

## Patient Questionnaire

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### About You

1. Gender

- Male  
 Female

2. Age Group

- 18-24  
 25-34  
 35-44  
 45-54  
 55-65  
 65-74  
 75-84  
 85+

3. Do you have any of the following?

- Asthma  
 Atrial Fibrillation  
 Hypertension  
 Cancer  
 Chronic Heart Disease  
 Chronic Kidney Disease  
 Chronic obstructive pulmonary disease (COPD)  
 Diabetes  
 Epilepsy  
 Hypothyroidism  
 Learning Difficulty  
 Any other long term chronic condition  
 None

4. Ethnicity

- Asian  
 Black  
 Chinese  
 Latin  
 Mixed  
 White  
 Other

### Contacting the Surgery and Booking Appointments

5. How easy is it to get through to the practice on the Phone?

- Very easy  
 Fairly easy  
 Not very easy  
 Haven't Tried

6. Did the receptionist handle your query politely?

- Yes  
 No  
 Doesn't Apply

7. Did the receptionist resolve your query?

- Yes  
 No  
 Doesn't Apply

8. How would you normally book an appointment?

In person

- By phone  
 By fax  
 By Email  
 By practice website  
 Doesn't Apply

9. Have you been able to see a doctor fairly quickly?

- Yes  
 No  
 Not needed to see a doctor

10. Were you able to see the doctor you wanted?

- Yes  
 No  
 Doesn't matter

11. If you haven't been able to see a doctor, what reason was given?

- There weren't any appointments  
 The time offered did not suit me  
 The appointments were offered with a doctor I didn't want to see  
 Another reason

Not Applicable

12. Were you able to book ahead for an appointment, longer than 48 hours?

- Yes  
 No  
 Never tried

13. Do you know if the surgery is open during lunch?

- Yes - its open  
 No - its closed

14. Do you know if the surgery is open during Saturday for appointments only?

- Yes - its open  
 No - its closed

15. Do you know when the extended hours for the surgery are?

- Yes  
 No

### Care Given

16. Had discussions with a doctor or nurse about how best to deal with health problem

- Yes  
 No  
 Don't Know  
 Not Applicable

17. Doctor or nurse took notice of views about dealing with health problem

- Yes  
 No  
 Don't Know  
 Not Applicable

### Out-of-Hours GP

18. Know how to contact an out-of-hours GP service

- Yes  
 No

19. Ease of contacting out-of-hours GP service

- Very easy  
 Fairly easy  
 Not very easy  
 Not at all easy  
 Never tried

20. Rating of the care received from the out-of-hours GP service

- Very good  
 Good  
 Neither good or bad  
 Poor  
 Very poor  
 Never tried

### Overall

21. Are you satisfied with care received at surgery

- Very Satisfied  
 Fairly Satisfied  
 Neither Satisfied nor dissatisfied  
 Fairly dissatisfied  
 Very dissatisfied

22. Would you recommend this GP surgery to someone who has moved to the local area?

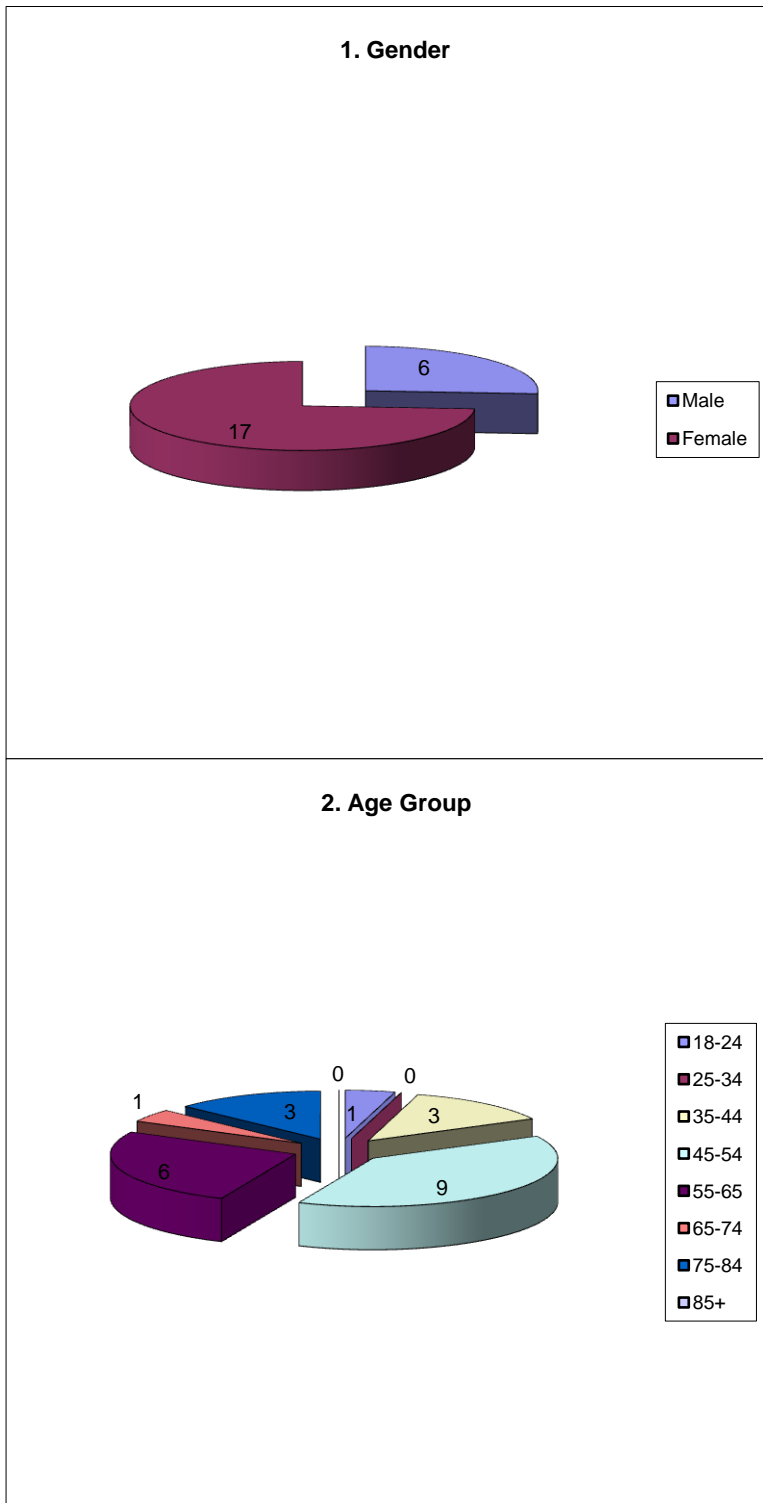
- Yes, Would definitely recommend  
 Yes, Might recommend  
 Not sure  
 No, Would probably not recommend  
 No, Would definitely not recommend  
 Don't know

Please return to drop box beside reception desk.

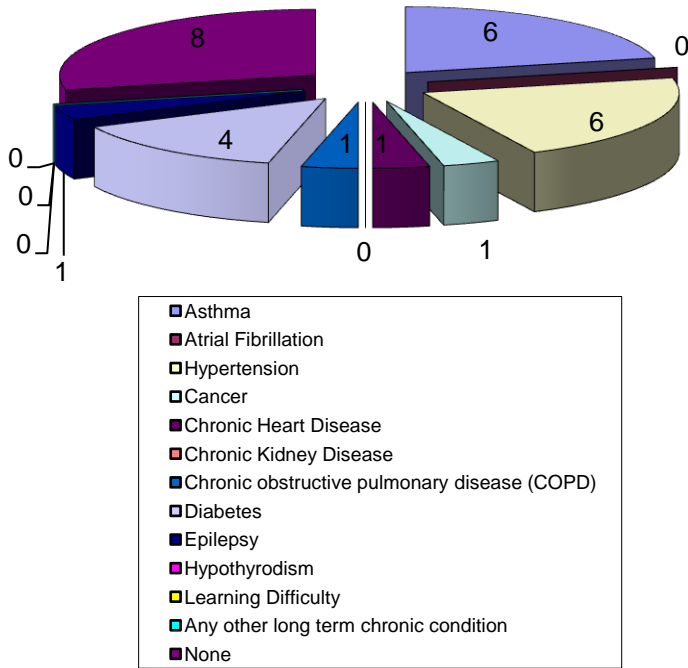
Thank you for taking the time to fill in this questionnaire so that we can provide a better service.

Akerman Medical Practice Team

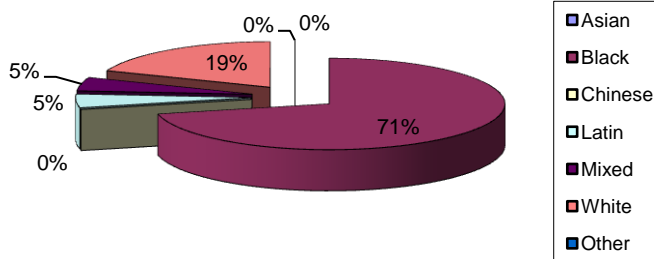
## Results



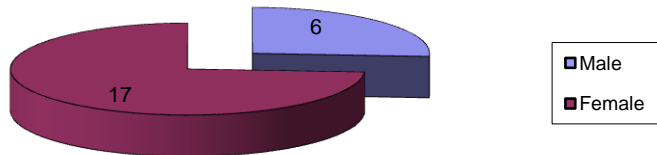
### 3. Do you have any of the following



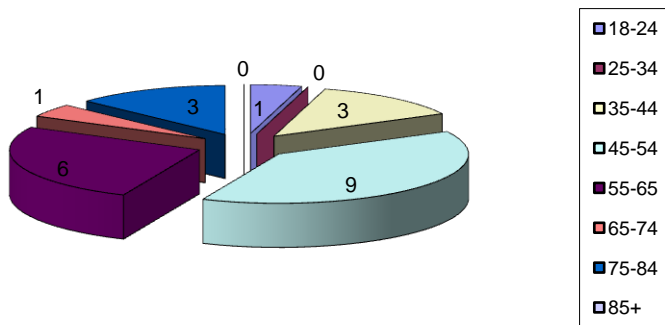
### 4. Ethnicity



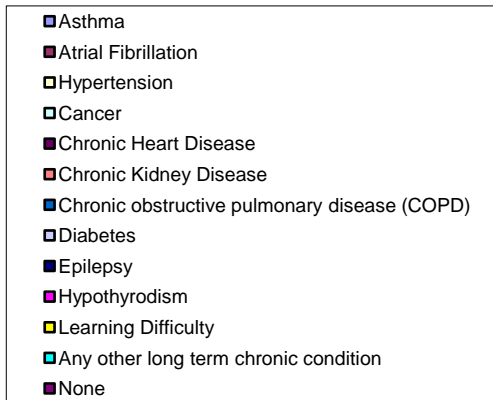
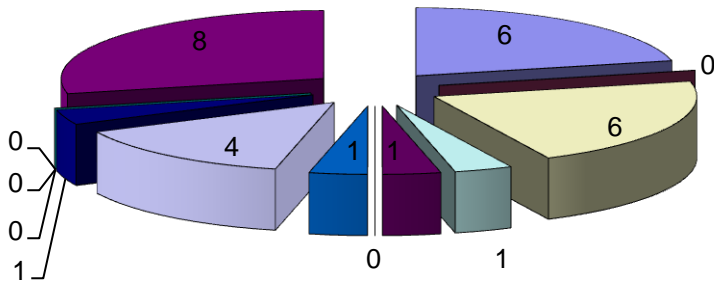
## 1. Gender



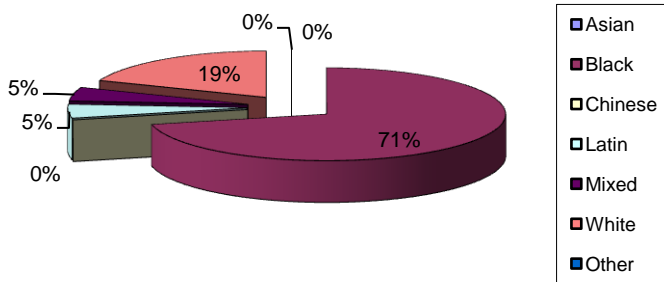
## 2. Age Group



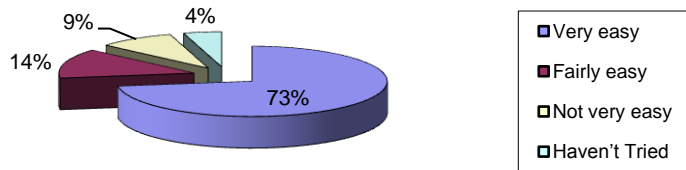
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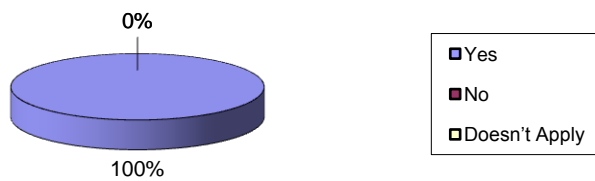
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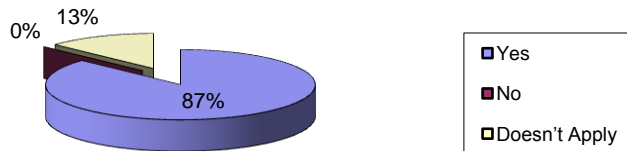
## 5. How easy is it to get through to the practice on the Phone?



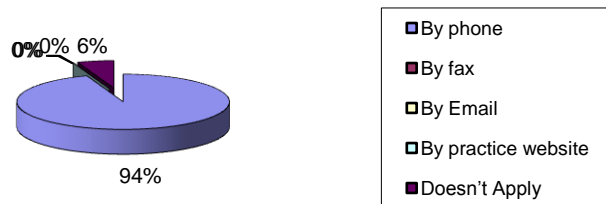
## 6. Did the receptionist handle your query politely?



## 7. Did the receptionist resolve your query?

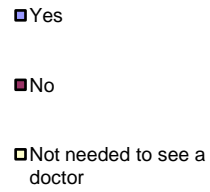
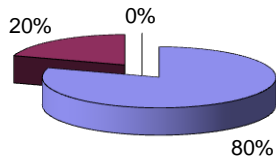


## 8. How would you normally book an appointment?

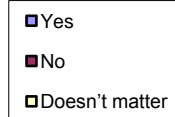
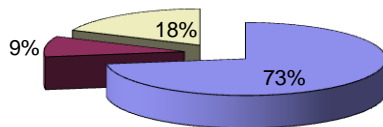




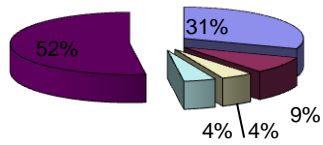
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## 10. Were you able to see the doctor you wanted?

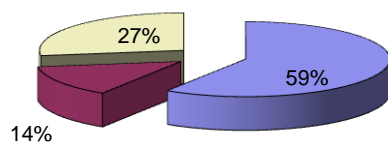


11. If you haven't been able to see a doctor, what reason was given?



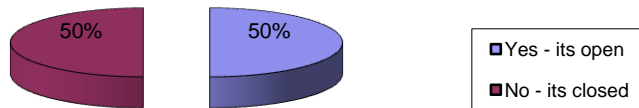
- There weren't any appointments
- The time offered did not suit me
- The appointments were offered with a doctor I didn't want to see
- Another reason
- Not Applicable

12. Were you able to book ahead for an appointment, longer than 48 hours?

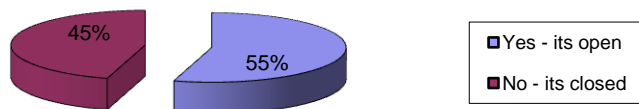


- Yes
- No
- Never tried

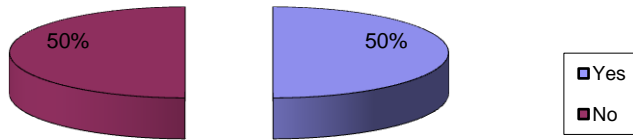
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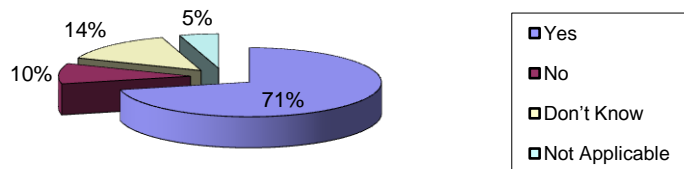
14. Do you know if the surgery is open during Saturday for appointments only?



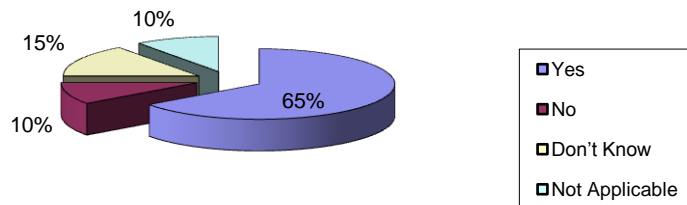
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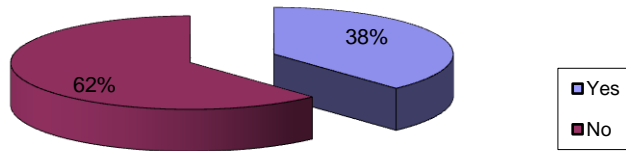
## 16. Had discussions with a doctor or nurse about how best to deal with health problem



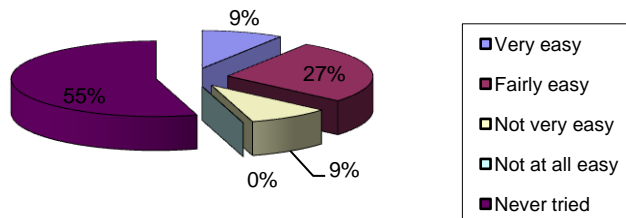
## 17. Doctor or nurse took notice of views about dealing with health problem



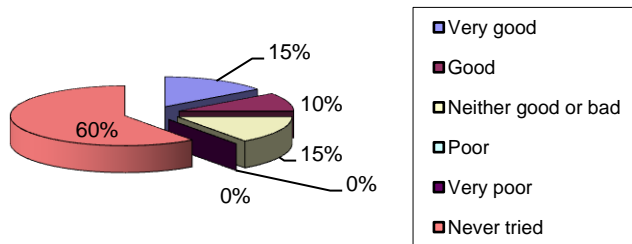
## 18. Know how to contact an out-of-hours GP service



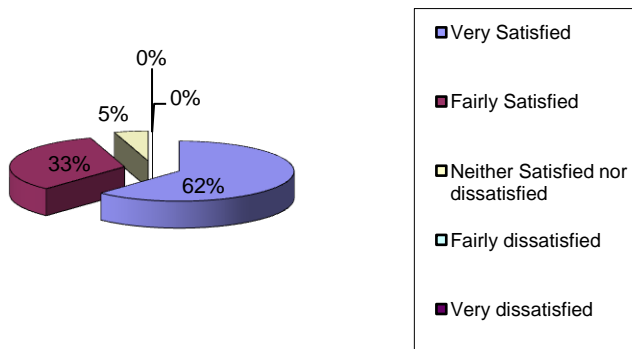
## 19. Ease of contacting out-of-hours GP service



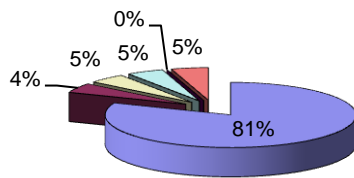
## 20. Rating of the care received from the out-of-hours GP service



## 21. Are you satisfaction with care received at surgery



22. Would you recommend this GP surgery to someone who has moved to the local area?



- Yes, Would definitely recommend
- Yes, Might recommend
- Not sure
- No, Would probably not recommend
- No, Would definitely not recommend
- Don't know

## 2012-13 PATIENT PARTICIPATION REPORT

### Akerman Medical Practice

<p>A description of the profile of the members of the PRG</p>	<table border="1"> <thead> <tr> <th>Age</th> <th>Gender</th> <th>Ethnicity</th> <th>Is person currently registered</th> </tr> </thead> <tbody> <tr><td>64</td><td>Male</td><td>Caribbean</td><td>Yes</td></tr> <tr><td>54</td><td>Female</td><td>African</td><td>Yes</td></tr> <tr><td>41</td><td>Female</td><td>Chinese</td><td>Yes</td></tr> <tr><td>50</td><td>Female</td><td>White British</td><td>Yes</td></tr> <tr><td>56</td><td>Female</td><td>Caribbean</td><td>Yes</td></tr> <tr><td>65</td><td>Male</td><td>Caribbean</td><td>Yes</td></tr> <tr><td>32</td><td>Male</td><td>African</td><td>Yes</td></tr> <tr><td>61</td><td>Male</td><td>African</td><td>Yes</td></tr> <tr><td>78</td><td>Female</td><td>White British</td><td>Yes</td></tr> <tr><td>75</td><td>Male</td><td>White British</td><td>Yes</td></tr> <tr><td>45</td><td>Female</td><td>African</td><td>Yes</td></tr> <tr><td>44</td><td>Female</td><td>Indian</td><td>Yes</td></tr> <tr><td>46</td><td>Female</td><td>South American</td><td>Yes</td></tr> <tr><td>49</td><td>Female</td><td>African</td><td>Yes</td></tr> </tbody> </table>	Age	Gender	Ethnicity	Is person currently registered	64	Male	Caribbean	Yes	54	Female	African	Yes	41	Female	Chinese	Yes	50	Female	White British	Yes	56	Female	Caribbean	Yes	65	Male	Caribbean	Yes	32	Male	African	Yes	61	Male	African	Yes	78	Female	White British	Yes	75	Male	White British	Yes	45	Female	African	Yes	44	Female	Indian	Yes	46	Female	South American	Yes	49	Female	African	Yes
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<p>The steps taken to ensure that the PRG is representative of our registered patients and where a category of patients is not represented, the steps we took in an attempt to engage that category</p>	<p>The group is representative of the practice population and every effort is made to engage everyone.</p> <p>We use text messages to inform patients of dates of meetings.</p> <p>All upcoming meetings are advertised on the in the waiting room. Reception staff promotes the meeting to patients who attend surgery.</p>																																																												



<p>Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey</p>	<p>Survey and question disused at PRG meeting and any view would be taken into questionnaire.</p>
<p>The manner in which we sought to obtain the views of our patients</p>	<p>Patients are encouraged to give suggestions either at the reception or via email.</p> <p>Practice survey on website and at reception. Receptions encourage patient to give their view on how practice is running.</p>
<p>Details of the steps taken by the practice to provide an opportunity for the PRG to discuss the contents of the action plan</p>	<p>Action plan was gone through at meeting. It was published on the website for all patients to view, if patient do not have access to web they can ask reception who would be able to provide copy for patient.</p>
<p>Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reason why any such findings or proposals should not be implemented.</p>	<p>Out of the agreed action plans the two items that were raised are the following:</p> <ul style="list-style-type: none"> <li>• Doctors appointments to be more on schedule, the group did comment that some of the time it was due to patients before taking extra time, they wanted doctors to be more strict on the number of problems that the doctors handle in an appointment.</li> <li>• Phone lines, patients would like these to be open on Saturday.</li> </ul>
<p>A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey</p>	<p>An audit of a random week was done to see the average time taken during an appointment and the result was over 15 minutes, this has a knock on effect with the rest of doctors surgery.</p> <p>From survey 50% of patient did not know that surgery was opened on Saturday,</p>
<b>Action Plan</b>	
<p>Changes we intend to take as a consequence of discussions with the Patient Representative Group is respect of the results, findings and proposals arising out of the local practice survey</p>	<p>Doctors to be more strict with patients whenever possible patients coming in more than three issues to be asked which two they want to sort out today and the rest has to be rebooked. Patient also to be educated on problems that the practice nurse can handle so not having to wait long periods for the doctor.</p> <p>50% of the patients did not know that we were open on Saturday; this information has been taken on by the Practice, and will be coming out with a solution early April.</p>

ii. where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report

Issues	Actions to be taken	By When	Result
Booking a telephone consultation. Patients have waited the whole day waiting for the doctor to call as they were not told if it was the morning or the afternoon.	Reception to inform patient when they are to receive call	Immediately	PRG have said that this has improved and that they are informed when the doctor will call, They have also been informed that due to the system that is used by the practice that they cannot get a more specific time and that a window of a couple of hours is the best that can be archived at the moment.
When booking telephone consultation patient not told which doctor they are going to be speaking to.	Reception to inform patient the doctor they will be speaking to.	Immediately	PRG have said that this has improved and that they are informed which doctor they see,
Waiting times when doctor calls in patient for face to face consultation.	Analysis need to be done by practice on when the doctor calls in patient and when they are actually seen.	3 months Ready for next meeting	Analysis done and presented to the members of PRG to show that the practice is working on improving the timekeeping of appointments
Waiting time for booked appointments. Patients wait 45 minutes or longer	Analysis needs to be done by practice to see waiting times and reasons.	3months Ready for next meeting	Analysis done and presented to the members of PRG to show that the practice is working on improving the timekeeping of appointments
Patients not told when there would be a wait and not kept informed of	Reception to inform patients as soon as they know there will be a	Immediately	Since moving in to the new building this has been much easier to achieve as the

waiting times	delay so that patients know there will be a wait		patients in the waiting area our only practice patients and informing them is made much easier.
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The opening hours of the practice premises and the method of obtaining access to services throughout the core hours and extended hours arrangements (the times at which individual healthcare professionals are accessible to registered patients).

#### Opening Hours

Monday	08.00 – 19.30
Tuesday	08.00 – 19.30
Wednesday	08.00 – 18.30
Thursday	08.00 – 18.30
Friday	08.00 – 18.30
Saturday	10.00 – 13.00

#### Dr Mukadam

Monday	09.00 – 11.30
Friday	09.00 – 11.30 15.30 – 17.30

#### Dr Chu

Monday	09.00 – 11.30 16.00 – 18.00
Tuesday	16.30 – 19.30
Wednesday	09.00 – 11.30 16.00 – 18.00
Friday	09.00 – 11.30 15.30 – 17.30

#### Dr Rodrigues

Monday	16.30 – 19.30
Tuesday	09.00 – 11.30 16.00 – 18.00
Wednesday	16.00 – 18.00
Thursday	09.00 – 11.30

#### Dr Kaur

Tuesday	09.00 – 11.30
Thursday	15.00 – 18.00

#### Practice Nurse Ms Lapinlampi

Monday	09.00 – 12.45 15.00 – 18.00
Tuesday	09.00 – 12.45
Wednesday	09.00 – 12.45
Friday	09.00 – 12.45 14.30 – 17.45