

ALTON PRIMARY CARE CENTRE

PATIENT PARTICIPATION GROUP

SURVEY RESULTS FEBRUARY 2014

A second survey has been carried out and analysis of which is detailed below.

The survey was completed by 59 patients. **Not everyone answered all of the questions**

Male patients 49%

Female patients 51%

Ages of patients ranged from under 16 to 75+

Telephone System

93% of patients are satisfied with the telephone system. 3 patients passed comment about the system.

One patient (male 65-74) does not like the options line when ringing in.

One patient (male 55-64) had slight problem getting through but speaking to the receptionist it was pointed out that the phone system was down for about 30 minutes at the time of trying to get through. The patient had indicated the date and time of this happening enabling the comment to be investigated.

One patient (male 65-74) said that the new system seems to involve more delay in actually speaking to appropriate person/dept.

Online booking

The online booking used by 7%

Everyone who used this method found it efficient.

A further 25% indicated they would be interested in using online booking

Online repeat prescription request.

17% use this facility.

All who use it found it efficient.

30% indicated they would be interested.

How easy to get an appointment

91% found it **very easy** to get an appointment. 9% found it easy.

Out Of Hours Service

14% had used the out of hours service but no patient had used the out of hours service during surgery hours.

Appointment wait time.

68% of patients seen in less than 5 minutes
32% of patients seen between 5-15 minutes.
No patient waited longer than 15 minutes

Staff at the practice

98% of patients found the staff to be very helpful.
One patient (male 65-74) indicated fairly helpful.
One patient (male 55-64) commented “fantastic team”

Ages of patients completing survey

Under -16(1) 17-24 (3) 25-34(6) 35-44(9) 45-54(11) 55-64(6) 65-74(14) 75+ (7)

FURTHER ANALYSIS

There was a good age range completing the survey with an equal spread of male/female.

Online booking for appointments

5% of males aged between 17 & 64 use the online booking system.
2% of females aged between 16 & 24 use the online booking system.
9% of males aged between 17 & 74 would use the online booking system
14% of females aged between 16 & 54 would use the online booking system

Online booking for repeat prescriptions

11% of males aged between 17 & 74 use the repeat prescription service online
7% of females aged between 25 & 75+ use the repeat prescription service online
14% of males aged between 17 & 74 would use the repeat prescription service online
18% of females aged between 25 & 75+ would use the repeat prescription service online

Any concern about patients using out of hours service during normal surgery hours does not show that to be the case in this survey as no-one attended out of hours during normal surgery hours. This may be because of good education or the fact it is easy to get an appointment at the surgery.

All staff are thought of highly for the service provided, as indicated by the high percentage indicating a ‘very helpful’ response.

Patients not liking the options system when ringing the surgery were all over 65 in age

As far as all other areas of the survey are concerned it does not appear that anything requires attention.