

Black Country Family Practice

Patient Questionnaire 2015

500 questionnaires handed out between 1st September 2015 and 30th September 2015

340 questionnaires completed that's 68%

160 questionnaires not returned that's - 32%. The patient questionnaire was handed out to patients by members of our Patient Group, which helped to increase the uptake. On the days that members of the Patient group could not attend questionnaires were left on the reception desk and in the waiting room. Some of these were returned on some were not. 8 (1.6%) questionnaires were filled in online.

13 (2.6%) questionnaires did not have all of the sections answered. Some patients did not answer all of the questions.

103 – 20.6% of patients made a comment

ACCESS

Question	Very Poor	Poor	Good	Very Good	N/A
The surgery is open the hours to suit me and my family's life-style	8 2.3%	19 5.5%	216 63.52%	71 20.88%	28 8%
The telephone system guides me to the correct service quickly and efficiently	12 3.5%	38 11.17%	206 60.58%	76 22.35%	4 1.17%
I can usually book an urgent appointment to see the Doctor on the same day	36 10.58%	119 35%	150 44.12%	25 7.35%	3 0.88%
I can usually speak with a Doctor or a Nurse on the telephone throughout the day	19 5.58%	71 20.88%	121 35.58%	17 5%	106 31.17%
I can usually pre book an appointment to see my preferred Doctor	52 15.2%	131 38.52%	117 34.41%	22 6.47%	14 4.11%
I can usually book an appointment to see a nurse at a date and time convenient to me	25 7.35%	48 14.11.%	171 50.29%	74 21.76%	18 5.3%

PATIENT CARE

Question	Very Poor	Poor	Good	Very Good	N/A
The Doctor explained my condition and treatment in a manner that I understood	1 0.29%	5 1.47%	141 41.47%	183 53.82 %	2 0.58%
The Doctor gave me all the information and side effects that I needed to know when prescribing my medication	3 0.88%	25 7.35%	159 46.76%	137 40.29 %	7 2.06%

PATIENT SERVICE

Question	Very Poor	Poor	Good	Very Good	N/A
The clinical staff treats me with care and respect	5 1.47%	6 1.76%	159 56.76%	160 47.06%	1 0.29%
The administration team take time to listen to me and treat me with the uttermost courtesy	11 3.23%	28 8.23%	185 54.41%	99 29.12%	5 1.47%
If I have a problem there is always someone in charge I ask to speak with	13 3.82%	37 10.88%	157 46.17%	82 24.12%	42 12.35%

CONFIDENTIALITY

Question	Very Poor	Poor	Good	Very Good	N/A
I feel that the Doctors and Nurses practice confidentiality to the highest standards when dealing with me and my condition	2 0.58%	4 1.17%	146 42.94%	177 52.06%	3 0.88%
The administration staff respect confidentiality	5 1.47%	18 5.29%	173 50.88%	131 38.53%	5 1.47%
I am happy with the information I offer at Reception is treated with privacy	5 1.47%	27 7.94%	176 51.76%	117 34.41%	5 1.47%
There are no personal details displayed or left lying around within the Practice for public view	3 0.88%	7 2.06%	143 42.06%	169 49.70%	5 1.47%

PRACTICE SITE

Question	Very Poor	Poor	Good	Very Good	N/A
There is sufficient parking provision when I attend the surgery	61 17.94%	92 27.06%	115 33.82%	40 11.76%	23 6.76%
The public waiting areas are clean and comfortable	1 0.29%	5 1.47%	176 51.76%	139 40.88%	1 0.29%
There is enough health and lifestyle information on display	3 0.88%	12 3.53%	226 66.47%	74 21.76%	2 0.58%
The Administration Team can update me verbally or provide written information I may need to know regarding the running of services and projects on site	5 1.47%	25 7.35%	166 48.82%	59 17.35%	52 15.29%

Summary of comments

- 103 patients out of 340 returned questionnaires made a comment that's 30.29%
- 39 Patients (37.86%) were happy with doctors, staff and symptoms
- 22 Patients (21.35%) commented that the appointments system needs to be looked at, and there needs to be more appointments, that normally when you get through on the phone the appointments have gone.
- Some patients commented that young children need to be kept under control and stopped from running around
- Some patients commented that the Jayex board by reception needed to be turned back on so patients at the reception desk or in the queue for something else did not miss their appointment.

Full list of Comments

- Seating required for elderly patients waiting in queue. Enough space is available
- Very rare you can get to see the same doctor after being asked to come back in a prescribed time (same with the nurse).
- There are occasional errors between posting prescriptions and receiving them system must be improved.
- Like my own Dr when making an appointment and to be able to see Dr when having treatment.
- Polite and friendly staff
- The appointment system via phone needs improving but coming into the surgery is great.
- Receptionists are very cheerful and helpful
- Try better with phone
- Poor
- The surrounding area has a free magazine – Black Country magazine- and we could be updated on the changes through that. I feel communication is important. E.g. last time I visited the Surgery to book an appointment, I missed my turn in the queue as I did not know about the raffle ticket. Surely we can get our own like the blood test system. I talk to a lot of people in Tipton and they still don't know you can queue at 8am for an appointment.
- Raffle system is much better in a morning.
- Some form of seating could be available when waiting to book appointments at the reception. Some elderly patients have difficulty stand a short while.

- Could there be a possibility of drink machine in the waiting area please.
- Reception staff are not friendly at all
- The blood test waiting is too long and not enough staff. Re-connect the calling board in waiting area so that people in the queue can see when they are being called while waiting at the desk.
- Friendly staff, helpful
- Keep up good work
- Reduce size of register
- New staff
- Reception staff should have better manors on the phone and in person I find some very rude
- Obtaining appointments is often a problem especially as I work full time and am not always able to attend to get an urgent appointment at 8am.
- Phone lines need to be made more accessible when trying to book an appointment for the same day (between 8-9)
- Overall I am happy with the service and treatment I receive here
- Sometimes waiting times can be poor. I have previously had to wait an hour to see the doctor.
- Why can't you have appointments for blood tests. I work and it cost me on average 2 to 3 hours off work, when most people waiting are on the dole or elderly and can afford to wait a while. I pay tax to keep these places and your jobs going.
- I have been on a database course and no way should you have to give full details with people listening to you. I know you have to queue now but you can still hear and there are people at the desk same time as you. You have to give all details, I think this is wrong, you don't know who is listening and what they can do with the information is unbelievable, this should be stopped right away and the doctor or nurse have your personal information, also you should not have to tell what is the matter with you, only to the doctor.
- Happy
- Drinks machine would be very good
- Annoyed of booking appointments and waiting a long time
- Better with tickets in morning
- The telephone system is not very good, have come down to make an appointment, then go home, then come back again. This is bad if you have to get taxies to get here, Can't always get through on telephone.
- The telephone line is out of order, therefore they should give us another number to contact the surgery.
- Would be useful to see the same Doctor

- The new online booking system makes it much easier to see available appointments and choose a doctor. It also avoids the queues on the telephone at 8am! Would be great to have the same system for children.
- No complaints very happy
- More appointments for people who work and can't get time off in the day
- Could someone ask the younger children not to run around in the waiting area only someone blind/partially sighted would not know they are there. Thank you
- Could we please have a calling board for your appointment to know when you are called.
- Can we have a calling board for appointment please
- Security to tell parents of unruly children to behave when a heavily pregnant woman is nearly knocked over, staff did nothing, parents did nothing other patients getting fed up of their behavior. When queueing to reception, reception staff to tell people who refuse to queue to queue or leave. Sick of people who jump the queue and no one says anything making the queue too long and waiting longer too.
- More parking spaces needed
- The new layout of the waiting area is a waste of space provided originally leaving the elderly and people finding difficulty with walking further to walk to their appointments
- When standing at reception there is often paperwork on desks with addresses on (Desks rather messy) & easy to read. I work for the NHS & know how nosy people can be.
- Can we please have the calling board by reception area switched on please to let people know when they are being called whilst waiting at reception. Thank you
- Would it be possible to turn back on the patient board by reception. Only when you go up to reception to ask about your appointment you can't see whose name is being called on the other screen please. Also would it be at all possible to have a water drinks dispenser please. Thank you
- Could you ask patients with children to keep them under control and not treat the waiting/reception area's like a playground please, only someone's child will end up getting hurt. Whose fault will that be? Thank you
- Rota system needed for children to save them waiting and parents worrying.
- Happy no problem
- Need to have oral announcements when being called to see doctor or nurse. Prescription requests often poorly dealt with.
- I think Docs are doing a great job, but I would recommend that they keep on more doc's because you can't discuss some issues with a locum Doctor.
- Would be nice to see same GP when discussing an ongoing issue instead of having to go over the same thing time after time.

- With the exception of one locum doctor I have always received excellent service and support from the doctors, nurses and admin staff at the practice. Thank you
- Overall a very good service
- Can never get through to get an appointment
- Overall good
- Telephone line to get an appointment is hard work, long wait times, also reception asking for reason for appointment, I think is too personal, and when I say I would rather not say, they say they won't give me an emergency appointment unless I do.
- Reception staff need to listen to patients as mistakes can happen. At the end of the day the patient knows what medication they have and staff need to listen. Some reception staff are very rude! Doctors are excellent. Getting an appointment is difficult.
- Good
- Very bad phone contacts. Never open at 8 like they say they do
- I find the service very poor! The reception staff have no consideration they are rude they think they are the doctor. You can never get appointment
- First appointment was very good, this is my 2nd and will let you know on a later date. No one to show me where to go or anything had to find out myself.
- The only problem that I have is ordering medication. The last 4 times there have been items missing. Could someone perhaps vet the repeat prescriptions before the doctor signs them. Doctor does this at 5.30, I believe for 6
- Seating needed in queuing area. More staff needed to deal with repeat prescriptions as queuing takes far too long. Also should always be 2 staff on reception
- Much better in a morning with tickets
- Concerning the digital pager the sign that keeps coming up I'm sure people find it very annoying also I do not think the duration of time when your name, room number & doctor appears does not give you enough time to read it especially old folk and those hard of hearing that do not hear the ding that comes up
- Tried to pre-book Dr appointment told repeatedly cannot do it. When working full time need that option.
- Improved confidentiality
- New staff much better than the old team more patient and polite, also telephone staff much better. Well done for changing
- Could make appointments more available. Lots of patients at the surgery. Doctors phone patients very good and pre..... medication over phone when appointment are full very good service. Very good staff doctors very good.

- Elderly or disabled individuals struggle with the seating area. You should return the seating to the area by the screens. Never able to pre-book an appointment. Continuity of discussing health issues with the same doctor/nurse is imperative – it has an impact on treatments.
- I'd like more information on how long term illness are treated or can you call and be seen if needed on the day. Notes to be put on the screen re patients with long term serious illness so when poorly they are treated with priority. Staff to be fully trained on sickle cell anemia so they know the seriousness of the illness
- Staff helpful
- More doctors needed
- Very Happy
- Stop children running around
- Excellent Service
- Can see a change. Much better. Would be better with other call board working though
- Good
- Better with standing away from reception desk, more confidential
- Making appointment to see doctor very poor needs updating
- Stop people who are not disabled using the disabled spots, an occasional check might suffice.
- Better booking online appointments
- On line appointments great!!
- Reliable most likely the day I call for appointment the same day I'm in.
- Be as good as very good on this survey and the practice will be getting it right
- If my symptoms arise after 8.01am it is impossible to get an appointment on that day. If I had sinus issues that last for only a day at a time it is hard to show the doctor what happens. Maybe morning appointments given at 8am afternoon at 1pm
- More information on smoking cessation and "know your units" healthy diet would be useful. Good to see posters promoting breastfeeding displayed prominently.
- Booking an appointment for working people seems near impossible. Having a long term serious health condition is difficult to manage without flexible and accessible service. I've had some very good experiences and some very bad. I think mostly comes down to individuals who you come into contact with. Dr Swain and Helen are amazing.
- Appointment system needs improving
- Generally an excellent service. Sometimes spoilt by some patients unrealistic expectations, which can possibly upset practice staff

- At times you can end up discussing your health with the receptionists more than a doctor or a nurse. I find they take too much of a role that should be of a professional nature. Sometimes you can't get to where you want to get due to their interference, not getting at them, but we want to discuss results etc. with the qualified people, otherwise why have them. But they do what they can I know, but please they are not doctors or nurses.
- Despite the recent changes I still feel there is a lack of continuity because it is nearly impossible to book an appointment with a specific doctor, ongoing problem is dealt with by more than one doctor. Time is taken explaining again and again what the problem is. As there may be more than one way of dealing with the condition, treatment can change with each appointment.
- Names of GPs listed behind reception desk as we had before the makeover would be nice (as a reminder of who we can see) Perhaps photos of who's who of all staff would be nice on a display board – more friendly. Phone system still annoying – have to keep phoning them waiting then got no appointments left on the day. Good to see newsletter to keep us informed.
- There have been great improvements since I registered at the practice. Problems that I had with rude receptionists and locum doctors have been promptly addressed. I would happily recommend this practice
- Doctors and nurses are very good, only reason we stay with the practice. Its impossible to get apt, you have to complain to get anything done , usually rude especially with older patients or people who find it difficult to understand. Plus the provisions for people that work are very poor, I wasn't even aware of out of hour appts until I complained. And we don't have the time to wait on the phone for 20-30 minutes to try and get an apt.
- Sometimes reception staff are not very helpful cannot get an apt when needed because of working. Don't think of people who have to travel a long way from or to work to get a convenient apt.
- Cannot get prescriptions that are right always have problems with the NHS.
- I have been with the Neptune now for years and I have always found them very good I have never had any complaint with them.
- Problems making apt as I do not have a computer and when I phone or come to surgery they have all gone.
- Get someone to proof read documents.
- When the online service was introduced though not perfect it was adequate. Now its deteriorated so now I have to use the paper system which seems to be all over the place.
- Reception ask what the appt is about when desk was very busy surrounded by people. System for booking appts is very poor. You cannot get through at 8.00am and it is very difficult time (going to work, getting children ready for school)

Example – got through at 8.15am and all the appts had gone. Also stop receptionists asking what your appt is about when the desk is packed with other patients because your computerised booking system isn't working. ITS
CONFIDENTIAL AND PRIVATE!

- I often have to drive around 2/3 times to get a space. The public waiting area is not very warm. The system online system is good as it saves time getting to reception to book an appt or a repeat prescription. The phone system seems inadequate at peak 'phone in' time e.g. trying to ring at 8.00am to book an urgent appt , its quicker to go to Neptune and queue to get an appt. The electronic repeat prescription system is good. A GRATEFUL CUSTOMER

Comparison of last years

ACCESS

Question	Very Poor		Poor		Good		Very Good		N/A	
	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015
The surgery is open the hours to suit me and my family's life-style	4.83	2.3	12.3	5.5	55.52	63.52	25.64	20.88	1.3	8
The telephone system guides me to the correct service quickly and efficiently	6.5	3.5	17.2	11.17	49.67	60.58	23	22.35	1.9	
I can usually book an urgent appointment to see the Doctor on the same day	21	10.58	36.6	35	29.8	44.12	9	7.35	2	0.88
I can usually speak with a Doctor or a Nurse on the telephone throughout the day	13.9	5.58	27.9	20.88	29.2	35.58	5.1	5	22	31.17
I can usually pre book an appointment to see my preferred Doctor	25	15.2	33.7	38.52	22	34.41	11.6	6.47	5.5	4.11
I can usually book an appointment to see a nurse at a date and time convenient to me	10.7	7.35	22	14.11	44.4	50.29	14.2	21.76	6.8	5.3

PATIENT CARE

Question	Very Poor		Poor		Good		Very Good		N/A	
	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015
The Doctor explained my condition and treatment in a manner that I understood	0.97	0.29	3.8	1.47	43.18	41.47	41.88	53.82	2	0.58
The Doctor gave me all the information and side effects that I needed to know when prescribing my medication	2	0.88	12.3	7.35	40.9	46.76	31.81	40.29	4.5	2.06

PATIENT SERVICE

Question	Very Poor		Poor		Good		Very Good		N/A	
	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015
The clinical staff treats me with care and respect	2	1.47	5.1	1.76	48.37	46.76	35.38	47.06	2.9	0.29
The administration team take time to listen to me and treat me with the uttermost courtesy	5.5	3.23	14.2	8.23	49.35	54.41	21.75	29.12	2	1.47
If I have a problem there is always someone in charge I ask to speak with	4.5	3.82	17.8	10.88	35.38	46.17	15.2	24.12	18.8	12.35

CONFIDENTIALITY

Question	Very Poor		Poor		Good		Very Good		N/A	
	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015
I feel that the Doctors and Nurses practice confidentiality to the highest standards when dealing with me and my condition	1.6	0.58	1.6	1.17	38.31	42.92	49.35	52.06	1.9	0.88
The administration staff respect confidentiality	2.5	1.47	8.7	5.29	43.5	50.88	35.38	38.53	2.9	1.47
I am happy with the information I offer at Reception is treated with privacy	3.8	1.47	10.7	7.94	43.80	51.76	31.16	34.41	2	1.47
There are no personal details displayed or left lying around within the Practice for public view	0.3	0.88	2	2.06	38.63	42.06	48.05	49.70	2	1.47

PRACTICE SITE

Question	Very Poor		Poor		Good		Very Good		N/A	
	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015
There is sufficient parking provision when I attend the surgery	14.9	17.94	25.9	27.06	30.19	33.82	14.28	11.76	7.79	6.67
The public waiting areas are clean and comfortable	0.3	0.29	0.6	1.47	40.90	51.76	53.89	40.88	0.3	0.29
There is enough health and lifestyle information on display	1.3	0.88	3.57	3.53	53.89	66.47	37.01	21.76	0.6	0.58
The Administration Team can update me verbally or provide written information I may need to know regarding the running of services and projects on site	2	1.47	7.1	7.35	44.15	48.82	21.75	17.35	12.3	15.29