

Annual Survey Results-Interim Report 2016

Introduction:

This initial report will be updated following the publication of the survey in Community News later in July.

The Survey was completed during the PPG Awareness week held at the surgery from Monday 6th to Friday 10th June 2016.

In addition to the survey, partners from Healthwatch, Age UK and Beth Johnson also attended and used the week to promote their services.

With regards to the survey, 78 questionnaires were returned.

This year's survey sought to gather patient's views in a number of areas:

- Awareness and use of the surgery website
- General views on satisfaction with services at the Practice
- Patient views on convenience of podiatry service at Madeley HC
- To gauge the enthusiasm for starting Health Walks in Ashley.
- To promote wider engagement of patients in the PPG.

Accordingly these areas were specifically raised in the survey.

Survey results:

Q1 Are you aware of the surgery website? Yes: 59/ No: 18

Q2 Do you use it? Yes: 29/ No: 46

Q3 Did you know that you can book appts on line? Yes: 52/ No: 25

Q4 Did you know that you can order prescriptions: Yes: 41/No: 25

Q5 Are you aware of the range of services offered at Ashley Surgery? Yes: 40/No: 28

Q 6 How happy are you with the service you receive from the surgery?

1(Not at all) 2 3 4 5 6 7 8 9 10 (Very Happy)

0 0 0 0 1 4 2 16 14 37

Q7 Are there changes you would like to see? Yes: 34 /No:32

Q8 What are the changes you wish to see?

- The call in system needs an audio sign along with the visual message (issue raised x6 times)

(NB It was broken at time of survey)

- Need a Female GP
- Open every day Mon-Fri
- Some Saturday am appointments
- More evening appointments in evening after work (x5)
- Quicker appointments (x5)
- Possibility of double appointments where multiple problems exist
- Exercise on prescription
- Physio/Podiatry at surgery (x4)
- More receptionists
- Well man/woman clinics
- Greater availability of phlebotomist(x3)
- Better organisation of flu clinics
- Better arrangements for Travel Inoculations.
- Better coordination of GP/Nurse appointments
- Can reception be made more private

Q9 Do you go to Madeley HC for Podiatry? Yes: 4 No:65

Q10 How convenient is it for you to go there? A number of respondents stated that they would find it very difficult and inconvenient to get there.

Q11 Would you prefer to have your treatment here in Ashley? Yes:35 Don't mind:9

Q12 Would you benefit from taking more exercise? Yes:57 No:18

Q13 Would you be interested in taking part on a local Health Walk if one were available locally? Yes: 34 No:39

Q15 Are you aware of the PPG? Yes: 32 No:46

Q16 Would you like to be more involved in it? Yes: 10 No: 53

Q17 Would you like to come to the PPG meetings? Yes: 13 No: 46

Q18 Would you like to contribute your views and opinions by email? Yes: 37 No:18

Q19 Are you aware of the services provided by Age UK from this surgery?

Yes: 3 No:60

Key points:

There is strong evidence in this survey that the vast majority of patients have great respect and appreciation for the services provided by the staff at Ashley surgery.

91% of patients surveyed expressed very high satisfaction levels with services provided.

The responses indicate a high degree of enthusiasm and commitment for the proposed health walks from 87% of respondents. Further discussions will now take place to progress this development as quickly as possible with key partners.

There is a very low level of awareness of the invaluable Age UK services amongst the general practice population in Ashley. Consideration should perhaps be given as to how these services can be more effectively communicated to local patients to encourage and facilitate greater self referral as appropriate for these services.

Whilst very low numbers of respondents actually receive the Podiatry service, at Madeley, a far greater number (12) stated that they would find it difficult and inconvenient to have to travel to Madeley for the service. Additionally a significant number of respondents (37) stated that they would prefer to receive the service at Ashley Surgery.

Only 40% of patients were aware of the PPG. Even smaller percentages (18%) were interested in becoming more involved or in attending meetings (27%) but 60% of respondents indicated number that they would like to contribute their views and opinions by email and in the course of this exercise over 50 patients have asked to be involved in this way. Agendas and minutes of future meetings will be sent to these people.

It would be advantageous for the questionnaire itself to be further considered and reviewed to facilitate and improve the information gathered and to facilitate the analysis of the information gathered. An extended period for the survey has been agreed and this will coincide with the publication of Community News in which the patient survey will be promoted, particularly though the Community Information Shop.

Bernard Bester 13th July 2016