

**Kumar Medical Centre**  
59 Grasmere Avenue  
Slough  
Berkshire  
SL2 5JE

**ANNUAL PRACTICE SURVEY 2015-2016**

It is increasingly important for our patients to be involved in decisions about the range and quality of services provided and commissioned. At the PPG meeting held on Saturday 12<sup>th</sup> December 2015 the survey questionnaire was discussed, a draft questionnaire prepared and finalised. The PPG members decided that they would help the patients to fill in the questionnaires. A rota for two weeks was agreed and the survey was undertaken between Monday 18<sup>th</sup> January to Friday 29<sup>th</sup> January 2016.

The results of the survey were collated below:

Total number of surveys filled were : 163

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

Number of completed surveys used in the results : **152**

We would like you to think about your recent experience of our services.

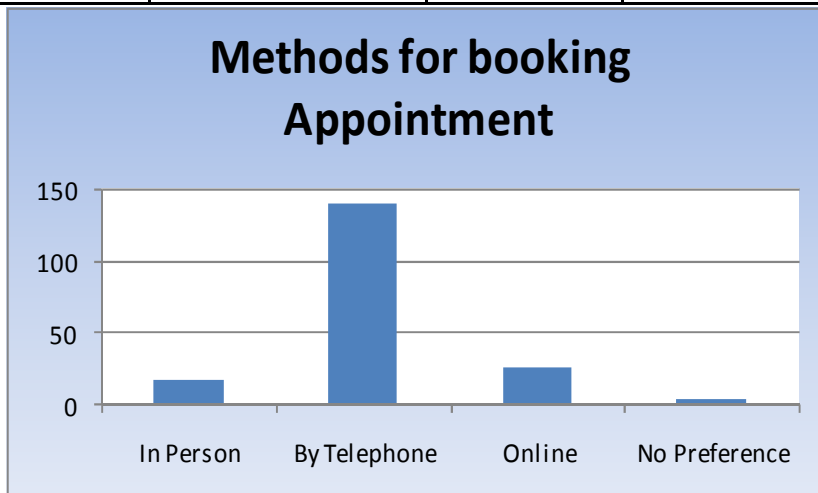
1. How would you describe your experience of **making** an appointment?

Very Good	Fairly Good	Neither good nor poor	Fairly Poor	Very Poor
65 42.8%	63 41.4%	18 11.8%	3 2%	3 2%



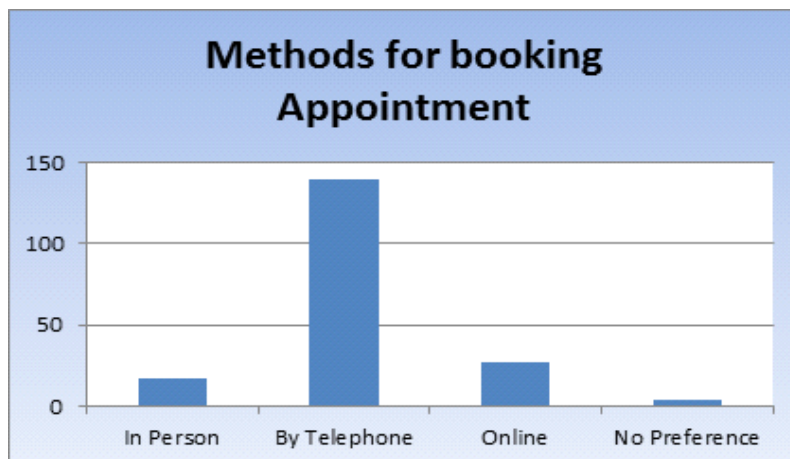
2. Which of the following methods would you prefer to use for booking appointments?

In Person	By Telephone	Online	No preference
17 11.2%	104 68.4%	27 17.8%	4 2.6%



If you prefer to book on line, have you registered with the practice to use on line services.

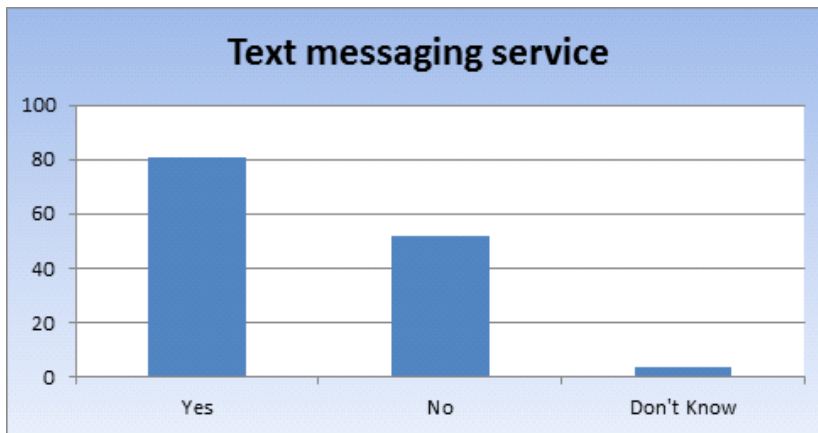
YES	No
26	126
17.1%	82.9%



If No, Kindly ask the reception staff for registration.

3. Do you know you can receive a text reminder for your appointments? Are you registered with your practice text messaging service?

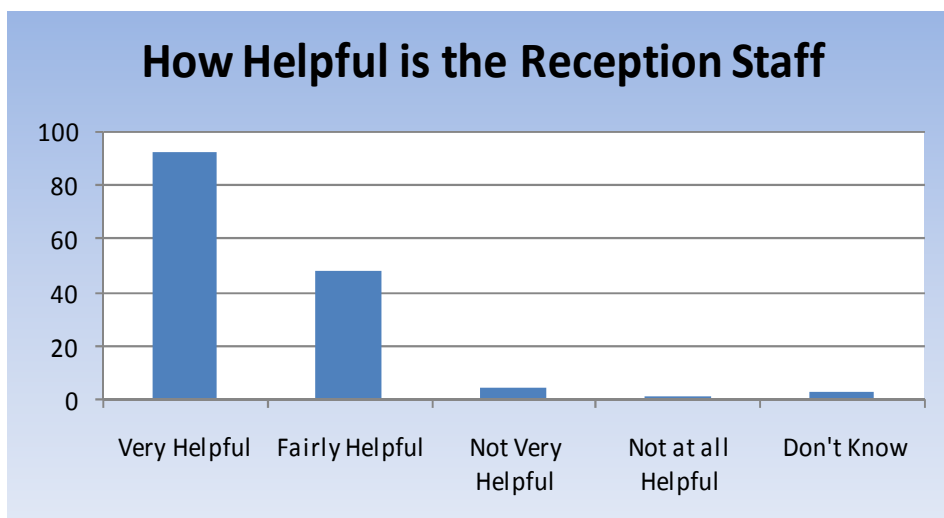
Yes	No	Don't know
83	52	17
54.6%	34.2%	11.2%



If no and you are interested in receiving text messages kindly ensure that you inform the practice with your mobile number.

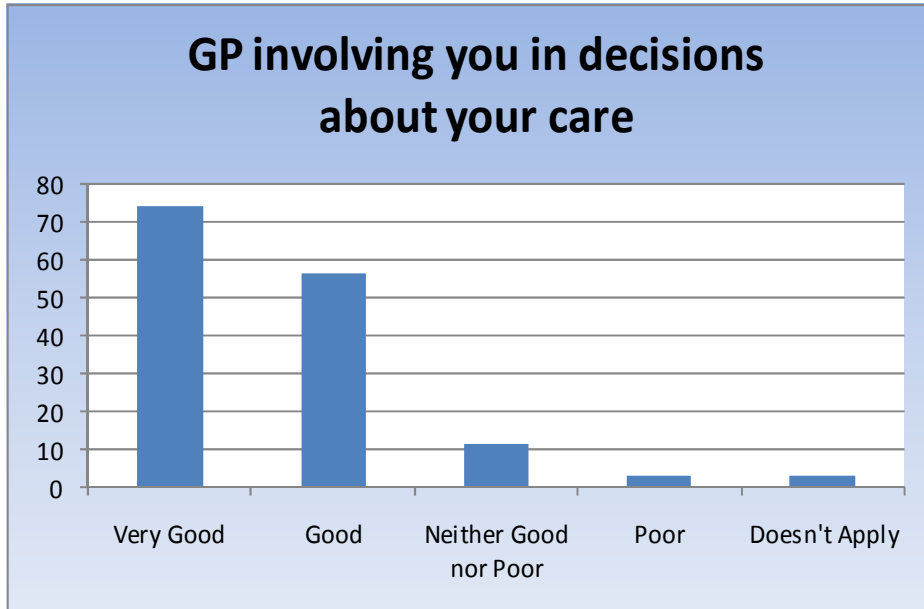
4. How helpful are the reception staffs at the Practice?

Very Helpful	Fairly Helpful	Not Very Helpful	Not at all Helpful	Don't Know
97	48	4	1	2
63.8%	31.6%	2.6%	0.7%	1.3%



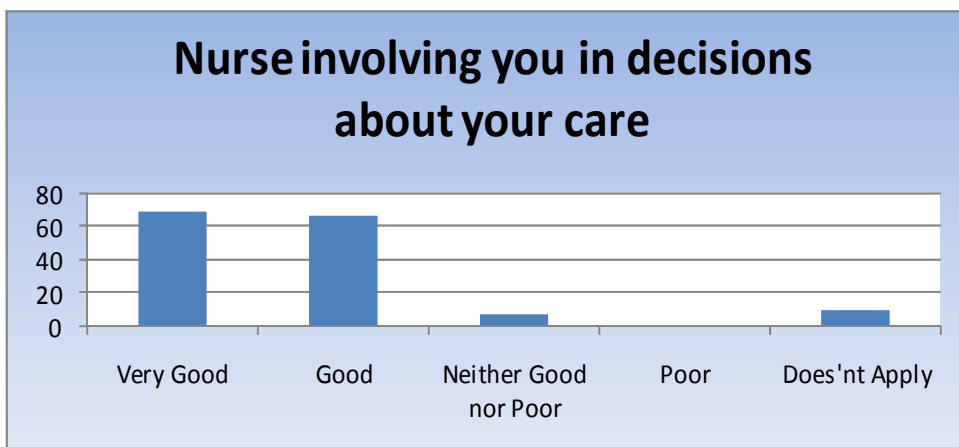
5. Last time you saw or spoke to a **GP**, how good was that GP at involving you in decisions about your care?

Very Good	Good	Neither good nor poor	Poor	Doesn't apply
77	58	11	3	3
50.7%	38.1%	7.2%	2%	2%



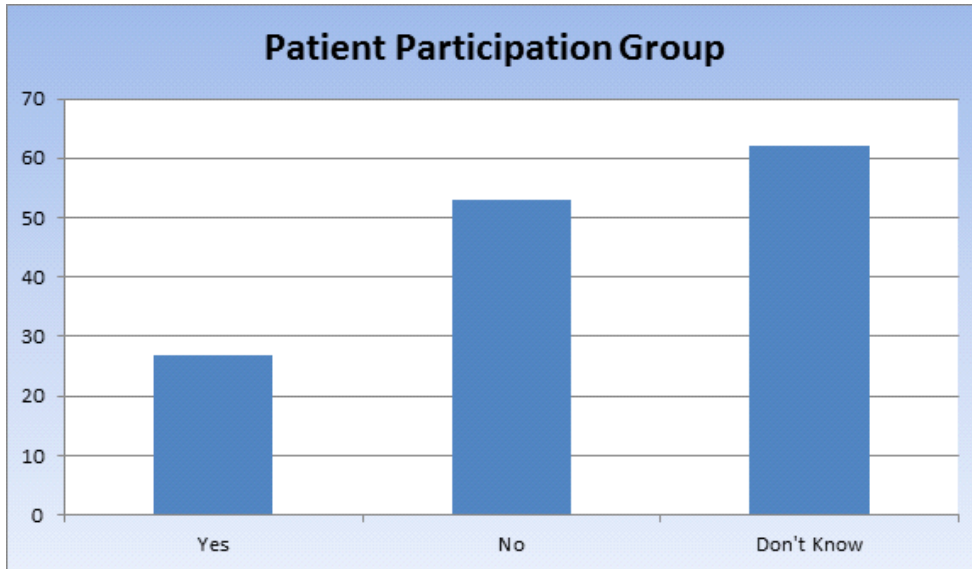
6. Last time you saw or spoke to a nurse from your surgery, how good was that nurse at Involving you in decisions about your care?

Very Good	Good	Neither good nor poor	Poor	Doesn't apply
70	67	6	0	9
46.1%	44.1%	3.9%	0%	5.9%



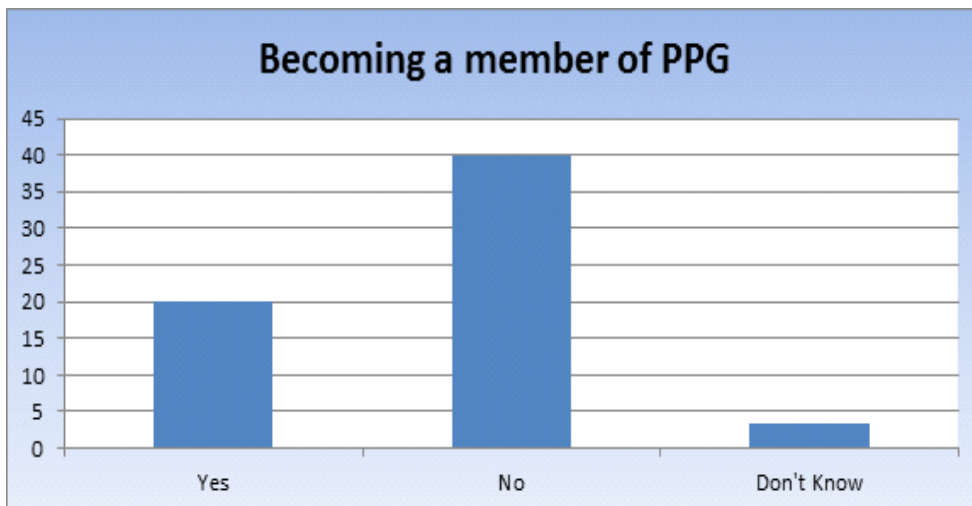
7. Do you know, if your practice has a Patient Participation Group?

Yes	No	Don't Know
27	53	72
17.8%	34.9%	47.4%



If yes, would you like to become a member of the PPG group?

Yes	No	Don't Know
20	40	92
13.2%	26.3%	60.5%



**Any Comments:**

1. Team is very supportive.
2. Good surgery.
3. Reception staff has been very helpful with dealing urgent higher priority problems.
4. Excellent service.
5. I was very happy.
6. Very good.
7. Listens to the patients.
8. Turning on appointments can take up to an hour.
9. We get an appointment but are not seen on time.
10. I am satisfied with the surgery because I get an appointment whenever I need.  
Thanks.
11. Appointments are never on time.
12. All staff is very good.
13. Surgery has good attitude, but system is not followed. I have witnessed that people prescriptions.
14. Sometimes doctors take a long time to see patients.
15. Service is good, excellent.
16. Very good.
17. The practise is fantastic and close to home and always available.
18. Lloyds chemist keep saying surgery is to blame for not authorising automated requests for medications to be delivered to the patient's home. Always have to chase chemist + surgery, at least 5 to 7 times.
19. Would like to get the appointment quicker.
20. I like this GP practice.
21. I am very happy with staff of surgery.
22. Sometimes we don't get an appointment therefore we go to the walk in centre instead.
23. Very happy with the staff and nurses at the practice. No problem for appointment.
24. Should be able to request prescription online and nurse appointment given at 09:30am and nurse doesn't always arrive on time.
25. Appointments should be made at the short notice.
26. The doctor is very good to involve us in our decisions about our care. The dealing is very nice and polite.
27. Reception staff is very helpful. All doctors are really good.
28. All the staff is very good.
29. Need more doctors.

The results of the survey conducted for 2015-2016 was presented to the members of the PPG on Saturday 12<sup>th</sup> March 2016. The group discussed each question of the survey and agreed on the following action plan for the practice.

Survey question	Action	Person responsible and time frame	Action completed
How would you describe your experience of <b>making</b> an appointment?	<b>No action</b> –members felt the experience of the patient was good at making an appointment		
Which of the following Methods would you prefer to use for booking appointments?	Action: 68.4% of the patients want to book an appointment via telephone. <b>Action</b> : number of lines to the practice should be increased. Upgrade of the system to give messages in different languages. Call queuing with appropriate messages for patients while waiting	Partners ,Practice Manager  Within 3 months	
Do you know you can receive a text reminder for your appointments? Are you registered with your practice text messaging service	Text messaging working well for patients that have registered. <b>Action:</b> To increase number of patients receiving a text.	Practice Manager &reception staff  On going	
How helpful are the reception staffs at the Practice?	95.4% were happy with the reception staff. No Action		
Last time you saw or spoke to a <b>GP/ nurse</b> , how good was that GP at involving you in decisions	88.8% of the patients were happy with the doctors. The members agreed that it is very difficult to reduce the waiting	Practice Manager Preparation of leaflet ready for display and distribution -1 week	Completed-displayed at the patient waiting areas

<p>about your care?</p>	<p>time because of the practice population where the demand is greater for clinicians</p> <p><b><u>ACTIONS:</u></b></p> <p>1. Prepare a patient leaflet. Leaflet should be displayed in patient waiting area and available to be picked up by the patient.</p> <p>2. Reception Staff to inform patients waiting time if it is more than 15 minutes.</p>	<p>On going –spot checking to ensure reception staff are informing patients.</p>	
<p>Do you know, if your practice has a Patient Participation Group?</p>	<p><b><u>Actions:</u></b> displayed leaflet to have the website address on the bottom for patients to access the leaflet in different languages. PPG slide to be prepared and displayed on the TV screen.</p>	<p>PPG poster to be updated.</p> <p>A new slide to be prepared for display on the TV screens.</p> <p>Anum to update the poster</p>	