

# BULBANKS MEDICAL CENTRE

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**DR K S NANDRA**

## Patient Participation Group Report March 2013

The Bulbanks Medical Centre Patient Participation Group currently has 9 members. 8 female and 1 male, 6 of our members are virtual members who participate via email. All of our members are British and most are middle aged. Although the current membership of the group is not reflective of our patient population to recruit new members from the younger community and be accessible for working patients to participate virtually. The group are also thinking of ideas to involve the housebound.

Leaflets about PPG's have been placed in the surgery and a poster is up on the wall by reception displaying the date and time of the next meeting welcoming any new members to attend.

During our meetings we discussed repeating last years survey now that we have a permanent salaried Doctor in place to see if that has made any difference to the patient satisfaction survey. 100 surveys were handed out to patients and 87 were returned fully completed.

The PPG met again to review the results that have been analysed on an excel spreadsheet to show where the surgery scored well and where concerns were highlighted. The survey and results are attached.

### Positive responses

As with the 2012 results the Surgery scored very highly again with it's cleanliness. A score of 100% for either very clean or clean.

Very welcoming or welcoming also scored 100%

90% of patients completing the questionnaire said their appointment times were met, only 5% saying they had to wait past the time given.

100% of patients were happy with their consultations with their Doctor and either strongly agreed or agreed with the statement that they understood what that doctor was explaining to them about their condition and or treatment.

Not so positive

The percentage of patients unable to get an appointment on the day or within 48 hours has gone up slightly to 29 %.

As with the results of last years survey patients still did not know how to make a complaint.

Priorities highlighted for action:

- The appointment system including the types of appointment we offer Patients need to be looked at.
- Another poster explaining how to make a complaint
- Recruit more members to join the PPG including virtual members

<b>Action Plan</b>			
<b>Area</b>	<b>Action required</b>	<b>Lead</b>	<b>Timeframe</b>
Q4 Booking an appointment.	Looking at the appointments system to see where changes can be made. Maybe introducing telephone consultations.	Viv. Dr Nandra Dr Sharma Chris Denise	April – May 2013
Q10 How to make a complaint.	Another notices for waiting room	Notices – Viv	Notices – Immediate

Surgery Opening times

Receptionists are available daily from 8am until 6.30pm.

Appointments can be booked up to 4 weeks in advance.

On the day appointments can be booked from 8am. (Please note these are limited.)

For emergencies if we do not have any appointments available the receptionist will take a message. The message will include your symptoms and a contact number. The receptionist will then be able to get back to you with advice from the Doctor. This may be:-

- Telephone advice
- An appointment at the end of surgery

Bulbanks Medical Centre offer appointments from 6.30pm – 7.30pm on a Monday evening under the extended hours access scheme.

# Bulbanks Medical Centre

This questionnaire has been developed with the help of the Bulbanks Medical Centre Patient Participation Group, as a way of finding out patient's experiences, ideas and suggestions, with the hope of improving services for the future.

To find out more about the PPG please ask to speak to Viv or Denise.

All of your feedback will be anonymous, and we do not require you to tell us any personal information.

Q1: When was the last time you visited the GP surgery?

Within the last week	17 %
Within the past month	50 %
Last 2-3 months	20 %
Last 4-5 months	5 %
Last 6-7 months	7%
Last 8-9 months	3 %
Last 9-11 months	0 %
More than 12 months	0 %
More than 2 years ago	3 %

Q2: How did you find getting through on the telephone?

Very good	23 %
Good	60 %
Poor	10 %
Very poor	7 %
Don't know	10 %

Q3: The last time you tried to see the doctor, were you able to get an appointment on the same day or in the next two working days that the surgery was open?

YES	60 %
NO	43 %
Can't remember	3 %

Q4: If you weren't able to be seen during the next two working days that the surgery was open, what was the reason?

There weren't any appointments	29 %
Times offered didn't suit	10 %
Appointments was with a Dr I didn't want to see	3 %
A nurse was free but I wanted to see the Dr	0 %
Another reason	0 %
Wasn't given a reason	3 %
Can't remember	5 %

Q5: Was your appointment time met?

YES	90 %
NO	5 %
Can't remember	0 %

Q6: How did you find parking facilities at the surgery?

Very Good	17 %
Good	38 %
Poor	0 %
Very poor	0 %
Didn't drive	50 %

Q7: How did you find the reception area?

Very clean	70 %
Clean	30 %
Dirty	0 %
Very dirty	0 %

Q8: How would you describe the reception staff?

Very welcoming	65 %
Welcoming	35 %
Unwelcoming	0 %
Very unwelcoming	0 %

Q9: Please tell us how you feel about the following statements?

	Strongly agree	Agree	Disagree	Strongly disagree
The clinician took an interest in what I was presenting to them.	65 %	35 %	0 %	0 %
My problem or treatment was explained in full.	70 %	30 %	0 %	0 %
I understood what I was being told.	56 %	44 %	0 %	0 %
I felt content knowing that I had an input in the kind of treatment I would be receiving.	55 %	45 %	0 %	5 %
The cleanliness of the clinician's room was of a high standard.	65 %	35 %	0 %	0 %

Q10: Do you know how to make a complaint, suggestion or comment regarding the Doctors' Surgery?

YES	38 %
NO	62%

Q11: What is your gender?

Male	44 %
Female	56 %

Q13: How old are you?

Under 18	3 %	35 - 44	28 %	65- 74	5 %
18 - 24	5 %	45 - 54	28 %	75 - 84	5 %
25 - 34	8 %	55 - 64	23 %	85 & over	0 %

Q14: Do you have any disabilities? (Please tick all that apply.)

Learning disabilities / difficulties	
Hearing impairment	
Vision impairment	3 %

Mental health condition	3 %
Long standing illness	3 %
Physical impairment	3 %
I prefer not to say	3 %
I do not have a disability	53 %
Other... please write here...	

Q15: What is your ethnic group?

A: White

British	65 %
Irish	
Any other white background	

B: Mixed

White & Black Caribbean	
White & Asian	
White & Black African	
Any other Mixed background	

C: Asian or Asian British

Indian	5 %
Pakistani	
Bangladeshi	
Any other Asian background	

D: Black or Black British

Caribbean	5 %
African	10 %
Any other Black background	8 %

E: Chinese or other ethnic group

Chinese	
Any other ethnic group	

Thank you for your time.