

Survey section	Survey Question	Survey results - "What you said" (Enter percentage results)	BASED ON QUESTIONS ANSWERED	Action required? Yes/No	Actions agreed	Deadline for agreed actions
Accessing your GP services	When did you last see or speak to a GP at your GP Surgery?	In the past two weeks - 55% Between 2 weeks & 3 Months -28.1% 3 - 6 months - 16.7% 6 - 12 months - 10.2% over 12 months - 5.2% I have never seen a GP at my surgery - 4.8%	We have cut down the pre bookable slots to make more on the day appointments and telephone slots . Staff encourage tel calls if possible as these can often be done in cases such a sick certificates	Yes	All staff reminded that they can suggest depending on the patients needs a tel slot Possibly introduce more tel slots	Apr-14
	How often do you see or speak to your preferred GP?	Always or most of the time 3.8% A lot of the time 13% Some of the time 28.6% Never or almost never 20.09% Not tried at this GP practice 8.2% I don't have a preferred GP 25.5%	Varied spread as last year's results.	Yes	Staff are made aware to offer telephone appointment with a gp of their choice on the day if all appointments used . alternative appointments are offered the following day .Need to discuss at staff meeting ways to carry this forward promote more actively to patients to use this service	Apr-14
	When did you last see or speak to a nurse at your GP surgery?	In the past 3 months - 41.1% 3 - 6 months - 18.3% 6 - 12months - 12.4% More than 12 months - 6.9% Never - 21.4%	Introduce Nurse Telephone slots	yes	Staff to be more pro active in giving patients this option also as of GP tel slots. Discuss with staff at meeting	Apr-14
	Generally, how easy is it to get through to somebody on the phone at your surgery?	Very Easy - 12.6% Fairly easy - 40.8% Not very easy - 29.4% Not at all easy - 15% Haven't tried - 2.1%	Almost 50% of patients survey found it fairly easy to get through to someone at the surgery. Reception staff has doubled since April 13 mainly due to the intake of Willen surgery patients	Yes	Telephone access has improve due to extra staff and more efficient ways of working, but as patient numbers increase over the coming year will continue to bring in more staff .	Apr-14
	How helpful do you find the receptionists at your GP surgery?	very helpful - 52.0% Fairly Helpful - 38.2% Not very helpful - 6.9% Not at all helpful - 1.4 % Don't know - 1.4%	90% of patients find the staff very and fairly helpful.	No	Reception staff are advised to offer helpful advise at all times as pt care is very important. But also remember they are not clinicians	Apr-14
	The last time you tried were you able to see or speak to someone within your desired timescale?	Yes - 60.1% No - 32.2% Can't remember - 7.7%	Over 60% of patients surveyed were satisfied that they could speak to someone at the surgery when calling	yes	Currently looking to increase our clinicians and admin staff level	In place

Making an appointment	If you were unable to get an appointment or the appointment was inconvenient, why was that?	No appts on the day I wanted - 23.3% 30.4% No appts for the time I wanted - 30.4% I couldn't see my preferred GP - 9.3% I couldn't book ahead - 19.3% Another Reason - 2.2% Saw a Pharmacist 2.2% decided to contact my surgery at another time 10.0% did not speak to anyone 5.6%	Re visit the rota to improve - also more clinician hours will help with more appointments on the day and pre bookable	Yes	Review a more effective model might improve this. More on-the-day appts as opposed to book-in-advance appts has been introduced but the patient growth now needs more clinicians which is now being worked on for April 2014 .	In Place
	What did you do on that occasion?	Went to appt offered - 24.3% Got appt another day - 40.5% Phone consultation - 2.7% Went to A&E/WIC - 10.8% Saw a pharmacist - 0% Contacted surgery another day - 10.8% I didn't see or speak to anyone - 10.8%	64% of patients were offered appointment with in 24 hours abeit not at the time or day they wanted	Yes/No	A & E attendance of 10.2% needs to be reduced - the employment of more clinicians should help bring this down is discussed on a regular basis in order to decrease the usage of A & E	In Place
Waiting time	How long after your appointment time do you usually wait to be seen?	Always on time 3.8% Less than 5 mins - 17.5% 5 - 15 mins - 56.2% More than 15 mins - 16.5% Can't remember - 6%	Waiting time depends on the previous consultations and emergencies that are unpredictable - Patient safety is important and clinicians need to give the time needed to the patient consultation .	No	Staff always inform patients when a GP is running late by 20min and offer to re book if the patient does not have the time to wait	In Place
Your last GP or Nurse appointment	Last time you saw or spoke to a GP at your surgery, how good was that GP at each of the following?	AVERAGE RATINGS Listen to you - 3.87 Explaining tests and treatments - 3.78 Involving you with decisions about your care - 3.78 Treating you with dignity and respect - 4.1	The response was weighted towards good and excellent	Yes	This information can be discussed at meeting with staff as there is always room for improvement	In Place
	Last time you saw or spoke to a Nurse at your surgery, how good was that Nurse at each of the following?	AVERAGE RATINGS Listen to you - 3.88 Explaining tests and treatments - 3.80 Involving you with decisions about your care - 3.80 Treating you with dignity and respect - 3.93	Again as of GP's weighted towards good and excellent	Yes/No	meeting with clinical staff To discuss the importance of pt care and involvement in care offered.	In Place
Opening	Is your GP surgery currently open at times convenient for you?	Yes - 93.8% No - 3.6% Don't know - 2.6%	Aresponse of 93.8 % where patients are happy with the opening times	No	Satisfaction as 93.5% achieved as we open 365 days a year 8 to 8pm no improvement is needed - local practices 8 till 6.30pm mon to fri	N/A

Opening times	Which of the following additional hours would make it easier for you to see or speak to someone? (please tick all boxes that apply to you)	Before 8am - 17.7% Lunch time - 18.3% After 6.30pm - 25.8% Saturdays - 30.2% Sundays - 27.7% None of these - 48.2%	As 8 to 8pm 7 days a week and open at lunch times this should cover all patients needs	No	Currently longer opening hours than general practices in Mk - including Sat and Sun when we hold surgeries for our patients as well as the walk in patients	N/A
Managing your health	Do you have a long standing health condition?	Yes - 38.2% No - 56.9% Don't know/can't say - 4.9%	N/A	N/A	N/A	N/A
	Would you be interested if clinics were available to help you manage your condition?	Yes - 36.6% No - 45% Don't know - 18.4%	Less than 50% thought it would be a good idea - currently have Asthm,diabetic and Womens Health set clinics- 38% said yes to long standing health problems and 36% are interested in avaiilavle clinics	Yes	Ensure that the practice leaflet contains all the information on the illness that we can help patients manage	In Place
OOH	Do you know how to contact an out-of-hours doctor?	Yes - 68% No - 34.8%	68% now know how to contact medical assistants when the practice is closed. 111 campaign was advertised very well- Information in the surgery gives patients an idea of what they should do depending on their symptoms	Yes	With 111 being launched one number that all can remember and the advertising done regarding this change all patients should be aware	In Place
	How do you feel about how quickly you received care from the out-of-hours GP service?	on a score of 1 to 5, five being excellent 1= 6.9% 2= 6.3% 3 okay =22.9% 4 = 43.1% 5 = 20.8% Don' know/doesn't apply -	Almost 90% of patients that used the service agreed okay to excellent	Yes	Summary to be sent to OOH for their feedback	Apr-14
	in the past 6 months have you tried to contact the OOH	Yes 26.5% NO 73.7%	only a small percentage of patients tried to contact the OOH - due to the longer opening hours that is offered at BGHC- some presure is taken off	Yes	Summary to be sent to OOH for their feedback for review.	Apr-14
Additional questions	Would you be interested in knowing more about the Patient Reference Group, which is a group where you can get involved with shaping the healthcare at your surgery? (if yes please leave your details with a member of staff)	Yes - 9.5% No -90.5%	3 patients showed interest and have been invited to the February meeting - possible that patients have to busy life styles or are satisfied with the way we conduct our surgery	Yes	Continue to encourage people of all ages to become virtual or active members. Continue promoting the group via posters, word of mouth, slips on prescription etc as well as looking to identify further methods for recruiting group members.	On going
	Are you male or female?	Female - 60.3% Male - 39.7%	in future survey try to get an even balance of gender	N/A	Make staff aware to try to get more males to complete the survey	N/A

About you	How old are you?	Under 16 - 21.7% 18- 24 - 16.4% 25-39 - 30.5% 40-54 - 29% 55-69 - 18.4% 70+ - 4%	On patients completing the survey confirms that more than 50% of our patients are between 25 and 54 years old with young and school aged children	N/A	regularly on a weekly basis check the registrations and deductions due to the growing area and the higher demand that is put on the practice for appointments	On going
	What is your ethnic group?	White - 57% Mixed/Multiple ethnicities - 11.4% Asian/British Asian - 12.7% Black/African/Caribbean/British Black - 15.2% Other ethnic group - 1.8%	The patients completing the survey where from all ethnic groups Although over 50% where white there was 415 who completed from other ethnic groups	N/A	Try to influence some patients from the ethnic groups to join the PPG - as they could bring a valuable insight to what they expect	On going
	Are you the parent or guardian of any children living at home?	Yes - 39.2% No - 60.8%	Over 60% of our patients surveyed do not have the responsibility for minors	N/A	N/A	N/A
	Are you a deaf person using sign language?	Yes - 0.8% No - 99.2%	Majority of surveyed patients had no hearing problems	N/A	Need to discuss with staff - if they know who our patients are with hearing disability - and how we deal with - is there a need for a staff member who can sign if the number increases as patients get older	On going
	Which of these best describes your religion?	No religion - 26% Buddhist - 0.8% Christian - 42.2% Hindu - 4% Jewish - 0.8% Muslim - 6% Sikh - .0.5% Other - 3.3% Prefer not to say - 21.9%	The religions followed by our patients covers the whole spectrum	N/A		N/A

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