



# GREAT HARWOOD MEDICAL GROUP

## Patient Participation Group Survey 2013

**Surveys sent out: 21**

**Surveys returned: 12**

### **Appointments**

The surgery currently offers a combination of appointments which are bookable up to 4 weeks in advance and same day appointments for urgent problems. Over one hundred appointments are lost each month due to patients not turning up. To try to reduce this number of missed appointments we are looking at alternative appointment options. Which of the following would you prefer?

Pre bookable appointments up to 4 weeks in advance only

Pre bookable appointments up to 2 weeks in advance only    **1**

Book on the day appointments only

Sit and wait clinics only

A combination of the above:        **11**

Other: (please state)

**Book on the day appointments combined with sit and wait clinics**

**There should be a penalty for missed appointments. I realise there may be good reason for the missed appointment but it only takes a telephone call to cancel**

**Keep prebookable appointments and book on the day appointments for emergencies. Also next day appointments.**

**I personally think that a sit and wait system may reduce the number of missed appointments. However, this would not help patients who would prefer to see a specific doctor (who they have confidence in and who knows their particular history) if they are not sure who is on duty. Maybe a prebookable system and sit and wait system would work to everyone's satisfaction.**

How often do you normally have to wait to see a GP once you have booked in for your appointment:-

Less than 10 minutes:        **3**

10 minutes – 20 minutes:    **9**

Longer than 20 minutes

Comments:-

We realise that doctors try to keep to time but it is not always possible.

Usually have to wait about 15 minutes

The waiting time has always been excellent. When a patient is waiting for an appointment could this time be used to gather information off them ie a form requesting email, mobile etc.

I do not have a problem with this as I understand there may have been an emergency or other patients may have needed a little more time.

I try to be there 10 minutes before an appointment. If my appointment is for something routine eg. annual check up etc. I would prefer to book by email.

### **Consultations**

Thinking of other forms of consultation would you like the option of:-

Telephone consultation with a GP: 9

Email consultation with a GP: 5

Comments:-

Depends on severity of problem

With a telephone consultation it is easier to ask questions or clarify what the Dr is saying / advising.

Sometimes you just need a yes or no from a doctor and I think this would be good for 'simple question' instead of using up face time.

A combination of the above depending on the urgency of the problem

I think both of these have their difficulties i.e. diagnosis when a GP cannot examine a patient. However, maybe either of these could be used for a slight change to prescription ie can I please take less/more medication or could I please have some more of the medication I used for a certain problem a year ago etc. This would therefore not take up an appointment for others. I usually pose this type of question to receptionists but others may not.

I have already used this and am pleased with the result (email).

## **Telephone Access**

How do you find getting through to the practice by telephone?

Easy: 12

Difficult

Comments:-

Generally no problems contacting the surgery although it can be quite difficult if you are ringing at 8am.

## **Premises**

The practice is scheduled to move into the new purpose built health centre at the end of this year. What services would you like to see provided in the new building?

Chiropody x 2

Hearing checks x 2

Men's clinic

Minor surgical procedures

Accupuncture

Physiotherapy x 2

Dietician

Diabetic Clinic x 2

Walk-in Clinic for minor ailments

Children's services

Half day geriatric clinic (nurse assessment – will cut surgery time)

Podiatry clinic

Ultrasound examination

Diabetic retinopathy checks

Dementia

Cancer

Strokes

Baby clinic

Toddler groups

Family planning

The surgery appears to offer a lot of services

A well persons clinic for general health checks

NHS dentist

All the services which we have at the moment

Treatment room – maybe to go a stage further and be a little like Accrington

INR testing – would help patients who have travel problems and don't find it easy to get to the hospitals

Counselling services

Maybe rooms for specific help groups to use: Carers Link, CAB, etc, medical help groups, arthritis, stroke, angina, fibromyalgia etc.

X ray

Drop in health check clinics

## **News**

The practice would like to keep patients informed of new services and changes to current services. Would you like to be informed by:-

Website: 3

Email: 9

Newsletter: 6

Posters in the surgery: 4

Patient Meetings: 4

Other: (please state)

Notice board, what is available, who is on duty times

All of the above to get widest coverage to all groups

Posters in sheltered accommodation premises, Bank Mill House senior citizens centre, children's nurseries could be useful.

I do not mind using electronic methods however there are many people who do not have access to this. A seasonal newsletter would be good but the style may need to be thought out so this can reach all patients including those who cannot read – maybe the use of drawings, logos and pictures could help – other editions may be needed ie. braille, other languages etc. Patient meetings would get around this problem and would give a personal touch, but you would never get all the people together at the same time and would need a member of the team to deliver.

## **Prescriptions**

From a patient safety aspect we discourage patients from ordering medications over the telephone as mistakes can be serious.

Our preferred methods are as follows:-

Email: 6

Website: 1

In person: 4

By post

Via your Pharmacy: 4

Please tick the box which applies.

Comments:-

Existing service from Pharmacy very good

I look forward to when I can order on line via the new system. At present I order via Boots which is good but problems do occur (often)

I love using the email system as it's quick and easy as I cannot order my repeats direct with the pharmacy. However I have had some meds missed off/added. For other family members I think the ordering through pharmacy is great and saves a lot of time.

I tried via Boots pharmacy but cancelled due to them ordering too many products

I do not have regular medication but if I did I would like to be able to order online