



St Stephens Gate
MEDICAL PRACTICE

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Patient Participation Group Report – March 2014

We have again undertaken the Patient Questionnaire. 200 were handed out to patients visiting the surgery w/c 10th March 2014.

From the 150 that were returned only 140 were useable, others were not complete and therefore null and void.

This is a comparison using last year's results:

Q1. Do you find the waiting area and facilities are:	2012	2014
Poor		1.4
Fair	4.3	2.1
Good	27.5	29.3
Very Good	33.3	37.1
Excellent	34.8	30.0
Q2. How child friendly do you find the surgery:	2012	2014
Poor		1.4
Fair	8.7	5.0
Good	21.7	33.6
Very Good	14.5	26.4
Excellent	23.2	17.1
N/A	31.9	16.4
Q3. Ability to book appointments promptly when needed:	2012	2014
Poor	2.9	2.9
Fair	10.1	16.4
Good	29.0	32.9
Very Good	23.2	31.4
Excellent	34.8	16.4
Q4. Are you aware that you can pre-book appointments with a GP or Nurse up to 4 weeks in advance?	2012	2014
Yes	63.8	62.9
No	36.2	37.1
Q5. Are you aware that the surgery offers additional Appointments outside the normal surgery hours for patients who cannot visit during this time?	2012	2014
Yes	60.9	52.9
No	39.1	47.1

Q6. Do you feel that appointments during these extended hours are beneficial to you?	2012	2014
Yes	72.5	62.9
No	27.5	25.7
N/A		11.4
Q7. Have you visited the surgery before for an extended hours appointment?	2012	2014
Yes	29.0	17.1
No	71.0	82.9
Q8.If you have repeat prescriptions, how do you rate the repeat prescription service:	2012	2014
Poor	7.2	-
Fair	7.2	3.6
Good	18.8	26.4
Very Good	29.0	24.3
Excellent	27.5	22.1
N/A	10.1	23.6
Q9. When ordering your medication, is your prescription ready within 48 hours (2 working days)?	2012	2014
Yes	84.1	78.6
No	10.1	8.6
N/A	5.8	12.9
Q10. Do you know that you can order repeat prescriptions online?	2012	2014
Yes	44.9	42.1
No	55.1	57.9
Q11. If you have used the online service to order repeat Prescriptions, why was this?	2012	2014
Difficulty accessing the internet	11.6	9.3
Didn't know it was available	29.0	30.0
Preferred choice of delivery	15.9	11.4
Found the system too difficult	-	0.7
N/A	43.5	48.6
Q12. If you contacted the surgery about a prescription or to discuss an order, have you found the staff helpful?	2012	2014
Yes	79.7	83.6
No	5.8	0.7
N/A	14.5	15.7
Q13. When you spoke with the reception staff, did you find them to be helpful and courteous?	2012	2014
Yes	97.1	97.9
No	2.9	2.1

Q14. How satisfied are you with the service provided by the reception staff?	2012	2014
Unsatisfied	1.4	-
Neither satisfied or unsatisfied	7.2	5.7
Satisfied	37.7	40.0
Very satisfied	53.6	54.3
Q15. Do you consider that the arrangements at the surgery (consulting rooms, reception, waiting areas) provide adequate privacy?	2012	2014
Yes	97.1	97.9
No	2.9	2.1
Q16. Do you consider that you are always treated with adequate respect by everyone at the surgery?	2012	2014
Yes	97.1	97.1
No	2.9	2.9
Q17. Please rate the competency of both the health Professionals and administration staff.	2012	2014
Poor	-	0.7
Fair	5.8	1.4
Good	18.8	18.6
Very Good	29.0	38.6
Excellent	46.4	40.7
Q18. Please rate how you felt your personal privacy and confidentiality was dealt with.	2012	2014
Poor	1.4	-
Fair	-	1.4
Good	21.7	20.7
Very Good	30.4	32.9
Excellent	46.4	45.0
Q19. When attending for treatment, was consent discussed with you?	2012	2014
Yes	62.3	62.1
No	37.7	22.9
N/A	-	15.0
Q20. Did the doctor or nurse give you any written documentation about the discussions you had about your health problems?	2012	2014
Yes	30.4	26.4
No	69.6	73.6

Q21. Would you have liked a written plan summarising your discussion with the doctor or nurse?	2012	2014
Yes	31.9	22.9
No	26.1	35.0
N/A	42.0	42.1
Q22.If you have requested a home visit within the last 12 months, did you feel that you were seen by a doctor within a reasonable period of time?	2012	2014
Yes	18.8	18.6
No	21.7	16.4
N/A	59.4	65.0
Q23. Have you made a complaint in the last 12 months regarding a nurse, doctor, receptionist, surgery premises or facilities.	2012	2014
Yes	2.9	2.1
No	97.1	97.9
Q24. If 'Yes' to answer 23 was the outcome to your satisfaction	2012	2014
Yes	4.3	1.4
No	4.3	0.7
N/A	91.3	97.9
Q25. Are you aware that we have 'comments forms' and 'Your Opinion Counts' cards for patient feedback at reception.	2012	2014
Yes	69.6	42.9
No	30.4	57.1
Q26. Do you know the practice has a website?	2012	2014
Yes	69.6	72.9
No	30.4	27.1
Q27. If you have picked up a newsletter in the last 12 months, did you find it informative and helpful?	2012	2014
Yes	46.4	25.0
No	14.5	15.0
N/A	39.1	60.0
Q28. Are you aware of the Patient Participation Group	2012	2014
Yes	42.0	20.0
No	58.0	80.0

Q29. In the last 12 months have you attended an A & E dept, With a medical condition that with hindsight your GP could have dealt with?	2012	2014
Yes	7.2	5.0
No	92.8	95.0

Q30. Have you used A & E because you couldn't get an appointment with a GP at the practice?	2012	2014
Yes	4.3	0.7
No	91.3	57.1
N/A	4.3	42.1

Of the 150 questionnaires that were given out 140 were returned and broken down as follows:

	Male	Female	Total
16-24	4	10	14
25-34	4	11	15
35-44	7	12	19
45-54	5	7	12
55-64	9	15	24
65-74	18	14	32
75+	12	12	24
	59	81	140

The overall summary is showing that the difference between 2012 and 2014 has fluctuated slightly, but overall not much difference.