

Newcastle Medical Centre Patient Survey Results

Environment - March 2018

Focus – Environment

Our plan to engage and listen to our patients is to complete a short and concise survey quarterly, in addition to the annual survey.

Aim

The aim is that our questionnaire will provide us with immediate, accurate information in a manageable size of 30. We believe this will allow us to be responsive to our patients views and ultimately to help us improve the patient experience.

A patient Survey was carried out in March 2018 with patients visiting our Practice that month. Therefore, there was a complete mixture of patients and a random selection.

Findings

Out of the 30 people that were asked 7 questionnaires were discounted as they were incomplete. Out of the remaining 23 questionnaires the findings, overleaf, overall are very positive.

- Overall, the patients experience when making an appointment was “fairly good” which was also the case for the overall experience of the GP surgery.
- Overall the opening hours are “very good”
- The experience of getting through to the GP surgery over the phone and getting to see the preferred GP of their choice was rated as “very good” or “fairly good”.
- Overall the patients feel that getting to see the GP of your choice is “fairly good”

Strength

The best results were that most of the patients stated that the opening times are very good.

Opportunity

There is an opportunity to improve our patient’s experience when getting through on the telephone as most of them rated this as “fairly good” followed by “very good” however one patient felt this was “fairly poor” and two patients felt this was a “very poor” area of ours.

Action

Poster on display in waiting room and reception explaining the difficulty that receptionists can sometimes have when answering a high volume of calls.

Online services promotional materials on display to allow patients to see that somethings can be done via an online secure portal instead of contacting the Practice by telephone.

Training on the telephone could also be needed within the surgery.

Timeframe

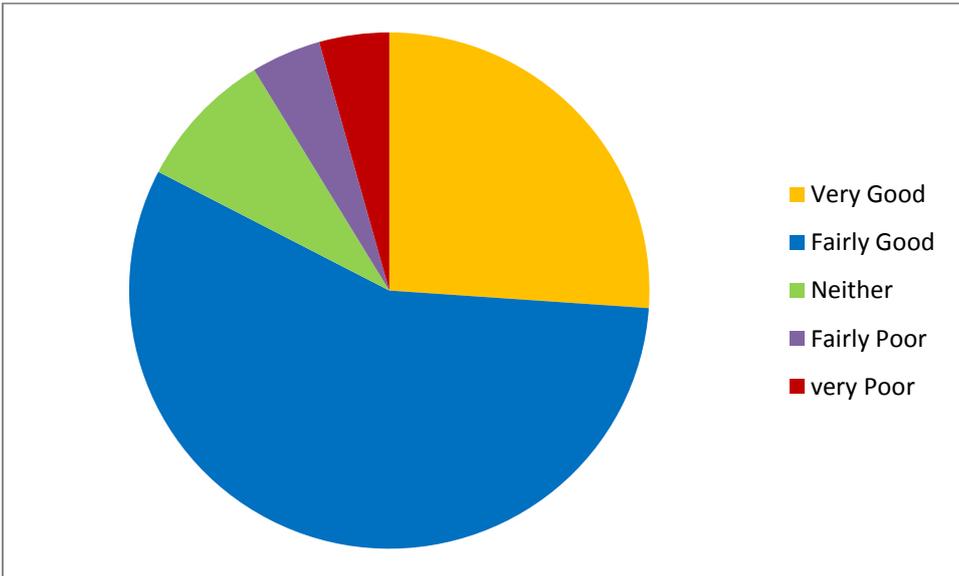
By 30/04/2018

By whom: Cheryl Mooney

Completed: 13/03/2018

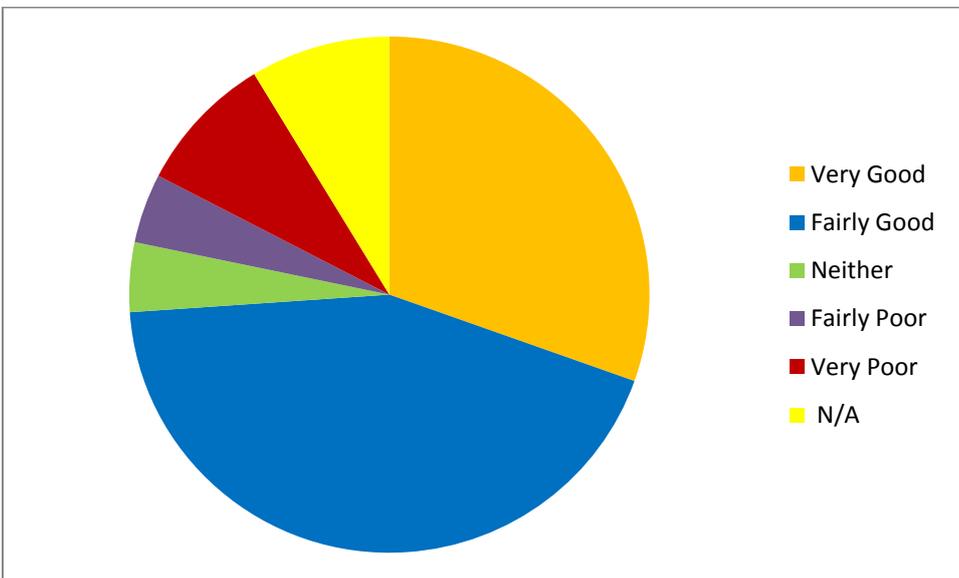
Q1

When making an appointment how would you rate your experience?



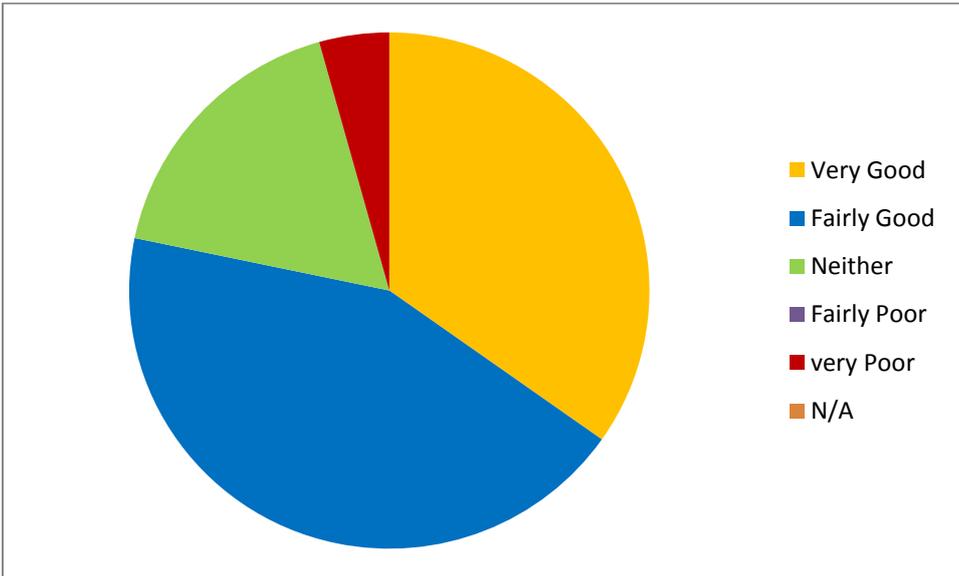
Q2

Please describe your experience getting through to your GP on the telephone?



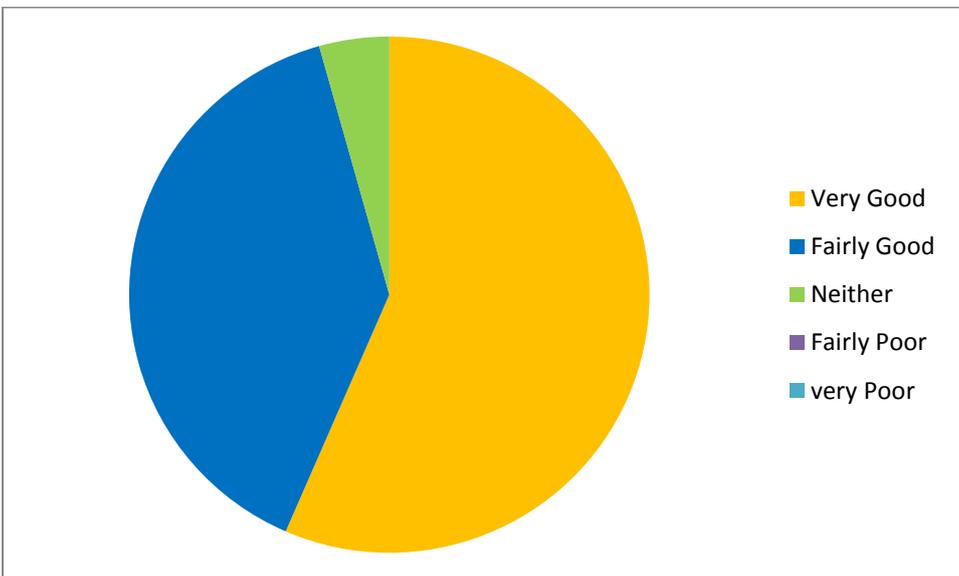
Q3

Please rate your experience of getting to see a GP of your choice?



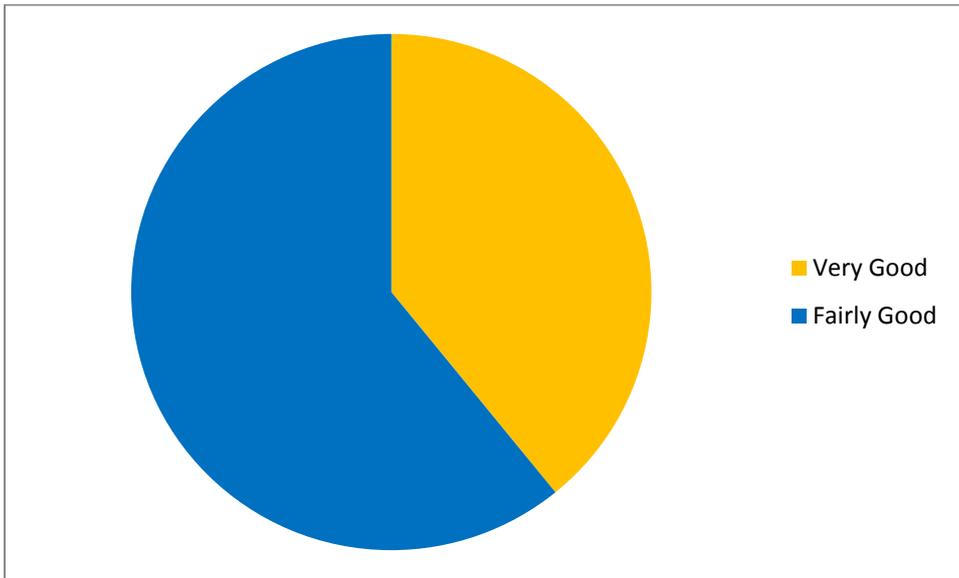
Q4

Please tick the option that describes our opening times?



Q5

Overall please rate your experience with the GP Practice?





Busy Telephone Lines

Please can all patients bear with us during busy periods as we receive a high volume of calls. The Practice staff do their best to answer the calls as quickly as possible.

Thank you for your patience.

Getting started with GP online services

Patient Guide

Getting started with GP online services

Did you know that since April 2015, you don't have to wait on the phone to speak to your GP surgery? Just like online banking, you can look at your GP records on a computer, a tablet or a smartphone, using a website or an app. You can choose to:

- Book and cancel appointments with your doctor or nurse online, when it suits you. Your surgery will choose which appointments can be booked online.
- Order repeat prescriptions online. Some patients have found that they save money and time as they don't need to make a special trip to their surgery to order repeat prescriptions.
- Look at part of your GP records online. You can look at your records whenever you want, even from the comfort of your home, and find answers to questions you may have without ringing your doctor.

Online services are free to use and are just another way of contacting your surgery. You can still ring them or go to your surgery in person like you do now. You can also still request your full printed records from your surgery. They may charge you for this.

Anyone can benefit from using online services

We have found that a lot of people can benefit from using online services. Please see the comments on the right from patients who use these services. For a video of what other patients had to say, go to nhs.uk/GPonlineservices

'I am a carer for my mother and a mother to two small children. It has now become essential for me to access GP appointments online.

Having access to the online booking system has allowed me to fit appointments around our family as a whole. I now have the opportunity to plan my time and life better. I can book an appointment for my mother at a time which suits

her and her carers whilst at the same time, I can take my children to football practice. There is no more phoning around for me!'

Keymn, Arran Way Medical Centre.

'Ordering repeat prescriptions online saves me a lot of time. If I realise I'm running low and the practice is closed on the Saturday, all I do is login, request the relevant medication from the drop down list and then pick it up a few days later.'

Adam, University Health Centre.

'I have had access to my online records since 2006. With online access to all my GP held information, I have all I need, anywhere in the world 24/7. With several chronic conditions, I can share the information with other health professionals to keep me safe.'

Ingrid, Thornley House Medical Centre.

How to sign-up for online services

It is not hard to start using online services. Your surgery will need to check who you are to make sure you only see your record and not someone else's. Just like your bank or the post office when you pick up a parcel, your surgery wants to protect your records from people who are not allowed to see them. The steps below explain how this works.

1. Tell your GP surgery you would like to start using online services.
2. Your surgery will give you a short form to fill in and sign to confirm you agree with the information on the form.
3. Your surgery will then check you are who you say you are. They will do this in one of three ways:
 - Photo ID and proof of address, for example, a passport or driving licence and a bank statement or council tax statement.
 - If you do not have any ID and are well known to your surgery, a member of staff may be able to confirm your identity.
 - If you do not have any ID and are not well known to your surgery, they may ask you questions about the information in your GP record to confirm the record is really yours.
4. Your surgery will then give you a letter with your unique username and password. It will also tell you about the website where you can login and start using online services. -

When you ask your surgery to register you for online services, they might discuss why you want to use these services. For example, if they think your record may be seen by someone who shouldn't see it, they might decide to give you access to book appointments or order your repeat prescriptions only. If your surgery thinks it's not in your interest to use GP online services, they will discuss their reasons with you.

If you forget your login details

If you lose or forget your login details, go to the website and click the 'forgotten details' button, then follow the instructions.

If this does not work, please contact your surgery.

Things to remember

- No one should force you to share your username, password or GP records. You have the right to say no. If someone asks to see your records and you don't want them to, tell your surgery as soon as you can.
- You can choose to let another person see your GP record, for example members of your family or a carer. To do this safely, speak to your surgery. Some surgeries are not able to do this at the moment but will do so in future.
- You can choose to stop using online services at any time by telling your surgery.
- If you change surgeries, you will need to register again for online services at your new surgery.

Learn how to use the internet

There are a lot of places where you can learn how to use the internet. Many are provided by local authorities, colleges and charities. A good place to start is your local library, but there are many others where you can learn for free, such as:

- UK online centres which help people learn how to use the internet and manage their health online. For more information and to find your nearest local venue, please go to www.learnmyway.com
- Age UK helps older people get online. For more information and to find your local Age UK centre please go to www.ageuk.org.uk or call Age UK advice line on 0800 169 2081.

Learn how to use GP online services

If you already know how to use the internet, you can take a short course on how to start using GP services online at www.learnmyway.com/what-next/health

www.nhs.uk/GPonlineservices