

Steppingstones Medical Practice
Stafford Street
Dudley
West Midlands
DY1 1RT

Patient Participation Group Survey 2014/2015

Number of Participants: 165

1. Gender

Female	53	32 %
Male	112	68%

2. Age Group

16 – 29	30 – 49	50 – 70	Over 75	Declined to say
81	36	36	12	0
%	%	%	%	%
49%	22%	22%	7%	0

3. In the Reception Area can other patients overhear what you say to the Receptionist?

Yes but don't mind	Yes but not happy	No	Don't Know
99	16	21	29
%	%	%	%
60%	9.7%	12.7%	17.6%

4. How helpful do you find the Receptionists at surgery?

VERY	FAIRLY	NOT VERY	NOT AT ALL	NO ANSWER
111	52	1	0	1
%	%	%	%	%
67.3%	31.5%	0.6%	0	0.6%

5. How long after your appointment do you normally wait to be seen?

Seen on time	5 – 15 minutes	15 –30 minutes	More than 30 minutes	Can't Remember
33	97	29	1	5
%	%	%	%	%
20%	58.8%	17.6%	0.6%	3%

6. If you are called in late to your appointment do you receive an apology from the Doctor?

Yes	Sometimes	No
60	8	97
%	%	%
36.4%	4.8%	58.8%

7. If you no longer need your appointment do you remember to cancel it?

Yes	Sometimes	Never	No answer
119	24	6	16
%	%	%	%
72.1%	14.6%	3.6%	9.7%

8. How do you normally book your appointments at the surgery?

In person	Over the telephone	In Writing	No answer
26	135	1	3
%	%	%	%
15.8%	81.8%	0.6%	1.8%

9. Would you like to book your appointments on line?

Yes	No	No answer
87	59	19
%	%	%
52.7%	35.8%	11.5%

10. Do you know what services are provided at the Surgery?

Yes	No	No answer
86	70	9
%	%	%
52.1%	42.4%	5.5%

11. Are you aware that the surgery offers chaperones?

Yes	No	No Answer
76	79	10
%	%	%
46%	47.9%	6.1%

12. Are you happy with the opening hours of the surgery?

Yes	No	No comment
138	19	8
%	%	%
83.6%	11.5%	4.9%

Breakdown of survey participants ethnicity

<u>BRITISH WHITE</u>	<u>101</u>	<u>%</u>	<u>61.21%</u>
<u>MIXED RACE</u>	<u>2</u>	<u>%</u>	<u>1.21%</u>
<u>BLACK BRITISH</u>	<u>2</u>	<u>%</u>	<u>1.21%</u>
<u>CARIBBEAN</u>	<u>2</u>	<u>%</u>	<u>1.21%</u>
<u>PAKISTANI</u>	<u>6</u>	<u>%</u>	<u>3.6%</u>
<u>CELTIC</u>	<u>1</u>	<u>%</u>	<u>0.61%</u>
<u>SIKH</u>	<u>1</u>	<u>%</u>	<u>0.61%</u>
<u>BRITISH ASIAN</u>	<u>9</u>	<u>%</u>	<u>5.5%</u>
<u>ITALIAN</u>	<u>1</u>	<u>%</u>	<u>0.61%</u>
<u>OTHERS</u>	<u>4</u>	<u>%</u>	<u>2.42%</u>
<u>ASIAN INDIAN</u>	<u>1</u>	<u>%</u>	<u>0.61%</u>
<u>OTHER (NOT SPECIFIED)</u>	<u>35</u>	<u>%</u>	<u>21.2%</u>

Comments received from patients – Any inappropriate comments have been removed.

- Only complaint I have is that I can't get through on the phone for an appointment, lines constantly engaged.
- I am happy with the service and feel that many improvements have been made in recent years. I can normally get an appointment on the day but am happy that they have extended the opening hours.
- More receptionists need to answer calls first thing in the morning.
- When your child is not well they should be able to have an appointment instead of having to wait for the times for children.
- If an appointment is required urgently on the day or next day you have to actually visit the surgery by 8.30am. Working full time this is not practicable.
- Discretion barrier needed at reception
- Difficulty getting through to reception on the telephone between 8.30am and 9.00am
- Some of the reception staff are friendly others could be a bit more cheery.
- Keeping appointments on time
- I think this is the best Doctors in the local area. I am always pleased with the service and happy with the end result.
- I like the new text service. Have registered for the online services. Best improvement so far.
- I am very happy with the service I receive from the Doctors and Nurses; I think they do a brilliant job under ever increasing pressure.
- I don't think the Doctors listen very well to their patients they seem to rush you.
- Earlier appointments
- It's a great surgery
- The surgery and the receptionists are kind and helpful.
- Happy with the later appointment times it makes it easier to come to the Doctors after work.
- More receptionists answering the phone to book appointments, phones are always busy
- Wasn't aware of new changes to reception opening times.
- Children get seen more or less on the same day which is good.
- It would be great if the website newsletters were updated more often.
- Very happy with the overall service. Staff very friendly.
- Generally happy with the service. Friendly staff. Would like the ability to pre-book more appointments.
- Doctors seem to be rushed
- The staff are amazing. Always help me in every way. Happy.
- I appreciate the service me and my family are receiving
- Earlier opening hours would be better
- As I try not to come to the surgery very often, I am not sure I will notice many changes.

- I have been a patient at the surgery for the last 7½ years. During this time I have never had a problem obtaining an appointment at all. I find the staff and Doctors very friendly.
- Generally I am really happy with everything. Streets ahead of my previous GP's.
- I believe the changes are all patient orientated and will improve the overall experience.
- New to surgery, happy so far. Ringing can be a pain though as you cant get straight through.
- Can't always get in to see the Doctor I want.
- I was aware that some of the services were available but not all.
- The receptionists are more pleasant now than the old receptionists used to be.
- Would like to get an appointment easier and not be on the phone for so long.
- Well happy with the services.