

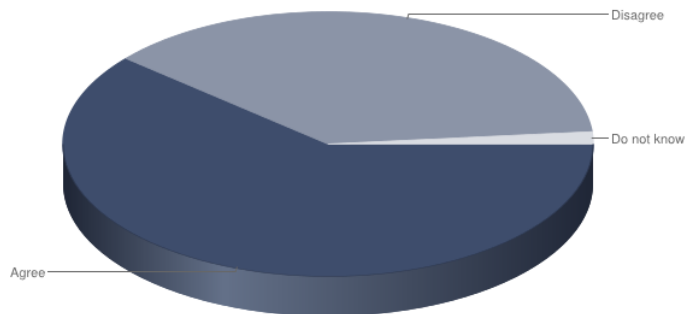
2014 Meadowcroft Surgery Patient Participation Group Survey

We Asked:

"For various reasons UK patients attend their GP surgery on average six times a year now compared with three times a year about fifteen years ago (Dr Chaand Nagpaul BMA, letter Oct 2013). The Government has not recognised this increase in demand and has left it up to individual surgeries to manage this demand with their own resources. This questionnaire is designed to check our patient experience in the light of this. Please choose the description which best matches your experience:"

1. I can make an appointment to see a doctor or nurse at a time which is convenient for me.

Single answer question or grid (answers per option add up to roughly 100%)

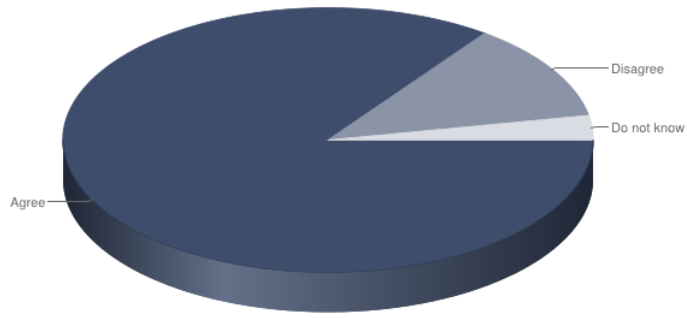


Option:	TOTAL
	(67)
Agree	41 61%
Disagree	25 37%
Do not know	1 1%

Base: 67 out of 67 people answered this question

2. I like to be able to speak to a doctor or nurse on the phone without having to come for an appointment.

Single answer question or grid (answers per option add up to roughly 100%)

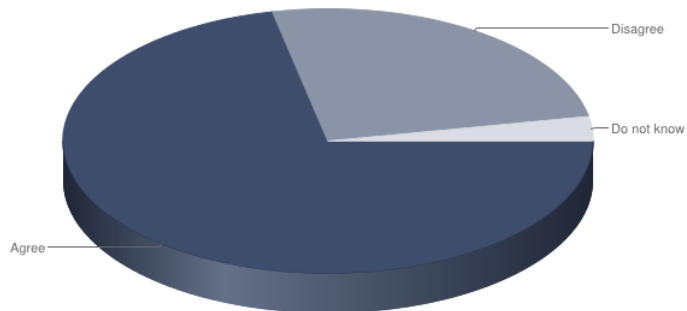


Option:	TOTAL
	(67)
Agree	57 85%
Disagree	8 12%
Do not know	2 3%

Base: 67 out of 67 people answered this question

3. It is easy to get through to speak to a receptionist on the phone.

Single answer question or grid (answers per option add up to roughly 100%)

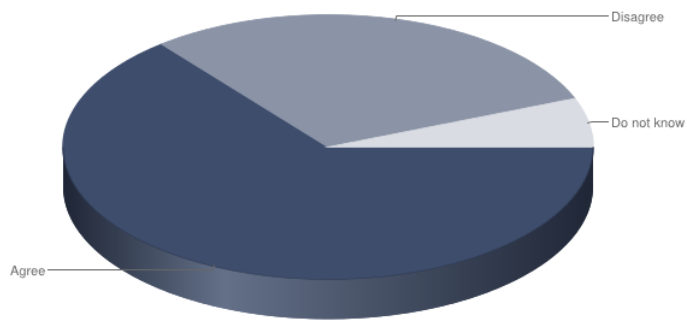


Option:	TOTAL
	(67)
Agree	48 72%
Disagree	17 25%
Do not know	2 3%

Base: 67 out of 67 people answered this question

4. I don't mind waiting to speak to a doctor on the phone about getting an appointment.

Single answer question or grid (answers per option add up to roughly 100%)

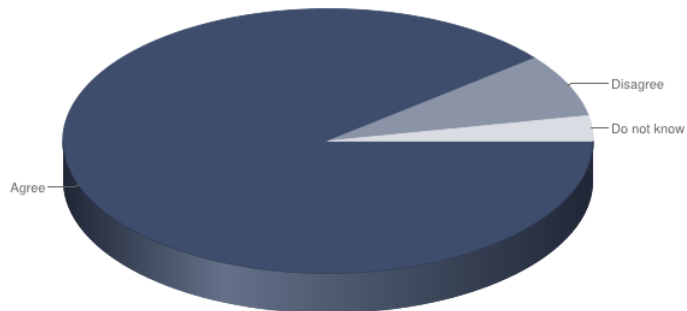


Option:	TOTAL
	(67)
Agree	43 64%
Disagree	20 30%
Do not know	4 6%

Base: 67 out of 67 people answered this question

5. When I ring the receptionists are helpful.

Single answer question or grid (answers per option add up to roughly 100%)

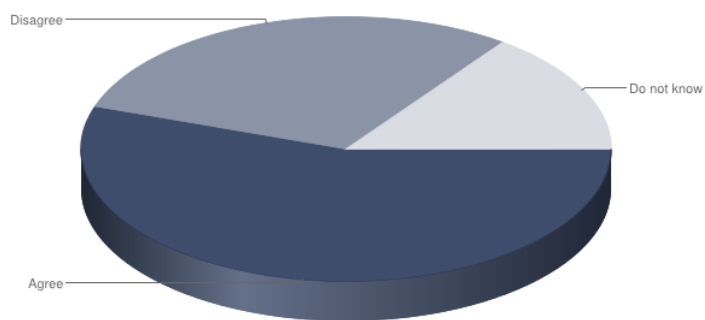


Option:	TOTAL
	(65)
Agree	58 89%
Disagree	5 8%
Do not know	2 3%

Base: 65 out of 67 people answered this question

6. I would rather speak directly to a GP about a medical issue than find out about it myself first.

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(67)
Agree	37 55%
Disagree	20 30%
Do not know	10 15%

Base: 67 out of 67 people answered this question

6a Why?

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Option:	TOTAL
	(37)
Comments:	<p>cant always rely on the internet</p> <p>After having got a definite diagnosis I can then do more research into it</p> <p>It is not clear what this questions means .Find out from where and what is a reliable source ? If it means from others or the web how do patients know what is the correct info .First one needs a diagnosis which is why I have ticked agree If this refers to self diagnosis then that is questionable .Asking if receptionists are helpful is leading where ? Being helpful does not make them medics!</p> <p>Speak to a dr or find out ? I don't understand</p> <p>Receptionists arent medics</p> <p>I prefer to try to find out as much as I can about the issue myself so that I can best use the time with a GP to answer questions and provide guidance for the areas I am not competent to manage. It also enables me to make evidence based decisions regarding my healthcare. I believe we should encourage and help everyone to self manage taking responsibility for their healthcare with the support and guidance from their primary healthcare team. To achieve this maybe, advertise the NHS Choices websites, promote patient self help literature and perhaps consider GP referral scheme if not already in operation. Why not link up with the Pharmacists many years ago there was a very successful campaign "Ask the pharmacist "this at the time focused on</p>

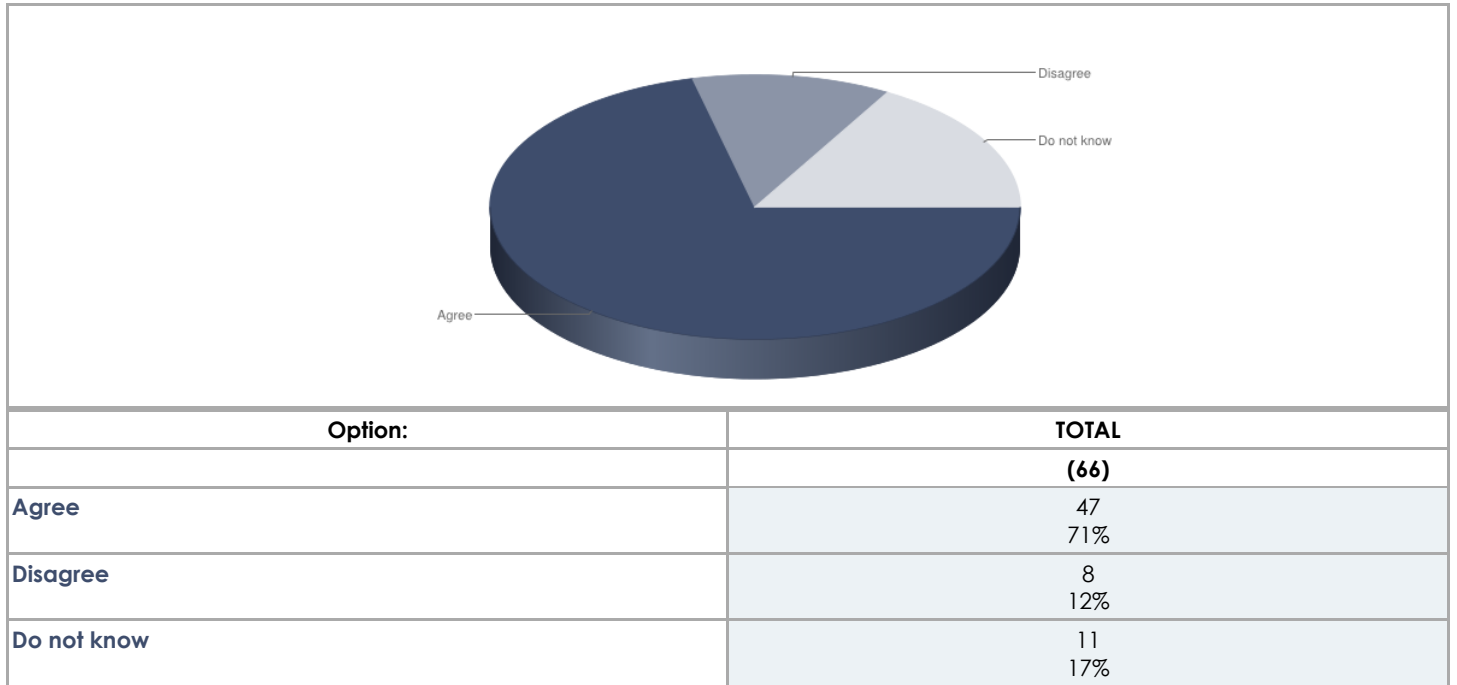
Option:	TOTAL
	<p data-bbox="1134 239 1182 266">(37)</p> <p data-bbox="815 293 1485 678">stoma care but it could be extended to include all health promotion. Another suggestion, produce a health promotion magazine (4 times a year) which can be targeted to the local area sponsored by adverts a bit like Hampden Vets, it could be very useful changing the way people think encouraging them to take charge of their basic health. The GP's and nurses could write an article for the magazine relating to their area of expertise, the magazine could be targeted to the specific times of the year when diseases manifest, or times of the year when patients can make lifestyle changes ie) spring summer when there is so much more light to lift mood. Meadowcroft has historically run a better operation than most other practices, there is so much you can do.</p> <p data-bbox="815 707 1497 790">This might negate the need for a surgery visit if a doctor can deal with an issue over the phone in his/her time without tying up surgery hours.</p> <p data-bbox="815 819 1501 958">as checking things on internet etc can put fear into you also if you ring nhs direct etc they norm refer you back to gp anyway i tend to be in pain daily but dont want to bother my gp as i feel they always say its down to my fibromyalgia so telephone is best</p> <p data-bbox="815 987 1458 1039">i only contact the surgery if I feel there is something wrong that I cannot remedie myself</p> <p data-bbox="815 1068 1437 1120">In order to stop me from worrying and I am not qualified where as my GP is in such matters.</p> <p data-bbox="815 1149 1278 1176">Sorry don't really understand the question.</p> <p data-bbox="815 1205 1465 1288">Because a doctor is trained In medical issues and I, most certainly am not. I could so easily scare myself trying to self diagnose, it is a definate no no.</p> <p data-bbox="815 1317 1225 1344">Directly to a gp what does this mean</p> <p data-bbox="815 1373 1485 1541">I like to try to find out as much about any medical issues that affect my family and myself before I see the doctor so that I can discuss it with the doctor with as much information and understanding as possible. I believe this helps the doctor in that it enables the discussion regarding treatment to be as useful as possible</p> <p data-bbox="815 1570 1203 1597">It depends on what the problem is.</p> <p data-bbox="815 1626 1257 1653">They are qualified medical practitioners</p> <p data-bbox="815 1682 1310 1709">Personal contact is best, even by telephone.</p> <p data-bbox="815 1738 1497 1821">If I was to read about some things on a website it could make the patient feel worse or put negative thoughts about the illness.</p> <p data-bbox="815 1850 1501 2011">I am not able to find it easy to speak to a receptionist at peak times and when I do on the day I am told that all the appointment have gone how can this be within a space of 5-10 minutes of the line opening also pre bookable appointment are difficult to obtain especially when you don't know when you are going to be ill in advance</p>

Option:	TOTAL
	(37)
	<p data-bbox="815 320 1485 376">Everyone is different - my symptoms may not be 'a text book case'.</p> <p data-bbox="815 405 1485 600">I always look on the internet first for self-help advice. Sometimes that works, but if it doesn't, I then make an appointment to speak to or see a GP. I prefer pre-booked appointments, but I can't get to the surgery before 10am because it takes me 2 hours to get washed, dressed and eat breakfast every morning. I find I have to wait a month for the first pre-booked afternoon appointment, which isn't ideal.</p> <p data-bbox="815 629 1485 707">Because I believe that for minor ailments it may be possible for me to treat myself with non prescription medication before troubling a doctor.</p> <p data-bbox="815 736 1485 815">I work in healthcare and have access to many consultant specialists so I often ask them about any concerns I have and then see my GP if I need to.</p> <p data-bbox="815 844 1485 922">Sometimes its best to speak to a GP rather than self diagnosing. Although if you do self diagnose you are not always believed anyway!</p> <p data-bbox="815 952 1485 985">Dont want to tell the receptionist.</p> <p data-bbox="815 1014 1485 1093">I have a number of issues and I like the assurance of speaking to a Dr that I don't go off and do the wrong thing or take the wrong meds which may effect the meds I am already taking</p> <p data-bbox="815 1122 1485 1200">my gp is the expert and I would prefer his advice. A little knowledge is no good to a laymnan and I only make contact as a last resort.</p> <p data-bbox="815 1229 1485 1285">I don't like discussing my medical problems with a person I don't know and is not a doctor</p> <p data-bbox="815 1314 1485 1370">If I tried to find out information myself I might misdiagnose the issue</p> <p data-bbox="815 1400 1485 1456">It may be possible to resolve the problem on the Web, thus saving the Drs and my time.</p> <p data-bbox="815 1485 1485 1518">Because i don't like to waste GP's time if i can help it.</p> <p data-bbox="815 1547 1485 1603">Where could i find out from? I would rather be sure and speak to the GP if i,m worried about a health issue.</p> <p data-bbox="815 1632 1485 1711">I personally think doing some research first can arm you with options, this is, of course,assuming you are correct in diagnosing yourself!</p> <p data-bbox="815 1740 1485 1796">It is not always easy to speak to a receptionist if they don't know you . i e new staff</p> <p data-bbox="815 1825 1485 1859">They have more exzperience</p> <p data-bbox="815 1888 1485 1921">They are the people that know</p> <p data-bbox="815 1951 1485 1984">To get correct answer</p>

Base: 37 out of 67 people answered this question

7. I would be happy for myself or my child aged one and above to see a Minor/Acute Illness Practitioner.

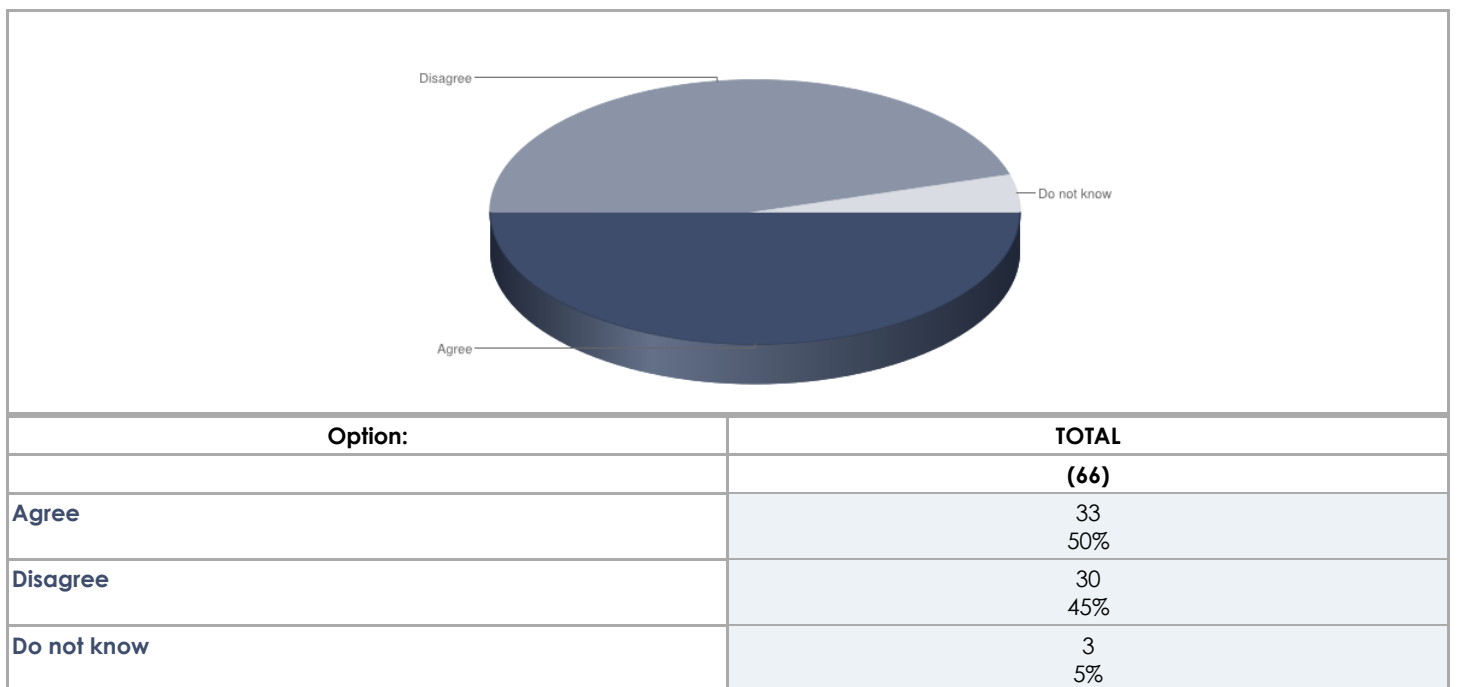
Single answer question or grid (answers per option add up to roughly 100%)



Base: 66 out of 67 people answered this question

8. I would be happy to be asked some questions about the nature of my problem by the Reception Team when I ring for an appointment.

Single answer question or grid (answers per option add up to roughly 100%)



Base: 66 out of 67 people answered this question

9. Extra comments on any of questions 1-8

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Option:	TOTAL
	(27)
<p>Comments:</p>	<p>Why would I be happy for a receptionist without medical training to advise me on who I should see or what I must do ? Either medical training is a too long or receptionist training not long enough .One symptom is not indicative of the whole picture and this is surely what drs have been trained to spot. Meadowcroft surgery needs to refrain its customer satisfaction and refrain from this</p> <p>I have no intention of telling a receptionist my problem</p> <p>Absolutely disagree</p> <p>8. would depend on the nature of the problem</p> <p>I would not because when I need to see a Doctor I have already undertaken that level of care and understand that it is a GP that I need to speak to, that is because of my current expertise. However to answer the question generically I think that you would need to have a trained nurse who undertakes the triage especially where children are concerned. Someone untrained might miss the signs from a telephone conversation which can be difficult to detect, but which in my experience are often there. Early detection of the problem can prevent escalation of symptoms, an example of this is where long term neurological patients are concerned. The triage person needs to recognize and know the questions to ask, from the patients symptoms not from a computer generated questionnaire. Also if the receptionists were to try to undertake this task there would be time constraints, even more difficulty than there is now getting through to a receptionist (up to 39 tries to get through then a 12 minute wait for the call to be answered!) This happens at a large number of surgeries in Bucks where the Receptionists are the Gatekeepers that even the clinicians are prevented from speaking to a Doctor about an unwell patient. Meadowcroft has always been known to be one of the best practices in Bucks please do not go down this route and operate like the some of the practices in Bucks. People will be more vulnerable. In my opinion a receptionist cannot undertake Triage.</p> <p>i love my surgery nurses doctors receptionists thankyou</p> <p>I cannot complain about anything from this surgery as whenever I have either needed an appointment or asked to speak to a doctor I have been able to without any problem. Everyone is so helpful and efficient .I think a lot of surgeries could take a leaf out of meadowcroft surgery's book.</p> <p>Should be able to give a time frame for the doctor to call as some workplaces do not pass on messages</p> <p>i would like to be able to 'opt out' of question 8 on occasion if i felt it appropriate</p> <p>There's one or two bits about the new systems that i quite like such as duty Dr calling back about things like reissuing prescriptions. However it would be good if i could actually be</p>

Option:	TOTAL
	(27)
	<p>called at a specific time as i cannot answer the phone while i'm working. But generally speaking most of the changes that have been made recently are more of an inconvenience or a pain than actually helpful. I'm not comfortable discussing things with a receptionist really.</p> <p>I hate the trial of ringing the surgery, giving information to a receptionist and then waiting for a dr to call and then be given an appointment. Although the receptionists are lovely I do not want to speak about my issues with them.</p> <p>Speak to a receptionist about personal things ..why</p> <p>I do feel that the questions at reception about medical issues are not always appropriate to be asked by a non medical person at a desk in a full waiting room.</p> <p>It is still difficult to get an appointment with the doctors if you are a working person (as I am) because you have to ring up on the morning of the appointment and dont know until you have made the phone call when (or if) the appointment will be. This means that you have to take a day off of work (I commute upwards of 50 miles to and from my office) and this can be difficult for employers to understand. Also it can be difficult to get through to the surgery on the phone as all patients are aware that to get a same day appointment they have to ring the surgery at 8am and therefore the phone is often engaged for long periods of time I would like to see a Saturday Surgery if possible</p> <p>All the staff at the surgery are friendly and helpfully. Just find it difficult to get appointment on the same day sometimes.</p> <p>I think on the whole that the services that all your team provide i.e. doctor nurses admin receptionist reasonable very well run due to difficult times and nhs cut backs and circumstances in this day and age unfortunately</p> <p>Re question 7, I'd be happy to see such a practitioner if the illness didn't involve my lungs. For anything respiratory, I'm best served by the hospital due to the rarity of my long-term condition.</p> <p>Whilst the reception staff are always polite, discreet and courteous I would prefer not to discuss my condition with them.</p> <p>I would prefer to only speak to GP rather than reception staff. Because of confidentiality it is not really any of the reception staffs business.</p> <p>I am not happy with the new repeat prescription service. I used to happily log in and get my prescriptions sorted either at home or work. Now, because I cannot remember my log in and dont ordinarily carry my NHS number with me, i cannot do this and will have to call the surgery. Not an improvement in my book!!!!</p> <p>I would not want my ailments mentioned in the reception area whilst there are people waiting to be seen to.</p> <p>I do not like discussing my medical problems with a person</p>

Option:	TOTAL
	(27)
	<p>who is making judgements on my medical condition who is not trained. I might as well ask the butcher or a shopkeeper?</p> <p>Question 7 - This is provided the nurse practitioner has a positive relationship with the patient. [EG there is one nurse at the surgery I would not be comfortable with] Question 8 - Again I would have to feel confident with the receptionist [confidentiality issues]</p> <p>Personally I find that some practices are reluctant to refer you for specialist consultations, this seems to be a last resort.</p> <p>RE question 8, it would depend on what the problem is.</p> <p>Is the consultation with the nurse over the phone? At times it is frustrating to wait for a phone call for such a period of time when you are worried about your child or yourself and if it is something that need to be referred to the doctor you have a long wait again.</p> <p>Have been very happy with the surgery. It is great you can now book appointments online, though I haven't used that option yet. The early and late availability appointments are appreciated too.</p>

Base: 27 out of 67 people answered this question