



Practice Survey JULY 2013 – RESULTS

Gender	Male	35%
	Female	65%

Age Group	Under 18	5%
	19 to 30	24%
	31 to 49	29%
	50 to 65	27%
	66 +	15%

How do you rate the overall service provided by Burntwood Health & Well-Being Centre		
	Extremely satisfied	37%
	Very satisfied	35%
	Satisfactory	23%
	Not very satisfied	3%
	Poor	2%

How could we improve the service to our patients?	
<ul style="list-style-type: none"> • Longer appointments • Reduce waiting times • More appointments • Change appointment system back • Continuity with doctors – see the same one each time • Give priority to registered patients • On day bookings not very good • More doctors • More pre-bookable appointments • Telephone call waiting times could be reduced • Activities for children in waiting room • Ensure there are follow up tests • Be able to phone or text in with prescriptions • More screening and health checks • Answer phones • Having an emergency doctor on hand 	

Are you satisfied with the service provided by the reception team?		
	Extremely satisfied	44%
	Very satisfied	36%
	Satisfactory	17%
	Not very satisfied	1%
	Poor	2%

How could we improve the service provided by the reception team	
<ul style="list-style-type: none"> • More staff at busier times • More than one member of staff on in the morning • Have multiple people to answer phones in the morning • Unable to get through to reception at 8 • Help get you an appointment rather than say they don't have any • Better communication • More flexibility with repeat prescriptions • Not keep people waiting too long 	

Are you satisfied with the care provided by the nursing team?		
	Extremely satisfied	51%
	Very satisfied	36%
	Satisfactory	12%
	Not very satisfied	1%
	Poor	0%

How could we improve on the service provided by the nursing team?
<ul style="list-style-type: none"> • Follow up on results • See the same nurse for ongoing problems

Are you satisfied with the care provided by your doctor?		
	Extremely satisfied	51%
	Very satisfied	36%
	Satisfactory	11%
	Not very satisfied	1%
	Poor	1%

How could we improve the service provided by the doctor?
<ul style="list-style-type: none"> • Longer appointments • See the same doctor for an ongoing problem • Read notes beforehand so they know the background • Keep appointments on time • Try to ask patients who they would prefer to see • Lower waiting times

Did you know if you register your mobile phone with the surgery you will automatically receive a text message confirming your appointment with the practice HCA, nurse or GP		
	Yes	79%
	No	21%

Are you able to access an appointment of your choice?		
	All the time	18%
	On the vast majority of occasions	24%
	Most of the time	22%
	Not always	22%
	Rarely	14%

Are you satisfied with the telephone answering service provided by reception?		
	Extremely satisfied	36%
	Very satisfied	31%
	Satisfactory	23%
	Not very satisfied	5%
	Poor	5%

Do you have any concerns over waiting room privacy at the centre?		
	Extremely concerned	2%
	Generally concerned	4%
	No concerns	78%
	I am aware I can always speak to someone in private.	16%

Is there one member of the practice team who you feel has provided you with excellent service?

Staff member nominated in order of highest votes per area

GPs

- Dr Dave Saunders
- Dr Helen Bramwell
- Dr Clare Hutchins
- Dr Neeta Bhadauria
- Dr Imran Rasib

Nurses

- Chris Wright – Nurse
- Laura Husselbee – Nurse
- Amy Lloyd – HCA

Reception

- Karen Buckley
- Denise Hands
- Deb Russell
- Alison Milton
- Jenny Wright
- Sarah Emms
- Edward Sutton

Are you aware of the Patient Participation Group operating at the centre?	Yes 53%	No 47%
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We are actively recruiting new members to our Patient Participation Group. Please join us.

Please provide your contact details if you are interested in finding out more.	6 patients indicated an interest in joining.	
Name		
Contact Number		

Additional Comments
<ul style="list-style-type: none"> • The team were very good when I was a temporary patient • Waiting times are long sometimes • Very happy with the service here • Excellent practice • Better access to appointments • Area separate from waiting room to speak to reception staff

Thank you for your participation – your answers are very much appreciated.