

BLACKFORD HOUSE MEDICAL CENTRE **PATIENT PARTICIPATION REPORT** **2018**



**REPORT PREPARED FOLLOWING QUESTIONNAIRE DEVELOPED WITH THE ASSISTANCE OF
THE BLACKFORD HOUSE MEDICAL CENTRE PATIENT PARTICIPATION GROUP.**

Patient Questionnaire Report

The following Patient Questionnaire Report was prepared with the help of the Blackford House Medical Centre Patient Participation Group.

The Blackford House Medical Centre Patient Participation Group

The group comprises of a cross section of eight patients of various ages registered within the practice and three members of practice staff, who are representative of the practice team.

The group meets at the practice for approximately one hour every few months. Each meeting is usually attended by the patients, a GP, the Practice Manager Partner and Assistant Practice Manager.

The Questionnaire

Preparation:- PPG Meeting held Tuesday 13th March 2018

Following on from the 2018 Patient Questionnaire Report, the group discussed in depth the findings from that patient questionnaire.

Following a group discussion the questions were revised and responses documented in the following report.

As with the previous questionnaire, Patients were also asked for their opinion with regard to the overall experience of the Practice, including methods of booking in on arrival, accessing the surgery by telephone as well as the usual questions relating to appointments and repeat prescriptions.

The final questions were agreed by the group and the 2018 Patient Questionnaire was signed off. It was agreed that the questionnaire would be distributed during the month of March / April.

Distribution:-

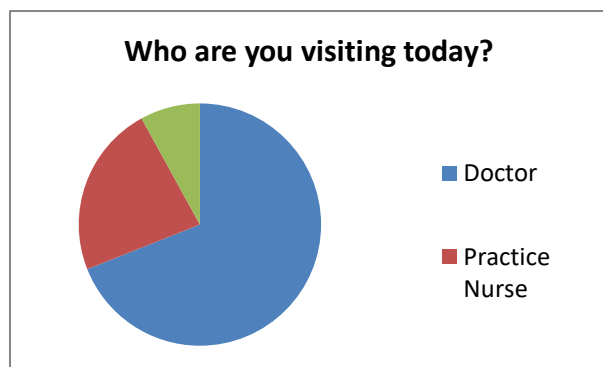
A total of 100 anonymous questionnaires were handed out randomly to patients attending for appointments to see the doctor, practice nurse or midwife.

The results of the 2018 Blackford House Medical Centre Patient Questionnaire are detailed on page three of this report.

Blackford House Medical Centre 2016 Patient Questionnaire Report

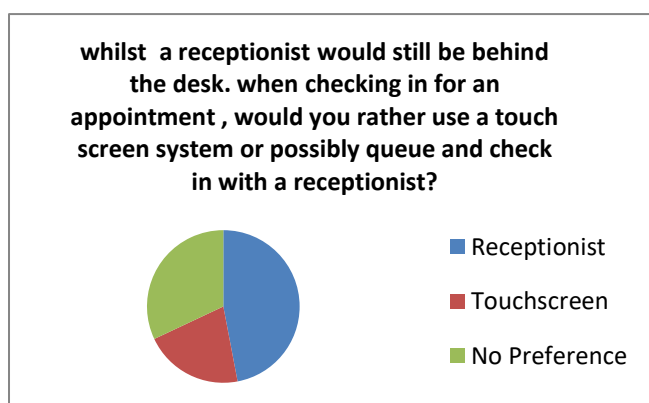
100 patients attending the surgery to see the doctor, practice nurse or midwife were surveyed. A proportion of these attendances are documented below.

Who are you seeing today?



Response	% Answered
Doctor	69
Practice Nurse	23
Midwife	8

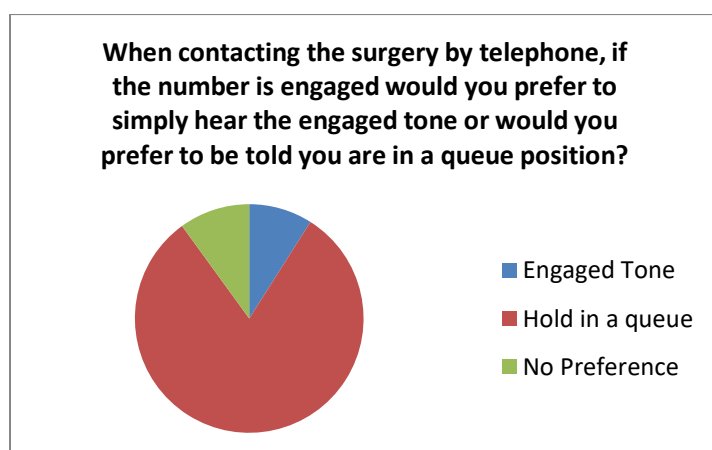
Whilst a receptionist would still be behind the desk. when checking in for an appointment , would you rather use a touch screen system or possibly queue and check in with a receptionist?



Response	% Answered
Receptionist	47
Touch Screen	21
No Preference	32

47% of patients would like to be greeted by a receptionist when attending the surgery and 21% of patients said they would prefer to use a touch screen to book in. 32% of our patients had no preference on either of these options.

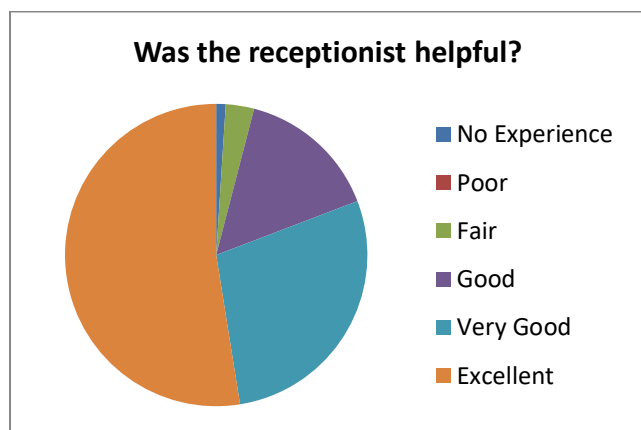
When contacting the surgery by telephone, if the number is engaged would you prefer to simply hear the engaged tone or would you prefer to be told you are in a queue position?



Response	% Answered
Engaged Tone	9
Hold in a queue	81
No Preference	10

81% of the patients surveyed said that they would prefer to be told they are in a queue position when contacting the surgery. 9% of patients said they would prefer to simply hear the engaged tone. 10% of patients had no preference over either option.

Was the receptionist helpful?



Response	% Answered 2018	% Answered from 2016/2017 questionnaire
No Experience	2	0
Poor	0	1
Fair	3	2
Good	15	16
Very Good	28	29
Excellent	52	52

The practice was very pleased to learn that a high percentage of patients were more than happy with the reception staff and the service that was provided.

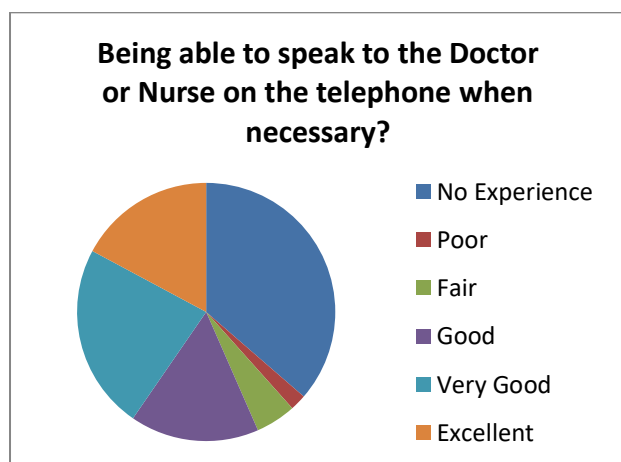
Getting an appointment when you feel that you need one?



Response	% Answered 2018	% Answered from 2016/2017 questionnaire
No Experience	1	0
Poor	7	7
Fair	13	19
Good	18	20
Very Good	29	31
Excellent	32	23

The results of the 2018 Practice Patient Questionnaire were similar to the 2016/2017 questionnaire. However an increase in responses was noted in the excellent category which the practice is very pleased to know.

Being able to speak to the Doctor or Nurse on the telephone when necessary?



Response	% Answered 2018	% Answered from 2016/2017 questionnaire
No Experience	37	23
Poor	2	1
Fair	5	12
Good	16	19
Very Good	23	21
Excellent	17	23

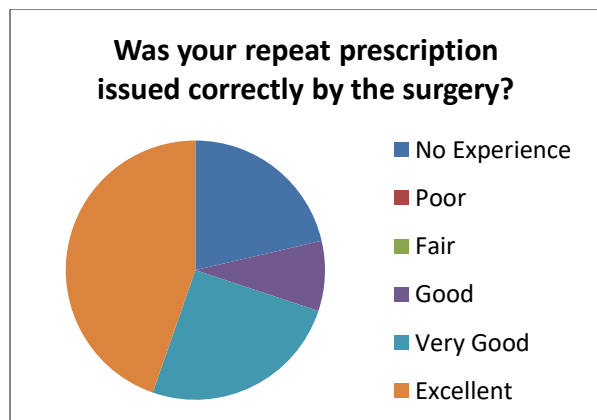
A similar response was noted to this question and demonstrates easy access to the GP and Nurses since the previous survey was carried out. However noted in the 2018 questionnaire once again the no experience response is still at higher percentage than the other responses.

Patients were invited to provide additional comments within the questionnaire and a cross section of these are detailed below:

- Very lucky to have such a good medical practice receptionist & doctors second to none. Thank you all.
- Very happy with the total experience so far, helpful and professional.
- The system has improved a lot. Better now we have book on the day appointments due to work.
- From what I hear this is one of the best surgeries in the area keep up the good work.
- Fabulous surgery but always room for improvements.
- More information on the website would be helpful
- Usually very difficult and time consuming to get through at 8am.

Obtaining a repeat prescription (48 hours after the request)

Was your repeat prescription issued correctly by the surgery?



Response	% Answered 2018	% Answered from 2016/2017 questionnaire
No Experience	19	14
Poor	0	1
Fair	0	2
Good	9	14
Very Good	26	25
Excellent	46	41

In line with the previous report The practice was delighted to note that recent responses reflect an improvement within this service during the last 12 months.

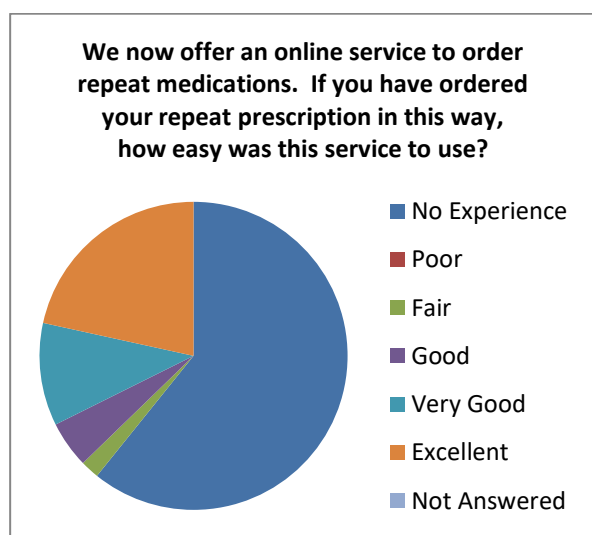
Did your pharmacy dispense your prescription correctly?



Response	% Answered 2018	% Answered from 2016 questionnaire
No Experience	14	12
Poor	1	1
Fair	5	4
Good	11	7
Very Good	25	27
Excellent	44	45

Having noticed from the previous questionnaire that the positive response had decreased, we are pleased to learn that these figures are improving.

We now offer an online service to order repeat medications. If you have ordered your repeat prescription in this way, how easy was this service to use?



Response	% Answered	% Answered from 2016/2017 questionnaire
No Experience	60	65
Poor	0	3
Fair	2	2
Good	5	2
Very Good	11	5
Excellent	22	14

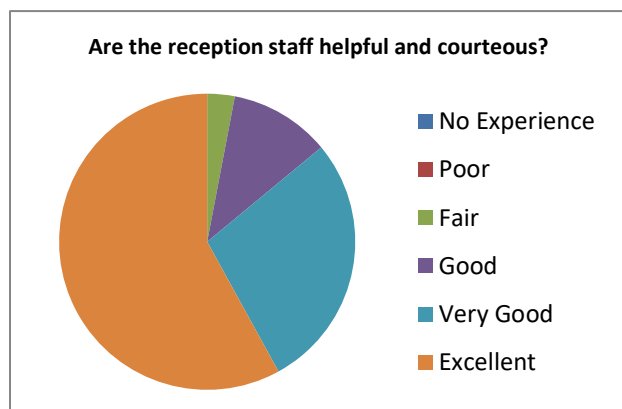
Whilst the practice was pleased to note an increase in online service users, the figures indicate that there is still work to be done to encourage more patients to use our online service and this will be discussed further in the next PPG meeting.

Patients were invited to provide additional comments with regard to obtaining a repeat prescription and a cross section of these are detailed below:

- Pharmacy does not always have all my items in stock frequently have to go back.
- Online service very easy to use
- Very helpful and well maintained
- Prefer to avoid the online service as frequently problematic.

About the staff:

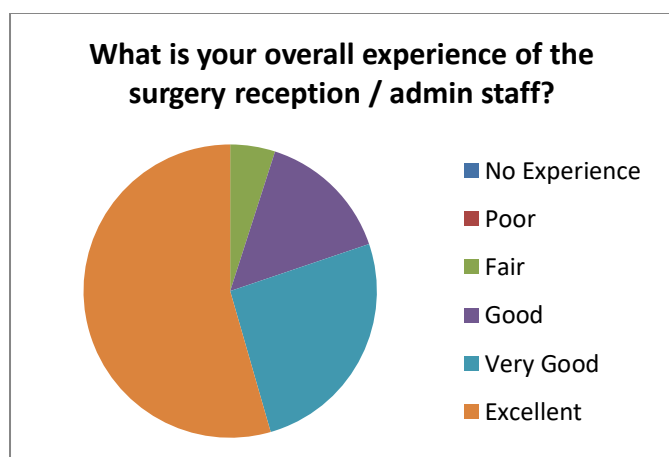
Are the reception staff helpful and courteous?



Response	% Answered	% Answered from 2015 questionnaire
No Experience	0	0
Poor	0	0
Fair	3	5
Good	11	10
Very Good	28	26
Excellent	58	57

Consistent with previous years the practice was happy to learn that patients continue to be happy with the service provided by the reception staff.

What is your overall experience of the surgery reception/ admin staff??



Response	% Answered	% Answered from 2015 questionnaire
No Experience	0	0
Poor	0	1
Fair	4	3
Good	15	16
Very Good	26	30
Excellent	55	50

On balance the practice was delighted with the responses received for this question and continues to try and make improvements by listening to patients and liaising with the Patient Participation Group.

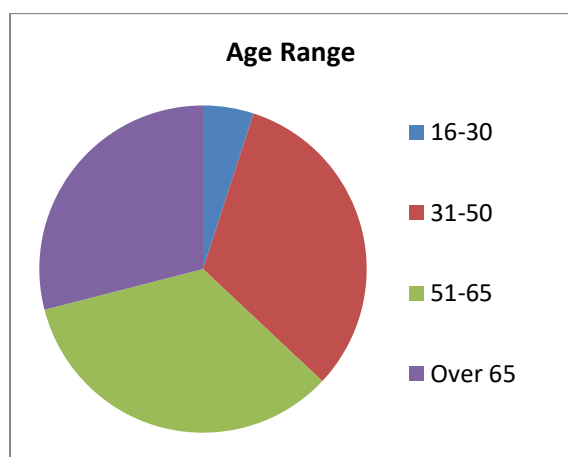
Patients were invited to provide additional comments with regard to the surgery and a cross section of these are detailed below:

- I felt a lot more looked after and valued after changing to this surgery.
- Always very helpful, very impressive team.
- They do a difficult job well.
- Very happy with the practice, staff and doctors first class.
- Staff, doctors, nurses and chemist all brilliant.
- Great surgery.

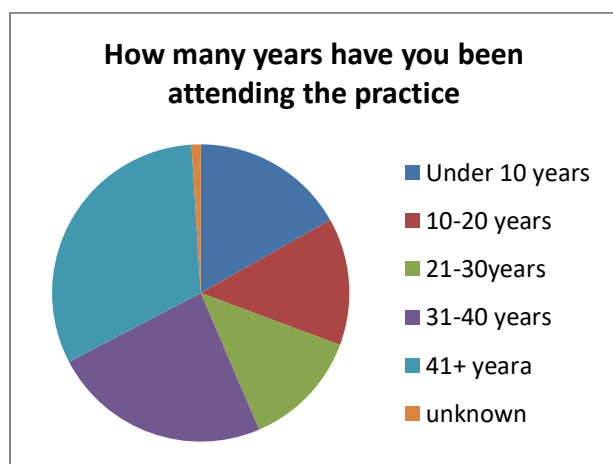
- Feel a bit ignored stood at the barrier waiting to be seen but once called over they are very friendly staff.
- More information on the website would be useful.
- Can be difficult and time consuming to get through on the phones.
- Always great service at this surgery.
- Booking an appointment in advance can be difficult when you're a shift worker its not always possible to ring on the day.

About the patients which were surveyed:

Of the patients surveyed 59% were female and 41% were male. The age group of the participants are detailed below along with the length of time patients have been registered with the surgery.



Age Range	% Answered
16-30	5
31-50	32
51-65	34
Over 65	29



Years attending the practice	% Answered
Under 10 years	17
10-20 years	14
21 - 30 years	13
31- 40 years	24
40+ years	31
Unknown	1

Conclusion:

Following a meeting with the Patient Participation Group, the questions to be included in the 2018 Patient Questionnaire were discussed and agreed. Whilst the group felt that some questions needed to be retained in order to measure any improvements or reductions in standards, the PPG felt that this was an opportunity to ask patients for their opinions on some new ideas.

The PPG discussed the possibility of having a touch screen computer for patients to use when arriving at the surgery for their appointment. The practice was surprised to know of a significant increase in patients now prefer to use a touch screen to check in rather than queuing to speak with the receptionist. We are currently in the process of installing a touch screen system in reception to provide choice for patients to use this or to check in at reception.

The Practice is currently in the process of changing and installing a new telephone system that will offer a queuing system to patient if the phone line is busy. We are hoping that this will provide a better service for patients and will be monitored to ensure that these changes are improving telephone access and patient experience.

As with previous years, the reception team were highly scored. Staff training is always on going and a priority to ensure that this high standard is maintained.

Patients reported an increase in satisfaction of obtaining appointments as needed. Rotas are evolving all the time and the practice frequently reviews appointment access and demand. Telephone access scored similar to the previous report.

The questionnaire revealed that patients were happy with the prescription service provided by the practice and the pharmacy. Whilst an increase in online ordering was noted, the practice still recognises that this is an area that requires on going promotion. This will be discussed at the next PPG meeting.

A positive response was noted yet again with regards to patients overall experiences of the service provided by the practice. As with previous questionnaires, telephone access in particular can be frustrating for some patients and we are hoping that the new telephone system can help improve this. Next years questionnaire will address the new phone system , as well as the touch screen system, as we are keen to have feedback on these changes, both positive and negative.

On behalf of Blackford House Medical Centre we would like to thank all the patients who took the time to complete and submit their questionnaires. We would like to also extend our thanks to the members of the Patient Participation Group for their time and efforts.