

Limbrick Wood Patient Survey 2013

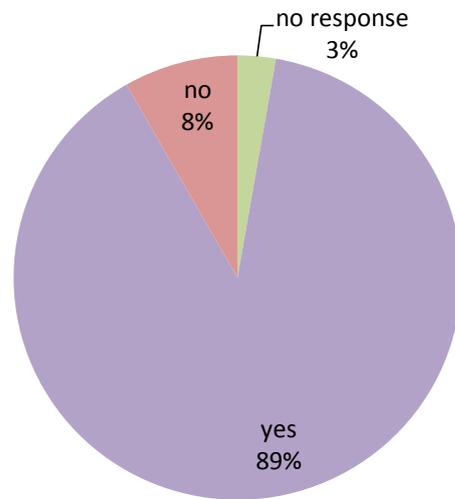
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Results of the survey

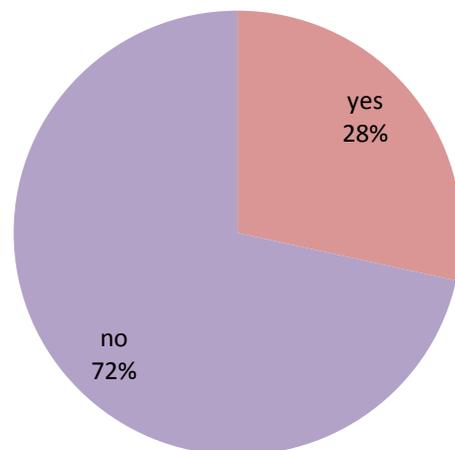
Summary of the results

Summary of actions to be taken

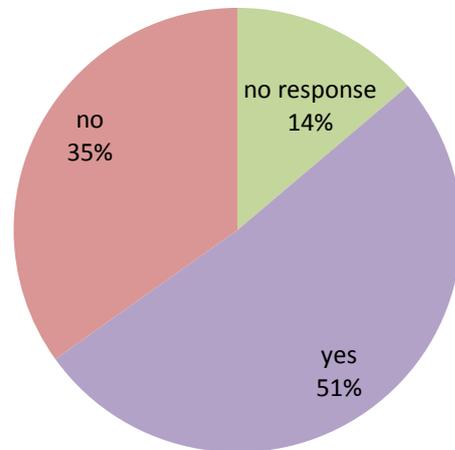
Q1a. Do you find the information displayed in the waiting room interesting and informative?



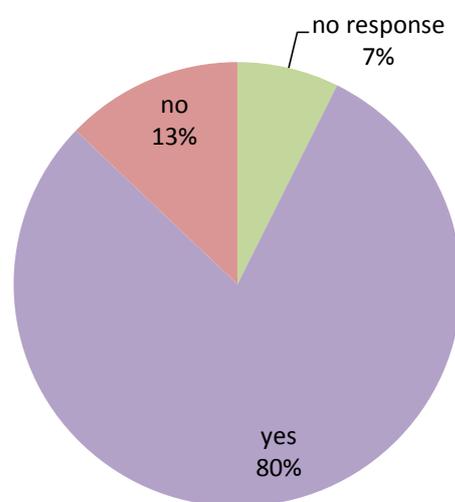
Q1b. Do you access the practice web site?



Q1c. Are the practice newsletters helpful?



Q1d. Are the mobile text messages/reminders helpful?

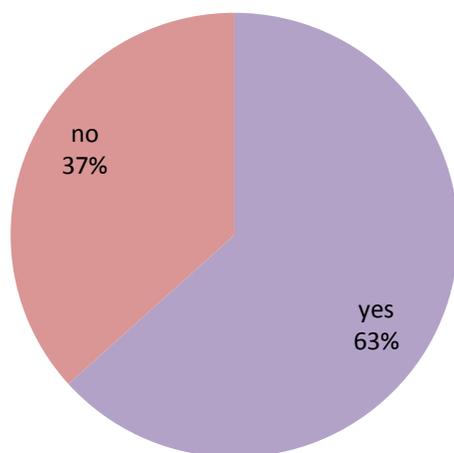


Q1e. Have you any suggestions for any other forum we could use for communication with our patients?

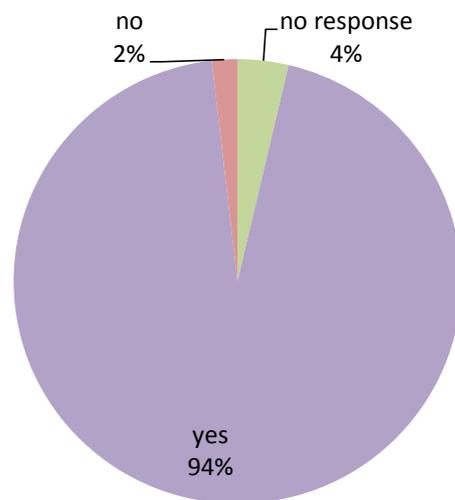
- Mass email
- email for newsletters
- nice staff
- email
- Text messages come too quickly if your appt is for the following week
- TV screen in reception
- *One spoilt response*

Since March 2013 we have had Dawn our Nurse Prescriber working every day for the practice? Dawn is able to treat and prescribe for minor ailments ie: chest infections, ear ache, sickness, diarrhoea, rashes, cystitis etc. This role is to help ease the demand on appointments to see GPs for minor ailments.

Q2a. Are you aware of this role?



Q2b. Would you consider an appointment with Dawn for this purpose?

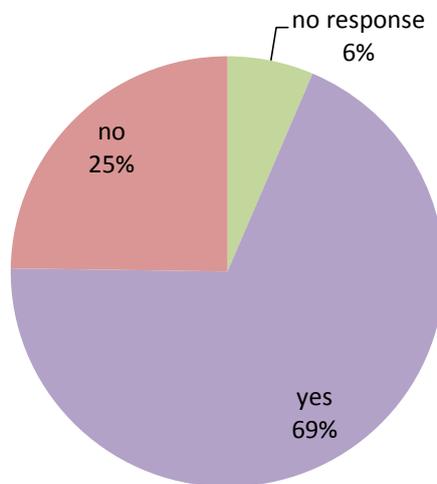


Q2c. If not please explain :-

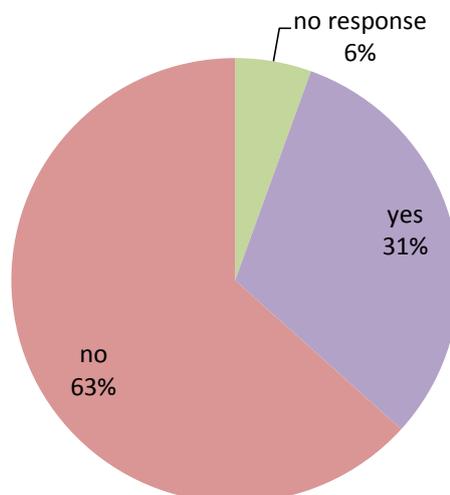
No comments were made.

Are you aware that local chemists can offer advice on minor ailments, BP checks, influenza vaccines, diabetic advice, asthma advice, emergency contraception, stop smoking advice and aids?

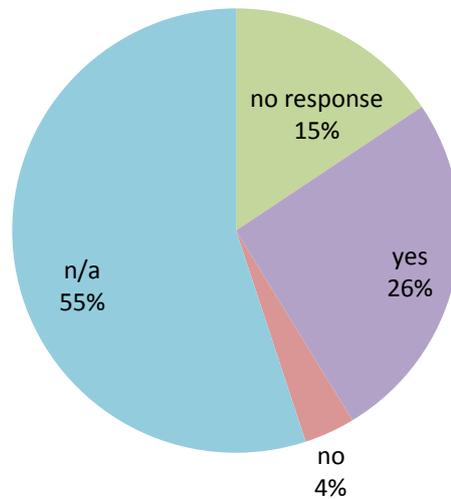
Q3a. Would you consider using your local pharmacy for any of the services listed above?



Q3b. Have you used any of the above services?



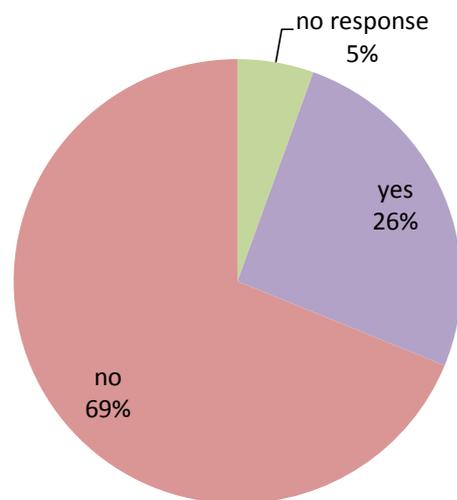
Q3c. Was it useful?



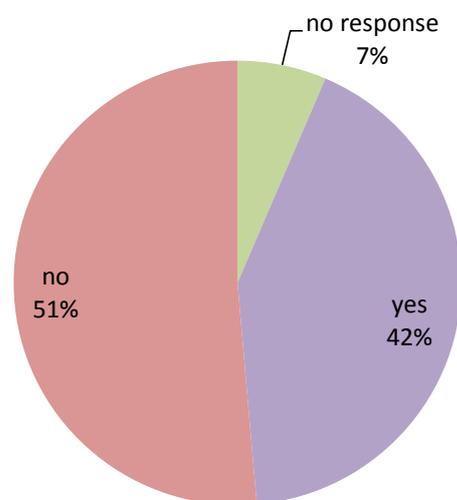
Q3d. Any comments on the above service?

- I prefer going to Superdrug for my prescriptions
- Usefulness depends on nature of problem. Often they refer to GP anyway
- Didn't feel as comfortable talking to a pharmacist in an open chemist like I do to a doctor in the surgery
- Okay providing the GP is an option
- Never have large cuffs for blood pressure checks
- Very good service
- They have been very good with my diabetes.

Q4a. Are you aware of the Patient Care Data campaign?



Q4b. The waiting room has posters displaying the campaign; have you read them?



Q4c. Any further comments about the Practice

- Receptionist always helpful and polite
- Lack of appointments with Dr Dhillon
- Very accommodating staff who are always willing to help and if they can't, they refer us to the relevant person/people. Thank you all for your continued support
- Very helpful receptionists - lovely
- I am well satisfied
- Everyone here is very professional + helpful
- Lovely reception staff
- I am only a new patient of the surgery but with my limited use so far I have found the reception staff friendly and very helpful - so far a pleasant experience.
- Most minor ailments need same day appointments for nurse. Is this possible or is it a walk-in to see nurse? Practice starts 8.30 AM Doors open 8.30 AM. This is a problem if raining or cold. Can the doors not be opened sooner?
- Excellent surgery
- Great having Dawn, can be seen quicker
- Friendly and capable staff. High level of service. Access is sometimes an issue, but that's the same everywhere.

Analysis of Results

Q1a

A majority of respondents (89%) find the information displayed in the waiting room interesting and informative.

Q1b

Just under a third of respondents (28%) access the Practice website. Over two thirds of respondents (72%) stated that they do not access the website.

Q1c

Half of the respondents (51%) said they find the Practice newsletters useful. 35% of respondents do not find the newsletters useful. 14% of respondents did not answer this question.

Q1d

A majority of respondents (80%) find the text-messaging service useful.

Q1e

3 suggestions that newsletters could be emailed were made.

1 suggestion that a TV screen could be put in reception was made

1 comment states that text messages can be sent too soon if the appointment is for the following week.

Q2a

63% of respondents are aware of the role of Dawn as Practice Nurse. 37% of respondents were not aware of the role.

Q2b

94% of respondents would take an appointment with Dawn. Only 2% (one person) said they would not take an appointment with Dawn.

Q2c

No comments were made.

Q3a

Just over two thirds of respondents would seek advice from a pharmacist. A quarter of respondents indicated they would not seek advice from a pharmacist.

Q3b

Only 31% of respondents have actually used the services of a pharmacist. 63% of respondents had not used a pharmacist for advice.

Q3c

26% of respondents found the pharmacist service useful. 4% did not find the service useful. 55% of respondents indicated that they found the question not applicable.

Q3d

2 respondents indicated they were pleased with the service provided by the pharmacy. 1 respondent said they were not as comfortable in the pharmacy because of lack of privacy. 2 respondents indicated that the service is useful as an addition to GP services.

Q4a

69 % of respondents have not heard of the Patient Data Campaign. 26% of respondents have heard of the Patient data Campaign.

Q4b

42 % of respondents claimed to have read the posters. 51% of respondents have not read the posters.

Q4c

The majority of comments about the practice are very positive. 3 comments were made about difficult access to appointments. 1 comment stated that the respondent would like the doors to the building to be opened earlier to avoid waiting outside.

Summary of Possible Actions to be taken

- Increase exposure to the website
- Increase access to the newsletters/important information, perhaps by using email.
- Look into text-messaging service to see if texts can be sent the day before the appointment as well as just after the appointment has been made.
- Look into the option of installing a TV screen for messages in reception
- Increase knowledge of use of Dawn for treatment of minor ailments.
- Increase knowledge of use of pharmacy for advice
- Communicate to pharmacy that some clients are unwilling to use their services
- Increase knowledge of Patient data Campaign
- Look at anomalous data from question 4b. If 42% of respondents have read the posters, why do only 26% claim to have heard of the Patient Data Campaign?
- Look at the general comments about the practice. Feed the positives back to receptionists.