Parkview Medical Centre Survey Results 18th July 2019

We have reviewed the results of the patient survey. The results were collated and reviewed by Iris and Megan. The results were reviewed by Miss Tina Robinson and Mr Bernard Witt who both read all of the survey responses at a meeting on 3rd May at 11:30 am.

We targeted one hundred and fifty (150) patients

Our target was to get fifty (50) responses which is thirty three percent (33%) we received eighty one (81) survey papers back although not all patients surveyed answered all of the questions.

This indicates a completion rate of fifty four per cent (54%). Which was a very positive achievement level against the aimed for 33%.

Although disappointed in the response levels through email, overall we achieve a higher response rate than the national survey, through other means.

We recognise the poor email level may have been associate with fears of identification of the responder(‘s)

The national survey was sent to three hundred and fifty nine (359) patients, responses were received from one hundred and two patients (102). This equates to completion rate of 28%. These details are from gp.patient.co.uk/report

The survey was directed to patients:

1. by e-mail at least fifty (50) were sent ( a high proportion of these were sent to the younger age group) and patients were asked to return to the surgery by post or by hand to keep their anonymity. Unfortunately we do not believe we received many responses from those targeted by this method.
2. By post eighteen surveys were posted to some of our most elderly patients (this included those who no longer attend the surgery and all of those from ethnic minorities which were very few) with a stamped addressed envelope.
3. By hand a receptionist delivered to everyone in her street by hand, and collected in a sealed envelope at a later date.
4. By telephone patients were targeted so that we could receive from all backgrounds and ad hoc when patients had phoned for another matter.
5. Given to patients face to face in the surgery whether they had had an appointment or had just come in for something else.

The results were as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| ID | Gender | Age  | Ethnicity  |
| Male | Female | 16-30 | 31-50 | 51-65 | 66-75 | 75over | WhiteBritish  | White Other | Asian | Black | British |  |
| 30 | 44 | 11 | 26 | 9 | 12 | 12 | 24 | 5 | 9 | 8 | 20 |  |
| **Not all patients answered this question** | **Not all patients answered this question**  | **Patients chose their own identity** **We can confirm that we targeted patients shown on our system to be from multiple backgrounds. The main ethnicity in the older age group is White British however. We feel that the results show how people see themselves. Some patients did not answer this question**  |
| **We had a far higher percentage of patients who completed the survey**  |

|  |  |  |  |
| --- | --- | --- | --- |
| Question 1 | Yes | No | Total |
| Do you think you should have been asked automatically by the GP/ Nurse etc. About your mental health condition or feelings at your last visit?  | 16 | 31 | 47 |
| The GP/Nurse etc . Did raise/ checked on my mental health needs | 14 | 24 | 38 |
| I do not feel there was any need to pick-up mental health needs during my visits  | 23 | 25 | 49 |
|  |  |  |  |

Looking at the comments that go with the answers to this question, we feel these results are inconclusive and may have to be asked again. That patients still may not have understood the question.

|  |  |  |  |
| --- | --- | --- | --- |
| Question 2 | Yes | No | Total |
| During your last GP appointment were you involved as much as you wanted to be in decisions about your care or treatment | 63 | 8 | 71 |
| If you answered no, is this because any of your requests were denied? | 2 | 6 | 8 |
| Was this a refusal to provide antibiotics for a virus? | 1 | 6 | 7 |
| Was this a refusal for any further investigation/scan ect. At this stage? | 2 | 6 | 8 |
| Were you given an explanation as to why the doctor denied your request or the next steps in the process? | 7 | 4 |  |
|  |  |  |  |

Seventy one (71) patients answered this question of these eight (8) felt they were not involved as much as they would have liked to have been. This means that eighty nine per cent (89%) of patients who answered the question were happy with their involvement and eleven per cent were not (11%). In the general practice survey the results were eighty three percent (83%) this is an increase of five per cent (5%).

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes | No | Total |
| During your last GP appointment did you have confidence and trust in the HC professional you saw or spoke to | 53 | 0 |  |
| Who did you see? | Doctor | Nurse | HCA |
| 61 | 15 | 5 |

Fifty three patients completed the first question sixty six percent (66%) . Of the sixty six per cent (66%) one hundred per cent (100%) had confidence and trust in the Health Care Professional they saw or spoke to. This is an increase of eleven per cent on the national survey. We are extremely happy with this response.

Please see below the ethnicity and age of the patients who completed the survey. Please be mindful these were not tick boxes and the patient’s own perception of their identity.

Written Comments on Parkview Medical Centre Survey

Good

Average

Not so good needed a response (response shown in blue)

1. brilliant, all staff are responsible and kind/excellent service Dr Shah saved my life Dr Shah’s team is brilliant, they work well to my own knowledge
2. asked me about how I was coping, would like Dr to make follow up appointment for you to give results or confirm you don’t need medication

**Response:** all patients are asked to call and request their results. Patients who need follow up are routinely offered appointments or called by a clinician. Patients are offered or can request an appointment if still unwell or worried.

1. I did not have any mental health needs but could have asked more questions about how I feel, there are question I would have like to ask but worried Dr is limited with time

**Response:** Yes there are time restraints but any concerns could be discussed at another appointment. It is assumed there were no concerns in your original responses or other questions may have been asked.

1. they did everything right, they are excellent
2. superb and professional always listen and understand
3. they should of asked psychological issues and if I want to discuss

**Response:** If you had any issues we are sorry you did not feel that they were noticed

1. they were very helpful
2. both doctor and health care assistant recognised my anxiety and are very reassuring and caring both were extremely polite and helpful
3. I don’t have any concerns about my mental health I am very happy with the service I received, the doctor was very professional and approachable
4. Ask me more questions

**Response:**If you had any issues we are sorry you did not feel that they were picked up

1. Ask me how I was feeling, send me for x-ray

**Response:** This patient indicated she was seen by nurse who cannot organise X Ray if asked she would have advised patient to book an appointment with the doctor. This is also surprising as the opening question from the nurse is usually how are you feeling today.

1. very attentive
2. Dr Chowdhury has done his best
3. I wasn’t asked but I was fine as it now such a problem in general maybe consider asking mental health questions / only positive to things to ever say about Parkview
4. I am happy with everything
5. doctor was really good saw me even though I was late, should be doctor’s decision to ask regarding mental health
6. they are great professionals
7. good and doing job well I am happy, good and nice
8. Brilliant so good, really excellent service
9. I think she asked and confirmed everything
10. all the possible was done
11. Great job. Well Done
12. whatever I want is done to the best of my interest
13. mental health issues should have been explored, let me explore my care more

**Response**: Thank you for this comment

1. everything was fine, they assisted to all my needs
2. understood all my concerns
3. I am very happy that Dr Shah listened to me and I understood the process of the referral he made. Previously doctor was helpful to an extent but I am happy today Dr Shah took my problem seriously. Patients requests should be listened to and taken into consideration I am very happy with Dr Shah today for doing so.
4. very helpful
5. I am very happy and yes the doctor involved me in my care
6. very helpful and professional
7. nothing else could have been done very helpful

Overall Response: Thank you to all patients who took the time to comment. All of your comments and concerns have been reviewed and discussed

From these comments it seems clear that most patients are happy with the service they receive at the practice.

A few five (5) however think that their mental health should have been asked/noticed.

However seven (7) patients crossed through the question as N/A (non applicable). It is felt that these patients do not feel it is necessary to talk about mental health.

Because the mental health question is not conclusive we have decided on the following

Action Plan

|  |  |  |  |
| --- | --- | --- | --- |
| Action  | Action By  | Time scale  | Date completed |
| To publish the results on the practice website | Megan Denholm Burley | Five weeks |  |
| To do an online mental health survey using Survey Monkey | Megan and Iris | Four weeks |  |
| Decided what mental health questions to put in the survey | Practice and PPG  | One week | 18th July 2019  |
| Review the online mental health survey  | Practice and PPG  | ?? |  |

We are sorry that we did not achieve publishing our results as soon as we had hoped. This was due to constraints out of our control and technical issues.

Today 18th July 2019 the results were reviewed by Ms Tina Robinson, Mr Bernard Witt, Mrs Iris Weedon and Megan Denholm Burley. We have updated the results and decided on the questions for the on line survey. It has been decided to ask patients to take part in the on line survey by the following methods: verbally, by text message anf by placing a poster in the waiting area.