**Northgate **

**PRACTICE**

Patient Participation Group

Patient Survey 2023

**You can help this general practice improve its service**

* This practice would welcome your honest feedback
* No-one at the practice will be able to identify your personal responses
* Once completed, please return this survey to reception

Please mark the questionnaire like this**🗹**with a blue or black pen.

**If you answer NO to any question, please provide your reasons in the comment box at the end of the survey**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **About our Practice** | | YES | NO | N/A |
| 1 | Are you happy with the practice’s opening hours? | **99%** | **1%** |  |
| 2 | Are you happy with the ease of contacting the practice on the telephone? | **71%** | **29%** |  |
| 3 | Are you happy with the availability of seeing a Doctor/Nurse/ Practitioner of your choice? | **85%** | **15%** |  |
| 4 | Were you satisfied with the length of time between booking and attending your last appointment? | **87%** | **13%** |  |
| **About our Clinicians** | | YES | NO | N/A |
| 5 | Are you overall satisfied with your last visit to see the doctor/nurse/practitioner? | **96%** | **3%** | **1%** |
| 6 | Were you happy with the information you received from the doctor/nurse/practitioner? | **92%** | **5%** | **3%** |
| 7 | Were you satisfied with the amount of time given to you at your last appointment? | **99%** | **1%** |  |
| 8 | Were you satisfied with the length of time you had to wait for your last appointment in surgery? | **84%** | **10%** | **6%** |
| 9 | If you required an examination at your last face to face appointment, were you offered a chaperone? | **55%** | **20%** | **25%** |
| **About our Reception Staff** | | YES | NO | N/A |
| 10 | Are you happy with the manner in which you were treated by the reception staff? | **95%** | **5%** |  |
| 11 | Are you happy with the amount of privacy and confidentiality you were treated with? | **91%** | **9%** |  |
| **How you book your appointment** | | In Person | By Phone | E-consult | |
| 12 | How do you normally book your appointments to  see a Doctor/Nurse/ Practitioner at the practice? | **14%** | **40%** | **46%** | |
| 13 | As we come out of the pandemic, which is your preferred way of having a consultation with the GP or Nurse | **87%** | **13%** |  | |
| **About our Practice** | | YES | NO | N/A |
| 14 | Are you aware the surgery has a website? | **90%** | **6%** | **4%** |
| 15 | Do you know we have a text reminder service for appointments? | **94%** | **6%** |  |
| 16 | Are you satisfied with the cleanliness and hygiene of the premises? | **100%** |  |  |
| 17 | Are you aware we have a privacy room? e.g. used for breast feeding, contagious disease etc | **41%** | **50%** | **9%** |
| 18 | As we are a teaching practice, would you be happy having a student present at your consultation? | **95%** | **5%** |  |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **General Questions** | | | YES | | NO | | N/A | |
| 19 | Are you aware of the groups ran by our PCN? Coffee mornings, support groups and awareness meetings? | **35%** | | **25%** | | **40%** | |
| 20 | Have you used the Extended Access Hubs for an appointment outside of normal surgery hours? (Evenings, Weekends & Bank Holidays) | **25%** | | **65%** | | **10%** | |
| 21 | If you have used the Extended Access Hubs provided by OurNet Health Services Ltd, were you satisfied and did it meet your requirements? | **21%** | | **9%** | | **70%** | |
| 22 | Are you aware that there is an Electronic Prescribing Service where your prescription is sent direct to the chemist of your choice (if applicable) | **90%** | | **10%** | |  | |
| 23 | Have you used the online platform “AccuRx” (previously known as e-consult) to obtain medical advice from the surgery? | **75%** | | **20%** | | **5%** | |
| 24 | If you have used the AccuRx service, were you happy with the outcome? | **65%** | | **15%** | | **20%** | |
| 25 | Are you aware the surgery has a Facebook Page? | **50%** | | **50%** | |  | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Patient Participation Group** | | | YES | | NO | | N/A | |
| 26 | Are you aware the surgery has a Patient Participation Group who have regular meetings? | **55%** | | **45%** | |  | |
| 27 | Are you aware of how to contact a member of the PPG should you have a question or suggestion about the surgery? | **35%** | | **65%** | |  | |
| 28 | Would you be interested in becoming a PPG member? If yes, please ask reception for a new member form | **10%** | | **70%** | | **20%** | |
|  |  |  | |  | |  | |

STAR RATING what star rating would you give Northgate Practice for delivery of health care services? (Please tick amount of stars) 1. Poor- 5. Excellent



**1 Star 0% 2 Star 3% 3 Star 23.5% 4 Star 50.2 % 5 Star 23.3%**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 29) How old are you in years? | | 30) Are you… | | 31) How long have you been attending this practice? | |
| Under 25 | 44 | Male | 97 | Less than 5 years | 80 |
| 25-59 | 76 | Female | 123 | 5 – 10 years | 60 |
| 60+ | 100 |  | | More than 10 years | 80 |

**THANK YOU FOR YOUR TIME IN COMPLETING THIS FORM**

**– IT HELPS US TO BETTER HELP YOU**

COMMENTS

* Privacy at reception not the best
* Phones take a long time to get answered
* E-consults will often tell you to phone 111 emergency
* Abuse from patients to staff is disrespectful
* Restrictive service for elderly/hard of hearing
* Excellent practice all of the staff are helpful
* Nurses are great, always on time and good consultation
* Reception staff are a lot better now very pleasant

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