

Millfield Medical Centre

Practice Survey 2013/2014

We would be most grateful for your feedback on our practice, this will help us to improve our services and the care we provide

Getting through on the phone

1. In the past 6 months how easy have you found the following :

| | <i>Very Easy</i> | <i>Fairly Easy</i> | <i>Not Very Easy</i> | <i>Very Difficult</i> | <i>Haven't Called</i> |
|-----------------------------------|------------------|--------------------|----------------------|-----------------------|-----------------------|
| Getting through on the phone | 47.7% | 29.0% | 11.7% | 8.1% | 3.9% |
| Speaking to a doctor on the phone | 19.3% | 21.0% | 14.8% | 5.1% | 39.8% |
| Speaking to a nurse on the phone | 20.4% | 20.4% | 12.6% | 3.0% | 43.7% |
| Obtaining test results | 43.3% | 26.2% | 7.3% | 1.2% | 22.6% |
| Booking an appointment | 51.9% | 26.8% | 10.9% | 9.8% | 0.5% |
| Ordering a repeat prescription | 57.4% | 27.2% | 3.6% | 0.6% | 11.2% |

Seeing a doctor

2. In the past 6 months, have you tried to see a doctor fairly quickly ? (this means on the same day or within the next 48 hours)

- 58.0% *Yes*
 - 33.7% *No*
 - 4.3% *Can't remember*
 - 6.2% *With difficulty*
- Explain :*
100.0%

3. Were you able to have an appointment on the same day or within the next 48 hours ?

- 60.8% *Yes*
 - 25.0% *No*
 - 10.2% *Can't remember*
 - 4.5% *With difficulty*
- Explain :*
100.0%

4. What was the reason that you couldn't get an appointment ?

- 49.1% *There weren't any appointments*
 - 19.0% *Times offered weren't suitable*
 - 6.0% *I didn't want to see the doctor I was offered*
 - 18.1% *I was offered an appointment with a triage nurse but I wanted a doctor*
 - 17.2% *Can't remember*
 - 4.3% *Another reason*
- Explain:*
- 100.0%

5. Were you able to book an appointment in advance in the last 6 months (as an example more than two weekdays in advance)

- 67.3% *Yes*
 - 19.6% *No*
 - 11.9% *Can't remember*
 - 1.2% *With difficulty*
- Explain :*
- 100.0%

Arriving for your appointment

6. How helpful do you find the receptionists at the surgery?

- 77.1% *Very helpful*
- 21.7% *Quite helpful*
- 1.6% *Not very helpful*

Seeing the doctor you prefer

7. How often are you able to see the doctor you prefer?

- 40.0% *Always or most of the time*
- 18.9% *A lot of the time*
- 27.2% *Some of the time*
- 7.2% *Never*
- 7.2% *I have no preference*

Opening Hours

8. How satisfied are you with the opening hours of your surgery?

- 58.9% *Very good*
- 27.9% *Fairly good*
- 6.3% *Neither satisfied or dissatisfied*
- 3.7% *Dissatisfied*
- 0.5% *Very dissatisfied*
- 3.7% *Do not know opening times*

9. As far as I know the surgery is open

| | Yes | No | Sometimes | Don't know |
|----------------|-------|-------|-----------|------------|
| Before 8 am? | 40.3% | 41.5% | 2.5% | 15.7% |
| From 8 am? | 85.0% | 8.3% | 1.5% | 5.3% |
| At lunchtime? | 67.3% | 12.4% | 2.0% | 19.0% |
| After 6.30 pm? | 58.4% | 24.1% | 4.2% | 13.3% |
| On Saturday | 47.6% | 34.9% | 4.2% | 13.3% |

Services Available At The Surgery

10. Are you aware that Millfield Medical Centre offers the following services

| | Yes | No | I have used |
|---|-------|-------|-------------|
| Mother and Baby Clinics | 73.3% | 19.2% | 11.0% |
| Baby Immunisation Clinics | 80.4% | 13.0% | 8.7% |
| Travel Vaccine Clinics | 74.1% | 17.3% | 10.8% |
| Smoking Cessation Clinics | 66.9% | 25.7% | 7.4% |
| Contraception Advice | 70.9% | 21.3% | 11.0% |
| Healthy Living Club | 53.2% | 37.9% | 9.7% |
| Midwifery services | 70.0% | 19.2% | 12.3% |
| Patient Participation Group | 40.5% | 48.8% | 10.7% |
| Afghani Young Men Supper Club | 24.1% | 64.7% | 11.2% |
| Online Appointment booking | 60.8% | 31.2% | 9.6% |
| Citizens Advice Bureau clinics | 39.7% | 51.6% | 9.5% |
| Support for new arrivals to the country | 33.3% | 57.5% | 10.0% |
| English Classes | 33.9% | 56.8% | 11.0% |
| Community Matron Service | 33.1% | 58.5% | 9.3% |

Seeing a doctor at the surgery

11. The last time you saw a doctor at the surgery, how good was the doctor at each of the following areas ?

Please put a tick in 1 box for each row

| | Very good | Good | Average | Poor | Very poor | Doesn't apply |
|--|-----------|-------|---------|------|-----------|---------------|
| Giving you enough time | 58.8% | 29.4% | 8.2% | 0.6% | 1.8% | 1.2% |
| Asking you about your symptoms | 65.2% | 26.6% | 6.3% | 0.0% | 0.6% | 1.3% |
| Listening to you | 62.4% | 25.5% | 7.0% | 3.2% | 0.6% | 1.3% |
| Explaining test and treatment options | 60.8% | 27.7% | 6.8% | 2.0% | 0.7% | 2.0% |
| Involving you in decisions about your care | 61.5% | 26.7% | 6.7% | 2.2% | 0.7% | 2.2% |
| Treating you with care and concern | 64.1% | 23.7% | 7.7% | 1.3% | 1.3% | 1.9% |
| Taking your problems seriously | 61.5% | 24.4% | 7.7% | 1.9% | 2.6% | 1.9% |

Seeing a Practice Nurse at the surgery

12. The last time you saw a practice nurse at the surgery, how good was the practice nurse at each of the following areas ?

Please put a tick in 1 box for each row

| | Very good | Good | Average | Poor | Very poor | Doesn't apply |
|--|-----------|-------|---------|------|-----------|---------------|
| Giving you enough time | 61.7% | 29.9% | 4.2% | 0.0% | 0.0% | 4.2% |
| Asking you about your symptoms | 59.1% | 31.2% | 3.2% | 0.6% | 0.0% | 5.8% |
| Listening to you | 60.4% | 29.2% | 5.2% | 0.6% | 0.0% | 4.5% |
| Explaining test and treatment options | 57.1% | 29.3% | 7.5% | 0.7% | 0.0% | 5.4% |
| Involving you in decisions about your care | 59.6% | 24.3% | 8.1% | 1.5% | 0.0% | 6.6% |
| Treating you with care and concern | 62.0% | 28.0% | 5.3% | 0.0% | 0.0% | 4.7% |
| Taking your problems seriously | 58.9% | 25.8% | 9.3% | 0.7% | 0.0% | 5.3% |

Who Did You See At The Surgery today?

13. Who is your regular Doctor or the Doctor you see on most visits ?

- 33.2% *Dr Kennedy*
- 21.2% *Dr Waters*
- 17.6% *Dr Patankar*
- 21.8% *Dr Rifat*
- 18.1% *Dr Siggs*
- 4.1% *Dr Burns*
- 13.0% *Triage Nurse*
- 23.3% *Practice Nurse*

14. Who did you see at the surgery today ?

100.0%

Your Overall Satisfaction

15. How satisfied are you with the care you receive at the surgery?

- 64.9% *Very Good - Satisfied*
- 26.5% *Fairly Good - Satisfied*
- 7.6% *Neither Satisfied or Dissatisfied*
- 1.9% *Dissatisfied*
- 0.0% *Very Dissatisfied*

Other Comments :

100.0%

16. What do you think the surgery does well ?

100.0%

17. Your comments, concerns and suggestions for any improvements ?

100.0%

Patient Information Update

18. Are you

44.3% *Male*

55.7% *Female*

19. What is your age?

11.0% *16 to 24*

35.5% *25 to 44*

25.3% *45 to 64*

28.2% *65+*

**20. We need this survey to reflect the population we serve.
would you share with us your : Country of Birth ?**

Please

100.0%

21. Please would you share with us your ethnic identity ?

100.0%

22. Please would you share with us your main spoken language ?

100.0%

23. Which of the following best describes what you do at present?

24.1% *Employee in full-time job (30 hours or more per week)*

10.6% *Employee in part-time job (less than 30 hours per week)*

5.7% *Self-employed - full or part time*

1.4% *Government-supported training*

5.0% *Unemployed and available for work*

24.1% *Wholly retired from work*

4.3% *Full-time education at school, college or university*

13.5% *Looking after home/family*

7.8% *Permanently sick/disabled*

3.5% *Doing something else*

24. Are you happy with the support provided at the practice for patients with mental health problems ?

100.0%

25. Which other areas of health and well-being are important to you ? (tick any/all which apply)

- 19.6% *Alcohol dependency and abuse*
- 17.9% *Drug dependency*
- 16.1% *Help with Domestic violence*
- 44.6% *Having access to the Citizens Advice Bureau at Millfield Medical Centre*
- 48.2% *Managing your Work/Life balance*
- Other - Please explain*
100.0%

26. Would you like to see new Clinics or Services developed at Millfield Medical Centre ? Please identify any areas which would be helpful for you :

100.0%

27. Do you have any of the following conditions. Please include problems due to old age and tick all the boxes that apply to you

- 15.8% *Deafness or hearing impairment*
- 5.8% *Blindness or severe visual impairment*
- 21.7% *A condition that seriously limits basic physical activities - walking, climbing stairs, lifting etc*
- 5.0% *A learning difficulty*
- 7.5% *A long standing psychological or emotional condition*
- 40.0% *Any long term illness/condition*
- 42.5% *I do not have any of the above*

28. Are you a Carer for anyone with a long term disability or health problem living at your address?

- 14.5% *Yes*
- 85.5% *No*

29. Would you be interested in joining a Carers Group at the Surgery ?

- 16.3% *Yes*
- 83.7% *No*

Thank you for your time, this survey will enable us to improve the service we offer you.

We are happy if you wish to complete this survey and remain anonymous. If you have been kind enough to update your personal information we need your authority to retain this, so please select the relevant box below and sign

If you would like ongoing news and information about the surgery, or would like to take part in our Patient Participation Group, please make sure that we have your up to date mobile number and email address

30. Please retain my updated confidential information

100.0% *Please tick*

31. I wish to remain anonymous - Please use my information for your survey

100.0% *Please tick*

32. Signature

100.0%

33. Name and Address :

100.0%

34. Telephone Numbers:

100.0%

35. Email:

100.0%