

Report from the Patients Forum Survey January 2014

Introduction

This report is the second report from the Patient Participation Group (PPG) at Bloomfield Medical Centre. The PPG members are all service users, some of whom have chronic health issues, there is an equal mix of male and female representation, but despite actively encouraging young people to attend, they are not well represented on the group.

The subject for the practice questionnaire survey was discussed over several meetings, but it was quickly decided that this time the PRG wanted to help the Practice develop and improve the patient experience within the reception area. Attached to this report is the questionnaire developed by the PPG to undertake this patient survey.

Method

The questionnaire (appendix 1) consisted of 10 questions relating to patient experience and used a scoring system of 1-10 with 1 being rated as poor and 10 being excellent. The questionnaires were handed out to patients by the receptionists using clip boards and pens to aid completion and patients were encouraged to complete them before leaving the practice to increase the numbers returned. The forms did not contain any patient identifiable information and a box was provided to maintain confidentiality of completed forms.

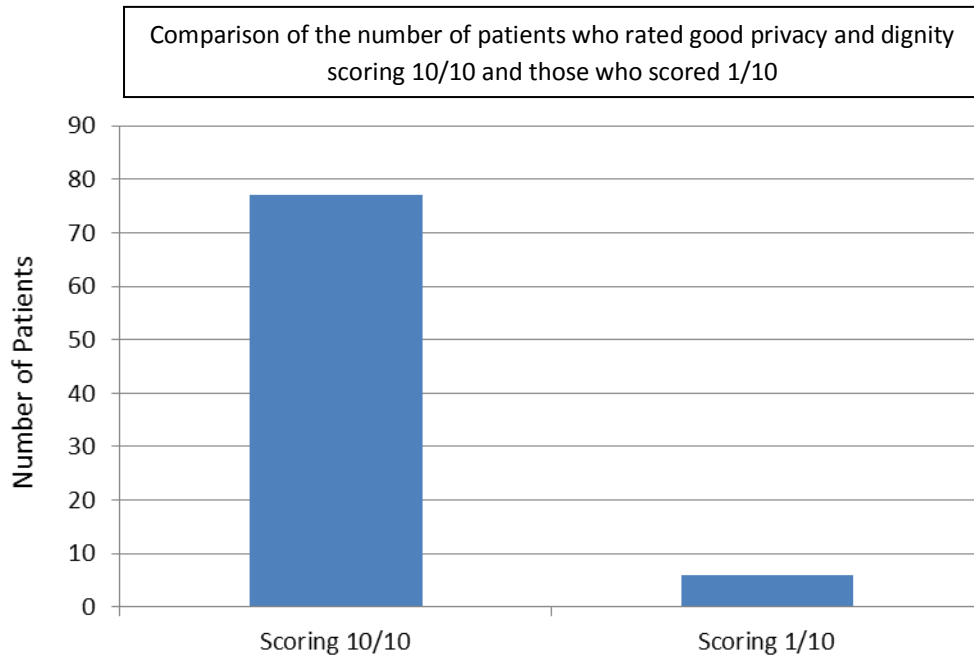
A total of 153 questionnaires were received back

The action plan which developed as result of the survey and analysis of the results is attached as appendix 2

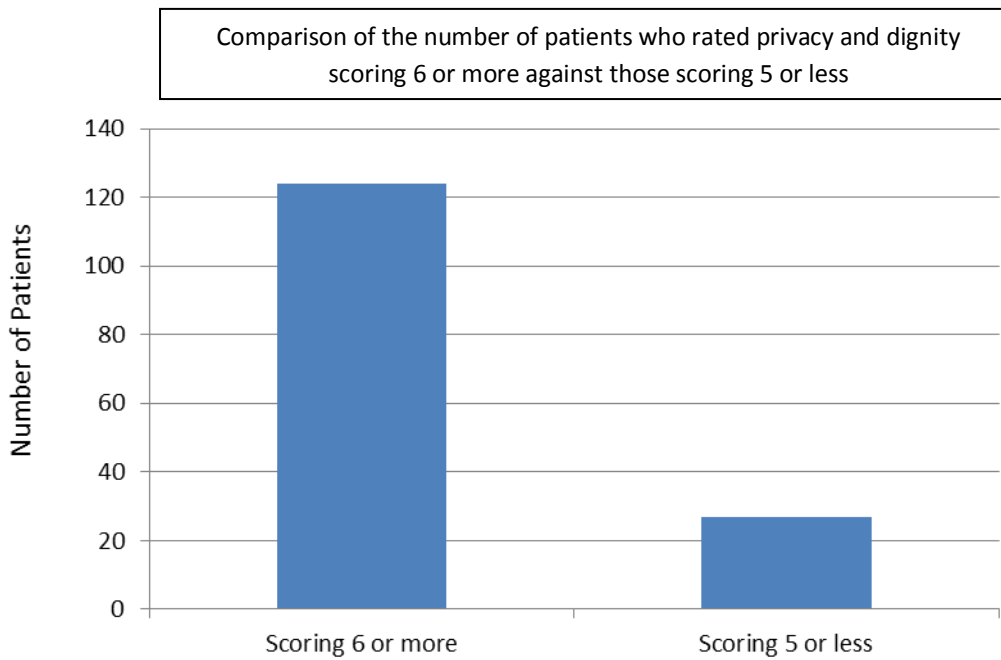
Results

Question 1

Do you feel that you and the practice staff can maintain your privacy and dignity whilst you are in the reception / waiting area?

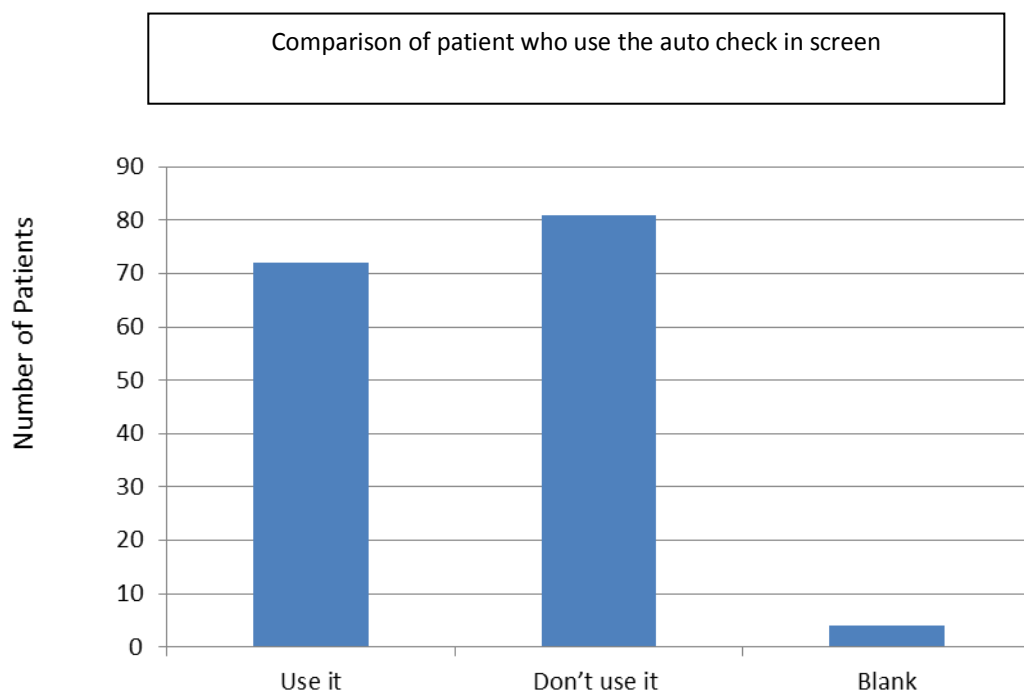


The average score to question was 8.14



Question 2

Do you use the 'Auto Check-in Screen?'



Why do you not use the 'Auto Check-in Screen?'

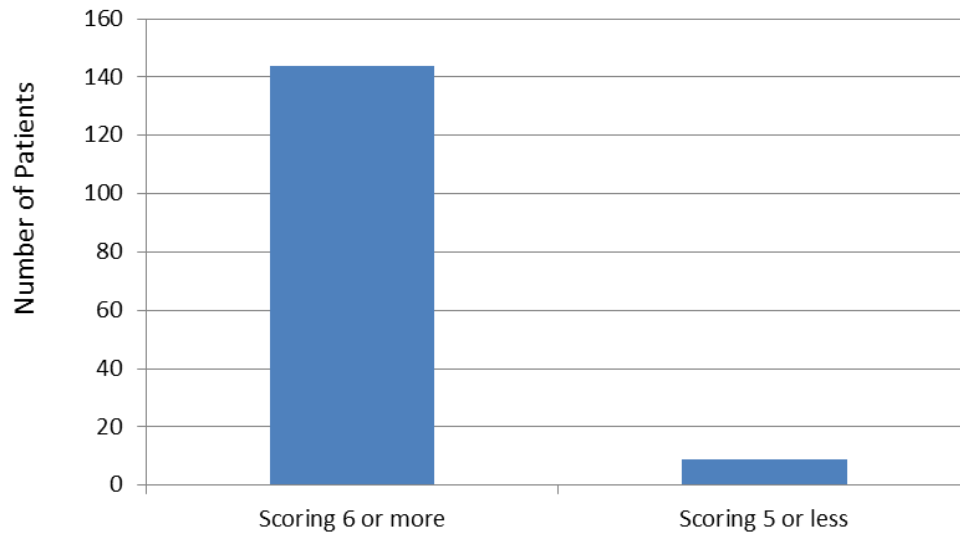
81 patients who do not use the screen

51	Preferred to speak to reception staff	2	Didn't know was there
8	Don't know how to	2	Never seems to work
8	Poor previous experience	1	I always forget my glasses
6	Other	1	Was not on
8	No responses recorded		

Question 3

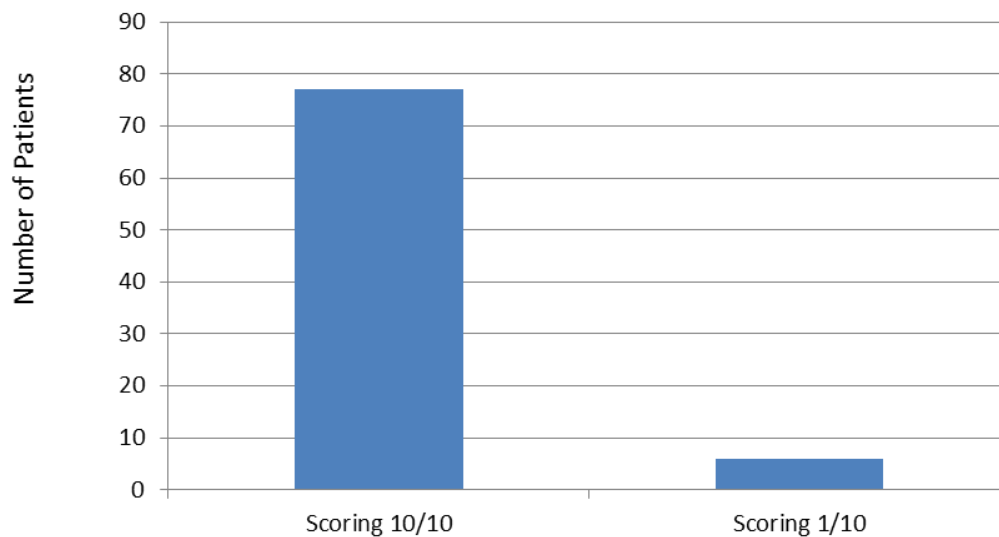
Do you feel safe in the waiting area?

Comparison of the number of patients who rated feeling safe in the waiting room scoring 10/10 and those who scored 1/10



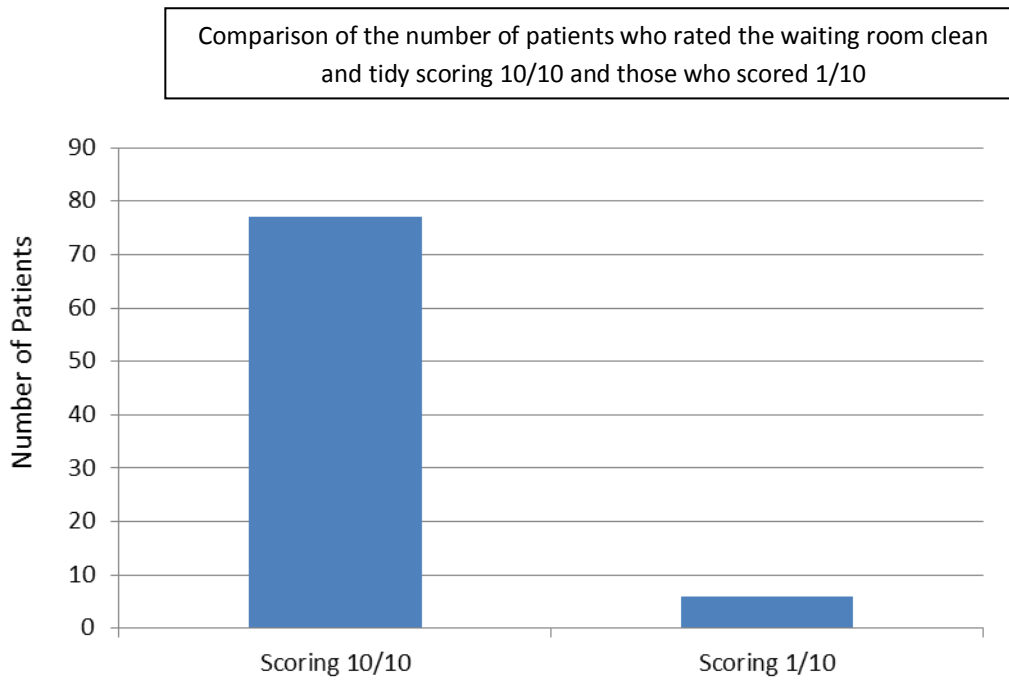
The average score to question was 8.95

Comparison of the number of patients who rated feeling safe in the waiting room scoring 6 or more against those scoring 5 or less

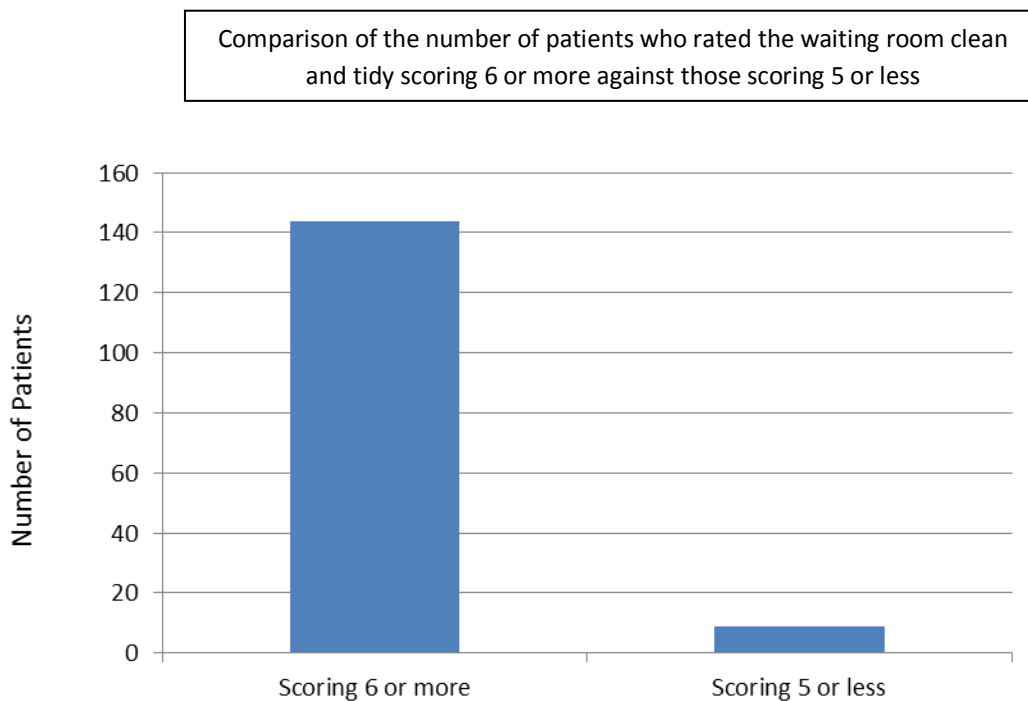


Question 4

Do you find the waiting area clean and tidy?

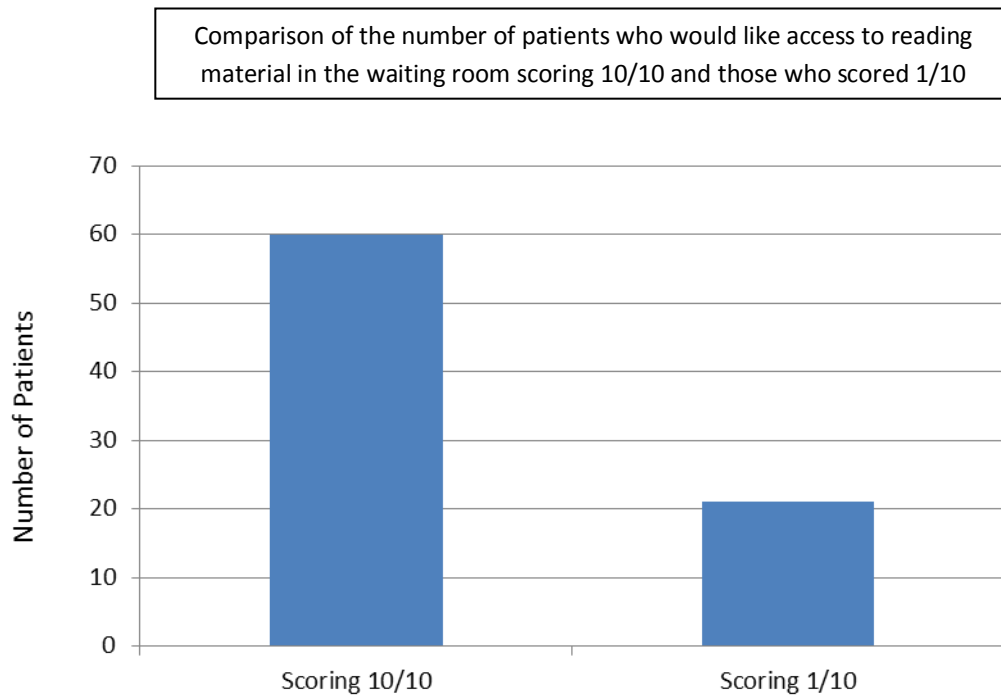


The average score to question was 8.98

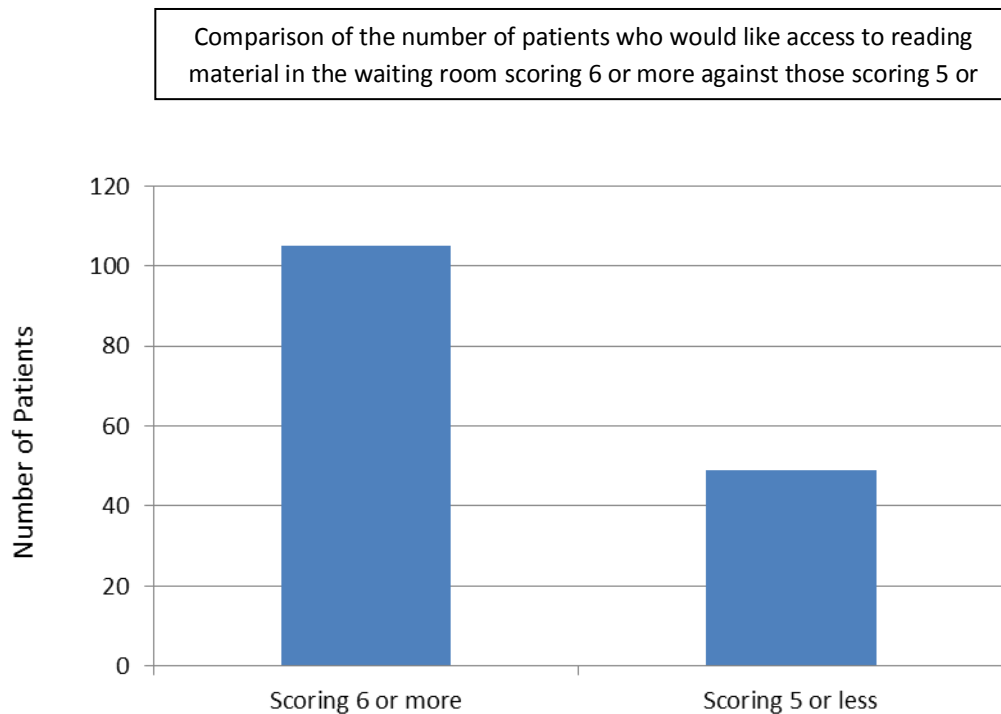


Question 5

Would you like access to reading material/magazines in the waiting Room?

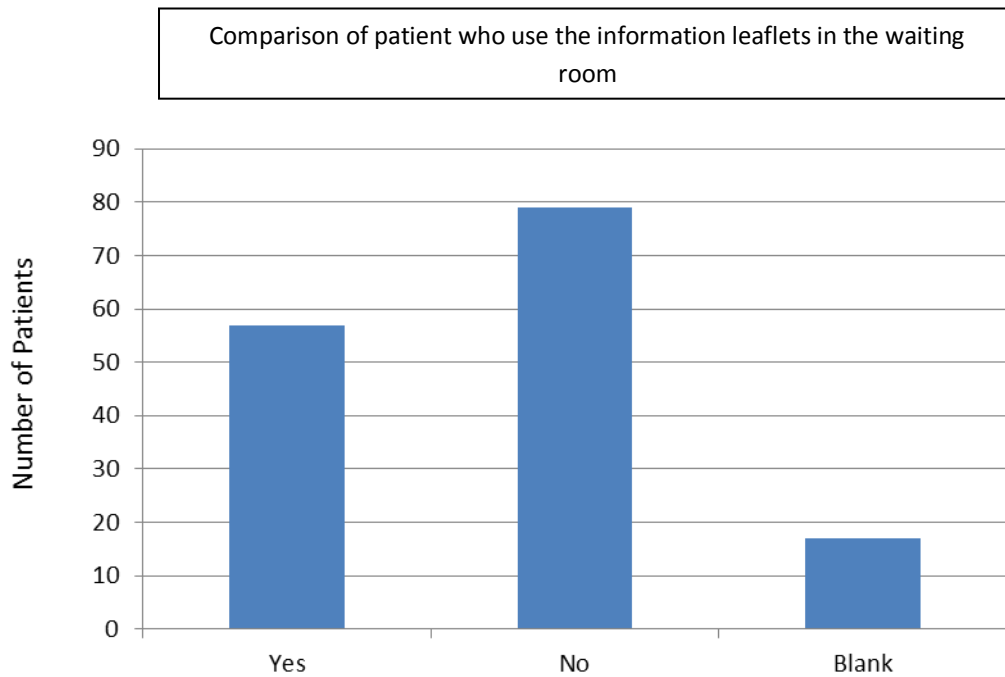


The average score to question was 7.04



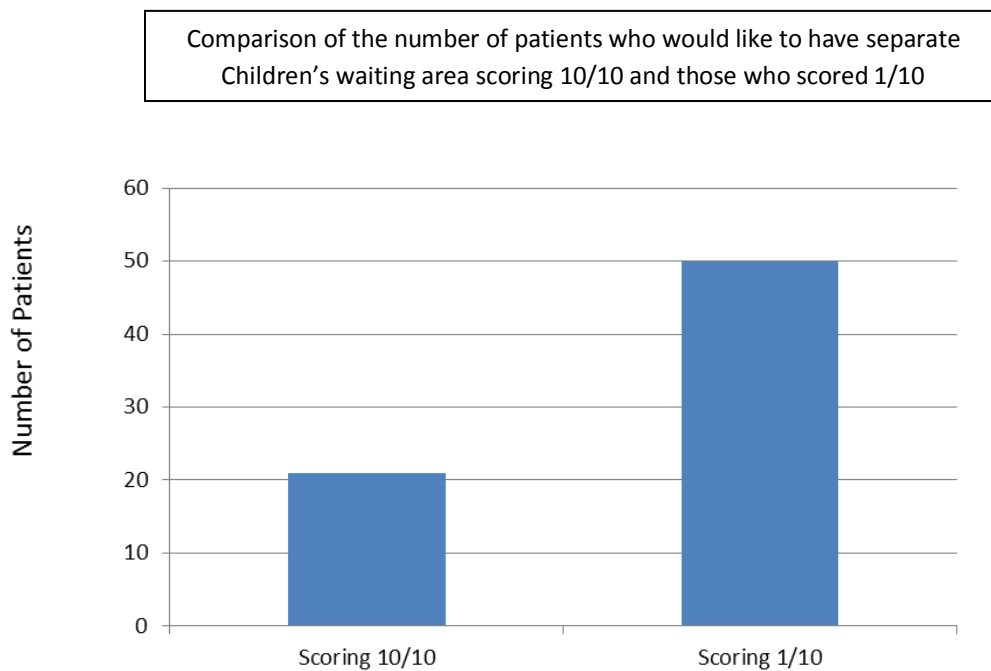
Question 6

Do you use the information leaflets in the waiting area?



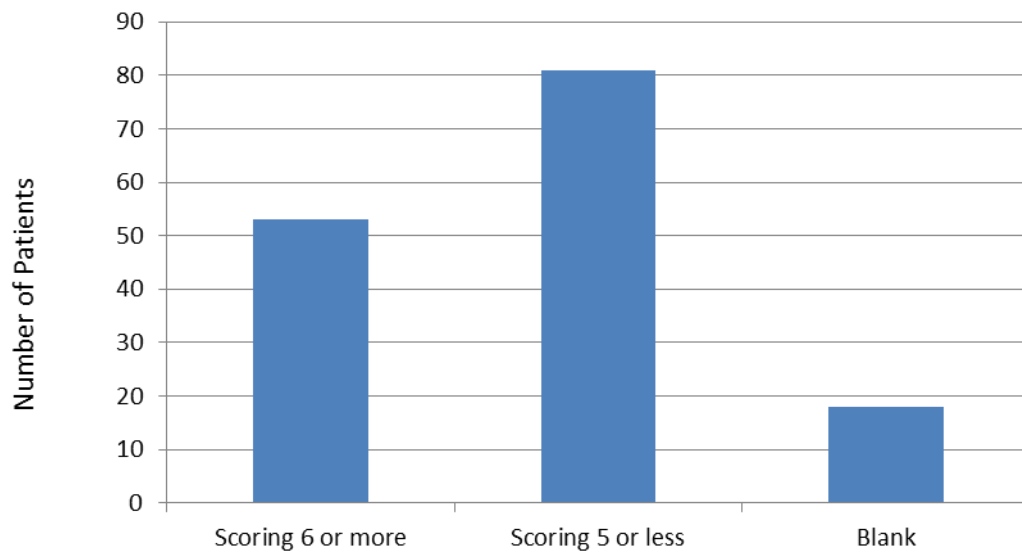
Question 7

Would like the waiting to have a separate children's area?



The average score to question was 4.64

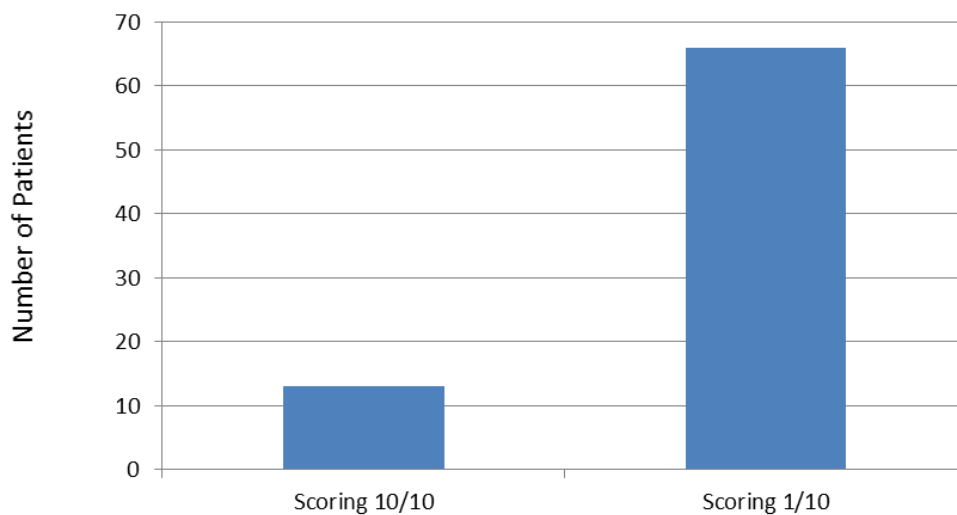
Comparison of the number of patients who would like to have separate Children's waiting area scoring 6 or more against those scoring 5 or less



Question 8

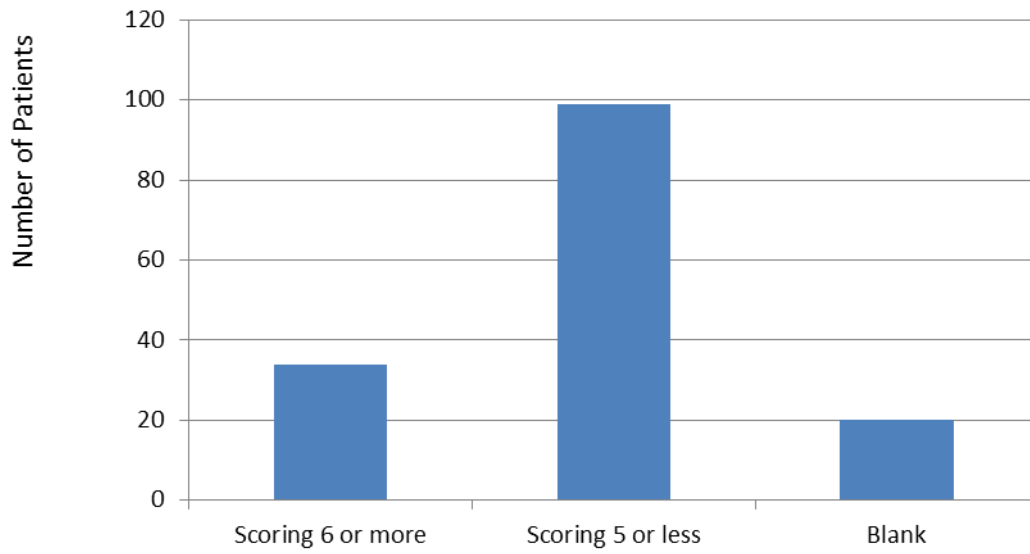
Do you ever experience an undue/ excessive delay in collecting prescriptions?

Comparison of the number of patients who experience an undue / excessive delay in collecting prescriptions scoring 10/10 and those who scored 1/10



The average score to question was 3.43

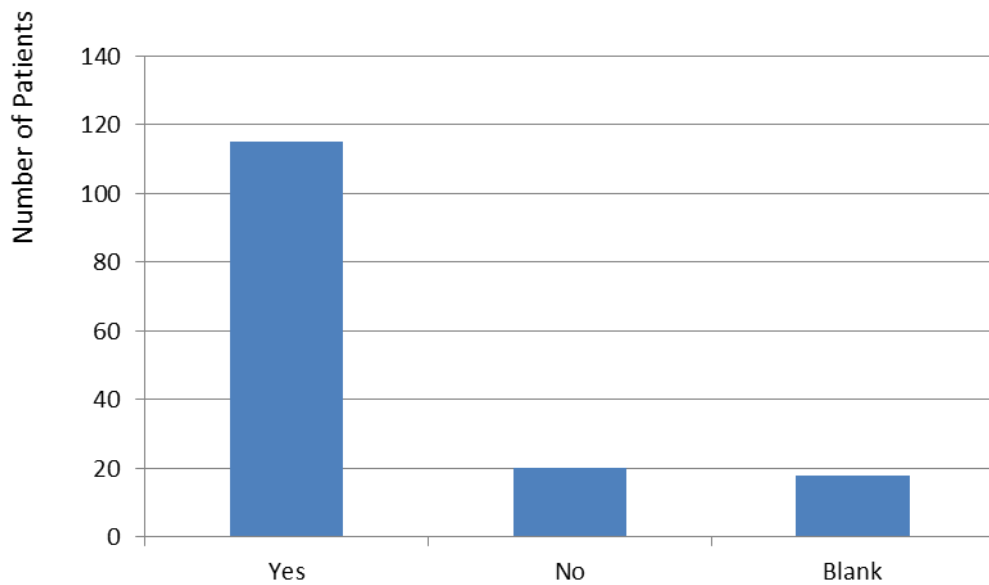
Comparison of the number of patients who experience an undue / excessive delay in collecting prescriptions scoring 6 or more against those scoring 5 or less



[Question 9](#)

Do you watch the information screens whilst in the waiting area?

Comparison of patient watch the information screens in the waiting room



Patient Participation Group Questionnaire

January 2014



Bloomfield Medical Centre are currently reviewing the recent changes they have made to the reception and are considering additional changes to further improve the facilities and patient experience.

To assist us with this process please answer the questions below. Your responses will be completely confidential. Please place a **✓** in one box or circle the number for each question which comes closest to your opinion or experience.

Q1 Do you feel that you and the practice staff can maintain your privacy and dignity whilst you are in the reception / waiting area?

10 9 8 7 6 5 4 3 2 1
 Yes No

Q2 Do you use the 'Auto Check-in Screen?'

Yes No

If No please answer Q2a otherwise please go straight to Q3

Q2a Why do you not use the 'Auto Check-in Screen?'

Do not know how to use it
 Prefer to speak to reception staff
 Previous poor experience of using it
 Other (Please state reason


Q3 Do you feel safe in the waiting area?

10 9 8 7 6 5 4 3 2 1
 Yes No

Q4 Do you find the waiting area clean and tidy?

10 9 8 7 6 5 4 3 2 1
 Yes No


Q5 Would you like access to reading material/magazines in the waiting Room?

10 9 8 7 6 5 4 3 2 1
Yes  No


Q6 Do you use the information leaflets in the waiting area?

Yes No

Q7 Would like the waiting to have a separate children's area?

10 9 8 7 6 5 4 3 2 1
Yes  No

Q8 Do you ever experience an undue/ excessive delay in collecting prescriptions?

10 9 8 7 6 5 4 3 2 1
Yes  No

Q9 Do you watch the information screens whilst in the waiting area?

Yes No

Q10 Please tell us the single most important thing we can do to improve your experience as a patient at Bloomfield Medical Centre

If you are interested in the work of the Patient Participation Group or would like to join the group please contact the Practice Manager, Ben Sharples by phone on 01253 344544 or by email ben.sharples@blackpool.nhs.uk

Thank you for taking the time to complete this questionnaire.



Patient Participation Action Plan 2014

No	Issue Identified	Action	Rationale	Responsibility	Timescale	Status
1	Increase the use of Automated check in screen	<ol style="list-style-type: none"> 1. Move Screen lower 2. Raise awareness of screen and it's use 3. Ensure Alcohol Gel is available by reception 4. Put up signs to increase use 	<ol style="list-style-type: none"> 1. To facilitate disabled people accessing screen 2. Increase its use 3. Encourage people who may be adverse to using it for fear of infections 	<p>Practice Management Team during refurbishment of the reception area</p> <p>Reception staff to encourage use</p>	<p>Complete refurbishment may take 12 months</p> <p>All other points within 6 weeks</p>	<p>Red</p> <p>Amber</p>
2	Review use of IT media	To make sure that the content of the screen is up to date and relevant	<p>To inform people with current targeted information</p> <p>To coincide with current NHS national schemes</p>	Practice Management Team	Within 3 months	Amber
3	Review other sources of information available at the practice and rationalise the use of leaflets.	Reduce the number of leaflets and notice boards	More efficiencies to be placed on the use of the IT screens.	Practice Management Team	Within 3 months	Amber

4	Not to include a children's area	Not to be included in the development of the new reception area		Practice Manager		Green
5	Not to provide reading material	Not to be included in the development of the new reception area		Practice Manager		Green

February 2014