

Beechwood Medical Practice Patient Survey 2014/15

We have previously asked our patient group members to prioritise areas for review in the coming year. We agreed three main areas where we felt we could make a positive difference.

In order for us to develop these areas further we would welcome a wider patient view and would be very grateful if you could complete this short survey

Helping Patients to Self Manage their Health

1 Thinking about your most recent visit to the surgery how would you rate the information provided by the Doctor or Nurse in helping you to self manage your condition

			%	
a)	very helpful	44	51.2	Other comments: There have been occasions when a certain GP refuses to listen to me - I got a second opinion from another. Dr MacIntosh has been fabulous, really gone the extra mile throughout my pregnancy Always fantastic Staff are always helpful, caring and understanding reception, doctors, nurses, midwife, community desk. Always friendly and approachable She redirected me to another specialist
b)	helpful	33	38.4	
c)	neither helpful nor unhelpful	5	5.8	
d)	unhelpful	1	1.2	
e)	very unhelpful	1	1.2	
f)	not applicable	2	2.3	
		86	100	

2 How helpful have you found the information leaflets and telescreen messages in the waiting room

			%	
a)	very helpful	26	32.9	Other comments: Good range of information They are helpful for some people in the situation Information screen needs to be bigger good range of leaflets and info although have enquired about 2 week advanced booking and said they don't do it
b)	helpful	34	43.0	
c)	neither helpful nor unhelpful	18	22.8	
d)	unhelpful	0	0.0	
e)	have not looked	8	10.1	
		86	108.86	

3 If we were able to provide educational sessions on self managing longer term or "chronic" conditions would you attend these?

			%	
Yes		48	60.8	
No		33	41.8	5 no answer

If yes what would be the preferred time for attending – please tick any that apply

Morning times between 9am – 12pm	18
Lunchtime times between 12pm – 2pm	8
Afternoon times between 2pm – 5pm	15
Evening times between 5pm – 7pm	16

4 Is there any specific condition or service would you like more information about?

pneumonia	arthritis and seizures	stress conditions
diabetes management	prescriptions/automatic refills	Heart Failure
Chronic lower back pain	depression/anxiety/PTSD	fertility issues eg info when trying to conceive
severe neck problems	immune diseases and weight management	

Redesign of current practice website

Our website address is www.beechwoodmedicalpractice.co.uk

1 Have you ever looked at the practice website?

		%
Yes	33	41.8
No because I do not have access to the internet	15	19.0
No because I didn't know the practice had a website	12	15.2
No because I have not had cause to look at the website	16	20.3

2 If you have looked at the website how useful have you found it:

		% of those who answered Yes
Very useful	9	30.0
Somewhat useful	23	76.7
Not useful	1	3.3
Not at all useful	0	0.0

3 If you have looked at our website

- a) **What do you like about the current website**
- | | |
|--|--------------------------------------|
| the self diagnosis tool was rubbish - in my case it interpreted as heart attack! | clear and able to understand |
| online appointments x 5 | just wanted phone number |
| easy to find things | easy to use |
| easy to use | I could follow it |
| easy to use | repeat prescription service |
| easy to use | easy to follow links and information |
| very informative | |
- b) **What do you not like about the current website**
- | |
|---|
| not easy to book appointments |
| too much information on home page |
| make it easier to book appointments for my family not just me |
| having to get passwords from the surgery |
| too much text |
| bit dated |
| nothing I don't like |
- c) **What would you like on a new site that is not currently available**
- | |
|---|
| fertility information |
| sign posts to other services etc |
| search button |
| better navigation more user friendly |
| being able to set own password on site |
| after hours GP contact on 1-2-1 basis not using NHS 111 service |
| possibly pattern of GP surgeries - I didn't see that |
| links to advice |
- d) **Any other comments about a website**
- | | |
|--|--|
| Only use website for telephone numbers | I use the website for the repeat prescription service which is very useful |
|--|--|

Reducing the number of wasted appointments when the patient does not attend

We waste a lot of appointments each year when patients are not able to attend appointments they have booked. We try to provide different options for our patients to cancel their appointments. Thinking about any appointments you have cancelled or missed in the last year. (Please tick all that apply)

- | | |
|--|----|
| a) I have not cancelled or missed an appointment in the last year | 48 |
| b) I have telephoned the main surgery number and pressed 1 to leave a voicemail to cancel an appointment | 18 |
| c) I have texted back "cancel" when I have received an SMS appointment reminder | 1 |
| d) I have telephoned to speak to a receptionist to cancel my appointment | 12 |
| e) I did not know I could leave a voicemail message to cancel my appointment | 2 |
| f) I did not know that the practice could send me appointment reminders via SMS text messages | 9 |

The results of this survey will help us to identify where improvements can be made, an action plan will be agreed with our patient participation group in Nov 2014 and an update provided as to our progress in Spring 2015.