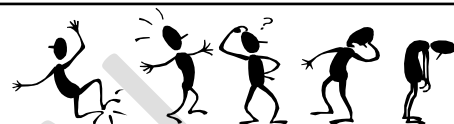


Ightenhill Medical Centre Burnley

Patient Satisfaction Survey 2013-2014

Results and Report

100 surveys were handed out in Practice at random. All age groups were included and we attempted to give equal numbers to male and female. The response was much better this year with a 64% return by the final date. None were returned after the closing date. The survey was much shorter and less complicated than in previous years and we believe that this is the reason for the better return rate. Some people refused to take a survey to complete. We encouraged people to complete the form whilst they were here. A box was provided on reception for the completed forms.



	GREAT	GOOD	OK	FAIR	POOR
	5	4	3	2	1
Ease of getting care:	%	%	%	%	%
Ability to get in to be seen	75	22	3		
Hours Practice is open	70	24	6		
Ability to speak to GP or Nurse on the telephone	41	36	13	8	2
Prompt return on calls	42	42	12	4	
Waiting:					
Time in waiting room	25	69	3	3	
Time in examination room	35	61	4		
Waiting for tests to be performed	23	66	11		
Waiting for test results	29	54	17		
Staff:					
<i>Provider: Doctors</i>					
Listens to you	57	31	10	2	
Takes enough time with you	42	43	13	2	
Explains what you want to know	42	41	13	4	
Gives you good advice and treatment	40	42	13	3	2
<i>Nurse and Healthcare Assistant:</i>					
Friendly and helpful to you	31	43	19	6	
Answers your questions	31	27	28	12	2

Ightenhill Medical Centre Burnley

Patient Satisfaction Survey 2013-2014

	GREAT	GOOD	OK	FAIR	POOR
	5	4	3	2	1
All Other staff:					
Friendly and helpful to you	27	28	28	17	
Answers your questions	22	28	20	28	2
Telephone:					
Ease of getting through on the telephone	63	28	3	6	
Clarity of those answering the telephone	79	19	2		
Getting results and reports on the telephone	78	17	3		
Facility:					
Neat and clean building	57	40	3		
Provision of access for the Disabled	63	28	4		
Comfort and Safety while waiting	69	27	8		
Privacy at the front desk	57	22	6		
Confidentiality:					
Keeping my personal information private	76	22	2		
The likelihood of referring your friends and relatives to us:	78	20	2		
Are we providing a "Quality" Service for your care? Yes: 89% No: 7% Not stated: 4%					

What do you like best about the Practice?

The main comments about this were around the fact that it is a friendly practice with helpful staff. It was felt that the Manager did a good job. There were many comments about the excellent access for appointments. Some felt that the practice was easy to get to and close to home. There were several comments about liking everything about the practice. The main comment was ease of obtaining an appointment.

There were 25 comments returned

What do you like least about the Practice?

The main problem mentioned was the lack of privacy at the front desk. There was a comment about not being open at weekends. Another commented that their repeat prescription was not always correct. One comment was that they felt that appointments were too rushed. Several commented that they did not have any dislikes.

There were 11 comments returned

Suggestions for improvement?

There were only a few comments in this category.

1. Have some means of leaving a prescription between 1 and 3 on Wednesday when the surgery is closed
2. Improve reception area to provide more privacy
3. Ensure repeat prescriptions are correct
4. Reception to be separate from waiting area
5. Remove seating close to reception
6. There were 2 returns which stated " Nothing"

There were 9 comments returned

Ightenhill Medical Centre Burnley

Patient Satisfaction Survey 2013-2014

Age Distribution (Actual figures from 64 replies)

Under 20	5
21-30	9
31-40	12
41-50	7
51-60	8
61-70	10
70 +	8
Not stated	5

Sex Distribution (Actual figures from 64 replies)

Male	Female	Not stated
31	32	1

Report

This year more surveys were returned. 100 were given out in the practice at random over a period of 2 weeks and 64 were returned ie 64%.

It is felt that we got more returns because the survey was shorter and less complicated than in previous years.

There is still a problem with Privacy at the front desk. This is mentioned at each survey we have done. We have tried some things, but obviously it is still an issue which needs to be resolved.

The survey results were discussed at the PPG meeting on January and the following Action Plan was suggested

Action Plan

1. The main area of concern is privacy at the front area and waiting room. Something must be done as this is the third time this problem has been highlighted. It was decided that the practice needs to look at this urgently. There were several suggestions made:
 - a. Perspex over front of reception
 - b. Removal of seat facing the reception
 - c. Moving the telephone from the front desk
2. Repeat prescriptions to be carefully checked against request each time one is done. If there is a problem the patient should be informed when they come to collect the prescription
3. It is not possible to have a "post-box" into the surgery for prescription requests for safety reasons. Patients are to be reminded about the 2 hour closure time on Wednesday from 1.00pm to 3.00pm. It is possible to email a request but obviously not everyone has email access. We cannot leave the front door unlocked as there has been vandalism and theft of the entrance rug.