

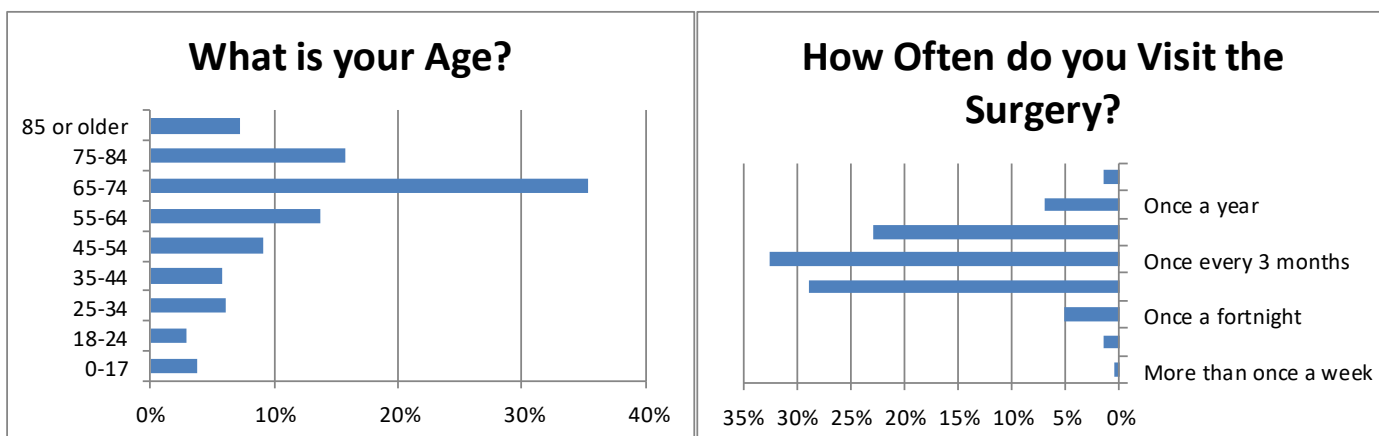
# Marlborough Medical Practice PPG Survey Results

Between the 15th September and the 31st October 2016, **411** surveys were completed by patients of the Marlborough Medical Practice. 34.5% of respondents were Male and 65.2% were Female (0.3% unspecified / no response).

Following on from the success of the PPG survey in 2015, we were delighted to have such a good number of responses for the second year running. The respondents came from all age groups and included very frequent users of the surgery, as well as those that do not visit as often.

For this survey, we hoped to not only build on our first survey, but also focus on finding out if the practice was offering support to people who are often at a disadvantage or may not get heard, particularly those with disabilities and carers.

We also hoped to offer all patients an opportunity to feed back on the work of the PPG and their experience of the practice more generally. We plan to use all this information to feed into a PPG strategy for the coming 12 months, to ensure that the PPG's priorities truly reflect the aspects of the practice that patients feel are most important.



## Appointment Process and Online Access

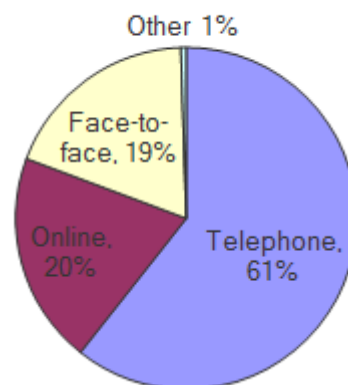
Booking appointments over the phone was still the preferred method (61%). However the number of people who prefer to book online has gone up by 9% to 20% of all respondents. Of those people that use online booking, 55% said this was their preferred method of appointment booking.

43% of respondents who do not use the online system were not aware the service existed. A further 18% said they found it too difficult to use. There were a large number of comments about online access, many saying that they live near to the surgery and so like to pop in, while a significant number also commented that they were struggling to login.

Method of booking appointment	2015	2016
Face to face	18%	19%
Telephone	67%	61%
Online	11%	20%
Other	4%	<1%

The PPG feel they could offer support to people who wish to use online services but do not currently do so. The PPG will also help to publicise that the online system exists and its benefits. We are considering how best to do this.

## How do you prefer to book appointments?



## Support from the Surgery

16% of respondents considered themselves to have a disability. Of these respondents, 86% felt the practice helped them manage their disability either Well or Very Well. There were a number of suggestions about how the practice could help patients with disabilities, including:

- "Harder seats in the waiting room - I can't sit because of my back and hip pain and soft seating. Can't pull heavy doors. "
- "Maybe some rails along the walls to the GPs rooms"

The PPG will review suggestions and discuss with the practice.

12% of respondents identified as being carers, of these, 20% are not registered with the practice. The PPG can help to highlight the benefits of registering as a carer with the practice and how to do it. The PPG also plans to run another carers fare in 2017.

## Communication

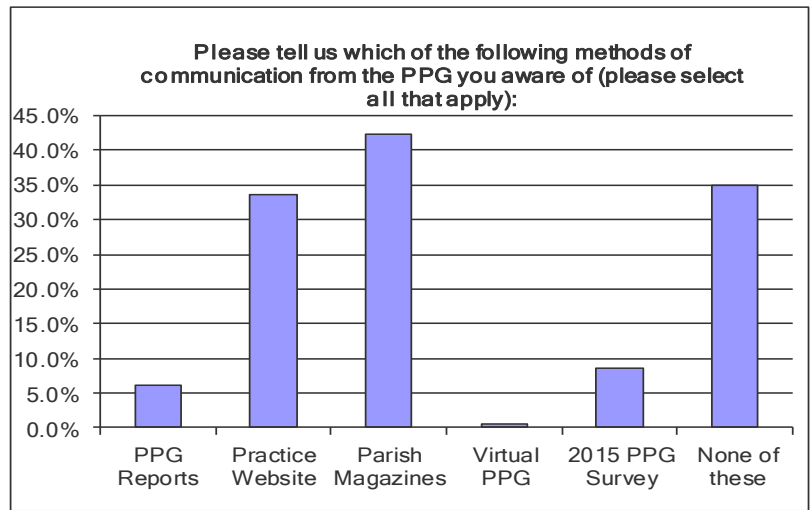
Since the Marlborough Medical Practice PPG formed in 2014, a priority has been to communicate ways in which patients can make the most of the practice and the services it offers. The PPG wanted to understand which forms of communication work and how many people are seeing the information published.

65% of respondents were aware of some form of communication.

When asked for feedback on how the PPG should communicate, the response was very varied.

'There is too much communication' 'There is too little communication', 'Facebook', 'Emails'

A large number of respondents suggested that a newsletter in leaflet and opt-in email form would be a good option, and this will be considered by the PPG.

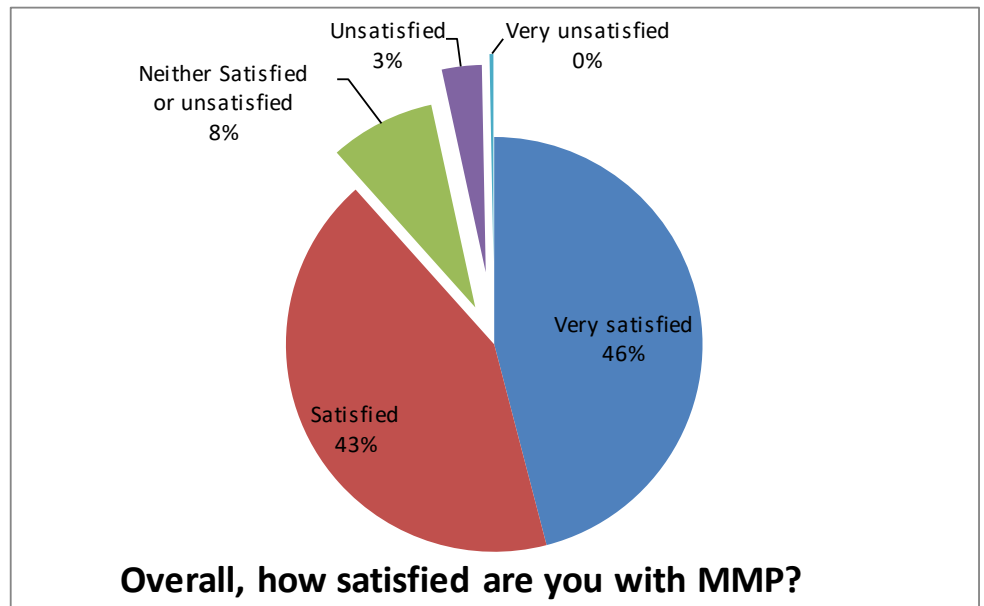


## Conclusions

Overall, 89% of respondents were either Very Satisfied or Satisfied with the Marlborough Medical Practice.

Satisfaction varied significantly based on age and gender, with 91% of men saying they were satisfied or very satisfied with the practice and 95% of women over 65. 81% of women under 65 were satisfied or very satisfied, and this is something that should be examined further.

100 patients provided additional feedback about the practice in their survey. This information has been



shared with the partners and gives an extremely valuable insight into a wide variety of areas that patients are either happy with or would like to see improved. The following are responses to some of the areas of concern for patients:

*'Don't feel the Receptionists should need to know why anyone would like an appointment. I understand that they are people who abuse the system, but I'm a firm believer in Patient Confidentiality.'*

**We ask the practice about this** and they confirmed that the reception team have been instructed to ask patients why they need an appointment to help ensure all patients see the member of staff that is best able to help them. All staff are bound by a strict confidentiality agreement, and any information shared will only be used to determine the urgency of need, and which clinician it would be most appropriate for patients to see.

Patients may, of course, choose not to share medical details with the reception team, and so patients will be booked with any member of the clinical team. However, this may lead to a wasted appointment if the clinician is unable to undertake the required consultation or treatment.

*The waiting room is a bit drab*

There has been considerable work on the waiting room over the last year with the addition of the new patient calling screen, a reorganisation of the space to make it easier for patients to know when they have been called and a review of waiting room information boards, much of this was carried out as a response to last years survey. However, the practice recognises that there is still more work to be done in this area, and will continue to work with the PPG to ensure the most appropriate and up-to-date information is available to our patients.