

Westbourne Medical Group Patient Participation Survey 2019

Survey was undertaken between Monday 4th March and Friday 8th March. Monday 4th morning and afternoon surgery was covered. Tuesday morning was covered the afternoon was partly given over a midwife led clinic followed by general clinics. Wednesday morning session only was covered as the practice closed in the afternoon for staff training. Thursday morning general clinics were covered as the practice closes every Thursday afternoon. Friday morning and afternoon sessions were covered.

All patients were asked to complete a standard questionnaire attached at the back with the raw data added. The document was well received as it was short and relatively easy to complete.

There were 204 completed questionnaires not all fully completed as some patients thought they could miss questions they did not like or find relevant. This is a normal reaction to questionnaires.

Results of the survey

Q1. Did you find the surgery? Clean 199 Unclean 1

The discrepancy in the total to the total completed questionnaire is that some people did not notice the question as it was hidden under the explanation sheet.

Q2. How did you book your appointment? In person 35 Telephone 152 Online 28

Again there is a discrepancy as some people chose to tick more than one option. The results still clearly show the reliance on the phone system.

Q3. Are you registered for online access? Yes 84 No 115

If yes do you use the service for Prescriptions 50 Appointments 31 Other 0

Again some chose not to answer or did not see this question. A 31 person difference in the answer is to be expected in the Coalfields area. Again there is a discrepancy in the result of usage of the system with some people saying they are registered but not recording any use.

Q4. Are you a member of Westbourne's E Forum? Yes 6 No 172

This might be an area that needs work.

Q5 If you could change anything in the practice what would it be?

Some of the comments were able to be linked together these are

Nothing to change 24

Difficult to get appointments 21

Waiting time 4

Pre book appointments 5

Phone lines 12

Continuity of care 2

No comment 87

There were some that need to be shown separately

Bold and italics show praise

Open all day Saturday

More appointments longer opening times.

To be able to get an appointment over the phone for any day of the week. Not just the day of the appointment.

Not on the day appointments book in advance

Ability to book a future appointment with a doctor

More online availability of GP appointments, up to date appointment for blood online. Newsletters

Make appointments available for employed people on an evening

More appointments on an evening, more up-to-date newsletters, more friendly staff and professional staff when discussing stuff.

More Drs (permanent) more appointments – rarely see the same Dr twice. No continuity. Difficult to get an appointment. No follow ups system as different Doc every time.

Not so many changes of Drs difficult to build trusting and informed relationship when seeing different Drs every time.

It can be difficult to get a GP appointment due to my shift pattern at work. Maybe consider late appointments after 6.30 or Saturday.

Having to phone in for appointment system – on a morning getting an appointment is just pot luck. Depends whether surgery phone is engaged 8.30 its constantly.

Friendly thorough staff good patient care but this person also said keep the same DR all the time, appointments should be available in advance no more ringing on the day.

Nothing always helpful and accommodating of appointments

Efficient

I have no problem getting appointments

I can always get an appointment when needed

Dr Rachel Jones saved my sons life

Availability of water (dispenser)

Find Doctors and staff very good

Very happy

Nothing as an NHS member of staff the practice is what I expect and standards shown is great. 6'Cs are summed up in this practice.

Happy with Doctors but his person also said “Booking an appointment is a nightmare. I tried for 20 mins before getting to speak to someone.”

Order meds from Chemist instead of phoning doctors you don't always get the right meds.

The fact the Reception staff ask why you want to see a Doctor.

Been good for me excellent Doctors and Nurses

More help from staff seem abrupt at times answer phones. Doctors change regular no consistency

To get an appointment with Dr MacKay more easily.

Too many locums unable to see requested Dr

Nothing good practice

Not a thing the whole practice is always supportive and very helpful

Happy

Happy

Everything is good. Excellent service

Booked a double appointment had to return only given single.

Good service. Doors cold

I always happy with treatment

Because it's a good Doctors

I liked it better when had front porch as had somewhere to sit when the flu/upset tummy bug. Whereas now everyone together.

Were you listened to ***this is a big like in this practice***

OK as it is

Very quick appointments. Pleasant staff and DRs

Attitude of reception staff some ***are extremely helpful*** and sadly some can be obstructive.

To be able to book appointments in advance on the phone not on day if working can't get through to practice till after appointment deadline given hard when you have to go to work

I think it's OK here cause the doctor I see actually listens (Dr Nair)

It seems that the extended hour's service is not understood by the patients, an information handout has been sent to all homes in the Sunderland area.

Raw data survey sheet will be made available to anyone in the practice who wish to read them.

Q6 Are you aware that the practice has a patient group? Yes 78 No 119

New notice board should help this.

Q7 Would you recommend this practice to others. Yes 186 No 10

Reasons given for no response.

Lack of compassion from certain doctors, more time with doctor to correctly diagnose problem.

To long wait to see GP

Difficulty getting appointments with doctors

The amount of time if I use the phone line but I understand that other surgeries are having the same issues

Not enough Drs, no continuity difficult to get appointments, no follow up on results, correspondence goes missing. Last time Dr McKay survey completed before today's appointment

As I have found over past few years it is not consistent and does not help with important matters

All answers to question 8 no apart from tests and treatments explained to you

Don't know anything about it

No reason given all question 8 ticked as yes

Not sure

Q8 Thinking about your recent consultation with GP, Nurse or H.C.A

Were you treated with care, concern and respect	Yes 195	No 3
Were you listened to	Yes 195	No 4
Were tests and treatments explained to you	Yes 192	No 3
Were you involved in decisions	Yes 185	No 12
Were you given enough time	Yes 188	No 14
Did you have confidence and trust in the person	Yes 189	No 6

Q9 Are you Male 65 Female 133 Other 0

Q10 How old are you under 16 5 16-44 66 45-64 66 65-74 41 75+ 26

The age group 45-64 was not printed some error can be expected here,

Q11 What is your ethnic group all stated white British except one state Welsh. One person interviewed who had poor English language skill happy to inform interviewer she had British passport.

Q12 What is your employment status

Employed 88 Retired 70 Student 7 Home maker 5
Sick 5 Carer 3 Unemployed 13