

Leigh Family Practice Results of Patient Survey 2014

There were 169 completed surveys but not all patients answered every question or gave ideas etc. Some patients gave more than one answer to questions 4 and 6.

Question 1	
Male	61
Female	95
Working	31
Retired	17
Carer	9
Have a Long Term Condition	32
Age under 24	14
Age 25-34	28
Age 35-44	12
Age 45-54	22
Age 55-64	21
Age 65-74	19
Age 75+	5
Question 2	
How confident are you in making online requests for prescriptions?	
Very confident	75
Unsure and would like more information	47
I don't have a computer	44
No answer	3
Question 3	
How confident are you in making online requests for appointments?	
Very confident	68
Unsure and would like more information	53
I don't have a computer	46
No answer	2
Question 4	
How do you normally book your appointments to see a GP or Nurse?	
In person	67
By phone	131
By fax machine	0
Online	6
Doesn't apply	1

Question 5	
Please let us know your overall experience of making an appointment	
Very good	43
Good	54
Neither good nor bad	27
Poor	26
Very poor	16
Doesn't apply	2
No answer	1
Question 6	
Which times would you prefer to attend for your appointment?	
8am-9am	44
Daytime between 9am-5pm	78
5pm-8pm	45
Saturday morning	29
Anytime	3
Question 7	
Do you have any ideas how we may encourage patients to attend their appointments?	
Shorter waiting times	Friendly – anticipate problems
Cup of tea when delays !!	Question them before giving future appts
Pay for unattended appointments	Charge them for missing to shock
SMS reminders	More helpful
Alert carers/relatives for patients with memory problems	More female Drs available
List who they are	Reward somehow
Phone calls	Ensure pts seen promptly at appt time
Online reminders	Make it known – make appt and ATTEND
Remove from list if do not attend	Missed Appts = Stops others attending
3 strikes out policy unless reason	2 strikes - remove
Text on day	Problems getting thr' to BMC to cancel
Listen to them – ask them why	Dealing with it depends on Pts' health
Provide appointment times that suit	Make appts same day or day after
Make them aware of costs to the NHS	Make it easier to book suitable appts
Question 8	
What are your views about Open Surgeries?	
Very useful	92
Neither good nor bad	16
Prefer appointments	42
Unsure	16
No answer	3

Question 9	
Are you aware of the CHOOSE WELL SCHEME – when it is appropriate to attend A&E, the Walk-In Centre, your GP Surgery, a pharmacy & self-care when you need advice?	
Yes, I am aware	104
No, I am not aware	6
No answer	59
Question 10	
Please tell us how satisfied you are in getting through to speak to someone on the phone.	
Very satisfied	56
Fairly satisfied	50
Neither satisfied or dissatisfied	26
Fairly dissatisfied	19
Very dissatisfied	11
No answer	7
Question 11	
Please tell us your experience of seeing / speaking to a Nurse or GP the same day or next day.	
Very satisfied	53
Fairly satisfied	59
Neither satisfied or dissatisfied	18
Fairly dissatisfied	22
Very dissatisfied	11
Not applicable	6
Question 12	
Please tell us about your waiting room experience.	
Very good	66
Good	71
Neither good nor bad	23
Poor	1
Very poor	1
Doesn't apply	1
No answer	6
Question 13	
Do you know how to contact the Out of Hours Service?	
Yes	102
No	47
No answer	20

Question 14	
How confident are you that you can manage your own health with the help of your health professional?	
Very confident	79
Fairly confident	68
Not very confident	10
Not at all confident	2
No answer	10
Question 15	
In the last 6 months, have you had enough support from local services or organisations to help you manage your Long Term Health Conditions?	
Yes, definitely	44
Yes, to some extent	40
No	17
I haven't needed such support	48
No answer	20
Question 16	
What Long Term Health Conditions do you have?	
Heart attack	Thyroid problems
Rheumatoid arthritis	Underactive thyroid
Chronic agoraphobia	Anxiety
Chronic vertigo	Falls
Chronic Kidney Disease	Prolapse
Depression	Open heart surgery
Diabetes	Hiatus hernia
ME	Stroke – reduced movement to left side
Epilepsy	Lower back pain
High Cholesterol	Right hand pain
High blood pressure	Kidney stones
COPD	Asthma
Schizophrenia	Eczema
Very bad back	Angina
Dislocating patella	Anorexia
Chronic bronchitis	Osteoporosis
Nerve pain	IBS
Kidney problems	Enlarged heart
Cancer	Lung fibrosis
Arthritis	Chesty cough
Liver problems	Coal Miners COPD
Tonsillitis	Chronic cough
Hip problems	Obesity
Sleep Apnoea	Prostate
Ulcers	Hay fever
Osteoporosis	Bladder Problems

Breathing problems	Bad chest
Muscular Skeletal Pain	Shoulder pain
Permanent ankle disablement	Colitis
Eye problems	Tinnitus
Balance problems	Parkinson's
Spinal problems	Persistent foot injury
M I	LVF
Question 17	
Which Health Promotion topics do you think we should focus on to help the patients to self-care and take responsibility for their health?	
Common cold	Sleep issues / Good rest
Rashes	Exercise - referrals
Small cuts	Support Groups
Sore throats	Local support (NHS) clinics
Cancer awareness	Alternative medicine
Diabetes	Healthy Eating / Diet
Alcohol problems / issues	Pain management
Smoking cessation / issues	Asthma relief
Weight / obesity	Healthy living
Health Trainers	Choose Well Scheme
Counselling	Booklets
Emphasise need for regular check ups	Advertise more
Question 18	
Do you have any suggestions how we may encourage male patients and also younger patients to be involved in their healthcare?	
Open days	TV screen – make it interesting
Offer prizes ?	Posters
Send out leaflets	Drop in male day
Make it easier to get appointments	Use apps
Lads and Dads Health Promotion	Tell them how important it is
Just listening ear	More support
Adverts in public houses etc	Open days and health workshops
Let them know what is available	Less formal
Self-care & ask chemist & ring Nurse	Yearly check ups or 6 monthly medical
Less intimidating	Male staff to give talks etc
Men's informal group	Informal chat group for young people
Workshops	Well man clinics
Guidance meetings	Better sporting facilities
Run a live session	Emphasise long term effects on health
Put info in work places	Put info in places where they may go
Easier to get appts. Same/next day	
Question 19	
Are you aware that you may raise	

issues about the Practice through the Patient Participation Group? Personal issues, however, should be addressed to the Practice Manager.	
Yes, I am aware	99
No, I am not aware	11
No answer	59
Question 20	
Would you recommend Leigh Family Practice to someone who has just moved to your local area?	
Yes, definitely	80
Yes, probably	61
No, probably not	12
No, definitely not	4
Don't know	7
No answer	5