**MOORLAND MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP**

**ANNUAL PATIENT QUESTIONNAIRE**

**AUTUMN 2019**



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Patient Questionnaire 2019

The report contains questions about the way the Practice works in order to improve patient services. The patients were asked to give their views whilst waiting for a consultation during the week beginning 22nd November. Thank you to all those patients that completed these questionnaires.

A total of 250 questionnaires were completed, although not all patients completed every question.

The sample included 162 females and 59 males.

The age ranges were 0-20 years - 13 patients

21-40 years - 68 patients

41-60 years - 51 patients

61-80 years - 68 patients

80 +years - 14 patients

The first section of the questionnaire is mainly concerned with how patients feel about the day to day work of the Practice and their responses were graded from Poor (1) to Very Good (4).

The tables show actual number of responses with percentages calculated from the total that answered each question. Last year’s results are included in red for comparison.

**Q1. How easy do you find it to book a “same day” appointment?**

|  |  |  |  |
| --- | --- | --- | --- |
| Poor | Fair | Good | V Good |
| 30 | 61 | 79 | 69 |
| 12% | 26% | 33% | 29% |
| 12% | 29% | 32% | 27%  (2018 figures in red) |

A significant number of people are content with the ability to book a ‘same day’ appointment. Many people prefer to visit the doctor which is not normally possible on the same day.

**Q2. How easy do you find it to book a routine appointment?**

|  |  |  |  |
| --- | --- | --- | --- |
| Poor | Fair | Good | V Good |
| 18 | 65 | 100 | 54 |
| 8% | 27% | 42% | 23% |
| 7% | 25% | 43% | 25% |

The majority of patients find it reasonably easy to book a routine appointment if it is somewhat in the future.

**Q3. How satisfied are you with the waiting times for booking a routine appointment?**

|  |  |  |  |
| --- | --- | --- | --- |
| Poor | Fair | Good | V Good |
| 34 | 88 | 83 | 34 |
| 14% | 37% | 35% | 14% |
| 12% | 29% | 36% | 23% |

People do not like waiting and the figures show that only half of patients are satisfied. “A long wait for non-urgent appointments” “Sometimes the wait can be longer than expected”

**Q4. How satisfied are you with the time you had to wait for your appointment when you arrived at the surgery?**

|  |  |  |  |
| --- | --- | --- | --- |
| Poor | Fair | Good | V Good |
| 4 | 68 | 114 | 51 |
| 2% | 29% | 48% | 21% |
| 5% | 29% | 48% | 18% |

Generally people find the waiting time acceptable. “Depends on circumstances”

**Q5. How easy do you find it to check in for arrival for your appointment?**

|  |  |  |  |
| --- | --- | --- | --- |
| Poor | Fair | Good | V Good |
| 0 | 5 | 73 | 167 |
| 0% | 2% | 30% | 68% |
| 5% | 29% | 48% | 18% |

The checking in at the surgery can be variable. The queue for both Reception and machine can get uncomfortably long. “There is not much room for a mother and pram”, “Didn’t see the system tucked away in the corner”. The figures suggest a significant improvement from last year.

**Q6. How satisfied are you with the knowledge and explanation from the doctor?**

|  |  |  |  |
| --- | --- | --- | --- |
| Poor | Fair | Good | V Good |
| 2 | 9 | 82 | 140 |
| 1% | 4% | 35% | 60% |
| 1% | 6% | 31% | 62% |

The graphs show clearly how much confidence patients have in the medical staff. A comment from a patient included: “Rarely able to see a doctor”

**Q7. How satisfied are you with the knowledge and explanation from the nurse practitioners?**

|  |  |  |  |
| --- | --- | --- | --- |
| Poor | Fair | Good | V Good |
| 3 | 11 | 77 | 142 |
| 1% | 5% | 33% | 61% |
| 1% | 6% | 35% | 58% |

**Q8. How satisfied are you with the surgery opening hours?**

|  |  |  |  |
| --- | --- | --- | --- |
| Poor | Fair | Good | V Good |
| 2 | 24 | 95 | 117 |
| 1% | 10% | 40% | 49% |
| 1% | 9% | 47% | 43% |

Patients are generally satisfied. A few people would like weekend opening. Patient Comments included: “Wouldn’t mind Saturday” and “Weekend”

**Q9. If you have used the 111 Out of Hours service, how satisfied are you with the service?**

|  |  |  |  |
| --- | --- | --- | --- |
| Poor | Fair | Good | V Good |
| 14 | 16 | 52 | 33 |
| 12% | 14% | 45% | 29% |
| 4% | 17% | 49% | 30% |

**(Only 115 people answered)**

From the figures it is very difficult to make a meaningful conclusion. Only 115 patients responded, of these three quarters were happy with the service. Several replied “Not used”. However the figures suggest that there has been a fall in satisfaction from last year.

**Q10. How satisfied are you overall with the Practice?**

|  |  |  |  |
| --- | --- | --- | --- |
| Poor | Fair | Good | V Good |
| 0 | 20 | 107 | 119 |
| 0% | 8% | 43% | 49% |
| 1% | 6% | 40% | 53% |

These are clearly very good figures. Comments included “Excellent”, “Very Good” “Outstanding"

The second half of the questionnaire is one where we can work together and make the best of the services available.

**Appointments**

1. **Are you satisfied with the time it takes for the phone to be answered?**

|  |  |
| --- | --- |
| Yes | No |
| 166 | 59 |
| 74% | 26% |
| 76% | 24% |

Three quarters of the patients are content to wait but all of us would like the waiting times reduced. Comments include: “Cannot always get through”, “If it is too busy it just says ‘line busy’ and doesn’t put you in the queue” “Often quite a wait due to volume of calls”, “depends sometimes always engaged.

1. **Do you think that the telephone queuing system is helpful?**

|  |  |
| --- | --- |
| Yes | No |
| 199 | 27 |
| 88% | 12% |
| 86% | 14% |

The new queuing system has improved the phone functions but is limited to 4 external incoming lines and the number of receptionists that are available to answer the phones.

1. **Do you find it helpful to be informed if the doctor is running late?**

|  |  |
| --- | --- |
| Yes | No |
| 228 | 4 |
| 98% | 2% |
| 98% | 2% |

It is useful to have some idea of the waiting time but the staff need to use the facility.

1. **Would you prefer to wait for a routine appointment with a doctor of your choice?**

|  |  |
| --- | --- |
| Yes | No |
| 126 | 58 |
| 68% | 32% |
| 66% | 34% |

**(Only 184 people answered)**

Most of the patients would prefer a doctor of their choice, but accept that this is not always possible due to availability of routine appointments.

1. **Or would you see a different doctor sooner?**

|  |  |
| --- | --- |
| Yes | No |
| 168 | 39 |
| 81% | 19% |

Patients have already shown their confidence in all the clinical staff. Patients commented about seeing a different doctor sooner and said it “Depends on medical condition or reason” and “if really urgent”.

Depends on reason for appointment – on-going illness would prefer to wait for doctor of choice for continuity.

1. **Do you know that the appointment time is 10 minutes long?**

|  |  |
| --- | --- |
| Yes | No |
| 185 | 57 |
| 76% | 24% |

A majority of patients seem to know how long their appointment is for and try to keep to it.

**Care Navigation**

1. **Do you mind being asked the reason for your appointment when you speak to the receptionist?**

|  |  |
| --- | --- |
| Yes | No |
| 51 | 175 |
| 23% | 77% |
| 23% | 77% |

The majority of people appreciate that the receptionist asks the reason for an appointment so that they may be offered the most suitable treatment, but a quarter of patients are not happy with the system. This may be due to the nature of the illness or lack of privacy at the front desk when booking in person. A patient commented about this and put “Depends”.

1. **Do you think you were directed to the correct clinician by the receptionist?**

|  |  |
| --- | --- |
| Yes | No |
| 206 | 13 |
| 94% | 6% |
| 87% | 13% |

This appears to support an increase in the acceptance of Care Navigation.

1. **Are you happy to be seen by a different clinical professional other than the GP?**

|  |  |
| --- | --- |
| Yes | No |
| 204 | 20 |
| 91% | 9% |

It is pleasing to see Patient confidence in all clinical professionals.

**Patient Online**

1. **Are you aware of being able to make a routine doctors or nurse appointment online?**

|  |  |
| --- | --- |
| Yes | No |
| 140 | 77 |
| 65% | 35% |
| 52% | 48% |

1. **Do you use the online facility for booking appointments?**

|  |  |
| --- | --- |
| Yes | No |
| 32 | 183 |
| 15% | 85% |
| 18% | 82% |

Although three quarters of patients are aware of being able to book an appointment on line, in reality few actually do. Since last year awareness has increased but use has decreased slightly.

1. **Are you aware of being able to order repeat prescriptions online?**

|  |  |
| --- | --- |
| Yes | No |
| 152 | 62 |
| 71% | 29% |
| 68% | 32% |

1. **Do you use this facility?**

|  |  |
| --- | --- |
| Yes | No |
| 49 | 169 |
| 22% | 78% |
| 13% | 87% |

There has been some increase in online ordering but it is disappointing to find that although patients have increased their use of computers at home, they have not all transferred their skills to the surgery. NHS Digital could make sure that the systems work as simply as possible for patients.

**Extended Access Clinic HUBS**

1. **Are you aware of the Extended Access Clinic HUBS being held at the**

**Leek Moorlands Hospital, Haywood Hospital, Hanley, Longton or Bradwell?**

|  |  |
| --- | --- |
| Yes | No |
| 124 | 99 |
| 56% | 44% |
| 17% | 83% |

There has been a significant increase of awareness of the Extended Access Clinic HUBS since last year but some patients didn’t know about it.

1. **Are you aware that you see a GP, Nurse, and Health Care Assistant at these HUBS between the hours of 4pm and 8pm weekdays and 9am – 4pm Weekend days?**

|  |  |
| --- | --- |
| Yes | No |
| 100 | 123 |
| 45% | 55% |

**Blood Test Walk-in Centres**

**Are you aware of the walk-in centres at the Leek Moorland Hospital, Tuesday to Thursday 8.00 – 12.45?**

|  |  |
| --- | --- |
| Yes | No |
| 151 | 76 |
| 67% | 33% |

It is clear that there is still some education to be done, but we are pleased that the facilities are now in place.

**Reception & Waiting Room Areas**

1. **Do you like the new waiting room?**

|  |  |
| --- | --- |
| Yes | No |
| 221 | 2 |
| 99% | 1% |

Comment “Don’t like the furniture”, Needs curtains (echoes)

1. **Do you like the new reception desk area?**

|  |  |
| --- | --- |
| Yes | No |
| 209 | 12 |
| 95% | 5% |

Almost all patients appreciate the improvement to the waiting room and reception area. “Still a bit too small”

1. **Are the displays in the waiting room effective and useful?**

|  |  |
| --- | --- |
| Yes | No |
| 216 | 5 |
| 98% | 2% |

It is pleasing to see that patients appreciate the displays and information provided. At patient commented “Too many”.

1. **Do you find information accessible for you, clear and concise?**

|  |  |
| --- | --- |
| Yes | No |
| 214 | 6 |
| 97% | 3% |

1. **Would you like information in different formats?**

|  |  |
| --- | --- |
| Yes | No |
| 52 | 165 |
| 24% | 76% |

1. **Do you find the TV screen useful in the waiting room?**

|  |  |
| --- | --- |
| Yes | No |
| 201 | 12 |
| 94% | 6% |

Patients are pleased to see the improvement in the waiting room and appreciate the new displays which are changed regularly. The TV and information shown is now of a much better standard.

1. **Do you have difficulties? How can we help you more effectively?**

Have more GP’s,

Have more receptionists at the desk

Would like a Pharmacy in the surgery

Try an automotive door, very difficult for mums with prams

Sometimes the wait can be longer than anticipated, cannot always get through.

No transport, taxi unavailable

Patients with multiple complex needs; unsure of GP support across practice.

Parking – not enough bays/too narrow

**Appointments**

Provide a greater diversity of appointment times

Provide GP appointments rather than nurse

Long wait for non-urgent appointments

Difficulty getting appointments

**Reception & Waiting Area**

Difficultly standing when waiting to be seen at reception

Reception wait is long at times

Increase volume on the screen alert

The reception desk is not very private

Magazines or newspapers available

**Patient online**

Too many forms

I tried to register but the practice was not registered, so abandoned the attempt

Hard to set up

Don’t know how to use the patient online facility

**Patient comments written on the questionnaire**

The service is excellent

I am totally happy with the service provided