

Results from the Patient Questionnaire

Background

The Family Medical Centre Patient Participation Group which is open for any patient to join devised a questionnaire to capture the views and priorities of as large a section of the patient group as possible.

It was decided to restrict the questions to one side of A4 with the second side available for comments. This was felt to be an acceptable length for patients to answer whilst waiting in the waiting room or accessing on line.

During October and November the questionnaire was given out to patients during flu clinics and ordinary surgeries. Volunteers from the group handed out copies and were available to help anyone requiring assistance. Reception staff gave out copies and a posting box was in reception to receive replies. Patients could take home copies if they wished and return it on their next visit.

An electronic copy of the questionnaire was put on the web site at www.familymedicalcentre.co.uk Text message were sent to patients who had given their mobile numbers with a link to the website encouraging them to Take part.

By December over 300 people had completed a questionnaire and the results were analysed.

Results – Appointments

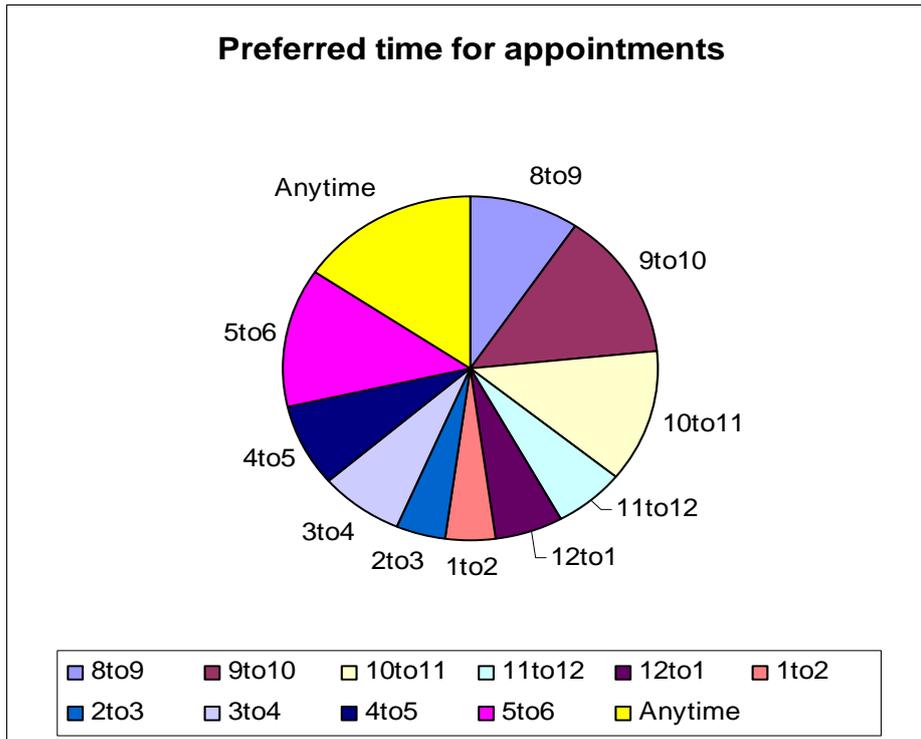
Bullet points only for the full details see p2

1. The most popular times for appointments are 9.00-11.00 am and 5.00-6.00 pm. 26% of patients were happy to come anytime.
2. Saturdays remain the most popular for extended hours
3. Most patients would prefer to see their GP of choice rather than the first available appointment but this depends upon the problem
4. The majority of patients would prefer to book ahead but a sizeable proportion would like to book on the day for routine and urgent matters

Appointments

1. What is the best time of day for you to come for an appointment?
 (Please tick those that apply)

- 8-9am 9-10 am 10-11am 11-midday 12.00-1.00pm
 1 -2pm 2-3pm 3-4pm 4-5pm 5-6pm
 Anytime



8to9	16%
9to10	23%
10to11	21%
11to12	10%
12to1	10%
1to2	7%
2to3	7%
3to4	12%
4to5	13%
5to6	22%
Anytime	26%

Action Point

Need to match patient priorities for appointments at certain times with appointments on offer.

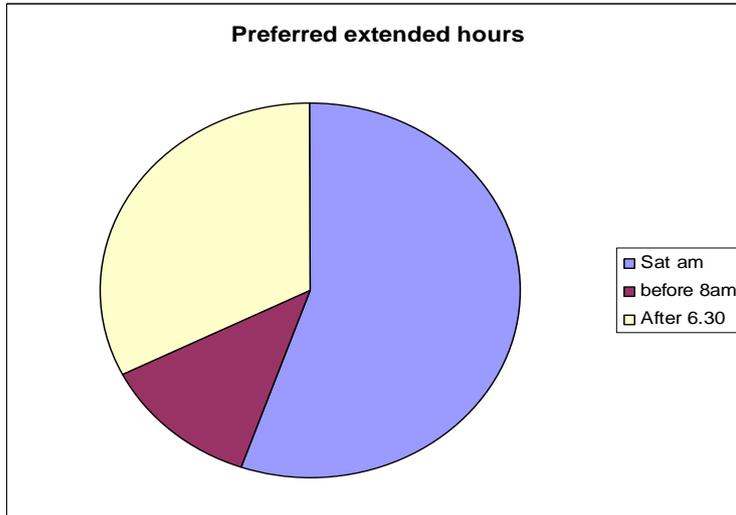
There is a need to look at the number of appointments available 5-6pm each day/week

**2. Booked appointments are available on a Saturday morning.
When would you prefer your practice to open for extended hours
(Please all that apply)**

**Saturday am
after 6.30pm**

weekdays before 8.00 am

weekdays



Action Point

Saturdays remain the most popular for extended hours surgeries but compared with previous surveys evening surgeries are becoming more popular. Need to consider this when planning surgeries

3. When you make a routine appointment would you rather - (please tick one)

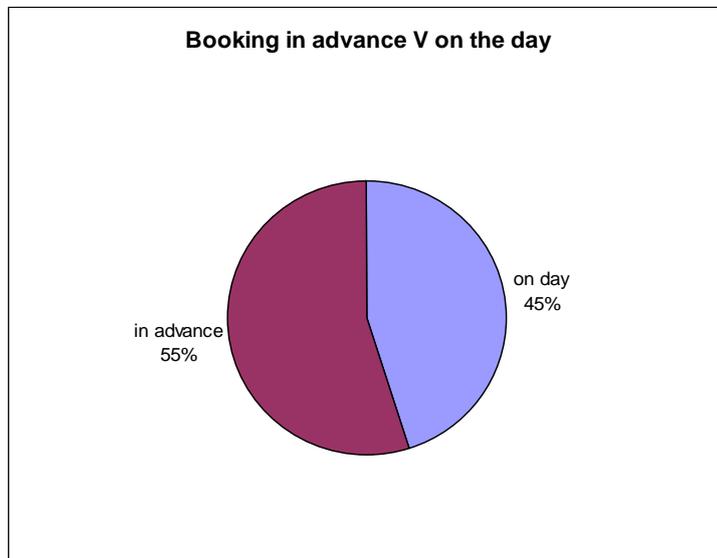
**Be seen quickly - the first available appointment with any doctor
Or Wait to see the doctor of your choice**



Action Point

The majority of patients would prefer to see their choice of GP over the first available appointment. 15% of these said that it depended what they wanted to be seen about. Need to ensure that there are same day appointments with all GPs

4. Do you prefer to - (please tick one) Book on the day or Book in advance



Action Point

The majority of patients would prefer to book in advance but a sizeable proportion prefer to book on the day even for routine matters.

Need to consider the balance between same day and pre-bookable appointments

Results – communicating with patients and knowledge of services

Patients who responded felt that the places they were most likely to read communications from the practice were on posters and by text
Feedback in general on the texting service was very good reminding patients of appointments, clinics etc.

With increasing numbers of patients using the automatic arrivals screen option rather than queuing at the reception desk this is a new way of getting targeted messages to patients. It is possible to arrange for messages for specific groups for example all patients of a given age, all patients with a certain disease etc.

Letting you know

5. Where do you read messages from the practice? (Please tick all that apply)

On posters on the surgery walls

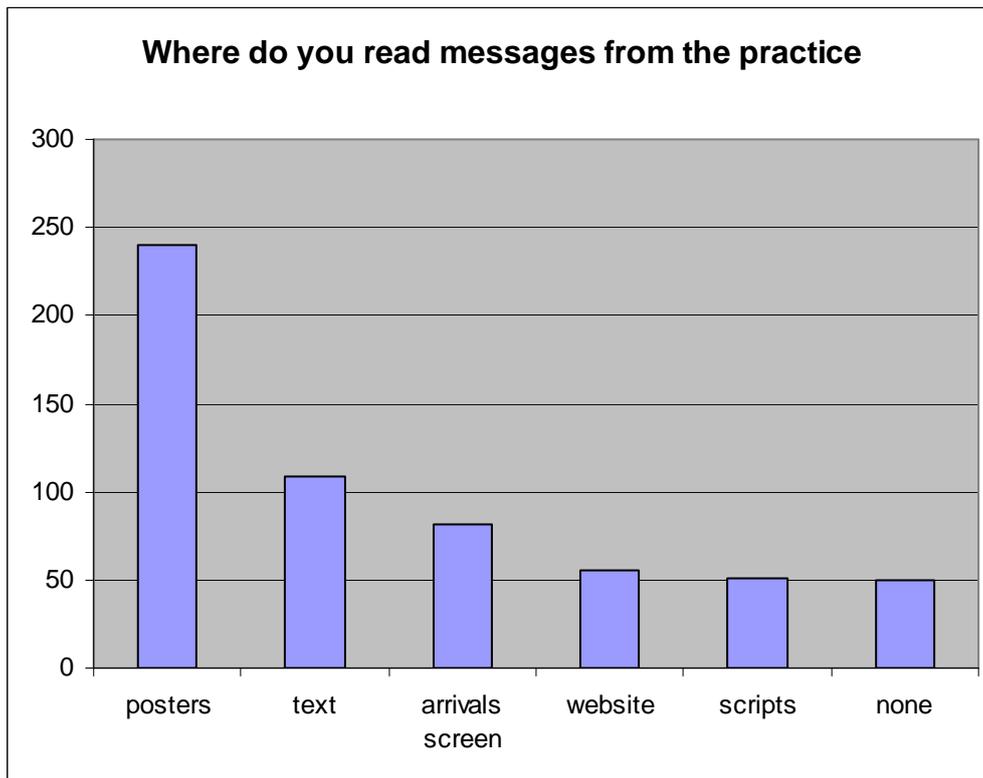
At the bottom of prescriptions

On the automatic arrivals screen

On the website

By text

None of the above



Sources of Information

	279 responses	
posters	240	86%
text	109	39%
arrivals screen	81	29%
website	55	20%
scripts	51	18%
none	50	18%

Action Point

Take the results into account when planning health campaigns and communicating with patients

6. Which of the following do you already know about? (Please tick all that apply)

NEMS – the Out of Hours service

NHS Direct

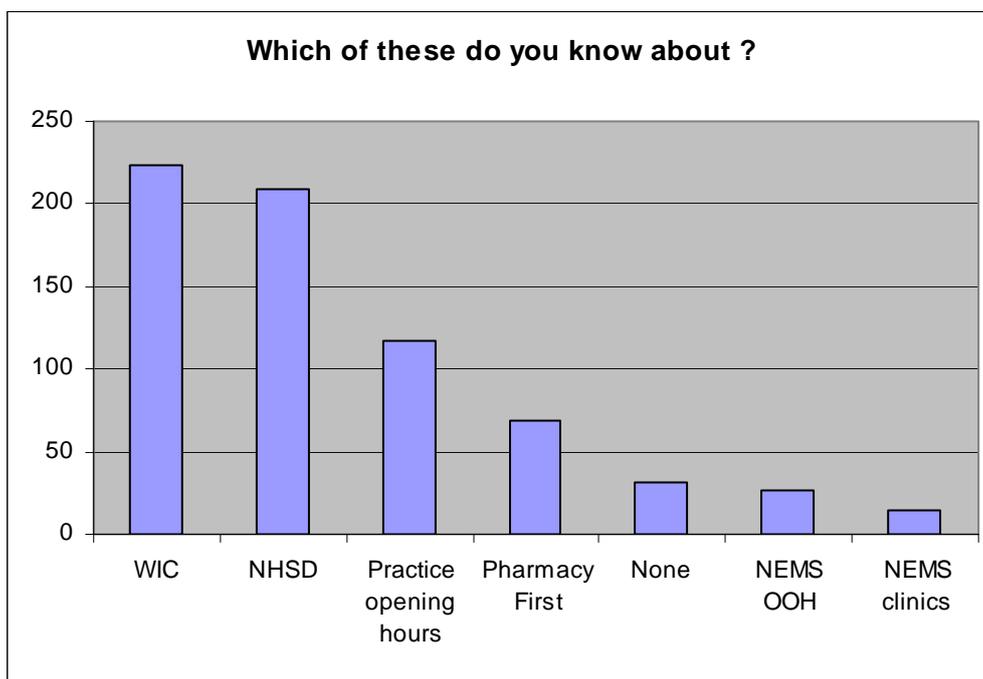
The Walk in Centre

Pharmacy First

Practice Opening Hours

NEMS clinics at Platform One and Parliament Street

None of the above



Which of these services do you know about?

WIC	223	84%
NHSD	209	75%
Practice opening hours	117	42%
Pharmacy First	69	25%
None	31	11%
NEMS OOH	27	10%
NEMS clinics	15	5%

Action Point

Taking into account the sources of information people use to find out about services to promote the use of the most appropriate service for the patient's problem.

Improve patient education

These were the comments and ideas written on page 2 of the survey

Feedback from the patient written survey

How can we make your GP practice better?

Compliments

Very nice I like most doctors I have seen

It is all okay thanks

As it is (I am retired)

It is fine as it is I have no problems

I think that the GP is ok as it is they do their best to see you on time and they are all nice GPs that I see

For me the practice is fine. I don't usually have any problems getting an appointment, help or advice when needed

Excellent service already

Very happy

Everything is okay now that they have extended the doctors and it's a lot better now there are more doctors working here.

On the plus side friendly with great staff and doctors and the surgery is bright and welcoming.

We came to this surgery as we were unhappy with out last one. We are really happy with FMC

I would say that my GP practice are doing well, I don't see any things to be altered

Quite happy

I used to be a patient at this practice 10 years ago. I have only just moved back to Nottingham and have joined the surgery again.

It is a very clean and friendly environment. I haven't got anything bad to say up to now!

Happy

I think it is better and patient friendly

No any comments sorry I haven't got any ideas.

No need to change anything at this surgery

Very rare I attend 9 years since the last time off work

FMC have been very helpful to me and my family no complaints at all I find the place very clean and tidy and now very bright and airy since the waiting room has been changed and find the doctors very good

So far I have not found anything wrong with the practice or doctors please so far

Have no complaints so far from when I changed from my previous doctor who took all his time to look up from his paper. Felt he would have preferred his Indian clients, I felt very uncomfortable! But here they are genuinely concerned no matter how bust they are – Very satisfied client keep up the good work.

I have always been really impressed with this practice and always been able to get an appointment when I needed one, even a same day one.

I am grateful for the text service that reminds me of my appointments. Thank you I think you are brilliant and can't think of anything you could do better.

I have no problems with the GP practice; I was seen immediately with an emergency and have routine appointments. All the doctors are very nice and thorough

Appointments

Did not know that you could make an appointment on the same day

Try to let people get appointments when they need one. Sometimes it is so hard

Make an appointment on the day I ring up

By getting an appointment quicker

Don't make it so tough to book an appointment or to see a doctor

To get appointments quicker flexibility of both fixed and late appointments

When a doctor says see me in 3 or 4 weeks you expect to make an appointment, then the receptionist tells you there's no appointment and you have to wait 5 weeks. The doctors should be able to make the appointment on his/.her computer before you leave them.

It does seem to of got worse over the last year for making appointments with your favoured doctor as I have used the surgery more recently
By making appointment for the same day you ring for one
Earlier routine appointments
Late routine appointments
Shorter waiting times for an appointment
Less waiting time for an appointment
I think the system that you have at the moment is good e.g., if you need to see a doctor you can come and wait and see any also you can book to see he doctor of your choice
Try and make the waiting time for appointments shorter
I would be better if we didn't have to wait so long to be able to get an appointment
More emergency appointments available each day
It sometimes could be easier if advice could be given over the phone for none urgent appointments
Not having to wait 2+ weeks for an appointment with my favoured GP that could lead to health getting worse while you wait and have it on your mind all day every day
Not having to wait for so long for the phones to be answered
To book in advance more easily
You should be able to book in advance
I just want to know about when we make any emergency appointments why it takes longer.
It is sometimes difficult to get through on the phone
Be seen quicker and not have to wait a week for an appointment with my GP

Opening Hours

Later opening hours
Open Saturdays
I think the surgery should be open 24 hours sickness has no boundaries
Extend appointment hours other wise happy with the service
Longer opening hours
I think the doctor's surgery should be open earlier in the morning
Open weekends

Waiting times to see a GP after arrival or to see a specific GP

The ability to be seen quickly is paramount due to the fact that in most cases illness can not be predicted 2 weeks in advance
However seeing a doctor who is familiar with your case history and you feel comfortable with is also very important
If my appointment is at 5pm for example I would like to be seen at least 5 minutes after not 20-25 minutes waiting time
Less waiting time for an appointment have had to wait up to 45 minutes to see doctor
Less waiting time to see the doctor of your choice
It would be nice to see the same doctor all the time
Waiting times have been terrible today again waiting time estimates at 37 minutes each visit but one. I have waited over 20 minutes and when you're suffering anxiety already so difficult
Going in on the time you're booked would be great
Should be on time when I have booked an appointment I am waiting much longer they should be on time.
More female doctors
Service usually good but sometimes there is a long delay to see certain doctors
It would be nice to see the doctor you know on a regular basis however I realize this is not always possible
Having more doctors, the waiting time is stupid, what happened to this patient's charter Ooh I get it, couldn't stick to it so decided to take it off the wall.
Appointment times to be kept
Every time I try and book an appointment with my own GP I am given a waiting time of approx 2 weeks. If I need to see my own GP what is the point of a 2 week wait? Or I need to see a doctor I need to see one within 3-4 days. Other doctors are OK but you have to explain your medical history over and over again and they don't see the full picture. If a GP has an over subscribed number of patients then the patients need to be redistributed to a new doctor.
What is the point of being given a GP if you never get to see him or her?

Long delays when you get your appointment sometimes waiting nearly an hour

The Receptionist

I think the receptionists are really friendly

Some receptionists can be bristly – it would be great if they would understand a friendly face is much more approachable – most of the staff are lovely, friendly and helpful long may it continue

The reception team is really helpful

I would just like to say thank you to the reception staff for doing a difficult job

Doctors

Don't dismiss me so easily on seeing the GP. It can seem like there's a 'get rid of attitude' if an immediate solution can not be found.

Read hospital letters more thoroughly and act on them don't wait for me to tell you what needs to be done.

Act quicker in taking blood/I waited over a year 4 doctors and diagnosis went unknown until one doctor finally took blood

Make more available appointments with the decent doctors

The nurses

The nurses used to ring back on the day you called for test results now it can take days

Make nurses more available to do minor treatments

It would be slightly easier if I could get blood test results when you call. I waited 2 days to get the results

A nurse available on a Friday afternoon would be helpful

The nurse I saw was lovely and the doctor was great too

Nurses and doctors are really friendly and helpful

The environment

Everything all fine don't like new waiting room too clinical the old one was more homely and friendly

Extend the GP for me is small sitting area (waiting room)

By using people and not machines to book you in when you arrive for your appointments

Ensure that the touch screen is working properly as I sat waiting over 30 minutes then discovered it hadn't checked me in

Please do not change the phone system to automated

More staff on the front

More ventilation in the waiting room

Water machine (x3)

Easier parking

Clock in the waiting room

By phone, comments to improve if you had a suggestion box

Are there baby changing facilities I can not see a sign

Why not put automated arrivals before the reception desk to encourage people

Different layout for the baby clinic – the surgery gets far too busy on these days.

Ensuring that signage to visiting doctors offices are clear. If it is a doctor who is new or visiting it is sometimes hard to find what office they are in. – other than that the medical centre is very good

Other ideas

Some patients never see the doctor so please arrange for those patients who have lots of problems to take top priority, to see them regularly sand discuss them in the team and discuss in a month or so.

More in depth health check. For over a year I was complaining of dizzy spells and after numerous visits to the practice one of the doctors decided to check my ears and found I had a deep inner ear infection.

Family slots where you and another family member can be seen at the same time instead of having to wait between appointments on the same day which is very boring for the children

To find some way of managing multiple departments at maybe 2 hospitals so at least one body is viewing the whole picture and may act

Ordering repeat prescriptions on the phone

It would be great if the chemist opened when the doctor/dentist did.

Action Points

- Advertise the systems and processes better as some of the comments show that patients are not aware of them
- Review the provision of appointments and ways of reducing did not attends to free up more appointments
- The practice are planning on line appointment booking but this has had to be postponed until after November 12 when a new clinical system will be installed
- Signage has already been improved and all consulting rooms have a number on so patients can be called to room number 1 etc. Signs have been put up indicating which room numbers are on which corridor.
- Look at issues of Continuity of care with increasing numbers of doctors working part time and doctors in training changing every 4 months to one year. Educate patients to allay concerns
- Consider a Question and answer board in reception to answer some of the issues raised by patients in their responses... A did you know