**BARNT GREEN SURGERY**



**PATIENT SURVEY RESULTS**

**2012**

PATIENT PARTICIPATION

SUMMARY OF RESULTS OF SURVEY 2012

During September and October we conducted a survey of the practice to find out what patients think of our services, what we are doing well and what we could improve on.

Thank you to the 315 who responded.

89% thought our service was good or very good. This compares with 93% in 2011.This slight reduction is disappointing although with small sample sizes this can be the result of just one or two patients.

94% of respondents rated the hours that the practice is open for appointments as fair or above, however 32% made a comment about wanting additional opening hours to those we currently offer. Although satisfaction is lightly down on last year the practice is pleasantly surprised that this is not lower as we have struggled to meet an increasing demand for services with no additional resources.

20% (62 people) of respondents felt that improvements could be made. These mainly concerned availability of appointments (15), attitude of reception staff (5), and the car park (4). The remainder covered various items.

43% (132 people) of respondents made comments regarding areas that they felt were good.

Most of these were regarding the staff and their helpful and friendly manner and the caring nature of the doctors and nurses.

Many thanks to the patient reference group who helped produce the survey and agreed our action points.

A full report of the findings and our action plan is available at reception or on the website. [www.barntgreen.gpsurgery.net](http://www.barntgreen.gpsurgery.net)

**COMPARISON OF SURVEY RESULTS 2011 AND 2012**

2011

2012

These graphs show that there has been little change in the number of times patients are consulting with a doctor. The 1-2 attendances a year has increased and all other times have shown a reduction.

2011

2012

These figures show no significant changes although the percentage seeing a nurse 7+ times has risen by 1.2%.

2011

2012

Nearly 90% of respondents rated this as fair or above although this does show that the availability of a preferred doctor has decreased since last year with a greater percentage ranking this as poor. This could be due to the fact that one Doctor was away on extended leave at the time of the survey but is something we will be monitoring.

2011

2012

This shows that there is a slight reduction in the ease of getting an on the day appointment. We will be auditing this over the coming months.

2011

2012

There is very little change in the ability to get through to the practice on the telephone. The percentage of respondents rating this as either good or very good is about the same at 84%. A few more rated this as very poor.

2011

2012

Nearly 95% of respondents rated this as fair or above. This year 1% (3 people) who responded rated this as very poor. We try and promote the preventative screening we carry out at the surgery and well person checks are available to all.

2011

2012

As stated in the summary 94% of respondents rate the hours that we are open as fair or above. The 2% move from last year is from very good to poor. If we assume from this that 2% of the total practice population would rate this as poor that equates to 134 people. See also comments on additional times patients would like us to be open.

2011

2012

As stated in the summary 89% of respondents rated their overall satisfaction as good or very good compared to 93% the previous year. The main difference is that 2% more of respondents rated the surgery as poor.

2011

2012

These figures are disappointing as one of our action points from last year’s survey was to promote this service and we have seen an increase in the number of patients opting for a telephone consultation as an alternative to a face to face one. From this it is clear that we still need to work on this.

How do you rate the availability of appointments at the surgery? This was a new question this year so there is no comparative data.

93.3% of respondents rated the availability as fair or above.

2012

3% more males responded this year.

2011

2012

In 2012 we managed to get greater representation from the younger and older members of the patient population with a few under 16’s and more 17-24 year olds giving their views as well as more over 65’s.

The ethnic background of respondents was virtually the same as in the previous year.

**COMMENTS FROM 2012 PATIENT SURVEY**

WHAT ADDITIONAL TIMES WOULD YOU LIKE THE PRACTICE TO BE OPEN IF ANY?

**In summary 115 responded (36.5%). Of those 15 stated that additional opening times were not needed. Therefore 100 (32%) would like additional opening hours.**

The comments are taken verbatim from the survey.

**Saturday mornings** – 47 respondents requested this.

Are you still open Saturday mornings?

Extra 2 hrs per day ie 8 till 6

perhaps until 7pm each night if possible

Prefer GP's available rather than out of hours

**None** - 15 respondents put this

A,late evening.

weekends

SAT/SUN

WEEKENDS AND LATE EVENINGS

After 5 pm

appointments in evening

I am satisfied with the current opening times of the practice.

One 'late night' surgery.

None. You need a rest as well!

None, I think the hours that you are currently available are more than adequate. Doctors need some R &R too!

Evenings

Weekend and evening

An early and or late opening for patients who work

Very satisfied with the whole practice

Later evening apps Or sat am

Some time at weekends

30 mins earlier on morning and 30 mins later in evening

Late clinics from 6pm to 8pm

Early morning and evenings

Evenings till 8 pm sat am

0800

Saturday morning or perhaps a later night for people who work

Early evenings for this at work please!

after 6 pm for emergencies would be very helpful

From 8would be good for workers and up until 6.30 would be useful too.

for people working need a late night till 9pm and perhaps alternate saturday mornings.

Into the evening and Saturday AM for working people only

Evening appointments for working people would be good.

After work hours

Weekends!!!!!

Weekends!!!!!

Evenings and Saturday

8 am til 7pm

Later e.g. 6-7p.m.

More later evenings

Evening surgery after 6pm and an early morning surgery before 8am

Later in the evenings and saturday mornings maybe. Getting an appointment on the day you have to ring at 8am... By the time you get through no appointments left. Rediculous. Then told to come at 12.30 and sit there for an hour picking up more germs.

After 6pm

Evenings after 7pm and saturdays

Later to 8pm

Early morning would be good - you need your evenings and weekend free

Early evening up to 7pm

Evening appointments and weekemds

Need extended hours for workers, please.

Early mornings and late evenings, maybe even Saturday mornings

Later at least once per week

so that there are after work appointments for people who work in Birmingham city centre e.g. after 6pm

Later in the evening

Later nights as sometimes it's difficult to find time when working 9-5.

Till 7

Till 8

Early mornings and through to 7/8 pm

after work hours in the week... as work till half 5...

7pm

open from 8am till 7 pm

Weekends

**COMMENTS FROM 2012 PATIENT SURVEY**

ANYTHING THAT IS GOOD?

**In summary – 132 responded (43%) with positive comments.**

These comments are taken verbatim from the survey.

The technology

excellent overall

How kind everyone is

I only joined this surgery 2 years ago after 40 years with my previous doctor. i have been quite satisfied with the treatment I have received. I have not yet had an emergency health problem so could not answer fairly some of your questions. also, the doctor I like to see is part time, I think, so her availability is not that extensive.

all persons really helpful and kind and friendly

Doctors prepared to work in partnership

Attitude, availability, Ambience

understanding and supportive team

Friendly and helpful team

waiting times

**helpful reception staff – 17 made this comment**

Being able to get through to reception when ringing for an appointment.

availabilty of staff

all of it

No complaints

Friendly, helpful - take aches and pains seriously

Everything

Everything

everything

Most

Dr Jones

Having recently moved to this surgery and find the receptionists extremely friendly and helpful

Completely satisfied outstanding service

appts on time.whole team friendly,efficient and professional.

Excellent GPs and support staff

They helped me through a very rough year

My GP, Dr Stuart Jones, is excellent as are the nurses and the receptionists.

helpfulness of staff & self service blood pressure testing m/c

Drs,nurses, receptionists exceptional

TOP MARKS

Doctor Jones is very helpful and thorough.

Very Caring

I find the surgery to be very good & reception staff helpful.

I have bee only for 6 months with the surgery, so far every thing is very good can not comment any further

Close to where I live

always a smile frpom the staff and Docs

Really happy with the care I recrive

no problems

Better than most others in the area

doctors work very closely to the given apointment times.

Physio service at New Rd

On occassions,long booking time

The Doctor's commitment

excellent staff! Very good answerphone message.

Generally very pleasant, helpful and acommodating

Good communication between all the medical staff, so that, if my own gP is not available, the others can easily check my history.

practice nurse arrangements are excellent, as are all of the staff and doctors

The doctors always take time to explain things carefully

it is very rare to be kept waiting beyond the stated time of an appointment - the health checks are excellent - the staff are very friendly and helpful

DOCTOR ROBERTSON!! Helpful Reception staff. Computer log- in on arrival.

The surgery has a very friendly and relaxed feel, which puts patients at ease.

I have no problems with the service

The advice given

Doctors are superb

The mix of professionalism with human warmth

Although I have only been a patient for the past 2years I feel very well looked after and have a great deal of confidence in everyone I have seen

We're so lucky to have such great doctors in Barnt Green. Other areas aren't so fortunate.

I find the staff helpful and polite and will try to accommodate

auto check in

friendly and accomodating staff all round,good cleanliness

Pleasant waiting area, friendly staff and reasonable waitis for appointments.

An excellent, well run and highly efficient practice.

Waiting room is very comfortable

Excellent surgery Doctors and staff who careq

Quality of medical staff

The horror stories about waiting weeks for appointments just don't apply here

you get seen on time - no long waits.

Great doctors/nurses

Find all things good really

I have always been pleased with the speed that I have been able to get an appointment and extremely satisfied with the car and attention from the doctors

Best practice for care and friendly staff

very clean, reception staff friendly and helpful

Lovely doctors. Super team

Excellent Nurses Gp's & Reception overall.

They look after our whole family including parents

doctors and nurses are excellent

Clean and well presented surgery

Always very clean and pleasant reception staff and understanding to your needs

Always given time - never felt rushed. Always listened to.

Every one is helpful, polite and kind which makes a big difference

Barnt Green offer a great service

Doctors,nurses and staff very efficient and helpful

always very accomodating.

I have been treated very well under the circumstances. credit to reception too.

Repeat Presciption service

Feel comfortable talking about anything to any Dr am made to feel like they know you and remember you

Really good doctors.

Reception staff very helpful. Supportive approach from doctors and nursing staff.

I feel very privileged to like in area where we have excellent doctors.

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Happy with the GPs

I am very happy with my doctor and the practice ad a whole and would recommend it to anyone on the area.

Medical staff excellent. Always sympathetic, patient, easy to talk to, understanding.

Dr Jones is excellent. Always very kind, and always got the time to listen.

receptionists are the most helpful that I have come across

All of it.

excellent patient care

Dr Taylor plus all the receptionists are so helpful

excellent for getting appointments at short notice for my son

Very good services.

My 2 regular doctors are great and very kind and helpful

practice nurse Julia is fantastic

In my experience all staff (drs, nurses, reception, admin) are very helpful and competent.

doctors & nurses are excellent

Can't say really have never used the surgery

name on screen with room number in waiting room is good

Doctors are understanding

Good access

Dr Robertson is lovely. Nothing is too much trouble and although you sometimes have to wait to see her, she always takes time to listen and you don't feel under time pressure

Telephone consultation with asthma nurse, and e-mail consultations have been very useful. Fields I have left blank, I can't comment on.

Dr Lucas is a fantastic doctor. She makes the surgery do good

Cleanliness

Staff

We have only moved to the area in the last year and are thoroughly impressed with the service provided by the surgery. Any staff I have engaged with have always acted in a very professional but approachable manner and where necessary appear to have gone out of their way to support my needs.

Very nice doctors and nurses

Feel unwelcome by reception

i like the surgery and the doctors

**COMMENTS FROM 2012 PATIENT SURVEY**

ANYTHING THAT COULD BE IMPROVED?

**In summary - 74 responded (23.5%). Of those 12 stated that nothing could be improved. Therefore 62 (20%) felt that things could be improved.**

These comments are taken verbatim from the survey.

Good technology doesn't mean the reception should ignore everyone whilst they chat. saying hello is so important

not as far as i am conered

Not sure I always get repeat prescription as requested, if not prescribed as requested, this should be followed up by text.

Appointments

Improved relationship with some nursing staff.Stop charging for dressings,when already having to pay for other numerous(individual cost of 3 x 7.65)It was obvious that the surgery was not stocked with the particular standard type.Generally-on repeat prescriptions(on regular bases,either inrease the quantity thereby reducing annual costs to needy patients.

Out of hours is horrendous!! Urine test results take too long to be notified to the practice

**Parking – 4 made reference to this**

Both front doors being automatic for ease of wheelchair access

**none of it – 12 made this commment**

telephone communication

improve working time

One receptionist dedicated to dealing with people at peak times - not the telephone?

Shorten opening phone message

The repeat prescription system is cumbersome. I used to be able to email my requirements on a simple email. The amount of information now required and the start from blank every time is much more time consuming for the same result.

Maintaining appointment times

See item 9

car parking for disabled,but understand it's physically impossible to improve.

waiting times on telephone - make appointments over internet to improve

Reception staff are unsmiling & unfriendly

Greater availability of appointments

prescription service through local pharmacy can be a touch unreliable

Were the elderly going to have a yearly "MOT"?

urgent appts

Need a prominent external sign to explain car parking arrangements

I find it rather bizarre that I can get an appointment to see Dr Jones within a reasonable timescale, but seeing the nurse is substantially lmore difficult and delayed.

That male staff do not "fob off" menopausal women. I presented to a female doctor 2 years down the line and was told that if only I had seen a doctor earlier my symptoms could have been dealt with more easily!!! As a result I have been a regular visitor to the surgery this year. This means I have also taken up more of YOUR time and resources which could have been avoided.

Over 55 health screening / checks particularly with a familly history of issues

I would like to know more about disablity of health screening. not sure how to find out exactly what is on offer to me?

I work away from home so weekend surgery would be useful although have not needed as yet

Many times I feel that it is a complete waste of time to go to the surgery, you know what is wrong and that it requires a hospital appointment so why cant I make an appointment directly with the hospital it should save both of our time.

Just would like to see a female doctor when need too

Surgery not prepared to listen to complaints

Patient confidentiality,whilst sitting waiting it is possible to overhear information about other patients a difficult problem to overcome!

Hours for apps and apps with female doctors

the wait for a blood test can be long eg about 2 weeks.

weight blood pressure etc (non invasive procedures) could be monitored on a drop in arrangement by a suitably qualified member of staff to aid on going awareness.

The availability of appointments for full time workers like myself after 5pm is quite poor, the last time I tried to book an appointment I was told the earliest was a week away, which wasn't helpful .

not able to make an appointment within 2-3 days

Ability to make appointments when important consultation required

Maybe evening appointments once a week

Routine blood checks every 6 mths should not require a doctors appointment first

opening times and appointment availability. also a more positive attitude and pro active approach to prevetative screening.

Reception staff not a rotweiller who are oh so important

More frequent general health checks.

Sometimes there is a long wait for a non urgent appointment but it is therefore down to the patient to plan ahead.

on entry,hand sanitiser jell

Reception staff sometimes impatient and dismissive.

availabilty of early and late appts

Cryotherapy waiting list takes far too long. My asthmatic wife was initially refused fly jab last year! We had to argue and complain for her to receive it.

I'd prefer not to have to tell locums what I want Rx and what's wrong with me/my family

Ability to see female doctor at time of choice

Cant always get through on phone & have been put on hold & forgotten about!

Appointment availability 2/52 to see female dr

Better access in terms of hours for working people.

I find a certain doctors at this surgery very patronising, and uninterested. I feel like I'm being hurried out of my appointment after a rather lax exam. I have actually avoided making an appointment for fear of being made to feel like I am wasting my time. I know of several other patients that also feel "fobbed off"

Availability of appointments

reception manner needs to be desperatley improved

Reception staff appointment booking

Appointment availabilty! Waiting 6 days and being told I can only come in the middle of the day or wait another 5 days so 11 in total to be seen early morning or late afternoon is unreasonable dont you think! Also being told by the practice manager that no one complains so would I like to go to another dictor in Bromsgrove if Im not happy is quite an arrogant approach

Opening hours and availability