

STEPPINGSTONES MEDICAL PRACTICE
 STAFFORD STREET
 DUDLEY
 WEST MDILANDS
 DY1 1RT

PATIENT PARTICIPATION SURVEY FEBRUARY 2017.

Rational:

Following discussions with staff (clinical and non-clinical) at the surgery, the Patient Participation Group agreed to carry out a patient survey in respect of the nursing team and the service offered by the nursing team.

200 Questionnaires were distributed

199 were completed to a satisfactory standard 99.5%
 (Although some questions were unanswered by some patients therefore not all totals in each question will equal 199 answers)

1 destroyed due to defacement 0.5%

Participants

<u>Age Group</u>	<u>16—29</u>	<u>30—50</u>	<u>50—70</u>	<u>70 Plus</u>	<u>Total</u>
Male	11	36	24	16	87
Female	20	52	32	8	112
Total	31	88	56	24	199
	(15.6%)	(44.2%)	(28.1%)	(12.1%)	(100%)

When did you last see a nurse?

In the past 3 months	85	42.7%
Between 3 and 6 months ago	38	19.1%
Between 6 and 12 months	31	15.6%
More than 12 months ago	45	22.6%
<u>TOTAL</u>	<u>199</u>	<u>100%</u>

When did you last speak to a nurse?

In the last 6 months	149	85%
I have never spoken to a nurse	26	15%
<u>TOTAL</u>	<u>175</u>	<u>100%</u>

Is there a particular nurse that you like to see (patients were asked to name the nurse)?

Juliet	6	3.3%
Mary	21	11.48%
Michelle	18	9.84%
Julie	23	12.57%
No preference	115	62.81%
<u>TOTAL</u>	<u>183</u>	<u>100%</u>

Overall – How would you describe your last visit to the nurse?

Very good	130	66.7%
Fairly Good	39	20%
Nurse explained so I could understand	21	10.8%
Very Poor	1	0.5%
Fairly Poor	2	1.0%
I left the surgery feeling disappointed as I did not understand what the nurse had said.	2	1.0%
<u>TOTAL</u>	<u>195</u>	<u>100%</u>

Do you have long standing health problems?

Yes	94	47.2%
No	105	52.8%
<u>TOTAL</u>	<u>199</u>	<u>100%</u>

How easy is it to get through to the surgery by telephone?

Very Easy	38	19.5%
Fairly Easy	82	42.1%
Not at all easy	75	38.4%
<u>TOTAL</u>	<u>195</u>	<u>100%</u>

How helpful do you find the receptionists at the surgery?

Very Helpful	127	63.8%
Fairly helpful	67	33.7%
Not very helpful	5	2.5%
<u>TOTAL</u>	<u>199</u>	<u>100%</u>

How do you normally order a repeat prescription?

In the box at the surgery	96	53%
By Post	4	2.2%
By Phone	35	19.4%
Online	46	25.4%
<u>TOTAL</u>	<u>181</u>	<u>100%</u>

Are the surgery times convenient for you?

Yes	166	89.7%
No	19	10.3%
<u>TOTAL</u>	<u>185</u>	<u>100%</u>

Which of the following times would make it easier for you? -- Please be aware that some patients ticked more than one option.

Before 8.00am	38 patients
At Lunchtime	59 patients
After 6.30pm	53 patients
Saturdays	62 patients
