

2014 SURVEY

Small Heath Medical Practice

Patient Participation Group

Practice Feedback Survey Conducted in February 2014

Reflection and Discussion

The patient participation group met on Saturday 15th March 2014.

In attendance were: 1 GP Partner, the Practice Manager, 1 Receptionists & 5 members of the patient group.

Key findings from the survey

The report was read by all present including the written patient comments provided by patients, in order to obtain a complete picture of performance. A useful bar chart showing the scores expressed as percentages and a pie chart showing ratings about the practice was used as focal point for the discussions. The figures were also benchmarked against the national average of practices similar in size to Small Heath Medical Practice.

The group felt that 78% of all patients' ratings of 'the practice' performance were good, very good or excellent, this was a great achievement and the practice should be congratulated for this.

Positive Responses

The most positive responses were:

1. Respect shown
2. Ability to listen
3. Explanations given about care
4. Confidence in GP ability
5. Warmth of Greeting
6. Recommendations

The group felt that most of the positive responses were about the Doctors.

There were a few issues not quite so positive that seem to be about the Reception/front desk area of the practice.

Least Positive Responses

The least positive responses were:

1. Waiting time to see a GP

2. Speaking to a GP on the phone
3. Getting an appointment within 48 hours
4. Getting through on the telephone
5. Comfort of the waiting room

Comparisons to other Practices

Compared to the national benchmarks of other similar practices, Small Heath Medical Practice's scores were slightly lower in the areas of waiting times, seeing a GP with 48 hours and speaking to a GP on the telephone.

The group discussed why this may be the case.

Waiting times

It was concluded that because it is so difficult to predict what a patient might see a Doctor about until they actually enter a Doctor's consulting room, some patients take longer than others. The group felt patients should be reasonable about being seen on time due to the unpredictable nature connected to seeing a Doctor.

The Doctor present at the meeting also noted that compared to 25 years ago Doctors have to use computers, do referrals, may type slowly which may also contribute to waiting times.

The group suggested having longer appointment slots i.e.15minutes instead of 10 minutes might help.

Speaking to a Doctor on the telephone

The group were amazed that the score was quite low in this section and could find no explanation for the slightly lower figure.

The entire group had not encountered problems talking to a GP by telephone and noted that the system that involves a Doctor calling patients back with advice was useful and seemed quite popular.

Seeing a Doctor within 48 hours

No real suggestions were made but discussions about more Doctors working at the practice, or Doctors working longer hours, or the surgery opens every day of the week.

Main priorities identified by the group for 2014/15

Comfort of the waiting room was selected. It was felt by the group that this would help with long waiting times creating a calm and comfortable waiting experience.

More toys for the children to play with.

Working on improving telephone access for patients

Provision of more chairs with side-arms to facilitate patient's with disabilities