

Patient Satisfaction Survey 2017

Dear patient

For those who took part in the survey we would like to thank you for your time and contribution. Without your voice, we can not listen to opinion with how we can improve as a service

The practice has undergone significant change since the passing of Dr Neville in November 2014; and I am glad to say that as an organisation, we are now **fully staffed, with the right permanent Doctors**, for you as patients.

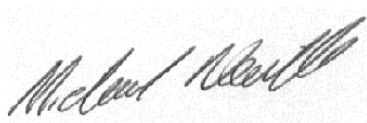
We have listened to previous feedback from you as patients, and **from 1st March we will be also be open on a Wednesday afternoon**, with on the day appointments accessible with Lynn, our practice nurse who will be able to deal with and prescribe for any immediate and urgent requirements.

The doors will be also open for longer, with opening from 8am (rather than the historic 8.30am), closing at 6.30pm, (rather than the historic 6pm) and not closing over lunch time (between 1pm and 2pm)

We have compiled the results of the survey below, and all comments will be taken into consideration when discussing potential future changes as a partnership organisation.

Most comments received were statements, however some comments made in the anonymous feedback also warranted response, so they have been included in the report also

I hope the below offers an insightful read into the opinions of our service which, since 1932, have been centred around offering you as a registered patient a safe, effective, well led and responsive service to your needs, as much as allows within the current healthcare system



Mike Neville
Managing Partner

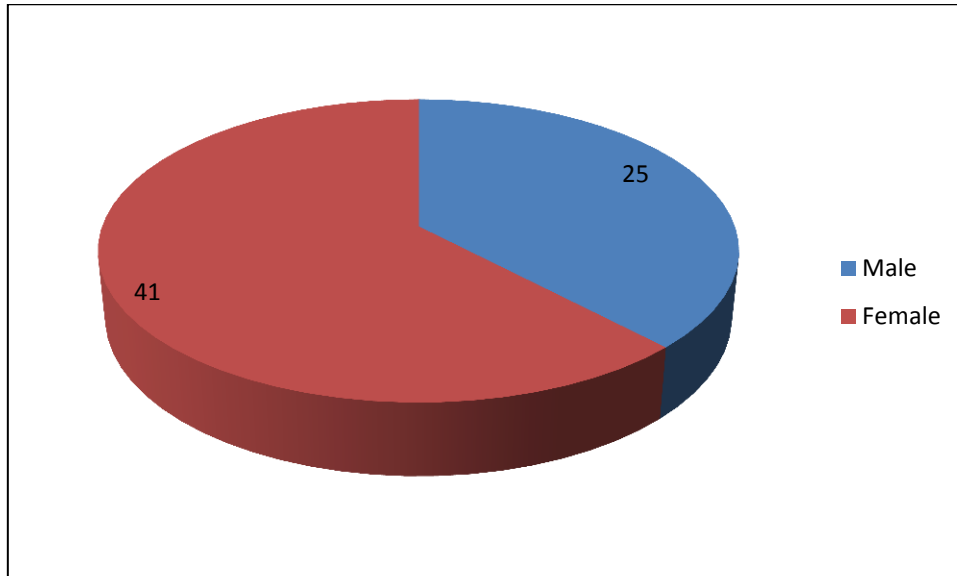
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Section 1 – Demography

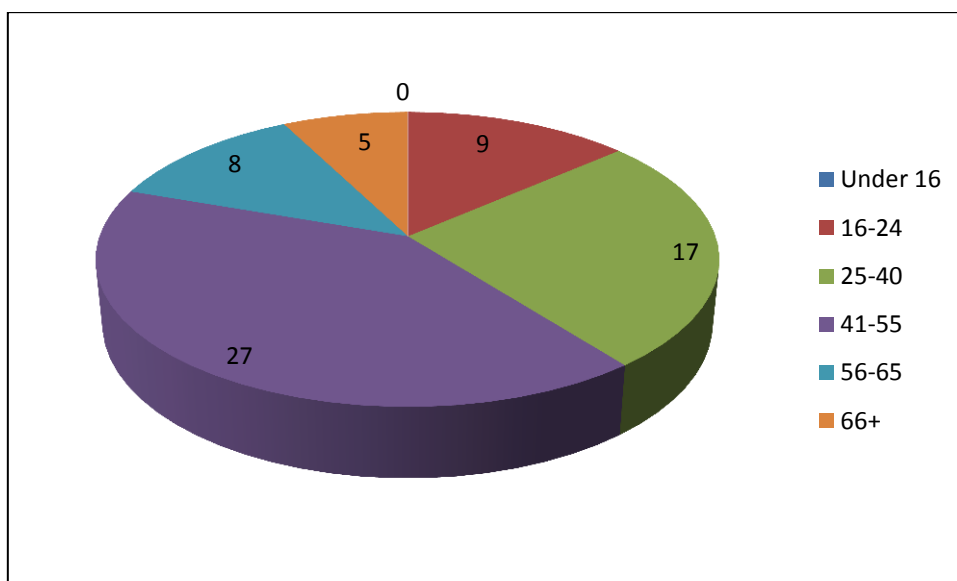
1) Gender

Male	25	Female	41
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2) Age range

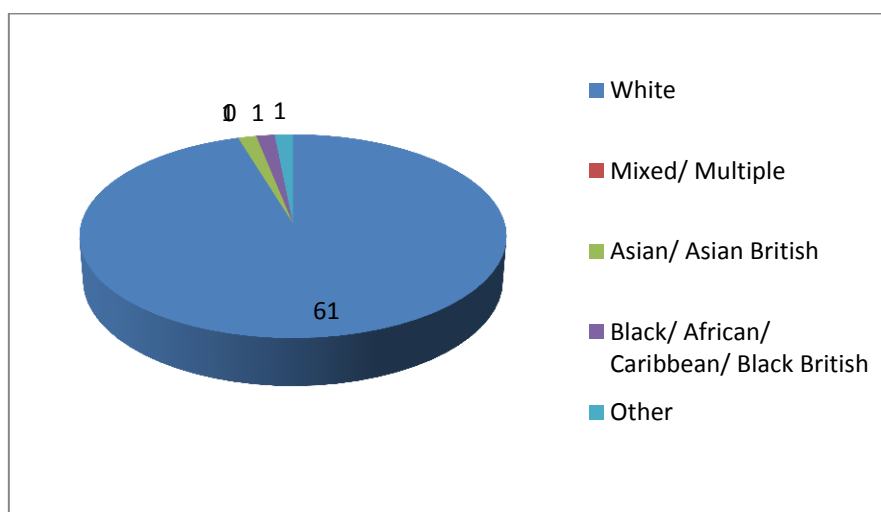
Under 16	0	16-24	9	25-40	17
41-55	27	56-65	8	66+	5



3) Ethnicity

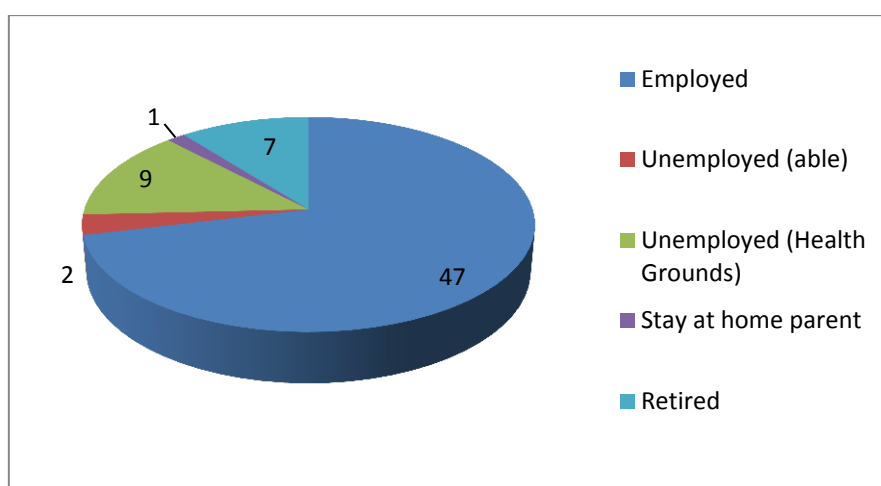
White		Mixed/ Multiple Ethnic groups		Asian/ Asian British		Black/ African/ Caribbean/ Black British		Other Ethnic Group	
British	58	White & Black Caribbean		Indian		African	1	Arab	
Irish	2	White & Black African		Pakistani		Caribbean		Other	1
Gypsy/ Traveller		White & Asian		Bangladeshi		Other			
Other	1	Other		Chinese					
				Other	1				

Other category comments: 1 x Nepalese (Asian), 1 x Arab/English



4) Employment Status

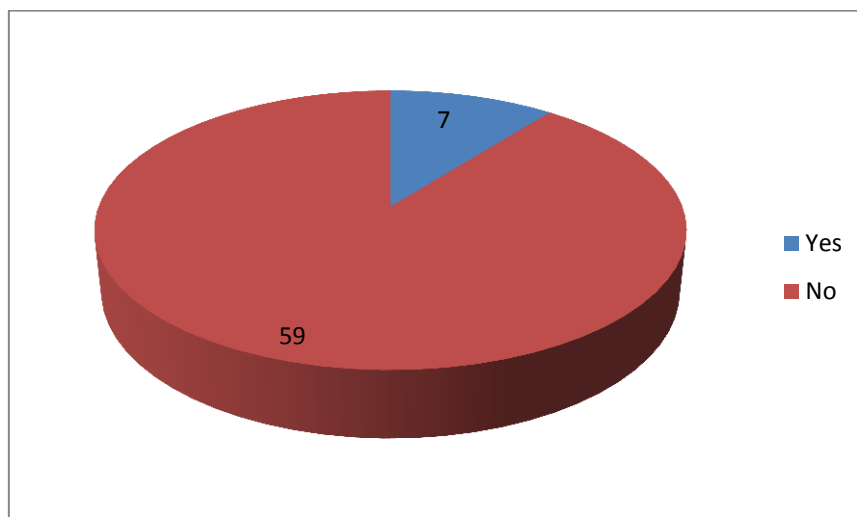
Employed	47	Unemployed - able	2	Unable to work due to health	9
Stay-at-home Parent	1	Retired	7		



5) Do you consider yourself disabled?

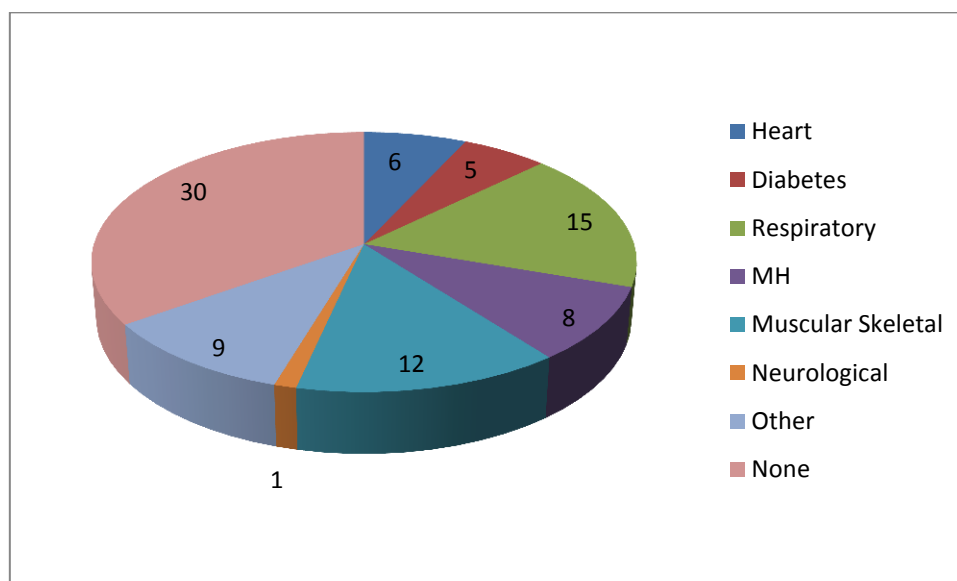
Yes	7	No	59
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Category of disability: 6 x Physical health, 1 x Mental health



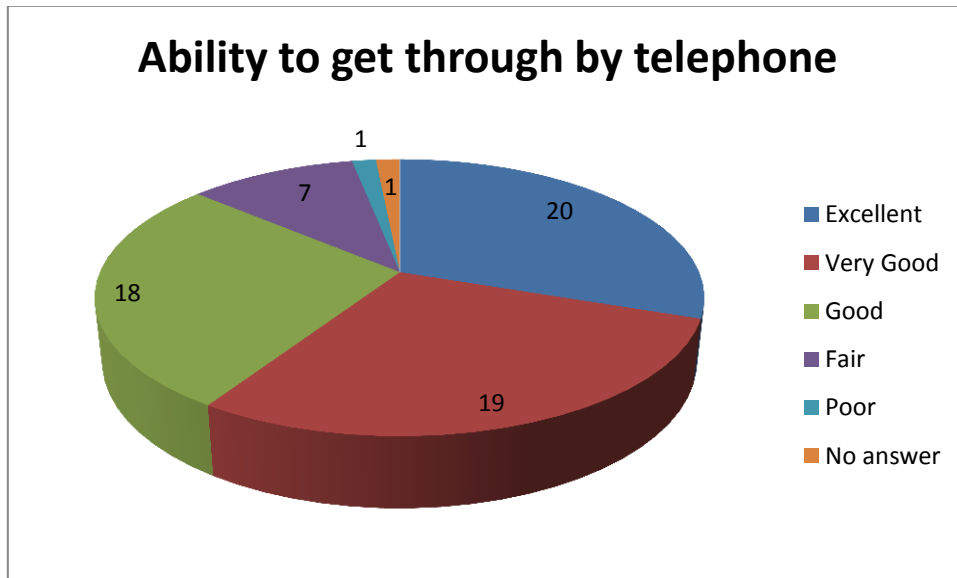
6) Do you suffer from a Long Term Condition?

Heart	Diabetes	Respiratory	MH	Muscular Skeletal	Neurological	Other	None
6	5	15	8	12	1	9	30

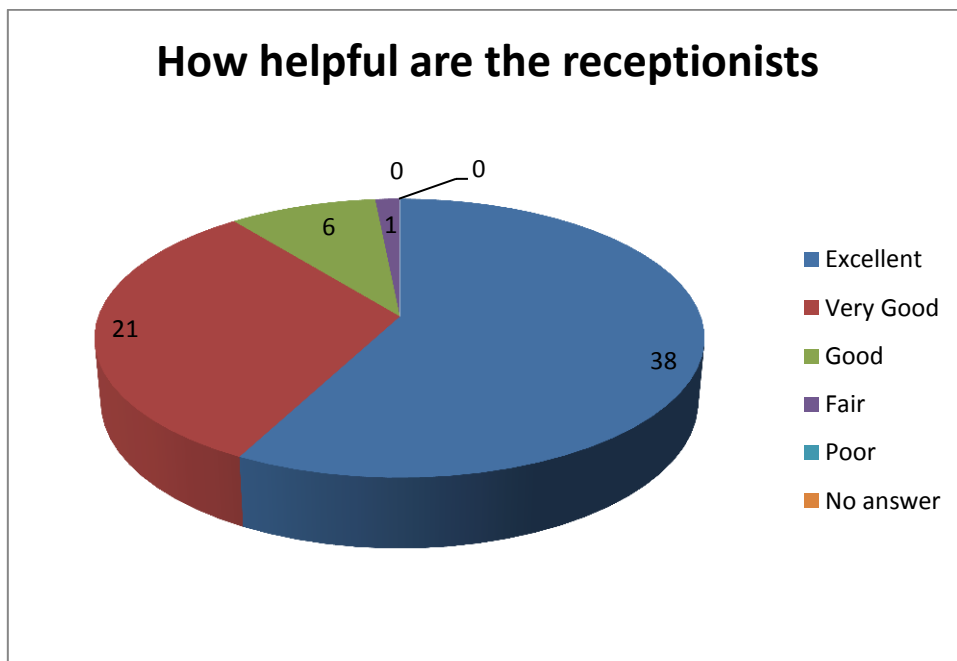


Section 2 – Our performance

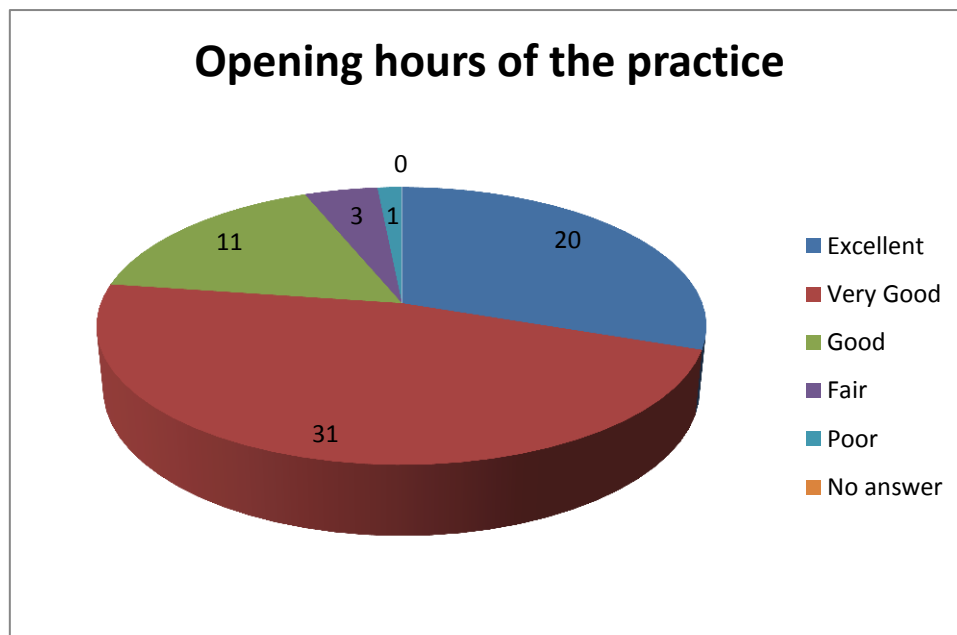
	Excellent	Very Good	Good	Fair	Poor	No answer
Ability to get through by telephone	20	19	18	7	1	1



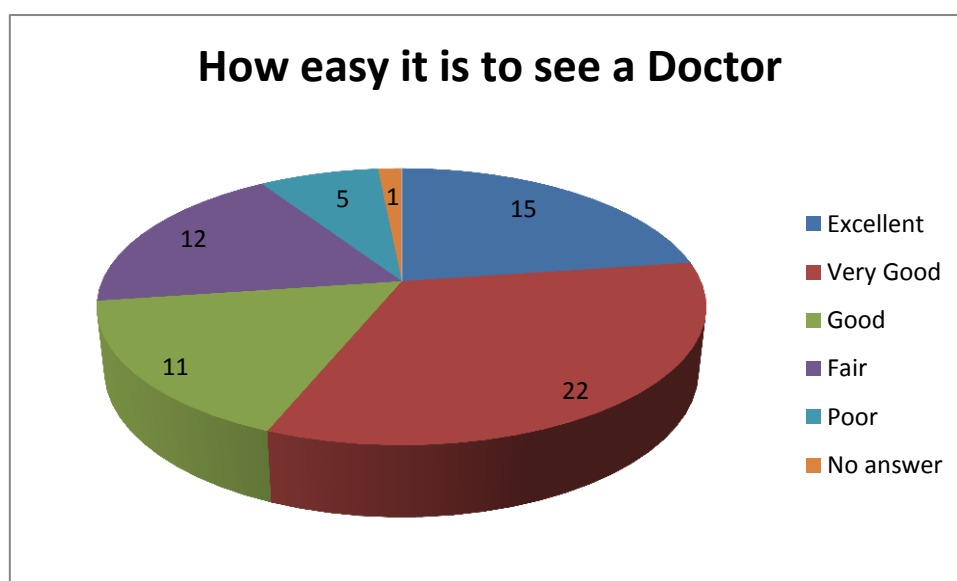
	Excellent	Very Good	Good	Fair	Poor	No answer
How helpful are the receptionists	38	21	6	1	0	0



Area	Excellent	Very Good	Good	Fair	Poor	No answer
Opening hours of the practice	20	31	11	3	1	0

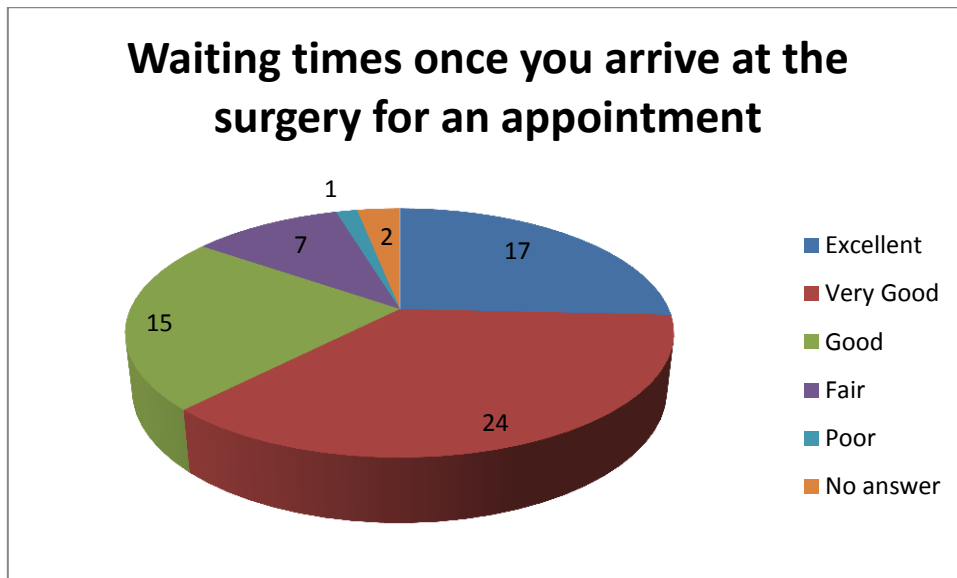


Area	Excellent	Very Good	Good	Fair	Poor	No answer
How easy it is to see a Doctor	15	22	11	12	5	1

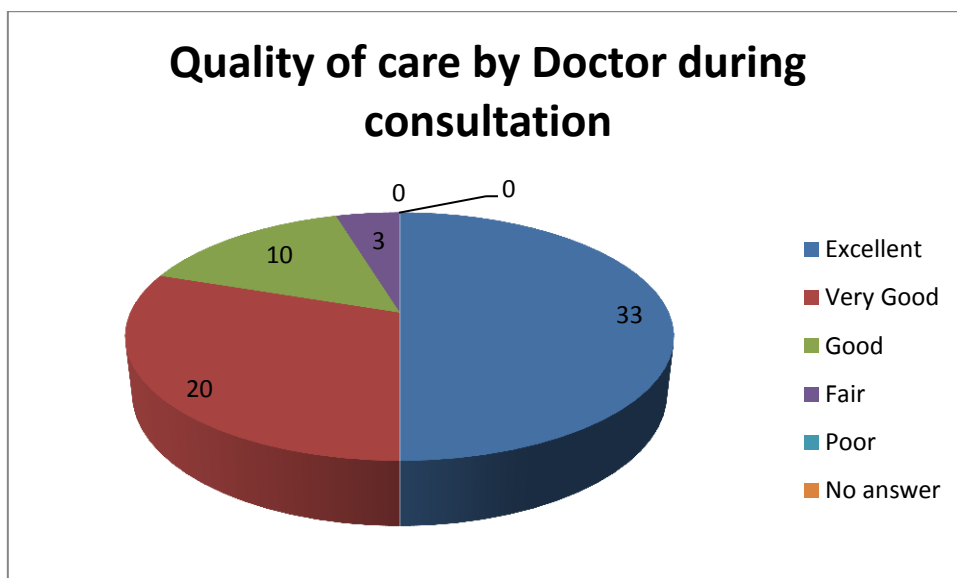


Area	Excellent	Very Good	Good	Fair	Poor	No answer
Waiting times once you arrive at the surgery for an appointment	17	24	15	7	1	2

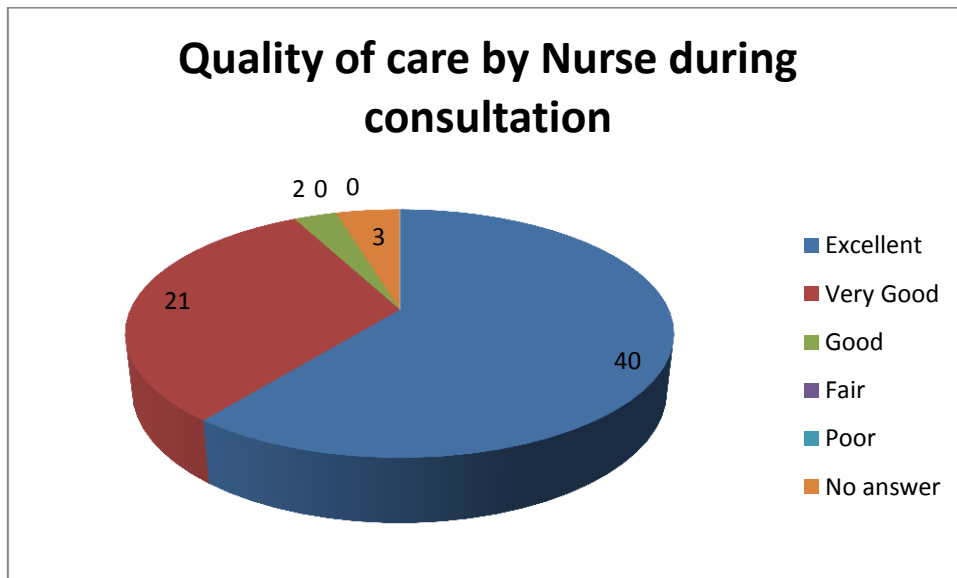
(this does not include the morning open surgery, and relates only to appointments that are given a specific time for the GP, Nurse or Healthcare Assistant)



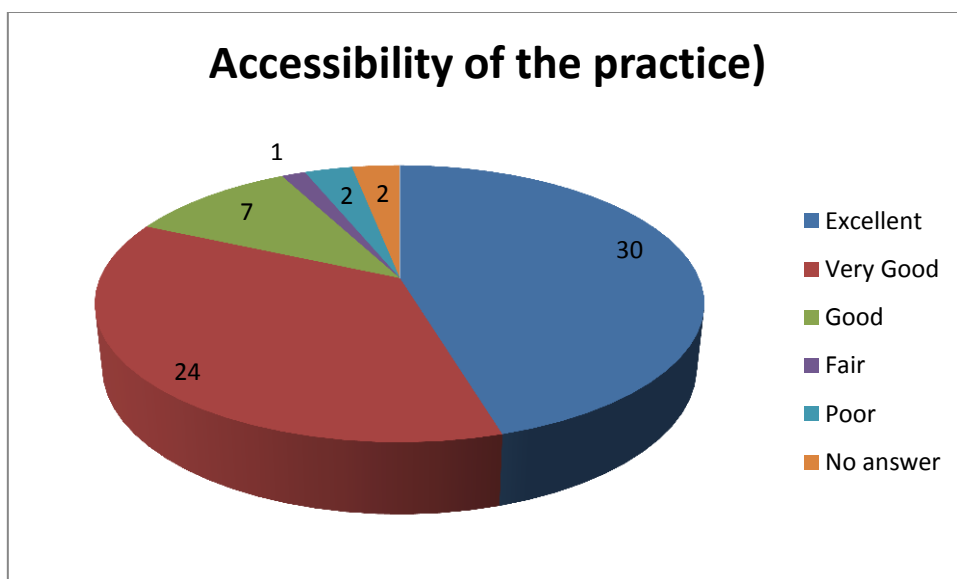
Area	Excellent	Very Good	Good	Fair	Poor	No answer
Quality of care by Doctor during consultation	33	20	10	3	0	0



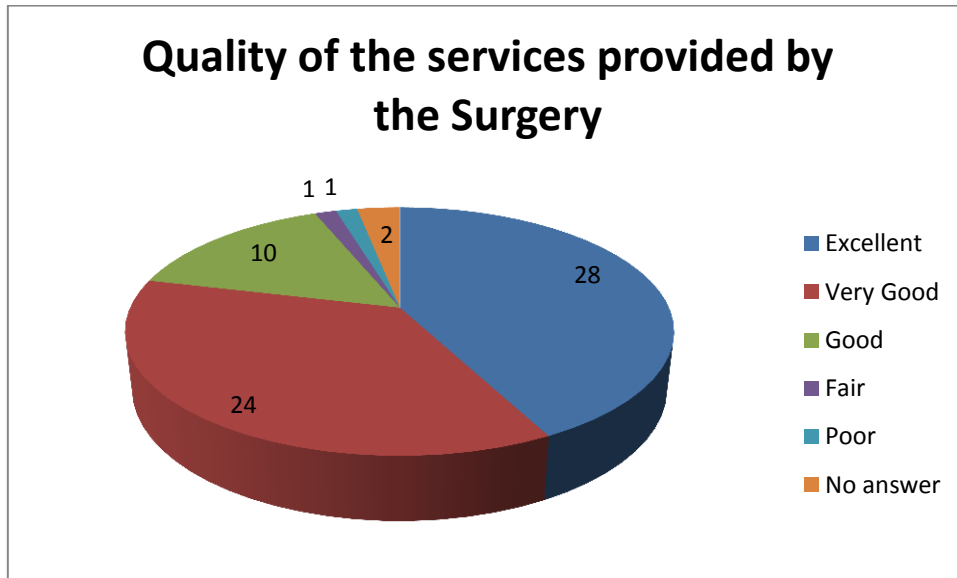
Area	Excellent	Very Good	Good	Fair	Poor	No answer
Quality of care by Nurse during consultation	40	21	2	0	0	3



Area	Excellent	Very Good	Good	Fair	Poor	No answer
Accessibility of the practice	30	24	7	1	2	2



Area	Excellent	Very Good	Good	Fair	Poor	No answer
Quality of the services provided by the Surgery	28	24	10	1	1	2



Section 3 –Comments and questions made about the practice

1. It would be good to advertise the days the different GPs practice.

These have been published and have been on the practice website since summer 2016.

2. Parking – Need more spaces

We appreciate this as a point, and in an ideal world, we would of course like to extend the car park spaces availability, unfortunately there is no room adjacent to the property to extend further.

Interestingly, car park spaces are not a requirement for a GP practice to have, so we are really pleased that this extra service that is provided by the practice is appreciated by all who use it.

3. Staff are great, always helpful

4. Really pleased with the new opening hours as I work full time and have always found it difficult to attend appointments before or after work

As mentioned on the initial covering note, this is regarding the times when the building is physically open.

We currently have appointment times ranging from 0830 until just before 1800, which are pre-bookable (one month in advance for GP appointments and up to 8 weeks in advance for nurse and healthcare assistant appointments) for persons who fit into the following categories:

- Patients who work
- Child appointments when their parents work
- Patients who are a carer
- Patients who have a carer

This system has been in place for ~20 years, and is centred around the needs of those who physically need to book time in advance, or who rely on people who have to book time off in advance to ensure they can be seen.

Those who do not physically have a restriction of employment, schooling or capacity of a carer can be seen on the day either in the open surgery in the morning, or booking from 8am when the phone lines go over.

You never know when you will be ill, and the same day availability for when you are ill has always been appreciated by the patients, especially when compared to many up and down the country who have been reported to have been waiting up to 6 weeks to see a GP for a routine appointment.

5. I don't feel there is a consistently helpful attitude from all reception staff. Some are lovely, some cant wait to get you off the phone

We always try to be as helpful as possible to all patients. We are all individuals, and the way that comments, diction, tone etc can be perceived is sometimes not as how it is intended by the individual. If there are specific examples that you could give, give me a call, I'd be more than happy to have a chat and discuss any concerns further.

6. Since the phone lines started to open at 8am rather than 8.30am, the surgery is more accessible to get through to

7. Staff are friendly and helpful

8. Appointments seem to be easier to book which is extremely helpful with work and children at times when unable to get to morning surgery

9. Always able to get an appointment same day

10. Really pleasant and helpful staff, docs and nurse

11. Very helpful all round and professional service!

12. Excellent service all round & working in the NHS as I do I see/ hear of other people having problems [with their GP surgeries] all the time

13. Issues with ordering repeat prescriptions - I cant order them in advance

Thank you for raising this point, as it seems to be a frequently asked question!

All practices and prescribers are governed by guidelines imposed, whether NICE, RCGP, BMA, NHS England and even on a local level by our CCG (and with Devolution Manchester now in place amalgamating Health and Social care – also Manchester City Council in some instances!)

We are of course happy to accept your requests early, however will not be issued in advance. The reason for that is safety.

If you ordered your medication 2 days in advance for 7 consecutive months, you would end up in a situation where you would have 28 days extra supply.

This is known as stockpiling, which can be considered a Safeguarding issue in some circumstances.

I appreciate that you as an individual may not be that way inclined, however we must have a policy such as this for the practice as a whole, to ensure safe prescribing occurs.

Some people compare signing a prescription to signing a cheque – would your employer give you your wages consistently early?! (no matter how nice that would be!)

As a practice, our main concern is your safety, so we will always try to make sure that you have your medications when they are due.

14. With working I struggle to see the Doctor when I am available and I cant make morning surgeries

As answered in comment 4, we currently have appointment times ranging from 0830 until just before 1800, which are pre-bookable (one month in advance for GP appointments and up to 8 weeks in advance for nurse and healthcare assistant appointments) for persons who fit into the following categories:

- Patients who work
- Child appointments when their parents work
- Patients who are a carer
- Patients who have a carer

This system has been in place for ~20 years, and is centred around the needs of those who physically need to book time in advance, or who rely on people who have to book time off in advance to ensure they can be seen.

If you were not aware of this, I hope this helps!

15. I find Chris and Lynn exceptional to deal with and have always tried to help

16. Good practice

17. I have been coming here for years, it is a good surgery

18. I have had no problems with the practice, the staff are very helpful and supportive

19. I've been with NFMC 30 years they are an excellent service and lovely staff and friendly. I miss Dr T Neville very much, but the surgery has always been a very excellent service and helpful in everything they do

20. I have always found the receptionists very helpful and cheerful

21. Doctors and nurse at the practice are very good and professional

22. Very satisfied with the practice



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- 23. Very pleased with the practice and the services it supplies/provides. The reception staff are very polite, friendly and helpful**

- 24. Longer opening times would be helpful to help fit with my work hours either late or early**

- 25. In the past sometime had difficulty getting an appointment, however on the last 5 occasions I got in quite easily**