BEECHWOOD PATIENT SURVEY RESULTS – DECEMBER 2014

THE SURVEY WAS CONDUCTED ON RANDOM WEEK DAYS DURING THE FIRST 2 WEEKS OF THE MONTH BY A MEMBER OF THE PATIENT REFERENCE GROUP.

200 PATENIENTS WERE SURVEYED REPRESENTING APPROXIMATELY 2.5% OF THE LIST

**Patient Age Range and number of patients interviewed in that age range in brackets** 0-16 (4), 16-25 (32), 26-35 (37), 36-45 (31), 46-55 (33), 56-65 (21), 66+ (42)

**Gender of patients interviewed** – Male (53) Female (147)

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| 1 | “We would like you to think about your recent experiences of our service.  How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”  (This is the NHS Friends and Family Question contractually required to be asked)  ‘ | Extremely likely | | | | | | | 113 (56.5%) |
| Likely | | | | | | | 57 (28.5%) |
| Neither likely nor unlikely | | | | | | | 13 (6.5%) |
| Unlikely | | | | | | | 10 (5%) |
| Extremely unlikely | | | | | | | 4 (2%) |
| Don’t know | | | | | | | 3 (1.5%) |
| 2 | Do you think you understand the appointment system? If not, would you like to see a simple explanation leaflet made available? | Yes  183 (91.5%) | Not Sure  5  (2.5%) | | | | No  12  (6%) | | |
| Would like a leaflet 9 (4.5%) | | | | | | | |
| 3 | Do you understand the differences between a Nurse Practitioner and a GP? | Yes 170  (85%)  No 30  (15%) | | | | | | | |
| 4 | Do you understand the telephone triage service? | Yes 167  (83.5%)  No 33  (16.5%) | | | | | | | |
| 5 | Is the amount of time you wait for a GP appointment more important than which GP you actually see? | Yes 76  (38%) | | Don t Care 45 (22.5%) | | | | No 79 (39.5%) | |
| 6 | After your first consultation regarding a problem, is it important that you see the same clinician for the follow appointment? | Yes 142 (71%) | | Don t Care 34 (17%) | | | | No 24  (12%) | |
| 7 | If appointments were available on a Sunday would you use them? | Yes 186  (93%) | | | | No 14  (7%) | | | |
| 8 | If you attended a flu clinic this year is there a way it could have been improved? | Didn t Attend 133  (66.5%) | | | Attended and happy 67  (33.5% but 100% satisfaction of those who experienced it) | | | | |
| 9 | Are there any other services you would like provided from the building? E.g. mental health, CAB (citizens advice). | Yes 12  (6%) see narrative for suggestions | | | No 188  (94%) | | | | |
| 10 | Are you aware of the Practice Champions project?  Would you be interested in joining? | Aware Yes 51  (25.5%) | | | Not Aware 149  (74.5%) | | | | |
| Yes 25  (12.5%) | | | No 175  (87.5%) | | | | |
| 11 | We recently redesigned our reception area do you have any suggestions to improve it? | Yes 12  (6%) see narrative for suggestions | | | No 188  (94%) | | | | |
| 12 | Do you think free wi-fi in the building would be useful? | Yes 74  (37%) | | | No 126  (63%) | | | | |
| 13 | Would you be interested in skype/email consultations? | Skype | | | Yes 59 (29.5%) | | | | |
| No 141 (70.5%) | | | | |
| Email | | | Yes 72 (36%) | | | | |
| No 128 (64%) | | | | |
| 14 | Are you aware of the PRG and would you like to join it? If not, why not? | Aware | | | Yes 27 (13.5%) | | | | |
| No 173(86.5%) | | | | |
| Join | | | Yes 31 (15.5%) | | | | |
| No 169 (84.5%) | | | | |
| 15 | Are you aware of our website and what you can do on it? E.g. book appointments, order repeats , register | Yes 91  (45.5%) | | | No 109  (54.5%) | | | | |
| 16 | Do you have any other comments about the BMC? | Over 80 other comments were received of varying nature. Any comment that was made more than once has been generalised where possible in the narrative. | | | | | | | |

**Narrative;-**

**Other services requested to be provided in the building;-**

Chiropody (already provided targeted at diabetes patients)

Mental Health (x 2)

Drop –in clinic on Sundays

X –rays (ultrasound already exists)

Advice clinic for kids/special clinics just for kids

Stress support

Would like late night clinics due work (we are open 7 days from 18/01/15)

Mother and baby weigh in facility (mother and baby clinics do already exist pre-booked)

**Comments on how to further improve reception;-**

Water dispenser/coffee machine (previously considered issues with cost, hygiene and litter)

More self -service points

Relocate existing self- service point

More toys and seats

TV in play area for kids

Deaf Link

Automated doors

Confidentiality – a discreet booth/area

Advise patients if surgeries running late

Keep 2 reception areas open (we do have a policy that we do dictated by demand, no more than 3 people queuing before second point is opened)

**Other comments made by more than one patient;-**

**Good;-**

New reception area is very good/happy with recent reception changes in general (x32)

Generally pleased with the overall service (x 22)

Positive comments about staff and GPs (x18)

A good/well run/well maintained practice (x6)

Positive comments re pharmacy (x6)

**Bad;-**

GP Waiting times are too long (x32)