

# The Glen Medical Group

## Results of Patient Survey

### January 2014

This year our Practice survey was produced with help from our Patient reference group. The key area covered was patient access, including both telephone contact and appointment availability.

A total of 500 surveys were distributed to a random cross section of our patient population of which 283 were returned, compared to 353 last year.

Below is an overview of the results of the 283 returned surveys.

#### **Patient Demographics**

Male patients		34%	(96)	compared to	42%	(148)	last year.
Female patients		55%	(156)	compared to	58%	(205)	last year.
Did not answer		11%	(31)				
Age Range	0-20	9%	(27)	compared to	11%	(39)	last year.
	21-45	35%	(98)	compared to	32%	(113)	last year.
	46-65	34%	(96)	compared to	37%	(131)	last year.
	65 & over	18%	(51)	compared to	20%	(70)	last year.
Did not answer		4%	(11)				
Employment status	Employed	45%	(128)	compared to	49%	(171)	last year.
	Unemployed	22%	(61)	compared to	19%	(66)	last year.
	Retired	25%	(70)	compared to	25%	(90)	last year.
	Student	3%	(10)	compared to	6%	(23)	last year.
Did not answer		5%	(14)	compared to	1%	(3)	

#### **Booking appointments**

Which methods do you prefer to use to book an appointment at the surgery?

In person		37%	(104)	compared to	22%	(76)	last year.
Telephone		57%	(161)	compared to	52%	(184)	last year.
Online		5%	(5)	compared to	1.5%	(6)	last year.
Did not answer		1%	(3)				

### **Urgent Appointments**

How easy is it to speak to or see a GP for URGENT problems?

Very easy	27%	(77)				
Fairly easy	54%	(153)	compared to	81%	(285)	last year.
Very difficult	11%	(32)	compared to	10%	(36)	last year.
Have not tried	7%	(19)	compared to	9%	(32)	last year.
Did not answer	1%	(2)				

### **Routine Appointments**

How easy is it to book a routine appointment in the next 2 weeks

Very easy	28%	(79)				
Fairly easy	55%	(156)	compared to	80%	(282)	last year.
Very difficult	13%	(37)	compared to	16%	(56)	last year.
Have not tried	4%	(11)	compared to	4%	(15)	last year.

### **Seeing a Doctor/Nurse of your choice**

Poor	10%	(29)	compared to	14%	(48)	last year.
Fair	41%	(116)				
Good	37%	(106)				
Excellent	10%	(27)	compared to	83%	(292)	last year.
Not tried	2%	(5)	compared to	3%	(13)	last year.

### **Telephone Access**

How easy is it to get through via the telephone?

Very difficult	17%	(48)	compared to	13%	(47)	last year.
Fairly easy	61%	(172)				
Very easy	20%	(56)	compared to	84%	(297)	last year.
Have not tried	2%	(6)	compared to	3%	(9)	last year.

## **Reception Staff**

How helpful do you find the receptionist at the surgery?

Not very helpful	3%	(9)	compared to	2%	(7)	last year.
Fairly helpful	24%	(69)				
Very helpful	67%	(188)	compared to	97%	(344)	last year.
Not helpful at all	0%	(0)	compared to	0%	(0)	last year.
Did not answer	6%	(17)	compared to	1%	(2)	last year.

## **Improving Practice communication**

Do you use Social Media?

Twitter	12%	(35)
Facebook	32%	(91)
Other	6%	(16)

Would you use Social Media to access Practice information?

Yes	15%	(42)
No	54%	(154)
Did not answer	31%	(87)

**What type of information would be useful on the Practice website?**

*Opening times*

*Which days each Doctor works*

*When & what times the surgery is closed*

*Don't use a computer!*

*Available services and contact numbers*

*Clinic dates and times*

*Public health information*

*D.O.H stuff*

*How to get an appointment*

*Repeat prescriptions*

*How to log in for first time or process to get user details as not clear.*

*Changes in Doctor*

**What kind of information would you find useful displayed in the reception area via boards and the electronic information screen?**

*Appointment availability*  
*Opening hours*  
*Available services*  
*Clinic times*  
*Public health information*  
*Waiting times*  
*Dietary information*  
*Immune deficiency brochures*  
*What to do if I was ill*  
*Closures for staff training*

**What information would be useful to include in the Practice Quarterly Newsletter?**

*Any changes in the Practice that may affect patients*  
*Public health information such as new vaccines*  
*To be sent out in post to all patients as I've never had a newsletter*  
*Haven't seen one*  
*Which Doctors are available*  
*Latest updates on surgery development.*  
*New/ changes in staff*

**Patient Comments**

A selection of comments made by patients are listed below

**Booking Appointments**

*Tried to use online but would not accept password –gave up!*

**Urgent Appointments**

*Can never get an appointment on the day you phone up.*  
*Long wait for most appointments.*  
*Usually okay if I come to reception at 8:30am.*  
*No appointments – go to Walk in Centre!*  
*There is very little between urgent (same day) and routine (7 days away) appointments.*

**Routine Appointments**

*Depends but mostly okay.*  
*I'm prepared to wait.*  
*Saturday opening would be better for those employed full time.*

## **Seeing a Doctor / Nurse of your choice**

*I am sick of seeing new Doctors, from Raj to Curry to Elwell to?  
I always get to see the Doctor/ Nurse I ask for.  
Happy to see any.  
Never bothered who I see.*

## **Telephone Access**

*As I work away for 2/3 weeks at a time it is not easy to get a suitable appointment. It depends who is on at reception; some are a lot more helpful.  
The repetitive recorded speech drives me insane, please alter it so that it doesn't constantly repeat – it's like a dripping tap!  
Sometimes in the queue for a while.  
Sometimes have difficulty but only every so often.  
3<sup>rd</sup> in queue, waited until my turn and then they hung up!  
Reception busy so put through to extension, eventually told that extension is no longer taking messages.  
Trying to get through to reception and waiting for a receptionist to pick up is terrible, it is easier to come down to surgery then get through on phone.  
Ridiculous! I had to wait 17 minutes to get through.  
Prescription line is very difficult to get through.*

## **Reception Staff**

*Do not seem to know what they are doing. On numerous occasions my repeat prescription is wrong. No bell on counter so I have to wait until they decide to come out.  
Always pleasant, helpful and try their best. Sometimes the wait is too long but if only one on the desk it is not their fault.  
There have been times when reception are frustratingly poor in communication.  
Very nice and friendly.  
The girls are lovely and always helpful, especially Lynn, a great people person.  
It all depends on which receptionist you get.*

## **Other general comments made**

*Wheelchair access – should have both double doors automatic.  
A longer time slot to order repeat prescriptions.  
Please could you just stick to appointment times, it is always a 20 to 30 minute wait with a small bored child and a job to get to. This is becoming irritating now.*