

PATIENT SURVEY REPORT

www.dukestreetsurgery.nhs.uk

Thank you to all the members of Duke Street Surgery Patient Group and other patients who have helped us with this Survey. I hope that together we can make a difference and make our Surgery a place where we can be confident that the care offered is first class.

Opening Hours

Monday to Wednesday: 08.30 am – 06.30 pm
Thursday and Friday 07.30 am – 06.30 pm

Consulting Hours

Monday to Wednesday 08.30 am – 11.00 am
12.30 pm – 02.30 pm
04.00 pm – 05.30 pm
Thursday and Friday 07.30 am – 11.00 pm
02.00 pm – 04.00 pm

Representation

In the initial setting up of the group it was decided to gather as wide a representation on a natural basis as possible.

Initially, forms introducing the scheme were placed in various locations. The group make up has again been analysed to see where any deficiencies lay. **The membership profile (attached)** shows that once again, there has been a disappointing response in numbers (40) despite the fact that patients are beginning to use the forms on our website.

The representation does not include any ethnic groups. Ethnic groups are a small percentage of our total practice population (0.7%) so we would expect representation to be proportionate. There is still a predominance of older patients on the group (31%) as compared with the practice population (16%). We have, however, been successful in engaging patients who have previously complained about our services. I feel this group have a valuable contribution to make. There is a good representative group of male and female patients (50% of each) on the group which matches exactly the male/female ratio of the practice population.

Priorities

Members of the PPG had raised concerns regarding the appointment system. These concerns were based on comments made by patients on the appointment system and on complaints received regarding the system. The PPG felt it was not responsive to what patients wanted and these concerns informed the setting of the priorities for our current questionnaire.

We had recently trialled a new appointment system which allowed more facility for booking ahead and for patients to be able to see their doctor of choice. This approach reflected the needs of our patients as stated by members of the Patient Group.

Circulation

This questionnaire was advertised via email and the practice website. Paper copies were also available in reception. The results will follow the same route.

Result of Survey

Please see attached a copy of the results of the Patient Survey. Copies of the results will also be made available in the Waiting Room, as will a copy of this report.

ACTION PLAN

Formulation of Action Plan

Attendance at the PRG meeting last year was disappointingly low. This year it was decided to ask for comments via email and from patients attending the surgery. All patients using the website were also invited to let us know their views.

Appointment System

The new appointment system is in its early stages. We feel we still need to make some changes and will repeat this audit in six months time. Comments from our patient group unanimously ask for a poster advertising the days each doctor works. We felt this was an excellent idea since we have recently moved towards using more part time doctors who work on different days. It was further requested that some kind of advertising system for doctors holidays be incorporated into this process. We are currently looking at how this could be provided. It was also felt useful to put this information into the Practice Leaflet, on the website and to maybe develop a newsletter to keep patients better informed of changes. One patient correctly pointed out that the new appointment system had not been widely advertised. We will be correcting this situation as soon as possible.

Prescribing

Comments from patients attending the survey showed mixed feelings about the repeat prescribing system. Some patients feel it is an excellent service whilst others are not so happy. We plan to increase our time for collection of repeat prescriptions from 24 hours to 48 hours. Whilst the 24 hour collection time seems to be a better service for our patients, after having a staff meeting it was decided that a lot of problems were caused by us not having enough time to process prescriptions. We hope this change will improve matters.

A review of the opening hours

The new questionnaire on our website will reflect concerns with opening hours. We ask everyone to take the time to let us know their views.

Telephone Access

It was felt that this constituted a significant problem for patients last year. We have made initial enquiries regarding the installation of a new line. We are assessing staffing levels. We have conducted an audit on numbers and timing of phone calls. It is felt the new appointment system will alleviate the bottle necks of 8.00 am and 4.00 pm calls.

Staff training issues

We have had a few changes in Reception Staff in recent months. We realise this has had an impact on our services and we have now commenced weekly training sessions on Tuesday lunchtimes with these staff members.

Number of Responses: **40**

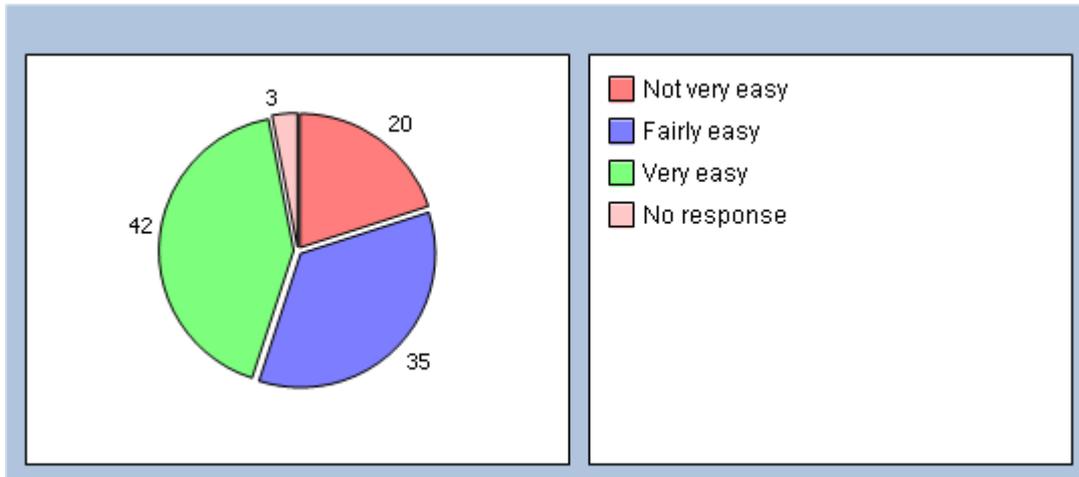
Q1: How easy was it to get an appointment for the time you wanted?

Not very easy **20%**

Fairly easy **35%**

Very easy **42%**

No response **3%**



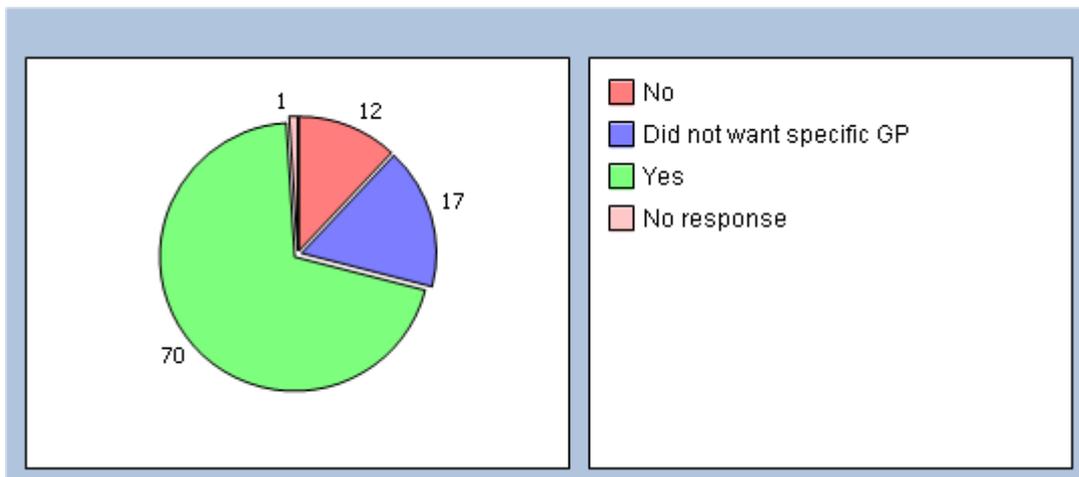
Q2: Were you able to see the GP you wanted to see?

No **12%**

Did not want specific GP **17%**

Yes **70%**

No response **1%**



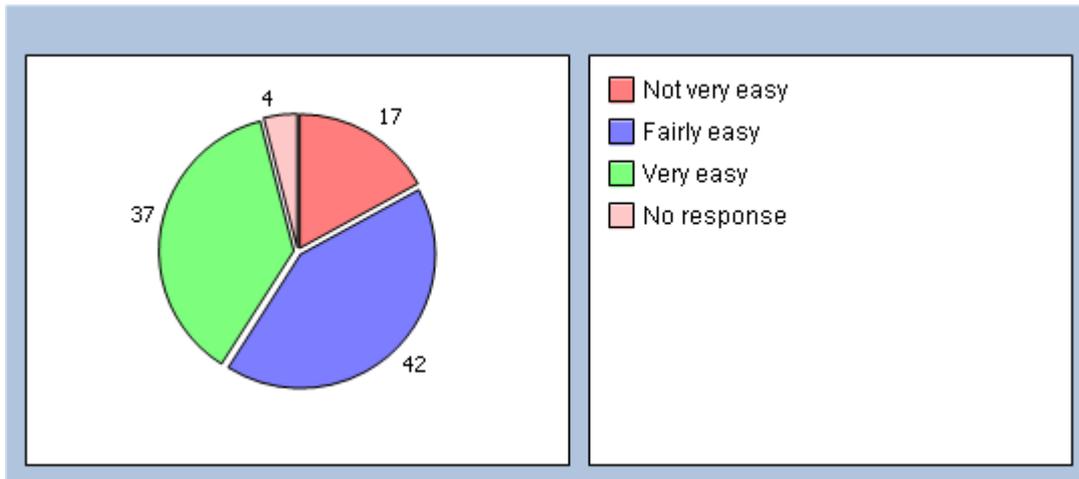
Q3: How easy was it to get an appointment with the GP you wanted to see?

Not very easy **17%**

Fairly easy **42%**

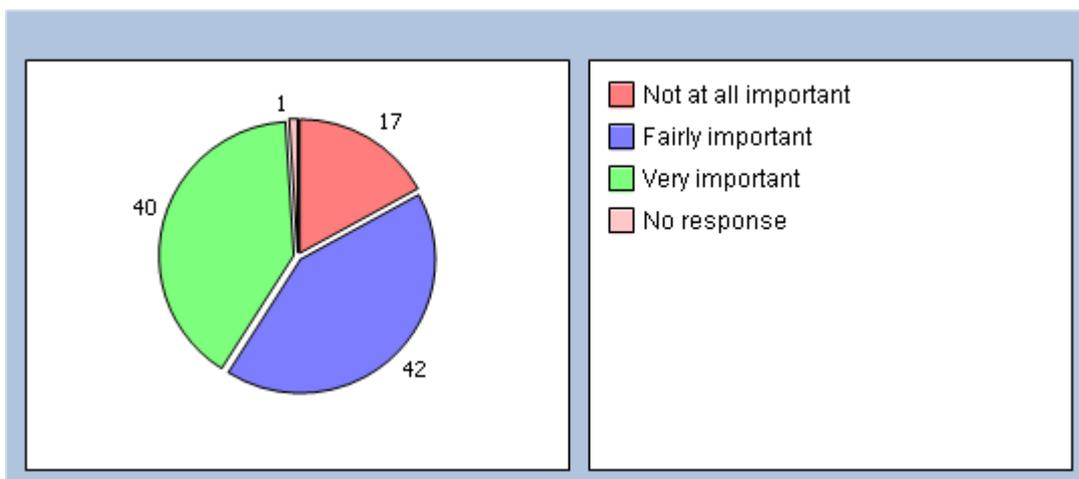
Very easy **37%**

No response **4%**



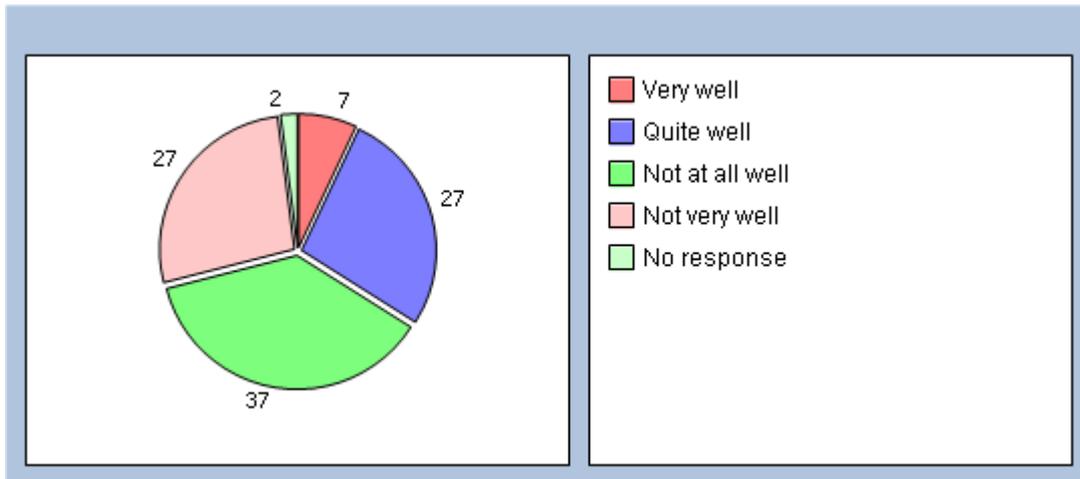
Q4: How important is it to you that you see a specific GP when coming to this practice?

Prefer not to say **0%**
 Not at all important **17%**
 Fairly important **42%**
 Very important **40%**
 No response **1%**



Q5: How well do you know which days of the week your GP is available?

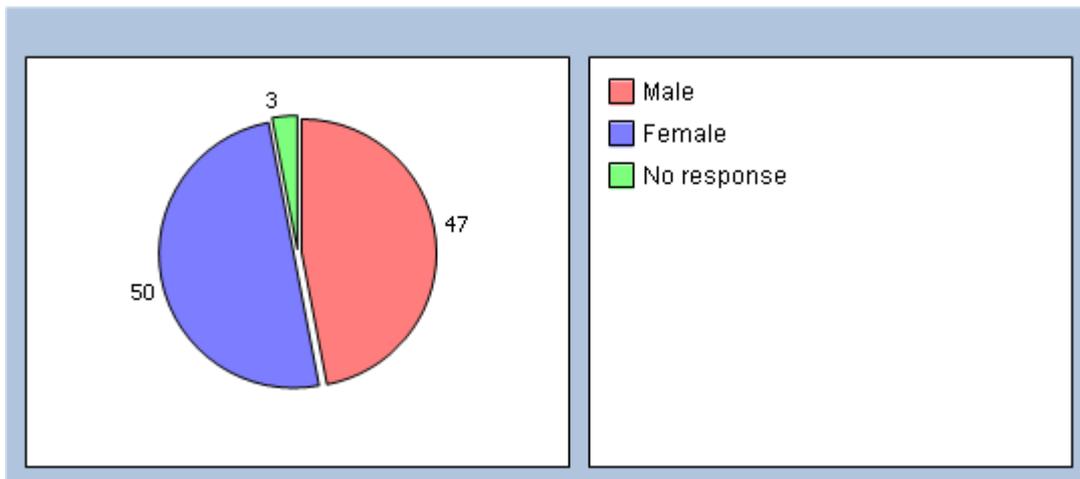
Very well **7%**
 Quite well **27%**
 Not at all well **37%**
 Not very well **27%**
 No response **2%**



To help us analyse your answers please tell us a few things about yourself:

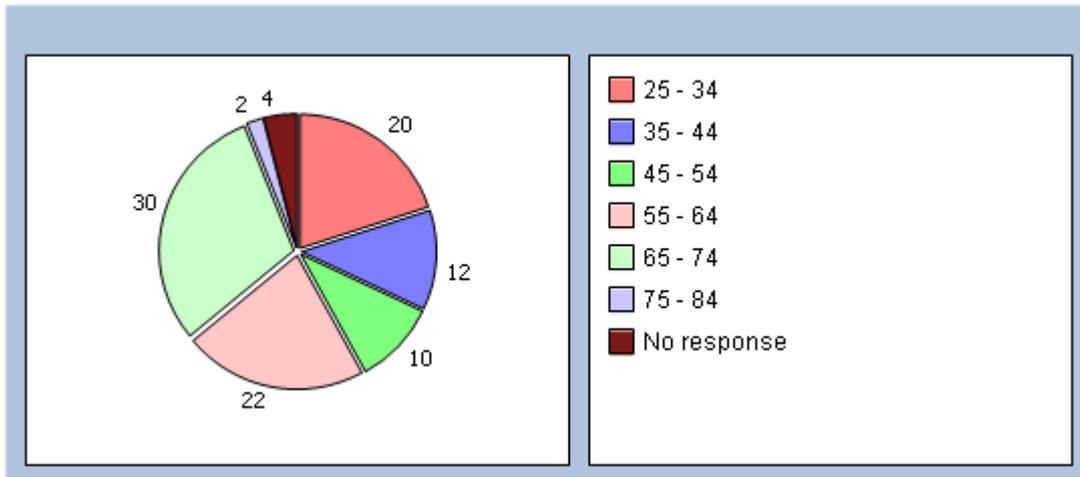
Are you male or female?

Male **47%**
 Female **50%**
 No response **3%**



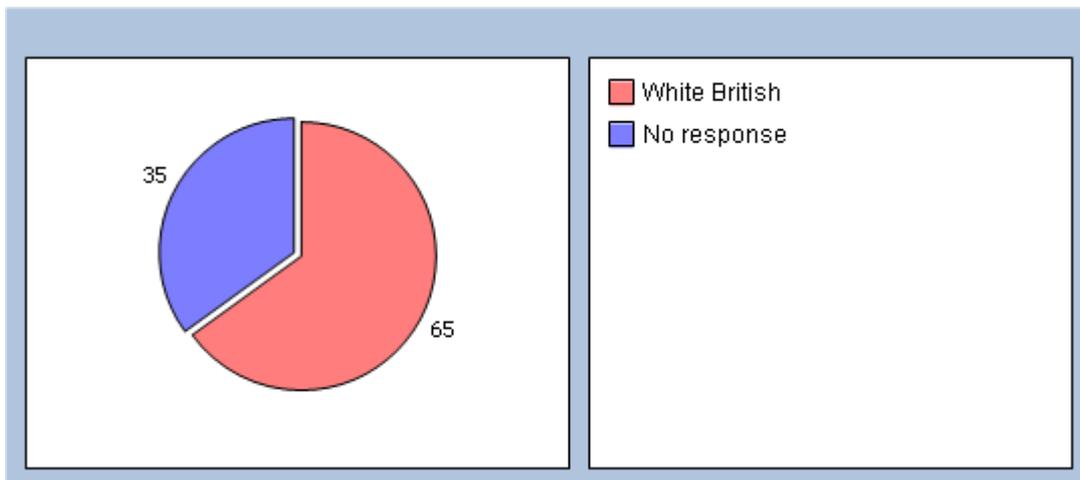
What age are you?

Under 16 **0%**
 17 - 24 **0%**
 25 - 34 **20%**
 35 - 44 **12%**
 45 - 54 **10%**
 55 - 64 **22%**
 65 - 74 **30%**
 75 - 84 **2%**
 Over 84 **0%**
 No response **4%**



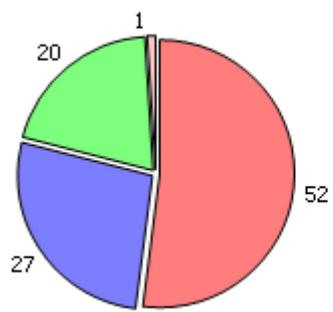
What is the ethnic background with which you most identify?

- White British **65%**
- White Irish **0%**
- Mixed White & Black Caribbean **0%**
- Mixed White & Black African **0%**
- Mixed White & Black Asian **0%**
- Indian **0%**
- Pakistani **0%**
- Bangladeshi **0%**
- Black Caribbean **0%**
- Black African **0%**
- Chinese **0%**
- Other **0%**
- No response **35%**



How would you describe how often you come to the practice?

- Regularly **52%**
- Occasionally **27%**
- Very Rarely **20%**
- No response **1%**



- Regularly
- Occasionally
- Very Rarely
- No response