

Boulevard Medical Centre Questionnaire 2014

Introduction:

The aim of this survey is to find out the patient's experiences about the doctor, nurse and reception staff. Questions were taken from GPAQ questionnaire. Questions from 2013 questionnaire were used as patients had put that practice needs to improve on. We wanted to compare the results from the last year to measure any improvements were made by the practice. As usual 100 questionnaires were left at the reception, some were handed in to the patients who attended the surgery in December 2013, January 2014 and February 2014. Each questionnaire had an equal opportunities form and patients were given the choice to fill them in, there was a question for the patients to join the PPRG group so that they can make the difference in the running of the surgery. Only 38% questionnaires were returned and the response rate was better than the Mori poll survey done by the Government. The returned questionnaires were put in the collection box

Overall the feedback was positive however 3% patients did not find reception staff helpful and last year we had 100% satisfaction rate

8% patients did not find that it was easy to speak to the doctor or the nurse while as it was 3% last year.

36% patients did not know that you can have a telephone consultation with the doctor or the nurse which was more than last year as we had only 18% last year. We had put notices in the surgery that patient can have consultation with the doctor and the nurse and every time patient rang for advice they were told that they can book a telephone consultation with the doctor and the nurse and some patients have started doing that.

8% patients had mentioned that they could not see GP urgently and last year it was 0% which is a bit disappointing

95 % patients were happy with the opening times but did not give any suggestions about the times they will be happy for the practice to open, last year we had scored 100%

3% patients did not like the overall appearance of the surgery which is better than 4% last year. However we have tried to improve on this to be compliant with CQC and last year we were trying to improve on the appearance because of building work is still pending and we hope to change that this year.

100% patients said that they were treated with respect and dignity during their visit

100% patients said that they were able to understand what course of action would be taken as a result of their consultation with the doctor or nurse

100% patients said that they felt at ease to ask the question about their health

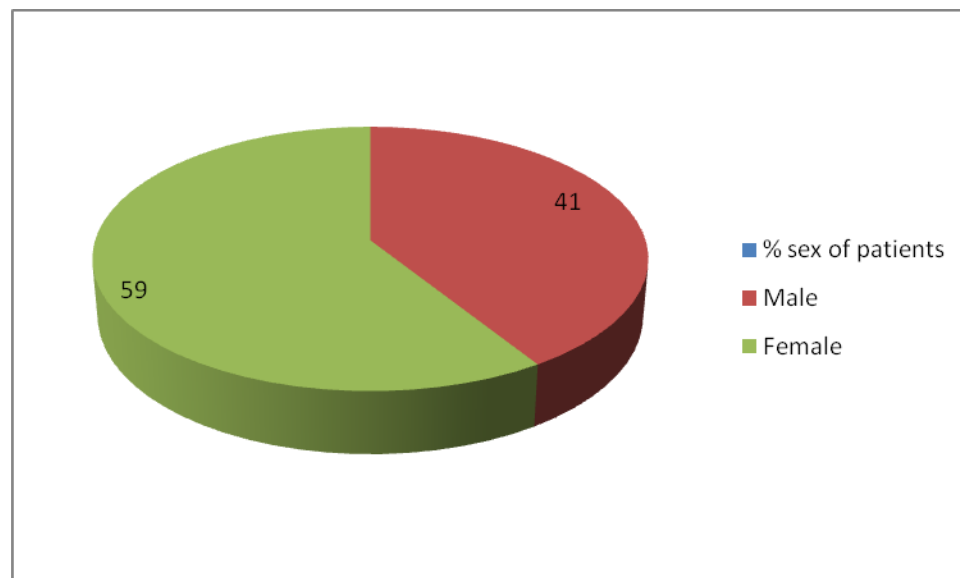
100% patients were satisfied with the explanation of their change of medication

Equal Opportunities questionnaire results are as follows;

Sex

28 % patients were male
72% patients were female

% sex of patients	Male	Female
	28	72

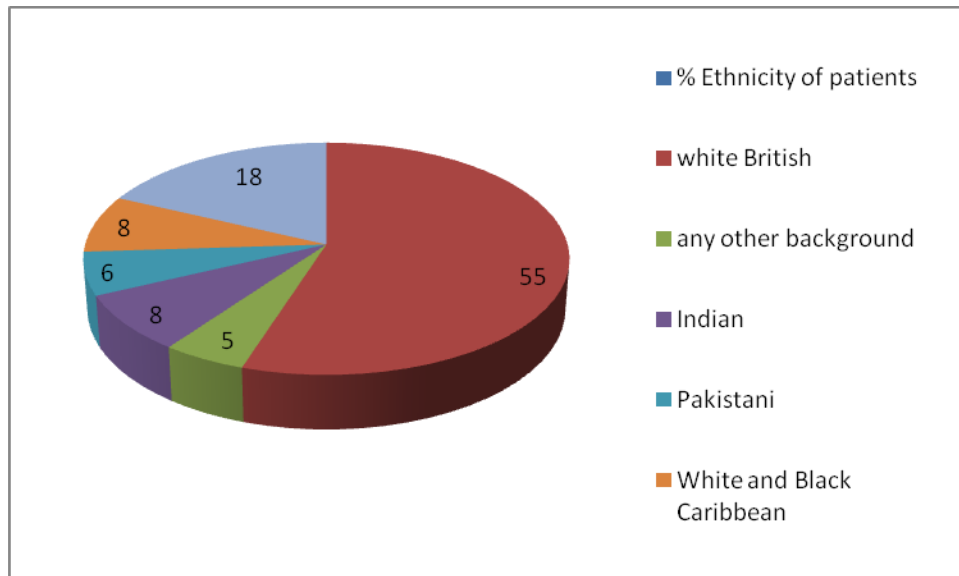


Ethnicity

50% patients described themselves as white British
10% patients described themselves as Indian
15% patients described themselves as Pakistani
2% White and Black Caribbean
21 % did not fill in this section
2% polish

% Ethnicity of patients	

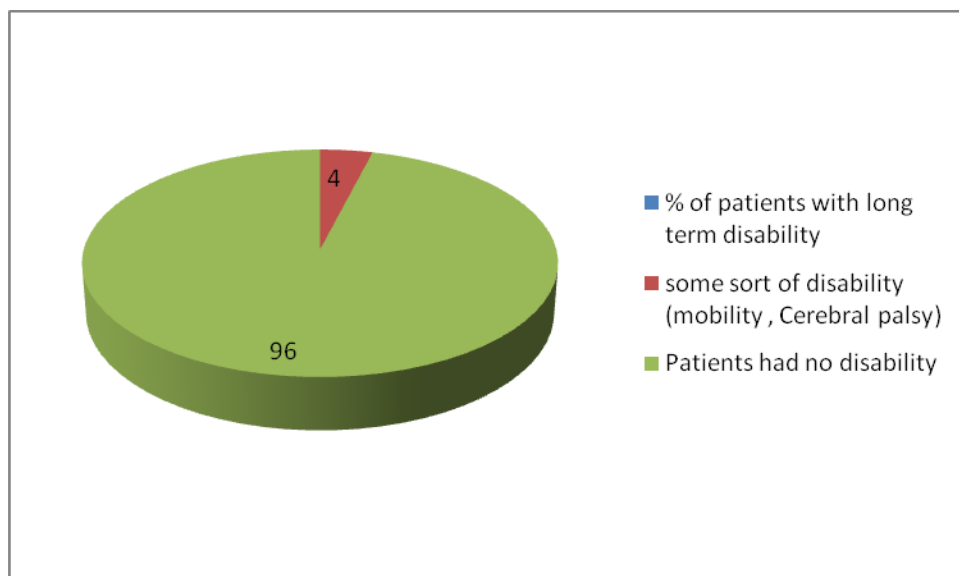
Polish	2
white British	50
Indian	10
Pakistani	15
White and Black Caribbean	2
did not fill in this section	21



Long term disability

7% patients had some sort of disability (arthritis)
66%% Patients had no disability
17% did not fill this section

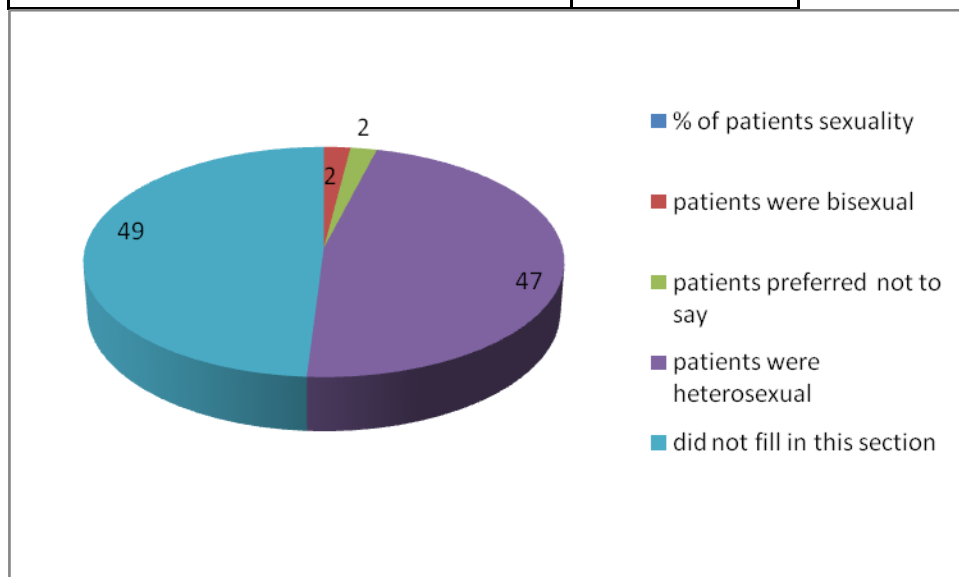
% of patients with long term disability	
some sort of disability (mobility , Cerebral palsy)	7
Patients had no disability	66
Did not fill this section	17%



Sexuality

2% patients were homosexual
 10% patients preferred not to say
 55 % patients were heterosexual
 33 % did not fill in this section

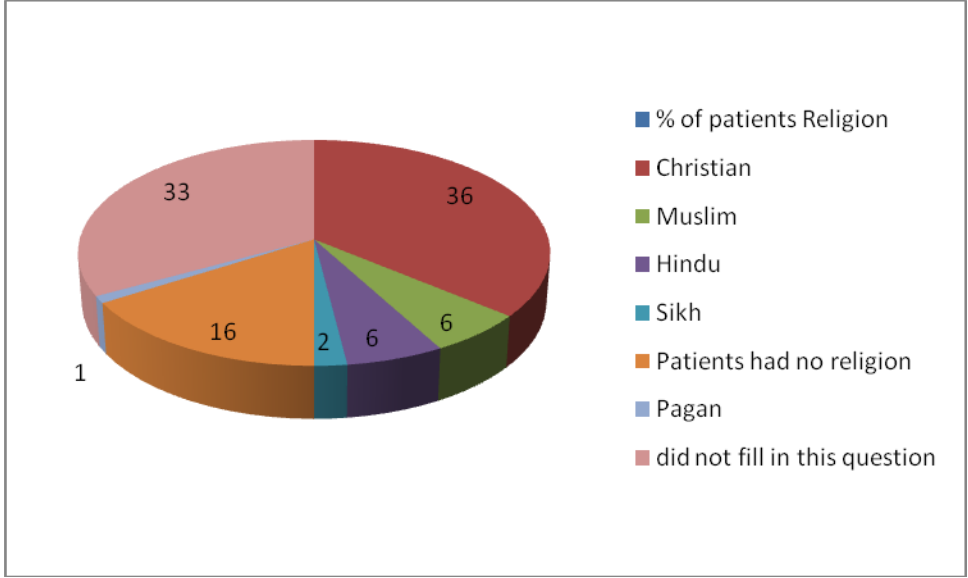
% of patients sexuality	
patients were homosexual	2
patients preferred not to say	10
patients were heterosexual	55
did not fill in this section	33



Religion

39% patients were Christian
 5% Muslims
 5% Hindu
 7% Sikh
 17% Patients had no religion
 10% said other
 17% did not fill in this question

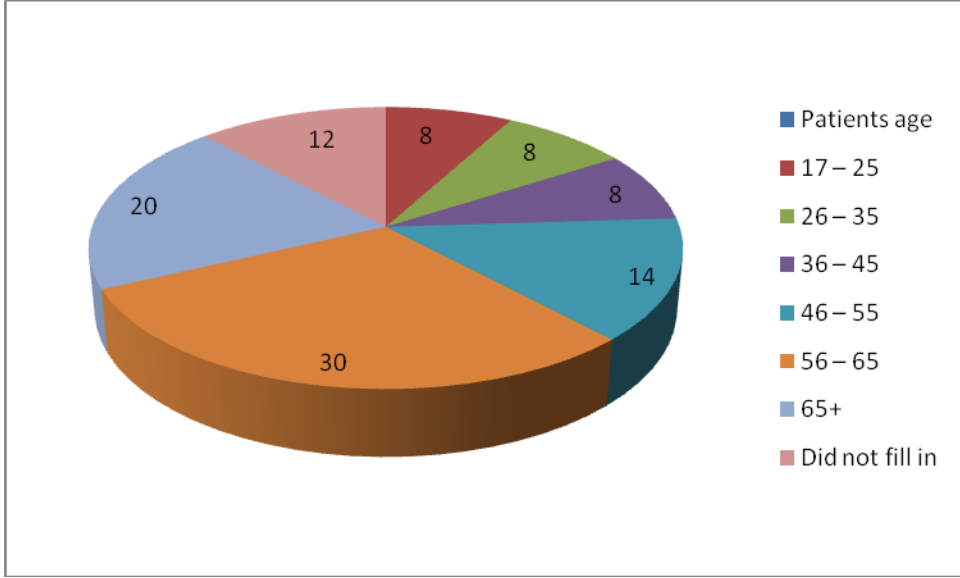
% of patients Religion	
Christian	39
Muslim	5
Hindu	5
Sikh	7
Patients had no religion	17
other	10
did not fill in this question	17



Age

17-25 8%
 26-35 15 %
 36-45 15 %
 46-55 21%
 56-65 18 %
 65+ 15%
 Did not fill 8 %

Patients age	
17 – 25	8
26 – 35	15
36 – 45	15
46 – 55	21
56 – 65	18
65+	15
Did not fill in	8



Questionnaire

1. Do you find the Reception staff helpful?
NO YES /

97 % patients said yes 3% said No

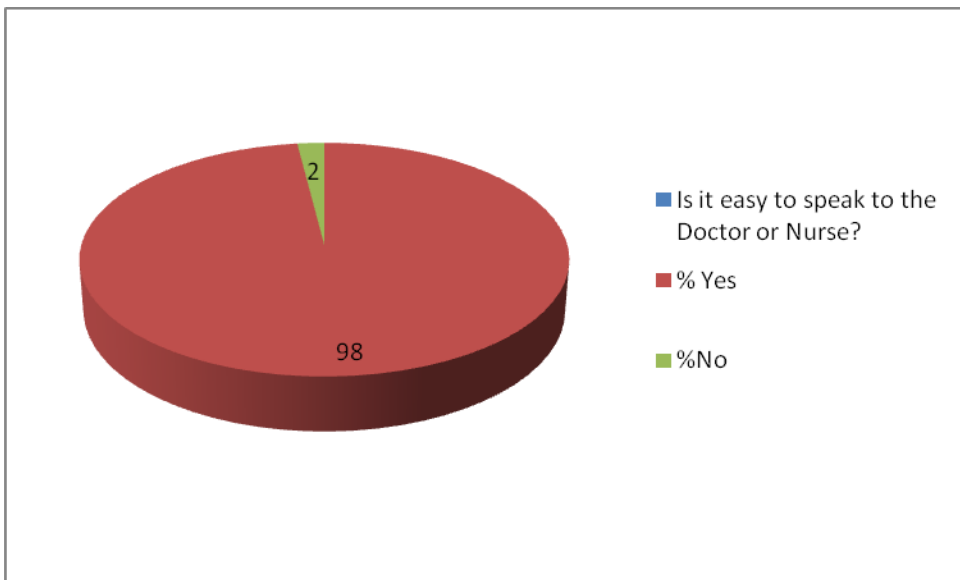
2. Is it easy to get through to someone on the telephone?
NO YES /

100% said yes

3. Is it easy to speak to the Doctor or
Nurse? YES / NO

79% Patients said yes and 21% patients said NO

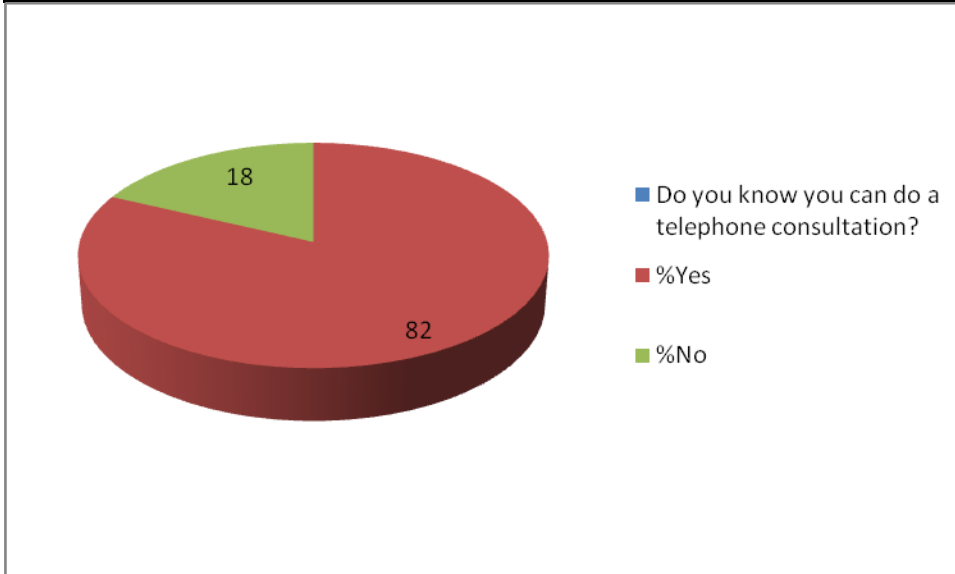
Is it easy to speak to the Doctor or Nurse?	% Yes	%No
	79	21



4. Do you know you can do a telephone consultation?
NO YES /

64% patients said yes and 36% patients did not know that you can have a telephone consultation

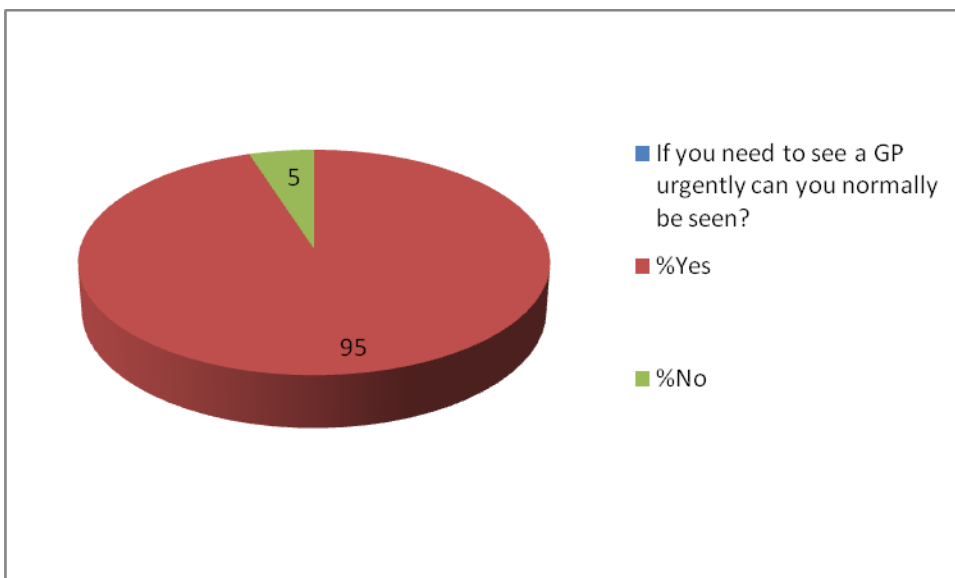
Do you know you can do a telephone consultation?	%Yes	%No
	64	36



5. If you need to see a GP urgently can you normally be seen? YES / NO

92% patients said yes 8% patients said NO

If you need to see a GP urgently can you normally be seen?	%Yes	%No
	92	8



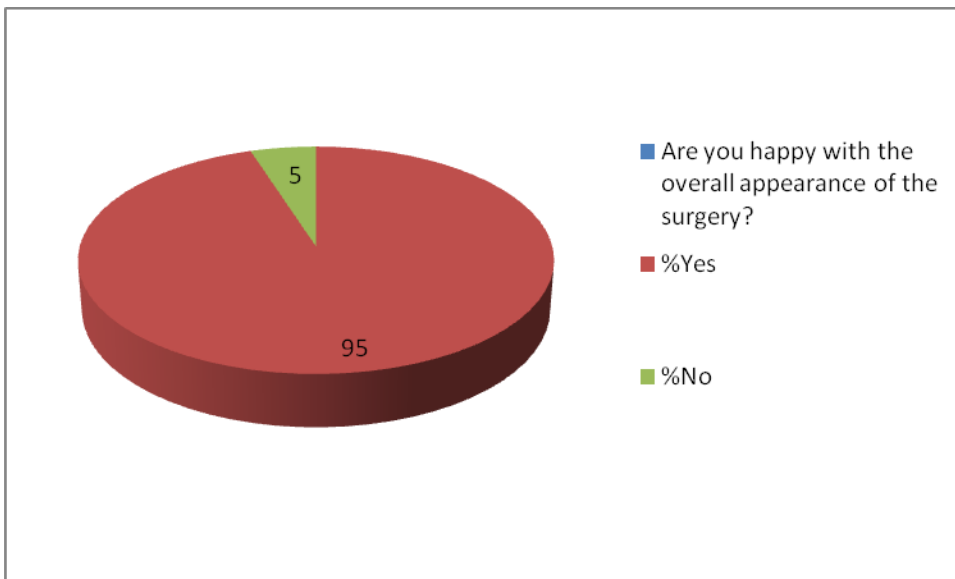
6. Are you happy with the opening times? YES / NO

95% patients said yes and 5% said no

7. Are you happy with the overall appearance of the surgery? YES / NO

97% patients said yes 3% patients said no

Are you happy with the overall appearance of the surgery?	%Yes	%No

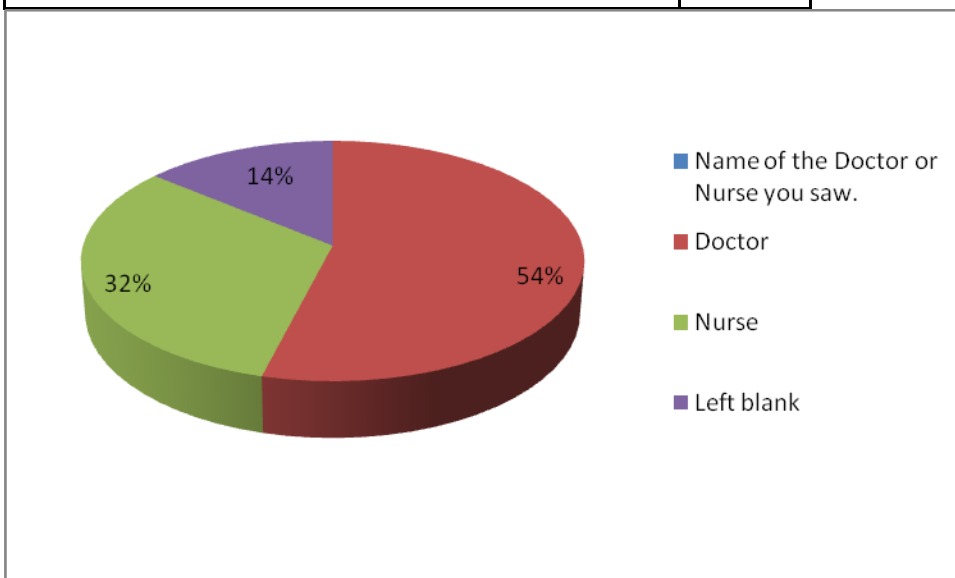


8. Name of the Doctor or Nurse you saw.
NO

YES /

100% patients had seen doctor Kachroo

Name of the Doctor or Nurse you saw.	
Doctor	100%
Nurse	0%
Left blank	0%



9. Did you feel you were treated with respect and dignity during your visit?
/ NO YES

100% patients said yes

10. Do you feel that you were able to understand what course of action would be taken as a result of your consultation with the doctor or nurse
100% patients said yes

10. Did you feel at ease to ask the question about their health

98 % patients said yes

12 Where you explained about the reason for the change of your medication

100% patients said yes

11.Thinking about your consultation with the Doctor

Poor	Fair	Good	Very Good
	5%	42%	53%
	5%	42%	53%
	6%	16%	78%

How well did they listen?

- a.
- b. How well did they explain the treatment you need?
- c. The amount of time they spent?

Poor	Fair	Good	Very Good
		39%	56% %

- d. Are you satisfied with the consultation

Comments and suggestions

- 1. Very Good
- 2. Would be useful isf the surgery was open on Saturday mornings only for 2 hours for patients like me who work at Leicester and who do not live locally

3. Excellent practice all staff helpful especially doctor very good
4. Nurse can be rude sometimes I would not feel comfortable to see her again
5. Excellent service for years
6. Light music at work
7. Sometimes I feel I am making appointments when not necessary