

**Sheepcot Medical Centre
Patient Participation Group (PPG)
2018 Patient Survey Results**

Below is the Practice's response to the patient survey that the PPG carried out.

Thank you to all the patients who took the time to complete the survey organised by our Patient Participation Group (PPG).

Part of the PPG Role is working on behalf of the patients to identify where there is potential to improve some of the services offered.

Booking of appointments was one of the topics and as a result we have implemented a few changes which have shown us that generally most days we have more Non-Urgent appointments available, to enable us the ability to continue offering this service we have a new GP who has joined SMC for two days a week.

Another way that we are now able to offer a wider variety of appointments is by working with other local surgeries in the area, these appointments are a mixture of weekend and late evenings and can be booked by speaking to one of our receptionists.

Your appointment may be at one of the local surgeries in the area, the GP or Nurse you are seeing with your consent will be able to access your medical information, so you can be assured that you will still be receiving excellent care.

Overview of the 2018 Patient Survey results

There were 65 completed surveys, which were completed anonymously in July and August 2018 and consisted of 15 completed online and 50 via hard copies. In addition, a short 'snapshot survey' of 12 people was carried out at the Practice's Baby Clinics. The survey consisted of eight yes / no questions, and was split into five age groups, ranging from 16 years to 76 plus. The ninth question asked patients if they had any suggestions to improve the service provided by the practice. There was an even return across all age groups, with a small bias towards the under 30s when the Baby Clinic survey is taken into account.

What were the results?

- 77% of patients knew they could request a telephone consultation with the doctor.
- 66% knew that evening and weekend appointments were available.
- 67% knew that they could cancel GP appointments online.
- 75% were aware of the Practice web site and its information such as ordering repeat prescriptions, though 37% did not use web site regularly.
- 51% knew they could access medical records, get test results and leave non urgent messages for doctors.
- 42% were aware of the PPG notice board, suggestion box and email address.
- 35% was either willing to join PPG or become a remote member.

In the 16-30 age group only one person said they used the web site regularly and 10 did not. In all other age groups, more patients than not did use the web site regularly.

Overall, there was positive feedback about the Practice, the staff and services it offers. For example, "I've been with the Practice for 17 years and I think they do a brilliant job". The detailed comments and suggestions were as follows:

- The majority of comments concerned booking appointments. There were some unfavourable comments about time to wait for non-urgent appointments; people were largely satisfied with getting emergency appointments when needed. Also a few comments concerned suggested times to phone back for an urgent appointment which were not always practical for the patient. The detail of weekend and evening appointments was commented upon, that appointments could be outside the Practice and were not readily available for emergencies. Also, the relatively small number of online appointments received comment. One suggestion was a no-appointment walk-in clinic with first come, first served waiting.
- There were also a small number of comments about reception, that some felt they were asked too many intrusive questions before they were given an appointment. (A notice has now been placed in reception to explain why reception needs to ask questions and reassuring patients of confidentiality).
- Some commented negatively on blood tests which involved a trip to another location outside the practice.
- Some individuals gave suggestions about extending the offering in the surgery, for example giving advice on diet, alternative treatments and other matters such as a travel clinic.
- One person noted that users of the web site to request repeat prescriptions no longer knew when it had been accepted (this has now been amended).
- The survey of the Baby Clinic patients' comments was completed in the few minutes before appointments and was intended to highlight any important issues for this group. Overall, they felt very happy with the helpful and responsive service offered to their babies. One person suggested moving the immunisations from the afternoon to the morning. Those who used online services found them very helpful, but particularly those new to the surgery were largely unaware of what was available online.
- The physical design of the Practice gave rise to comments: one patient saying the downstairs door was too heavy for those with disabilities or a young family; also signs to the doctors and nurses' rooms should be clearer and visible.