



# Meneage Street Surgery

## Patient Survey 2013

### Results

#### 64 Questionnaires received

At Meneage Street Surgery we are always looking to improve the services we provide to patients. Your views matter to us. This Questionnaire has been compiled with the help of our Patient Group to help gain a mutual understanding of "the patient experience" and how we can work together to improve and develop healthcare at Meneage Street. We would value the opinions of as many patients as possible and invite you to complete the brief survey below. Your answers will be held in strict confidence.

**1) Contacting the practise by phone (61 answers)**

*Day and time phoned if known*

Difficult	Fairly easy	Easy	Good	Excellent
5 (8%)	29 (48%)	9 (15%)	12 (19%)	6 (10%)

Mainly 8.30am

**2) Is your GP surgery currently open at times that are convenient to you?**

**YES 64 (100%)**

*The surgery is open from 8am to 7pm on Monday, Tuesday and Thursday, and 8am to 6.30pm on Wednesdays and Friday?*

**3) Do you feel you are overheard when speaking to staff in the reception area? (64)**

Yes, but I don't mind	44 (69%)
Yes, and I am not happy about it	12 (19%)
No, other patients can't overhear	5 (8%)
Don't know	3 (4%)

**4) In the last 6 months, did you make an appointment with a doctor or nurse you did not keep?**

**NA or NO (60) 94%**

**YES (4) 6%**

**Was this because ...**

*Please tick all that apply*

I forgot to cancel /forgot	4
The condition improved	
It wasn't a clinician I wanted to see	
Unable to get through on the phone	
Transport problems	
Inconvenient	

**Any other reason/additional comments/suggestions**

Lost appointment slip (2) /no written confirmation (1)  
Unexpected last minute emergency (1)

- 5) The surgery has recently installed a high-specification daycase surgery facility which will reduce the need for patients to travel to access some treatments. NHS surgeons currently offer vasectomies on site. What other procedures would you like to see available in the future? For patient safety please bear in mind, some procedures may still need to be undertaken in a hospital setting.

*Tick all that apply and add any suggestions*

Eye Clinics for macular degeneration (most common form of sight loss in over 60s)	28
Hernia repair	21
Carpal tunnel	22
Dermatology- see and treat, remove BCC, cosmetic work, mole check	5
Acupuncture	1
Cataracts	1
Hearing Clinic	4
Haemorrhoids	1
Existing Services offered at the Cottage Hospital for the following:- X Ray, Physio, MIU, Diabetic Retinopathy Clinic, Ultrasound	

- 6) I would recommend this practice to my family and friends (Total 64)

YES (60) 94% NO (2) 2% NEUTRAL (3) 4%

- 7) Is there any aspect of the surgery you would like the Patient Group to review with the practice?

#### Phone System

General sense of frustration, some patients walk to the surgery to avoid phoning

- Getting through at 8.30 (9)
- Length of time on hold (5)
- Cost of holding while in the queue (7)
- Cheaper options for mobile users (2)
- Offer local number option (approx 15)

#### Appointments

- Online booking and more pre-bookable appts to reduce the need to phone "on the day" (4)
- Online real-time booking for working patients
- Appointment system overhaul
- Perception- some patients appear to have an opportunity to pre-book an appt not available to me a few minutes before?

#### Internet/IT

- Better use of IT, e.g. script ordering, connecting with the practice by email
- Text reminders

#### GP Access

- Offer minor surgery appointments later in the day for working patients
- Doctor of choice availability – Never know what days my GP works? Publish days and time of each GPs clinics, including on website.
- GPwSI in Dermatology
- Help me understand the process for following up on test results

#### Reception

Being overheard- patients generally do not mind.

- A courtesy sign requesting patients to stand back could help.
- Queues can build up if receptionists are taking calls and dealing with patients face-to-face. Can also appear discourteous, as appear ignored.

#### General Comments

Many comments complementing staff and level of care received;

- Staff always smiling and cheerful
- Nothing too much trouble. Calm friendly atmosphere
- Attentive, thorough and really listens
- Keep the caring attitude, it helps hugely
- Cannot praise the staff enough. Excellent care.

# Thank you for your time

Please complete the details below and hand to a PPG representative or a member of surgery staff. The information below will help to make sure we try obtaining a representative sample of the patients that are registered at this Practice (Please tick the relevant box)

## Are you male or female?

Male	24
Female	40

## How old are you?

Under 18	0	55 - 64	10
18 - 24	3	65 - 74	14
25 - 34	3	75 - 84	15
35 - 44	7	85 and over	1
45 - 54	11		

## Which of these best describes what you are doing at present?

If more than one of these applies to you, please tick the main one ONLY

Full-time paid work (30 hrs or more per week)	12
Part-time paid work (under 30 hrs per week)	15
Full-time education (school, college, university)	1
Unemployed	1
Permanently sick or disabled	0
Fully retired from work	28
Looking after the home	2
Doing something else	4

## Male

Under 18	0	55 - 64	5
18 - 24	1	65 - 74	8
25 - 34	2	75 - 84	4
35 - 44	1	85 and over	0
45 - 54	3		

## Female

Under 18	0	55 - 64	5
18 - 24	2	65 - 74	6
25 - 34	1	75 - 84	11
35 - 44	6	85 and over	1
45 - 54	8		

How would you describe your ethnic origin? (Chose one section from A to E below and then select the appropriate option to indicate your ethnic group)

### A. White

British	55
Welsh	1
Cornish	6
Any other white background	

### B. Mixed

White & Black Caribbean	
White & Black African	
White & Asian	
Any other Mixed background	

### C. Asian/Asian British

Indian	
Pakistani	
Bangladeshi	
Any other Asian background	

### D. Black or Black British

Caribbean	
African	
Any other Black background	

### E. Chinese or other ethnic group

Chinese	
Any other ethnic group	