

# The Stag Medical Centre & Rose Court Surgeries

## GP Practice 2nd Survey Results

Dec 2012-Jan 2013

A 2nd GP Practice Survey was conducted by members of the Patient Participation Group (PPG) between mid-December 2012 and mid-January 2013. The survey was available to complete online as a link from the practice web site, ([www.stagmedicalcentre.co.uk](http://www.stagmedicalcentre.co.uk)), available as a download from the site if required and loaded onto four hand held tablets for members of the PPG to use face to face with patients at both surgery waiting rooms at key times. This also helped to raise the profile of the PPG. There were also sheets available for comments, as the tablet survey didn't include a "comments" field.

## How accurate are our survey results?

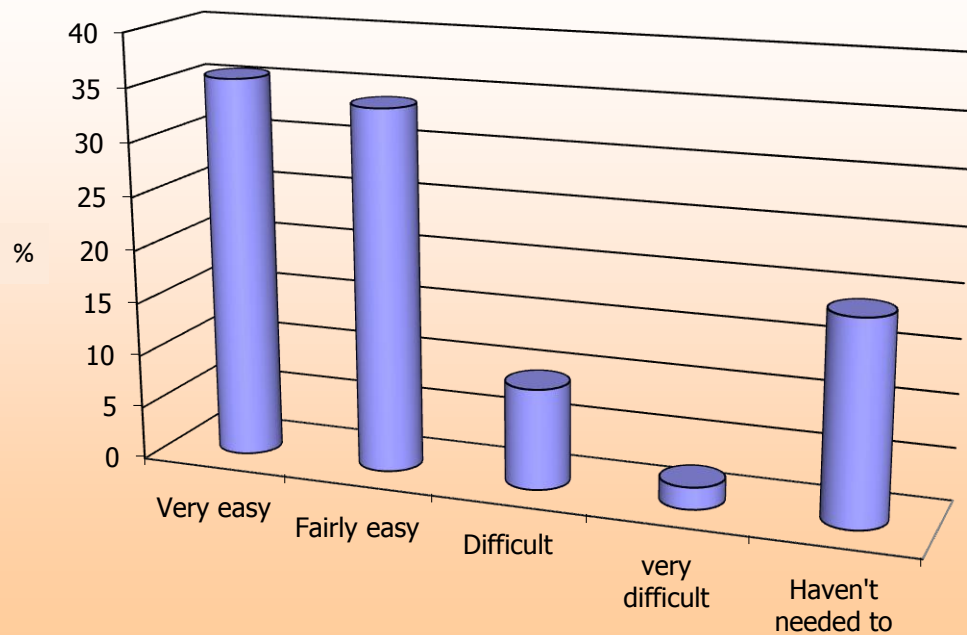
How many people are in our population?	11300
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How many people completed our survey?	340
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Error Level

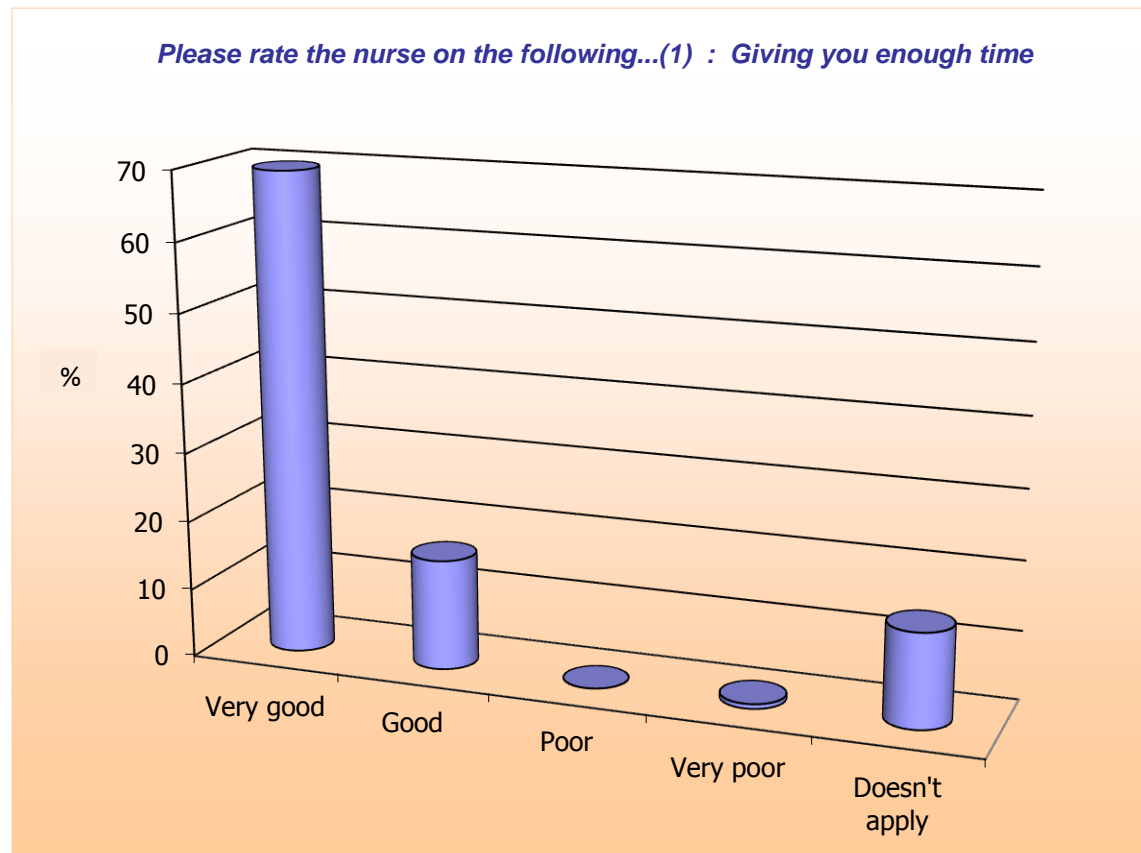
90% Confidence	4.4%
95% Confidence	5.2%
99% Confidence	6.9%

***How easy is it for you to get an appointment with a Nurse at the surgery?***



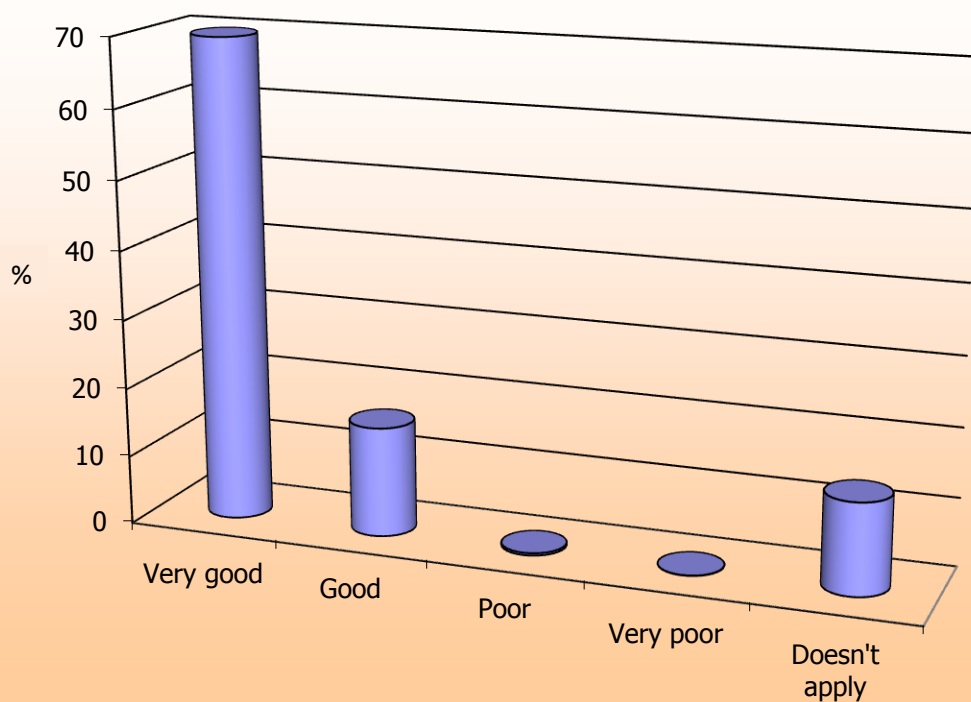
Question 1	How easy is it for you to get an appointment with a Nurse at the surgery?
Very easy	35.61
Fairly easy	33.83
Difficult	9.5
very difficult	2.08
Haven't needed to	18.99

**Questions 2 – 8:- Last time you saw a Nurse at the Surgery, how did you find the Nurse at each of the following?**



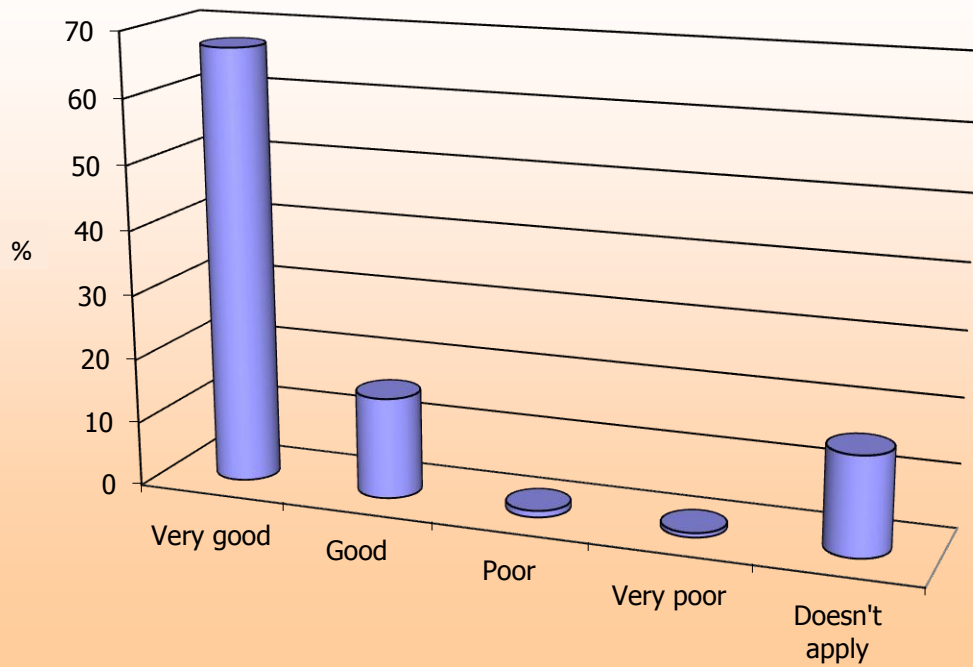
Question 2	Please rate the nurse on the following...(1) : Giving you enough time
Very good	69.57
Good	16.05
Poor	0
Very poor	0.67
Doesn't apply	13.71

*Please rate the nurse on the following...(1) : Listening*



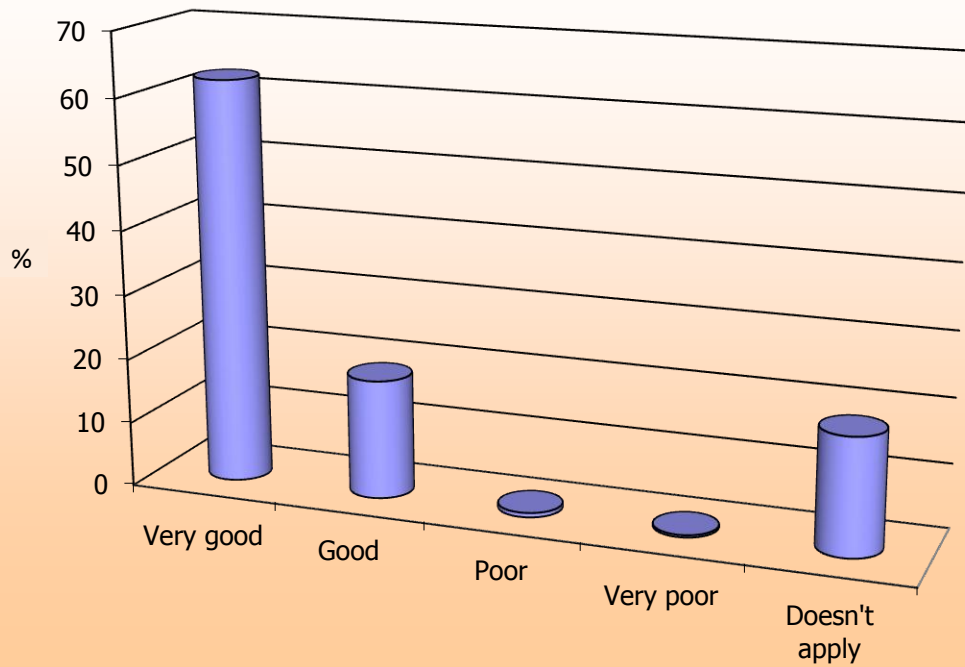
Question 3	Please rate the nurse on the following...(1) : Listening
Very good	69.67
Good	16
Poor	0.33
Very poor	0.033
Doesn't apply	13.33

***Please rate the nurse on the following...(1) : Explaining tests and treatment***



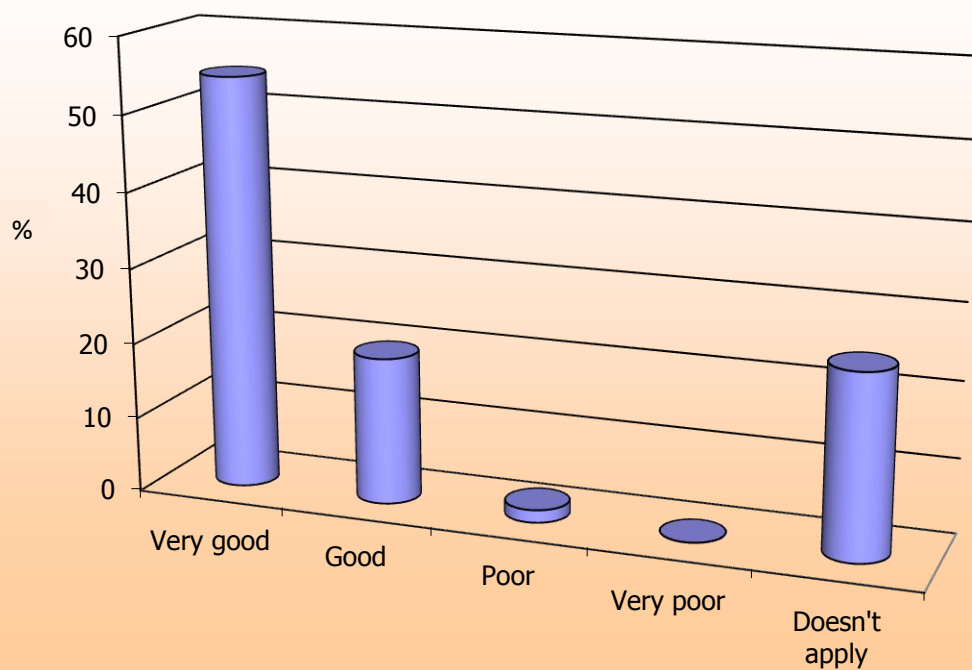
Question 4	Please rate the nurse on the following...(1) : Explaining tests and treatment
Very good	67.22
Good	15.72
Poor	1
Very poor	0.67
Doesn't apply	15.38

*Please rate the nurse on the following...(1) : Asking about your symptoms*



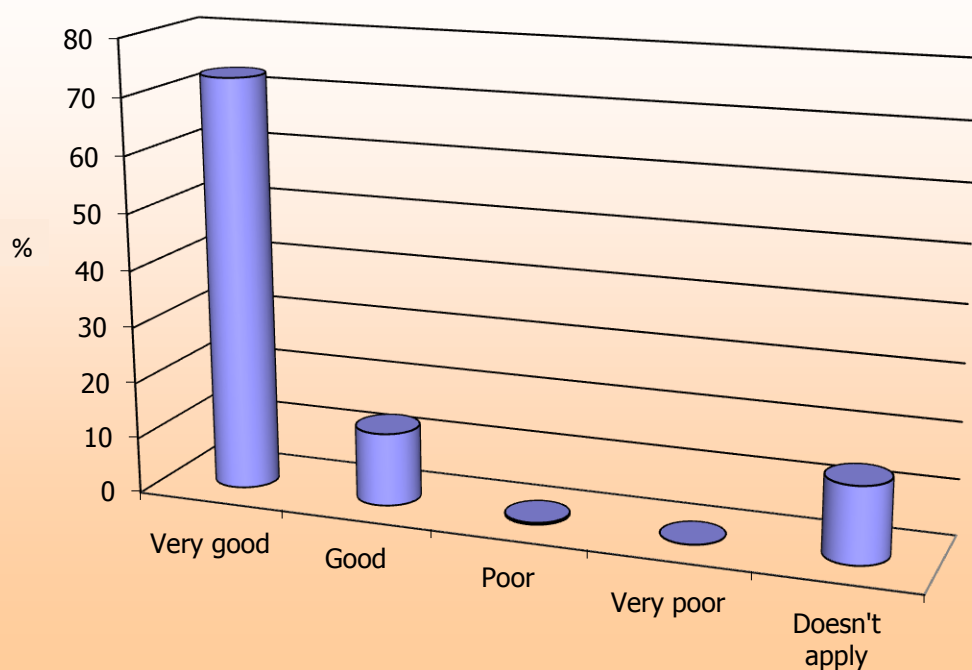
Question 5	Please rate the nurse on the following...(1) : Asking about your symptoms
Very good	62.42
Good	18.46
Poor	0.67
Very poor	0.34
Doesn't apply	18.12

*Please rate the nurse on the following...(2) : Involving you in decisions about your care*



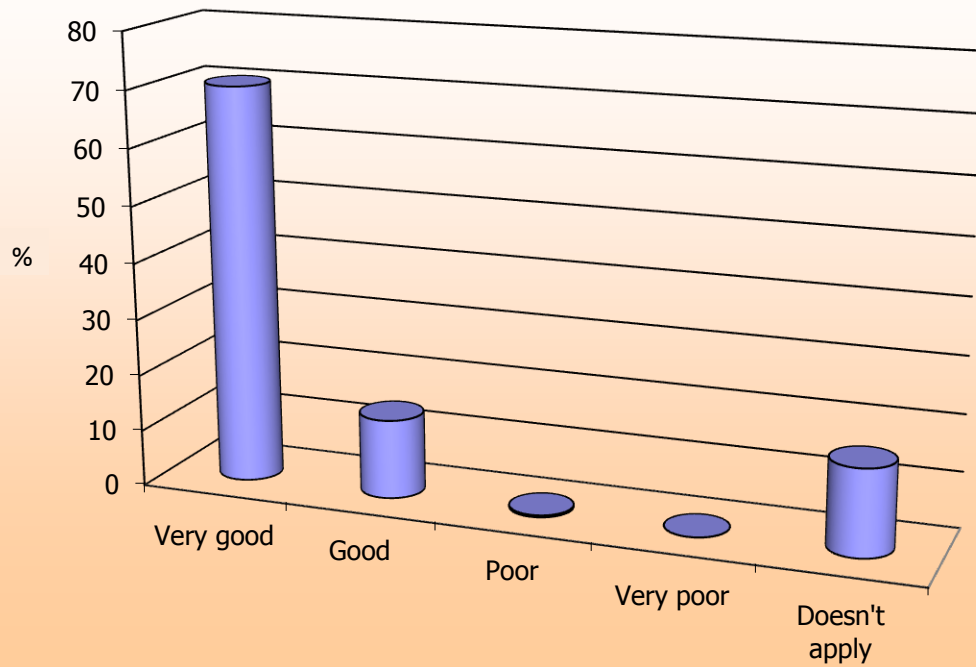
Question 6	Please rate the nurse on the following...(2) : Involving you in decisions about your care
Very good	54.55
Good	19.53
Poor	1.68
Very poor	0
Doesn't apply	24.24

*Please rate the nurse on the following...(2) : Treating you with respect, care and concern*



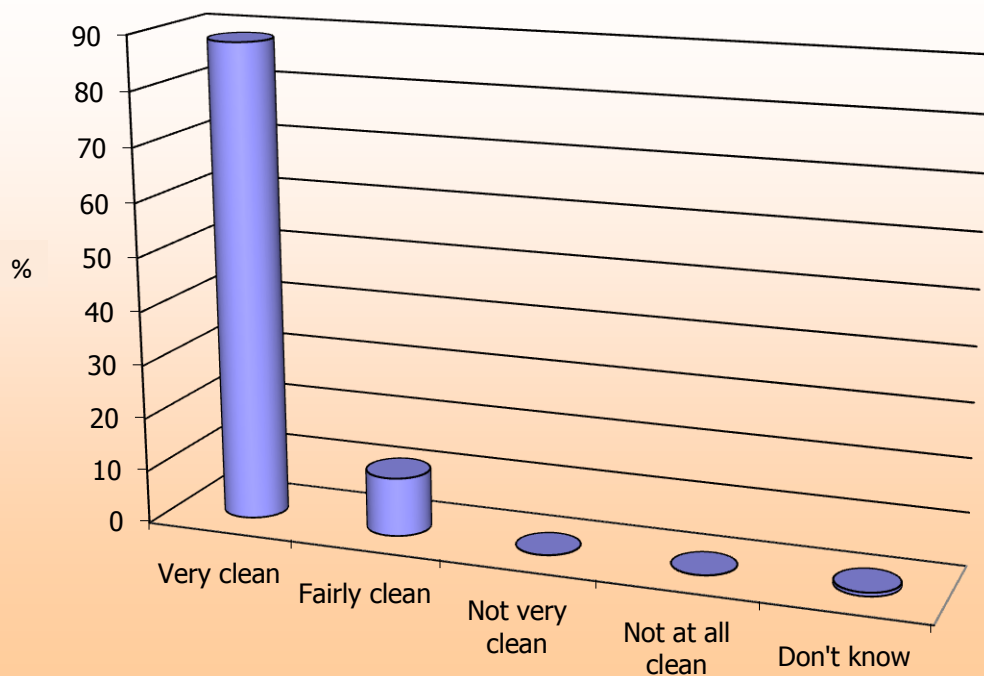
Question 7	Please rate the nurse on the following...(2) : Treating you with respect, care and concern
Very good	72.91
Good	13.04
Poor	0.33
Very poor	0
Doesn't apply	13.71

*Please rate the nurse on the following...(2) : Taking your problems seriously*



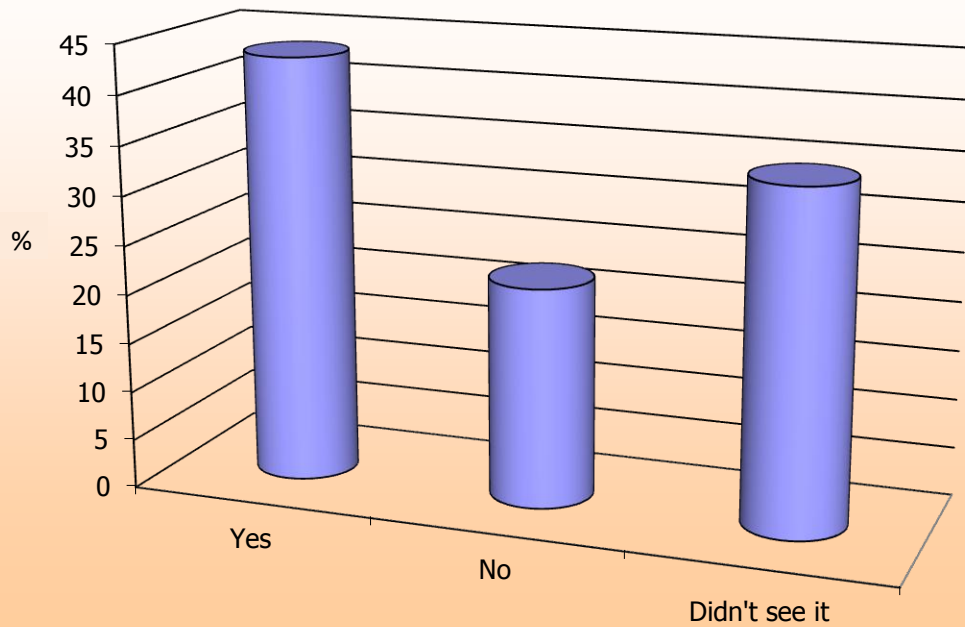
Question 8	Please rate the nurse on the following...(2) : Taking your problems seriously
Very good	70.23
Good	14.05
Poor	0.33
Very poor	0
Doesn't apply	15.38

### How clean is the GP Surgery?



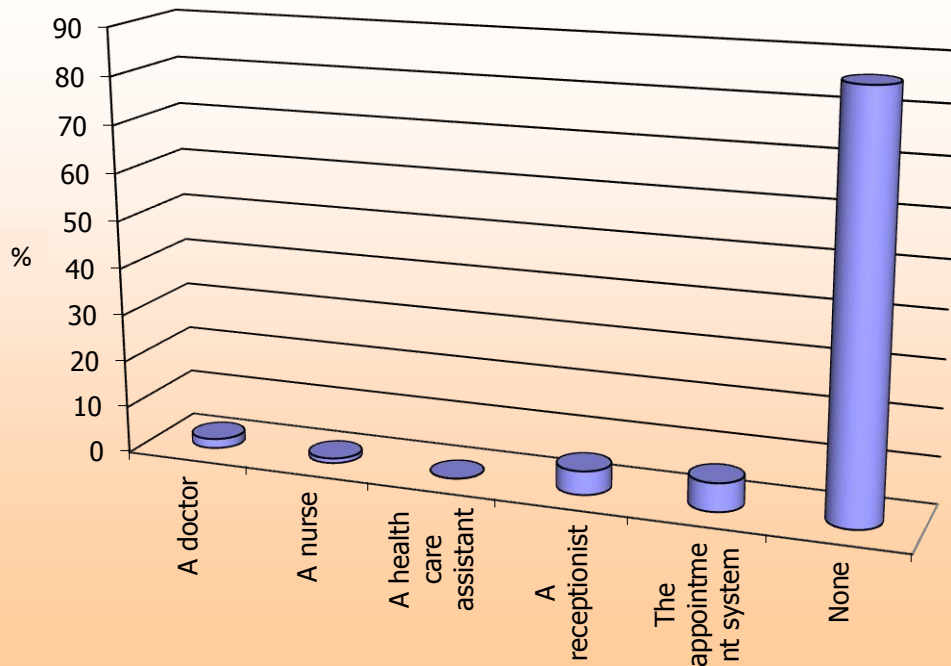
Question 9	How clean is the GP Surgery?
Very clean	88.29
Fairly clean	11.04
Not very clean	0
Not at all clean	0
Don't know	0.67

*There is a hand cleansing dispenser at each touch screen in the surgery. Do you use it when booking in for your appointment?*



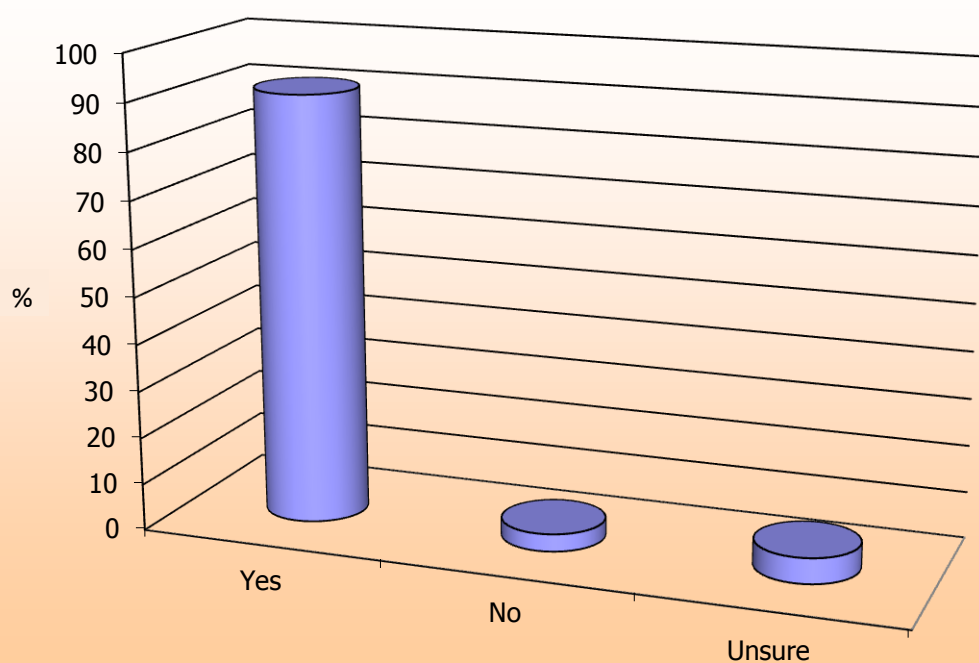
Question 10	There is a hand cleansing dispenser at each touch screen in the surgery. Do you use it when booking in for your appointment?
Yes	43.33
No	22.33
Didn't see it	34.33

*During the last three months have you had to complain about:-*

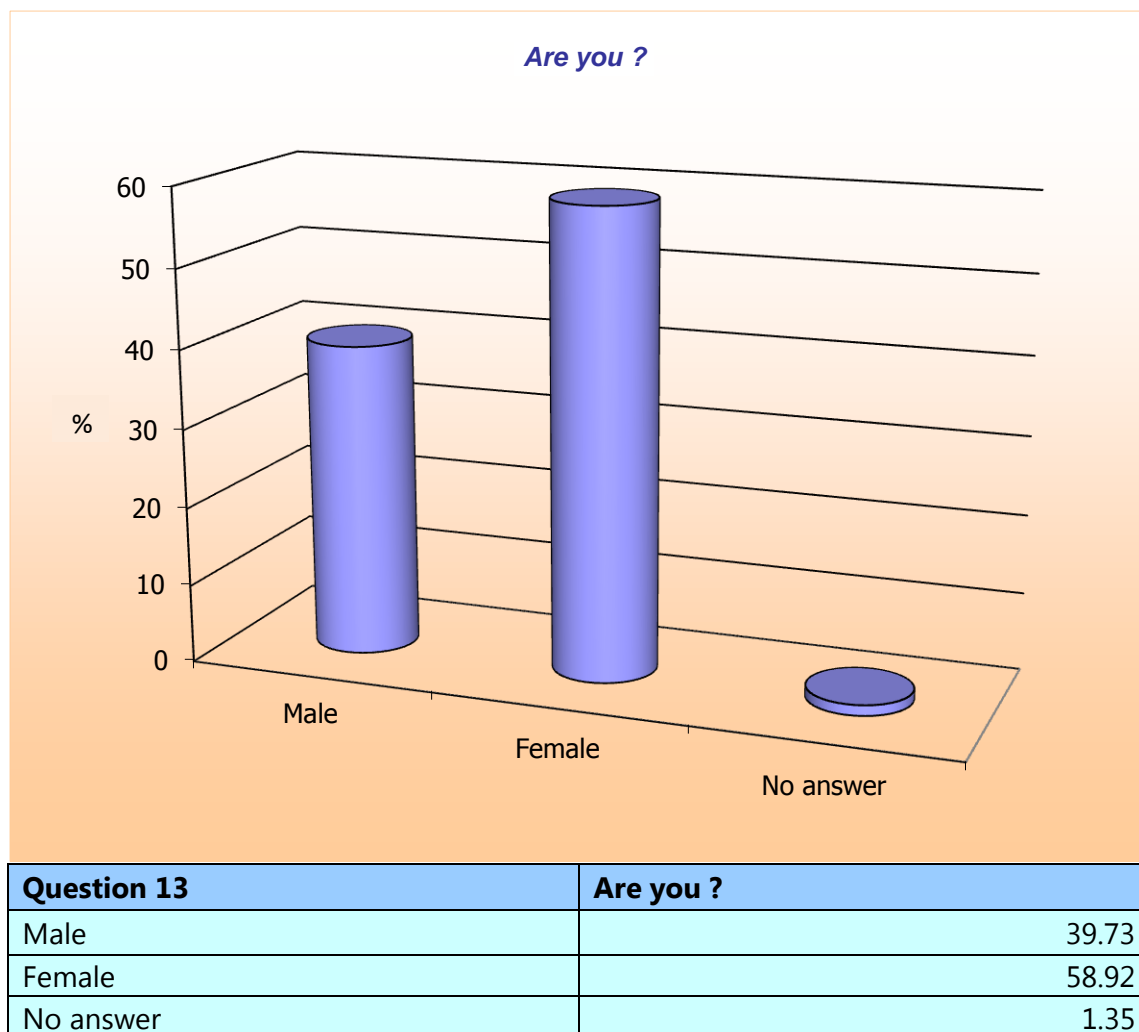


Question 11	During the last three months have you had to complain about:-
A doctor	2.01
A nurse	1
A health care assistant	0
A receptionist	5.02
The appointment system	6.02
None	85.95

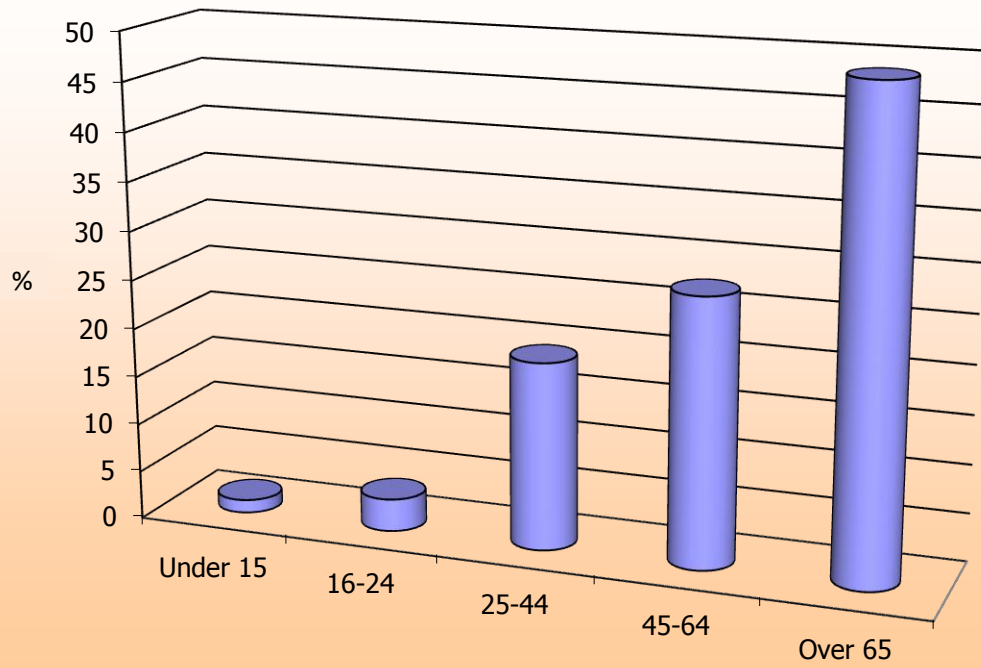
***Would you recommend your GP surgery to others?***



Question 12	Would you recommend your GP surgery to others?
Yes	90.78
No	3.75
Unsure	5.46

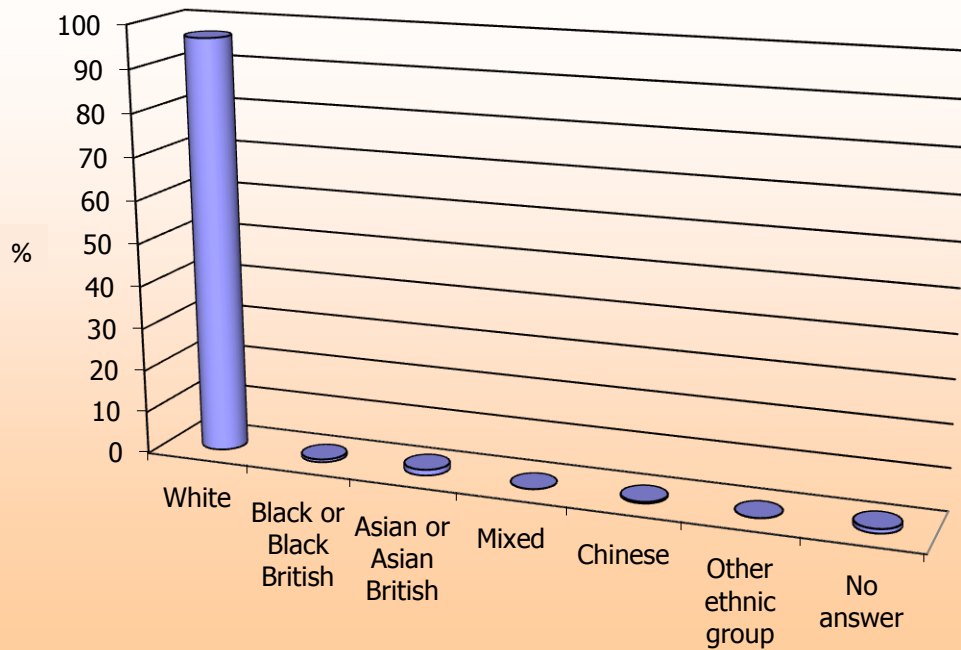


*How old are you?*



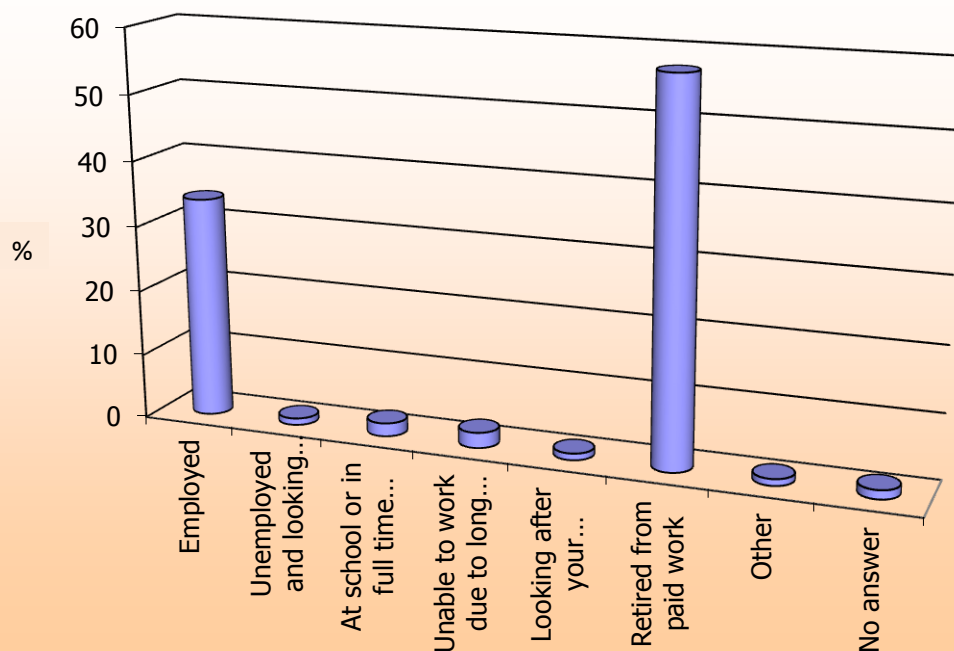
Question 14	How old are you?
Under 15	1.35
16-24	3.38
25-44	19.26
45-64	27.36
Over 65	48.65

*Which ethnic group do you belong to?*



Question 15	Which ethnic group do you belong to?
White	96.63
Black or Black British	0.67
Asian or Asian British	1.35
Mixed	0
Chinese	0.34
Other ethnic group	0
No answer	1.01

*Which of the following best describes you?*



Question 16	Which of the following best describes you?
Employed	33.9
Unemployed and looking for work	1.02
At school or in full time education	2.03
Unable to work due to long term sickness	2.37
Looking after your home/family	1.02
Retired from paid work	57.29
Other	1.02
No answer	1.36

## Qualative data

Themes from survey 2 comments

1. Inner door difficult to open.
2. Reception staff
3. Blood tests/Hygiene
4. Raised chairs with arms for treatment/consulting rooms
5. Parking for disabled
6. Appointment system
7. Dr of choice
8. Door opening at Rose Court (for 8:30 appointments)
9. Updating check-in screen to reflect current staffing
10. Repeat prescriptions
11. Hand sanitisers

## Comments:

1. Needing a blood test, I was seen by a nursing assistant. The blood test was very uncomfortable + my arm was bruised + swollen for 2/3 weeks afterwards. I would have preferred to see a nurse but was not given the option.
2. Very difficult to open inner door when using a wheelchair.
3. Problems when Dr tells patient to come back in 2 weeks but no appointment available.
4. Impossible to open inner door when using a wheelchair.
5. Inner door very difficult to open especially with crutches.
6. Inner door very difficult to open for elderly infirm people.
7. I was called for blood tests & Phlebotomist failed to label them, it's the 3<sup>rd</sup> time this week that I have been asked to come for repeat bloods. I'm not happy regarding the same.
8. I booked in at the check in screen for an appointment – screen told me my appointment was OK. 1 hour later nobody had been called for that doctor, I asked at reception who said the Dr was ill and had not been in for several days and was not in today. I told receptionist I should have been told – she said it was my fault as the mobile number they had for me didn't work!
9. Would like to see more notice boards as there seems to be some posters being stuck on the walls and it looks very cluttered and unsightly.
10. My wife and I have had occasion to use the Practice frequently since retirement and are well pleased with the service we receive. We have been using the Practice since 1968 and think that it is presently the best it has been and do hope that it will not be damaged by the changes foisted on the NHS by this unthinking and uncaring Government

11. Things are improving at the Stag, but lack of the regular GP's appointments available(not locums)is a problem
12. I saw a nurse and she took some bloods from me and tested a urine sample and did not wear gloves or wash her hands and did my blood pressure.
13. My only recent contact has been an MOT with a nurse and the annual flu jab. I haven't tried to see a doctor since you abandoned the triage system which really worked for me! The online repeat prescription system works very well often supply the prescription much quicker than the advised 48 hours. Parking can be tricky but as we only live 2 km away so the walk is beneficial and enjoyable.
14. You are progressing and providing an increasingly good service. I would like to see that the text section at the end of the prescription re-order process become effective for requesting additional infrequently required items etc.
15. Parking spaces are limited especially for anyone who is disabled and needs access for wheelchairs or walking aids
16. I consider the Stag Medical Practice to be a 1st Class service and I feel privileged to be registered there
17. Having to wait two weeks to give blood for blood tests does not seem very efficient (results did come back in 48 hours which is excellent). It is not always easy to see the same doctor in follow-up consultations, unless the doctor actually makes the appointment for you there and then.
18. Find the appointment system very frustrating. Shouldn't have to tell receptionist your problems then wait for a doctor to ring, then tell them the problem to them, then wait for them to decide whether they should see you.
19. The receptionists can be very unhelpful when trying to book an appointment, almost as if they don't want you to see a doctor! They are always trying to put you off by saying there are no appointments available, but when you are eventually allowed down at the doctors they can always accommodate everyone else who just turn up asking to be seen!
20. Most receptionist very help and obliging, the odd one not so helpful, and a bit abrupt.
21. Although I have not used the practice much recently I have never had any problem getting an appointment. Occasionally I have not been able to see my appointed practitioner.
22. As I stated on the first survey I think chairs with arms should be provided in all treatment and doctor's rooms for elderly patients benefit.
23. I am very impressed with all of the doctor's and the nurse's however; both myself and my husband are less impressed with the reception staff. They show no flexibility and no empathy. I am making a separate complaint on behalf of my husband about the way his repeat prescription request has been dealt with. He sent in the request with a pre-paid envelope on Monday 26th November 2012 by first class post with a SAE with a first class

stamp. When the prescription wasn't received on Friday 30th November 2012 he called the Surgery and was assured that it had been posted to him on Thursday 29th November 2012. It did not arrive on Saturday 1st December 2012 and as a consequence I phoned on behalf of my husband and spoke to \*\*\*\*. She proceeded to say that it wasn't her fault that it hadn't arrived and that the delay was due to the Christmas post. I said that it was unlikely that the post would be affected at the end of November. I asked for a duplicate prescription to which she said that she would have to refer it to a Doctor but could not guarantee that it could be done despite the fact that my husband was running out of medication. Kate called within the next 30 minutes and confirmed that in the circumstances a repeat prescription would be issued and ready for collection after 3 pm. When we got home from work last night the prescription had been delivered and the envelope was post marked the 3rd December 2012. It is clear that it wasn't posted on the 29th November. This is a completely unacceptable level of service and we were clearly misled by your staff. There is no justification in the delay in posting the prescription to my husband.

24. I believe that the surgery offers a very comprehensive service however, it is repeatedly let down by the receptionists. On nearly every occasion that I call I have found them to be abrupt and impersonal in their manner. Every month I have a problem with my repeat prescriptions and have never received an apology when it is clearly the surgery's error. I have found that I am now reluctant to call as I am made to feel like an inconvenience.
25. I am very satisfied with service provided at this practice
26. Can be hard to see the doctor, I usually see, for my on-going condition.
27. Would it be possible for the doors at Rose Court to be open a little before 8.30, the problem being if I have an appointment for 8.30 I like to be there a little before time
28. On a rainy day had an appointment at 8.30 arrived at 8.20 for my appointment and was left out in heavy rain. The receptionist had seen that i was at the door and clearly ignored me. I also looked through the side window just to be dismissed yet again. At 08.29 the receptionist then unlocked the door and basically gave me the impression that I should have been grateful. By this point I was drenched and furious. As I approached the self-checking in I was abruptly told not to touch the machine as it was not turned on yet. I couldn't quite believe my luck by this point. I stood there waiting to be told what do but by this time it had become apparent that I was clearly invisible. This is a doctor's surgery not a shop with trading laws. Surely if the appointments start at 8.30 the doors should be open prior to that time. I understand that the receptionists do not want to be bombarded with patients before opening time but surely all it would take is a laminated sign saying doors open at 8.20 for appointments only reception open 8.30. Also for self-check in system to be ready for patients. I understand there may be sick calls or technical issues sometimes and that just can't be helped but pure ignorance is just not on. On a more positive note when I was leaving the surgery I was greeted by a more bubbly receptionist who even exchanged pleasantries. I would also like to add that at the end of the day ill people don't want to stand in the cold or rain.

29. Yet again I find myself stood outside rose court surgery in the cold clearly being ignored by the receptionist may I add this is the second time and the same receptionist. 8.30 appointments arrived at 8.25 and doors opened at nearly 8.35. Self-check in machine not turned on. No acknowledgement from staff. So just sat in seat listening to receptionists talk about their ailments and listening to them cough until they decide to shut the windows. Yet again I am invisible. Checked myself in when the computer was ready. Has this has happened so many times now I no how the computer works which I find very sad. It's about time something was done bout members of your team as it gives others a bad name. you need people like \*\*\*\*\* at rose court surgery as she has a clear understanding of people skills.

30. **[Observations by PPG members; Re Rose Court Surgery]** The majority of patients whether they had used the dispenser or not felt that it was in the wrong place, and that it should be sited on the wall facing the outer door. My own thoughts on this are that it is also too high for patients who are in a wheelchair. I also think that the reception counter is too high for wheelchair users but obviously this is not as easily solved as moving the dispenser. Most people thought that the sign asking patients to use the dispenser was too small, and one suggested that it was put onto the first screen of the arrivals computer.