



Birbeck Medical Group

“Improving the Practice”

Survey Results

January 2015

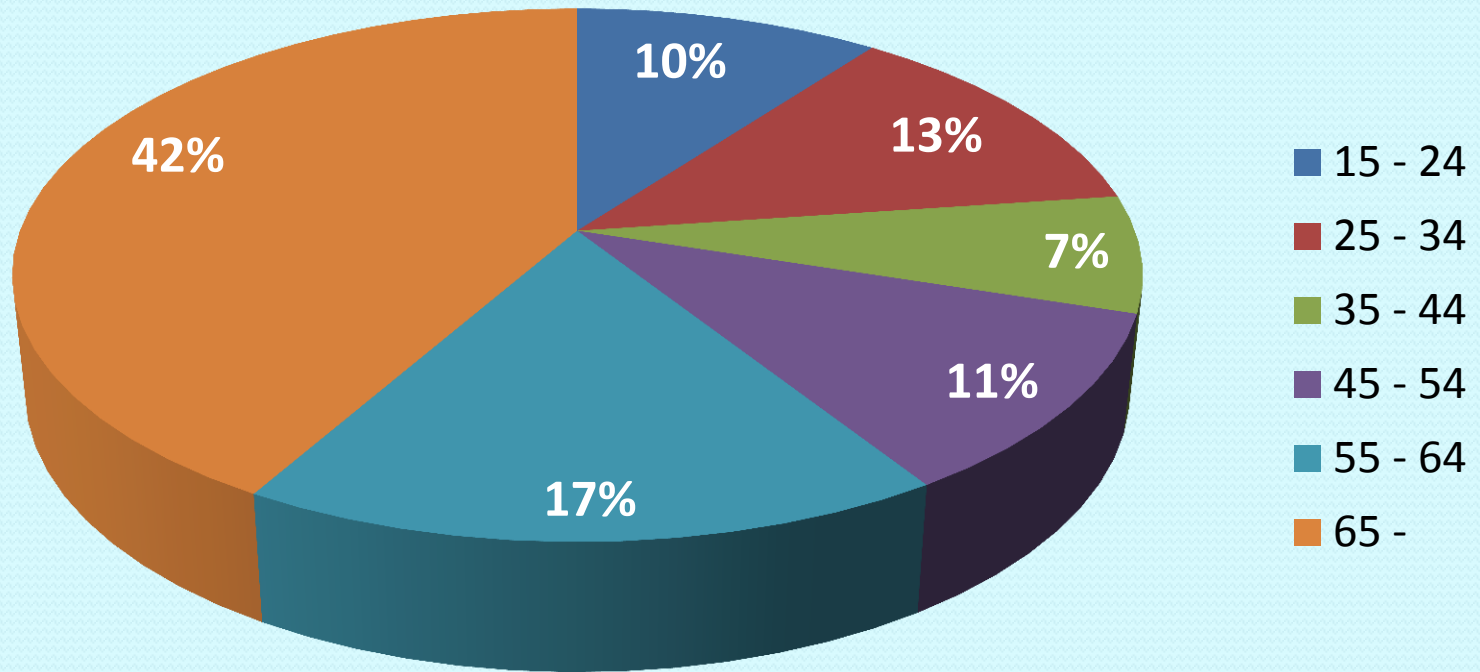
Survey Results: Overview

- A survey of Birbeck Medical Group patients took place in late January 2015.
- Patients waiting for their appointments were invited to fill in a questionnaire, “Improving the Practice”.
- This presentation provides a summary of the Survey results and selected comments.

Age Range of Survey Respondents

	Nos	%
15 - 24	13	10
25 - 34	16	13
35 - 44	9	7
45 - 54	14	11
55 - 64	22	17
65 -	53	42
	127	100

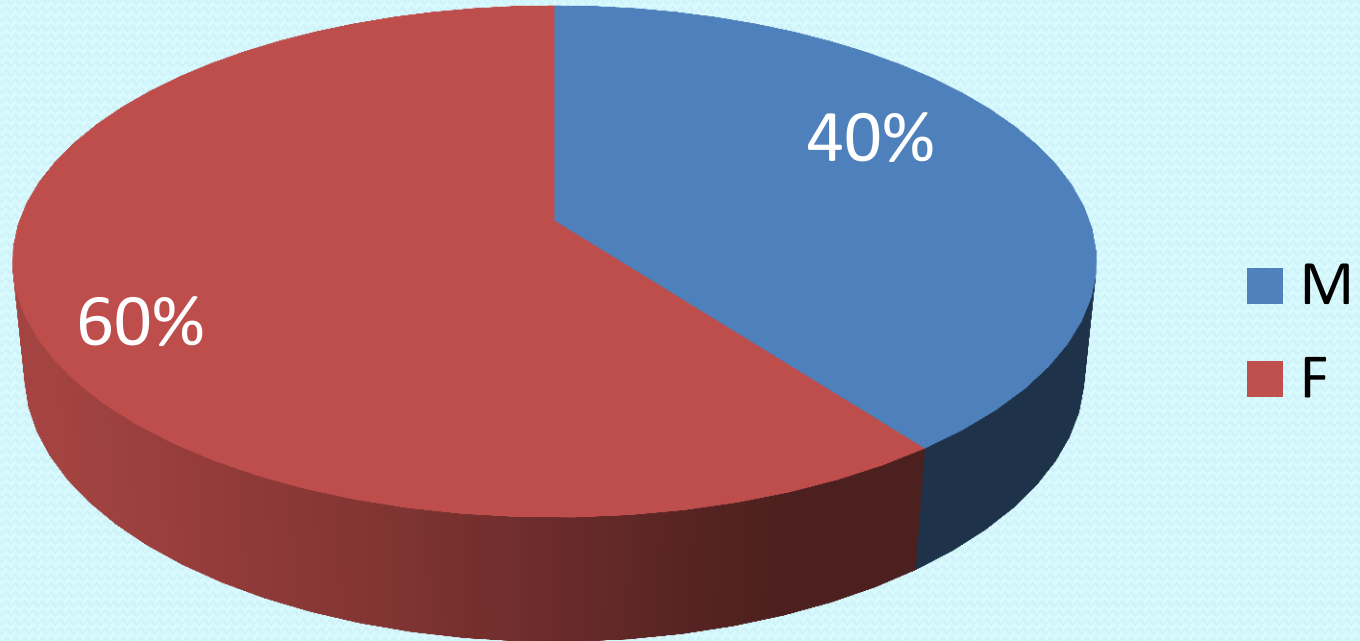
Age Range of Survey Respondents



Gender of Survey Respondents

	Nos	%
M	50	40
F	76	60
Totals	126	100

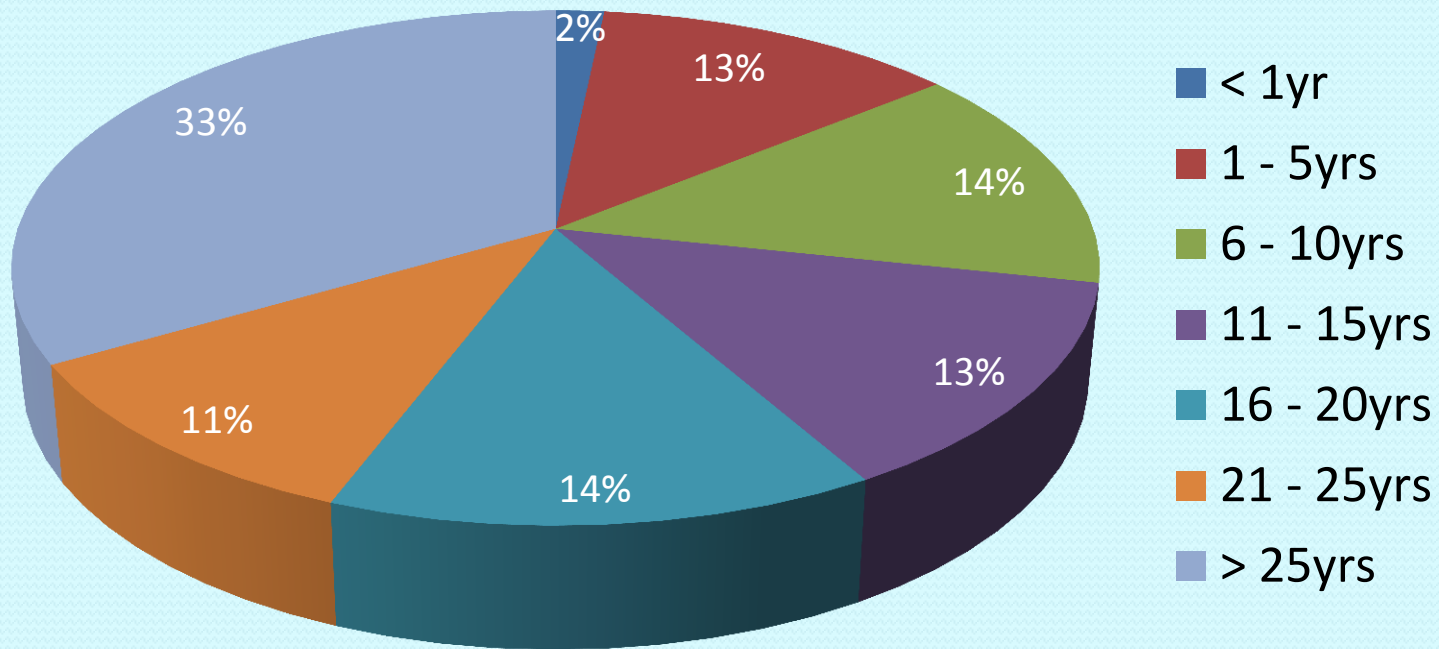
Gender of Survey Respondents



How Long Survey Respondents had belonged to Birbeck

	Nos	%
< 1yr	2	2
1 - 5yrs	15	13
6 - 10yrs	17	14
11 - 15yrs	16	13
16 - 20yrs	17	14
21 - 25yrs	13	11
> 25yrs	40	33
	120	100

How Long Survey Respondents had belonged to Birbeck



“Improving the Practice”: Rated Areas

There were **eight** areas where respondents were asked to rate their access to a Doctor or Nurse:

- Speed at which the telephone was answered when making an appointment.
- Seeing the Doctor or Nurse of choice.
- Length of time in waiting for an appointment to see the Doctor or Nurse.
- Convenience of Day and Time of Appointment.

“Improving the Practice”: Rated Areas

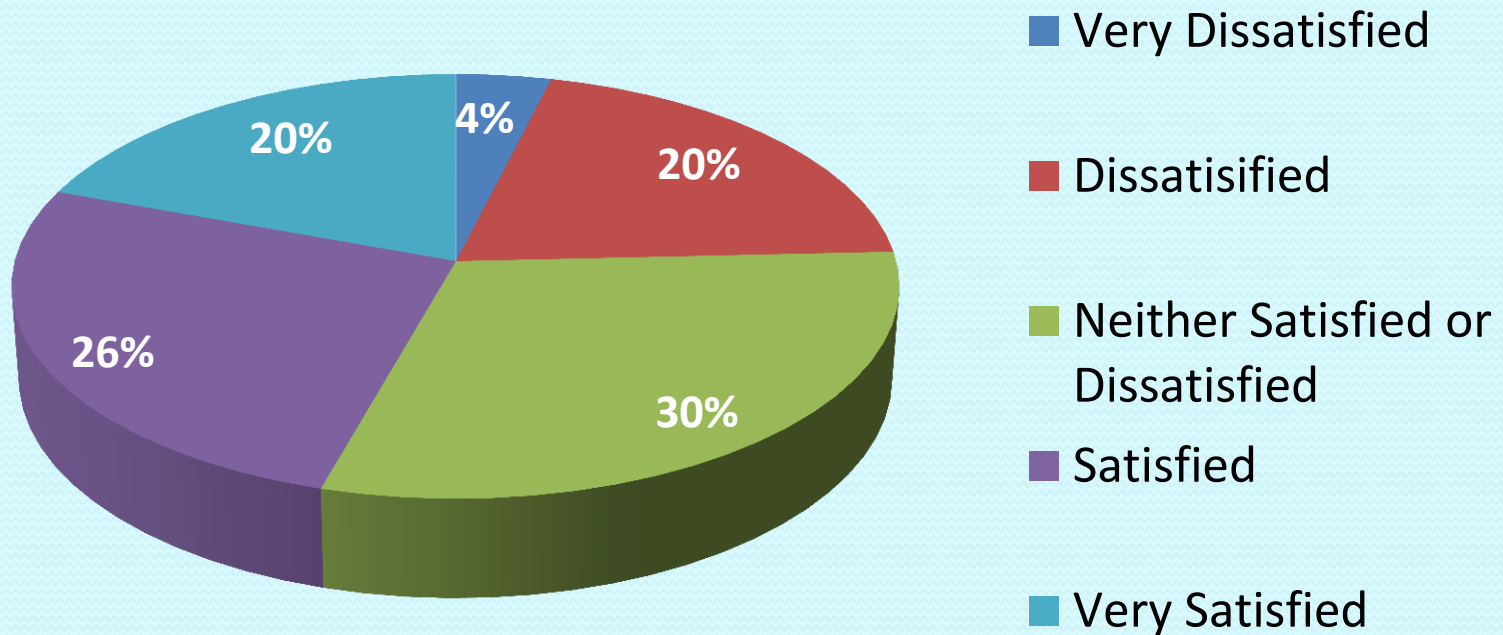
Areas where respondents were asked to rate their access to a Doctor or Nurse:

- Information provided by the Receptionist.
- Length of Time spent in the Waiting Room waiting to see the Doctor or Nurse of choice.
- Overall rating of consultation.
- Level of satisfaction overall with the surgery.

Speed Telephone Answered

	Number	%
● Poor	4	4
● Fair	21	20
● Good	31	30
● Very Good	27	26
● Excellent	20	20
Totals	103	100

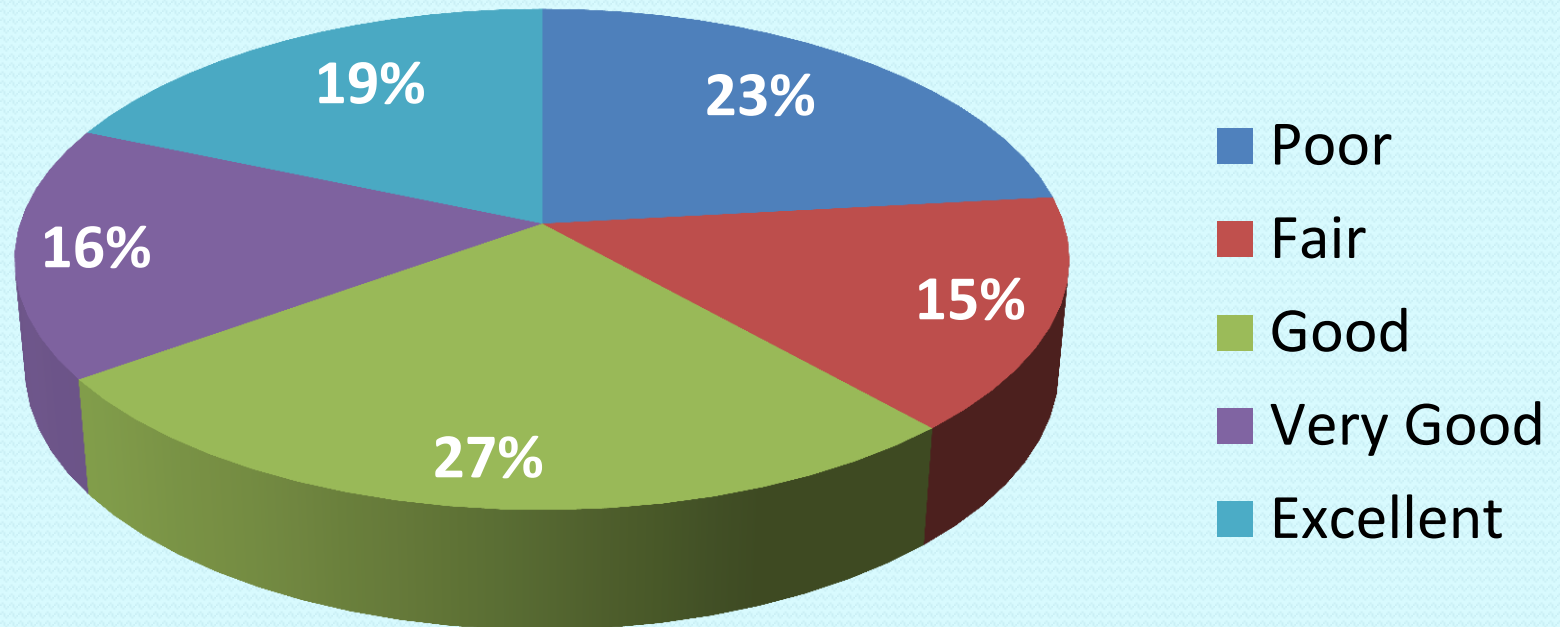
Speed Telephone Answered



Seeing Clinician of Choice

	Number	%
• Poor	20	23
• Fair	13	15
• Good	23	27
• Very Good	14	16
• Excellent	16	19
Totals	86	100

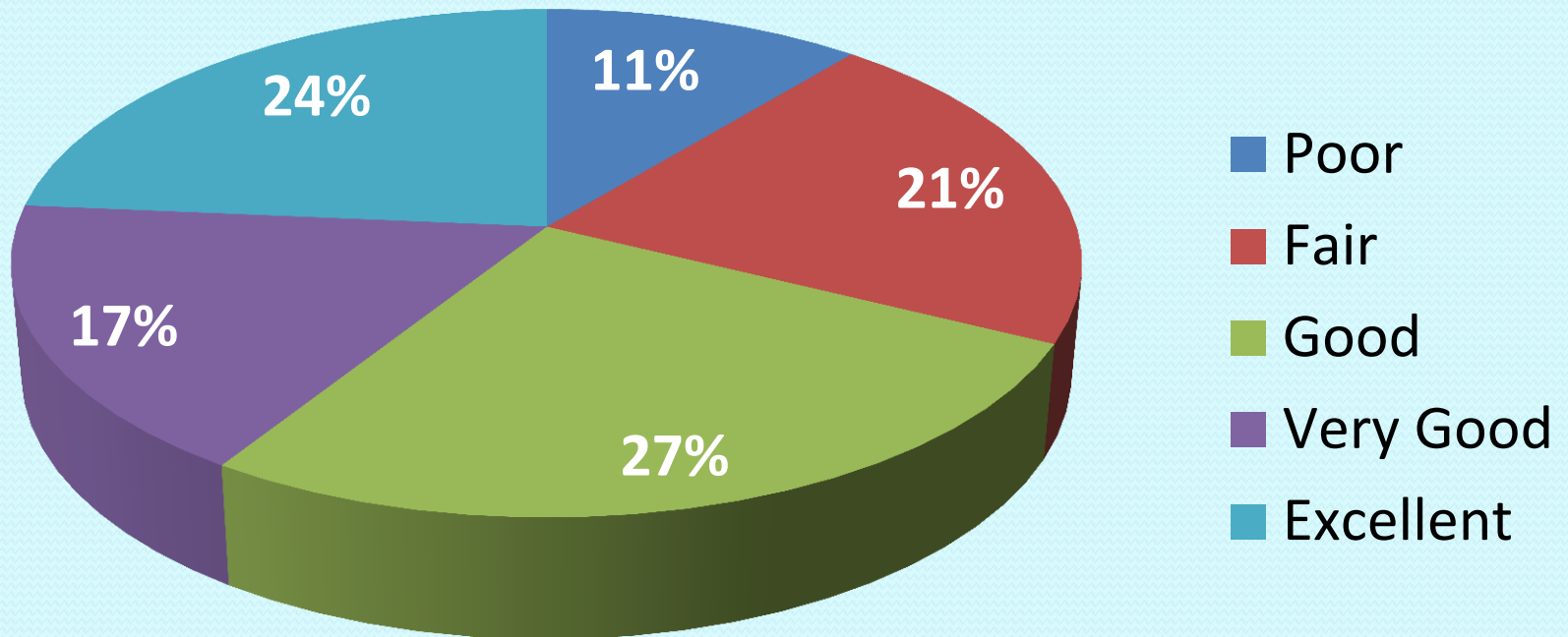
Seeing Clinician of Choice



Waiting Time of Making Appointment

	Number	%
• Poor	14	11
• Fair	27	21
• Good	34	27
• Very Good	22	17
• Excellent	30	24
Totals	127	100

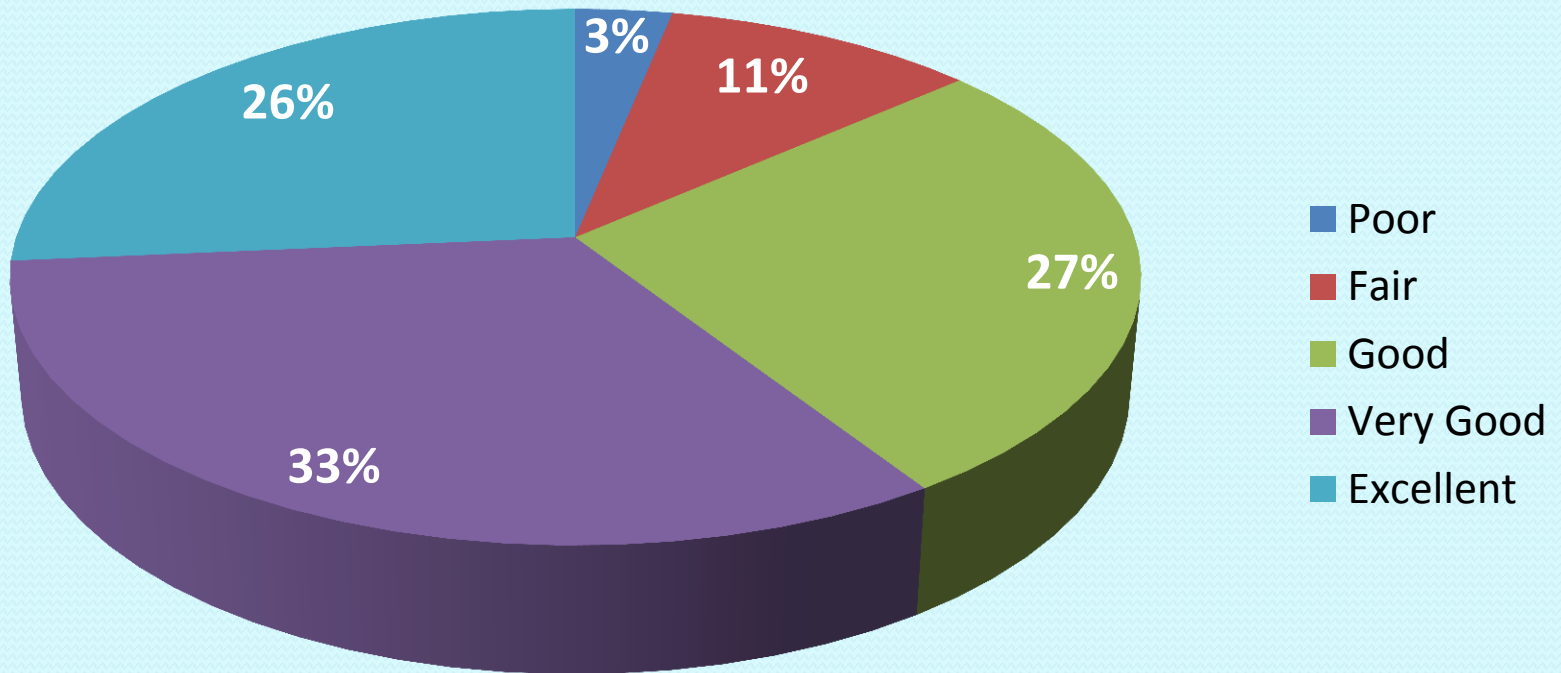
Waiting Time of Making Appointment



Convenience of Making Appointment

	Number	%
● Poor	4	3
● Fair	13	11
● Good	34	27
● Very Good	41	33
● Excellent	33	26
Totals	125	100

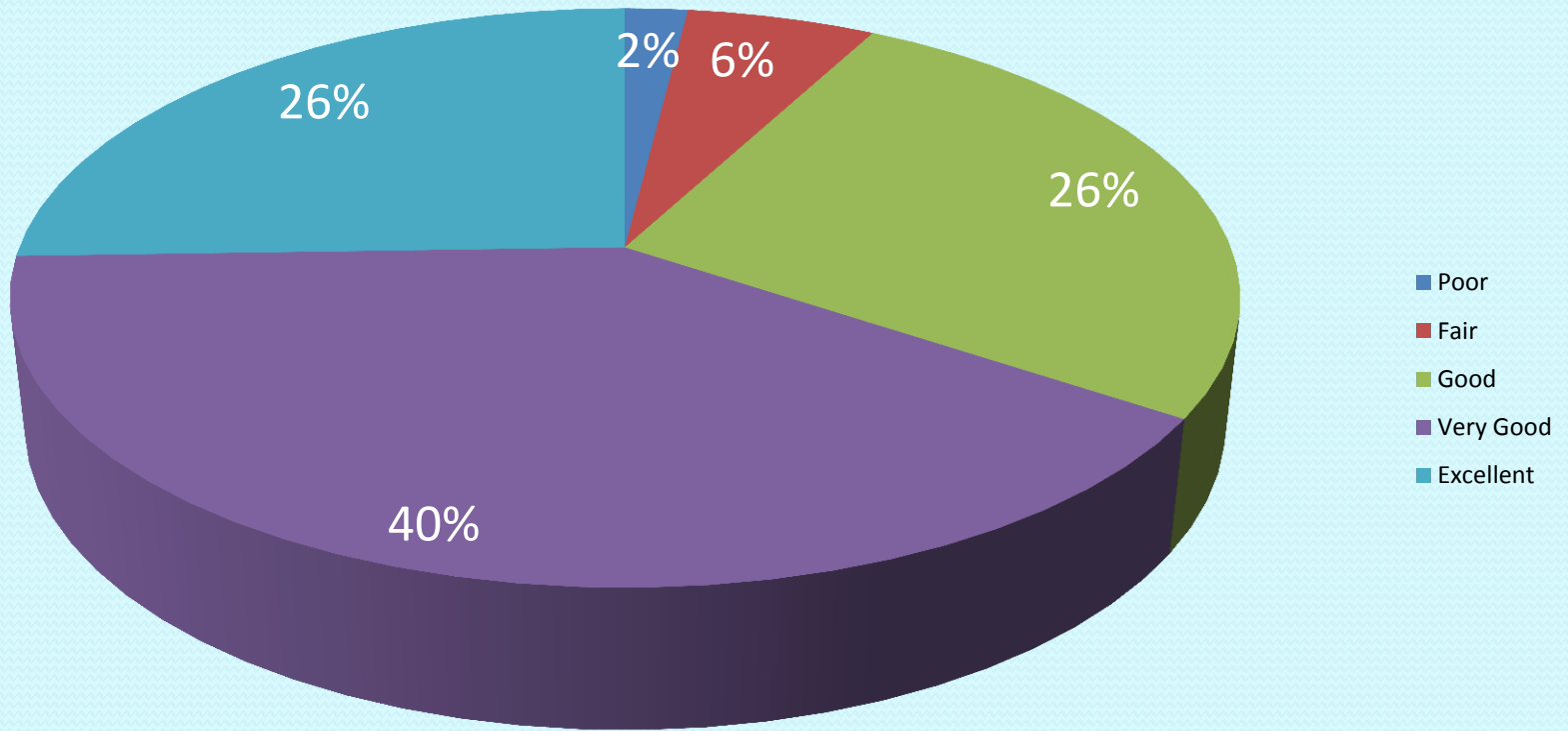
Convenience of Making Appointment



Information Provided by Receptionist

	Number	%
● Poor	2	2
● Fair	6	6
● Good	27	26
● Very Good	41	40
● Excellent	26	26
Totals	102	100

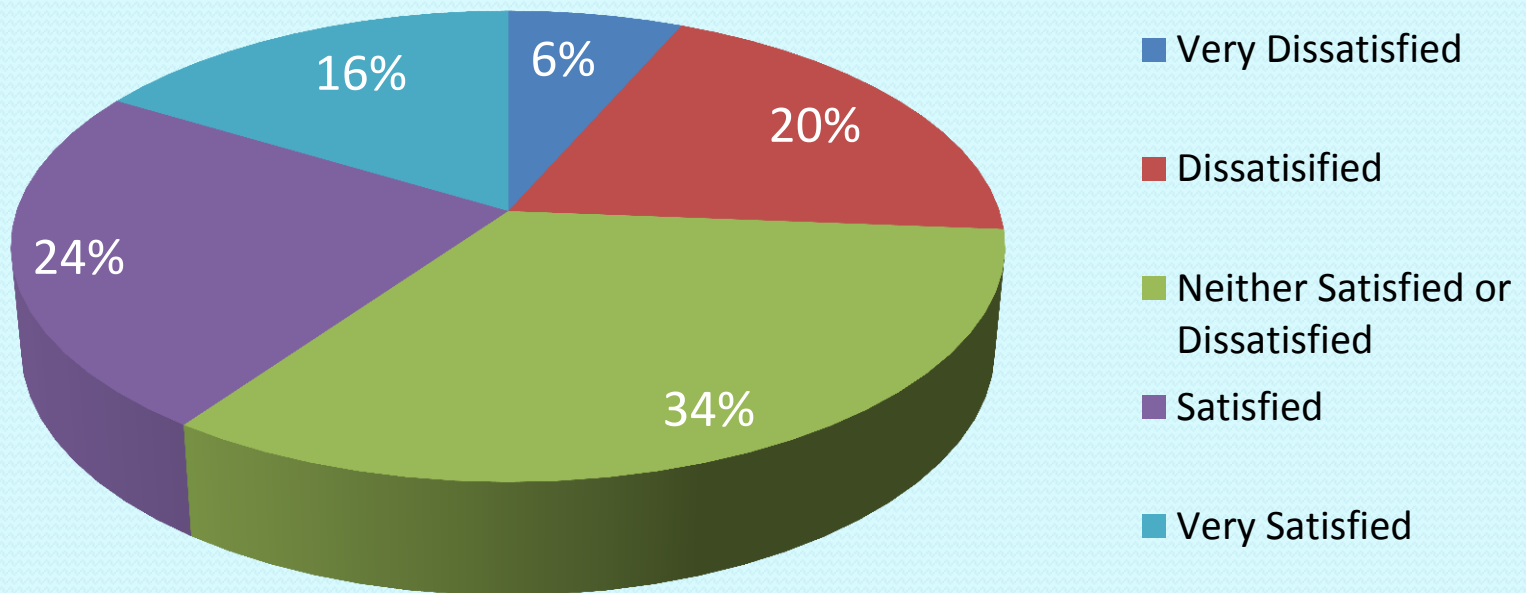
Information Provided by Receptionist



Waiting Time to be Seen

	Number	%
● Poor	8	6
● Fair	24	20
● Good	41	34
● Very Good	29	24
● Excellent	20	16
Totals	122	100

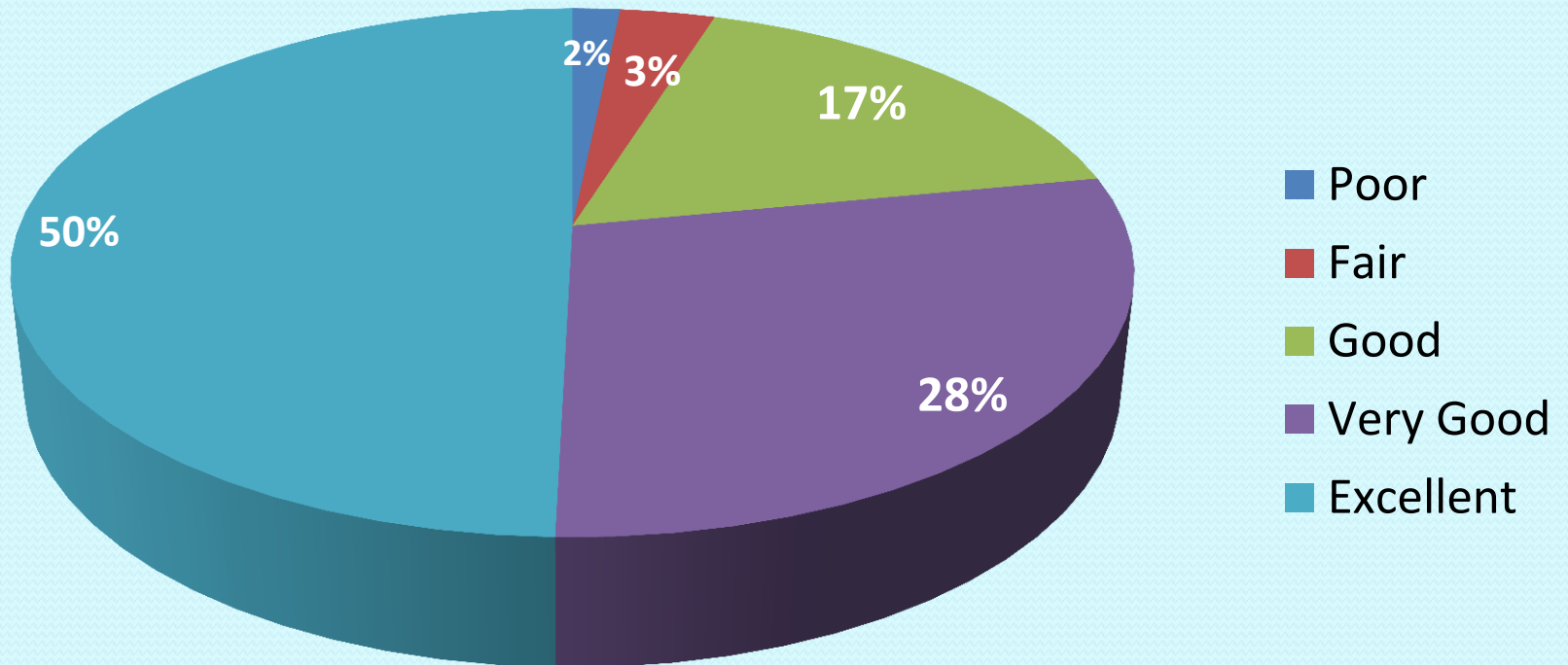
Waiting Time to be Seen



Consultation Rating

	Number	%
● Poor	2	2
● Fair	4	3
● Good	21	17
● Very Good	35	28
● Excellent	61	50
Totals	123	100

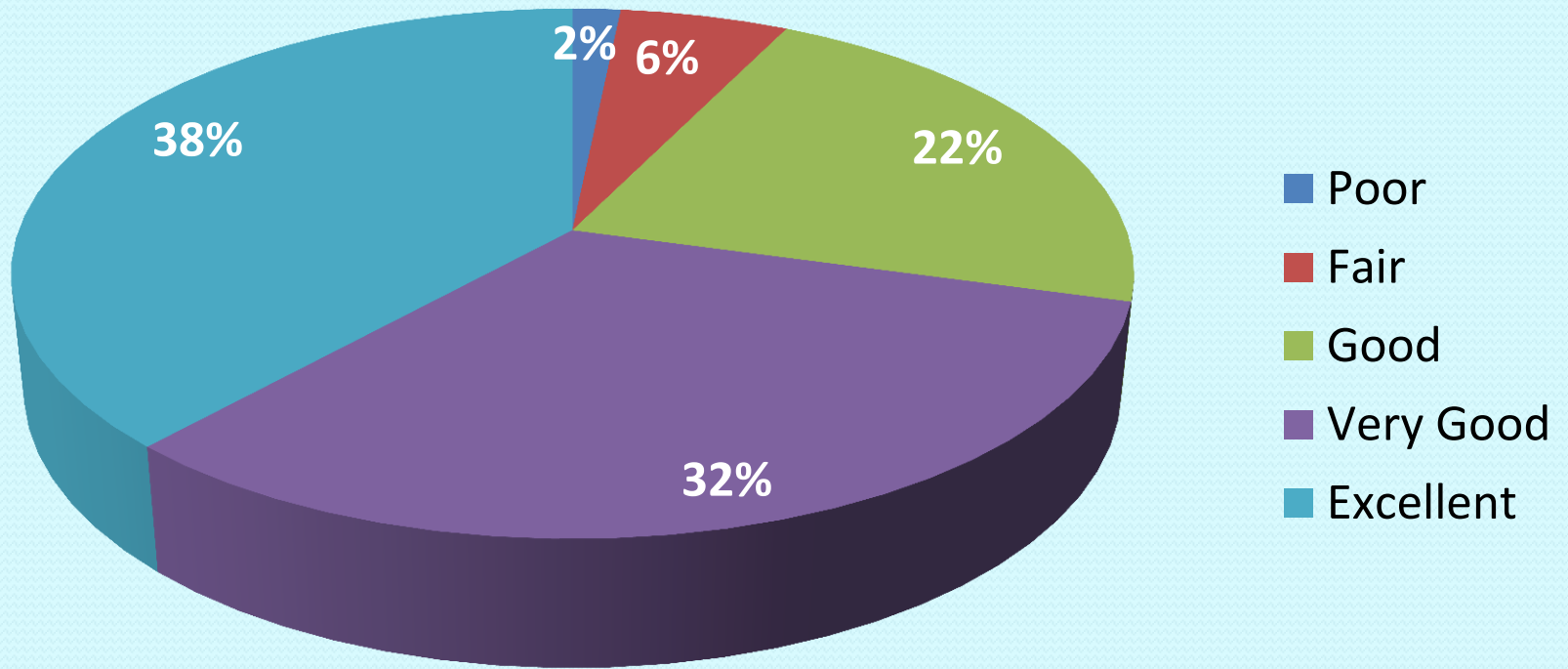
Consultation Rating



Overall Satisfaction

	Number	%
● Poor	2	2
● Fair	7	6
● Good	27	22
● Very Good	40	32
● Excellent	47	38
Totals	123	100

Overall Satisfaction



Additional Comments by Respondents: the Negative...

- “I find parking a real problem...”
- “Unable to get appointments within a few days unless (it is) an 'emergency' which to me is life threatening...”
- “I know you can't force people but rather disturbed by the number who don't use the handwash. (Although every time we come there is at least one empty)...”
- “A 3-week wait is far from satisfactory for a non-urgent appointment which has caused me a lot of worry but which was not life threatening or urgent...”

Additional Comments by Respondents: the Negative...

- “Can't get appointment with Dr xxx or anyone else most of the time ...”
- “Nobody has solved my problem. I have seen possibly 7 others...”
- “Lack of continuation...”
- “I have not had a specific appointment with my named GP since joining the practice in 2013...”
- “Never get who you want to see so have to see who you can get an appointment with...”

Additional Comments by Respondents: the Positive...

- “Everyone is helpful. Excellent practice”
- “All more than capable of assisting with any problems I may have”
- “They have all been very good”
- “All good here”
- “This is a brilliant practice - far better than any other my wife and I have attended. The staff care about their patients, are well informed and professional. It should be used as a model for other practices to aspire to...”

Additional Comments by Respondents on Individuals -

- “Like him- very professional. Easy to talk to...”
- “Very good at her job...”
- “Gives you time and easy to talk to...”
- “Found her very helpful last time I was in...”
- “I get to know my nurse well and can talk to her...”
- “Know he's excellent GP...”
- “They all know their job...”
- “All more than capable of assisting with any problems I may have...”