

Penketh Health Centre

Practice Survey 2011/2012

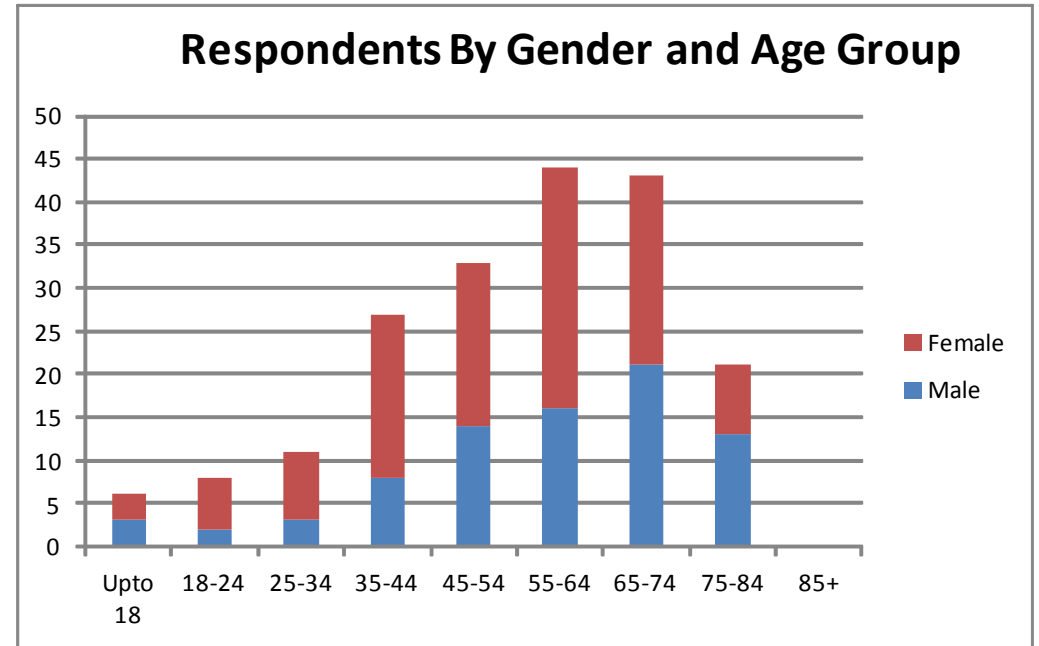
Summary of Results

Survey Demographics

	Male	Female	Total	
Upto 18	3	3	6	3.11%
18-24	2	6	8	4.15%
25-34	3	8	11	5.70%
35-44	8	19	27	13.99%
45-54	14	19	33	17.10%
55-64	16	28	44	22.80%
65-74	21	22	43	22.28%
75-84	13	8	21	10.88%
85+	0	0	0	0.00%
Total	80	113	193	
	41.45%	58.55%		

Including:

Postal	26	13.47%
Online	65	33.68%



1

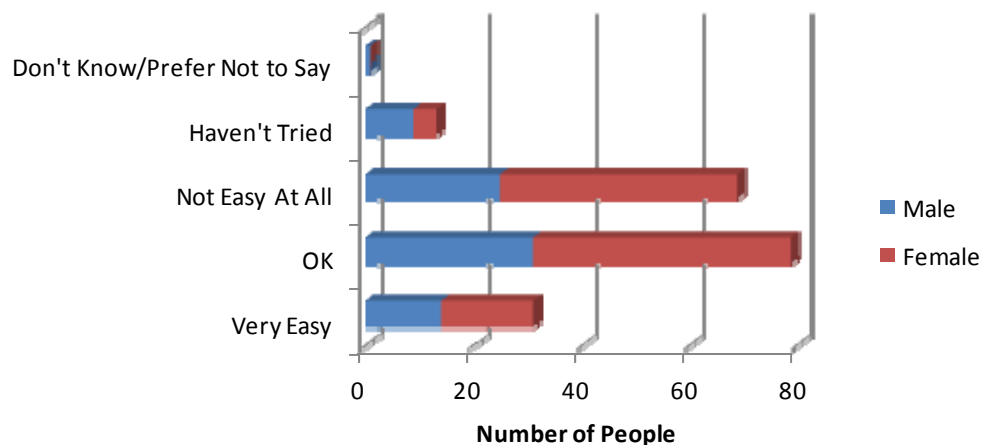
How easy do you find contacting the practice via telephone?

Awareness	Male	%	Female	%	Total	%
Very Easy	14	17.5	17	15.0	31	16.1
OK	31	38.8	48	42.5	79	40.9
Not Easy At All	25	31.3	44	38.9	69	35.8
Haven't Tried	9	11.3	4	3.5	13	6.7
Don't Know/ Prefer Not to Say	1	1.3	0	0.0	1	0.5
Total	80		113		193	

Overall % of people satisfied with ability to make contact by telephone

56.99%

Ease Of Contacting Practice By Telephone

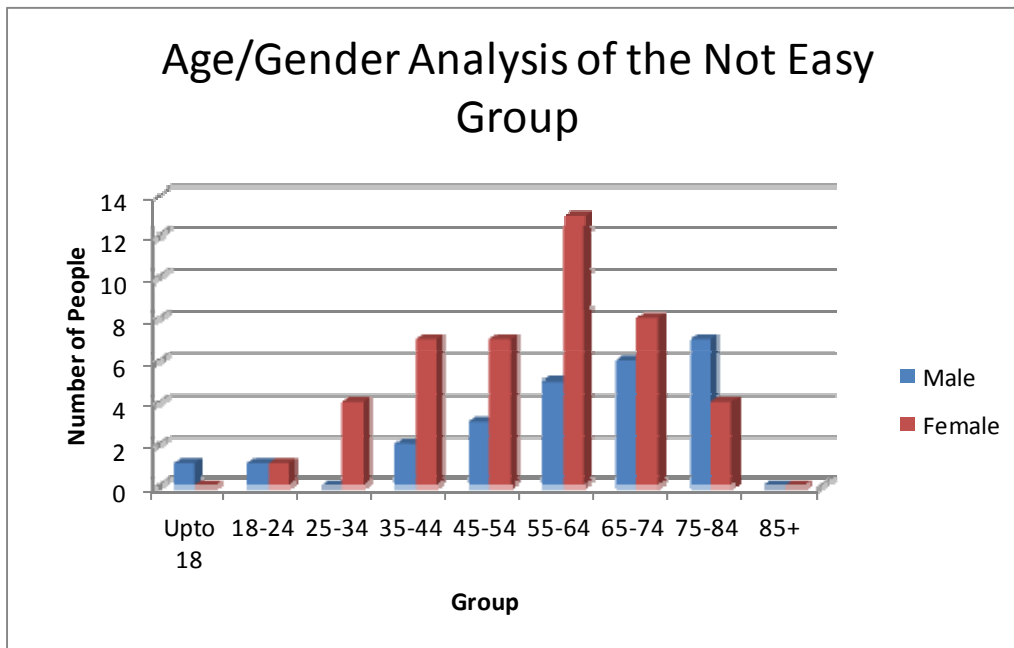


Remember

- If you need to contact the practice for a nurse appointment or another health related matter please phone after 10.00am
- You can also register to book your appointments and order your prescriptions online—see reception staff for details.
- If you need to book an appointment to review a condition you have already discussed try to avoid contacting the practice on Monday's or after a Bank Holiday

Age/Gender Analysis of the Not Easy Group

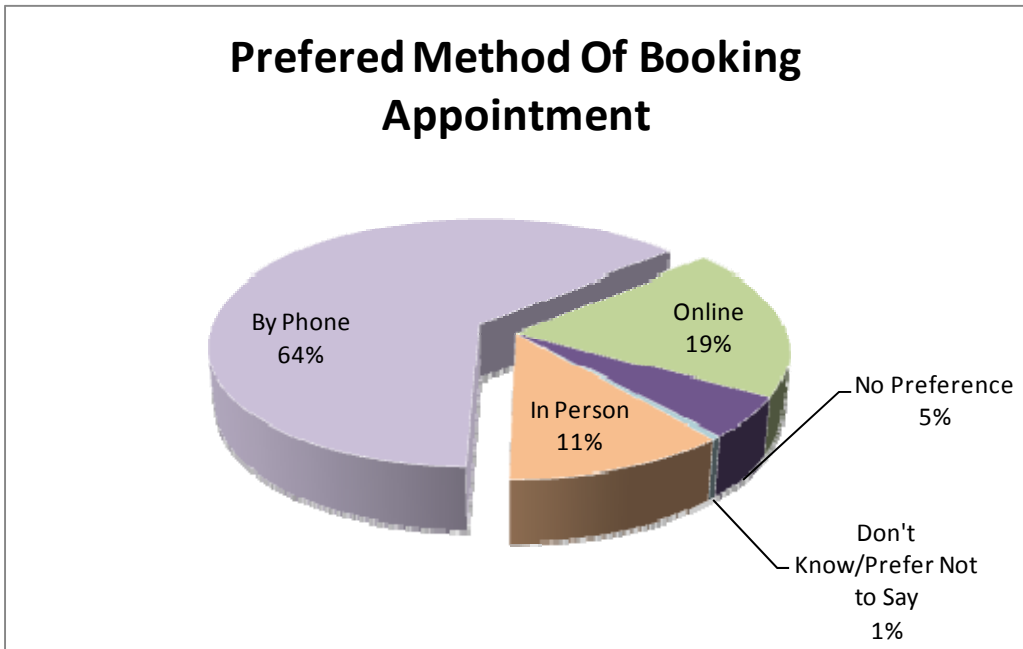
Group	Male	Female	Total
Upto 18	1	0	1
18-24	1	1	2
25-34	0	4	4
35-44	2	7	9
45-54	3	7	10
55-64	5	13	18
65-74	6	8	14
75-84	7	4	11
85+	0	0	0
Total	25	44	69



2

How do you prefer to book your appointment?

Method	Male	%	Female	%	Total	%
In Person	13	16.3	9	8.0	22	11.4
By Phone	46	57.5	77	68.1	123	63.7
Online	14	17.5	23	20.4	37	19.2
No Preference	6	7.5	4	3.5	10	5.2
Don't Know/ Prefer Not to Say	1	1.3	0	0.0	1	0.5
Total	80		113		193	



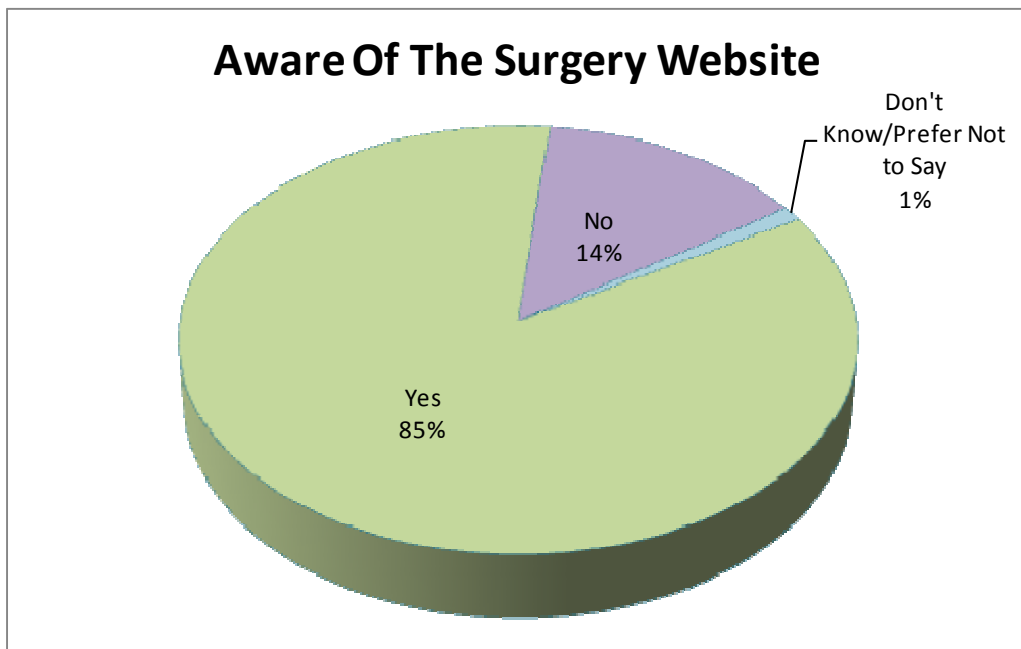
Remember

- You can register to book your appointments and order your prescriptions online—see reception staff for details.
- Use the text reminder/results service for reminders of your appointments direct to your mobile—see reception staff for a consent slip to join.
- You don't always need to see a GP as our specialist practice nurses deal with ongoing monitoring of patients diagnosed with e.g diabetes, asthma, high blood pressure amongst other things. Ask the receptionist for more information.

3

Are you aware of the surgery website?

Awareness	Number	%
Yes	164	85.0
No	27	14.0
Don't Know/ Prefer Not to Say	2	1.0
Total	193	



- ### Remember
- Why not register with systemone online which will enable you to book appointments, order medication, change your contact details and ask a question of the practice
 - The practice booklet contains useful information for patients and can be downloaded from the practice website
 - The website signposts you to other local services and information that may be helpful.

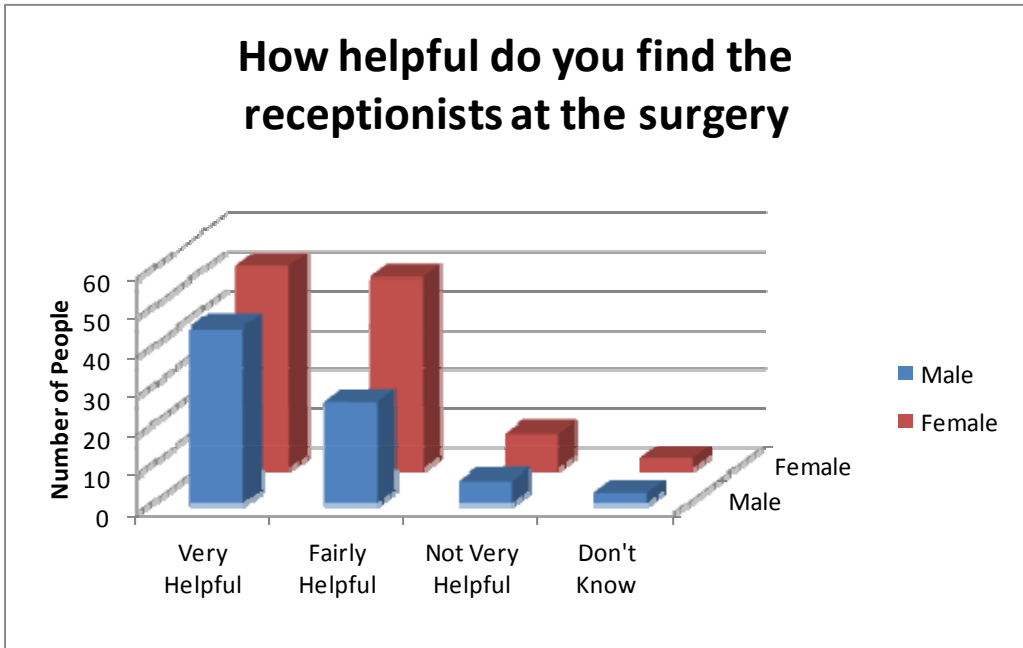
4

How helpful do you find the receptionists at the surgery?

Helpfulness	Male	%	Female	%	Total	%
Very Helpful	45	56.3	52	46.0	97	50.3
Fairly Helpful	26	32.5	49	43.4	75	38.9
Not Very Helpful	6	7.5	9	8.0	15	7.8
Don't Know	3	3.8	3	2.7	6	3.1
Total	80		113		193	

Overall % of people satisfied with receptionists

89.12%



Thank you

- Thank you for supporting the practice receptionists they are there to help you gain the most from the services offered by the practice.
- Please treat the staff with the same respect and courtesy with which you yourself would like to be treated. The practice will not tolerate any abuse of their staff or any aggressive behaviour.
- If you have concerns about the service you have received from a receptionist please ask to speak to the Deputy Practice Manager, Adina Cadman.

Are you aware of the text reminder/results service? / Are you registered to use it?

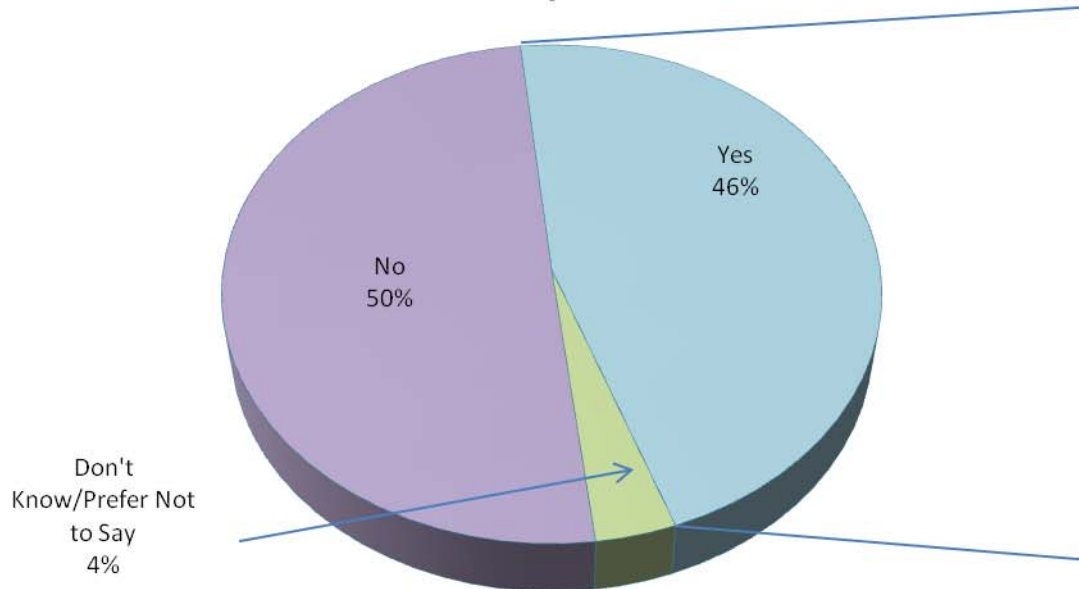
Awareness	Number	%
Don't Know/Prefer Not to Say	7	3.6
No	97	50.3
Yes	89	46.1
Total	193	

Registered	Number	%
Yes	30	15.5
No	160	82.9
Don't Know/Prefer Not to Say	3	1.6
Total	193	

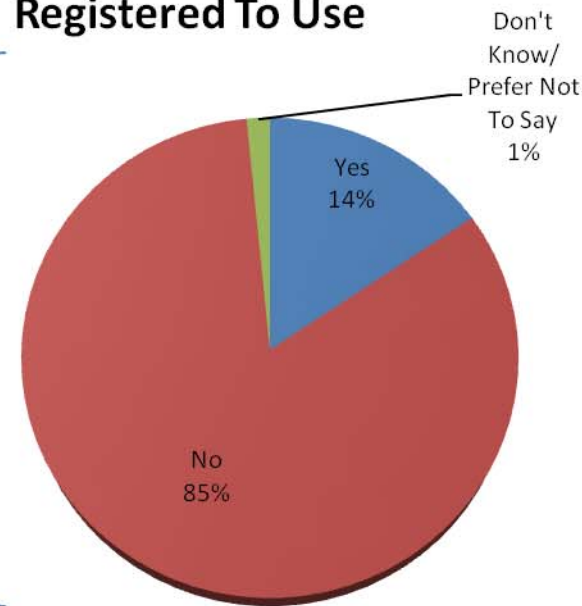
Remember

To receive text messages for appointment reminders and results of blood tests/ investigations direct to your mobile ask the receptionist for a consent form and remember to let us know if you change your number or if your registered with systemone online, update the information yourself. Each patient over the age of 14 will need a separate consent form.

Aware of Text Reminder/Results Service



Registered To Use

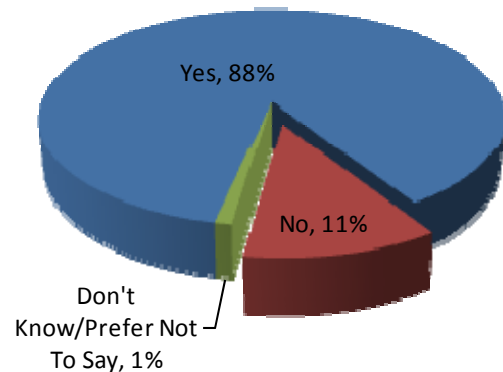


7

Are you aware of the prescription collection services offered by local pharmacies?

Awareness	Male	%	Female	%	Total	%
Yes	70	87.5	99	87.6	169	87.6
No	10	12.5	12	10.6	22	11.4
Don't Know/ Prefer Not To Say	0	0.0	2	1.8	2	1.0
Total	80		113		193	

Are you aware of the prescription collection services offered by local pharmacies?



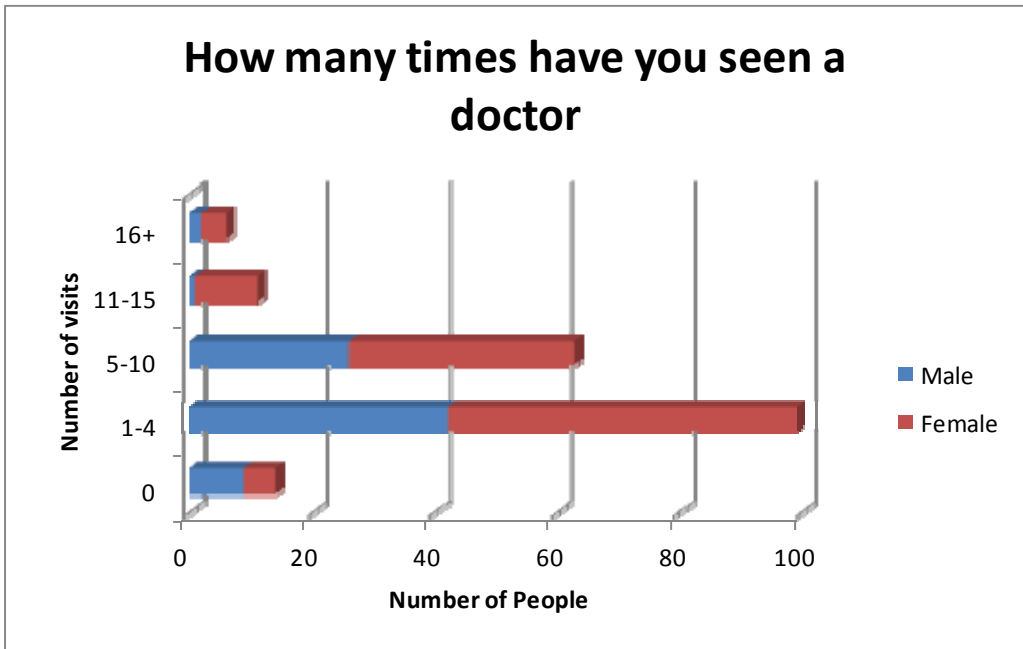
Remember

- Local pharmacies can arrange to collect your prescriptions from the surgery, ask the pharmacy for details—please allow extra time when ordering your prescription for the pharmacy to collect and dispense your medicines.
- Many pharmacies will also order your repeat medication, collect and dispense your prescription—give them a call. Only order the items you need and keep your repeat prescription up to date deleting medication that is no longer required.

8

In the past 12 months, how many times have you seen a doctor?

No. Of visits	Male	%	Female	%	Total	%
0	9	11.3	5	4.4	14	7.3
1-4	42	52.5	57	50.4	99	51.3
5-10	26	32.5	37	32.7	63	32.6
11-15	1	1.3	10	8.8	11	5.7
16+	2	2.5	4	3.5	6	3.1
Total	80		113		193	



9

With regard to your most recent appointment, how convenient was the appointment offered to you?

Convenience	Male	%	Female	%	Total	%
Very	48	60.0	58	51.3	106	54.9
Fairly	18	22.5	33	29.2	51	26.4
Not Very	4	5.0	8	7.1	12	6.2
Not At All	3	3.8	8	7.1	11	5.7
Don't Know/ Prefer Not to Say	7	8.8	6	5.3	13	6.7
Total	80		113		193	

Overall % of people satisfied with convenience

81.35%



Remember

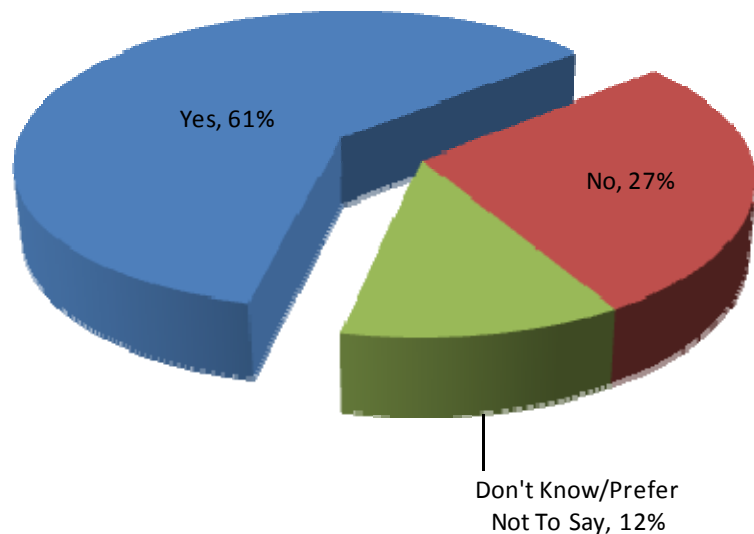
- Evening appointments are available on Monday & Wednesday Evenings
- Although there are many appointments released daily please note that there are a finite number of appointments and once they have all been allocated patients will be asked to try again the following day.
- Appointments for routine checks such as for blood pressure can be made with a practice nurse.

10

If you need to see a GP urgently, can you normally get seen on the same day?

Awareness	Male	%	Female	%	Total	%
Yes	45	56.3	72	63.7	117	60.6
No	23	28.8	30	26.5	53	27.5
Don't Know/ Prefer Not To Say	12	15.0	11	9.7	23	11.9
Total	80		113		193	

If you need to see a GP urgently, can you normally get seen on the same day?



Remember

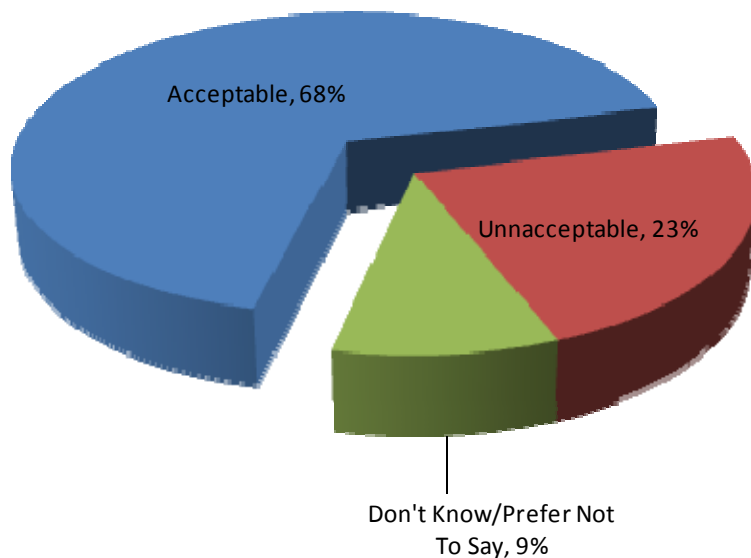
- If you need to see a doctor in an emergency you can ask to be seen by the duty doctor.
- Duty doctor appointments are for emergencies for example, sudden onset symptoms such as chest pain, difficulty in breathing etc or lumps or unexplained bleeding
- The receptionist will ask for the symptoms which will be relayed to the doctor so he can prioritise the patients - so please give accurate information

11

Is the length of time you would normally have to wait for the doctor from the time of your appointment acceptable or unacceptable?

Length of Wait	Male	%	Female	%	Total	%
Acceptable	54	67.5	77	68.1	131	67.9
Unacceptable	15	18.8	29	25.7	44	22.8
Don't Know/ Prefer Not To Say	11	13.8	7	6.2	18	9.3
Total	80		113		193	

Is the length of time you would normally have to wait for the doctor from the time of your appointment acceptable or unacceptable?



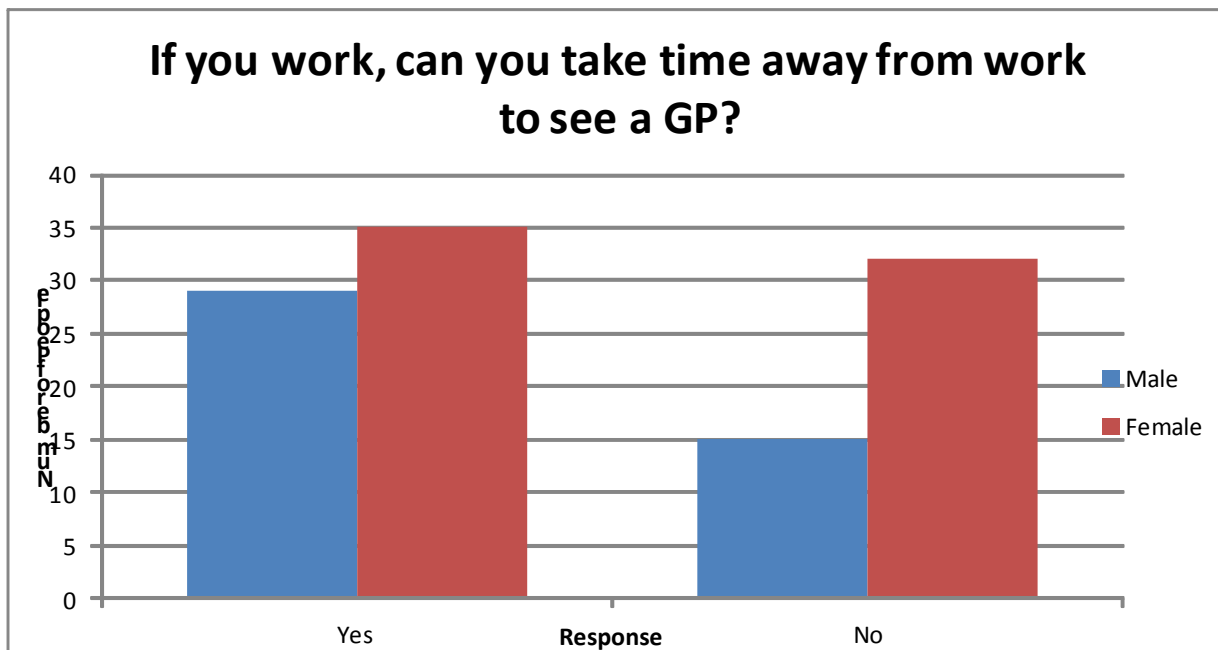
Remember

- The doctor can become unavoidably delayed with emergencies.
- Duty doctor appointments can run late as the doctor may need to attend an urgent home visit
- Reception staff will keep you up to date with any doctors that are running significantly behind schedule.

12

If you work, can you take time away from work to see a GP?

Can take time	Male	%	Female	%	Total	%
Yes	29	36.3	35	31.0	64	33.2
No	15	18.8	32	28.3	47	24.4
Not Applicable	36	45.0	46	40.7	82	42.5
Total	80		113		193	

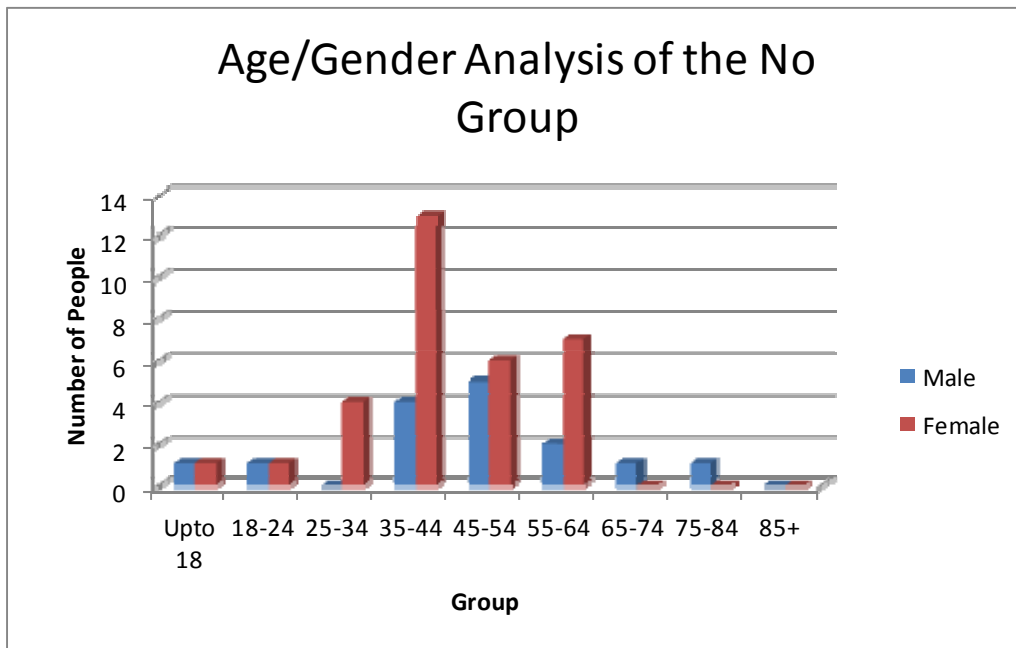


Remember

- Evening appointments are available on Monday & Wednesday.
- Appointments for routine checks such as for blood pressure can be made with a practice nurse which can often be more convenient, and your wait time in the surgery will often be less.

Age/Gender Analysis of the No Group

Group	Male	Female	Total
Upto 18	1	1	2
18-24	1	1	2
25-34	0	4	4
35-44	4	13	17
45-54	5	6	11
55-64	2	7	9
65-74	1	0	1
75-84	1	0	1
85+	0	0	0
Total	15	32	47



13

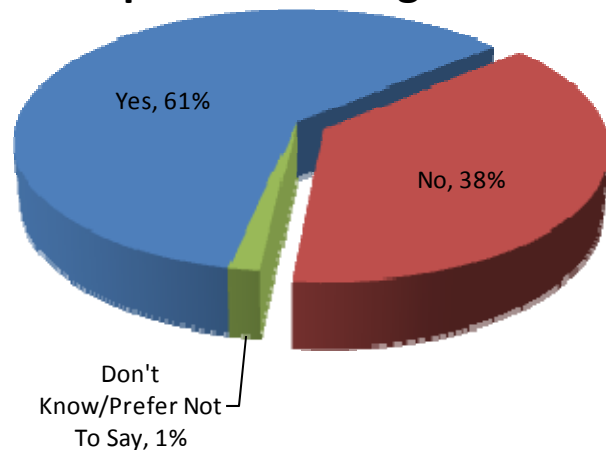
Are you aware that the practice offers evening appointments for two GP's on two separate evenings a week?

Awareness	Male	%	Female	%	Total	%
Yes	42	52.5	75	66.4	117	60.6
No	35	43.8	38	33.6	73	37.8
Don't Know/ Prefer Not To Say	3	3.8	0	0.0	3	1.6
Total	80		113		193	

Of those not aware of the evening surgeries how many found the appointment time offered (Q9) not convenient

Not very convenient	6	
Not at all convenient	3	
	<u>9</u>	12.33%

Are you aware that the practice offers evening appointments for two GP's on two separate evenings a week?



Remember

- Evening appointments are available on Monday & Wednesday.
- These surgeries may offer you a more convenient appointment time
- You will need to buzz the door intercom to gain access to the practice during evening surgeries.

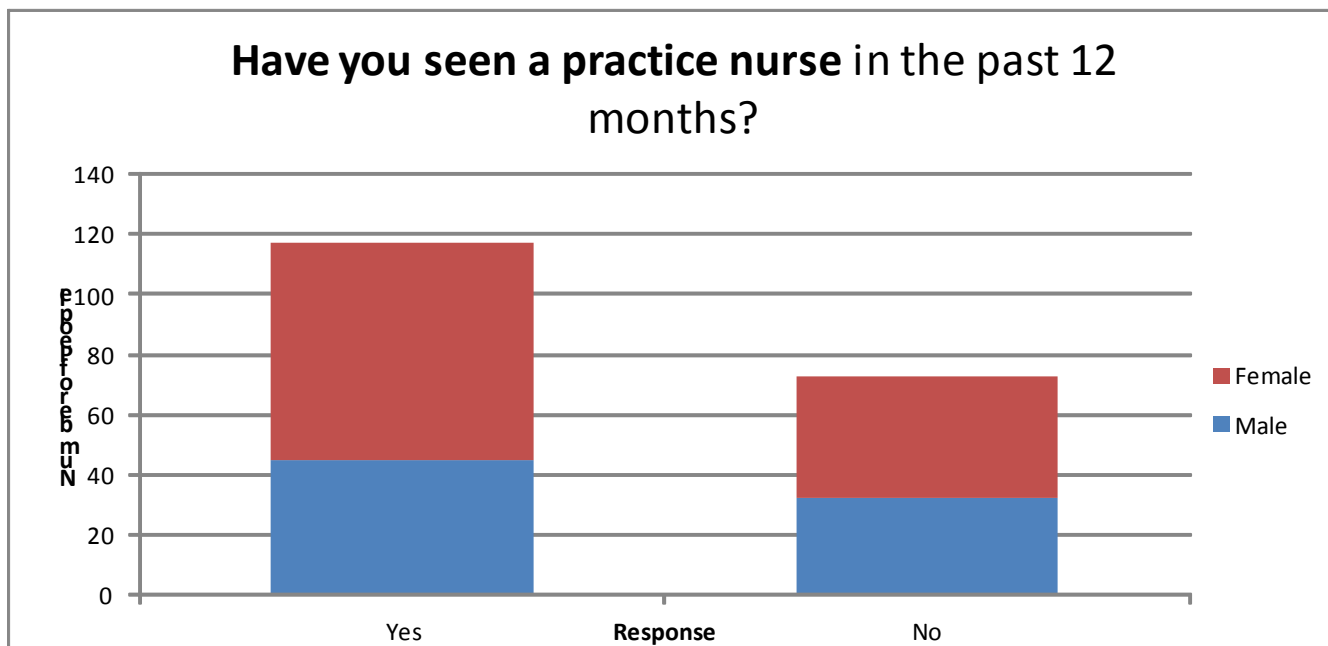
14

Have you seen a practice nurse in the past 12 months?

Can take time	Male	%	Female	%	Total	%
Yes	45	56.3	72	63.7	117	60.6
No	32	40.0	41	36.3	73	37.8
Not Applicable	3	3.8	0	0.0	3	1.6
Total	80		113		193	

Of those saying no, how many have a long standing illness etc (Q15)?

15	20.55%
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Remember

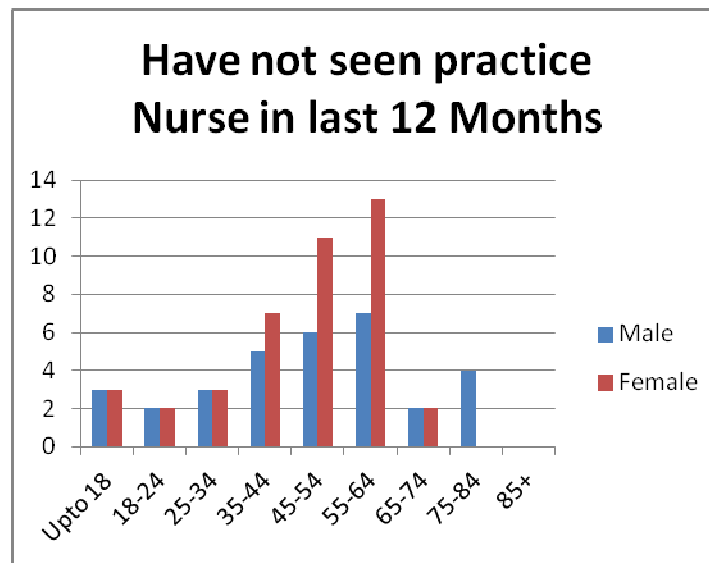
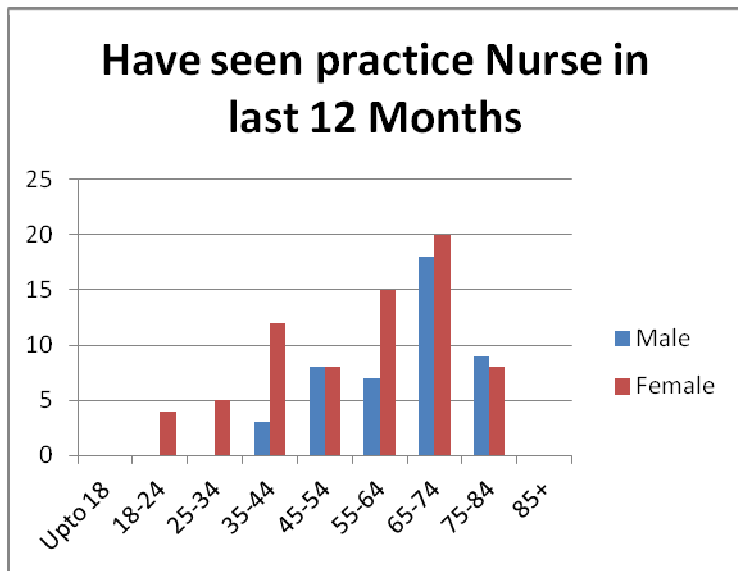
- Chronic disease management reviews (asthma, diabetes, hypertension etc) and well person clinics are dealt with by a practice nurse.
- Appointments for routine checks such as for blood pressure can be made with a practice nurse.
- Practice Nurses will refer you to a GP if necessary.

Age/Gender Analysis of the Yes Group

Group	Male	Female	Total
Upto 18	0	0	0
18-24	0	4	4
25-34	0	5	5
35-44	3	12	15
45-54	8	8	16
55-64	7	15	22
65-74	18	20	38
75-84	9	8	17
85+	0	0	0
Total	45	72	117

Age/Gender Analysis of the No Group

Group	Male	Female	Total
Upto 18	3	3	6
18-24	2	2	4
25-34	3	3	6
35-44	5	7	12
45-54	6	11	17
55-64	7	13	20
65-74	2	2	4
75-84	4	0	4
85+	0	0	0
Total	32	41	73



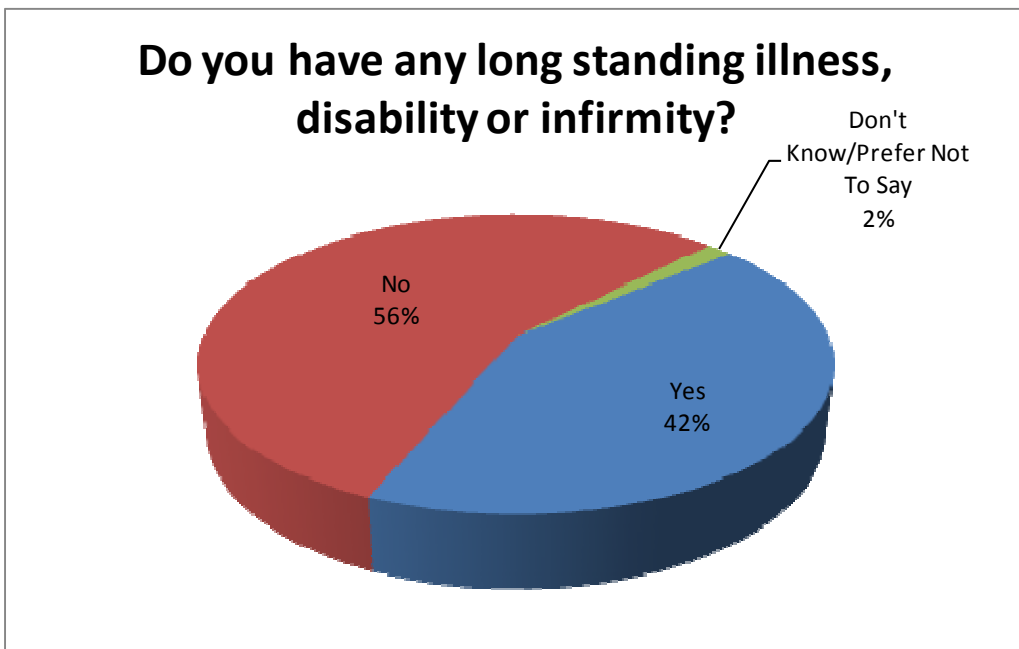
15

Do you have any long standing illness, disability or infirmity?

Disability etc	Male	%	Female	%	Total	%
Yes	38	47.5	44	38.9	82	42.5
No	40	50.0	68	60.2	108	56.0
Don't Know/ Prefer Not To Say	2	2.5	1	0.9	3	1.6
Total	80		113		193	

Of those yes, are you aware of services offered by practice nurse (Q16)

Yes	Some	No
52	26	4
63.41%	31.71%	4.88%



Remember

- You should notify the practice if you have a carer that helps to look after you.
- You can ask a friend or relative to make your appointments and order your prescriptions.

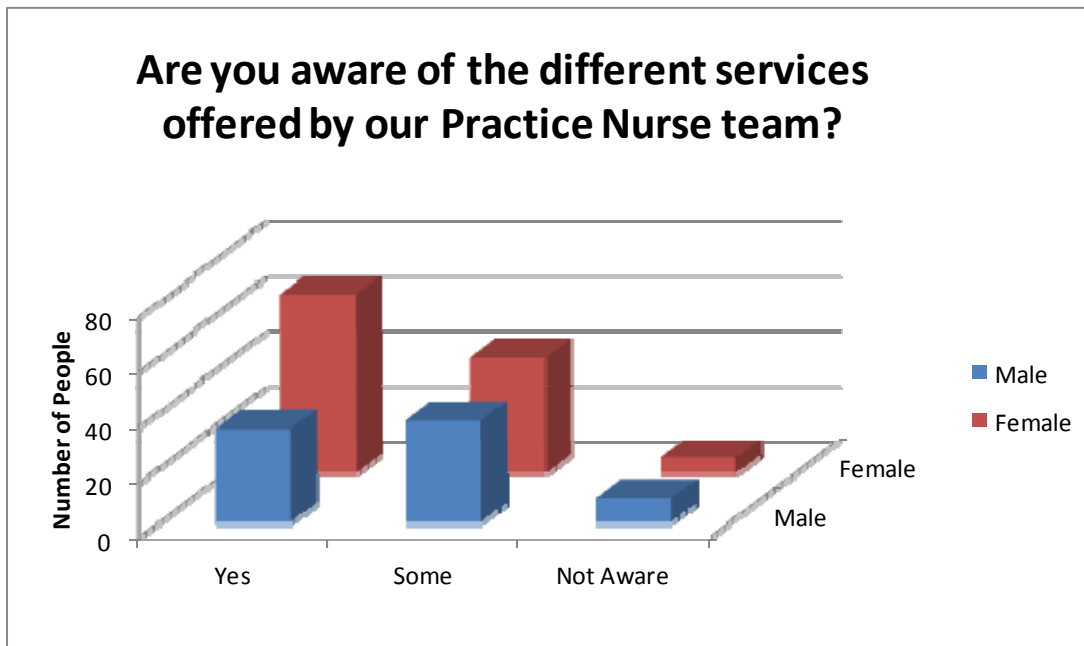
16

Are you aware of the different services offered by our Practice Nurse team?

Awareness	Male	%	Female	%	Total	%
Yes	34	42.5	65	57.5	99	51.3
Some	37	46.3	42	37.2	79	40.9
Not Aware	9	11.3	6	5.3	15	7.8
Total	80		113		193	

Overall % of people with full or partial awareness

92.23%



Remember

- Practice nurses deal with Chronic disease management reviews (asthma, diabetes, hypertension etc) and well person clinics.
- Appointments for routine checks such as for blood pressure can be made with a practice nurse.
- Practice Nurses will refer you to a GP if necessary.
- A range of other clinics are available see the practice website or practice booklet for details.