

Ightenhill Medical Centre Patient Survey 2015-2016

Results Sheet

The results were collated and **percentage** results are recorded
The PPG group have discussed the results and the report is attached

A. Some questions about you

Q1. How old are you ?

15 or younger	2	55 - 64	14
16 – 24	2	65 - 74	14
25 – 34	14	75 - 84	10
35 – 44	26	85 and over	
45 – 54	18		

Q2. Are you male or female?

Male	54
Female	46

Q3. What is your ethnicity?

African		Other Asian	
Bangladeshi / British Bangladeshi		Other White	
British/mixed British	8	Pakistani / British Pakistani	2
Caribbean		Scottish	
Chinese	10	Turkish	
English	70	Welsh	
Indian / British Indian	2	White & Asian	
Irish		White & Black African	
Italian		White British	8
Malaysian		White Irish	
Other			

B. General Satisfaction

Q4. What, in your opinion, is the best thing about this GP practice?

The comments indicated that the best thing was Access for appointments. Most people were very satisfied with everything. Some commented that the manager and management of the practice were excellent. Friendliness of staff.
64% of replies answered this question

Q5. What one thing would improve your experience of this GP practice?

Several replies indicated that there was nothing to do to improve the practice. One person suggested that an improvement would be to have prescriptions in 24 hours. Another suggestion was to provide books for children and another was to have TV/Radio in the waiting area. Some replies indicated that the new receptionists needed more training.
62% of replies answered this question

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

Very Good	82
Good	16
Neither good nor poor	2
Poor	
Very poor	

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

Yes	100
No	

Q8.

There were no comments added here that had not already been included above

Report following PPG Meeting on March 2nd 2016

The format used this time seems to have been a success. Patients were quite happy to complete the form whilst they were waiting for an appointment. No patient refused to complete the forms. Not everyone completed Q4 and Q5 and no one completed Q8. It was very reassuring that 98% of replies indicated that they found their experience of the practice to be very good or good and that 100% would recommend the practice to friends/family. The best things about the practice were access and the management of the practice. Many reported that there was nothing to be done to improve the practice and the PPG group agreed. The PPG discussed the speed of prescription production and it was felt that as we meet the "gold standard" of 48 hours it was not necessary to improve on this. The practice does provide prescriptions in a hurry if they are required and can be done whilst the patient is waiting. Books and toys for children cannot be provided by the practice as we are not allowed as they are an infection risk. There is no reason why parents/carers cannot bring books or toys from home and take them away with them. The waiting area is only small and it was felt that a radio/television would be intrusive and patients do not wait for long in the waiting area. The members of the PPG had not found a problem with them. They acknowledged that the new girls are very pleasant and helpful. It was recognised that the new staff are still being trained and all felt that the comments were not appropriate.