

**Oakmeadow PPG - Anonymous Patient Survey**  
**April, 2013 - December, 2013**  
**Support and Services**

**SUMMARY**

Two-hundred and twenty-three patients kindly completed the Survey forms handed out by reception staff and by PPG members. These were processed and analysed by the PPG. The PPG's recommendations are shown below, as are the statistical details obtained from the survey. No written-in comments are shown below to respect the confidential nature of the comments. Identifiable information was removed from some comments. In essence, the results did not show anything to concern the PPG but did high-light a flaw in the wording of questionnaires, which has been addressed.

**OBSERVATIONS BY PPG**

*Q1 - Noted*

***Q2 – Results invalid, due to cut-and-paste error by author***

*Q3 - Noted*

*Q4 - Noted*

*Q5 - Noted*

***Q6 – Comments reviewed***

*Q7 - Noted*

*Q8 - Noted*

***Q9 - We are surprised at this result. It does not reflect the results of other questions posed, especially Q14, to which 97% of responders said that they would be happy to recommend Oakmeadow Surgery to others. As we did not stipulate a time-period to which the survey refers, we don't know how historical these observations are. In future surveys, all time-sensitive questions will open with 'In the past 6 months, . . . '.***

*Q10 - Noted*

*Q11 - Noted*

*Q12 - Noted*

*Q13 - Noted*

*Q14 - Noted*

***Q15 – Comments reviewed***

## STATISTICAL RESULTS OF SURVEY

1. Do you prefer to be seen by any one doctor ? (Please do not write in any doctor's name)

Yes                      No                      N/A                      NIL

149 <b>69%</b>	74 <b>31%</b>		
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2. Is this a man or a woman ?

Yes                      No                      No preference                      NIL

<i>INVALID QUESTION</i>	<i>INVALID QUESTION</i>	90 <b>40%</b>	
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3. Are you male or female ?

Male                      Female                      N/A                      NIL

60 <b>27%</b>	163 <b>63%</b>		
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4. Are you happy to see any doctor when 'your' doctor isn't available ?

Yes                      No                      N/A                      NIL

193 <b>87%</b>	30 <b>13%</b>		
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5. Does the doctor always put you at ease when you visit ?

Yes                      No                      N/A                      NIL

193 <b>87%</b>	30 <b>13%</b>		
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6. Have you had difficulty discussing concerns with a doctor, if so, why ?

*Yes*                      *No*                      *N/A*

10 <b>5%</b>	208 <b>93%</b>	5 <b>2%</b>	
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7. Do you feel you would have been able to discuss your concerns better with a different doctor ?

Yes No N/A NIL

31	<b>13%</b>	192	<b>87%</b>		
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8. Are you happy with the way doctors refer patients to hospitals for further investigation ?

Yes No N/A NIL

175	<b>84%</b>	9	<b>4%</b>	25	<b>12%</b>
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9. Have you ever felt dissatisfied with the service provided by a doctor ?

Yes No N/A NIL

44	<b>20%</b>	178	<b>80%</b>		1	<b>0%</b>
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10. Does the nurse always put you at ease when you visit ?

Yes No N/A NIL

213	<b>96%</b>	10	<b>4%</b>		1	<b>0%</b>
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11. Are you happy with the service provided by the nurses ?

Yes No N/A NIL

210	<b>97%</b>	5	<b>3%</b>		1	<b>0%</b>
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12. Are you satisfied with the information provided to you when you ring in or visit for the results of tests ?

Yes No N/A NIL

204	<b>95%</b>	10	<b>5%</b>		1	<b>0%</b>
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13. Are you satisfied with the repeat prescription requests process ?

Yes No N/A NIL



## **PRG ADDITIONAL INFORMATION**

### **1. Members of the group:**

Mr S Wittering – Chairman and Self Employed

Mr P O'Malley - Secretary and CAB Advisor

Mrs R Robinson – Retired

Mrs D Smith – Retired

Mrs J Parker – Retired

Mr E Hasman – Retired

Mrs F Tennant) – Housewife

Mrs G Nfoker ) - Housewife

**Surgery Rep:** Mrs T Cooper – Practice Manager

2. The group continually encourage other patients from all backgrounds to be involved.
3. The group discussed the survey with the GPs and agreed to this taking place including any priorities that may arise from it.
4. The survey took place at the surgery and all 223 plus patients were giving the opportunity to complete the form and add any additional comments about the surgery.
5. The patients were informed that once the survey was published on the practice website and on the surgery notice board they would be able to contact any member of the group for further clarification. The patients did not want the group to know any of their contact details, so this approach was taken.
6. As such there were no proposals arriving from the action plan, therefore it was understood that, having spoken to the patients they were happy with the current services and staff at the surgery.

- 7.** Copies of the report were sent to NHS England and the Leic City CCG. As no indications were given by the patients for further surveys and the way forward, the group will again discuss with the GP as to the way forward for the next survey. In the meantime the group will seek once again to informally ask patients their views etc for the future and what services they would like from the surgery.
- 8.** Opening Hours of the surgery are 8.20 am – 6.30 pm Mon – Fri. Patients can assess the services via the internet for appointments, ring in or call at the surgery. Patients can book in advance or on the day.