

Ightenhill Medical Centre Patient Survey 2016-2017

Results of the survey carried out during December 2016 and January 2017. The surveys were randomly handed out by the reception staff and the patients were asked to complete them before they left the practice. The survey was similar to last year but some questions were changed. Most patients were happy to complete the survey when asked. Not everyone answered all the questions. **The results are reported in percentages**

A. Some questions about you

Q1. How old are you ?

15 or younger		55 - 64	7
16 – 24	6	65 - 74	11
25 – 34	16	75 - 84	4
35 – 44	14	85 and over	
45 – 54	18		

Q2. Are you male or female?

Male	44
Female	44

Q3. What is your ethnicity?

African		Other Asian	
Bangladeshi / British Bangladeshi		Other White	
British/mixed British	8	Pakistani / British Pakistani	
Caribbean		Scottish	2
Chinese		Turkish	
English	60	Welsh	4
Indian / British Indian		White & Asian	
Irish	4	White & Black African	
Italian		White British	16
Malaysian		White Irish	
Other			

B. General Satisfaction

Q4. What, do you think is the best thing about this GP practice?

The overall results showed that the access to appointments was the best thing about the practice. The location was also important. The overall opinion about all staff was that they were helpful and friendly especially the manager. **96% answered**

Q5. What **one** thing would you like us to do to improve your experience of this GP practice?

Most replies indicated that there was no need to change anything, however there were some improvements suggested. **80% answered**

Q6. Overall how would you describe your experience of this GP surgery?

Very Good	62
Good	34
Neither good nor poor	4
Poor	
Very poor	

Q7. Would you recommend this GP surgery to someone who has moved into the area?

Yes	98
No	2

Q8. How would you rate your experience of the following?

(10 is high and 1 is low) Score each one from 10 -1.

Please give the reason for your answer

	Doctors and Nurses	Receptionists	Appearance of Reception
Score (10-1) (Points : % replies)	1:0 2:0 3:0 4:0 5:0 6:4 7:4 8:14 9:34 10:40	1:0 2:2 3:2 4:6 5:0 6:10 7:4 8:16 9:28 10:28	1:0 2:0 3:0 4:2 5:2 6:4 7:14 8:20 9:12 10:42
Reason	See comments below	See comments below	See comments below

Q4 : The general comments indicated that the best thing was access. The location was also very important. The staff are appreciated including doctors, nurses and receptionists by most. Several commented on the fact that the manager was very kind and helpful. It was described as a friendly welcoming practice. One comment was made that it was a peaceful place with no hassle. It was felt that it was a well run practice. Overall it appears that there is a high level of satisfaction with the service provided.

Q5: Most comments said that nothing needs to change. Most of the negative comments made were to do with the waiting area and reception. One comment indicated that there is not enough room for prams and wheel chairs and that it is very difficult to access the building with these as the doors are not suitable and are stiff to open anyway. Another comment stated that the front seats are too near the front desk again making access with prams and wheelchairs difficult. Another comment indicated that the steep access to the practice was difficult. Some comments were made that the reception is not manned all the time and that it takes too long to answer the telephone. Sometimes it is not answered at all. Positive comments were made that the waiting area was always clean and tidy. It was commented that there is too much on the notice boards. There was a request for even more late appointments as this person likes the late nights. A comment was also made which has been commented on before that there is no confidentiality at the front desk and patients can hear what goes on in the office part.

Q8: The Doctors/Nurses

Overall the results are very encouraging. 74% of results were scored 9 or 10. Several comments made that the doctors and nurses were kind and helpful and caring. It was also commented that sometimes it is difficult to understand them and that they did not always look at the patient when talking to them. It was noted that they all give time to the patients, listen and do not hurry

The Receptionists

72% of the scores were 8, 9 or 10. It was disappointing to see some very low scores. The best comments were that the staff members are helpful and kind and polite. Some said that they were OK. The worrying comments are :

1. Talk too much
2. Too long to answer the telephone
3. Not speaking clearly

These adverse comments were in the minority but further training and monitoring is required

Appearance of Reception

It was very encouraging to see that 74% scored 8, 9 or 10. All felt that the area was kept very clean and tidy. Access to the building needs changing as doors are difficult for disabled and prams.

Final comment: It is interesting to note that most patients are very pleased with the service we provide and that most of the “not so good” comments are about the waiting area. We will need to look at this later.

Action Plan

It is obvious that we need to re train some of the reception staff on how to behave in reception and how to speak to anyone at the front desk. Staff also to be reminded about confidentiality at the front desk and that all they say can be heard in the waiting area. The problems in the waiting area are mainly due to the layout. Without enormous structural changes it is very difficult to overcome some of the problems. This may be something we need to discuss in the future.