

Ashfield Medical Centre Patient Survey 2011

Introduction

Earlier this year the government invited each GP practice to create a Patient Reference Group. This was to be a group of patients representing a broad spectrum of the practice population, who were willing to give their views, feedback and ideas to help the practice drive up standards.

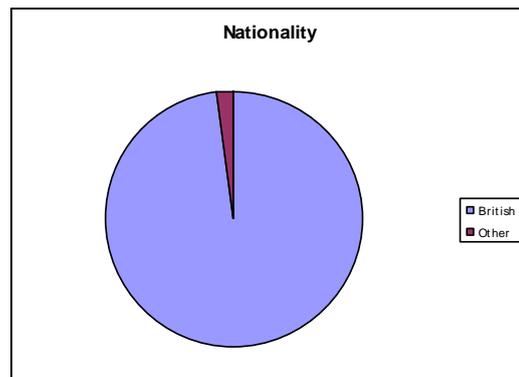
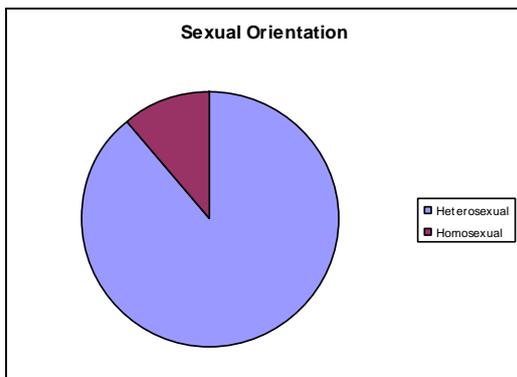
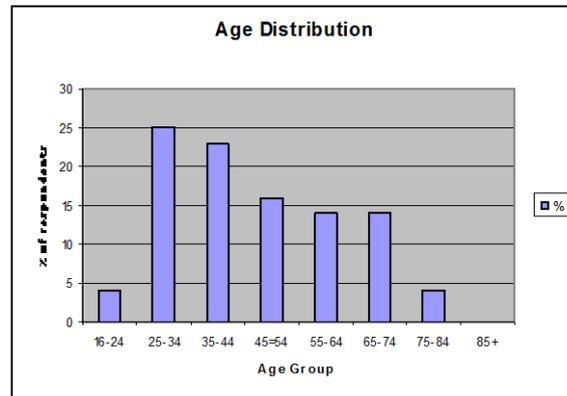
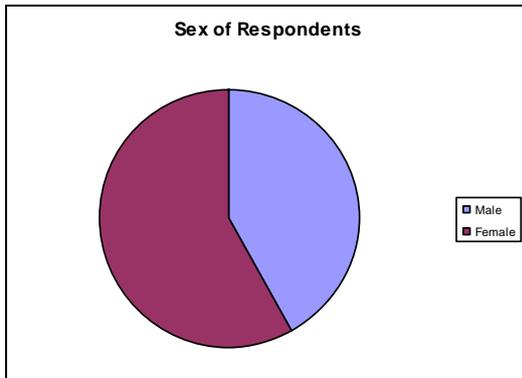
The group, which could meet in person or 'virtually' using e-mail, telephone or post, were tasked with reviewing the practice's results from the National Patient Survey and identifying those areas that warranted further investigation by a local survey. This information would be further analysed and an action plan produced to make improvements where possible.

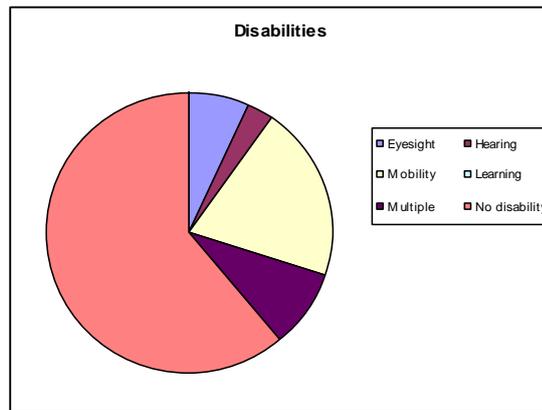
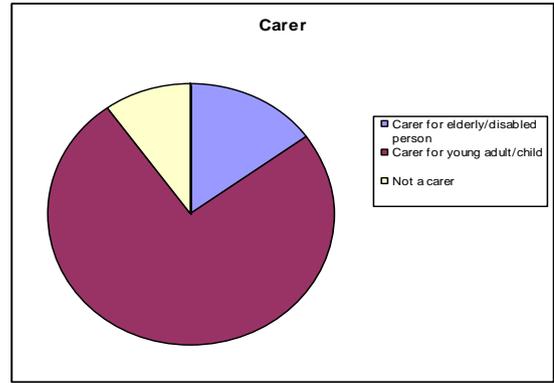
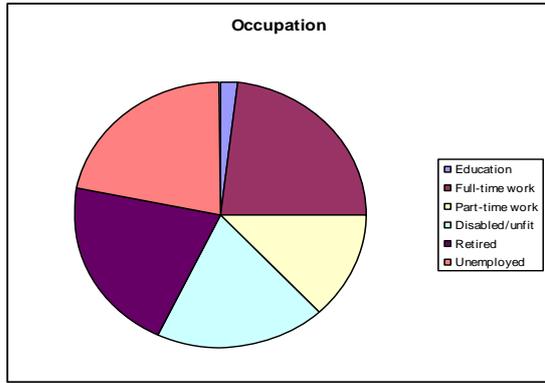
The inaugural meeting of the Ashfield PRG took place on 27th July 2011 at Ashfield Medical Centre, and the notes from this meeting can be viewed on our website at www.stpaulspcc.co.uk.

While the feedback from the National Patient Survey was found to be very positive for Ashfield, there was found to be room for improvement especially with regard to keeping patients informed of our services. It was therefore agreed that our local survey should focus on this issue.

Local Survey

During the course of August and September, patients were invited to complete our survey, which is available on our website. Sixty surveys were completed, and the respondents came from a wide range of ages and situations as shown in the tables below.

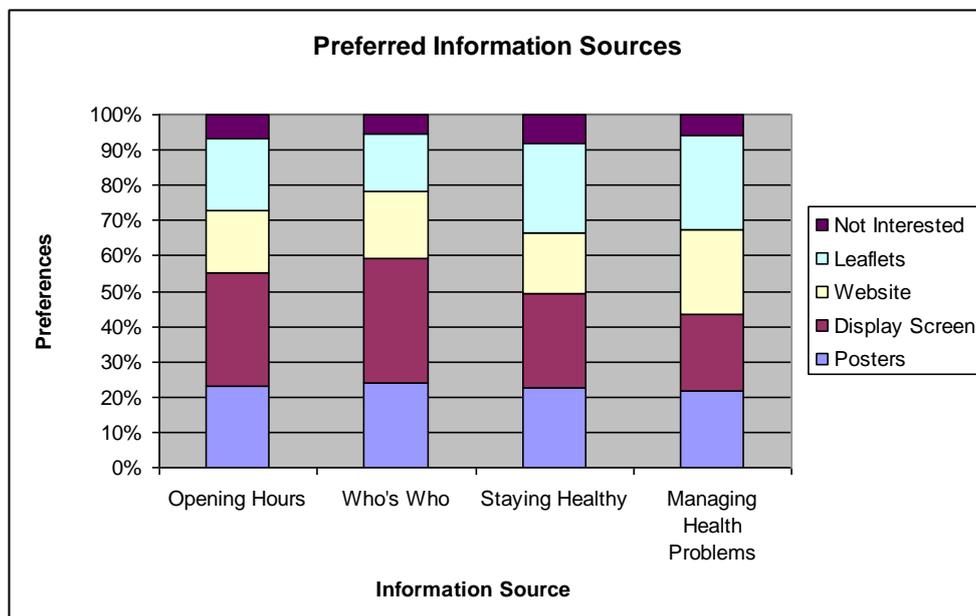




Questionnaire Responses

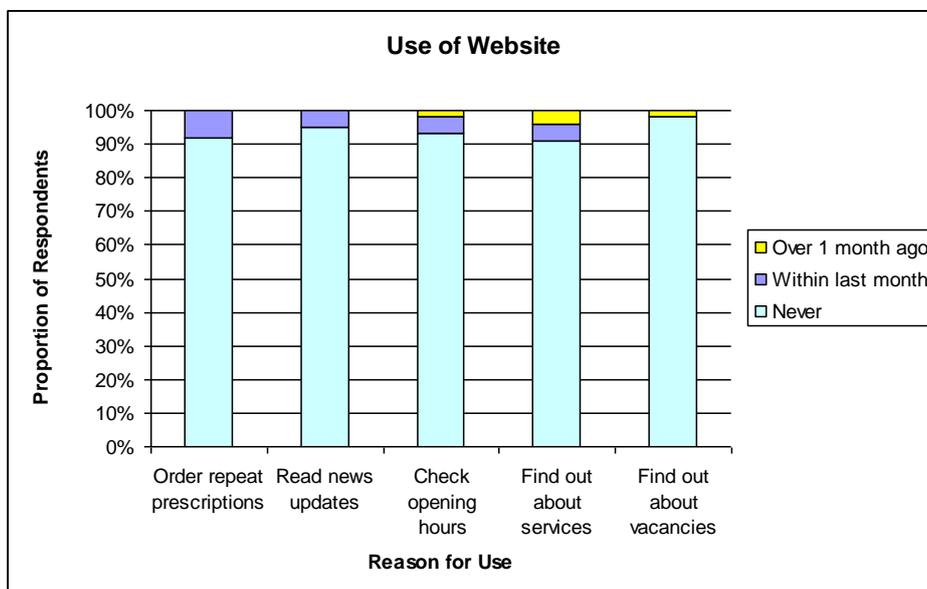
We asked whether people were aware of our opening hours. While over 80% of respondents knew the surgery remains open all day, including lunchtimes, only around one third realised we stay open late on Wednesday evenings and open each Saturday morning.

We had feared this might be the case, and therefore wanted to identify the best ways to keep patients informed about this and other matters. The chart below shows the preferences shown by respondents. More than one option could be chosen for each type of information.



As the chart shows, the display screen came out as the most cited preference for most kinds of information. Posters were also popular. It was surprising how low the website scored as a preferred method of finding out information. There could be a number of reasons for this, and it would be interesting to receive the PRG's views about what these might be and how we might address them.

Looking in more detail at website usage, we asked how recently respondents had used the website and for what purpose.



This chart clearly shows that the vast majority of patients have never used the website. We were not able to establish the reasons why within this questionnaire. However, 65% of respondents stated that they would like to be able to book/cancel appointments online, so there is willingness to use the website.

Discussion

This survey has revealed some interesting information about our patients' views, and we would welcome further discussion from members of the PRG and anyone who indicated on the questionnaire that they would be willing to give feedback. In particular, we would welcome your views and comments on the following:

1. We have put up a notice-board in the waiting room. Have you seen this, and if so, do you feel it is the best size and the best location?
2. The display screen is now working, but is not fully programmed. What kinds of information other than opening hours would you like to see displayed?
3. Why do you think so few patients have used our website www.stpaulspcc.co.uk?
4. Please take a look at the website and suggest ways in which we could improve it.
5. Any other comments, suggestions or questions that you would like to raise.

Thank you for completing our survey and for your further feedback. Your input is very much appreciated.