Albion Surgery Summary of PPG Patient Questionnaire March 2015

The total number of returns was 170

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| 1 | Did you know that Patient Participation Group’s (PPG’s), are registered charities and that every G.P. Practice has to have one?  Yes = 26% No = 72% |
| 2 | Do you know that the Albion Surgery PPG has been established for over 2 years and that it provides a forum for your views of this GP Practice?  Yes = 29% No = 69% |
| 3 | There have been recent changes made to the telephone system. Do you think these changes have improved your experience of phoning the surgery?  Yes = 30.5% No = 43.5% No answer: 26% |
| 4 | The Albion Surgery has its own website [www.albionsurgery.com](http://www.albionsurgery.com) If you have used this facility, how useful did you find it?  Yes and it was useful = 30% Didn’t know and not accessed = 61%  No answer = 9%  Comments:  2 people commented that they had accessed it and found it not useful |
| 5 | It is now possible to book an appointment ‘Online’. Have you booked online?  Yes = 22% No = 72% No answer: 6%  Comments:  Of those who said they had used the online system, the comments were that this made the process much better  Those who had not used it commented that they either did not use the internet or were not aware of the facility.  1 person commented that the first attempt had put them off.  Several commented that thy would now have a go. |
| 6 | Are you always able to get an appointment for the time you want?  Yes = 39% No = 53% No answer: 8%  Comments:  The comments that were given were 50% positive and 50% negative |
| 7 | In your experience have you enquiries at reception been dealt with in a polite, professional and confidential manner?  Yes = 92% No = 3% No answer: 5%  Comments:  90% were positive. “Pleasant, helpful, polite, always good, good standards”  One comment raised the issue of confidentiality re being asked to discuss an issue with a receptionist and being overheard by the rest of the queue. |
| 8 | The surgery currently has arrangement with local chemists for repeat prescriptions. If you have used this service, were you satisfied?  Yes = 39% No = 53% No answer: 8%  Comments:  Around 60% described the problems they had had with this arrangement. 25% stated that they preferred to deal directly with the chemist themselves. |
| 9 | You can now request repeat prescriptions by emailing the surgery. Have you used this service?  Yes = 12% No = 80% No answer: 8% |
| 10 | The surgery and the PPG are currently looking at the need for parking facilities for motorised scooters. Do you think this is a good use of resources?  Yes = 67% No = 12% No answer: 21% |
| 11 | The PPG has worked with the surgery to supply a plasma screen to provide you with information while you wait for your appointment. What information would you like to see on this screen?   * To see how long you are going to have to wait to see the Dr – suggested by 4 * To see how many people are before you – suggested by 2 people * To see when you get called as cannot always hear – suggested by 4 people * Up to date changes to local health amenities * Updates on local hospital services and the surgery * Facilities available at the surgery – suggested by 3 people * Local events * Free health checks * Information on different conditions * Phlebotomy information * Up to date diet, exercise, alcohol information * Opening times – suggested by 2 people * Information on flu jabs – suggested by 2 people * Information on vaccinations * Fund raising by the PPG * PPG information * How to log in and use the website services – suggested by 3 people * When nurses are there * When clinics are held * Information about support groups * Preventative information |
| 12 | The PPG has been active in promoting the need for the front doors to be wheelchair and pushchair friendly. Do you have any other ideas that would improve the waiting area/building?  Yes = 26% No = 43% No answer: 31%  Comments consisted of:  Automatic doors – suggested by 8 people  Reception area in desperate need of decoration and bright decoration – suggested by 1 person  To lessen congestion around door area – suggested by 2 people  Both reception desks should be open – it is misleading and frustrating at times when only one desk is open/more receptionists – suggested by 3 people  Better ventilation – suggested by 2 people  A vending machine – suggested by 3 people  Hearing/louder – suggested by 3 people  Music – suggested by 2 people  Area to park pushchairs as make it easier to move in the waiting room – suggested by 4 people |
| 13 | The PPG has held raffles and sold cakes to raise money for projects at the surgery and for other charities. Do you agree with this activity?  Yes = 83% No = 3% No answer: 14% |
| 14 | Would you recommend the Albion Surgery to your friends and family?  Yes = 84% No = 8% No answer: 8% |
| 15 | Any other comments?  Help with the check in screen  Email doctors with minor info e.g. Medication is working therefore removing the need to book appointment  Child friendly area – not near stairs  Who cleans the toys?  Test results available online and all day  Support groups e.g. Epilepsy  Online is great!  Can I see a different doctor to the one I am registered with?  PPG info need to be displayed more prominently |