

## **Queens Park Medical Practice   Patient Group Survey Report**

### **A. Attending the practice**

Most patients were familiar with the practice. Several had been attending the practice for a number of years and were pleased in general with the practice.

### **B. Getting through on the phone**

Most patients got through easily on the phone but were keen to point out that not all receptionists were pleasant. Most were helpful and friendly, but there was one in particular who was rather argumentative, defensive and rude. Several patients reinforced that this staff members attitude was not just on the phone, but often extended when face-to-face.

Whilst on the phone, some patients felt inhibited at being asked the question “Why do you need to see the Doctor?” stating that the receptionist could simply ask if their reason for attendance was of a personal nature and leave it there.

### **C. Seeing a doctor**

Most patients felt comfortable at being seen by either the male or female doctor. They felt that they had been given enough time and listened to throughout the consultation. Most felt that they had been treated with care and respect and that their problems had been taken seriously.

Some patients who had made an appointment with the locum doctor were not keen to repeat the experience. They felt that there was a language barrier with the locum and that his manner was often stern, abrupt and uncaring. He was poor at asking about symptoms, at times failing to listen and did not explain clearly or concisely what tests and treatment were being recommended.

### **D. Seeing a nurse**

Several patients had seen a nurse and views were mixed depending on the nurse seen and the procedure/treatment being given. Some patients who had seen a nurse for a childhood immunisation had had a disappointing experience, feeling that the nurse had been somewhat rushed and rather abrupt with the parent and the child. Another patient, who had been for a cervical smear, said that she did not wish to repeat the experience, and suggested that the nurse had been rather rough.

Some patients were unaware of the range of services that were available via the nurse such as blood tests, diabetes and blood pressure testing, and asthmas clinics. They welcomed some type of communication which highlighted the range of services that were on offer, by whom and when.

## **E. Arriving for the appointment**

The reception environment was thought to be clean and welcoming and although open plan, patients felt that it was still possible to have a quiet discussion with the receptionist which could not be overheard by others.

The check-in screen system, when working, worked well as did the general face-to-face approach with the receptionist.

## **F. Opening hours**

Several patients were unaware of the opening hours of the practice. Several suggested that their working partners would appreciate a Saturday morning appointment. Some patients were unaware of late night/extended hour surgery times.

There was a short discussion on 'out of hours' and what patients should and could do during these times. There was a lack of awareness of 'out of hours', Harmoni and NHS Direct. However, most patients had experience of attending either a Walk in Centre or A&E department. It was noted that the Urgent Care Centre should be advertised widely when it opens.

## **G. The appointment experience**

In general, patients' overall appointment experience was good. However, some patients felt that there were some areas in particular which needed improvement.

Repeat Dispensing was highlighted as an area that was not working well. Most had experienced some sort of problem and had had to return to either the practice or to the pharmacy to sort it out. Most patients felt frustrated that these were not just one-off times but that they happened repeatedly. Dispensing problems varied from the wrong drug being dispensed through to problems with the individual chemist/pharmacist. This was an area that needed to be looked at carefully to understand more clearly about why problems were occurring.

## **H. Overall satisfaction**

Overall, patients were pleased with the practice and welcomed the opportunity to participate in the meeting. Several felt that they had learned so much more about the practice and others felt that by sharing some of their thoughts 'off the record' may lead to real improvements within the practice.

A Suggestion Box was raised as a way of allowing the patients to communicate ideas to the practice and was seen as a good idea. It was felt that it should be on display along with a sign welcoming comments.

All patients were happy to be consulted again and included in future meetings.