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**Arden Medical Centre PPG Report 2013-14**

**The survey results were as follows:**

**Staff engagement with patients**



*89% of patients surveyed found the receptionists to be “very helpful” and a further 11% to be “fairly helpful”. (Same result as in 2012). Only 1 patient in 303 scored “not at all”.*



*Telephone is the principal means of contact with the Surgery. Again, a high level of satisfaction is achieved with 98% reporting it is either “very easy” or “fairly easy”. This is a modest improvement over 2012.*

**Appointments – booking and availability**

*Booking ahead is very easy for 64% of people, fairly easy for a further 34% with only 3% expressing any reservations. Another modest improvement over 2012.*

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*Telephone is the most common method of booking with 89% of patients phoning in. A further 11% book “in person” and the proportion of people calling in to book has increased year on year.*



*72% prefer to book by telephone but significantly 20% would now prefer to book “on line”. This has increased from 14% in the 2012 survey and 9% in the 2011 survey.*



*The majority of respondents (48%) have either not attempted this or “don’t know” indicating a limited need.*

*However, 19% rated it “very easy” and 29% “fairly easy” so for those who do use this, satisfaction is good.*



*82% rated the telephone consultation with the doctor as “very helpful” – an improvement on the 2012 rating of 77%.”*

**Consultation Satisfaction**

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*36% of appointments were “on time” plus a further 37% within 5 minutes of the appointment.*

*20% were 5 to 10 minutes late and 5% over 15 minutes late.*

*Good scores but an area for attention.*

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*63% of responders rated this aspect as “very good” and a further 31% as “good”. The equivalent scores in 2012 were 69% and 36% respectively so, a slight deterioration.*

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*74% of responders rated the listening skills as “very good” and a further 24% as “good”. This showed no change over 2012.*

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*67% of respondents think the explanation of tests and treatments is “very good” and the remaining 30% as “good”.*

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*62% rated the involvement in decision making concerning care as “very good” and 34% as “good”*

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*The sample for the survey was principally from patients seeing Drs Bleby, Holt and Houghton. Dr Ullah was in post for only part of the year.*

**Online Services**



*76% of respondents are aware of the on line prescription service which compares with 63% last year. – an improvement.*

*However of the 73% aware, only 28% have used it.*

*Though awareness is growing, usage is not.*

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*63% rate the on line repeat prescription process as “excellent” and a further 31% as “good” – a high level of endorsement from those who use it and another improvement over 2012 where only 53% gave an “excellent” score.*

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*73% are aware of the AMC web site, but only 36% have ever used it. This compares with 66% and 32% last year so both awareness and usage are building slowly. There remains 27% of respondents who are not aware at all.*

*The importance and usage of the web site will increase over* *time.*



*Of the 93 people who chose to rate the web site, 31% rated it as “very good” and 56% as “good. These are very similar scores to 2012.*

**Access**



*48% rated access to the AMC building as “very good” and a further 40% as “good”. There were 31 or 12% of people who rated it as “acceptable” or worse – which according to verbatim comments is related to the lack of car parking provision at busy times.*



*73% of respondents rate the cleanliness as “very good” and a further 25% as “good”. There is a marginal erosion of scores year on year.*

**Patient Information**



*33% of respondents rate the leaflets provided as “very good” (up from 26% last year) and a further 42% as “good” - an improvement.*

*Unfortunately, another 18% are not aware of any information leaflets, but this is a good improvement from the 26% last year.*



*39% of respondents consider themselves to be “well informed” as to how to access medical care out of normal hours. Another 41% consider themselves to be “partly informed”. But there are the remaining 20% who rate themselves “not informed at all” and this is worse than last year.*

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*If the need arises, 58% of respondents would call the AMC telephone number and take advice and instruction from the recorded message. 15% would call the NHS111 (fewer than last year) and 7% would go to A&E. 5% would wait until the surgery re-opens, and 4% would dial 999.*

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*70% of respondents have not used any out of hours service.*

*12% have been to A&E, 11% have been to the Walk In Centre and 7% Badger.*

*Only 6% have dialled NHS111.*

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*21% rated their out of hours experience as “excellent” and a further 32% as “very good”*

*But 20% scored “acceptable through to “very poor*”

**Overall Patient Satisfaction**

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*53% of respondents believe the service they obtain from AMC to be “excellent”, a further 39% report it as “very good” and a final 7% to be “good”.*

*These scores are consistent with last year’s survey.*

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*54% of respondents are new to completing the survey and 23% have done it before. 23% cannot remember.*

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*There were 66 repeat respondents of which 23% or nearly a quarter rate the service from AMC as “improved”. The remainder believe it is the same and no one reports any overall deterioration.*

**Sample Verbatim Responses**

* Staff always so nice. Very happy with treatment for me & my family
* Good telephone service - pleasant receptionists. Always get an appointment when needed. Doctors listen and take time
* Excellent, but unclear about out of hours
* Always friendly & understanding. A friendly smile. Will explain and never rush you. All doctors excellent
* Always able to get an appointment. Always given enough time to talk about problems. Scored access poor as parking poor - my only criticism
* Very friendly and empathetic receptionists who always make every effort to get you to see a doctor - immediately if necessary
* All doctors, nursing and reception staff give me superb care and service for which I am extremely grateful.
* Excellent service from clinicians and nurses. Only complaint is re booking appointments with 48 hour rule. Can’t see why not allowed to book for say 1 week in advance for routine check up. I work from 8:30am and am not allowed to personal calls. Also would find it useful if blood tests could be done in the evening.
* I have always been treated very well in a polite, professional and caring manner.
* I have always been very pleased with the Surgery over 23 years. Thank you.
* The receptionists are always helpful and friendly. The quality of medical care is very good.
* Appointment booking excellent, never have a issue. Doctors are excellent.
* Always kind, helpful and compassionate
* One area for improvement would be to keep patients informed if the doctor is running late. I once waited over 50 minutes for injections for my son with no information being given.
* Everything is so easy and quick. Most importantly staff are very polite and helpful.
* Been my local surgery all of my life. Doctors are friendly and helpful.
* Any service can be improved. would be improved with more access on Saturday / Sunday.
* The doctors and nurses have been there for me all my life.
* Always received good advice, and I never feel I am wasting the doctor's time