

Ightenhill Medical Centre Burnley

Patient Satisfaction Survey 2014-2015

100 Surveys were presented and 79 were returned. This was an increase on last year. The survey included a question regarding the ability to see the GP of choice. This was deliberate as we found that we had been reported as being below average at a local and national level. We found this surprising as we are a single-handed GP Practice. The results are shown below and our survey does not agree with the national one which is what we had expected. All age groups were included and we attempted to give out equal numbers of male and female. We encouraged people to complete the form whilst they were here. Some people refused to take a survey to complete. A box was provided on reception for the completed forms.

Age	Male -31	Female-44
<20	0	2
20-30	3	14
31-40	3	9
41-50	11	6
51-60	5	6
61-70	9	7
71-80	0	3
>80	0	1

Our patient population is mainly White-British. We do try to include other ethnic minorities in the survey.



Please circle how well you think we are doing in the following areas:	GREAT 5	GOOD 4	OK 3	FAIR 2	POOR 1
Ease of getting care:	%	%	%	%	%
Ability to get in to be seen	92	4	2	2	0
Hours Practice is open	86	11	2	1	0
Ability to speak to GP or Nurse on the telephone	76	19	1	4	0
Able to see GP of your choice	90	5	3	1	1
Waiting:					
Time waiting to see GP	73	19	4	2	2
Time waiting to see Practice Nurse/Healthcare Assistant	75	19	3	2	1
Time spent with GP	84	6	6	2	2
Time spent with Practice Nurse/Healthcare Assistant	73	17	7	2	1
Staff:					
Doctors:					
Listen to you	81	9	4	4	2
Take enough time with you	78	12	4	4	2
Explain what you need to know	80	10	3	6	1
Give you good advice and treatment	80	10	5	5	0
Nurse and Healthcare Assistant:					
Friendly and helpful to you and listens to you	62	16	15	5	2
Answers your questions clearly	57	22	10	6	5

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Please circle how well you think we are doing in the following areas:	GREAT 5	GOOD 4	OK 3	FAIR 2	POOR 1
All Other staff:					
Friendly and polite and respectful	47	30	20	3	0
Answers your questions to help you	44	30	20	6	0
Telephone:					
Ease of getting through on the telephone	78	13	4	4	1
Clarity of those answering the telephone	84	11	4	1	0
Getting results and reports on the telephone	80	11	5	4	0
Building:					
Neat and clean	87	8	1	4	0
Provision of access for the Disabled	78	9	6	3	4
Comfort and Safety while waiting	60	10	0	12	18
Privacy at the front desk	75	9	0	9	7
Confidentiality:					
Keeping my personal information private	78	14	3	3	0
Are we providing a "Quality" Service for your care? Yes: 95% (5%did not reply) No:0					

What do you like best about the Practice?

Only 32% replied but in general all these comments say that the practice is very good and that we provide a quality service

What do you like least about the Practice?

Only 20% replied and in general they were mainly about the reception area, and waiting times in the waiting room to be seen.

Report

The results of this survey were discussed with the PPG at a meeting on 04/03/2015

The results were very good and in most areas we had got better scores that last year. We were very pleased with the results.

We discussed areas of concern and none of the group agreed with the fact that the waiting times before seeing the clinical staff were too long. The remaining problem was that of confidentiality again at the front desk and waiting area. This was discussed and some ideas were mentioned to try to help. One was to stop people using the seats facing the desk at the front and maybe put up a perspex screen across these seats to try to cut out some of the sound. The telephone position right at the front of the reception desk was causing a problem, so it might be moved away from the front. This would cause a staffing problem as it may result in an extra person needed in the reception area. It was decided to try a few things to see if it is possible to make this confidentiality problem better. Dr Iqbal has put in a bid for funding to improve the building and if it is awarded then the reception area would be improved. The PPG members approved the fact that this funding had been applied for.