

Old Henry Street Medical Centre

Meeting to discuss the 2019 Patient Survey (23rd May 2019)

Present : Dr Greg Lears (Senior Partner), Marilyn Canty (Practice Manager),
Jane Foster (Deputy Practice Manager), Alan Dutton (Chair of PPG),
Howard Timms (PPG Member)

The meeting discussed the recently completed 2019 Patient Survey :-

- Howard Timms presented the results of the 2019 Survey
- He said that the Survey once again reflected the high esteem in which the Practice is held by its patients
- 97.5% of patients said that the quality of care by a Doctor or Advanced Practitioner was rated as Good, Very Good or Excellent
- 99% of patients said that the quality of care by the Practice Nurses was rated as Good, Very Good or Excellent
- 97% of patients said that the helpfulness of Reception Staff was rated as Good, Very Good or Excellent
- 96% of patients would recommend the Surgery to friends and relatives
- Through the work done by the Practice the positive rating for the ability of patients to make a telephone appointment had improved
- In the 2019 Survey a section of the Survey had asked about patient use of the Online Services of the Practice
 - 35% of patients in the Survey are using the Online Service to obtain Repeat Prescriptions
 - 19% of patients in the Survey are using the Online Service to book an appointment with a Doctor or Advanced Practitioner
- The meeting agreed that work in this area should be a major priority for the Practice in 2019 - 2020

It was decided :-

- That the Practice and PPG should work together to improve patient access and use of the Online Services of the Practice
- The current leaflet (produced by the PPG following the 2018 Survey) giving information about the Online Services should be reprinted at the request of our GP's and put in each consulting room – a further 200 leaflets would be printed for this purpose
- The Practice and the PPG would then look at producing a new updated leaflet
- The Practice and the PPG would look at the most effective apps to recommend to patients provided that the use of any recommended apps would have the facility to be included in Practice Data
- The idea of texting patients giving information about gaining access to our Online Services should be investigated
- Information about our Online Services should, if possible, be printed on the counterfoil of prescriptions – Jane Foster to investigate
- The PPG would look at developing its recent work on Sepsis so that information about looking for the signs of Sepsis could then be made available to patients
- The cost of purchasing the patient leaflet from the Sepsis Trust for distribution by the Practice to patients would be investigated by Jane Foster. It was agreed that the PPG would then pay for the leaflets from their funds
- The Practice would ensure that all Reception staff had training about recognising the signs of Sepsis
- The PPG would continue to collaborate with the PPG's of Practices within the Leigh GP Cluster
- Dr Lears thanked the PPG for all their work in once again organising the Survey and further thanked Howard Timms for his work in collating the Survey Results.

PATIENT SURVEY 2019

A total of **205** patients, chosen at random, were asked to complete a Patient Survey. Could we please thank those patients who took part and the Reception staff who handed out the Survey Forms. Results obtained are in **RED** (2018 survey's relevant percentage results provided in **GREEN** for reference).

Do you have a disability? (please tick one box) ✓	Yes		49 24% 25.5%	No		156 76% 74.5%
Sex (please tick one box) ✓	Male		72 35% 37%	Female		133 65% 63%
Age (please tick one box) ✓	0 - 25	23 11% 9%	26 - 44	58 28% 22%	45 - 65	66 32% 40%
Your Ethnic Origin (if you wish to provide it)	124xWhiteBritish 1xitalian 1xJamaican 1xpakistani 1xIrish 77xnon provided					

Have you seen information about our Online Service to let you book an appointment with a Doctor etc	Yes	148 71% -	No	57 29% -
Have you used our Online Service to obtain a Repeat Prescription	Yes	71 35% 23%	No	134 65% 77%
Have you used our Online Service to book an appointment with a Doctor or our Advanced Practitioner	Yes	38 19% 11.5%	No	167 81% 88.5%

RATING (Please ✓ as appropriate)	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR
Ability to make telephone appointment	36 18% 10.5%	44 21% 25%	52 25% 23.5%	52 25% 21%	21 10% 20%
Ease of use of our online services	27 36%	36 48%	11 15%	1 1%	
Helpfulness of receptionists	100 49% 41.5%	70 34% 36%	29 14% 18.5%	5 2% 2.5%	1.5%
Waiting times upon arrival at surgery for appointment	20 10% 15.5%	81 40% 25%	264 31% 35.5%	30 15% 20%	10 5% 4%
Quality of care by a Doctor or our Advanced Practitioner during consultation	104 51% 51%	66 32% 31.5%	32 16% 15%	3 1% 2%	0.5%
Quality of care by nurse during consultation	110 54% 47%	68 33% 36%	24 12% 16%	3 1% 1%	

Would you recommend our Surgery to your friends and family?

YES	/	NO
198		7
97%		3%
95%		5%