



**BEACONSFIELD
ROAD PPG
Patient Survey**

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2019

Overall Results

IN THIS SECTION:

Total Survey Responses: 337

Beaconsfield Road:	214	64%
Little Ridge:	69	20%
Ore Site:	54	16%

Response rate: LOW

The survey ran from 1st March 2019 to 31st March 2019 in all three surgeries and was promoted by the Patient Participation Group and receptionists.

It should be noted that surgeries chose NOT to issue surveys at busy times and during drop-in surgeries, which skews the results considerably. I would like to know who made this decision and the reasons for doing so.

The total number of days that the survey ran for and which the surgeries were open is 21, an average of 10 per day for Beaconsfield, Ore 2.5 per day and Little Ridge, 3.2 per day.

For the statisticians, if we assume 1 doctor per practice, seeing 6 patients per hour, we would expect approximately 3024 total responses over the 21 days. Given that there are more than 1 doctor working, plus nurse appointments etc, you will understand why we think that the 337, about 10% return is exceptionally low and a disappointing return.

WALK IN ~ WE ASKED:

Do you know we have a walk-in surgery at Beaconsfield Road surgery every Monday and Friday morning?

Beaconsfield Road:	181/214 said YES
Little Ridge:	40/69 said YES
Ore Site:	35/54 said YES
YES vs NO	256/81 76% (24%)

Beaconsfield responded very high in this element of the survey, most likely because they use the drop-in service the most.

TELEPHONE APPOINTMENTS ~ WE ASKED:

Do you know the new surgery telephone number?

Beaconsfield Road:	210/214	said YES
Little Ridge:	66/69	said YES
Ore Site:	51/54	said YES
YES vs NO	327/10	97% (3%)

Clearly the new telephone number has been well circulated, and patients seem to have adapted well to the change in phone numbers.

Do you have difficulty using the new telephone system?

Beaconsfield Road:	212/214	said NO
Little Ridge:	67/69	said NO
Ore Site:	49/54	said NO
YES vs NO	9/328	(2.7%) 97.3%

Are you offered an alternative appointment if you cannot see the doctor of your choice?

YES vs NO	327/10	97.3%
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Are you treated with respect by all staff on the telephone?

YES vs NO	336/1	99.7%
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Are you aware of upcoming Care Navigation?

YES vs NO	14/323	95.8%
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The results suggest that care navigation is not filtering through with 95.8% not understanding or having no knowledge of this.

BOOKING APPOINTMENTS ONLINE

WE ASKED:

Have you registered for the online patient access/appointments??

YES vs NO 290/47 96.1% (13.9%)

Then we asked questions about why they had done so:
Of those who expressed a preference

31 told us that they did so to get the preferred time of day

27 told us that this was to get their preferred doctor

10 told us that it is easier to book online

We asked if the patient had visited the drop-in surgery at Station Plaza
since November 2017

50 patients indicated that they had used the drop-in service

31 from Beaconsfield

7 from Ore

12 from Little Ridge

Total 50/337 14.8%

THE WAITING ROOM

WE ASKED:

Is the surgery/waiting room of an acceptable standard?

Yes 271 (80.4%) No 66 (19.6%)

Do you read the notice boards in the waiting room?

Yes 296 (87.8%) No 41 (12.2%)

We did not invite comments on the survey form, but we still received a great number of them. Concerning the waiting room, they said –

“Surgery looks tired and dated”, “Surgery is often stuffy as is waiting room :(”, “Old fashioned surgery”, “Gets very cold when door is propped open”, “Needs smartening up and a good deep clean.”, “Seats broken, walls dirty”, “Often overcrowded in waiting room”, “Needs decorating”, “New seat covers please. More foam in seats”, “Needs smartening up and a good deep clean.”, “Seats not very comfortable for pregnant patients”.

STAFFING ~ WE ASKED:

Would you like to know which staff members are working today?

The response was NO 217/337 (64.4%)

Are you treated with respect by all staff during the visit?

Only 5.3% responded NO (18/337)

Did you know that we now have a pharmacist who can advise on prescription enquiries?

Only 89/337 (26.4%) were aware of this, with the highest number coming from the Beaconsfield Road practice

Did you know that we have a paramedic practitioner at the practice?

71/337 (21.1%) said that they were aware of the paramedic practitioner

THE SURGERY ~ WE ASKED:

Are you unhappy with the time you have had to wait?

43% (145/337) responded YES

It was interesting to note that the majority of these came from the Beaconsfield Road practice.

Beaconsfield – 101

Ore – 20

Little Ridge – 24

Did you understand your treatment?

319/337 (94.7%) said YES

Do you feel involved in decisions about your health and future care?

253/337 (75.1%) said YES with another 58 ticking N/A

Do you get clear answers to your questions?

308/339 (91.4%) answered YES

PRESCRIPTIONS ~ WE ASKED:

Have you registered to have your prescription sent to a nearby pharmacy?

216/337 (64.1%) answered YES

Do you take your prescription from the doctor to the pharmacy yourself?

Only 177 said that they take the paper copy to the chemist

Do you know that you can order repeat prescriptions online?

209/337 (62%) knew that they could order repeat medication online

Do you use the repeat prescription box in your surgery?

147/336 (43.6%) still use the box

Do you know that you can ask your pharmacist to order them for you?

223/337 (62.2%) said YES

COMPLAINTS ~ WE ASKED:

Are you aware of the complaint procedure?

Only 127/337 (37.7%) are aware of the procedure, the overwhelming majority coming from the Beaconsfield Road practice

Have you raised any concerns with the practice?

Only 24/337 (7.1%) of patients had raised a concern

If so, was the concern resolved satisfactorily?

Of those 14/24 (58.33) were resolved

DEMOGRAPHICS

AGE:	U18	2
	18-24	17
	25-29	27
	30-39	48
	40-59	96
	60+	133
	PNTS	14
Gender:	Male	84
	Female	246
	PNTS	7
Status:	Single	62
	Married/Ptn	198
	Widowed	35
	Divorced	24
	Separated	8
	PNTS	10
Ethnicity:	White	316
	White Irish	1
	Other	5
	Mixed WBA	1
	Indian	4
	Chinese	1
	Black African	2
	PNTS	7

PNTS = Preferred Not To Say