

**GREENSIDE GROUP PRACTICE
PATIENT PARTICIPATION GROUP
PATIENT SURVEY 2016/17**

119 surveys were completed for a month 17th October – 25th November 2016. We involved our Patient Participation Group Committee Members who agreed to keep the same questions as last year.

White British	36
White Irish	1
Mixed White & Black Caribbean	2
Mixed White and Black African	4
Mixed White and Black Asian	1
Indian	25
Pakistani	6
Bangladeshi	2
Black Caribbean	9
Black African	8
Chinese	2
Other	20
No Response	3

Male	34
Female	83
No Response	2

Under 16	1
17-24	6
25 – 34	18
35 – 44	27
45 – 54	29
55 – 63	10
65 – 74	15
75 – 84	11
Over 84	0
No response	2

Question	2015 Survey – 104 respondents	2016 Survey – 119 respondents
Telephone access	<p>96.6% (90 patients) felt it was easy or fairly easy to get through on the telephone</p> <p>71.2% (74 patients) were aware that they were able to have a telephone conversation with the GP</p>	<p>83.2% (99 patients) felt it was easy or fairly easy to get through on the telephone.</p> <p>54.6% (65 patients) were aware that they were able to have a telephone conversation with a GP (41.2% - 49 patients) unaware.</p>
Cleaning	<p>90% (94 patients) felt that the Practices were very, or fairly clean. However 8.7% (9 patients) felt that the Practices were not very clean or not at all clean</p>	<p>96.6% (115 patients) felt that the Practices were very or fairly clean . 2.5% o (3 patients) felt the Practices were not very clean.</p>
Confidentiality	<p>81.7% (85 patients) felt that they could be overheard in Reception area – of these patient 32.7% were not happy about it.</p>	<p>68.1% (81 patients) felt that the could be overheard in Reception area, but did not mind and 26.9% (32 patients) were not happy with this.</p>
Reception staff	<p>90/4% (94 patients) felt that the Receptionists were very or fairly helpful.</p>	<p>94.9% (113 patients) felt that the Receptionists were very or fairly helpful</p>
Clinical	<p>93.3% (97 patients) were very or fairly satisfied when they last saw a member of the clinical team</p>	<p>88.3% (105 patients) were very or fairly satisfied when they last saw a member of the clinical team</p>
On-line bookings	<p>75% (78 patients) were aware that they could book an appointment and order repeat prescriptions on-line</p>	<p>56.3% (67 patients) were aware that they could book an appointment and order repeat prescriptions on-line, but 38.7% (46 patients) were unaware.</p>
Attendance at the Practice	<p>Of those patients that complete the survey 28.% (30 patients) attended the Practice regularly and 52.9% (55 patients) attended occasionally</p>	<p>Of those patients that completed the survey (56.3% (67 patients) attended the Practice regularly and 38.7% (46 patients) attended occasionally.</p>

ACTIONS FROM PATIENT SURVEY

Telephone Access	To increase awareness of Telephone consultations via website. Newsletter and reception staff
Confidentiality	New glass screens have been put up at 88 Greenside towards the end of the month of the survey - to see if this improves confidentiality
On-line booking	To increase awareness of on-line bookings for appointments and repeat prescriptions via website, Newsletter and Reception staff.