

Ashfield Medical Centre – Patient Reference Group
Survey Results 2014

Background

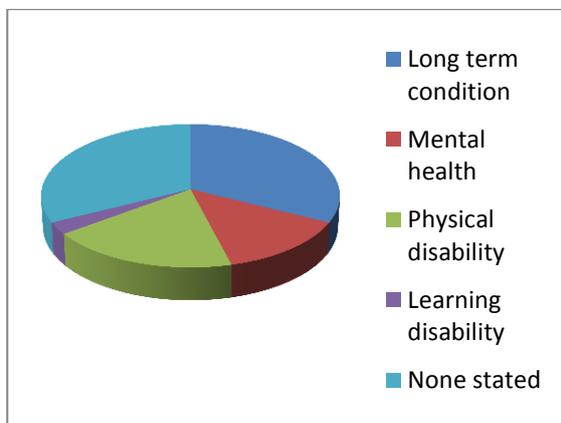
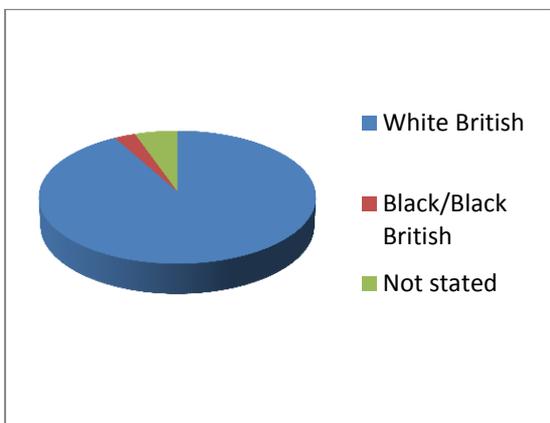
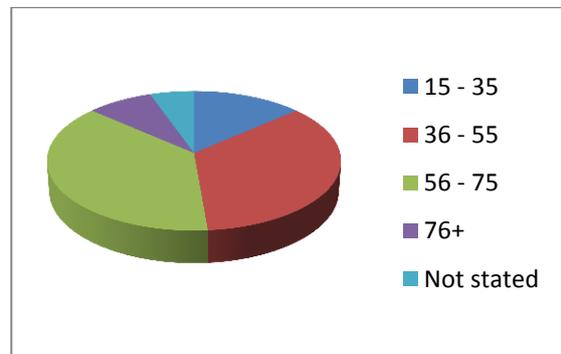
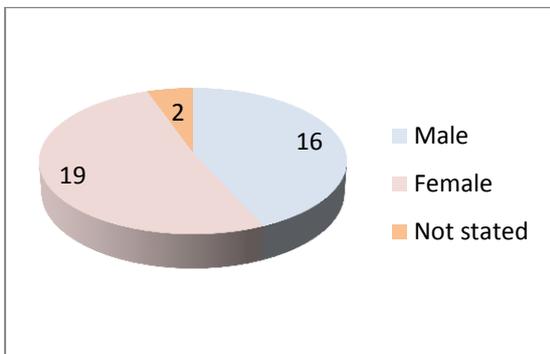
The Ashfield Medical Centre team always strive to improve care and services for patients and we feel that it is important to seek patients' views on which areas we should focus on. In recent years we have invited patients by letter, posters in the waiting room and notification on the website to attend a meeting as a Patient Reference Group to explore any issues of concern. We then followed this up with a wider patient survey to gain the views of a wider patient group.

Unfortunately the Patient Reference Group meetings were not well attended. While we are very grateful to those patients who did attend meetings, we felt for this year that it would be more beneficial to use a survey format to seek views from as wide a cross-section of the practice population as possible.

A brief survey was therefore constructed, asking patients to comment on any areas of service that they felt we could improve. While a few examples were given to stimulate thought, the question was left open for patients to put forward their own ideas. The survey was available for completion in the surgery and on the practice website over a number of weeks.

Results

In total 37 patients completed the survey. There were no replies from the online form.

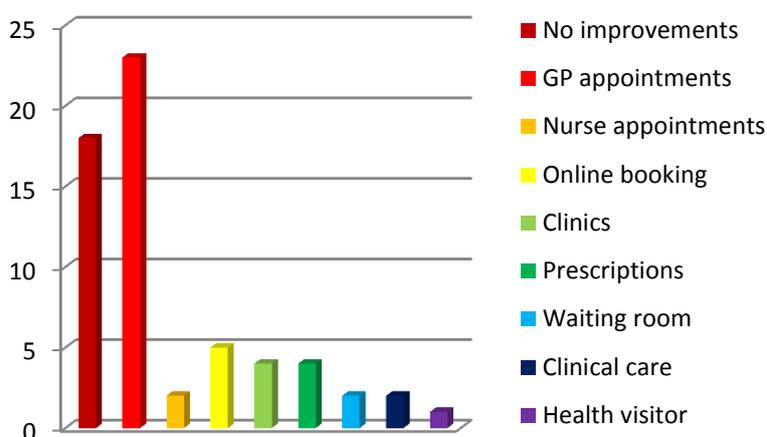


As the charts above show, we received responses from patients with a range of characteristics.

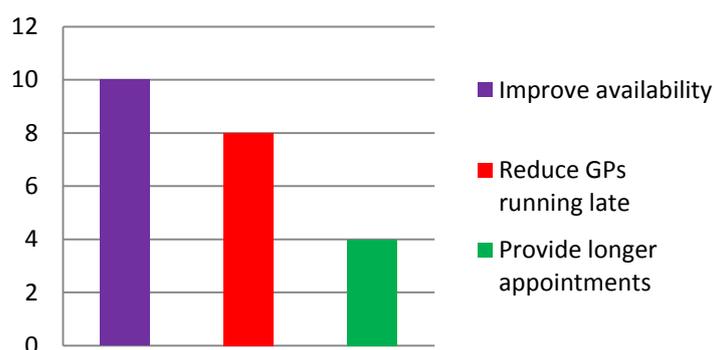
Many patients gave positive feedback about the practice, examples include:

- ✓ “I have found the doctors and staff welcoming”
- ✓ “You care for me extremely well”
- ✓ “Best practice in Blackpool”
- ✓ “Staff very friendly and always helpful”
- ✓ “Always first class”

However, there were lots of ideas for areas we could look to improve. These can be grouped into categories as shown below.



Clearly the most important area of concern was GP appointments. Looking at this in more detail, we can see that the aspects patients mentioned were availability, running to time and providing sufficient time in the consultation. Some patients said that they felt appointments were rushed or that the doctor did not have time to explain things properly.



Within most of the other categories the suggestions were different for each patient. For example within clinics, one person asked for there to be a well person clinic, one suggested a walk-in contraception clinic, one mentioned childhood vaccination clinic and the last person suggested a drop-in clinic similar to the Walk-in Centre.

Similarly with regard to the waiting room, suggestions included toys for children and gentle music to be played.

In contrast, the suggestion of increasing online booking was put forward by 5 patients, which is 13.5% of all respondents.

Four patients (10.8%) wanted improvements to the repeat prescription service, principally reducing the time from ordering a prescription to collecting it.

Recommendations

If we select the areas that featured most frequently in patients' responses we have:

- Improve availability of GP appointments
- Reduce occasions when GPs run late
- Increase consultation time slots
- Increase availability of online appointment booking
- Speed up the repeat prescription process

Out of these we need to select 3 to focus on, although this does not mean that we will ignore the others.

Availability of GP appointments and GPs running late were the most frequently cited ideas in the survey and we should therefore focus on these. Online booking was the next most frequently cited idea.

Looking at appointments will no doubt encompass consideration of appointment length and so this idea will be covered.

Our repeat prescription system is intended to complete the process from receipt of order to collection point within 2 working days. This is common practice and it is not easy to see how it could be reduced, although we could audit to ensure we are meeting this standard.

In summary, based on patient suggestions and what is likely to be achievable, the following three areas should be the focus for improvement for this year:

- ✓ **Improve availability of GP appointments**
- ✓ **Reduce occasions when GPs run late**
- ✓ **Increase availability of online appointment booking**