

Kumar Medical Centre
59 Grasmere Avenue
Slough
Berkshire
SL2 5JE

ANNUAL PRACTICE SURVEY (2018-2019)

PRACTICE IMPROVEMENT SURVEY:

It is increasingly important for our patients to be involved in decisions about the range and quality of services provided by the practice to its patients. At the PPG meeting held on 16th December 2017 the survey questionnaire was discussed, a draft questionnaire prepared and finalised. The PPG members decided that they would help the patients fill in the questionnaires. A rota for two weeks was agreed and the survey was undertaken at the end of January 2018.

The results of the survey were collated below:

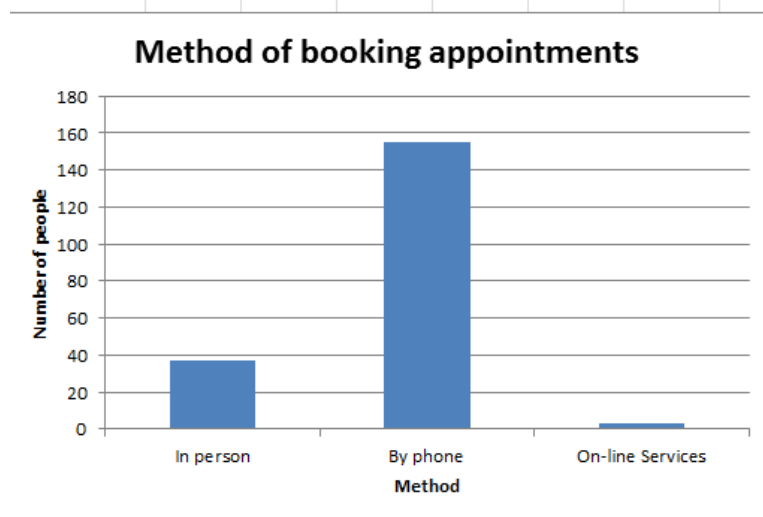
Total number of surveys filled was: 185

Number of surveys that were incomplete and not used in the results was: 11

Number of completed surveys used in the results: 174

1. How do you normally book appointments to see a GP or a nurse at your GP surgery?

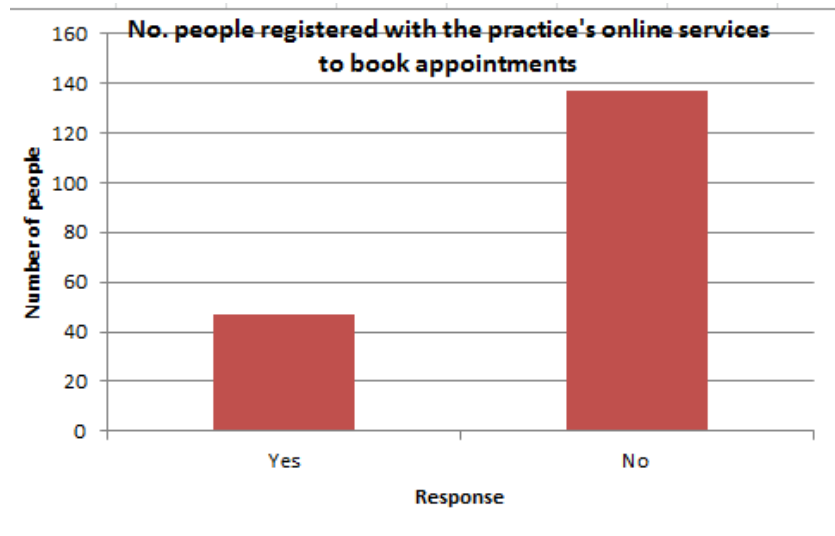
In person	By phone	On-line Services
37	155	3
19%	79.5%	1.5%



(Some people selected two options)

2. Have you registered with the practice's online service to book appointments and order repeat prescriptions?

Yes	No
47 25.5%	137 74.5%



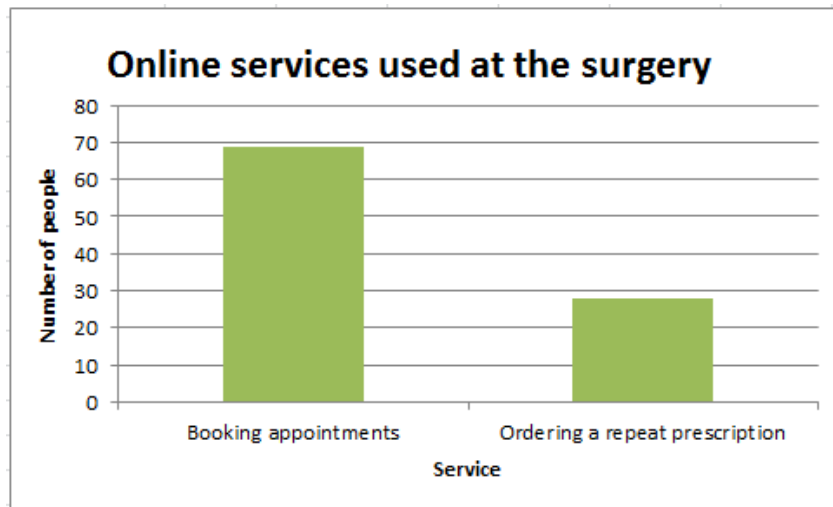
3. Are you aware that your surgery offers the following online services?

Booking appointments online	77 42%
Ordering repeat prescriptions online	60 33%
Self-check in	112 61%
None of the above	31 17%



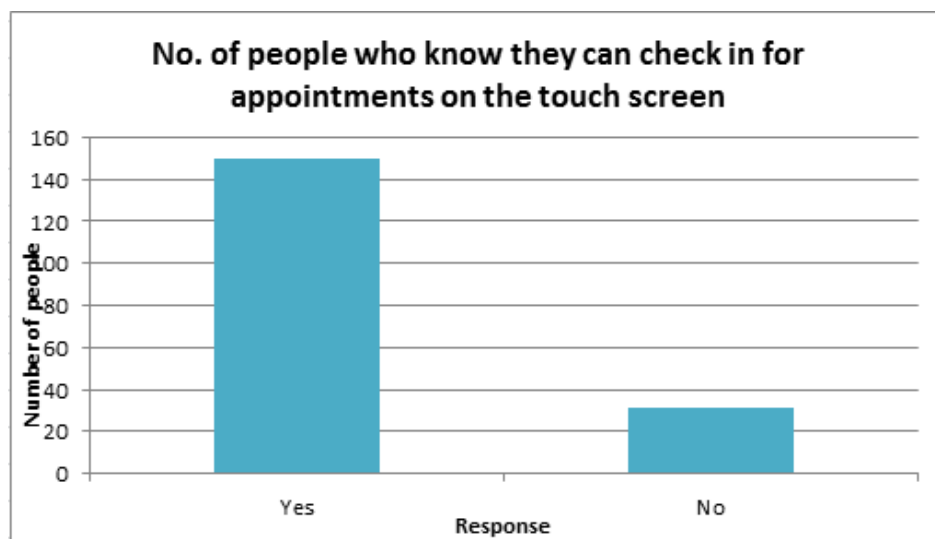
4. In the past 6 months, which of the following online services have you used at the surgery?

Booking appointments	69
Ordering a repeat prescription	28



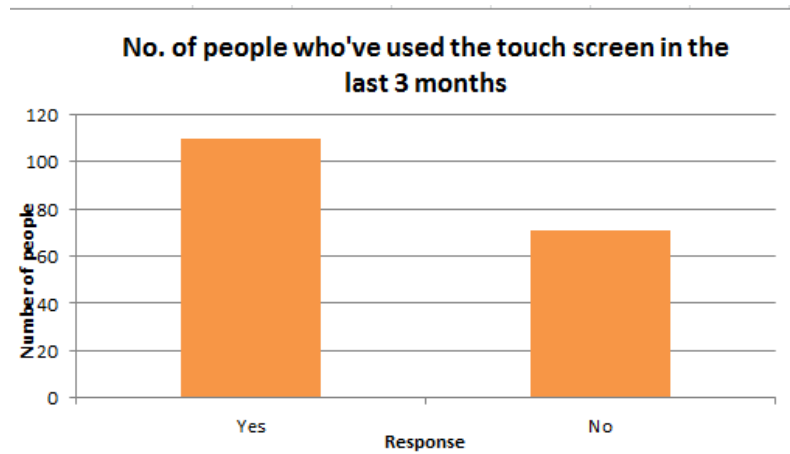
5. Do you know that you can check yourself in for your appointments by using the Touch screen?

Yes	No
150	31
83%	17%



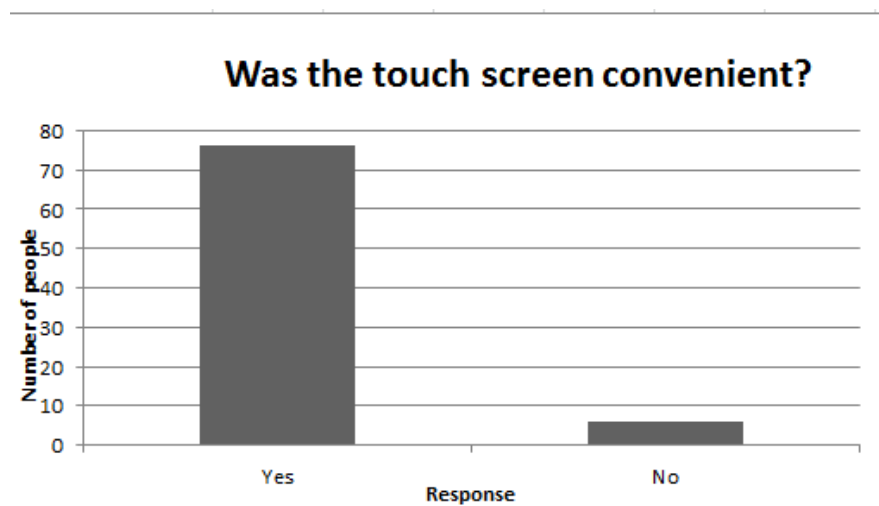
6. Have you used the Touch screen in the last three months?

Yes	No
110	71
61%	39%



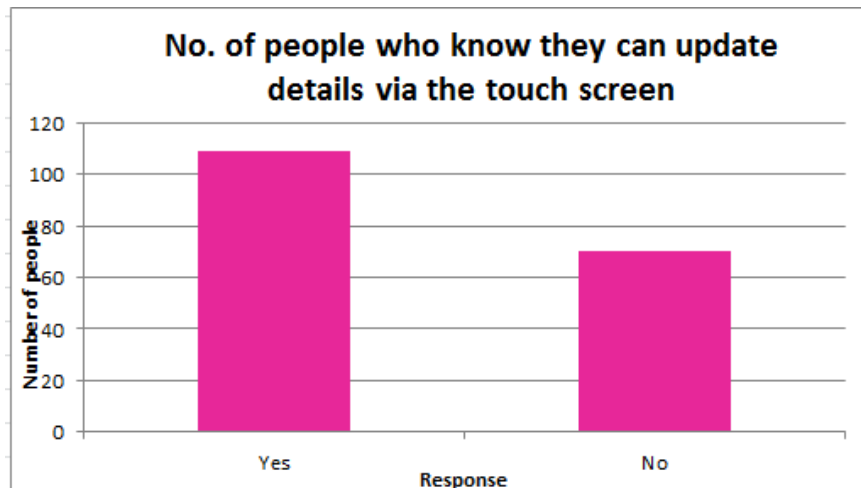
If yes, was it convenient to use?

Yes	No
79	6
93%	7%



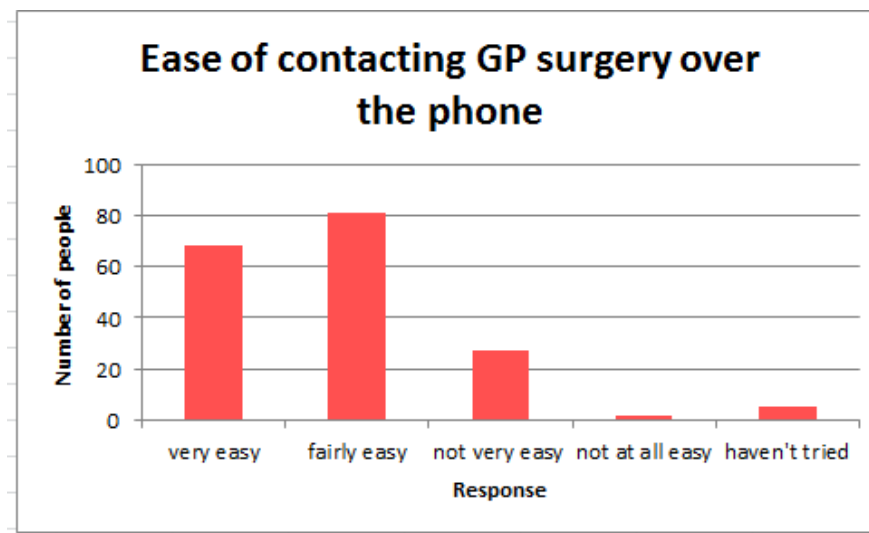
7. Do you know that you can update your contact details via the touch screen?

Yes	No
109	70
61%	39%



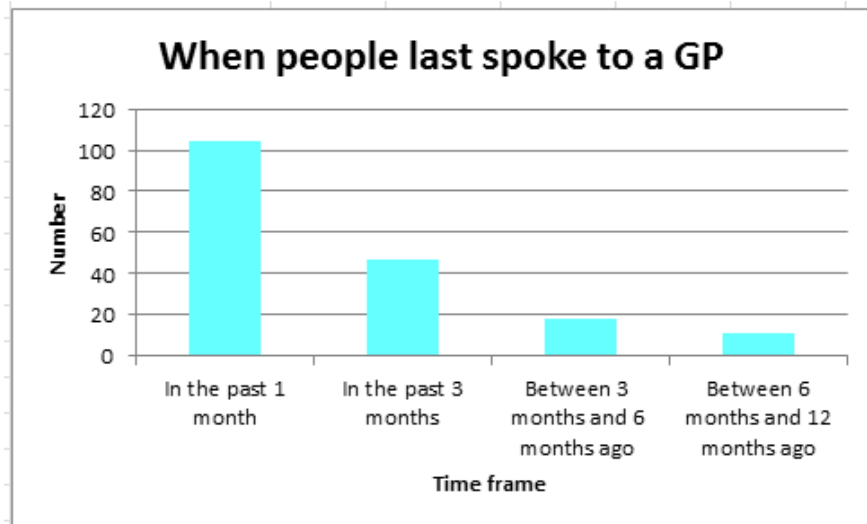
8. Generally, how easy is it to get through to someone at your GP surgery on the phone?

Very easy	Fairly easy	Not very easy	Not at all easy	Haven't tried
68	81	27	2	5
37%	44%	15%	1%	3%



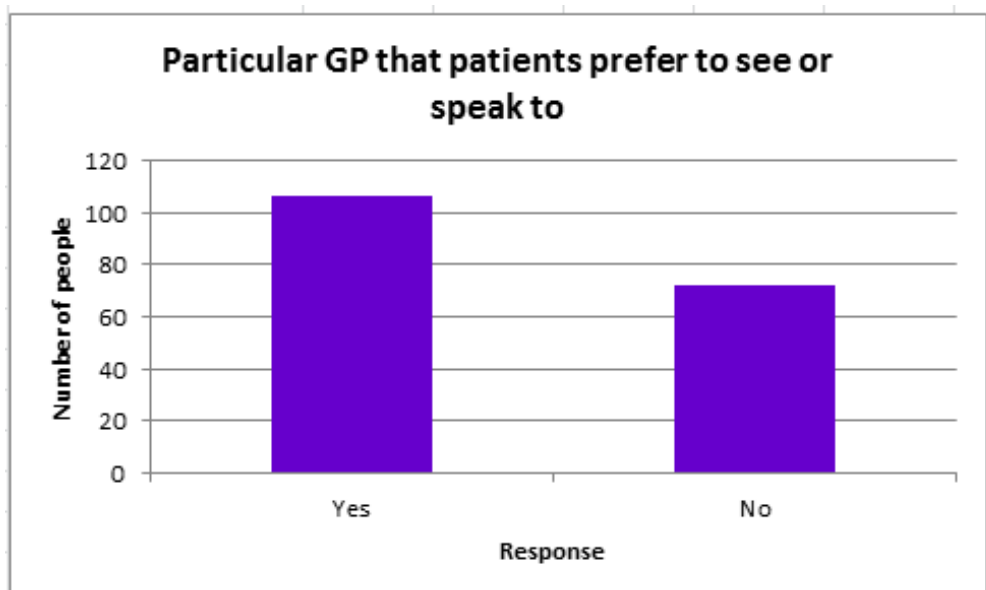
9. When did you last see or speak to a GP from your surgery?

In the past 1 month	In the past 3 months	Between 3 months and 6 months ago	Between 6 months and 12 months ago
104 58%	47 26%	18 10%	11 6%



10. Is there a particular GP you usually prefer to see or speak to?

Yes	No
106 59.5%	72 40.5%



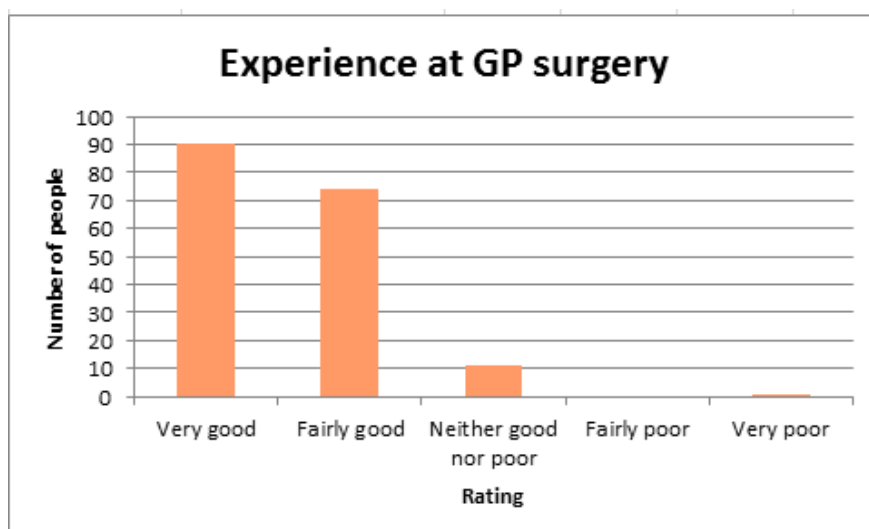
11. How often do you see or speak to the GP you prefer?

A lot of the time	Some of the time	Never or almost never	Not tried
57 33%	96 55%	14 8%	7 4%



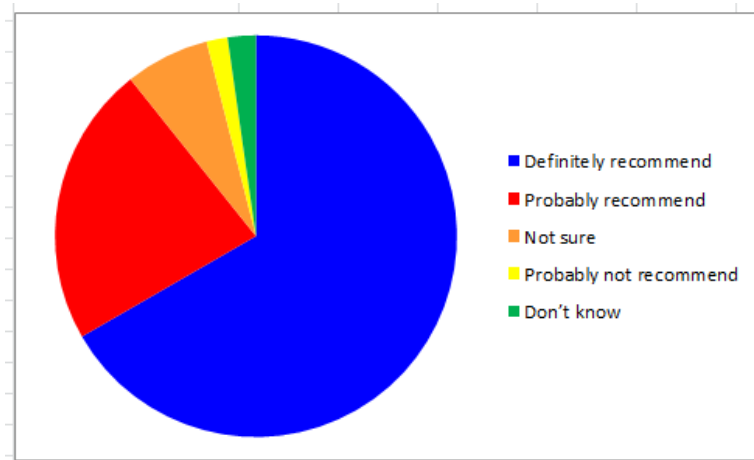
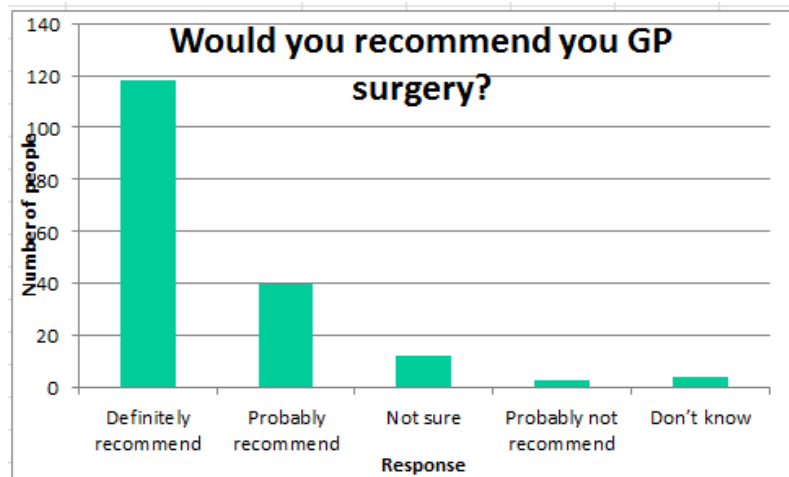
12. Overall, how would you describe your experience at your GP surgery?

Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
90 51%	74 42%	11 6.25%	0	1 0.75%



13. Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, would definitely recommend	Yes, would probably recommend	Not sure	No, would probably not recommend	Don't know
118 67%	40 23%	12 7%	3 1.7%	4 1.3%



Comments:

1. Yes this GP is the best in the area. I have been with him for 34 years
2. Is a good experience. Services are fairly good. Thanks
3. Very good
4. Good surgery
5. They all good. Give us appointments in emergency
6. Appointments take too long time
7. Very good GP surgery all the staff and doctors are very good and very helpful. I think it is the best GP surgery in Slough
8. Thanks for your help

9. When phoning in quite often get asked to hold line in middle of conversation while receptionist answers question to colleague then asked to repeat myself. This can happen a couple of times during one short call. If on mobile risking power failure if charge getting low
10. Improve online medical reports for the patients
11. The doctors and the rest of the staff are very co-operative and sympathetic. All the best to them
12. The timings should be stuck too, not off the scale
13. Telephone manner: should not answer any other call while you already on phone to book appointment or speak to receptionist
14. The recorded message is so slow
15. We are happy to receive all the services in this surgery and is very helpful
16. I have been with this surgery all my life and many times the surgery has been a let-down but I tolerate this because on balance I am happy with this surgery but I imagine new patients would be less tolerant! Hence why I would be cautious recommending to others
17. All the doctors and the staff very polite and helpful. I am very happy and lucky to be registered with this surgery and would recommend definitely to register with this surgery

Evaluation of the Survey Results:

1+2. The survey shows that only 1.5 % of the patients are using on line services. Last year the practice has registered 849 patients about 17.67% of the patient population for on line services. The practice aims to reach the target of 20% patients to be registered on line services by March 2018. It has been observed that patients do not complete their registration within 28 days to use the online services although they are informed when they fill the form.

ACTION :

Patients will be encouraged by Posters displayed around the practice to complete on line registration.

3. Only 17% of patients are not aware of the online services available. Many people ticked more than one option, showing they know about the online services which are available.

4. Many people have booked appointments online at the surgery, however not as many have ordered repeat prescriptions online.

ACTION :

Practice will aim to increase On line repeat prescriptions by encouraging and informing patients about these online services on offer verbally and by display of posters.

5,6,7.

The touch screen is well advertised and by receptionist informing the patients. 61% of patients are using the screen.

ACTION;

The practice aims to increase the uptake by 80% by the end of December 2018. This will be done by reception staff sign posting all patients to the touch screen. A poster will be displayed at the entry to encourage patients self-checking in .

Convenient to use, as different languages available – 93% said it was convenient to use.

8. 81% of patients find it easy to get through to someone at the GP surgery on the phone.

9.84% of patients have seen or spoken to a GP from their surgery in the past 3 months (maximum)

10. 59.5% have a particular GP whom they wish to see or speak to.

11. 88% of patients see or speak to the GP they prefer. The reception staffs try their best to offer appointments to patients with a GP of their choice.

12. 93% said their experience at the GP surgery was good. This figure encourages the surgery to make the patient experience favourable or good.

13.90% of patients would recommend Kumar Medical Centre to someone who has just moved to the local area.

You Said

The recorded message is so slow

WE DID

The volume of the message will be increased .We will decrease the time for the queue position message to kick in.

YOU SAID

When phoning in quite often get asked to hold line in middle of conversation while receptionist answers question to colleague then asked to repeat myself. This can happen a couple of times during one short call. If on mobile risking power failure if charge getting low.

Telephone manner: should not answer any other call while you already on phone to book appointment or speak to receptionist.

WE DID

The PPG group and the practice have agreed that the reception staff will only deal with one thing at a time .The phone will be answered as soon as the patient in front is dealt or vice versa.

The practice always has a high percentage of patients that are happy with their experience and would recommend the practice to others compared to the National survey.