

# **Penketh Health Centre Patient Survey**

**January to March 2017 (incl)**

## **Purpose of survey**

Due to the low numbers of patients who completed the National Patient Survey (NHS England) in 2016, the Practice decided to run their own mini patient survey alongside the national one in 2017.

## **Survey questions**

The members of Penketh Health Centre PPG group (Patient Participation Group) looked at the questions asked by the National Survey, and after consultation with the GP's, the following six questions were agreed on for the mini survey.

- 1) Generally, how easy is it to get through to someone at the Practice on the phone
- 2) How long after initially contacting the surgery did you actually see or speak to someone
- 3) Overall, how would you describe your experience of making an appointment
- 4) In the past 6 months, which of the following online services have you used at the Practice
- 5) How helpful do you find the receptionists at the Practice
- 6) Would you recommend the Practice to someone who has just moved to your local area

Along with the six questions equality monitoring data was also collected, but these questions were optional

- i) Gender
- ii) Disabled
- iii) Carer
- iv) Age
- v) Ethnicity

## **Conducting the survey**

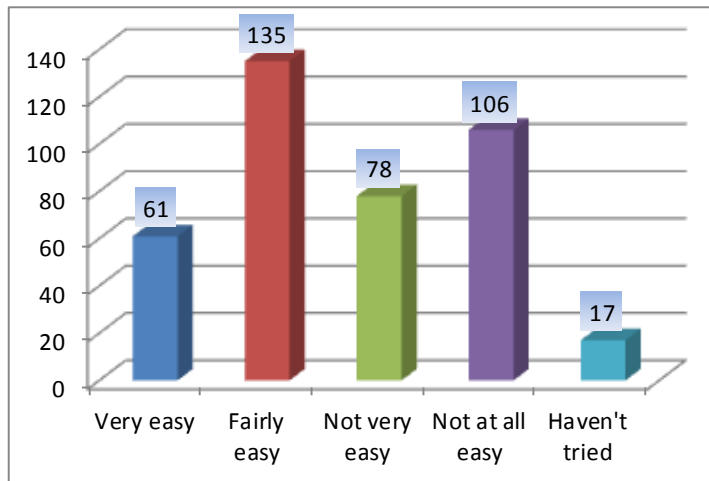
The survey was conducted on a daily basis over the three month period January 2017 to March 2017, and patients were asked as they attended the Practice.

## **Results**

The responses for each question were collated and are displayed in the following graphs and tables

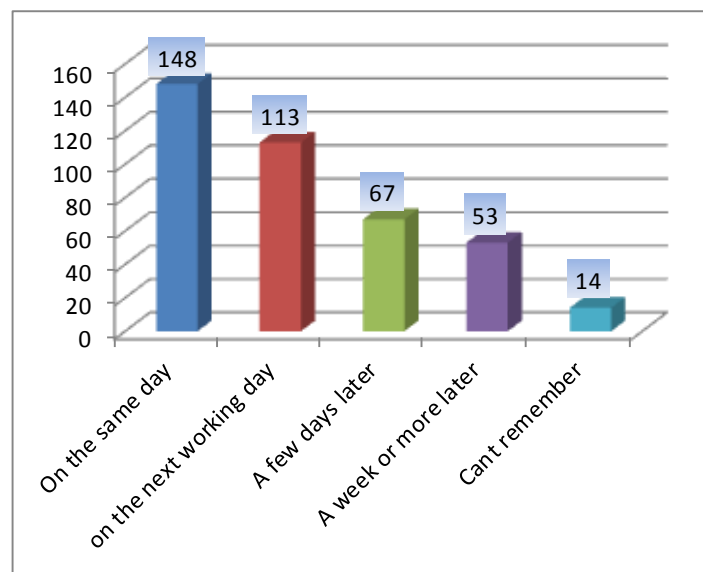
Q1. Generally, how easy is it to get through to someone at the Practice on the phone

|                 |     |
|-----------------|-----|
| Very easy       | 61  |
| Fairly easy     | 135 |
| Not very easy   | 78  |
| Not at all easy | 106 |
| Haven't tried   | 17  |



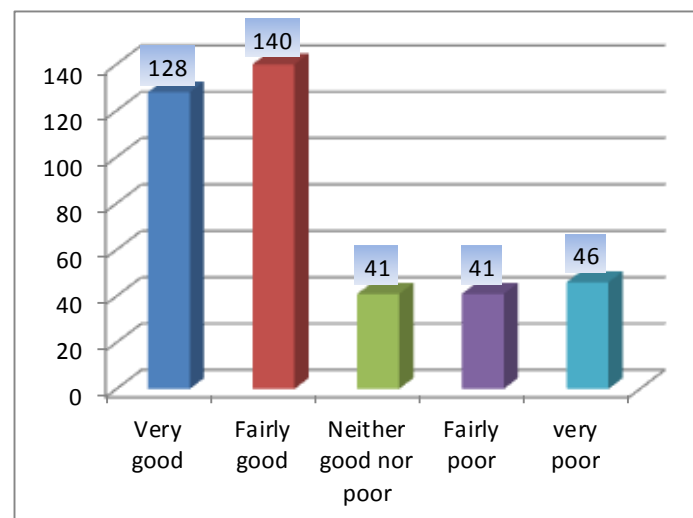
Q2. How long after initially contacting the surgery did you actually see or speak to someone

|                         |     |
|-------------------------|-----|
| On the same day         | 148 |
| on the next working day | 113 |
| A few days later        | 67  |
| A week or more later    | 53  |
| Cant remember           | 14  |



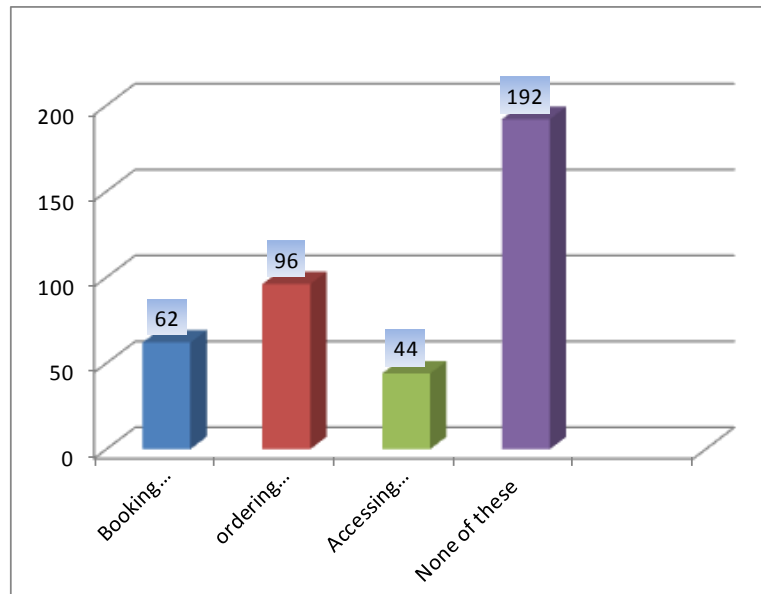
Q3. Overall, how would you describe your experience of making an appointment

|                       |     |
|-----------------------|-----|
| Very good             | 128 |
| Fairly good           | 140 |
| Neither good nor poor | 41  |
| Fairly poor           | 41  |
| very poor             | 46  |



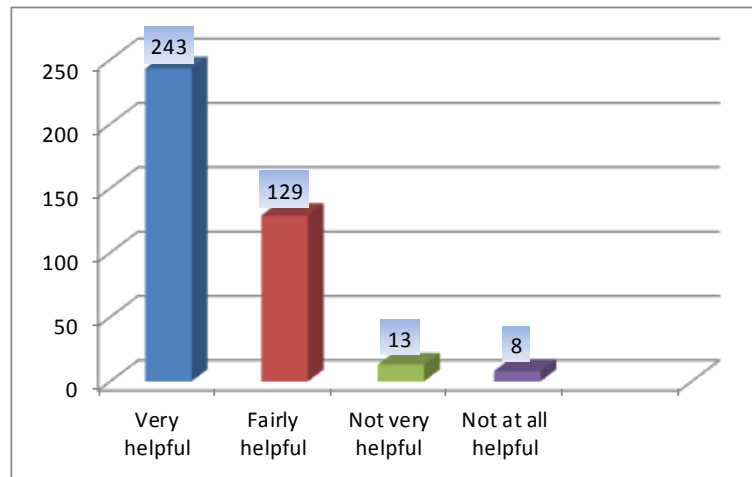
Q4. In the past 6 months, which of the following online services have you used at the Practice

|                                      |     |
|--------------------------------------|-----|
| Booking appointments online          | 62  |
| ordering repeat prescriptions online | 96  |
| Accessing my medical records online  | 44  |
| None of these                        | 192 |



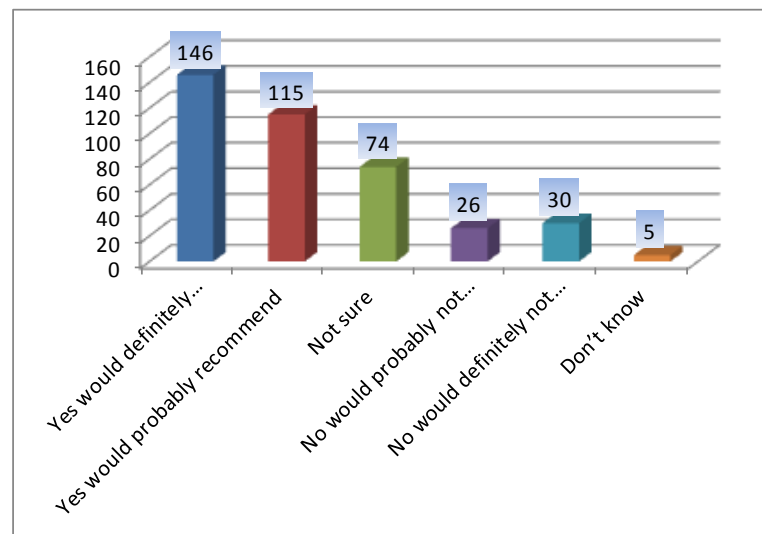
Q5. How helpful do you find the receptionists at the Practice

|                    |     |
|--------------------|-----|
| Very helpful       | 243 |
| Fairly helpful     | 129 |
| Not very helpful   | 13  |
| Not at all helpful | 8   |

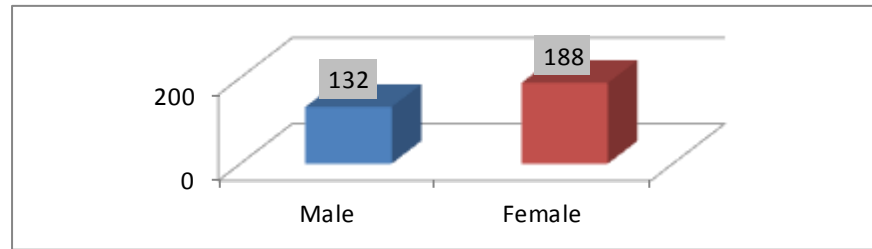


Q6. Would you recommend the Practice to someone who has just moved to your local area

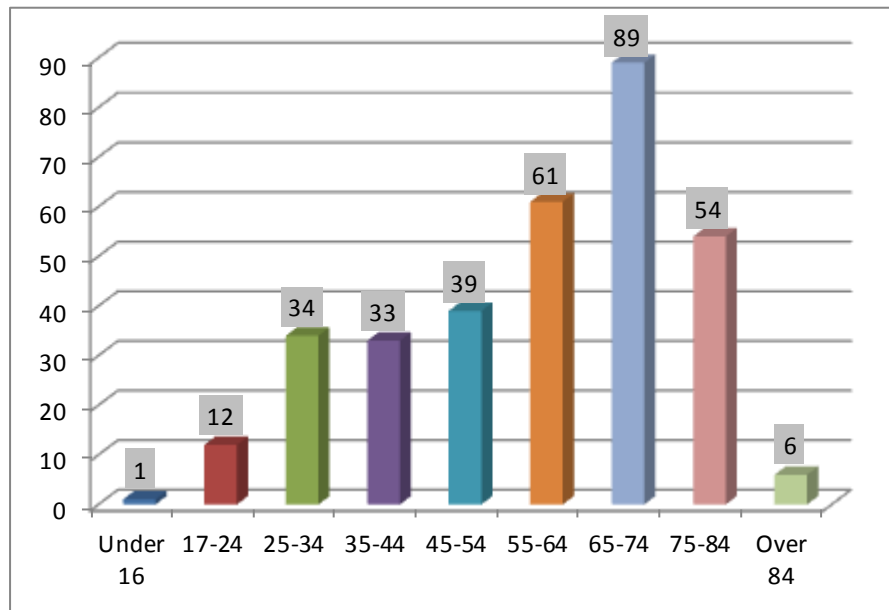
|                                   |     |
|-----------------------------------|-----|
| Yes would definitely recommend    | 146 |
| Yes would probably recommend      | 115 |
| Not sure                          | 74  |
| No would probably not recommend   | 26  |
| No would definitely not recommend | 30  |
| Don't know                        | 5   |



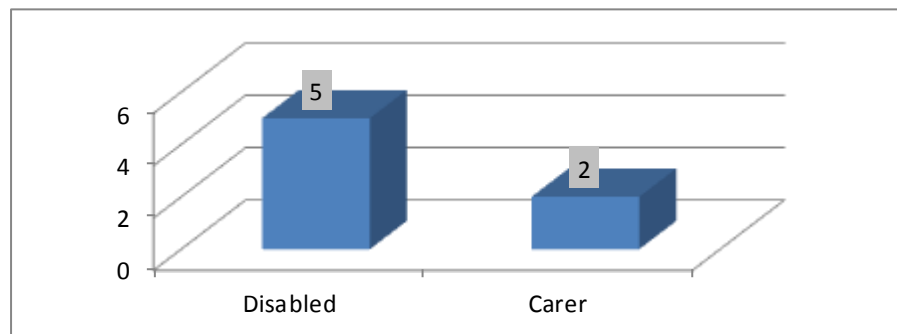
|        |     |
|--------|-----|
| Male   | 132 |
| Female | 188 |



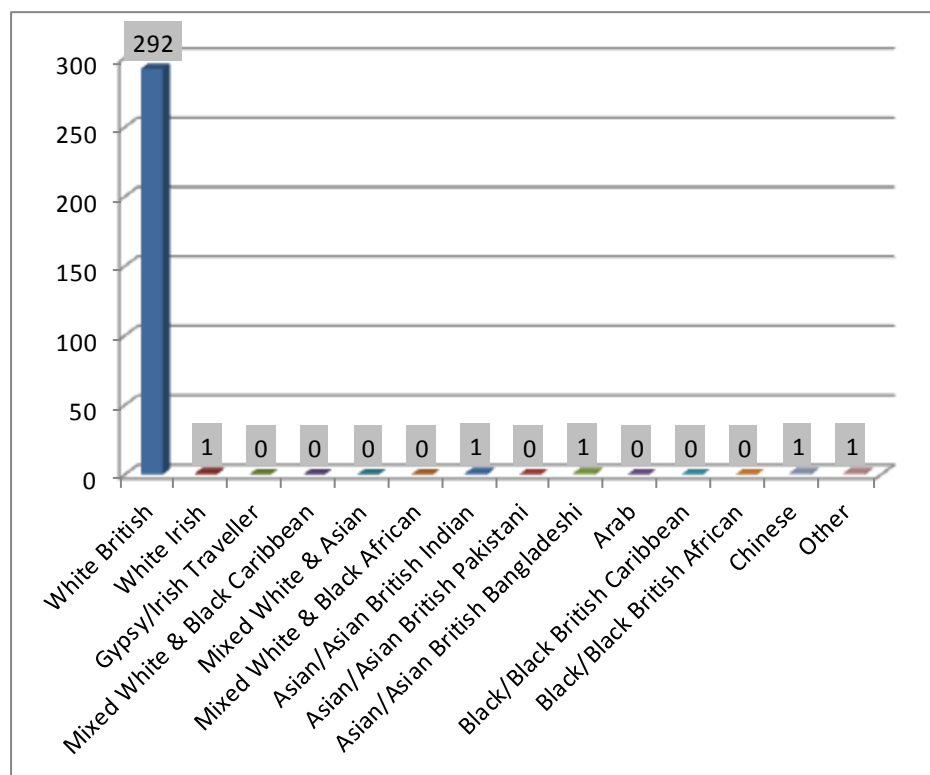
|          |    |
|----------|----|
| Under 16 | 1  |
| 17-24    | 12 |
| 25-34    | 34 |
| 35-44    | 33 |
| 45-54    | 39 |
| 55-64    | 61 |
| 65-74    | 89 |
| 75-84    | 54 |
| Over 84  | 6  |



|          |   |
|----------|---|
| Disabled | 5 |
| Carer    | 2 |



|                     |     |
|---------------------|-----|
| White British       | 292 |
| White Irish         | 1   |
| Gypsy/Irish         | 0   |
| Mixed White         | 0   |
| Mixed White & Asian | 0   |
| Mixed White         | 0   |
| Asian/Asian         |     |
| British Indian      | 1   |
| Asian/Asian         |     |
| British             | 0   |
| Asian/Asian         |     |
| British             | 1   |
| Arab                | 0   |
| Black/Black         |     |
| British             |     |
| Caribbean           | 0   |
| Black/Black         |     |
| British African     | 0   |
| Chinese             | 1   |
| Other               | 1   |



|  |       |      |
|--|-------|------|
| Practice Population<br>(as at 31/3/17) | 14773 |      |
| Num patients<br>completed survey       | 395   | 2.6% |

### **Conclusions/actions**

From the above results it is clear we need to promote our online services