Appendix 8

**The Grange, Greenview & Kinsley Medical Centres**

**Patient Reference Group – Questionnaire 2012/13 – Results - 378 Replies**

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**You Said**: That the car parking at Hemsworth was difficult.

**We Did**: We requested that staff avoided parking in the car park where possible to leave spaces for patients, and we also have appointed a car/parking grounds person.

|  |  |  |  |
| --- | --- | --- | --- |
| 1 | Poor | **96/378** | 25% |
| 2 | Average | **96/378** | 25% |
| 3 | Good | **86/378** | 23% |
| 4 | Very Good | **53/378** | 14% |
| 5 | Excellent | **25/378** | 7% |
| 6 | No Answer | **22/378** | 6% |

**You Said:** That contacting the practice by telephone was difficult.

**We Did:** We communicated information for patients by the patient display screens in attempt to avoid patients telephoning with general enquiries. Additional lines were installed, and we provided a dedicated telephone line for choose and book calls only.

|  |  |  |  |
| --- | --- | --- | --- |
| 1 | Poor | **78/378** | 20% |
| 2 | Average | **97/378** | 26% |
| 3 | Good | **113/378** | 30% |
| 4 | Very Good | **61/378** | 16% |
| 5 | Excellent | **26/378** | 7% |
| 6 | No Answer | **3/378** | 1% |

**You Said:** You would like the opportunity to make comments, compliments and complaints.

**We Did:** We introduced new Comment boxes and placed them in more prominent areas in the waiting rooms at all 3 sites, and clearly labelled the boxes.

|  |  |  |  |
| --- | --- | --- | --- |
| 1 | Poor | **14/378** | 3% |
| 2 | Average | **52/378** | 14% |
| 3 | Good | **178/378** | 47% |
| 4 | Very Good | **88/378** | 23% |
| 5 | Excellent | **36/378** | 10% |
| 6 | No Answer | **10/378** | 3% |

**You Said:** That confidentiality was important and there was a need for a private/quiet area at the reception desks.

**We Did:** We placed more prominent notices at the reception desks requesting that privacy is respected. We redesigned the tape barrier at Hemsworth and attached a polite notice requesting that patients stand back and wait their turn. We introduced a quite/private area in the Hemsworth waiting room. We displayed notices at the reception desk informing patients of the area. We briefed reception staff on the need to politely request that patients step back from the desk until it is their turn. We displayed a notice inviting patients to use the self arrival screen.

|  |  |  |  |
| --- | --- | --- | --- |
| 1 | Poor | **39/378** | 10% |
| 2 | Average | **88/378** | 23% |
| 3 | Good | **123/378** | 33% |
| 4 | Very Good | **84/378** | 22% |
| 5 | Excellent | **37/388** | 10% |
| 6 | No Answer | **7/378** | 2% |

**You Said:** That you were unhappy with the appointments system and future appointments were always taken.

**We Did:** We appointed a full time Salaried GP and a Nurse Practitioner in an attempt to create more appointments.

|  |  |  |  |
| --- | --- | --- | --- |
| 1 | Poor | **50/378** | 13% |
| 2 | Average | **91/378** | 24% |
| 3 | Good | **116/378** | 30% |
| 4 | Very Good | **82/378** | 22% |
| 5 | Excellent | **33/378** | 9% |
| 6 | No Answer | **6/378** | 2% |

**Following Conditions:**

|  |  |
| --- | --- |
| Deafness or severe hearing impairment | **26** |
| Blindness or severe visual impairment | **7** |
| A condition that substantially limits one or mo basic physical activities, such as walking, climbing stairs, lifting or carrying | **59** |
| A learning difficulty | **9** |
| A long-standing psychological or emotional condition | **16** |
| Other, including any long-standing illness | **76** |
| I do not have a long-standing condition | **98** |
| No Answer | **145** |

**216**

**146**

**Are you:** Female Male

**18**

**2**

**Aged:**  Under 16 No Reply

**16**

**33**

17 – 24 25 – 34

**80**

**86**

35 – 44 45 – 54

**85**

**58**

55 – 64 Over 65

**What is your Ethnic Group?**

|  |  |  |
| --- | --- | --- |
| White | British | **338** |
|  | Irish | **3** |
|  | Any other White | **10** |
| Black or Black British | Caribbean |  |
|  | African |  |
|  | Any other Black | **1** |
| Mixed | White & Black Caribbean | **2** |
|  | White & Black African | **1** |
|  | White & Asian |  |
|  | Any other Mixed |  |
| Asian or Asia British | Indian |  |
|  | Pakistani |  |
|  | Bangladeshi |  |
|  | Any other Asian |  |
| Chinese or Other | Chinese | **1** |
|  | Any other ethnic group |  |
| Not Answered | Any Group Above | **22** |

**Other Comments**

1. Excellent Receptionist.
2. Would like alternative day, other than Wednesday to see a female GP at

Upton.

1. No I am pleased with the service.
2. I have been to The Grange a lot lately and have got an appointment straight

away every time.

1. Car parking for the number of patients attending is atrocious, needs many

more spaces to be made.

1. Not possible whilst driving to work to ring around 8.00am. It would be nice to

have the TV replaced and update information (not on Christmas & New Year) on smaller screen (15.1.13). Magazines?

1. I have now started attending Upton surgery as their system of appointments

are much easier.

1. Only joined the practice 6 months ago but very impressed with the amount of

services provided.

1. It can take 20 – 30 minutes for the phone to be answered at The Grange,

more receptionists please to answer the phones.

1. Appointments run over, no feedback to patients 2 hours. No-one cares and

gives feedback.

1. First time at The Grange.
2. Thanks to all the Doctors and Staff.
3. I can’t speak highly enough about the staff and services I always receive, I

attend surgeries regularly.

1. Too hard to get appointments when needed, especially before work.
2. Appointments are still difficult to obtain.
3. Very stressful trying to get an appointment. I once had to wait over a week

when I had a lump in my breast, very distressing at the time.

1. More doctors like Dr Sweeney.
2. We still have to wait to see our own GP. Appointments seem to be booked

well ahead.

1. Generally pleased with all services on offer.
2. Just disabled parking.
3. Phoned up 17 times one morning for an appointment, I didn’t get through.
4. Respect confidentiality and not ask what your appointment is for.
5. Strong smell of garlic in Dr Prasad’s room.
6. When trying to use disabled bays they are nearly always obstructed by cars

parked horizontally or parking bays and delivery vans.

1. It’s a long way round from Iceland car park, can’t we have the steps open

again?

1. Some GP’s have online bookings or maybe to cancel appointments, that may

free up lines for appointment bookings.

1. All in all I think the services are good.
2. Some admin staff are not helpful and listen to you especially when you are

feeling vulnerable. Building and resources are brilliant.

1. Still find it difficult to book appointments when given a week appointment

when you want one immediately.

1. I have always found this surgery very good.
2. Would like a female doctor at Upton more often.
3. Still more female doctors.
4. Appointments are still hard to acquire.
5. Still find it hard/difficult to get an appointment especially when you work full

time.

1. I base this on Hemsworth alone.
2. The surgery is very old fashioned.
3. You still struggle for appointments and there is hardly any room in the car

park.

1. Seems to take 5 to 10 minutes 90% of the time to get through and book

repeat prescriptions.

1. It seems a long time waiting on the phone in the mornings to make an

appointment only to be told that all the appointments have been taken.

1. Morning phones are bad.
2. Phones and car park need attention.
3. Very poor to ring surgery, always in a queue, the cost of ringing and holding

on cost from 89p to £1.19 on my last bill.

1. Not very nice to be put on hold at 8 o’clock to get an appointment for 15

minutes.

1. You shouldn’t have to ring Hemsworth for an appointment at Kinsley.