



## PATIENT QUESTIONNAIRE REPORT 2014/2015

### Information about the Practice and the Patient Groups:

Detail the gender mix of practice population and PPG:			Detail of age mix of practice population and PPG:								
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	<b>48.6</b>	<b>51.4</b>	Practice	<b>16.9</b>	<b>8.1</b>	<b>10.1</b>	<b>11.7</b>	<b>14.5</b>	<b>12.4</b>	<b>12.3</b>	<b>12.8</b>
PPG	<b>33.3</b>	<b>66.7</b>	PPG	<b>1.4</b>	<b>5.1</b>	<b>2.8</b>	<b>5.1</b>	<b>8.1</b>	<b>14.7</b>	<b>30.3</b>	<b>32.5</b>

### The Results from the Gillingham Medical Practice Patient Survey:

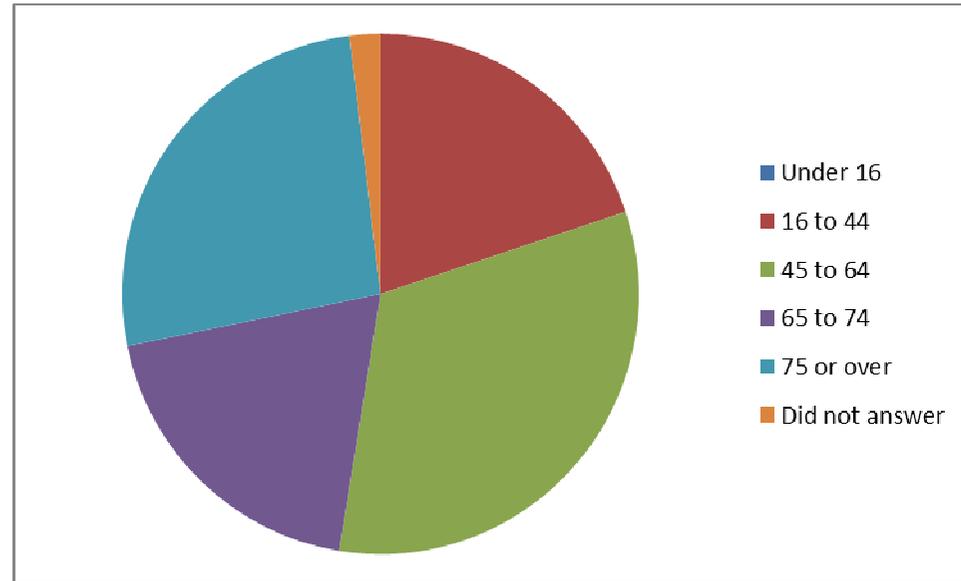
#### Who took part?

The survey was open to all patients that wished to participate. It was made available on the Practice's internet site and paper copies of the questionnaire were available in the reception area. It was also sent to the Patient Participation Group.

In total 156 responses were received. The full set of results for all 34 questions of the survey can be found at the end of this report.

Male **52**  
 Female **101**  
 Did Not Answer **3**

Under 16 **0**  
 16 - 44 **31**  
 45 - 64 **51**  
 65 - 74 **30**  
 75 and over **41**  
 Did Not Answer **3**



### When did the survey take place?

The survey was carried out from 1<sup>st</sup> February 2015 until 28<sup>th</sup> February 2015.

### How were the questions decided upon?

The questions were based on the GPPAQ questionnaire and adapted to suit to the practice. The Patient Participation Group (PPG) were consulted on their views and question suggestions. Areas for improvement had been identified from previous patient feedback and complaints to the Practice.

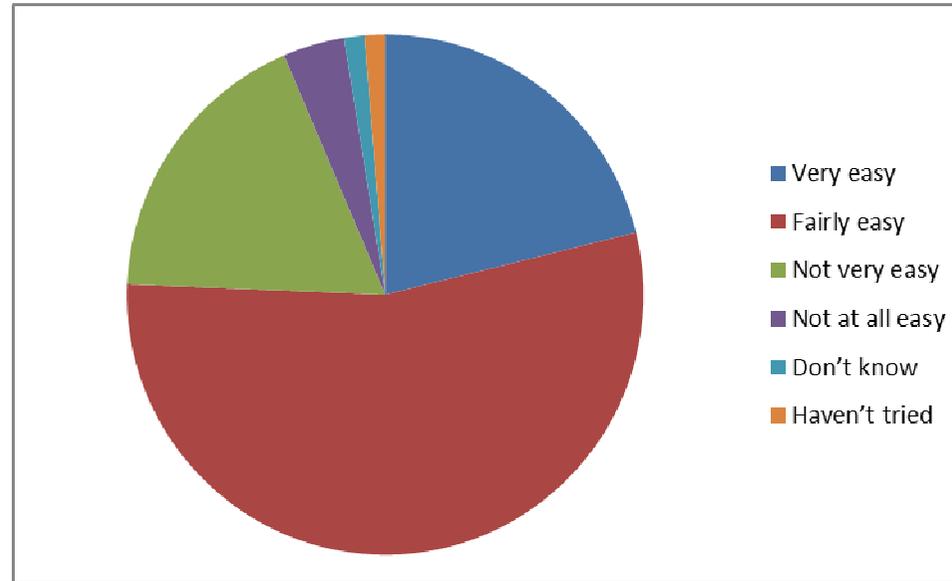
The issues that had previously been identified for re view are as follows:

- Access by telephone.
- Waiting times in the waiting room
- Appointment booking
- Accessibility of appointments

**SURVEY FEEDBACK:**

**Q10: How easy is it to get through to someone at your GP practice on the phone?**

Very Easy 33  
Fairly Easy 85  
Not Very Easy 28  
Not all Easy 6  
Don't know 2  
Haven't tried 2

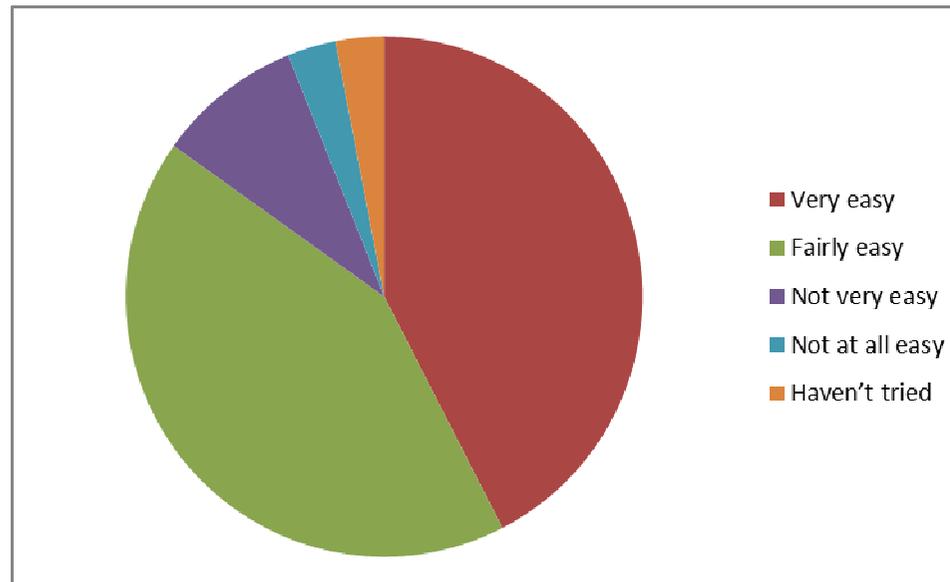


**Comments / Actions Required:**

We are encouraged that the majority of patients feel it is fairly easy to contact the practice via telephone, however we appreciate that there is still room for improvement with a significant number still finding it 'not easy' to get through on the telephone. We are currently receiving an increased volume of telephone calls to both the Peacemarsh and Barn surgeries. This has repercussions for patients and we are fully aware that at particular times of day it can be very frustrating to get through to reception. We are in the process of having our IT infrastructure improved. This will enable the Practice to then look at the telephone system. We hope to be able to improve the service to our patients.

**Question 12: How easy is it to book ahead in your practice?**

Very Easy **59**  
Fairly Easy **64**  
Not Very Easy **25**  
Not all Easy **4**  
Haven't tried **4**

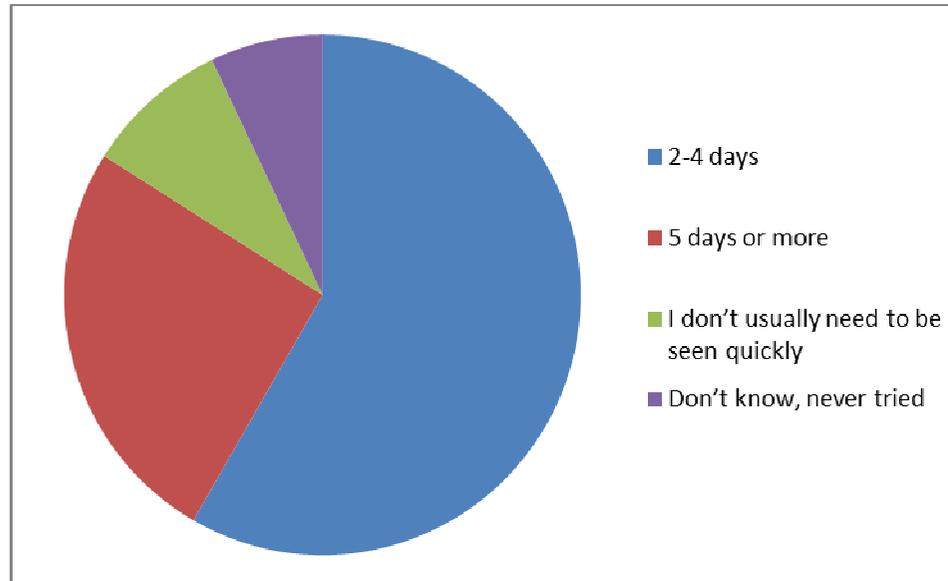


**Comments / Actions Required:**

Over the past twelve months, The Practice has experienced a shortage of GP's due to illness, maternity leave and retirement. We are happy to see that despite these factors our patients are still finding it easy to arrange non-urgent appointments. Pre-bookable appointments can be made via our website or by telephone up to 6 weeks in advance.

**Question 14: How quickly do you usually get seen?**

2- 4 days **91**  
5 days or more **40**  
I don't usually need to be seen quickly **14**  
Don't know/never tried **11**

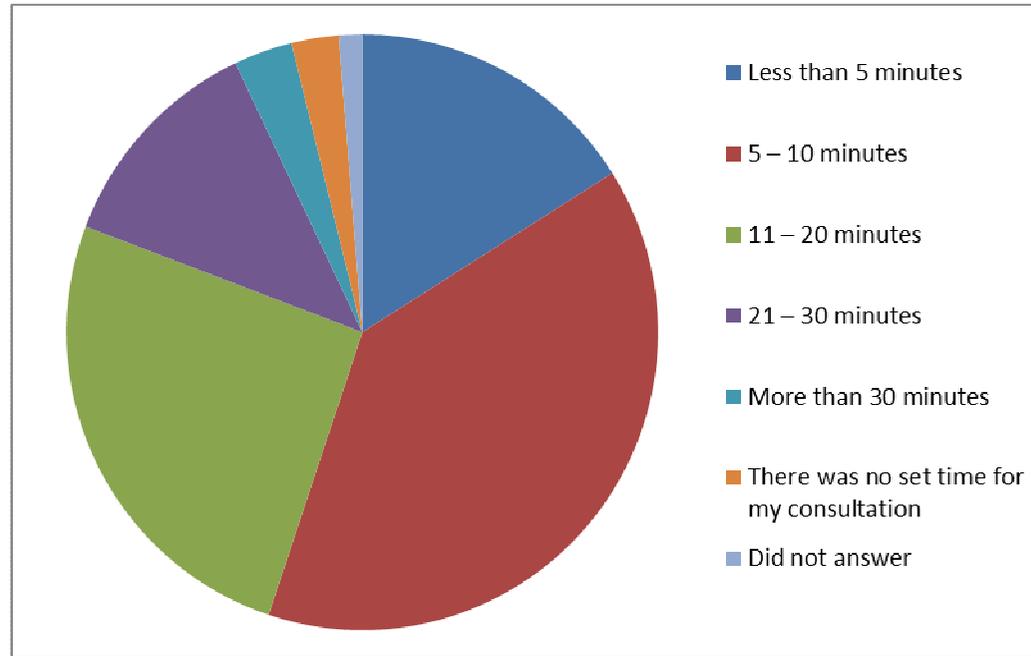


**Comments / Actions Required:**

The Practice strives to try and always offer the best possible service to the patients and despite the GP shortages (as mentioned previously) we are reassured to know that the majority of patients are still able to book an appointment within two to four working days. We continue to recruit for additional GPs at the Practice and with the introduction of Nurse Practitioners at both sites hope that this service only continues to improve. We are also working with the PPG to try and reduce the number of patients that do not attend. This may also help with appointment availability.

**Question 15: How long did you wait for your consultation to start?**

Less than 5 minutes **25**  
5 – 10 minutes **61**  
11 – 20 minutes **40**  
21 – 30 minutes **19**  
More than 30 minutes **5**  
No time set for consultation **4**  
Did not answer **2**



**Comments / Actions Required:**

We are pleased to see that the majority of patients are seen within a waiting time of five to ten minutes, however appreciate that for those waiting for longer this can be incredibly frustrating. As a Practice we would like to improve on these times so that all patients are seen within ten minutes. There will always be emergency situations which may not allow for this, but our aim moving forward is to reduce these waiting times.

**ACTION PLAN 2015.**

<b>To improve telephone access-</b>	On the information provided to us by patients further work is being undertaken with our current telephone suppliers in respect of improving the infrastructure of the telephone system. This is a long term project which we hope will make the process better.
<b>To offer patients alternatives for ordering repeat prescriptions and nominating preferred pharmacies – Electronic Prescribing</b>	The Practice will continue to promote the different options offered to patients when ordering repeat medication. Once we have improved our internal IT infrastructure, we will be able to offer Electronic Prescribing (EPS). Further details of this service can be found via <a href="http://systems.hscic.gov.uk/eps/patients">http://systems.hscic.gov.uk/eps/patients</a>
<b>To inform patients of practice services-</b>	<ul style="list-style-type: none"><li>• Promote free SMS reminders for appointments and annual reviews</li><li>• Encourage more patients to register for online services</li><li>• Promote the Patient Participation Group</li><li>• Publish the PPG quarterly newsletter</li><li>• Expand and promote the Practice website</li></ul>

**March 2015.**

**Please note that some questions were multiple choice and patients were allowed to answer yes to more than one answer. Unfortunately a number of patients declined the opportunity to answer all the questions in the survey but this has been shown in the full report and we will consider on the length and number of questions used in the annual survey for 201**