



MARSH HOUSE MEDICAL PRACTICE PATIENT PARTICIPATION SURVEY REPORT 2015

The Marsh House Medical Practice are committed to providing you with good, safe and effective health care. We do value patient feedback in order to provide this care and would like to express our thanks to the PPG and the patients who have taken the time to complete our questionnaire.

Our group was originally formed in January 2012 having advertised for interest by means of a notice in our waiting area and receptionists actively giving out a leaflet. As we did not at that time have a Website we arranged a face to face meeting with interested parties and explained the purpose of the group. The PPG was originally made up of four male patients aged between 40 and 75 of whom two are carers for their spouses, three are retired and one in employment, and three female patients aged between 45 and 75, of whom one is retired and two currently in employment. Six members are British and one of European origin. Our group did increase in size to twelve adding three female patients and two male however two have since retired due to ill health. We have tried to encourage further members to join by advertising on our patient call display screen and via the website www.marshhousemedicalpractice.co.uk but have unfortunately had no further members. If anyone is interested in joining the group please leave your contact details at reception.

We originally met on a face to face basis however members have found it difficult to engage due to other commitments and we therefore tried the email approach over the last year.

2014/15 Survey

In March the practice handed out questionnaires to patients during week commencing 16th. Once we had received 100 completed forms the results were collated and emailed to the group for feedback. The results are as follows:

1. We operate an individual list system whereby you are registered with a named GP as we feel this provides better continuity of care. Do you value this continuity of care?

- a. Yes completely 81%
- b. To some extent 16%
- c. Don't know 2%
- d. Not at all 1%

2. Are you happy to see other doctors including trainee GPs (qualified doctors training to be GPs).

- a. Yes 91%
- b. No 9%

3. Do you feel involved in decisions about your care?

- a. Yes definitely 66%
- b. Yes to some extent 32%
- c. No not at all 2%

4. Do you find the premises are safe?

- a. Yes definitely 99%
- b. Yes to some extent 1%
- c. No not at all

5. Do you find that the premises are clean?

- a. Yes definitely 100%
- b. Yes to some extent
- c. No not at all

Prescriptions – We have recently introduced the Electronic Prescription Service (EPS) whereby your prescription can be sent electronically to a nominated pharmacy rather than collecting it yourself from the surgery. We would be interested in your views on the service.

6. Have you used EPS?

- a. Yes 37%
- b. No – if no continue to question 9

7. Are you happy to continue using this service?

- a. Yes 78%
- b. No 22%

8. Have you encountered any problems with EPS?

- a. Yes 37%
 - b. No 63%
- If yes please comment below

Prescription not ready at pharmacy

They mess it up

Not sure where to pick up – surgery or pharmacy

Some medicines did not go through pharmacy

Wrong prescriptions sent – found it very mixed up

Items missing with no explanation – items issued that were not requested

Prescription not arriving on one occasion – used successfully since

Prescriptions have gone missing, prefer to collect myself

9. How do you order your prescription?

- a. Via your nominated pharmacy 33%
- b. Via email 10%
- c. Via the practice prescription box 50%

10. Would you be interested in a new service whereby you can order your prescription online from a list of your prescribed medication?

- a. Yes 44%
- b. No 32%
- c. Maybe with more information 33%

11. How would you rate the following on a 1-10 basis (10 being excellent).

Doctors including trainee GPs

	Poor					Excellent				
	1	2	3	4	5	6	7	8	9	10
a. Polite					1%		6%	14%	11%	62%
b. Caring							8%	16%	10%	58%
c. Helpful					1%	1%	12%	15%	11%	54%

Nurses and Health Care Assistant

	Poor					Excellent				
	1	2	3	4	5	6	7	8	9	10
a. Polite						1%	2%	9%	18%	50%
b. Caring						1%	2%	10%	19%	57%
c. Helpful	1%					1%	2%	8%	20%	59%

Reception Staff

	Poor					Excellent				
	1	2	3	4	5	6	7	8	9	10
a. Polite					2%	1%	1%	16%	9%	63%
b. Caring	1%				4%		4%	16%	12%	58%
c. Helpful	1%			1%	2%		6%	10%	14%	61%

Admin/secretarial Staff

	Poor					Excellent				
	1	2	3	4	5	6	7	8	9	10
a. Polite					3%	1%	2%	11%	19%	43%
b. Caring					2%	2%	2%	10%	21%	42%
c. Helpful					3%	1%	3%	9%	20%	44%

Please confirm your gender and age band

a. Male / b. Female	a. [18–34]	b. [35–50]	c. [51-65]	d. [65 and over]
19 41	20	30	25	23

Would you be interested in joining our Patient Participation Group and share your suggestions/ideas for any improvements to the way the practice provides care? If so please ask at reception and leave an email address to contact you on. 1%

SUMMARY

We are very pleased to hear that the majority of patients are in favour of our individual list system and are happy with the safety and cleanliness of the premises. We have taken all other comments into consideration and our proposals for improvement are:

ACTION PLAN

1. To look into the problems arising from EPS further and make improvements to the service. This service was only introduced in June 2014 and inevitably there were teething problems. The system should now be more embedded however we will monitor further feedback from both staff and patients.
2. To provide an online prescription service to improve the process of ordering medication.
3. To monitor our staff performance particularly with reception, administration and secretarial staff. To see where the failings are and to put measures in place to improve these during our regular staff training sessions.