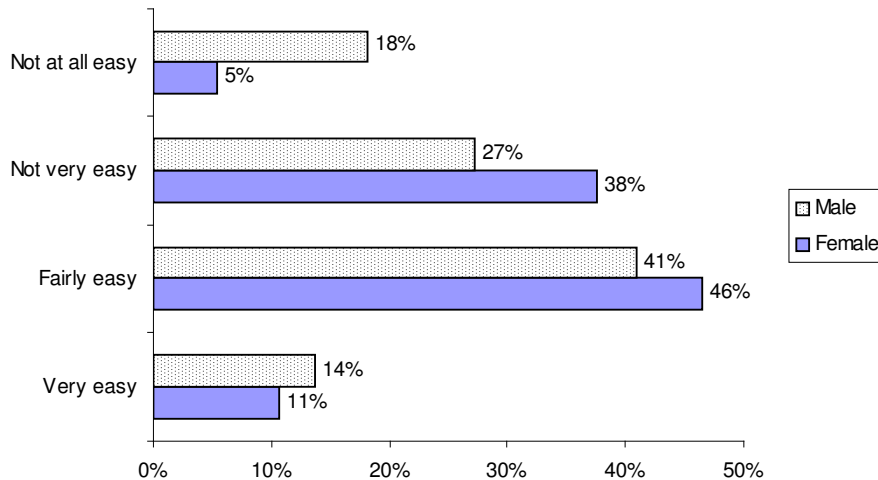
In the past 6 months, how easy have you found the following?

Proportion finding it either *Not at all Easy* or *Not very Easy* to do the following ...



	Very easy		Fairly easy		Not very easy		Not at all easy		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Getting through on the phone	12	12%	44	44%	33	33%	11	11%	100	100%
Speaking to a doctor on the phone	9	27%	5	15%	5	15%	14	42%	33	100%
Speaking to a nurse on the phone	26	36%	37	51%	6	8%	3	4%	72	100%
Getting test results on the phone	8	21%	14	37%	8	21%	8	21%	38	100%
Average	23%		41%		21%		15%			

	Female		Male	
	No.	%	No.	%
Very easy	6	11%	6	14%
Fairly easy	26	46%	18	41%
Not very easy	21	38%	12	27%
Not at all easy	3	5%	8	18%
Total	56	100%	44	100%

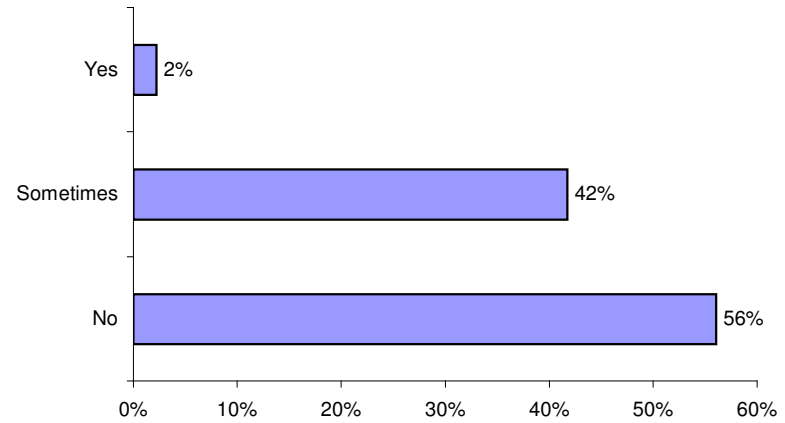


- Respondents were asked to categorise their experiences of telephoning CGP over the last 6 months regarding trying to speak to a Doctor, to a Nurse, to get test results and their overall experience of getting through on the telephone
- Over the 4 types of telephoning experience, an average of 36% of responses indicated telephoning was either *Not very easy* or *Not at all easy*
- The general question regarding *Getting through on the phone* received 44% of responses in the *Not very easy* or *Not at all easy* categories
- 87% of respondents found speaking to a nurse on the phone as *Very easy* or *Fairly easy*
- However,
 - 42% found getting test results on the phone *Not very easy* or *Not at all easy*; and
 - 58% found speaking to a Doctor on the phone *Not very easy* or *Not at all easy*
- Similar levels of experience on the telephone were indicated by both genders however males were more likely to report getting through on the phone to be *Not at all easy*

G. Car Parking

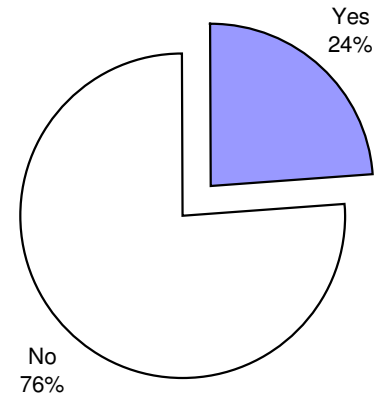
Are you able to find a space to park without too much difficulty?

	No.	%
Yes	2	2%
Sometimes	38	42%
No	51	56%
Total	91	100%



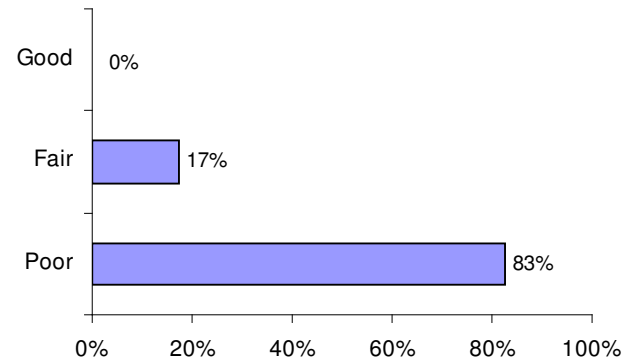
Are you a Blue Badge holder?

	No.	%
Yes	23	24%
No	73	76%
Total	96	100%



If 'Yes', how would you describe the parking provision for disabled patients?

	No.	%
Good	0	0%
Fair	4	17%
Poor	19	83%
Total	23	100%



- 56% of respondents were not able to find a space to park without too much difficulty
- Only 2% were able to find a parking space without too much difficulty
- Just under a quarter of respondents (24%) were Blue Badge holders
- 83% of Blue Badge holders found the parking provision for disabled patients *Poor*
- Earlier in the report it was found overall that 79% of respondents were either *Extremely satisfied* or *Very satisfied* with the health care received at CGP
 - Within the group of Blue Badge holders who found the parking provision *Poor* for disabled patients (19) the percentage of these respondents who were either *Extremely satisfied* or *Very satisfied* with the health care received at CGP had dropped to 68%
- 11 comments about car parking were made in the section *Is there anything that could be improved to the service you receive at CGP?* Including:
 - Only the car parking situation which can be a real pain during busy periods. I believe that too many non-medical staff take up spaces that should be available to patients. Particularly those who are older but don't qualify for Blue Badge spaces. I'm sure there is plenty of off-street parking available for young fit people who would perhaps benefit from walking a hundred yards to work!
 - stop people using car park and going shopping in Cleveleys

Is there anything particularly good about your health care?

47 (41%) respondents made a total of 61 comments.

The comments could be broken down into the following general areas:

Staff

Positive comments about:

All staff generally	8
Reception staff	6
Good GPs	6
Dr Bevez	2
Dr Scott	2
Dr Fairhead	1
Treatment Room nurses	2
Nurses generally	1
Specialist Care	
Diabetic care	2
Dermatology	1
Internal and external links	
Good links between GPs and hospital	1
Good links between staff at CGP	2
Opening hours & appointments	
Late evening sessions	1
Wonderful opening hours	1
Easy to get an appointment	4
Regular checks	
Regular blood tests by same staff member	3
Health screening, regular checks and reminder letters	5
Overall service	
General comments regarding satisfaction	12
Miscellaneous	
Convenient for buses	1
Total	61

See Appendix 1 for a full listing of all comments.

Is there anything that could be improved to the service you receive at Cleveleys Group Practice?

45 (39%) respondents made a total of 48 comments.

The comments could be broken down into the following general areas:

Car parking 11 comments

Mainly to do with:

- Increased car parking needed
- More disabled bays
- Non-medical staff taking up car parking spaces that should be available for patients

Repeat prescriptions 7 comments

- 2 comments about the long wait for repeat prescriptions, sometimes longer than 3 days
 - Prescriptions should be automatically sent to the Pharmacy who then notify the patient when ready for collection
 - Boots have called for prescriptions but have not been able to pick up as service has taken longer than 3 days which can be very inconvenient
- Have the same number of days supply for each item
- Longer opening hours for telephone prescriptions
- Problems ordering repeat prescriptions when going away on holiday. System will not allow repeat prescriptions to be ordered too far in advance – needs an option on the website to say holiday request
- On-line option to have prescription sent to Pharmacy
- Option to have prescriptions sent to your home

Access to GPs 7 comments

- More time required with the GPs
- Another late night opening for workers to access GPs
- Long wait to see a particular Dr
- Access to the Dr of their choice on the same day
- Appointments available with the Dr who is *dealing with your illness*

Test results 4 comments

- Discussion of test results rather than just being told '*everything is alright*'
- Better feedback
- When test results returned from hospital '*would like problems dealt with without me having to follow them up*'

- Receptionists** 4 comments
- Isolated instances of untoward customer service
 - Preference for *speaking to a receptionist* rather than a *machine*
- Telephones** 3 comments
- More telephone lines
- Waiting time** 2 comments
- Reduce length of waiting time when appointment booked with their own Dr
 - Reduce length of waiting time at the Treatment Room
- Other clinics/ancillary services** 2 comments
- More ancillary services
 - Incorporate other clinics (none specified)
- Miscellaneous** 11 comments
- Ask for patients for email addresses to save cost of postage for flu jab invitations
 - Address system needed at the Treatment Room
 - Better surveys
 - No music
 - Reception clock should be working and above Reception where everyone can see it
 - Visual signs in the waiting room for the hard of hearing
 - *To be able to book the link up transport for appointments*
 - Regular reviews for patients permanently on medication
 - Better communication on the services available eg extended hours
 - Placement of the antiseptic soap container at reception

See Appendix 2 for a full listing of all comments.

Appendix 1: Is there anything particularly good about your health care

Staff

Reception staff are generally very obliging and helpful

All the staff are very friendly & helpful never seemed rushed when in consultation with the Doctor.

Understanding manner of GP for a patient with a long term condition

Dr Scott

Dr Scott is always very helpful and I feel I can approach her with a problem that I am concerned about and I feel she is interested in what I say. Treatment room nurses have always been very kind and considerate.

Treatment room staff very good.

form diagnosis to hospital contact good service (Dr Bevz)

Great nurses / Great doctors

I appreciate the staff being so helpful and friendly. It always makes me feel at ease.

I feel that the care I receive from my gp is first class. I feel very confident in everything and any advice she gives me

I was impressed with the speed at which Dr Fairhead referred me for bowel tests earlier this year and that blood tests were taken the same day before I left the surgery. I am grateful that you are all there for me should I need medical advice.

I am happy about the care Dr Bevz has been with me.

The receptionists are all nice and I think we are looked after very well.

I have to have regular blood tests and Avril is exceptional.

pleasant reception, personal consideration to problem

reception staff are very helpful

Extremely caring and understanding GP's

staff very helpful and give a good service

The doctors I see

The care I receive from the doctors, nurses and receptionists is second to none I am very lucky to be registered at such a wonderful practice thank you and Merry Xmas

The receptionist always greets me with a nice smile & my doctor is always friendly.

The service from the receptionists. On a number of occasions they have gone all out to accommodate my requests and with a smile

The way that treatment and appointments linked with advice and support appear to gel together does not just happen by accident. Clearly there is much teamwork at play and good Doctors and staff combine to make the practice superb.

There are some great staff that are very conscientious and hard working for the benefit of mine and my sons health.

very happy with system friendly staff

Specialist Care

Diabetic care is good

Dermatology and Diabetes specialist doctors how good is that!

Internal and External Links

a good link between nurses, patient and doctors

co-operation between Dr Scott and Dr Seed at BVH empowering me to have flexibility with treatment of my condition

Opening hours and Appointments

I particularly like the late evening sessions which I find very useful working full time.

THE SPEED IN SEEING A DOCTOR

fairly easy to get an appointment.

We are always able to get appointments when needed.

It is usually easy to see someone at the surgery, even if it's the practice nurse, who can then get you in to see a doctor. After speaking to colleagues at work - they can wait days to get to see or speak to a doctor.

making appointments

The opening hours are wonderful.

Regular Checks

Regular blood tests taken by the same member of staff.

having only registered mid 2011, really impressed with automatic inclusion into health screening

regular checks

regularly contacted on time for annual blood tests

reminder letters

you have a health check every six months

Overall Service

all health care very good no problems

At this moment in time I have only praise for the care our family receive at the practice. we find every one friendly efficient and polite. we have no difficulty in getting advice or treatment when it is needed either urgently or otherwise.

Generally very satisfied.

I appreciate that we have one

I have been a pt for over 25 years and always been satisfied

I think the service provided is very good

I will be moving out of this area in the new year and if I'm lucky enough to receive half as much care in my new location as I've always had in this Practice, I'll be very happy.

If you ask a question you know you will get an answer which you can understand and everything is explained very well

ok

overall service very good, very satisfied, we are very lucky

satisfied with all areas

satisfied with the service provided

the way things are now are very good

Miscellaneous

it is convenient for the buses

Appendix 2: Is there anything that could be improved to the service you receive at Cleveleys Group Practice?

Car Parking

Improved parking (although I appreciate the impracticality of such a request, unless of course you knock down several houses in the process!)

a larger car park

bigger car park

Car park

Car parking

car parking

car parking spaces

I know nothing can be done about it but the car parking is terrible.

MORE DISABLED BAYS NEEDED

Only the car parking situation which can be a real pain during busy periods. I believe that too many non-medical staff take up spaces that should be available to patients. Particularly those who are older but don't qualify for Blue Badge spaces. I'm sure there is plenty of off-street parking available for young fit people who would perhaps benefit from walking a hundred yards to work!

stop people using car park and going shopping in Cleveleys

Repeat Prescriptions

Prescriptions could be automatically directed to the pharmacy (patients not wishing to participate could opt out) who could make up and notify patient when ready for collection. I waste a lot of time to'ing and fro'ing for medication. This would help the pharmacy staff balance their workload too ... it's always a long wait from my experience.

allow pt to get same number of days supply for each item

It seems to take too long to be able to pick up repeat prescriptions. I get Boots to get mine & they tell me quite often the prescription is not ready even though I have left it for 3 days before I ask them to pick it up on my behalf. This is most inconvenient for me as I can only pick up my medication from them on Saturdays & so sometimes it is not available until the following Monday which means I have to wait until the next week end again

longer opening hours of telephone for prescriptions

On the repeat prescription website I would like a box asking if I am going on holiday. This would then ensure that I get my medication before I go away otherwise my request is rejected because I am ordering too early.

when ordering repeat px online it would be useful if given option of px being given to pharmacy

would it be possible to have prescriptions sent to a home address?

Access to GPs

Home visits by a doctor

I can't get to see the doctor I want to see the same day

long wait for appt to see a particular doctor

More appointments with doctors particularly the doctor who is dealing with your illness.

Perhaps another late night for workers to see doctors

we need more time to speak to the doctor

we need more time with gp

Test Results

Feedback following routine tests at the surgery, and following hospital appointments.

I would like to be able to discuss results of blood tests in more depth and not just be told that "everything is all right". Sorry - I have an inquisitive mind and like to know, for example, whether what I am doing with my diet has improved my potassium levels! The Practice Nurse at my previous surgery took me through each result showing them to me on the screen. Some things were borderline.

improve explanation of test results and other diagnosis

When tests from ongoing visits to hospital are sent to the Surgery I would like the problems to be dealt with without me having to follow them up.

Receptionists

I find that some receptionists make me feel like I am just being a nuisance or wasting everyone's time if I phone up often about my son. The last receptionist even hung up the phone without so much as a goodbye. That being said, the majority of the reception staff are fantastically helpful and polite.

The receptionist are very rude carry on with personal conversation even though they know you are waiting

to be able to speak to receptionist not the machine

when you ask for a gp appt you are asked why and what your symptoms are.
99% of the receptionist very good and ask in a nice way

Telephones

another phone

more phone lines to get through easier

More telephone lines to speak to reception

Waiting Time

waiting time in treatment room car parking

would like the length of time reduced after booking appointment with your own doctor

Other clinics

More ancillary services

Maybe to incorporate other clinics like the one mentioned above.

Miscellaneous

Asking patients for email addresses to save on postage ie flu jab invitations

better if there was an address system (treatment room)

better surveys- who writes these!

no music

Dr Whittle

I do think that the clock in reception should be A) working , and B) above Reception where most patients who are waiting would be able to see it.

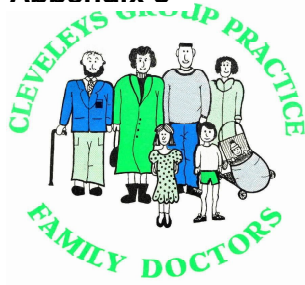
Many people stay on prescribed medication without review...and when they do eventually review... doctors may say "Oh you shouldn't be taking those tablets now" ...and..."who put you on those? etc., etc., So, built in regular reviews

THE ANTISEPTIC SOAP CONTAINER SHOULD BE ON THE RIGHT HAND SIDE OF THE BOOK IN SCREEN I AM SURE MORE PEOPLE WOULD USE IT.

More updates on the excellent services available eg extended hours

to be able to book the link up transport for appointments

visual signs in the waiting room for the hard of hearing



Cleveleys Group Practice

Patient Survey

We are always looking to improve the service we provide to our patients and your views are important to us.

This survey is anonymous and shouldn't take more than a few minutes of your time to complete.

By using this method we can find out what you, our patients, think about certain aspects of the service we offer so we can seek to make improvements.

A. OVERALL

1. Overall, how satisfied are you with the health care you receive at Cleveleys Group Practice?

- Extremely satisfied
- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Extremely dissatisfied

B. RECEPTION

2. In the Reception area, can other patients overhear what you say to the Receptionist?

- Yes, but I don't mind
- Yes, and I am not happy about it
- No, other patients can't overhear
- Don't know

C. OTHER SERVICES

3. It may be possible to look into increasing the services offered at Cleveleys Group Practice. Which of the following services would you like to see offered?

- Smoking cessation clinic
- Dietician
- Physiotherapy
- Other

please specify

D. REPEAT PRESCRIPTIONS

4. Do you request repeat prescriptions?

- Yes *please go to question 5*
- No *please go to question 7*

5. Which method(s) of requesting repeat prescriptions do you use?

- Telephone
- Website
- Face to face at Reception
- By post
- Request slip

6. Are you happy with your current method of requesting repeat prescriptions?

- Very happy
- Happy
- Unhappy
- Very unhappy

E. INFORMATION

7. Are you aware of the following sources of information about the services available at Cleveleys Group Practice?

(Please tick ✓ all those you know about)

- Newsletter
- Website
- Practice leaflet

F. TELEPHONING THE SURGERY

8. Now please think about the times you have telephoned the Cleveleys Group Practice in the past 6 months.

In the past 6 months, how easy have you found the following?

(Please put a tick ✓ in one box for each row)

	Haven't tried	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know
Getting through on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking to a doctor on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking to a nurse on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting test results on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

G. CAR PARKING

9. Are you able to find a space to park without too much difficulty?

Yes

Sometimes

No

Not Applicable

10. Are you a Blue Badge holder?

No go to Q11

Yes

If 'Yes', how would you describe the parking provision for disabled patients?

Good

Fair

Poor

H. ANY OTHER COMMENTS

11. Is there anything particularly good about your health care?

.....

12. Is there anything that could be improved to the service you receive at Cleveleys Group Practice?

.....

I. AND FINALLY

13. Are you ... Male Female

14. How old are you?

Under 25

25 – 44

45 – 64

65 – 84

85 or over

15. Ethnicity

White

British group

Irish

Any other white background

Mixed

White & Black Caribbean

White & Black African

White & Black Asian

Asian or

Indian

Pakistani

Asian British

Bangladeshi

Black or

Caribbean

African

Black British

Chinese or other

Chinese

Other



Thank you very much for taking the time and trouble to assist us with our Annual Survey.

Please return this questionnaire to Cleveleys Group Practice reception by Friday 30th December 2011.