

Forest House Medical Centre & Warren Lane

Patient Participation Report 2013/14

Surgery opening hours

For Forest House Medical Centre and Warren Lane Surgery:-

Monday	8am - 12.30 & 1.30 - 6pm
Tuesday	8am - 6.00pm
Wednesday	8am - 6.00pm
Thursday	8am - 6 pm
Friday	8am - 6.00pm
Saturday	8.30am - 12.00 (for pre-booked Nurse appointments only at Warren Lane Surgery)

Warren Lane Surgery is closed every lunchtime from 12.30 – 1.30pm

Medical emergencies when the Surgery is closed

The new NHS 111 service is now available to all our patients. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones – just dial 111.

You can access either site Monday to Friday by telephone on 01162898111 from 8.30am – 12.30 and 1.30 – 6.00pm. During closure please listen to the telephone message giving alternative contact details for any emergencies.

Online access is available for appointments and prescriptions via

www.foresthousemedicalcentre.co.uk .

Report :-

There are currently 37 member of the practice participation group. The membership has increased over the past 2 years by constantly advertising in the waiting room and local community notice boards. Approximately 15 – 20 members attend the meetings which are held every 6 weeks. Communication is maintained with all members via email before and after each meeting.

The topics for the latest patient satisfaction survey were decided by the members of the patient group at a meeting and the information was circulated via email to all members to give them an opportunity to have an input into the decisions of the subjects and the overall design of the questionnaire.

The Patient Satisfaction Questionnaires were handed out to patients over a two week period at both sites and they were available to any patient who attended during those two weeks whether they had an appointment, collecting a script or just came in with an enquiry. The questionnaire was also available on the website.

The results of the questionnaires were collated and circulated to the members of the group and although there were no major problem areas some areas for improvement were identified.

The results were discussed at a patient group meeting and a joint action plan was decided with the practice and the group.

Forest House Medical Centre and Warren Lane Surgery

Patient Participation Group patient survey 2013/14

Summary of the results of the patient satisfaction questionnaire:-

Following discussions with the PRG an action plan has been agreed.

Areas identified for improvement:-

- **Ability to get through on the phone**

Action – review the appointment system and look at ways the appointments can be offered as an alternative to using the telephone

- **Booking an appointment**

Action – review the appointment system and look at ways the appointments can be offered as an alternative to using the telephone

- **Using the surgery website**

Update the surgery Website with the assistance of the patients group to make it more user friendly and is easily updated with current information

- **Not enough information about how patient data is used**

Update the surgery Website with the assistance of the patients group to make it more user friendly and is easily updated with current information

- **Text messaging service information and increase use.**

Increase use of text messaging service in line with Information Guidance and agreement of protocol with patient group.

The above actions will be carried out during 2014 and 2015 and reported to the patient group by 31st March 2015.

Forest House Medical Centre & Warren Lane Surgery

Patient Survey Results 2013/2014

The Patient Participation Group represents patients' views and we would like to invite you to take part in our third Patient Survey.

Last year's survey was very successful and as a result we have made several changes to the surgery and the way it operates. The full results of the survey can be seen on the surgery's website

www.foresthousemedicalcentre.co.uk

- 1 How do you prefer to book your appointments to see a doctor or nurse at the Surgery?
Please mark all that apply.

In person	76
By phone	157
Online	41
Other method	0

- 2 In the past year, thinking of the times you have phoned the surgery, how do you rate the ability to get through on the phone?

Very Easy	25
Fairly Easy	82
Not Very Easy	92
Don't know/never tried	3

- 3 In the past year how easy have you found contacting the practice by telephone to do the following? *Please tick one box in each row.*

	Easy	Acceptable	Difficult	I haven't tried to do this
Booking an appointment	50	72	72	4
Obtaining blood results on the telephone	49	49	6	73
Booking a telephone consultation with a GP	30	45	21	90
Speaking to a GP about a specific issue	36	42	9	96
Making a general enquiry	54	60	9	55

4 How easy is it for you to get an appointment with a Practice Nurse ?

Very Easy	43
Fairly Easy	89
Not Very Easy	19
Don't know/never tried	41

5 In General, how satisfied are you with the care you get at your Surgery?

Very Satisfied	105
Fairly Satisfied	64
Neither satisfied nor dissatisfied	14
Fairly dissatisfied	8
Very dissatisfied	5

6 In general, how satisfied are you by the way in which you are treated by the receptionists?

Very satisfied	134
Fairly satisfied	41
Neither satisfied or dissatisfied	12
Fairly dissatisfied	5
Very dissatisfied	2

7 In the reception area, can other patients overhear what you say to the receptionist? At **Forest House Medical Centre**

Yes, but I don't mind	135
Yes and I am not happy about it	43
No, other patients cannot overhear	3
Don't know	10

8 In the reception area, can other patients overhear what you say to the receptionist? At **Warren Lane-**

Yes, but I don't mind	112
Yes and I am not happy about it	27
No, other patients cannot overhear	10
Don't know	37

9 Which system do you use for ordering your repeat prescriptions

In person	68
On line	16
Local Pharmacy service	78
Post	5
Not applicable	37

10 If you have repeat prescriptions how satisfied are you with the service?

Very satisfied	99
Fairly satisfied	46
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	1
Not applicable to me	37

11 How satisfied are you with the Surgery's website?

Very satisfied	19
Fairly satisfied	20
Neither satisfied nor dissatisfied	9
Fairly dissatisfied	6
Don't know never used	135

Do you have any suggestions on improving the website?.....please see last page.....

12 Do you feel you have enough information to advise you on how your GP data is used?

Yes	94
No	82

13 Do you receive text messages from the surgery on your mobile phone?

Yes	114
No	75

14 Which text messages you would be happy to receive.

Appointment confirmation & reminder	154
Notification of Did not Attend appointment	54
Notification to make GP/Nurse appointment	103
Changes in services at the surgery	80
Reminder to make an appt for an Annual Review	90
Notification of test result received (e.g. blood test)	105
Details of your test result	77

15 Would you recommend Forest House Medical Centre/Warren Lane to someone who has just moved to your local area?

Yes, would definitely recommend	125
Yes, might recommend	39
Not Sure	21
No, would probably not recommend	5

If No please give the reason why.....please see last page

This survey is produced by the Patient Participation Group (PPG)

If you are interested in becoming a member of the PPG or would be happy to be emailed occasionally about your opinions please let us know via email at foresthse.patient@nhs.net or ask at reception.

This survey is confidential, however, if while you are completing it, it raises questions please feel free to contact the PPG via email at foresthse.patient@nhs.net or drop a note into the comments box in reception.

Thank you.

Equality Monitoring

In order to make sure we have the views from representative selection of our patients please complete this form.

Please tick the box that applies

Female	99
Male	72

Please tick the box that applies.

Under 16	1
16-40	39
41 - 60	58
61 - 75	45
Over 75	28
Prefer not to say	0

1. What is your ethnic group?

White [151] British
 [3] Irish
 [2] Any other white background, please state.....

Mixed [2] White and Black Caribbean
 [] White and Black African
 [] White and Asian
 [3] Any other mixed background, please state.....

Asian/Asian British [7] Indian
 [] Pakistani
 [] Bangladeshi
 [] Any other Asian background, Please state.....

Black/Black British [] Caribbean
 [] African
 [] Any other black background, please state.....

Chinese or other ethnic group [3] Chinese
 [] Any other, please state.....

Thank you for completing this form.

Comments:-

Do you have any suggestions on improving the website?

- *Password forgotten and for security Name, DOB, & email could be used*
- *Couldn't find opening and closing times*
- *Online booking for appointments and repeat prescriptions (this might already be available, I haven't looked for a long time)*
- *Very happy with website*
- *More user friendly signage in the waiting room advising to go on-line*
- *Use email instead of text messages*
- *Sometimes prescriptions are at Forest House when ordered for Warren lane*
- *Please make sure it is kept up to date*
- *It's really easy to use a website & much more convenient & reliable than the telephone system*

Would you recommend Forest House Medical Centre/Warren Lane to someone who has just moved to your local area?

If No please give the reason why:-

- *Getting very busy at both surgeries*
- *Overall not enough time is given to the patients' needs*
- *To overcrowded as it is*
- *Very difficult to get an appointment & poor info from a particular GP*
- *Nice big surgery*
- *Cant get appointments easily without turning up in person at the surgery at 8.00am*
- *No Blood tests at Warren lane*
- *The only way to get an appointment is to stand and wait at 8am – it is impossible to get an appointment if you ring at 8.30am*
- *I recently had a very upsetting experience with a receptionist at Warren lane*
- *It is very difficult to get an appointment. Had to wait a month for an appointment to get contraceptive implant put in – other than this service is polite so would recommend if appts could be sorted*