

Hartshill Surgery Patients Group & Survey 2012

The Hartshill Surgery has for many years had a Patient Representative who would feed back patients' views and comments to the surgery, attend surgery meetings and took an active role in the recruitment of a new GP. We have recently expanded this to become a Patient Group. Posters were displayed in the practice waiting room during the summer, informing patients of this and asking for volunteers to join us.

Unfortunately we had no response, so a group of patients who have, in the past, indicated their interest and support for the practice, were approached to join our Practice Group. We now have 7 patient members and 3 surgery representatives (ages ranging between 45 years and 80 years) attending meetings held on a quarterly basis and an increasing number of patients willing to participate via email/telephone. We are keen that our group represents as many of our different groups of patients as possible and anyone wishing to join can do so either by contacting reception or completing our on-line registration form.

Our annual survey was recently carried out and we would like to thank all patients and members of the Hartshill Patient Group who took time to contribute to the survey and analyse the results. The Patient Group agreed that bearing in mind our imminent move to new premises, our survey should focus on issues which are achievable now or in the near future. Patients attending the surgery were randomly asked to complete the survey. 149 questionnaires were returned. Overall the results and comments were very positive. The main issues raised, and which we are hoping will be partially addressed with move to the new surgery, are problems with telephone access at 8.30am, parking, and waiting time in the practice.

If you would like to be involved in future surveys to improve the services in the surgery, please email us your details or alternatively leave your details at reception in preparation for next year.

Details of the Survey Questions & Results (149 responses received)

1. Ease of contacting the practice on the telephone:

Poor	Fair	Good	Very Good/ Excellent	Blank
13	39	47	47	3

2. Chances of seeing a doctor/nurse within 48 hours:

Poor	Fair	Good	Very Good/ Excellent	Blank
8	30	38	72	1

3. Comfort level of waiting room:

Poor	Fair	Good	Very Good/ Excellent	Blank
4	15	49	77	4

4. Length of time waiting in the practice:

Poor	Fair	Good	Very Good/ Excellent	Blank
10	38	50	44	7

5. I would rate the doctor's/nurse's ability to listen to me as:

Poor	Fair	Good	Very Good/ Excellent	Blank
1	5	24	108	11

6. My confidence in this doctor/nurse's ability is:

Poor	Fair	Good	Very Good/ Excellent	Blank
1	7	22	112	7

7. The respect shown to me was:

Poor	Fair	Good	Very Good/ Excellent	Blank
1	5	25	111	73

8. The manner in which you were treated by the reception staff:

Poor	Fair	Good	Very Good/ Excellent	Blank
2	6	31	107	3

9. Information provided by the practice about its services:

Poor	Fair	Good	Very Good/ Excellent	Blank
2	8	34	98	7

10. The information provided by the practice about how to prevent illness and stay healthy:

Poor	Fair	Good	Very Good/ Excellent	Blank
1	14	45	79	10

Patients Survey 2012 Comments & Action Plan

You said We Will

That it is difficult to contact the surgery at 8.30am to make an appointment

We are aware of these problems and have looked at alternative solutions, none of which at the time were suitable. As we are due to move into a new surgery in the Autumn, we will have a new telephone system which will incorporate a queuing system, advising patients that they are connected to the surgery, and additional lines.

That parking at the surgery is very difficult

Again this is something we are aware of but hopefully will be eased greatly when we move into the new surgery.

There are sometimes problems trying to see the Dr of your choice

We stagger our surgeries throughout the day to try to give as much flexibility in time to as many patients as possible to see a Dr. This will mean that possibly the Dr of your choice is not available when you would like to see him/her. Some of our Drs also have other NHS commitments which mean they are unavailable at certain times.

The waiting room is comfortable however more privacy would be appreciated when needing to discuss confidential matters at reception.

Within our new building is a separate confidentiality room where patients can talk to a receptionist in complete privacy. Should a patient wish to speak in private before we move however, they may ask the receptionist and she will guide them to an appropriate area.

Sometimes surgeries run late and appointments may be delayed up to 1 hour

The occasions when this happens are usually unavoidable. This may be due to a number of things such as admitting a patient to hospital or some appointments taking longer than anticipated.

When surgeries are running late, receptionists will endeavour to inform patients on arrival of this.

You would like more information regarding your specific illness when diagnosed either in leaflet form or electronically.

Although there is a considerable supply of patient information leaflets around the surgery covering a wide variety of topics, we will endeavour to produce more specific leaflets or advice on suitable websites etc.

More information for Carers would be appreciated

We do currently have a notice board solely for the display of topics of interest to Carers. We will endeavour to make this more prominent, relevant and up-to date.

You have great confidence in both dr and nurse's clinical ability and willingness to listen.

We appreciate these comments which have been fed back to all members of the clinical team

Your overall satisfaction rate with the clinical team, reception staff, and services was very high

Thank you. We will endeavour to maintain our high standards in the coming years.