

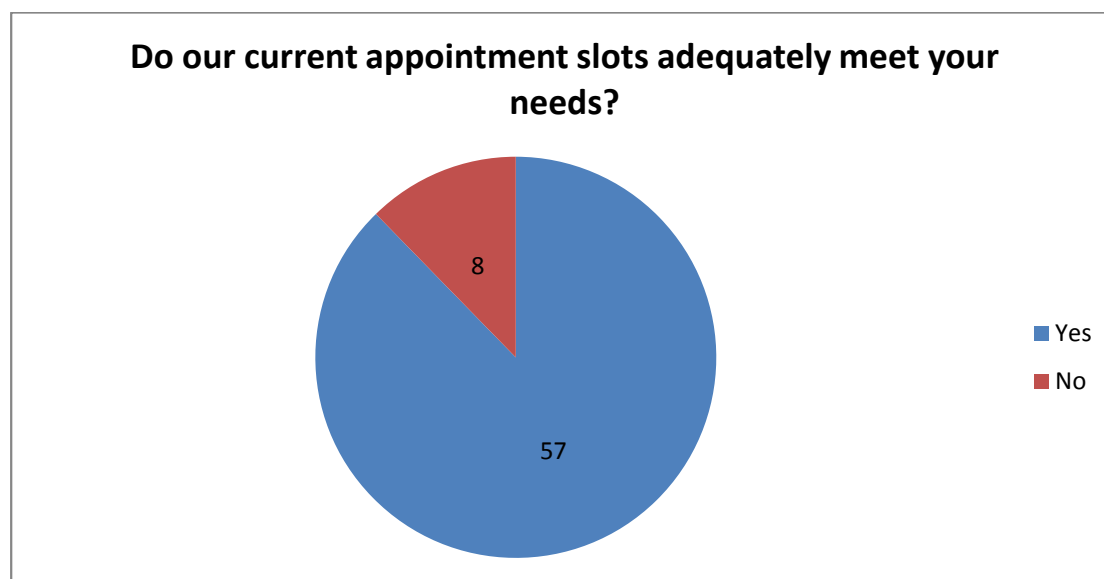
2014 practice patient survey findings
Collection dates 16th – 29th January 2014

1. Consultation times

We currently offer appointments between 8.20am – 7:45pm Monday to Friday as shown.

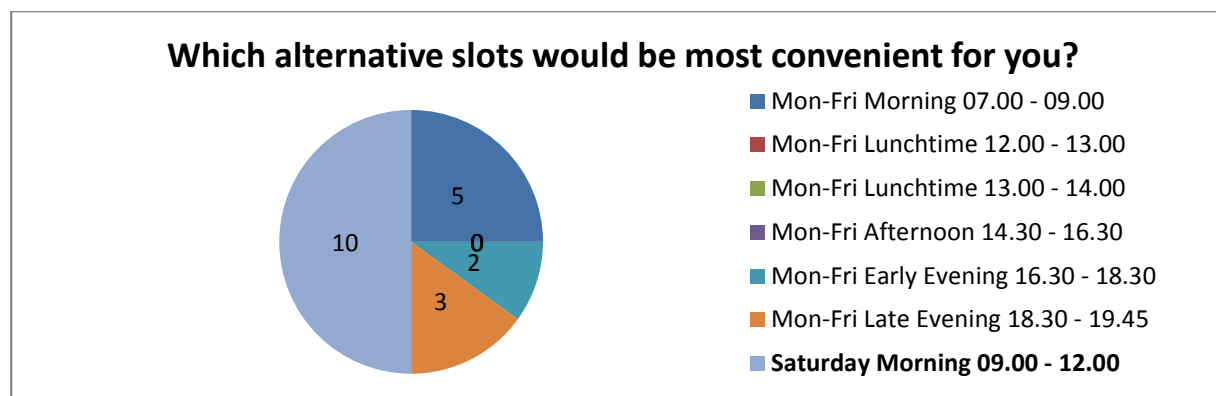
	MILNTHORPE		CARNFORTH		
Monday	8.20 – 11.10	3.30 - 6.00	9.00 - 11.40	2.00 - 4.00	
Tuesday	8.45 - 10.45	3.00 - 5.00	9.00 - 11.00	3.30 - 6.00	6:30 - 7:45
Wednesday	8.30 - 11.00	3.30 - 6.00	8.45-11.40	2.00 - 4.00	
Thursday	8.45 - 10.45	3.00 - 5.00	9.00 - 10.00	3.30 - 6.00	
Friday	8.40 - 10.45	2.00 - 4.00	8.40 - 10.50	2.00 - 4.00	

1.1. Do these adequately meet your needs?	Total replies	% of respondents
Yes	57	87.7
No	8	12.3

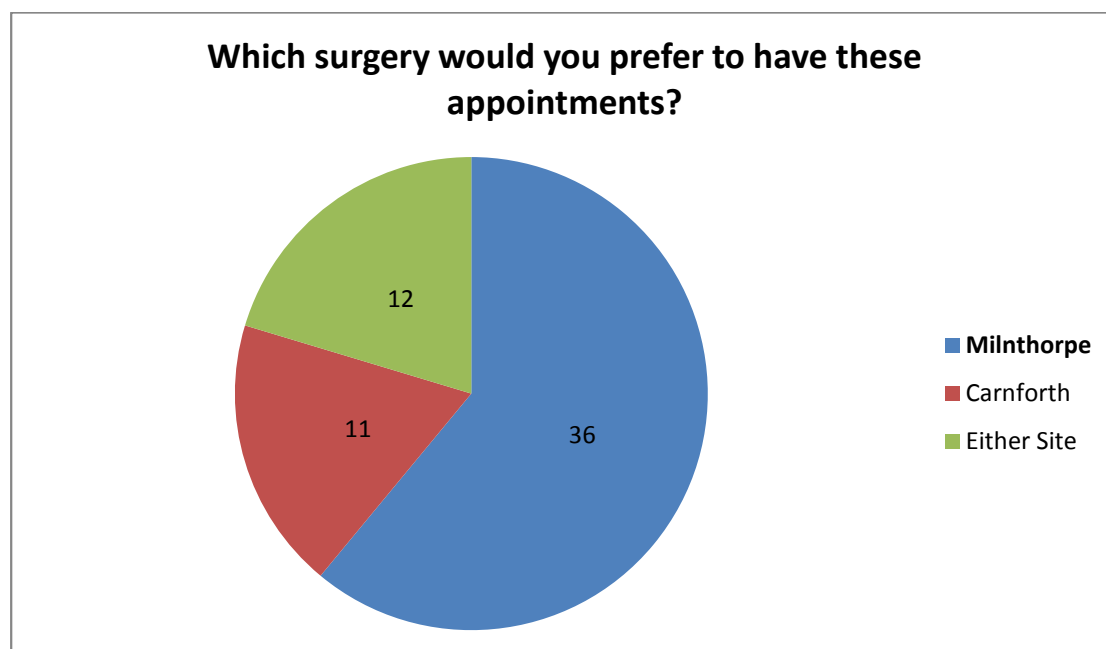


1.2. If no, which alternative slots would be most convenient for you to see a GP or Nurse?	Total replies	% of respondents
Mon-Fri Morning 07.00 - 09.00	5	7.7
Mon-Fri Lunchtime 12.00 - 13.00	0	0.0
Mon-Fri Lunchtime 13.00 - 14.00	0	0.0
Mon-Fri Afternoon 14.30 - 16.30	0	0.0
Mon-Fri Early Evening 16.30 - 18.30	2	3.1
Mon-Fri Late Evening 18.30 - 19.45	3	4.6
Saturday Morning 09.00 - 12.00	10	15.4

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1.3. Which surgery would you prefer to have these appointments?	Total replies	% of respondents
Milnthorpe	36	55.4
Carnforth	11	16.9
Either Site	12	18.5



Consultation times comments

- Can see that consultation times could be problematic for 9-5 workers x 3
- I lose money with working hours appointments
- If off work due to sickness appointment times are immaterial, routine consultations need to be dealt with before or after work. Early morning appointments do not impact on the rest of the day – but – I am acutely aware of the impact that this desire for personal flexibility has on surgery staff.
- Evenings and Saturday morning would be beneficial
- I've always been pleased with the appointment system
- I have never had a problem accessing an appointment, both sites offer adequate times. If you need an appointment you should be willing to travel the either surgery.
- Consultation times good, waiting time for consultation poor

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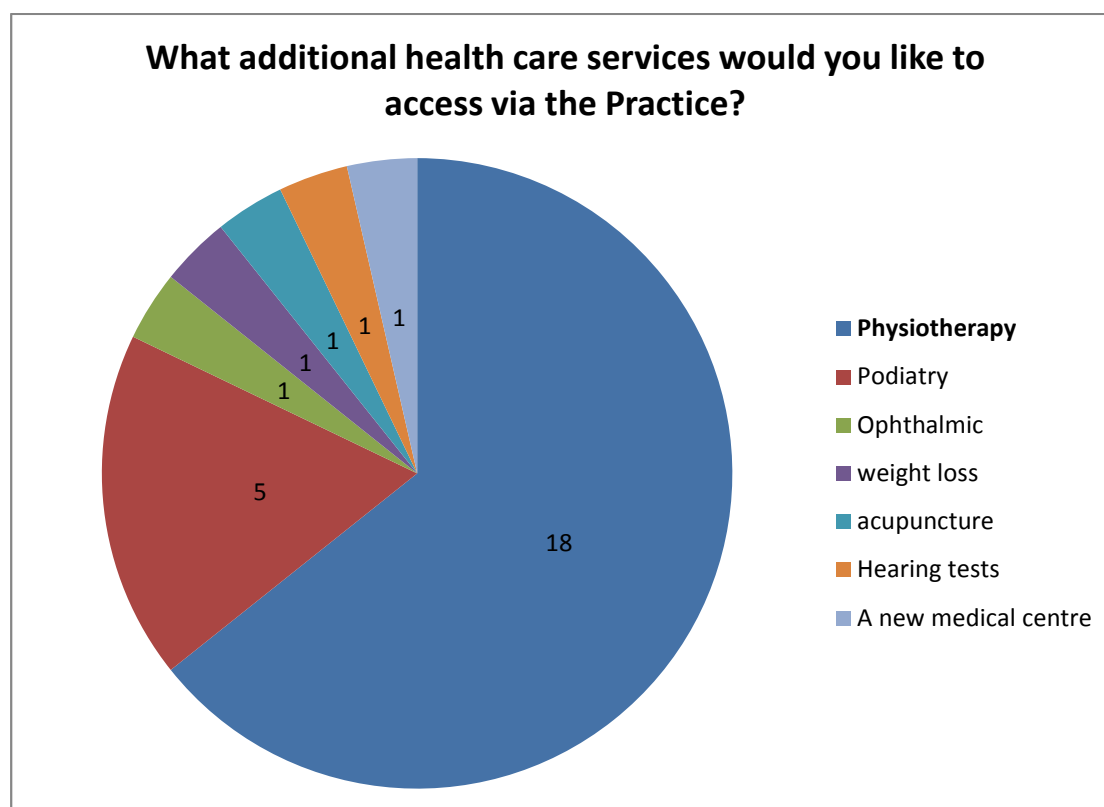
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- Struggle to get advance appointment, told to ring on day which worries me
- Receptionists could ask patients how long a slot they need on booking to reduce waiting times in reception
- Difficult to know if your problem will take more than 10 minute appointment, conscious of knock on effects
- Longer consultation time sometimes appropriate
- Is there a facility for requesting prescription for a non-serious compliant without having GP consultation – perhaps via receptionist who consults a pharmacist?
****Patients may access pharmacists themselves for help with non-serious complaints, we have a medicines optimisation manager who manages our repeat dispensing service****

1.5. Services

We offer a range of enhanced services (e.g. minor surgery) and the services of other health professionals (e.g. counselling, cardiac nursing etc.) in our Practice.

What, if any, additional health care services (e.g. podiatry, physiotherapy etc.) would you like to access via the Practice?	Total replies	% of respondents
Physiotherapy	18	27.7
Podiatry	5	7.7
Ophthalmic	1	1.5
weight loss	1	1.5
acupuncture	1	1.5
Hearing tests	1	1.5
A new medical centre	1	1.5



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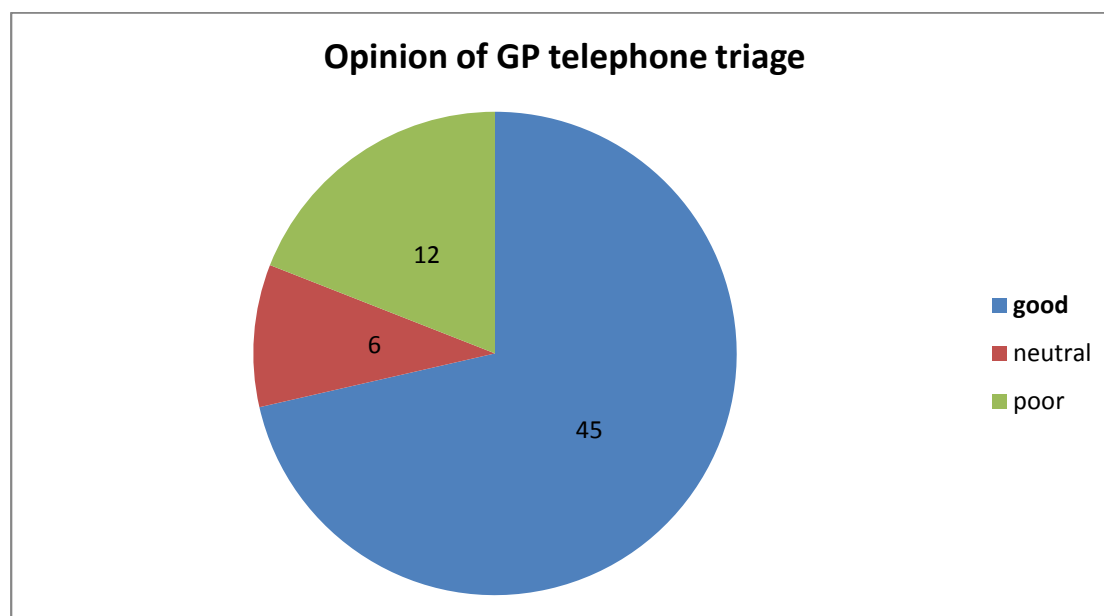
2. Appointments

We are auditing the balance of our appointments (same day, book-ahead and telephone) with a view to reviewing our appointment system to improve patient access. The way in which we change our appointment system (if at all) will be largely determined by our audit; however patient opinion will be influential.

Some GP surgeries use a triage appointment system where patients speak to a GP for an initial telephone consultation at an agreed time on the day of their enquiry. In these practices most patients are helped directly through a telephone consultation. Those that do need to be seen either by a GP or other clinician e.g. Nurse or Phlebotomist get an appointment on the day of their choice, usually the same day. An appropriate allocation of book-ahead appointments is available for routine consultations and reviews.

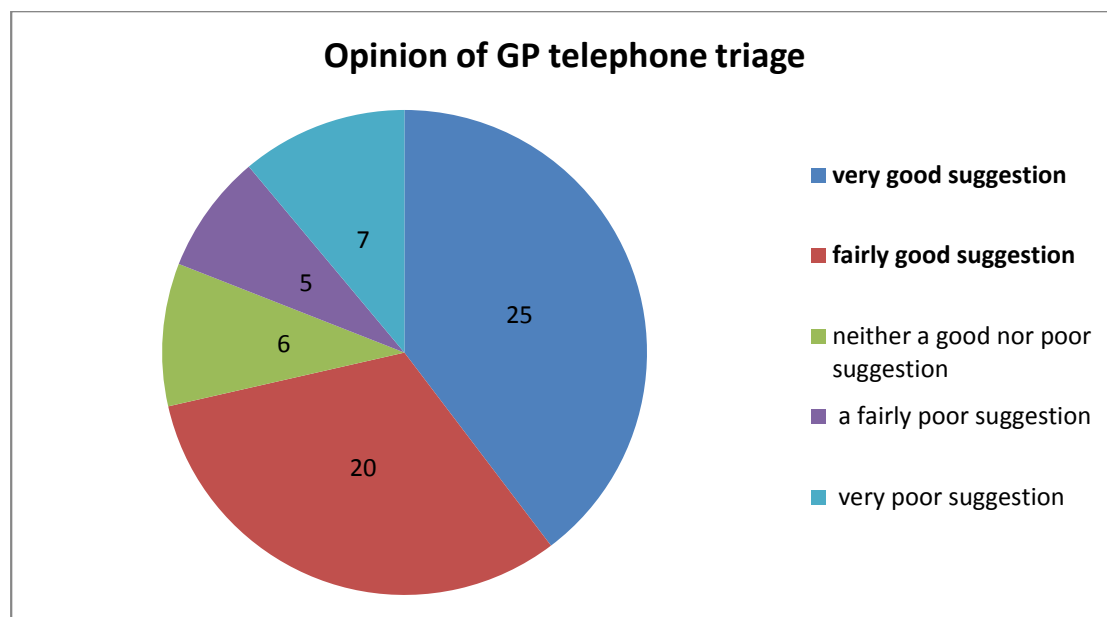
2.1. Please indicate your opinion on using a similar GP triage scheme in our Practice, should the audit indicate we need to change our appointment system.

The GP triage suggestion is....	Total replies	% of respondents
good	45	69.2
neutral	6	9.2
poor	12	18.5



GP Telephone triage	Total replies	% of respondents
very good suggestion	25	38.5
fairly good suggestion	20	30.8
neither a good nor poor suggestion	6	9.2
a fairly poor suggestion	5	7.7
very poor suggestion	7	10.8

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Positive

- Receptionist ask for an idea of problem, speaking to a GP first would help workloads
- Telephone consultation can be reassuring and free up time for face to face.
- Sometimes unsure but don't want to waste an appointment
- I'm in favour of GP triage but have always got an appointment when needed
- Would like to discuss toddler problems with GP to determine if we need to be seen.
- Great if avoids having to go out when poorly
- Good idea if it's a GP you speak with
- I have often spoken to Dr. Smith or receptionist to save having an appointment and this has worked well for me

Neutral

- Success of scheme would depend on GP identifying timid or unclear description of symptoms by patient
- Would like to see benefits gained by other practices. Patients should be given option whether to use it or not. What about clogging up phone system?

Negative

- I work at a triage practice and feel it is better for me if this system not employed
- Very unfavourable comments when used elsewhere, concern nurse will replace initial GP contact due to cost

3. We offer text appointment reminders, telephone consultations and online management to help reduce clinical time wasted through patients failing to attend their appointments. Do you have any other suggestions?

- Texts are helpful x 5
- No further book ahead appointment for repeat offenders - on the day only
- No book ahead appointments for regular DNAs
- Follow up DNAs
- Use GP triage the next time DNA patient wants an appointment
- I didn't realise telephone consultations were an option – better information perhaps needed

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4. Patient priorities

What do you think our key priorities should be when it comes to looking at the services we provide to you and others in the Practice? As we do not wish to anticipate your response we have left space for you to describe your priorities

1. Clinical care
2. Getting an appointment
3. Opening times

	Comments on patient priorities / other comments
<u>Services</u>	<p>Would like proactive age checks <i>**40yr old + health checks are available **</i></p> <p>Elderly support and advice</p> <p>Would like 24hr GP service for area <i>**Available through CHOC**</i></p> <p>To be a first line service that prevents A & E being abused and NWS time being wasted. Contact the patient when results of tests, hospital appointments etc. are in. Be more active in not letting scripts just repeat when perhaps not needed.</p>
<u>Appointments</u>	<p>Phoned at 8am and having to wait 2 days for appointment</p> <p>Quicker time to get to see GP, being able to see GP on day but not in emergency times</p> <p>Getting same day appointment</p> <p>Appointment flexibility if urgent consultation is needed</p> <p>Don't like being triaged by receptionist</p> <p>I feel lucky that PV gives good accessibility and care</p> <p>Access to GP when needed and quick access to GP advised blood tests, helpful receptionists</p>
<u>Slot time to call in time</u>	Tell patients why appointment is late
<u>Premises</u>	<p>Privacy at reception, but this is difficult at Carnforth</p> <p>Parking x 2</p> <p>Park View take over Arnside as it needs updating and improving</p>
<u>Clinical</u>	<p>Appropriate referrals</p> <p>Knowledge of nurses on diabetes</p>

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Your most recent visit

What were the best and worst aspects of your most recent visit to the Practice?

	Best aspect	Worst aspect
<u>Staff</u>	Friendly team x 2 Everyone pleasant and helpful x 2 Staff courteous and caring Polite friendly reception staff Excellent telephone booking All staff are helpful, caring and considerate to my needs	N/A
<u>Clinical care</u>	Professional level Good consultation, plenty of info, not rushed GP listened x 3 GP supportive GP helpful Dr Smith dynamic and motivating Dr Wood reassuring Diagnosis and result stopped anxiety Nurse very pleasant Nurse best aspect Shirley really helpful Clear advice	GP didn't listen properly Not getting anywhere with ongoing problem with GP No outcome – look at website
<u>Service</u>	Effective, helpful service Excellent service Service is very good Satisfied I appreciate personal greeting from Dr although they must get worn out! The service from making appointments to the help from the GP has been very good. Polite welcoming receptionist and a GP who listens and takes his time. Accommodating, pleasant reception staff and nurses	N/A
<u>Appointments</u>	On the day apt Best practice I have ever attended as realise the importance of continuity on time appointment good appointment time Got appointment within 40mins of call Booking online easy x 3 Got urgent same day appointment and problem resolved	Slight wait for initial appointment A week's wait to see GP of choice
<u>Slot time to call in time</u>	Short wait x 7 On time x 3	Late / Long wait x 3 at worst I've had ½ hour wait 40+mins wait with toddler ¾hr late
<u>Premises</u>	Pleasant waiting area (m) Clean warm waiting room Comfortable	Limited space (c) Confidentiality at reception (c) Reception is awkward for privacy. The 'privacy line' is a best, but pretty meaningless, fix. (c) Door heavy (autos would be brilliant)

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Respondent demographics

Where were surveys returned?	Total replies	% of respondents
Milnthorpe	45	69.2
Carnforth	14	21.5
e-mail	4	6.2
website	2	3.1
Total respondents	63	100.0

Sex	Total replies	% of respondents
male	26	40.0
female	33	50.8
no answer	6	9.2

Ethnicity	Total replies	% of respondents
White British	60	92.3
no answer	5	7.9

Age	Total replies	% of respondents
u 16	1	1.5
17-24	2	3.1
25-34	2	3.1
35-44	4	6.2
45-54	5	7.7
55-64	17	26.2
65-74	21	32.3
75-84	8	12.3
84+	1	1.5
No answer	4	6.2

