

STEPPINGSTONES MEDICAL PRACTICE

STAFFORD STREET

DUDLEY

WEST MIDLANDS

DY1 1RT

**PATIENT PARTICIPATION GROUP SURVEY 29 FEBRUARY 2016**

**Rational:**

The patient participation decided this year to carry out a survey of patient's in respect of how staff were perceived and invited general comments regarding the surgery, the staff and the services offered.

200 Questionnaires were distributed

179 of these were completed satisfactorily 89.5%

21 were destroyed due to defacement or non-completion 10.5%

AGE GROUP            16-29            30-50            51-70            Over 70

1. How helpful do you find receptionists at surgery

Very	37	36	30	18	(121 – 67.6%)
Fairly	16	19	11	4	( 50 – 27.9%)
Not very	2	1	1		( 4 – 2.25%)
Unhelpful	2	1	1		( 4 – 2.25%)

2. Do you check in using automatic check

Yes	28	26	15	4	( 73 – 40.8%)
No	26	27	37	16	(106 – 59.2%)

3. Do you realise how important to cancel appointment if you no longer need it

Yes	57	43	55	21	(176 – 98.3%)
No	2		1		( 3 – 1.7%)

4. Did you know that all patients have been given the opportunity to be able to book on line

Yes	39	35	28	6	(108 – 60.3%)
No	17	18	19	17	( 71 – 39.7%)

5. Does Doctor give you information to be able to deal with diagnosis

Yes	31	43	33	19	(126 – 70.4%)
No	14	21	9	9	( 53—29.6%)

**Comments -- 76 comments were received 27 from males and 49 from females.**

Additional comments were invited on the questionnaires and the following are a sample of those that were received.

**From Male patients.**

Very good surgery  
8.30am – 9am not able to get through on telephone  
Improvement on telephone system needed  
Doctor difficult to understand at times  
Can't fault any of the staff they are superb  
Always find staff understanding and helpful  
Not enough information although this depends on Doctor  
I am happy with service  
Sometimes feel rushed when seeing certain doctors.  
Most are very good.  
I do try to book on line but can get a quicker appointment by phone

**From Female patients**

The doctor is very useful on what information they give us  
Some doctors too quick to diagnose and ensuring correct diagnosis, especially children.  
I wasn't given adequate information and support in finding treatment (counselling/therapy/medication) after my mental illness diagnosis)  
Hardly get appointments with my son as they are always fully booked and tell me to go to UCC in A & E when it's not that serious  
I am very happy.  
This surgery anytime helps for me and my family  
Explains diagnosis and provides with treatment

Receptionists at surgery are very helpful.

Appointment given very easily

Staff always lovely here

Yes the doctor does. However I have been experiencing other problems which I feel could have been dealt with in a better way. However I am generally happy with the diagnosis made.

Very friendly. Most of the time very happy.

This information has been shared with the Doctors, management and staff at Steppingstones who welcome comments in any way that may help improve the service that they are providing.

The surgery recognises that getting through on the telephone can be problematic for some, especially during busy times (8.30—9.00am) and actively encourages people to sign up for the online access. The surgery has increased the number of staff answering telephone calls at peak times.

Appointments are available to book with the Doctors for up to 8 weeks in advance.

The surgery will continue to monitor comments received and try and act on them in a timely manner, to work through any issues that may arise.