

GLODWICK MEDICAL PRACTICE

Dr.Wright & Dr.Ahmad, General Practitioners

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On 16th January 2014 a short questionnaire was sent out to the members of our patient participation group and also handed out to patients at the surgery.

Of the 100 questionnaires handed out 50% were completed and emailed or handed back to reception.

Of the ones completed 70% of the patients replied answering the questionnaire.

Please see below for audit outcomes:

Results of Annual Patient Questionnaire 13/14

Out of Hours attendances

Have you attended A&E or the Walk in Centre in the last 12 months?

12 23
Yes No

If yes, how many times?

6 4 0 1
Once or twice Three or four Five or six Seven or more

What time did you attend?

8 2 3
8am-12pm 12pm-6pm 6pm-8am

What was the problem? Child with stomach ache, Severe water infection (admitted to hospital) Chest pains x 2 Breathing problems, panic attack, abdominal pains, high temperature, head injury, suspected broken toe and neck injury re fall.

Was it resolved at the visit?

8 4
Yes No

General Patient Information

In the past 12 months, how many times have you seen a doctor from your practice?

8 12 8 5
None Once or twice Three or four Five or six Seven or more

How would you rate our concern for your privacy?

19 7 4 2
Excellent Very Good Good Fair Poor

How do you rate the way you are treated by receptionists at your practice?

15 8 10
Excellent Very Good Good Fair Poor

Opening Hours

How do you rate the hours that your practice is open for appointments?

12 11 5 3
Excellent Very Good Good Fair Poor

Did you know that the surgery is currently providing additional appointments in extended hours?

22 10
Yes No

Have you used the extended hours service?

5 26
Yes No

Scheduling Your Appointment with a Doctor

Thinking of times when you WANT TO SEE A PARTICULAR Doctor. How quickly do you usually get to see that doctor?

10 5 11 12
Same day Next working day Within 1 week More than 1 week

How do you rate this?

9	4	8	7	6
Excellent	Very Good	Good	Fair	Poor

Thinking of times when you are WILLING TO SEE ANY Doctor? How quickly do you usually get seen?

11	8	14	1
Same day	Next working day	Within 1 week	More than 1 week

How do you rate this?

8	7	7	5	4
Excellent	Very Good	Good	Fair	Poor

How long did you wait in the reception area beyond your scheduled appointment time?

13	17	5
0 to 10 minutes	10 to 20 minutes	More than 20 minutes

How do you rate this?

8	6	7	11	3
Excellent	Very Good	Good	Fair	Poor

Thinking of times you have phoned the practice

How do you rate the ability to get through to the practice by telephone?

4	8	8	12	5
Excellent	Very Good	Good	Fair	Poor

How long did you wait to speak to a receptionist?

16	13	4
0 to 2 minutes	3 to 5 minutes	Longer

How would you rate the ability to speak to a doctor on the phone when you have a question or need medical advice?

8	11	4	0	0
Excellent	Very Good	Good	Fair	Poor

Thinking about your consultation with the doctor. How would you rate:

How thoroughly the doctor asked about your symptoms and how you are feeling?

19	9	6	0	0
Excellent	Very Good	Good	Fair	Poor

How well the doctor listened to what you had to say?

17	11	6	0	0
Excellent	Very Good	Good	Fair	Poor

How well the doctor put you at ease during your physical examination?

15	12	6	1	0
Excellent	Very Good	Good	Fair	Poor

How much the doctor involved you in decisions about your care?

16	11	6	1	0
Excellent	Very Good	Good	Fair	Poor

How well the doctor explained your problems or any treatment that you need?

18	8	5	2	0
Excellent	Very Good	Good	Fair	Poor

The amount of time your doctor spent with you today?

17	5	8	2	0
Excellent	Very Good	Good	Fair	Poor

The doctor's patience with your questions or worries?

17	9	8	1	0
Excellent	Very Good	Good	Fair	Poor

The doctor's caring and concern for you?

18	7	7	2	0
Excellent	Very Good	Good	Fair	Poor

Did you feel that your doctor spent an adequate amount of time with you?

35	0
Yes	No

How would you rate the competence of your doctor?

22	6	5	1	0
Excellent	Very Good	Good	Fair	Poor

Would you recommend this practice to your family and friends?

32	0	2
Yes	No	N/A

Personal Information

Finally, it will help us to understand your answers if you could tell us a little bit about yourself.

Are you:

11	22
Male	Female

How old are you? Under 20 = 0 20-29yr = 2 30-39yr = 7 40-19yr = 3 50-59yr = 5 60-69ys = 5 70-79yr = 7 and 80 and over = 2

Do you have any longstanding illness, disability or infirmity? By longstanding we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.

17	12
Yes	No

Which ethnic group do you belong to?

19	3	9	0	0	0
White	Black/Black British	Asian/Asian British	Mixed	Chinese	Other

We are interested in any other comments you may have. Please write them here.

Is there anything particularly good about your health care?

Caring/Informative

Yes Dr Wright and reception

Dr Wright

My doctor shows a lot of concern about my problems be it with me or my children

I think more could be done to encourage patients to take more responsibility for their own health care, with additional support.

If I need an urgent appointment I have been instructed to ring at 8.00am and I have been able to get an appointment the same day, which is good when you are feeling worried about a sudden health problem.

Having confidence in the healthcare professionals at this practice. All admin staff are very helpful, friendly and respectful. Receiving call backs from messages left.

No reason to complain

I have always been satisfied. Fortunately I have no serious health issues

Is there anything that could be improved?

Being told to ring back at 8am next day and unable to get through

Ability to get through on the phone

To get appointment same day. Do not like attending seeing other doctors.

Getting test results back. With todays electronic environment ie. Text or email.

No, only when trying to see another doctor.

Time waiting for appointment.

Not in my opinion, very satisfied.

Nothing that I can think of.

Please share any additional comments.

1. Make an appointment for next day without having to ring back

2. The care I am receiving is excellent and I feel the medical team really care and I am not just an NHS number.

3. Very attentive and helpful. Reception staff doing a very difficult and trying job at difficult times.

Its been splendid time at this medical centre, they couldn't do anything better, if there was I'd be the first to let them know.

4. Not enough appointments for the same day.
5. Have been a patient at this practice for most of my life along with my family and parents before me. It is an excellent practice with excellent staff.
6. Privacy at reception. Can overhear conversations
7. Waiting time to see GP. Although would prefer to wait as it was with the GP of my choice. Some step by step guidelines for the automated check in system.
8. I have recommended this practice to family and friends. Depends when you ring on how quick you get through on the phone.
9. Just being able to hear other patients information whilst in the queue. Don't know how this can be improved with layout of the reception.
10. The staff is very good and helpful and I feel safe and happy.
11. You have a pleasant surgery and friendly efficient staff. We hear a lot about "Dragons" guarding the GP's, but this has never been the case at Glodwick Medical Practice.

As we are due to merge with the Radcliffe Medical Practice in April 2014 and become GREENBANK MEDICAL PRACTICE the patient reference group has agreed that we should repeat the survey in 6 months to see if patients think any improvements been made.

We will of course be informing patients of the new website address when it is available.