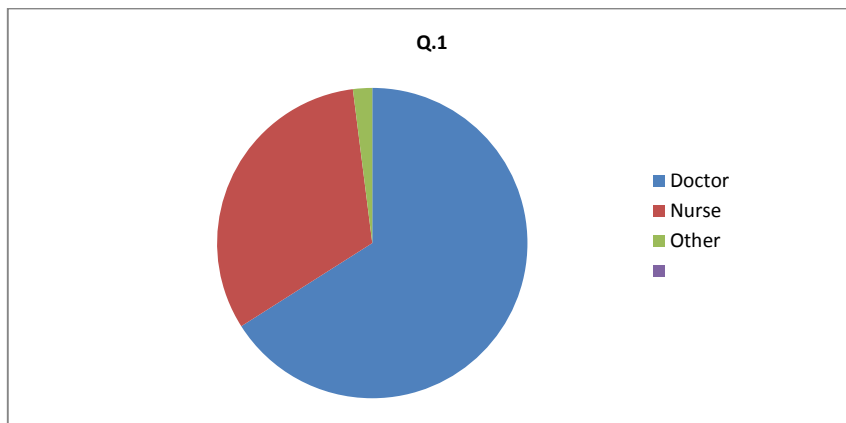


## Patient Survey – Stirchley Medical Practice 2014

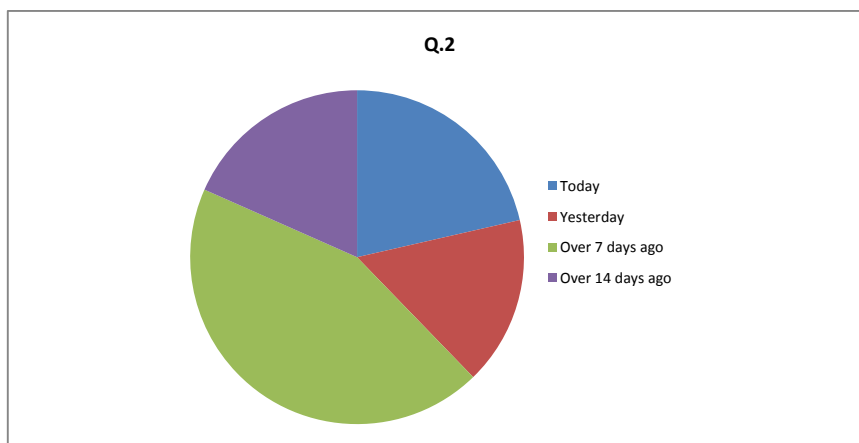
We wanted to know how well our patients understood the appointments system and how easy it was for them to access their usual GP. The PPG members are often approached about the appointment system and spend a lot of time explaining how to get the best out of the appointments system at Stirchley Medical Practice.

We asked eleven questions to 100 patients who attended the Surgery

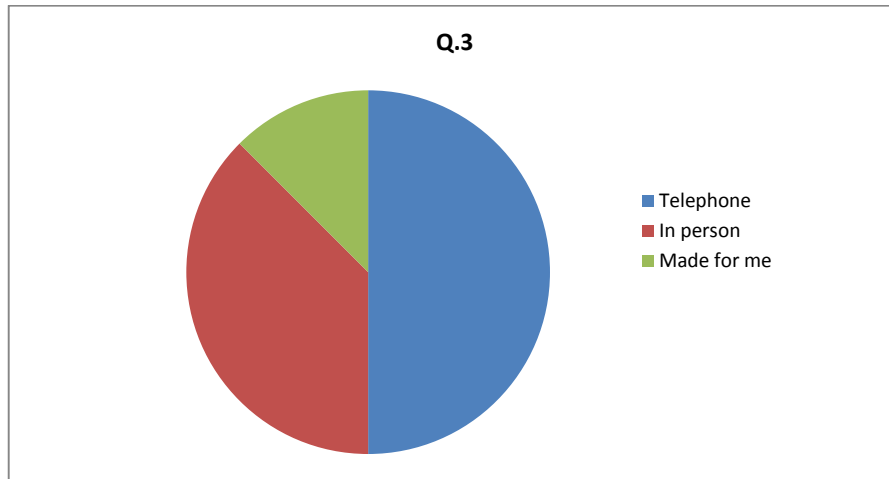
**Question 1** Who is your appointment with today?



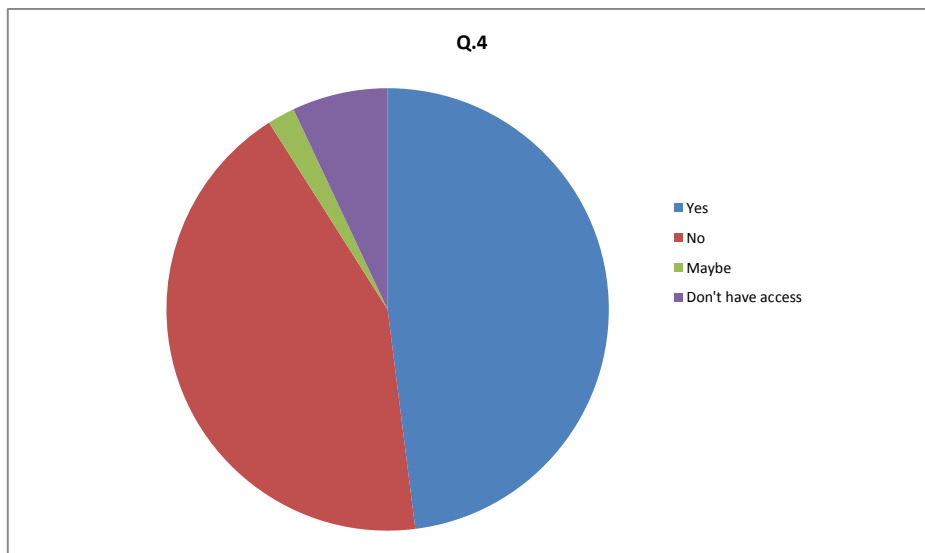
**Question 2** How long ago did you make this appointment?



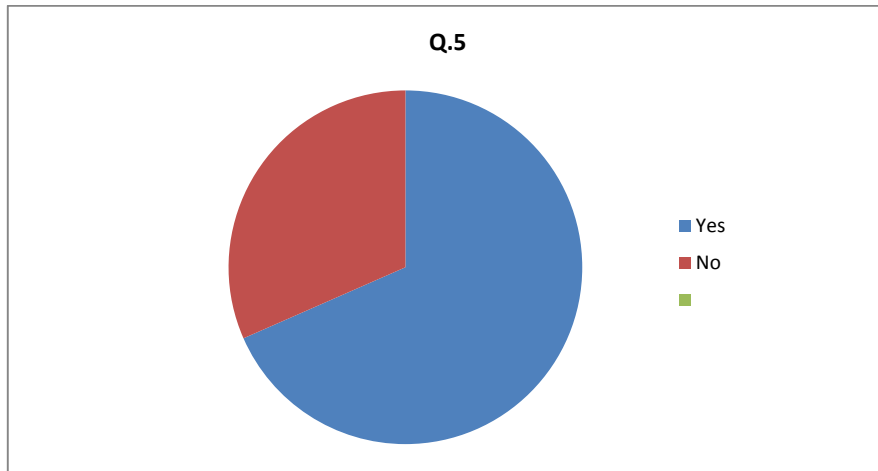
**Question 3** How did you make this appointment?



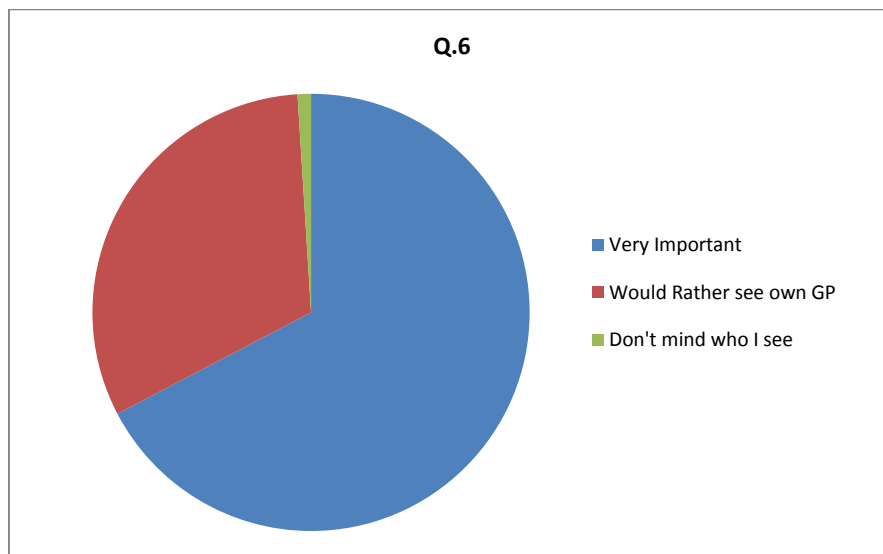
**Question 4** Would you use the internet to book an appointment?



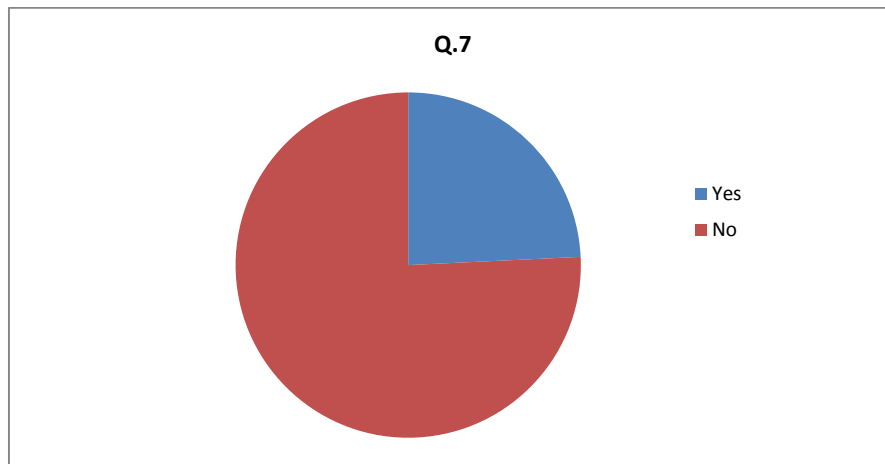
**Question 5** If your appointment is with a GP, is it with the GP of your choice?



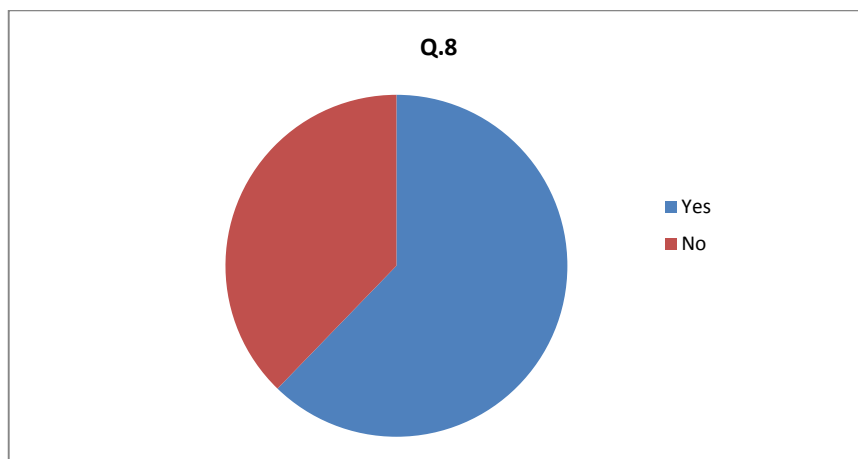
**Question 6** How important is it you see the doctor of your choice?



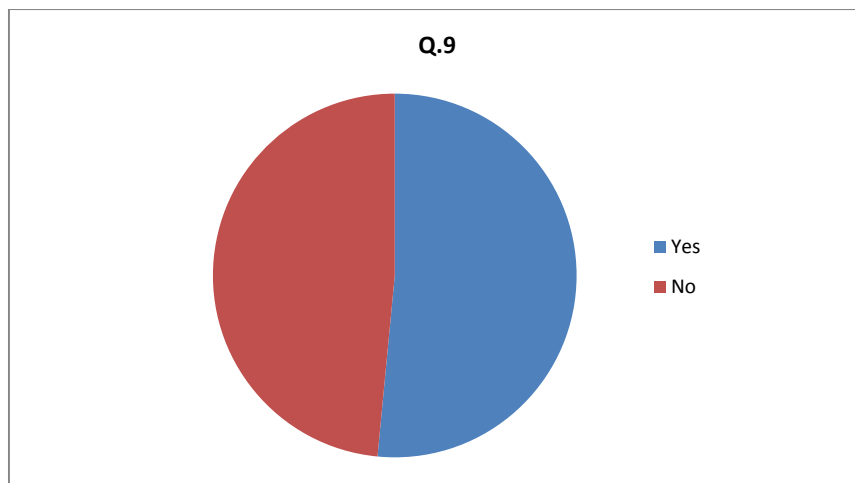
Question 7 Did you know you can book GP and Nurse appointments up to 4 weeks ahead?



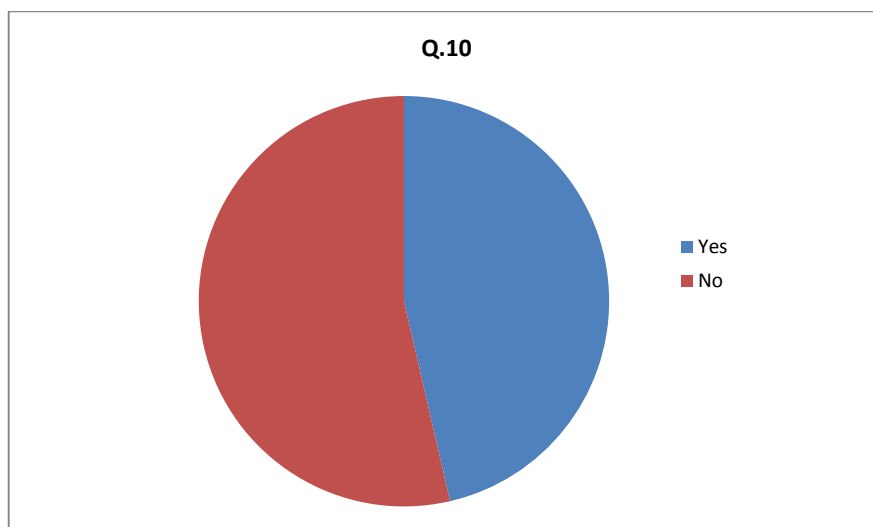
Question 8 Did you know we have pre-booked appointments on a Saturday?



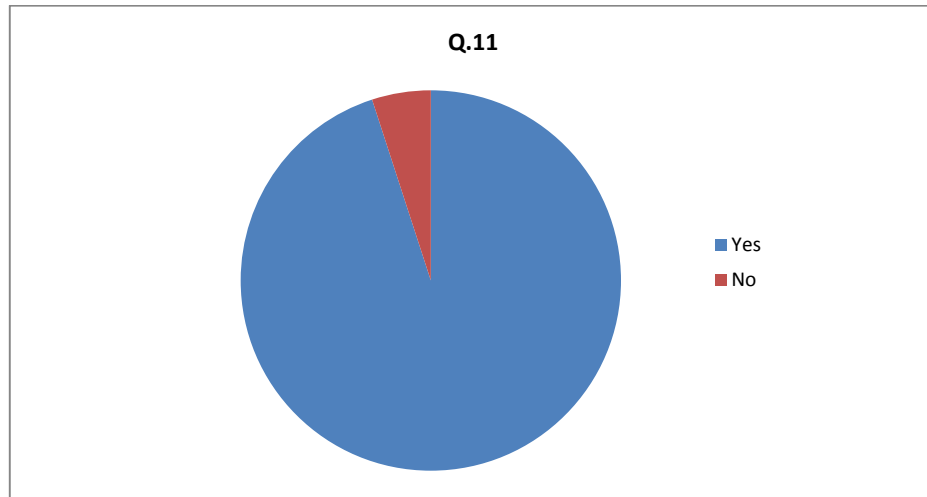
Question 9 Did you know there is an urgent care surgery every day, if you feel you need to see a doctor that day?



Question 10 Have you ever had an appointment in the urgent care surgery ?



Question 11 Did You know you can have a telephone consultation with your Doctor?



Specific comments made by patients on the survey form:

- I am always satisfied with the treatment you offer.
- Very difficult to get an appointment here, usually end up having to take a day off work and hope I can get one by ringing in the morning.
- There should be more appointments made available.
- Very happy with my care.
- Rather a long wait today, very pleasant staff on reception desk, overall happy with this surgery.
- I am pleased with the service from the receptionists and the doctors, although I would like it if I could get appointments out of work time.
- Frustrating at 8.30.
- Waiting time an issue.
- Telephone at 8.30 is not effective.
- Excellent service, friendly staff, would like email reminders of my annual check-ups please.
- Would like to make monthly blood test appointments a month ahead.
- You are very helpful. Sometimes it's hard to get an appointment on the phone, but face to face is excellent, and you have been brilliant with my family, thanks.
- I would like to thank my doctor for looking after me so much.
- Frustrating having to call at 8.30.
- Could you run a cancer awareness clinic to look for signs?
- Lovely Doctor.
- I find it very inconvenient that reception is closed at lunchtime. Could lunch breaks be staggered to enable you to stay open.

- I like the doctors and nurses very much because they are really doing their job well. They should keep it up.
- Would like more appointments on the day, often there are none left.
- Never get to see my own doctor.
- Being female I prefer to see a female doctor.
- Would like to say the service is brilliant, that you can ring in the morning and be seen the same day.
- Essentially we are very satisfied with the practice appointments. Staff are always courteous and helpful, and over the last 11 years we have usually been able to see our own GP. We have mentioned before that despite having previously been used to a small rural practices we have been pleasantly surprised by Stirchley. My wife is appreciative of the daily warfarin testing.
- An excellent GP practice.
- Wasn't happy at 8.30 when I called on Tuesday to book an appointment and there were none left. When do they get booked?
- I have used urgent care on several occasions for my children and have usually been able to be seen on the day. I like the fact this surgery does not use the sit and wait system. Generally find people at all levels accommodating and helpful. Struggle to get through at 8.30 but that is to be expected. Certain doctors particularly hard to get an appointment with but listening to conversations within the local community, they have become popular due to excellent manner with patients. When I have had very poorly children I have never not been seen, even when needing to phone at 5.45 a doctor waited for me and examined my baby.
- I have always found this surgery most friendly and helpful. Thank you.
- I like how the practice encourages patients to see their own Doctor so it allows me to build up a good relationship with the doctor and prevents repeating history.
- Love the idea of being able to book on the internet, even if just to get a call back.
- Appointments system is shocking staff and GPs are nice though.
- I like this doctors never been turned away for an appointment for me or my children.
- The receptionists do an excellent job.
- It can be very difficult to get an appointment with my doctor sometimes.
- Please improve patient service.
- Sometimes it's difficult to see a doctor.

## Patient Participation Group Annual General Meeting

The PRG holds its annual general meeting every March to review the year, plan for the following 12 months and elect the officers.

The patient group was formed in 2009 and has been instrumental in the redesign of patient services at Stirchley Medical Practice since it was formed.

The Patient Group has raised funds by managing the book stall in the waiting room and by running the flu clinic café. The flu clinic café is an extremely popular part of the flu vaccination campaign, the PRG promote themselves amongst the patients while they are having a cup of tea and a piece of cake, again served by the PRG members. This year over £500.00 was raised. This money bought a new wheel chair for patient use, the rest was donated to Family First a local Charity for young families.

The PRG designed and had printed a leaflet explaining what they do, how to contact them and how to join the PRG. The leaflet is on the practice website.

The PRG members have a very active role in the wider health economy, one member is on the CCG round table, and there is a member on the Telford wide PRG. Another member is a Carers Champion who sits on both Stirchley PRG and the Telford wide PRG. She is the carers representative at the Stirchley PRG meetings.

The group joined the National Association of Patient Participation, which is a great support for patient led groups in primary care.

The PRG now have their own email address. This is displayed in the waiting room, and on the PRG leaflet, in the practice booklet, and on the TV screen in the waiting room.

Other actions highlighted in last year's report were:

- To make the waiting room pleasant, safe environment. – The patient group have chosen the new waiting room chairs and have designed lots of visual information which is displayed in the waiting room and on the television.
- Recruit people to represent young families. Stirchley PRG now has a member who is also a member of the Families in Telford Management Team.
- There is now a PRG email address making it easier for patients to contact the patient group.
- A new form has been developed to encourage the use of the suggestions box
- The surgery have had a campaign to increase the number of mobile phone numbers and to ensure they are up to date and accurate. Text messaging to remind people about their appointment has doubled in the last 12 months.

The patient survey has been completed by over a 100 patients. This year the emphasis was on accessibility and the appointments system. The PRG often talk to patients about the appointments system and try to explain it, and it was decided it would be a good idea to explore this further.

### **Brief Summary of the 2014 Survey**

- The survey high-lighted that 76% of patients didn't realise they could book appointments up to 4 weeks ahead.
- Just under half of the people surveyed didn't know there was an urgent care surgery every day if they felt they needed to be seen.
- Nearly every patient surveyed knew they could have a telephone consultation with their Doctor.
- 62% of patients were aware of the Saturday surgeries.
- For the full survey please refer to the Patient group website.



### Patient Participation Group Annual General Meeting

#### **Actions for 2014**

- The patient group have decided that this year they really need to help increase patients awareness of the services on offer and how best to access them. They have planned a series of displays called “over the fence” – this will look like two people talking over a fence about the services the practice offer.
- The group will help with the development of a series of hand-outs explaining the appointments system.
- They will develop a form to allow patients to become virtual members of the Group, so they can comment by email rather than attend the monthly meetings. Also the email address will be given to all new patients.
- One action carried over from last year was to improve the opening times of the surgery. The practice has been in discussions with the pharmacy who also close at lunchtime and are considering a joint approach where they will both stay open over the lunchtime period.

Chair: Brian Begley  
Vice chair: Quentin Shaw  
Secretary: Carol Begley  
Treasurer: Brenda Petman