

With thanks to all our Patients and Patient Group Members who took the time to contribute by taking time to complete the survey

The practice has continued to engage with its PPG group with face to face meetings and by introducing a newsletter.

1. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

GP Patient Survey
Patient Complaints received by the practice
Patient's comments from the Suggestion box
Patient Survey conducted in-house
Practice Website and survey completed

The practice conducted an in-house patient survey following discussion with the PPG. This questionnaire was circulated via text message to do online or in person when they attended an appointment. A total of 100 completed questionnaires were received.

2. Action plan priority areas and implementation

Please find separately attached the current practice survey undertaken and the results.

Item	Implementation
Not Attending Your appointment	We are continuing to experience patient's not keeping their appointments (DNAs) and also not informing us in timely manner of their non-attendance. A DNA occurs when an appointment is not attended and the Patients has not contacted the practice in advance to cancel it or where the cancellation is so late as to make it impossible to allocate that time to another patient who needs treatment.

	<p>Patients not keeping their appointments is causing huge waste of doctor and other healthcare professional including Advanced Nurse Practitioner time. If patients notify the practice in advance these appointments can be filled for patients that want to be seen.</p>
<p>Online Services including NHS App</p>	<p>In line with government guidance we are encouraging patients to use online services to alleviate pressures on the NHS we are encouraging patients to use the NHS App and our surgery website.</p> <p>NHS App provides a single place to manage your healthcare and can be used to order repeat prescriptions, offer help and guidance on symptoms, access your health record and contact 111.</p> <p>The practice has a website:</p> <p><u>Handsworth Medical Practice (handsworthmedicalpracticeteaching.co.uk)</u></p> <p><u>https://www.handsworthmedicalpracticeteaching.co.uk/</u></p> <p>We would like to promote our website as it is currently under utilised.</p> <p>This site offer lots of helpful guidance and online services. Patients can also contact the surgery using the website.</p> <ul style="list-style-type: none"> - You can also inform us of your changes to your circumstances e.g. address, name etc - Request repeat medication - Online enquire for nurses and doctor - Self help guide etc for coughs, colds, vomiting, diarrhoea, hay fever

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Thank you for taking time to complete this questionnaire.

Patient Survey Questionnaire

Dear Patient

We would be grateful if you would complete this questionnaire about your general practice and your visit today. The practice wants to provide the highest standard of care. Feedback from this survey will enable the surgery to identify areas that may need improvement. Your opinions are very valuable. Please answer ALL the questions below. There are no right, or wrong answers and your doctor will NOT be able to identify your individual responses.

<p>Q1 Do you find the receptionists are helpful ?</p> <p>Helpful Not Helpful Don't Know</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>93% 4% 3%</p>	<p>Q2. How easy is it to get through to receptionist on the phone?</p> <p>Easy Not at all Easy Haven't tried</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>93% 7% 0%</p>
<p>Q3. Do you know how to contact the out of hour GP service when the surgery is closed?</p> <p>Yes No</p> <p><input type="checkbox"/> <input type="checkbox"/> (See receptionist)</p> <p>85% 15%</p>	<p>Q4. Do you know that rather than attending casualty Summerfield Urgent Care Centre will see you 8.00 am to 8.00pm Monday to Sunday without appointment?</p> <p>Yes No</p> <p><input type="checkbox"/> <input type="checkbox"/></p> <p>84% 16%</p>
<p>Q5. How well did the doctor / Advanced Nurse Practitioner / Allied Healthcare professionals listen to your needs?</p> <p>Good Satisfactory Poor Not Applicable</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>76% 22% 1% 1%</p>	<p>Q6. How well did the Doctor / Advanced Nurse Practitioner / Allied Healthcare professionals involve you in your treatment options?</p> <p>Good Satisfactory Poor Don't Know</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>84% 12% 1% 3%</p>
<p>Q7. How satisfied were you with the consultation with the clinician?</p> <p>Good Satisfactory Poor Don't Know</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>73% 24% 0% 3%</p>	<p>Q8. How are you finding consultations on the phone / video calls?</p> <p>Easy Neither Easy Difficult</p> <p> Nor difficult</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>72% 27% 1%</p>
<p>Q9. Do you find it easy to get through to this GP practice by phone ?</p> <p>Yes No Don't Know / Can't Say</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>81% 16% 3%</p>	<p>Q10 Do you know you can make an appointment to see the GP /Nurse via practice online service?</p> <p>Yes No Don't Know / Can't Say</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>74% 20% 6%</p>
<p>Q11. Before you tried to get this appointment, did you do any of the following?</p> <p><input type="checkbox"/> I looked for information on the internet / online – 29%</p> <p><input type="checkbox"/> Spoke to a pharmacist -11%</p> <p><input type="checkbox"/> Called NHS helpline such as NHS 111 – 9%</p> <p><input type="checkbox"/> I contacted the Walk In Centre – 8%</p> <p><input type="checkbox"/> I did not try to get information or advice – 57%</p>	

Thank you for taking time to complete this questionnaire.

PLEASE TAKE A FEW MINUTES TO COMPLETE THE SURVEY

Q12 How confident are you that you can manage any issues arising from your long term conditions (or conditions)(for example – Diabetes / Asthma / Stroke / Heart Disease / mental health?

Confident Not Confident Not at all confident

79% **16%** **5%**

Q13. Do you know that you can access your practice at weekends on a Saturday for face to face or telephone appointments / consultation with a GP or nurse?

Yes No
 78% **22%**

Q14. Overall how would you describe your experience at this surgery?

Good Satisfactory Poor Not Applicable

83% **13%** **2%** **2%**

Q15. How likely are you to recommend our GP practice to your friends and family if they needed similar care or treatment?

Extreme Likely Likely Neither Likely or unlikely Unlikely Extremely Unlikely Don't Know

41% **52%** **3%** **0%** **0%** **4%**

Q16. Did you know that the surgery has a patient participation group ?

Yes No

75% **25%**

Q16b. Would you like to join the Patient Participation Group as we are looking for new members ?

13% Yes – write your name and telephone number:____

 87% No

Q17a. Are you: Male Female Indeterminate
34% **66%** **0%**

Q17b. How old are you?

Under 18 18 – 24 25 – 34 35 – 44 45 – 64 65 – 74 75 and over

3% **4%** **21%** **30%** **32%** **9%** **1%**

Q18. Which ethnic group do you belong to? (Please tick one box)

White **0%** Mixed **4%** Black or Black British **4%**
 Chinese **4%** Asian or Asian British **83%** Other ethnic group **5%**

Q19. Employment Status (Please tick one box)

Employed – **44%**
 Unemployed and looking for work- **21%**
 Retired - **7%**
 Other Please Specify **9%** _____
 Did not want to answer **19%**

Thank you for taking time to complete this questionnaire.