

Report as prepared by

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Prepared for Patient
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Medical Practice

February 2014

Bloxwich Medical Practice Patient Survey

2014 Report



Acknowledgements

The Patient Representative Group had developed the patient survey for Bloxwich Medical Practice. They have carried out the survey and have submitted the data to Healthwatch Walsall for analysis of results and a preliminary report was compiled.

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Introduction

Bloxwich Medical Practice want to provide the highest quality of care for their patients. The Patient Representative Group (PRG) working with the practice developed a short survey to gather patients' views and opinions. This will help the practice to identify areas which may need improvements.

Over a period of four weeks, at different times on different days each week, the questionnaires were distributed during surgery times in mornings and afternoons with the aim of collecting data from as many different age groups as possible.

Aim

To survey patients views and opinions regarding the service offered by the practice.

Methodology

The Patient Representative Group had developed the patient survey for Bloxwich Medical Practice. They have carried out the survey and have submitted the data to Healthwatch Walsall for analysis of results and a preliminary report was compiled.

The PRG surveyed patients' views regarding some of the services offered by the surgery. The survey gathered information on:

How easy it is to get an appointment?

Do they have enough time at their appointments?

Are they satisfied with the health services provided?

Would they recommend this surgery?

Are the opening times satisfactory?

Do they know which doctor to see for a particular problem?

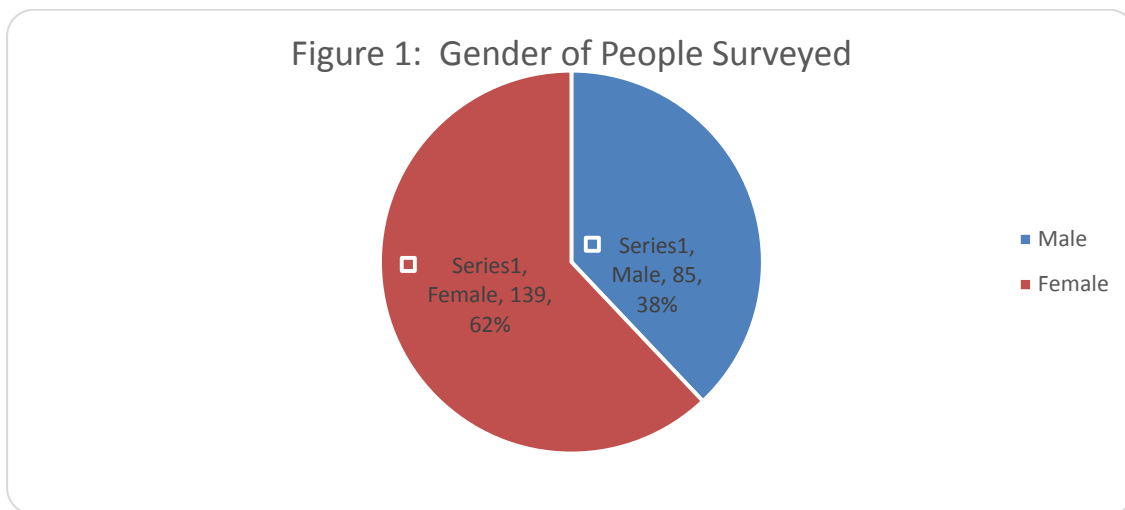
Awareness about cancelling appointments?

If there are any other improvements that they would recommend for the surgery

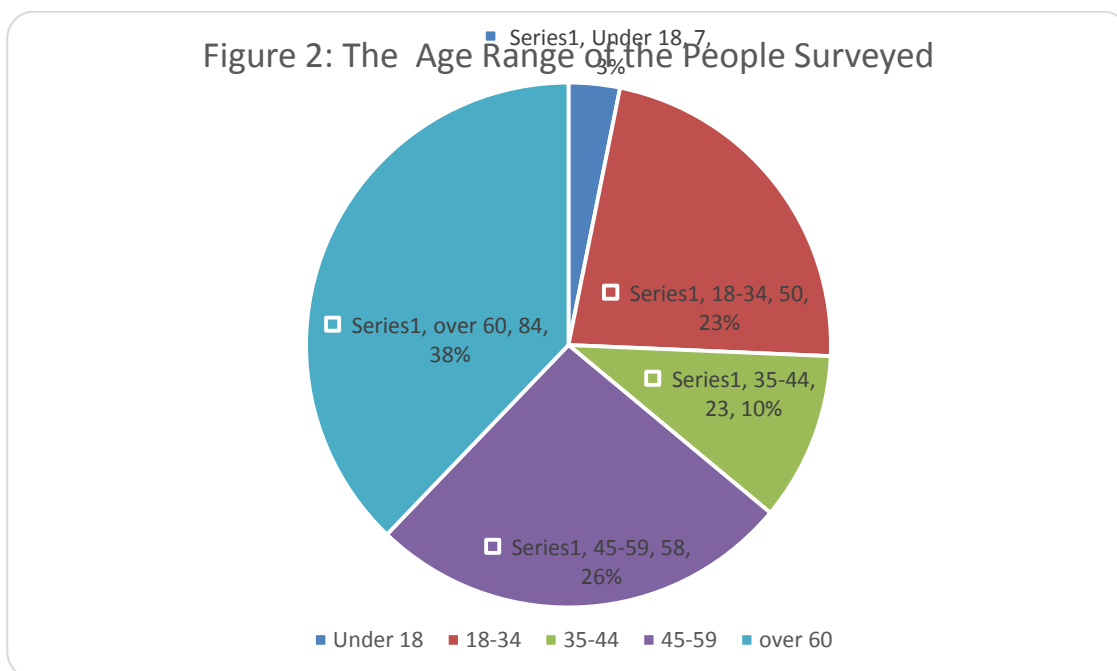
Results

Gender and Age-Groups

A total of 230 people completed the survey at Bloxwich Medical Practice. There were generally more females than males who completed the survey as shown in Figure 1.

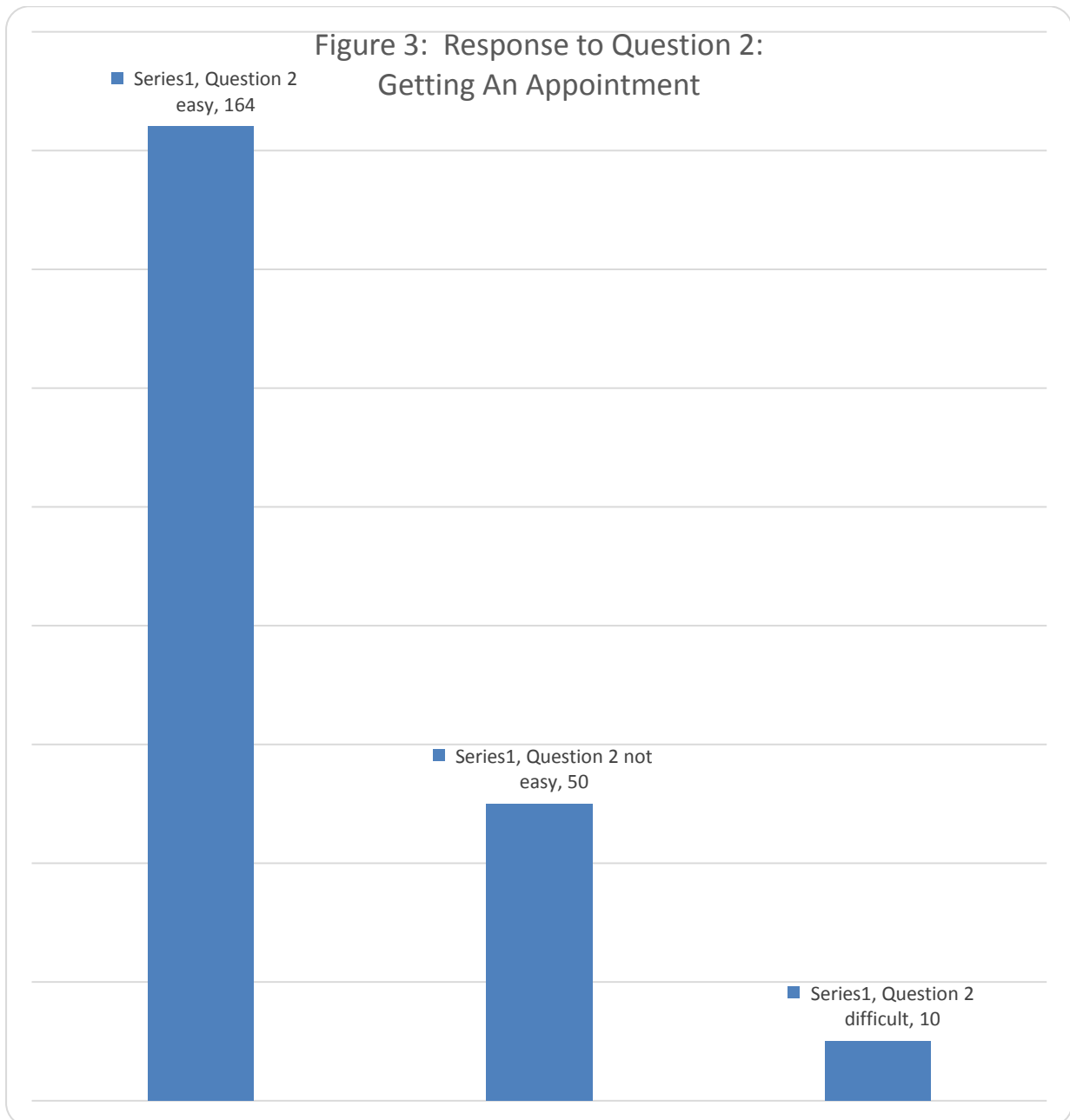


The age range of the people surveyed is shown in Figure 2. The over 60 reported the highest age range surveyed followed by 45-59 year old as shown in Figure 2.



Getting an Appointment:

Most patients felt the appointment system was easy with 164 responders said that it was easy getting an appointment, 50 people reported that it was not easy to get an appointment and 10 patients felt it was difficult to get an appointment (as shown in Figure 3).



Response to Questions 3-9 are shown in Figure 4:

Question 3: Do you feel you have enough time at your appointment?

Question 4: Are you satisfied with the Health services provided here?

Question 5: Would you recommend this surgery to anyone looking for a Health practice?

Question 6: Are your opening times of this surgery satisfactory?

Question 7: Do you know which clinician to see for a particular problem?

Question 8: Non-attendance at appointments cause a great deal of time wastage at this practice, are you aware of this?

Question 9: Bearing in mind your answer above, would you in future cancel an appointment if you could not attend, or no longer required it?

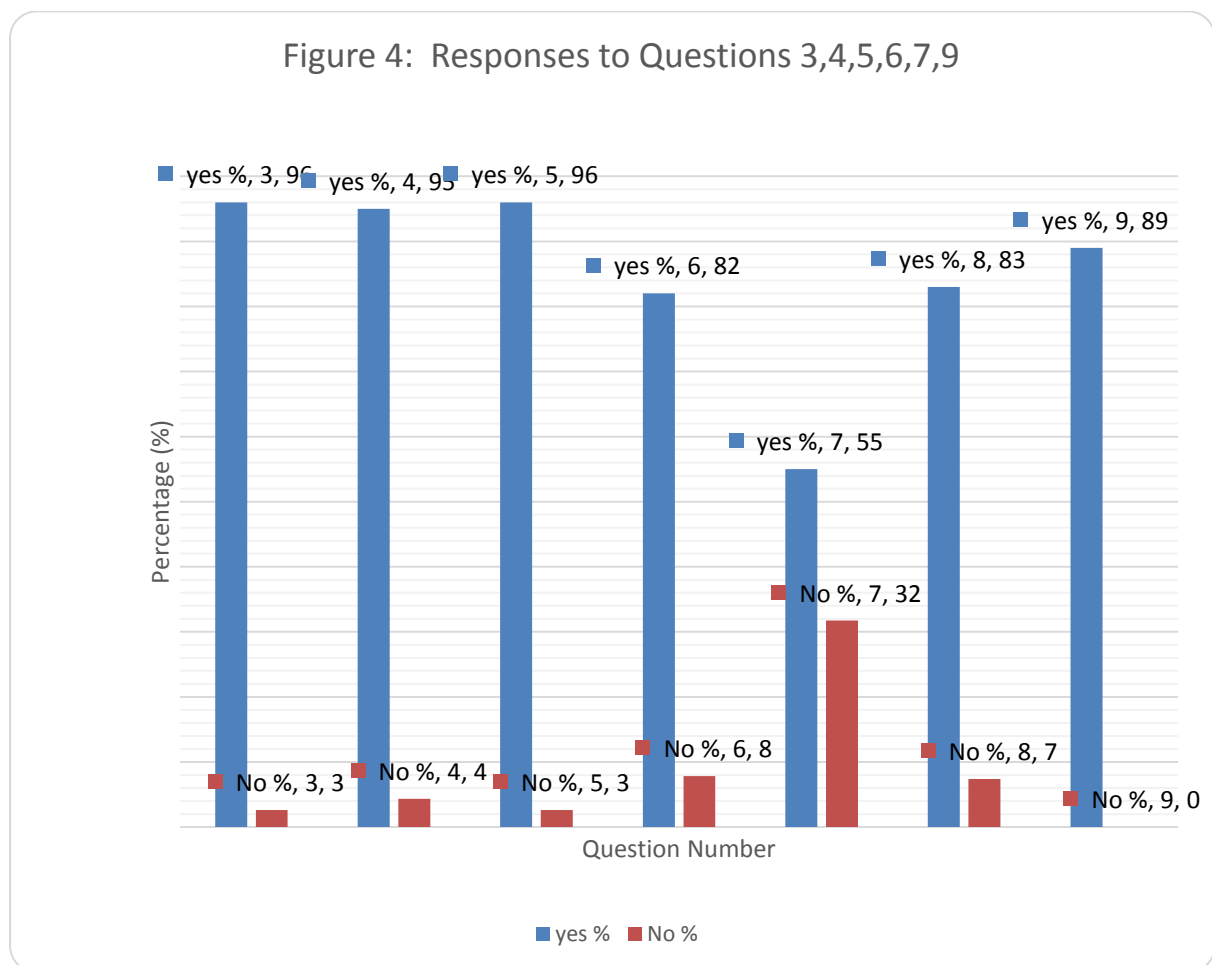


Figure 4: shows that 95% of patients felt they had enough time at their appointment and are satisfied with the health care services they receive. Over 95% would recommend the practice to others. Less than 5% felt that they didn't have enough time and are not satisfied with their health care.

82% felt the opening times of the surgery were satisfactory and less than 10% felt there could be room for improvements and were not satisfied.

55% reported that they know which doctor to see for a particular problem and only 32% did not know.

83% reported that they were aware that non-attendance at appointments causes time wastage and only 7% were not aware of this.

89% reported that in future they would cancel an appointment if they could not attend, or no longer needed it.

Question 2 Comments on how easy it is to get appointments:

Booking Appointments

You can make an appointment for 3 weeks in advance but not for the same or next day without repeated phone calls

Always told to ring back for appointment. Have B12 injection and cant book in for the next one until a month before due there are times you have to wait 3 days

Can't phone on specific times due to work

No Appointments

Before 8:30 you get appointment. Any call after 8:30 your appointment for 7days

The wait for actual appointment is getting longer

You have to phone for emergency appointment if its' not an emergency you are waiting days

Never any appointments for same day

Hard to get through phone lines

Other Concerns

We needed nurses' appointments and needed practice manager to get them

Simply not enough doctor to patient ratio

Easy to get appointment to see a doctor less easy for blood test.

What is an emergency appointment?

Question 4 Comments: Are You Satisfied with the Health Services provided here?

Problems with prescriptions

Never get an appointment

No, only because my sons' injections were late as no contact was made by surgery to myself to arrange as health visitor had said it should have

The doctor never listen to what you have to say properly.

Question 5 Comments: Would you recommend this surgery to anyone looking for a Health Practice?

You can never get an appointment with the doctor you want to see it is always

I have 19 items every month on prescription and I order 2 days before I need and it is always short and I have to come back next day for items I have every month

No. Because of the appointment system

Question 6: Are your opening times of this surgery satisfactory?

Comments:

Friday afternoon
would be useful
also later
evenings

It is sometimes difficult to get
in as I work all week and
could do with late Fridays
and weekends

Could do with some late
surgeries for people
who work

I work shifts so it
would be beneficial
for me to be able to
come in early morning
or after 6pm

Being closed on Friday
afternoon means 2 and
half days including
weekend without GP
services and therefore left
in hands of out of hours
service

I work 9-5 and always
have to make time up
at work. Sometimes I
really struggle trying
to coordinate when I
can leave early and
when I can get an
appointment.

Saturday opening
would mean I would
not have to reschedule
work commitments.
Appointments at this
time could be non-
urgent/routine matters.

People who work cannot
always get an appointment

Bit difficult when working.
Nurses are difficult to get an
appointment for

Hard to get an
appointment

Compliments:

Receptionist really helpful and understanding

Friendly staff, welcoming environment

Very helpful, polite

We always notify condition of appointments. This is a superb practice with excellent doctors...Many could learn from these excellent people

Very good surgery, will contact you as they can if there is any problems with appointments.
(Nurses' illness)

An excellent team all come highly recommended

This practice in my experience have always offered a doctor to see my children when they have needed to see one urgently

Yes I like my doctor and would not change

I have every faith in my doctor and all the nurses. I have never had any complaints or problems with the staff.

I have never had any complaints or issues at all

I think the surgery is good other than not getting an appointment when you need one.

Complaints:

Some things could be better. Long wait for appointments for blood tests.

Long wait for use of blood pressure

Long waiting time for blood tests greater than 6 weeks

Provide better awareness of PPG's activities as their current info is out of sight.

Too long wait for blood tests

Recently had to wait several weeks for a blood pressure monitor. I was told there were only 3.

Not sure what system is for appointments monthly release times etc. appears to change without notice.

Other procedures e.g. repeat prescriptions can change without patients being aware.

Would be nice to know when your doctor leaves.

Phone up for appointment to find out they have left practice.

Satisfactory, except for "nursing" appointments "too busy" we are often told

Reception staff do an excellent job. Better information needed pre-booking of appointments

I can never get an appointment for 3 to 4 days or longer.

Insufficient parking spaces for patients

I have had to bring in water samples for testing surgery said negative but later the same day patient had to be admitted to hospital via ambulance for severe water infection and Delirium

Can be difficult to needed in an evening if you ring in a morning. Having to ring again at **12pm isn't convenient when working.**

In general a good service, reception staff are always helpful. The only fault is not enough doctors to the amount of patients.

Not been able to under emergency prescriptions

Not being able to phone in for medication, bit of a job to get here to put prescription in box.

Also having to phone each day to see if you can get to see Doctor. Should be other ways

Miss that you cannot phone in your prescription

Summary of Results

The results show that the majority of people that took part in the survey were over 60.

There were also more females than males that completed the survey.

Overall 95% of patients felt they had enough time at their appointment and are satisfied with the health care services they receive.

Over 95% would recommend the practice to others.

Less than 5% felt that they didn't have enough time and are not satisfied with their health care.

82% felt the opening times of the surgery were satisfactory and less than 10% felt there could be room for improvements and were not satisfied.

55% reported that they know which doctor to see for a particular problem and only 32% did not know.

83% reported that they were aware that non-attendance at appointments causes time wastage and only 7% were not aware of this.

89% reported that in future they would cancel an appointment if they could not attend, or no longer needed it.

The object of the questionnaire was to identify areas of dissatisfaction and ways to make possible improvements.

Appointments and prescriptions were the areas identified as causing confusion for some patients. Consequently, a detailed explanation of how the appointment systems works and how to order repeat prescriptions and the various methods that this can be done has been publicized via information sheets, posters and displayed on the Jayex Board within the surgery.

Recommendations for Future Surveys

If you were to do this survey again perhaps you would consider the following recommendations.

Questions to address in preparing your research

1. Background

Why is this research important?

What do you want to find out?

What is the main question you wish to answer?

What are the specific questions you will ask to address the main question?

2. How you will do your research

Where will the research take place?

When will your research start and finish?

3. Methodology

What is the main method you will use to carry out the research?

E.g. questionnaire, focus group, face to face interviews.

How will you collect your data?

Improvements to Survey

1. Not everyone had completed the back of the survey.
 - When handing out the survey be sure to tell them to complete both sides.
 - Alternatively print the survey on a single page not double sided.

2. When developing a Survey there are a few things to consider:
 - Use simple statements
 - Multiple choice response options should be mutually exclusive so that they can make a clear choice.
 - Avoid asking questions that are vague. Make sure the respondents know what you're asking.
 - Avoid asking multiple questions at once. Make sure you are asking only one clear question at a time.
 - Enter age as an age-group:
 - Under 18 18-34 35-44 45-59 over 60
 - Rate the service according to: Excellent Good Not Good
Enough Poor
 - Think about how you are going to analyse the data.
 - Try to avoid leading questions for example question 9

Appendices

Appendix 1- Question 2 Comments

Is getting an appointment: a. Easy b. Not easy c. Difficult

- difficult to book an appointment (phone engaged)
- waiting time to long, not always possible to see Dr
- sometimes have to wait up to 2 days to see Dr, but get children in same day
- hard to book 4 weeks ago for this appointment
- too long
- never any appointments for same day
- reception
- What is an emergency appointment?
- hard to get thru phone lines
- keep phoning
- sometimes hard to get appointment but good- give you emergency appointment
- always seems emergencies only
- always fully booked
- we needed nurses appointments and needed practice manager to get them
- fairly good but need to get thru by 8:30 to get same appointment
- Generally easy, but when making appointments for my child late appointments not available to me, although I am a worker.
- can't get appointment just a few days in advance
- trying book appointment is impossible
- not always easy to get doctor you want
- simply not enough doctor to patient ratio
- doctor not available
- Difficult to get advance appointments when planning ahead as usually booked up. Short notice appointments easier to get when released on day

- work/ available appointments
- inconsistent
- you have to phone for emergency appointment if its' not an emergency you are waiting days
- when phoning on day , appointments always gone
- Before 8:30 you get appointment. Any call after 8:30 your appointment for 7days
- Always told to ring back for appointment. Have B12 injection and cant book in for the next one until a month before due
- there are times you have to wait 3 days
- appointments are taken
- usually no appointments available when needed
- Not bad as others, where I hear you wait 10 days for appointment. It can be frustrating, if don't see the doctor as soon as you want. Telephoning can be bit of lottery.
- times
- you can make an appointment for 3 weeks in advance but not for the same or next day without repeated phone calls
- Not always easy especially if you need urgent appointment. If you are unable to ring at specified time getting an appointment becomes protracted
- sometimes have to ring back on the day
- disabled
- taken 3 days to get my 5yr old to see own doctor
- easier if given a choice at beginning of conversation
- it is sometimes difficult to book appointment in advance of the day
- Having to wait for different times to call before you can get appointment. Then find it if emergency only.
- phoned 3 days and couldn't get appointment
- Unless you are nearly dying you can never get an appointment or say you are going to hospital.
- sometimes fully booked
- reception says no appointments this week
- never seems a lot available
- have to wait most times for doctor to release appointment at 12 o clock
- Have to either call early on day (8am) or afternoon. Otherwise have to book in advance
- can't get in when really want too
- always busy
- the wait for actual appointment is getting longer
- no appointments
- all according to doctor you want to see
- it varies on what day you phone, sometimes its easy other times its not
- can't phone on specific times due to work
- Easy to get appointment to see a doctor less easy for blood test.

Appendix 2- Question 4 Comments

Are You Satisfied with the Health Services provided here?

- problems with prescriptions
- The doctor never listen to what you have to say properly.
- Never get an appointment
- No, only because my sons' injections were late as no contact was made by surgery to myself to arrange as health visitor had said it should have been.

Appendix 3- Question 5 Comments

Would you recommend this surgery to anyone looking for a Health practice?

- I have 19 items every month on prescription and I order 2 days before I need and its always short and I have to come back next day for items I have every month
- Because of the appointment system
- You can never get an appointment with the doctor you want to see it is always cancellations.

Appendix 4- Question 6 Comments

Are the opening times of this surgery satisfactory? Yes No
If No Why?

- People who work cannot always get an appointment
- More out of normal working ex: early morning- late night
- Not able to get appointment times before or after work
- Friday afternoon would be useful also later evenings
- Not Fridays early closing
- Could do with some late surgeries for people who work
- Not taking on any new patients or you say they are not in area
- It is sometimes difficult to get in as I work all week and do with late Fridays and weekends
- generally satisfied, but for those who work, more flexible hours would be more satisfactory
- don't know opening hours
- there should be evening surgery
- for a retired person
- It's not easy for an appointments. The appointments are taken
- more flexibility on the times
- I work shifts so it would be beneficial for me to be able to come in early morning or after 6pm
- But difficult when working. Nurses are difficult to get an appointment for
- being closed on Friday afternoon means 2 and half days including weekend without GP services and therefore left in hands of out of hours service
- Not sure would longer opening hours alleviate problems of hospital A&E departments? Are we catering sufficiently for Joe at work?
- Saturday opening would mean I would not have to reschedule work commitments. Appointments at this time could be non-urgent/routine matters.

- I work 9-5 and always have to make time up at work. Sometimes I really struggle trying to coordinate when I can leave early and when I can get an appointment.
- Need Friday pm to be open
- But Friday pm and Sat am would help as service at manor hospital is very poor
- Although Sat am opening and Friday pm would be beneficial
- Later and weekends would help
- Can't get in to see doctor
- Wednesday afternoon closing sometimes and the Friday can become a problem for people who work.
- Hard to get an appointment

Appendix 5- Question 10 Comments

Question 10 Comments: Compliments/ Complaints

- Satisfied
- Receptionist really helpful and understanding
- Been here 20yrs never had cause for concern
- Good service, no complaints. On the ball and on time
- Friendly staff, welcoming environment
- Very good
- I am very new to this surgery but am happy with the treatment I have received to date. In particular the receptionists are friendly and welcoming to the practice.
- Very good surgery
- The staff at the practice are helpful
- I have no problems with this surgery
- Friendly staff no complaints
- more than happy with the service at this practice
- I find the surgery very helpful and friendly and have no problems or ever had any problems
- Change of address may cause me to lose my place here looking at moving to Willenhall but don't want to change GP been with this practice for 28 years.
- Yes I like my doctor and would not change
- Staff always helpful and pleasant
- Very happy with the services
- Only been a patient for a year, but never had a problem getting an appointment for myself or family

- Car park needs to be bigger, sometimes have to park on street!
- Great doctor and really helpful
- Not been able to under emergency prescriptions
- Very good service
- Have never had any problems with staff or doctors treatment for ongoing problems I have. Are first class
- Good service pleasant staff
- I am happy with the services this doctor surgery provides and being dental nurse I understand the importance of time wasting and the annoyance of non-cancelled appointments
- Moved here 2 years ago and found surgery good
- I have been a patient at this surgery for 3-4 years and it is great. I am always able to get an appointment on the day I need one
- This surgery meets my needs apart from opening times but on the other hand you are open long hours in the week which helps
- In 25 years of attending this surgery I have always been very satisfied with every department
- Attitude of staff and GP is good
- Very good
- An excellent team all come highly recommended
- Very pleased
- Very helpful and friendly. Miss that you cannot phone in your prescription
- The only complaint I had is looking for a parking space when I have an appointment
- Not being able to phone in for medication, bit of a job to get here to put prescription in box. Also having to phone each day to see if you can get to see Doctor. Should be other ways
- In general a good service, reception staff are always helpful. The only fault is not enough doctors to the amount of patients
- Reception staff always helpful with appointments
- I have never had any problems obtaining a suitable appointment. I like the screen based check in. No issues at all with the centre
- It's a great surgery
- Very happy- 90% no problem making an appointment
- Satisfactory, except for "nursing" appointments "too busy" we are often told
- Always been happy with service received. Currently attending pre-booked appointment so not experienced any issues re getting appointment
- Reception staff do an excellent job. Better information needed pre-booking of appointments
- Inconsistent system for appointments
- Some members of reception staff can be very abrupt at times. Could we please have more Cynthia
- The GP is always very informative and helpful but getting an appointment

to see them is always a problem. If the appointment system could be reviewed it may make a difference

- Doctors/nurses always friendly and pleasant
- Very good
- Fairly good
- Would be nice to know when your doctor leaves. Phone up for appointment to find out they have left practice.
- I have every faith in my doctor and all the nurses. I have never had any complaints or problems with the staff.
- Always been satisfied with the doctors especially midwife Vanessa
- I think the surgery is good other than not getting an appointment when you need one.
- Have no complaints
- I think good surgery I have no complaints
- Good service
- No complaints, staff and doctors are top class
- Receptionists don't always want to offer solutions to appointment problems
- Good
- Dr Brand is excellent and caring GP. Recent need for blood pressure machine resulted in a very long wait with no communication from the surgery that this would be the case. Excellent care from Margaret recently-shame she has retired. She was a fabulous nurse. Very friendly and generally helpful receptionists. Some things could be better. Long wait for appointments for blood tests. Long wait for use of blood pressure machines
- Just need better appointment booking system so you can book in advance.
- I am happy with it
- Happy with surgery when had a problem it was sorted asap
- Always great doctors
- Brilliant practice
- Recently had to wait several weeks for a blood pressure monitor. I was told there were only 3. I would have thought that condition would have needed to be checked more urgently. Not sure what system is for appointments monthly release times etc. appears to change without notice. Other procedures ex. Repeat prescriptions can change without patients being aware.
- I have never had any complaints or issues at all
- Satisfied
- I have had to bring in water samples for testing surgery said negative but later the same day patient had to be admitted to hospital via ambulance for severe water infection and delirium
- Rarely need to visit so don't have comments
- Provides a good service
- Very pleased with service very helpful and considerate.

- We always notify condition of appointments. This is a superb practice with excellent doctors...Many could learn from these excellent people
- Very helpful, polite
- Long waiting time for blood tests greater than 6 weeks. Provide better awareness of PPG's activities as their current info is out of sight.
- Very happy with staff and service. Thanks
- This part of the surgery is OK. They don't keep me waiting far too long.
- My experience is limited, but good when I have attended.
- Have no concerns about this practice. Very good
- Good
- Can never get disabled car space
- Staff always polite, toilet facilities always clean
- I think it is great- always appointments available on the day needed. Can be difficult to book appointments needed in an evening if you ring in a morning. Having to ring again at 12pm isn't convenient when working.
- Staff friendly
- The service is normally good but at winter times you can't get appointments and people go to hospital instead. The practice is always busy but kept clean and tidy all the times I have been there.
- I can never get an appointment for 3 to 4 days or longer.
- Very helpful.
- OK.
- Pleased with receptionist they are always polite to you.
- I have always found staff and doctors pleasant and helpful and it is the best surgery I have ever attend
- Needs better availability of appointments
- Satisfactory
- Insufficient parking spaces for patients
- Satisfactory
- Very good practice
- Good
- No issues
- This practice in my experience have always offered a doctor to see my children when they have needed to see one urgently
- Always happy and found the staff obliging
- Have always been very satisfied
- Very good surgery, will contact you as they can if there is any problems with appointments. (nurse illness)
- Satisfactory
- Good service
- Good service
- Too long wait for blood tests

- Great
- Very happy with surgery, very polite and helpful
- They fail to get in touch with you. Ex bloods. This appointment I've been waiting since Christmas, disgrace.
- Helpful staff, always clean seating areas. Dr very patient and attentive. No complaints
- Very helpful. Not very often are you unable to see a doctor straight away
- Never had to wait long
- Always helpful
- Excellent
- Good
- Very good surgery
- Very good
- Very good
- All ok, no problems
- Very helpful, and well organised
- The surgery is well planned and really easy system. Good reception
- Very friendly
- Satisfied
- The toilets are often unclean
- The receptionists are friendly and helpful