

Cornhill Surgery Patient Participation Report & Survey Results 2011

In the autumn of 2011 we added a request to our practice website asking patients if they would be interested to join our patient participation group; we also put posters up in our waiting room. The group is open to all patients registered at the practice. Unfortunately we did not have any response from this, so instead wrote to a number of patients inviting them to join, of this group 5 patients agreed to join.

It is important that the group is representative of the patients registered at the practice and the 5 patients who have joined the group represent the vast majority of our patient base. The only group that is not represented are patients in their teenage years. We are still recruiting and would welcome anyone, specifically from this age group to join.

Please note we still require group members, everyone is welcome to join – please see the link on our website to register or ask at reception.

We did not want members of the group to be overly burdened by meetings and some members have said they would prefer to participate via post or emails.

For this first survey the group members were asked for their thoughts on what questions should be asked. A copy of the old questionnaire was given to them and the members agreed that the questionnaire should remain the same.

In January 2012 the survey was posted on the practice website with prominent requests for patients to complete this. The survey was also advertised in the surgery and hard copies were made available for patients without access to the internet. The survey was available for completion for a period of 8 weeks, 0 responses were received via the website but 28 were completed within the Surgery.

The survey results were as follows:

Patient Questionnaire Summary

Question	V Poor	Poor	Fair	Good	V Good	Excellent	
Satisfaction with receptionists	0	0	1	1	13	13	0
Satisfaction with opening hours	0	0	2	6	18	2	0
Satisfaction with waiting times at practice	0	2	8	10	6	2	0
Satisfaction with continuity of care	0	1	3	8	9	4	
Satisfaction with how well doctor listens	0	1	3	8	9	4	
Satisfaction with how well doctor puts patient at ease	0	0	0	6	8	11	2
Satisfaction with doctors explanations	0	0	0	5	8	12	2
Satisfaction with doctors explanations	0	3	5	6	3	8	3
Satisfaction with availability of any doctors	2	1	0	7	5	12	1
Satisfaction with time doctor spends	0	0	1	5	9	10	2
Satisfaction with doctors caring and concern	0	0	1	5	7	12	2
Satisfaction to get through on the phone	0	0	3	5	13	6	1

WE ALSO ASKED PATIENTS FOR COMMENTS ABOUT THE PRACTICE - THESE ARE LISTED BELOW

Is there anything in particularly good about your health care?	Is there anything that could be improved?	Any other comments?
Treated very good		The practice is very good
		Have always found the service given very good
I am very pleased with by doctors and receptionists		
very satisfied	No in my experience all is good with the practice	No
They give me the correct medication for my condition	No	None
I actually brought my 3 year old today and the doctor was excellent and put him at ease. I always get appointments and all staff members are thorough and helpful	Requesting repeats online would be helpful and convenient for me	Website is very good, especially booking appointments online - haven't used it yet, but pleased it is available as an option
	Clinics on Saturdays	
Always friendly and polite		
Improves my confidence		
The practice cares for patients	Ability to book nurses - they are always booked weeks ahead	
Good service		
Yes	No	excellent

This information was shared with the patient participation group. The practice was pleased with the results of the survey and did not believe that any significant change to services provided or the way in which they are delivered were required based on these results. The group were asked to comment on both the results and on the proposal relating to service change.

Conclusion

Following feedback from the group it has been agreed that no changes to services provided or the way in which they are delivered are required. Practice premises will be open from 8.15am until 6.00pm. The surgery offers extended hours and the doctor is available on one evening per week (Thursday 6.30-8.00) and one morning per week (Tuesday 7.00-8.00).

We operate an appointment system (including 'on the day' emergency appointments) for all services; appointments can be made either in person or by telephoning 0121 453 3591.

This year despite being available both on the practice website and in the surgery for 8 weeks the survey uptake was not as high as we would have liked. It has been agreed that next year we will look at how we can increase the number of responses to the survey.

Additional Information

I list below a couple of the issues raised, with details of the action taken to address them:

- Patients would like evening appointments = we hold a late night surgery 6.30-8.00 every Thursday and in addition an early morning surgery 7.00-8.00 on Tuesdays.
- Patients would like weekend opening = we did offer a monthly Saturday morning surgery for over 12 months, but found the uptake was very poor, this is why we changed to the Tuesday early morning, which has proved to be a lot more popular.
- Difficulties in obtaining a nursing appointment = we have introduced the text reminder system, as we were finding a number of patients were not attending their appointments which could have been used, and are currently looking at increasing the nursing time available.

Other improvements we have made over the past year are:

- Introduction of the on-line appointment booking, to date we have over 150 patients who are registered to use this.
- Improvements made to the waiting room, redecorated, new lights, furniture re-upholstered. In addition we held a colouring competition with a local school, where the pupils draw/painted pictures that have since been displayed in the waiting room.
- New picture board put up detailing the members of staff both clinical and clerical working at the Surgery.