

# Hartshill Medical Centre

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## Patient Participation Group (PPG)

### RESULTS OF PATIENTS SURVEY HELD OCTOBER/NOVEMBER 2012

#### Introduction:

The practice experienced enormous changes over the last six months of 2012 including the introduction of a new computer system and preparation for the move into the new premises. Since the survey was to be carried out whilst the practice was in the old premises it was agreed at the Hartshill Surgery Patient Group meeting of September 2012 that in order for the survey to be a useful and constructive tool, the questions would be focused more on how well the practice publicise services, information availability and opening hours.

Comments relating to the response to each question are from the Hartshill Medical Centre – Patient Participation Group meeting of February 2013.

#### Questions and Patients Response

**Question No: 1.**      *What time of day did you attend the reception desk?*




**Question No: 2.**      *How many minutes were you waiting at reception for assistance today?*

**Question No: 3.**      *Why did you attend reception today?*

The first three questions have been chosen for their relevance to opening hours and waiting times at reception. In order for the survey to be informative the replies to these questions are presented within the original time periods identified in Question No: 1.



#### Attendance at the reception desk between 08.30 and 10.00

Purpose of attendance	0 - 5 min	5 - 10 min	10 - 15 min	Unknown
Order	1	0	1	0
Collect	1	0	0	0
Make	11	1	1	0
Leave	0	0	0	0
Other	16	1	0	0
<b>Total</b>	<b>29</b>	<b>2</b>	<b>2</b>	<b>0</b>

		Response Percent	Response Total
0 – 5 Minutes		88%	29
5 – 10 Minutes		6%	2
10 – 15 Minutes		6%	2
Unknown		0%	0




*Attendance at the reception desk between 10.00 and 12.30*

Purpose of attendance	0 - 5 min	5 - 10 min	10 - 15 min	Unknown
Order	1	0	0	0
Collect	3	0	0	0
Make	3	0	0	0
Leave	0	0	0	0
Other	17	0	0	1
<b>Total</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>1</b>

		Response Percent	Response Total
0 – 5 Minutes		96%	24
5 – 10 Minutes		0%	0
10 – 15 Minutes		0%	0
Unknown		4%	1


*Attendance at the reception desk between 12.30 and 14.30*

Purpose of attendance	0 - 5 min	5 - 10 min	10 - 15 min	Unknown
Order	2	0	0	0
Collect	3	1	0	0
Make	6	0	0	0
Leave	0	1	0	0
Other	20	3	0	5
<b>Total</b>	<b>31</b>	<b>5</b>	<b>0</b>	<b>5</b>

		Response Percent	Response Total
0 – 5 Minutes		76%	31
5 – 10 Minutes		12%	5
10 – 15 Minutes		0%	0
Unknown		12%	5




Attendance at the reception desk between 14.30 and 16.00

Purpose of attendance	0 - 5 min	5 - 10 min	10 - 15 min	Unknown
Order	0	0	0	0
Collect	0	0	0	0
Make	1	0	0	0
Leave	2	0	0	0
Other	6	0	0	0
<b>Total</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>

		Response Percent	Response Total
0 – 5 Minutes		100%	9
5 – 10 Minutes		0%	0
10 – 15 Minutes		0%	0
Unknown		0%	0

Attendance at the reception desk between 16.00 and 18.00



Purpose of attendance	0 - 5 min	5 - 10 min	10 - 15 min	Unknown
Order	1	0	0	0
Collect	3	0	0	0
Make	2	2	0	0
Leave	0	0	0	0
Other	23	0	2	0
<b>Total</b>	<b>29</b>	<b>2</b>	<b>2</b>	<b>0</b>

		Response Percent	Response Total
0 – 5 Minutes		88%	29
5 – 10 Minutes		6%	2
10 – 15 Minutes		6%	2
Unknown		0%	0

**Comments:**

The answers were encouraging with a high percentage of patients seen within 5 minutes at any time. The survey did not identify any major problems with the existing staffing levels and waiting times at the reception desk.



**Question No: 4.** *Are you aware that appointments can be booked/cancelled/altered on line?*

		Response Percent	Response Total
Yes		79.5%	120
No		20.5%	31

**Comments:**

The 79% awareness that appointments could be booked/cancelled/altered on line was considered very good. It was reported that the availability of this service is identified in the patient leaflet, on the practice website and on the patient message/call through screen in reception.



**Question No: 5.** *Are you aware that you can telephone the surgery to make/cancel/alter an appointment 24 hours a day?*

		Response Percent	Response Total
Yes		59.7%	89
No		40.3%	60

**Comments:**

It was reported that the 24 hour service was not very effective and has now been suspended. The telephone appointment service is now only operative within surgery opening hours.



**Question No: 6.** *Are you aware that prescriptions can be ordered on line?*

		Response Percent	Response Total
Yes		62.4%	93
No		37.6%	56

**Comments:**

Showed a high number of patients were aware that prescriptions can be ordered on line. This facility would continue to be publicised within the surgery.



**Question No: 7.** *Did you know that local pharmacies arrange collection of prescriptions on your behalf?*

		Response Percent	Response Total
Yes		81.6%	120
No		18.4%	27

**Comments:**

The survey showed a high awareness response to a very specialised service. It was considered that the possibility of the service being advertised in the pharmacies in addition to the surgery contributed to its high patient awareness.


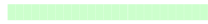




**Question No: 8.** *Would you be interested in local health support groups if available, in the practice? E.g. diabetes, asthma.*

		Response Percent	Response Total
Yes		52.4%	75
No		47.6%	68

**Comments:**

It was considered that the level of interest in local health support groups depends on personal circumstances. It was agreed that there could be better signposting of these from within the surgery.


**Question No: 9.** *How satisfied are you with the hours that your GP medical centre is open?*












		Response Percent	Response Total
Very satisfied		60.3%	88
Fairly satisfied		26.7%	39
Neither satisfied nor dissatisfied		4.8%	7
Fairly dissatisfied		2.74%	4
Very dissatisfied		2.74%	4
Not sure		2.74%	4

**Comments:**

The total Very Satisfied and Fairly Satisfied response of 87% was very encouraging, with 2.74% being Very Dissatisfied and 2.4% Fairly Dissatisfied. Question 10 of the Survey identifies the response regarding possible additional opening times.

**Question No: 10.** *Which one of the following additional times would you like your GP medical centre to be open?*

		Response Percent	Response Total
Monday before 8.00		3.2%	4

Monday after 18.00		8.0%	10
Tuesday before 8.00		0.80%	1
Tuesday after 18.00		1.6%	2
Wednesday before 8.00		0	0
Wednesday after 16.00		4.0%	5
Thursday before 8.00		3.2%	4
Thursday after 16.00		2.4%	3
Friday before 8.00		0	0
Friday after 18.00		6.4%	8
Saturday before 8.00		1.6%	2
Saturday after 18.00		2.4%	3
Any Day before 8.00		16.8%	21
Any day after 18.00		49.6%	62

### **Comments:**

There was no clear indication of an interest in any additional or specific night for an extra evening surgery. It was however noted that the practice has a late opening on Monday evening from 18.00 hours to 20.00 when both a doctor and nurse are available for appointments. Since this survey was carried out, Hartshill Medical Centre now opens every morning at 8.00am

### **Conclusions**

The practice and PPG would like to thank all patients who took time to contribute to the survey. The 2013 survey will provide any opportunity to carry out a useful appraisal of the operation of the practice and facilities within the new premises.