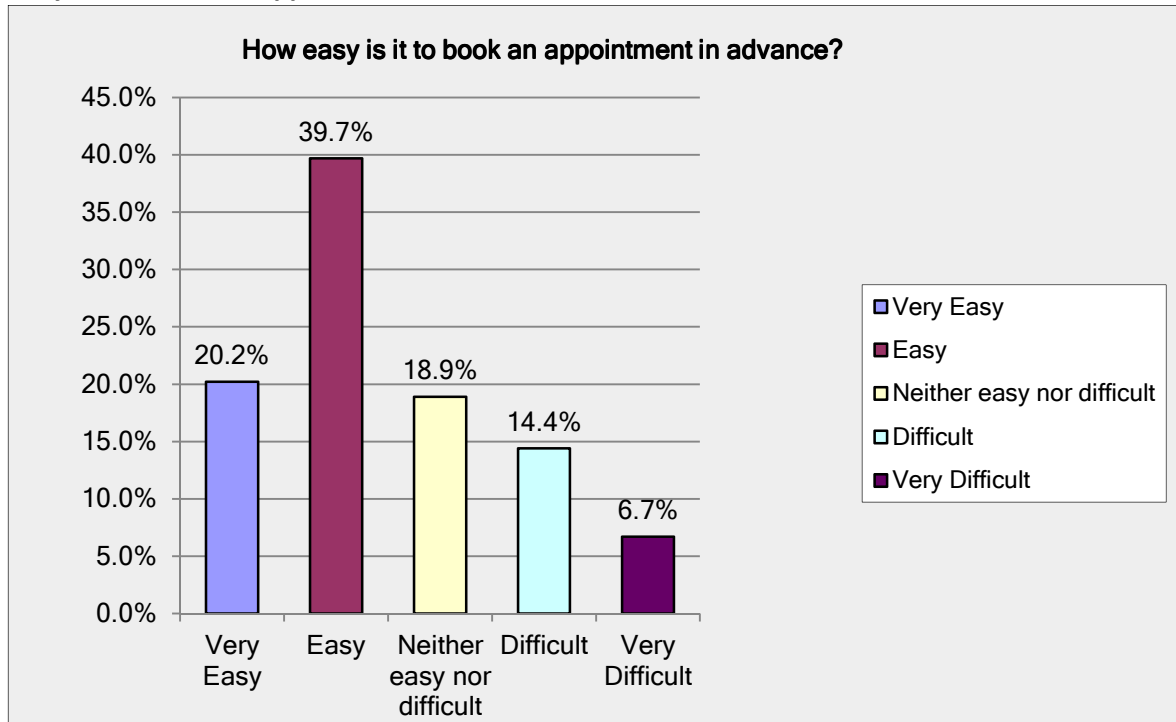


**Brook Green Medical Centre annual Patient Survey results 2014**

**Introduction**

Each year Brook Green Medical Centre undertakes a patient survey. The survey helps us better understand how our patients feel about the care that we provide. The information below shows the results of that survey and our next step is to discuss our action plan with our Patient Reference Group. These are the results of our annual patient survey. This is due to be done during March with our final report and action plan published by 31<sup>st</sup> March 2014. From a total of 12542 surveys sent we received 542 responses from our registered patients.

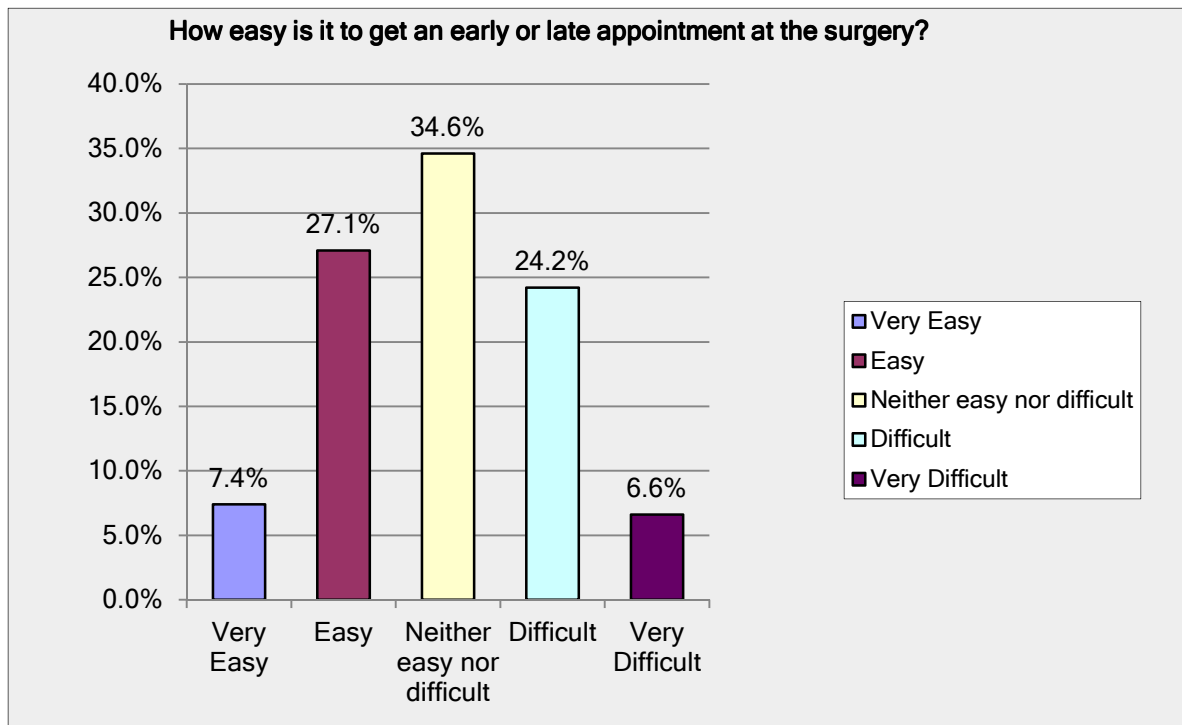
**Q1 How easy is it to book an appointment in advance?**



**Comments:**

60% of you answer that you find it easy or very easy to book an appointment in advance. Your comments suggest that you find it easy if you don't need to see a particular doctor. 20% of you were neutral. 20% found it difficult. Of those who answered "difficult" or "very difficult", the general overall view from comments indicated that waits were up to 10 days and the telephone booking system not user friendly.

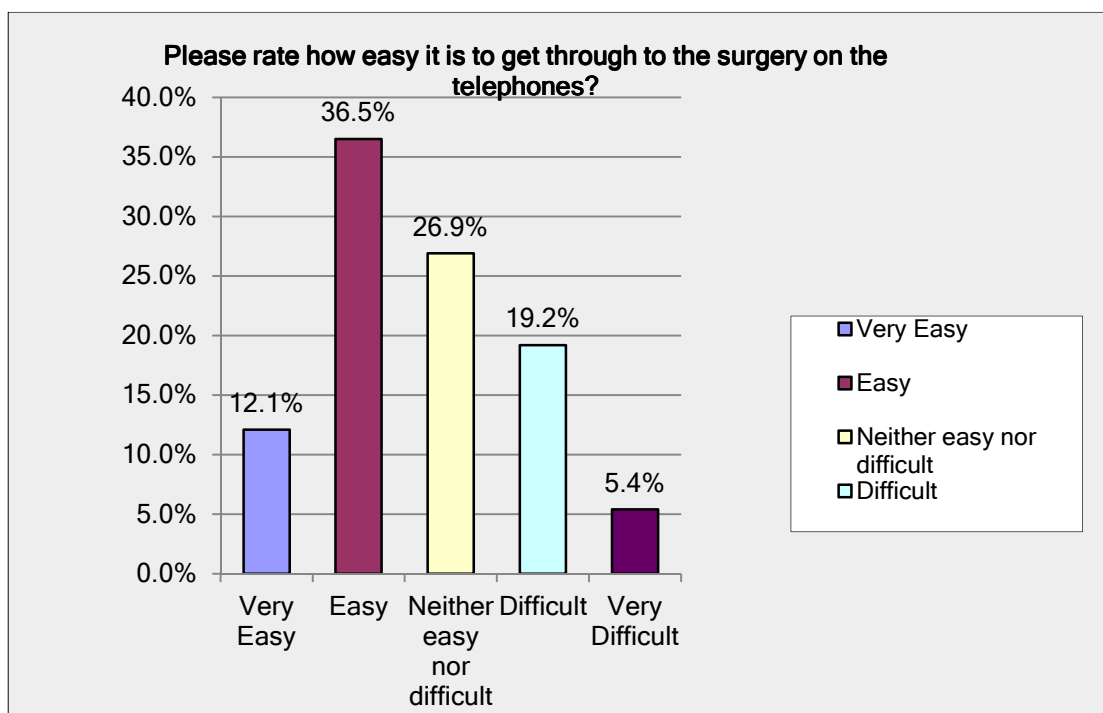
### Q2 How easy is it to get an early or late appointment at the surgery?



#### Comments:

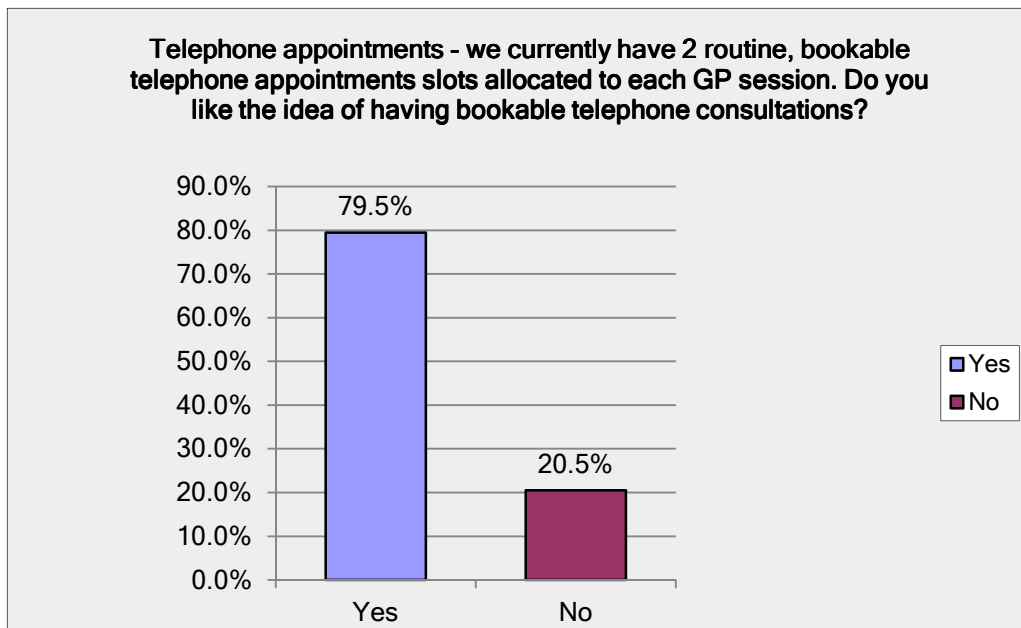
Similar numbers of you find booking appointments in advance fairly evenly split; easy (27%) ,difficult (24.2%), very easy (7.4%) very difficult (6.6%). There is a large neutral basis. Your comments overall suggested that this is one strength of the practice. You also observed that early appointments, which are useful for those in work, are booked quickly, leading to difficulties in subsequent bookings for early or late appointments.

### Q3 Please rate how easy it is to get through to the surgery on the telephones?



Comments: The results show that 49% of you find it easy or very easy to get through on the telephones – 27% of you find it neither easy nor difficult and 24% find it difficult or very difficult. Your comments show that the most difficult aspect of getting through on the phone is the length of time spent waiting on the phone.

**Q4 Telephone appointments - we currently have 2 routine, bookable telephone appointments slots allocated to each GP session. Do you like the idea of having bookable telephone consultations?**

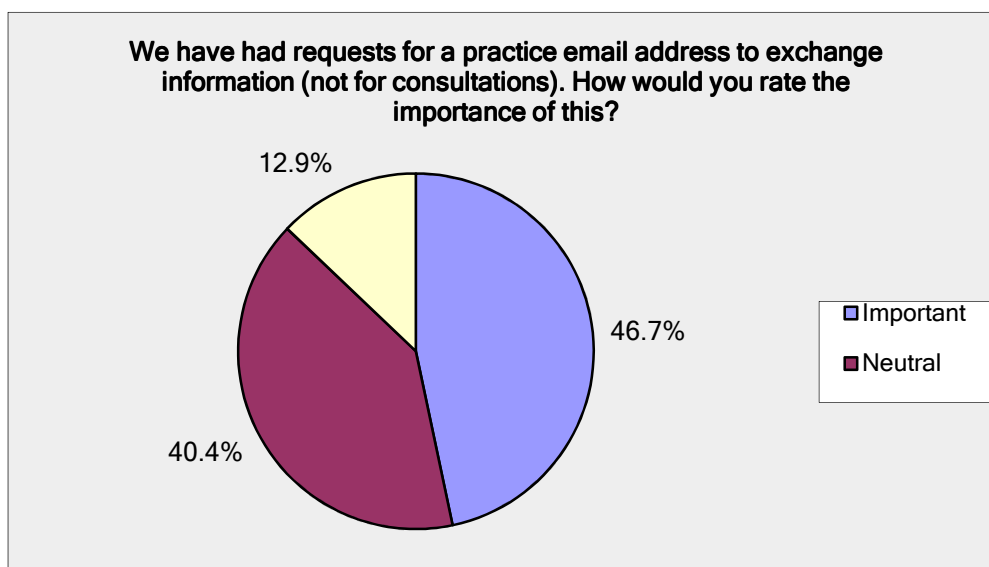


Comments:

We asked this question because we value the concept of continuity of care. Having bookable telephone appointments for each doctor enables patients to decide whether telephone contact will suffice for the purpose of their request.

The majority of patients, (80%), like the idea of having more bookable telephone consultations. Comments indicated that they were efficient, a useful service for routine problems or results. Of those who said no, you commented that you would prefer to speak to a doctor if you were ill, as well as that it can be quite difficult to explain the problem over the phone.

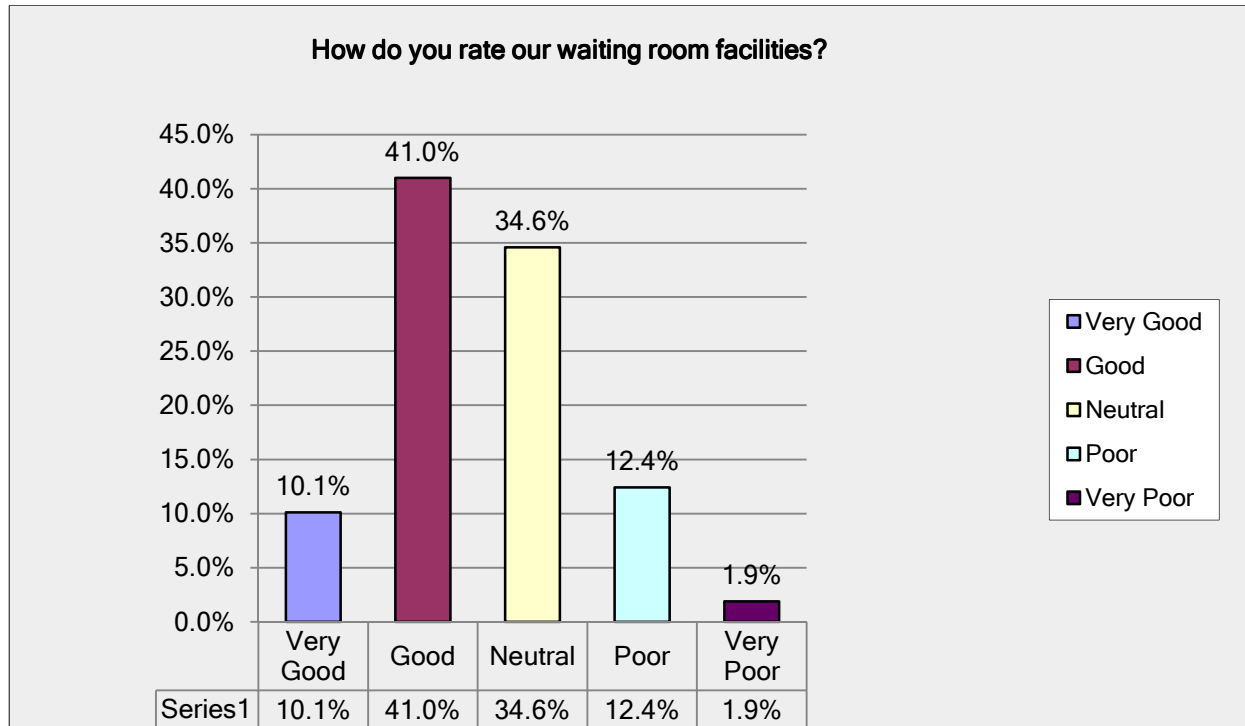
**Q5 We have had requests for a practice email address to exchange information (not for consultations). How would you rate the importance of this?**



Comments:

The majority of patients found that it is important to exchange information through email. Your comments indicated that it would improve communication channels but also that you were unclear about the purpose of the information exchanged. Otherwise it would be a useful tool in addition to the text confirmation and reminders already received.

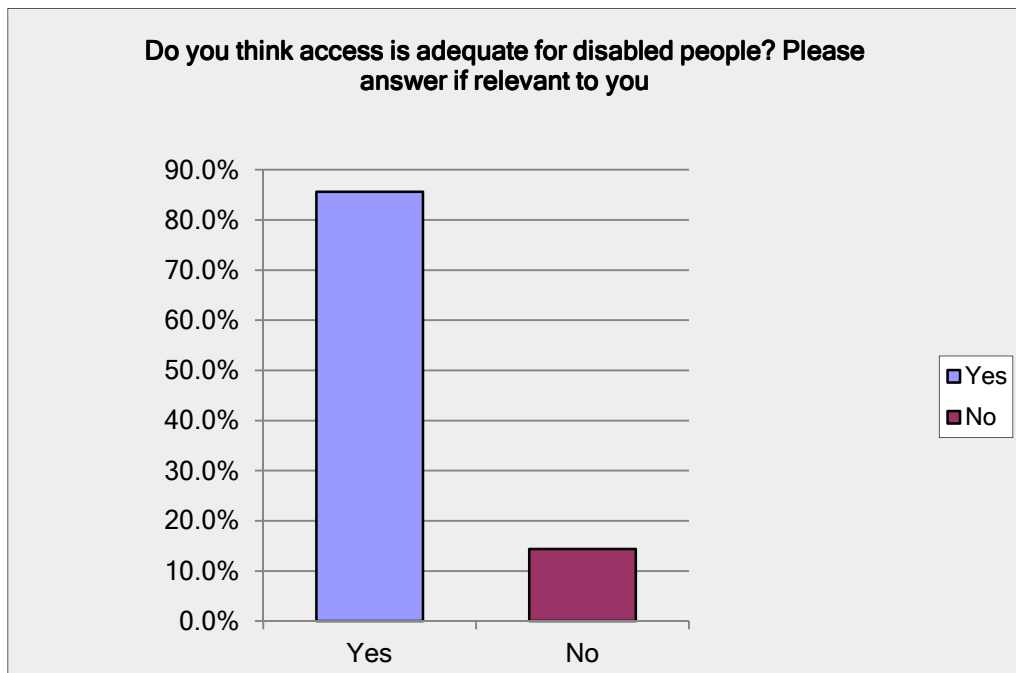
**Q6 How do you rate our waiting room facilities?**



**Comments:**

Most patients rated the waiting room facilities as good or neutral, with more patients rating it as poor than very good. Patients tended to like the Wifi and children’s area and check-in screen when working, although your ideas for improvement include drinking water, more chairs, more privacy, more items to read and less cluttered notice boards.

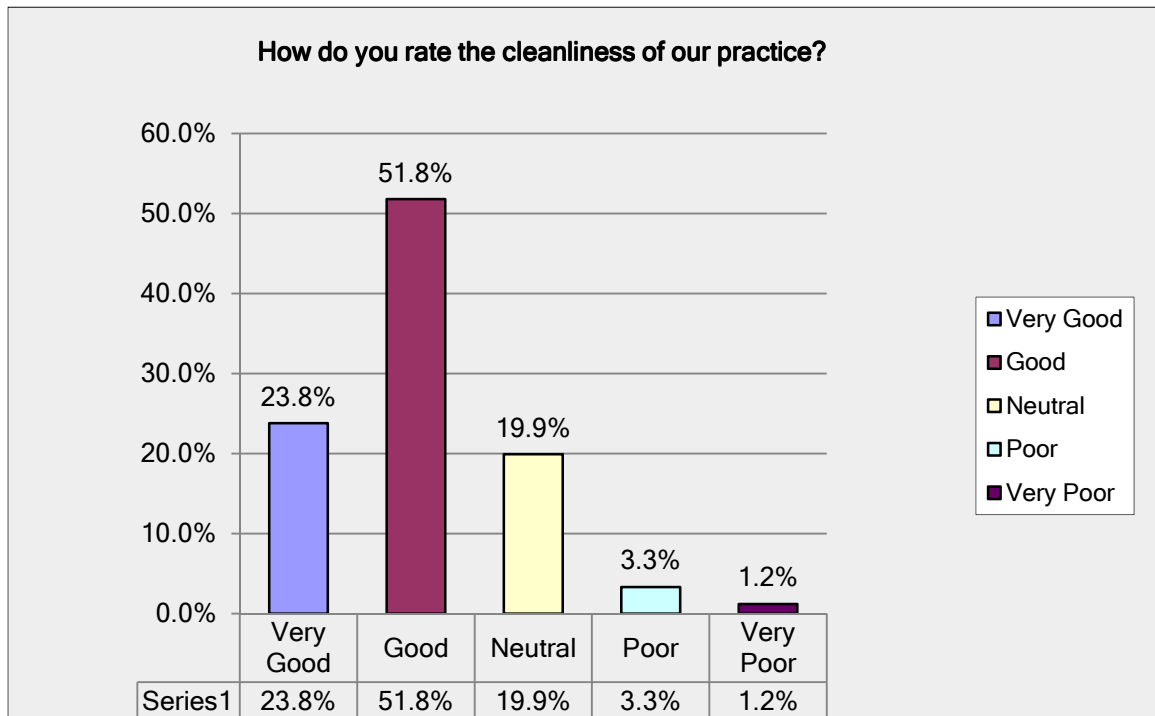
**Q7 Do you think access is adequate for disabled people? Please answer if relevant to you**



**Comments:**

85% of you answered that you thought the facilities were adequate. Your comments indicate that the entrance could be improved as it is very narrow and difficult for wheelchair users.

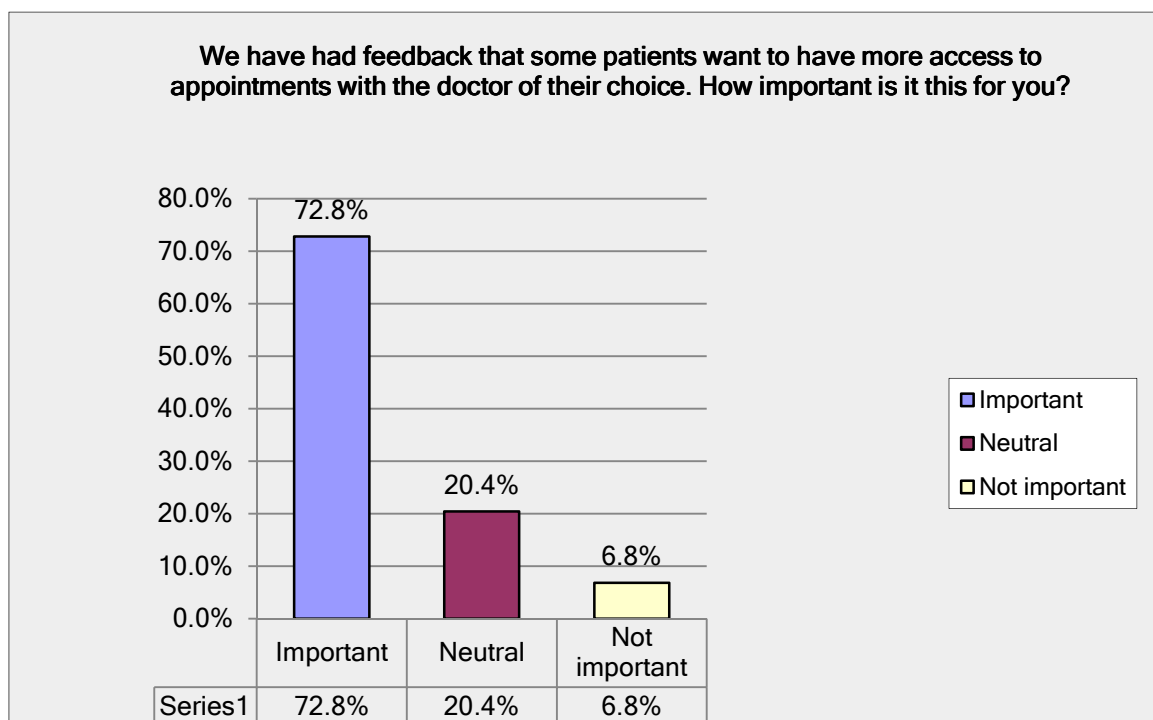
**Q8 How do you rate the cleanliness of our practice?**



**Comments:**

75% of you think that the practice is clean – answering Very Good or Good. 20% are neutral. 4.5% rate the cleanliness as poor or very poor. Your comments, in general, suggest that you are happy with the cleanliness of the consultation rooms. The waiting room and facilities are less clean.

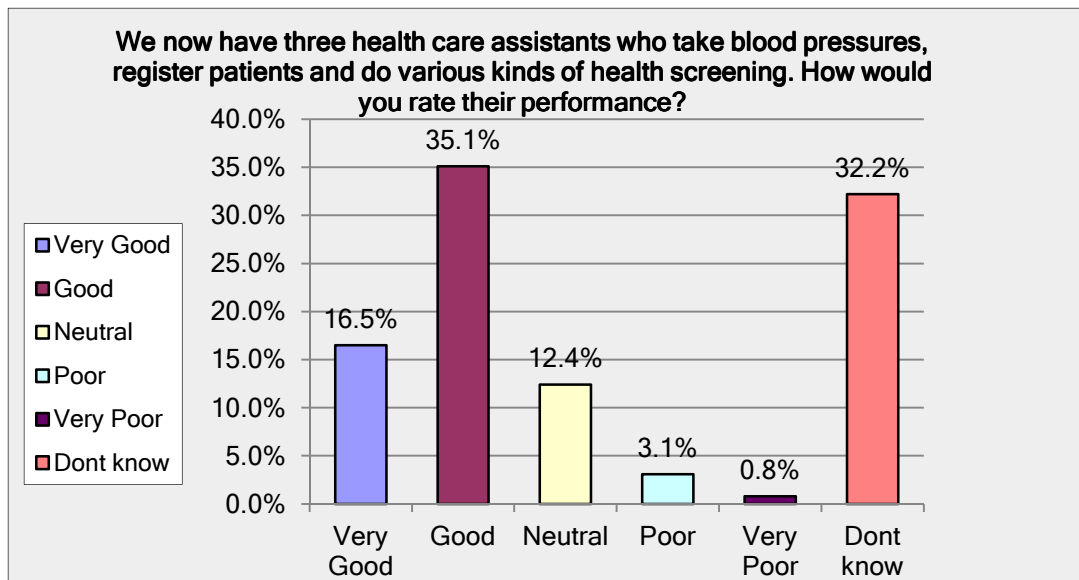
**Q9 We have had feedback that some patients want to have more access to appointments with the doctor of their choice. How important is it this for you?**



**Comments:**

This is a key issue. 73% of you rate the importance of having access to appointments with a doctor of your choice. In general, your comments indicate that you feel this is more important if you have a long term condition or sensitive issue to discuss, and less so for other problems.

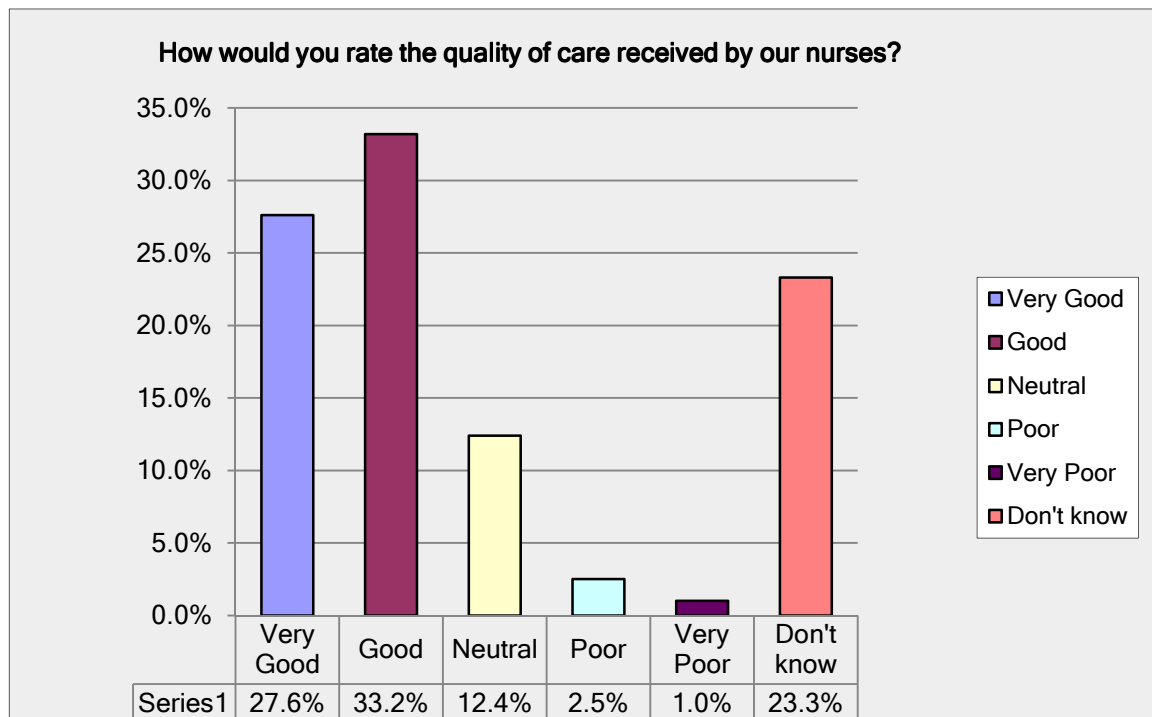
**10a) We now have three Health Care Assistants who take blood pressures, register patients and do various kinds of health screening. How would you rate their performance?**



Comments:

53% of you rate that our healthcare assistants give very good or good care. 32% have not used our health care assistants. Your comments suggest that you were unaware of this fact and that we should have publicised this more widely. You also agree that the screening that they provide shows good patient care.

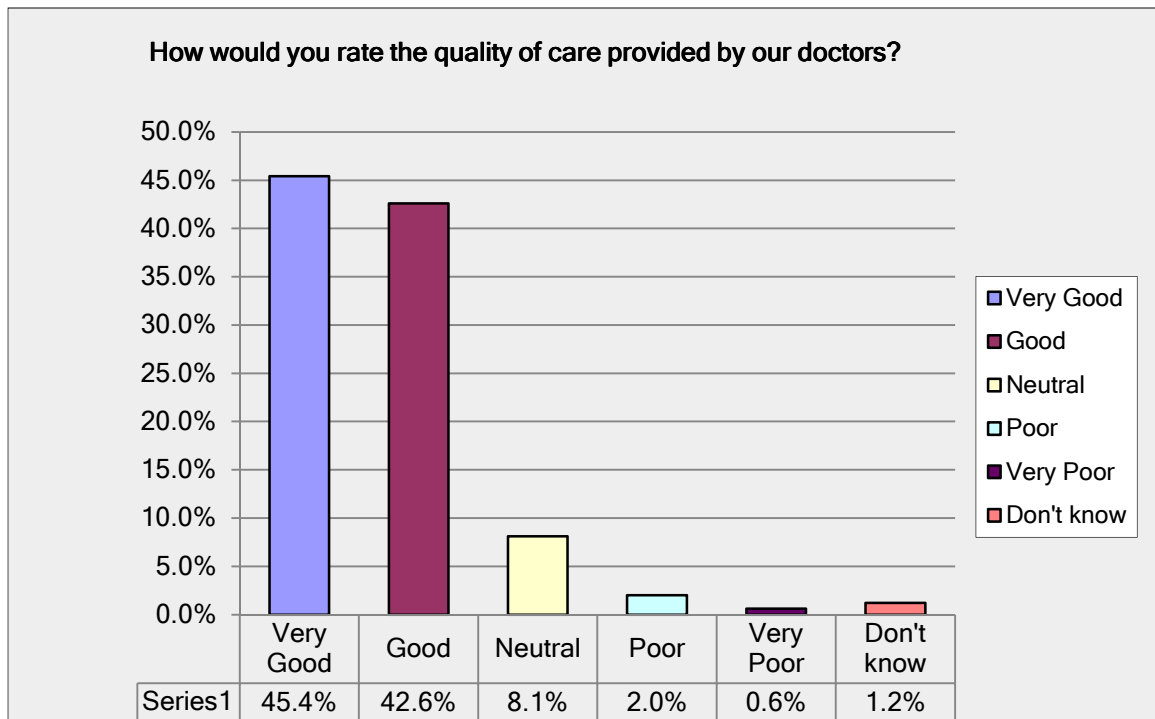
**Q10b How would you rate the quality of care received by our nurses?**



Comments:

60% of you say that you rate our nurse as good or very good. 23% say that you have not had nurse appointment. Overall, your comments suggest that you are happy with the quality of care received from our nurses, extolling their professionalism and manner.

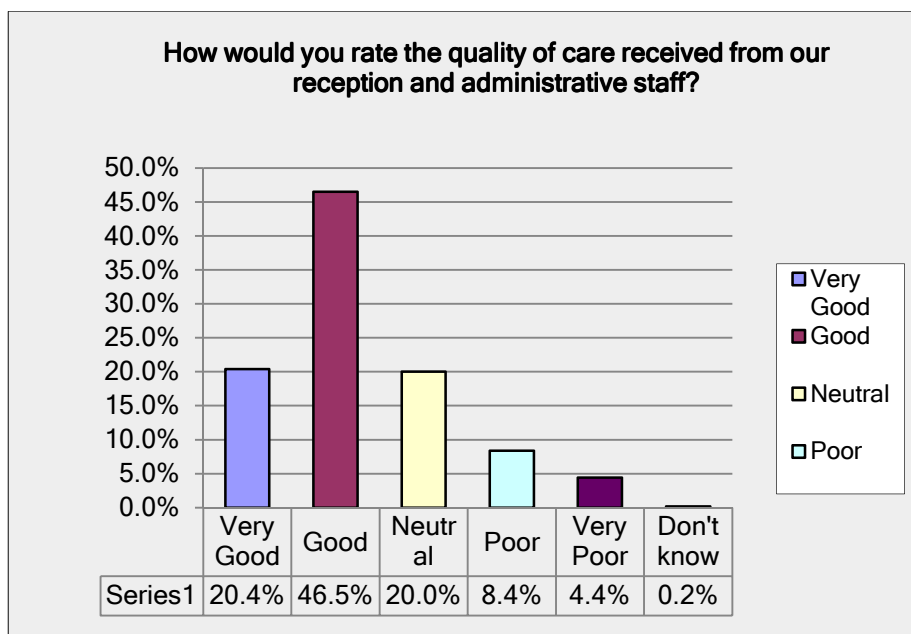
**Q10c) How would you rate the quality of care provided by our doctors?**



**Comments:**

88% of you rate care provided by our doctors as good or very good. Your comments are very supportive of our doctors, citing examples of excellent care provided.

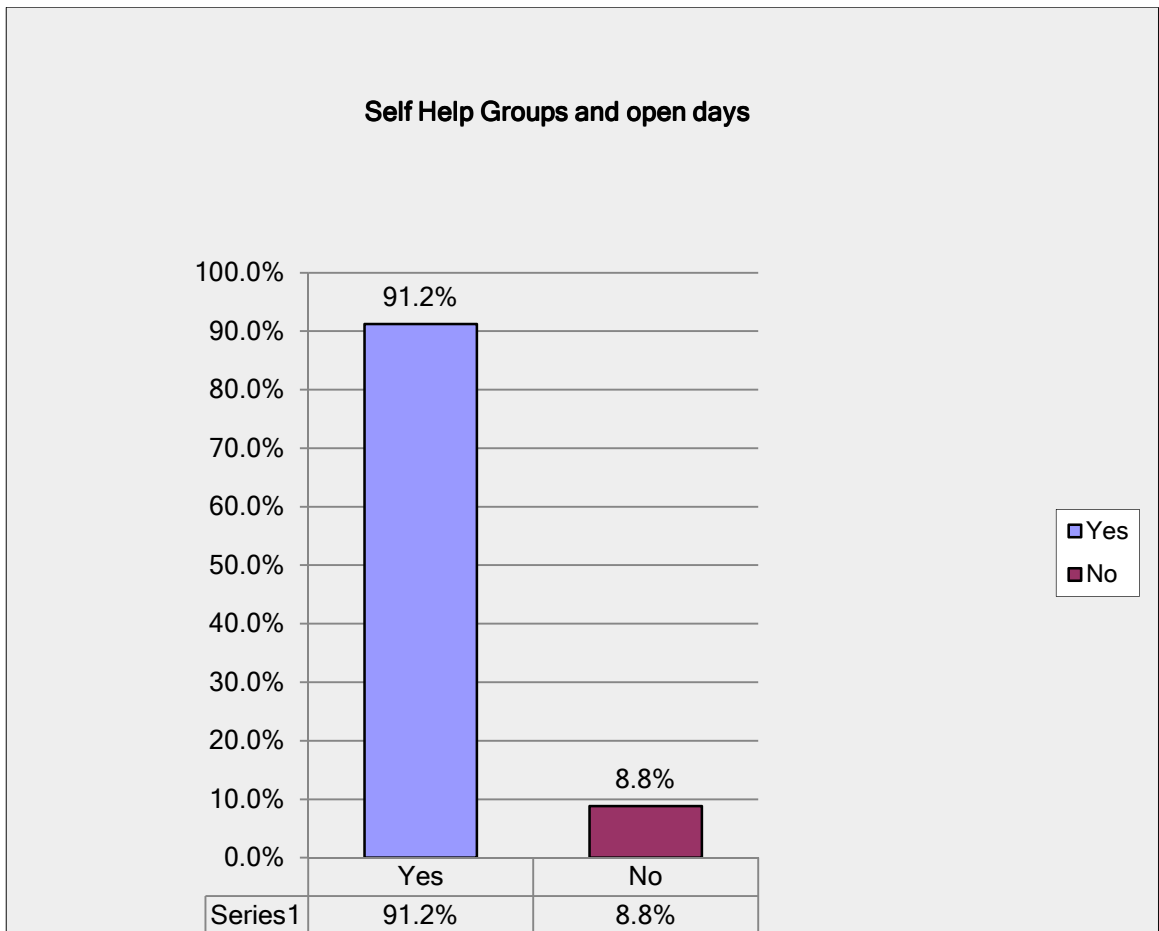
**Q10d) How would you rate the quality of care received from our reception and administrative staff?**



**Comments:**

70% of you say that you received good or very good care from our administrative team. 20% are neutral and 13% say poor or very poor. Overall, your comments indicate that our staff do a good job given the difficult scenarios that they sometimes encounter.

**Q11 Self help group and open days: We held a diabetes open evening last year from which we received very positive feedback. Diabetic patients were able to meet each other and discuss their own ways of dealing with the condition. Medical and life-style advice was available from doctors and expert patients. We would like to hold more of these events for diabetics and other disease groups? Do you agree?**



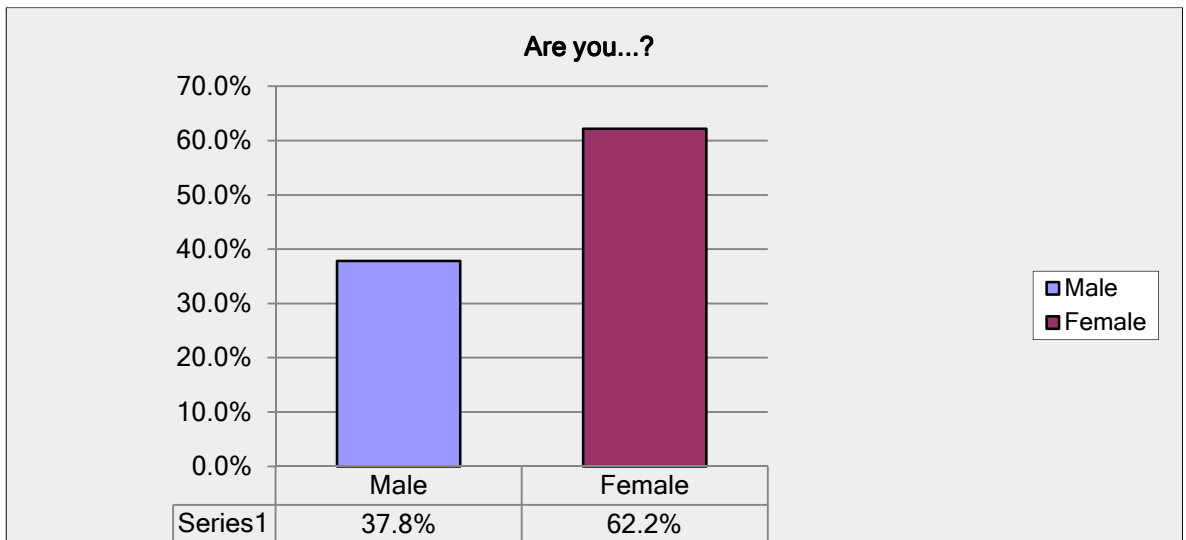
**Comments:**

90% of you think that it is a good idea if we hold more self-help days about long term conditions. Your comments suggest that this would be invaluable to those of you who have long term conditions, however you are understanding of the work involved to organise these events.

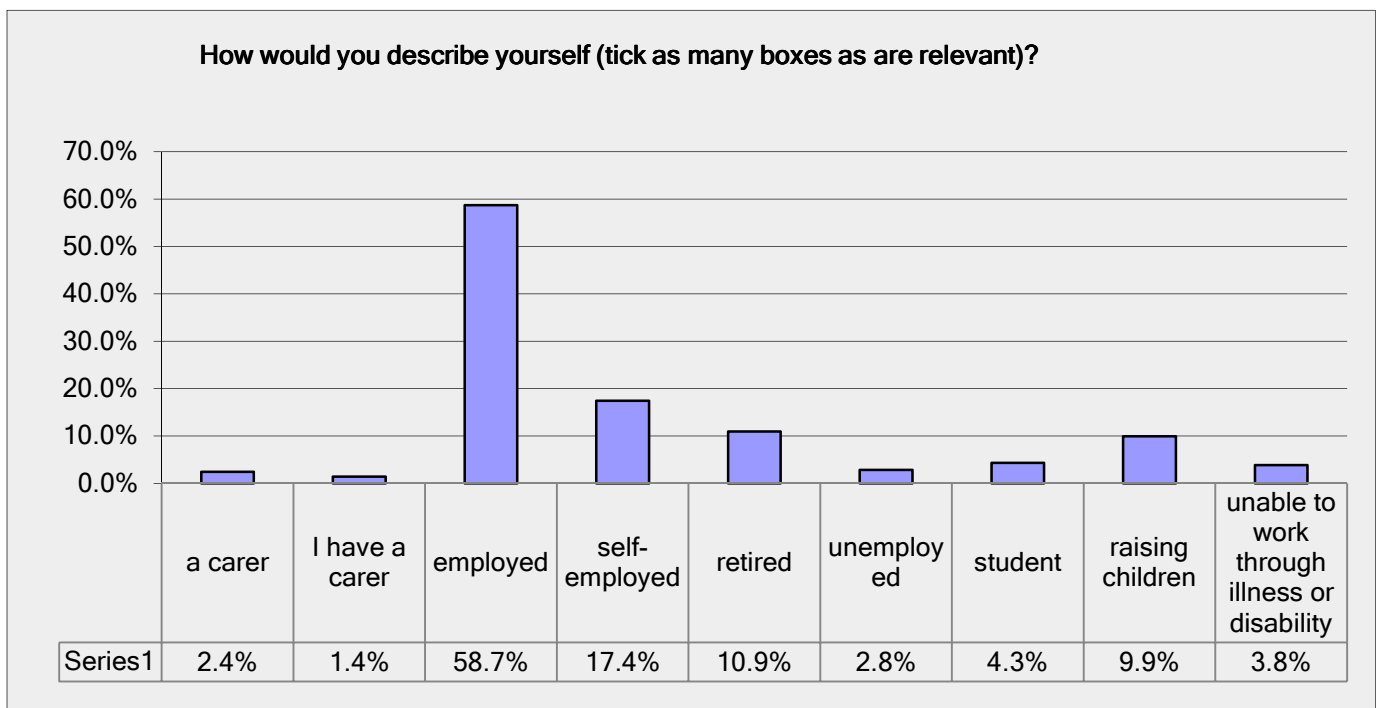


Demographic information

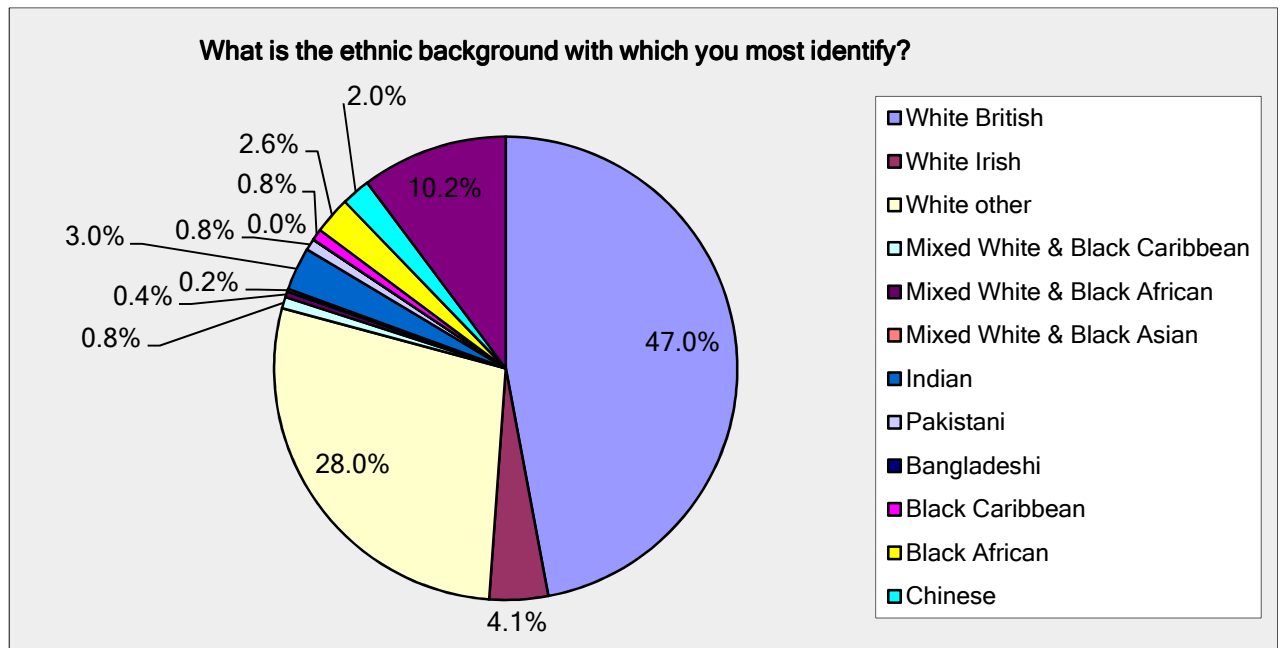
**Q12 Are you...?**



**Q13 How would you describe yourself (tick as many boxes as are relevant)?**



**Q14 What is the ethnic background with which you most identify?**



**Q15 What age are you?**

