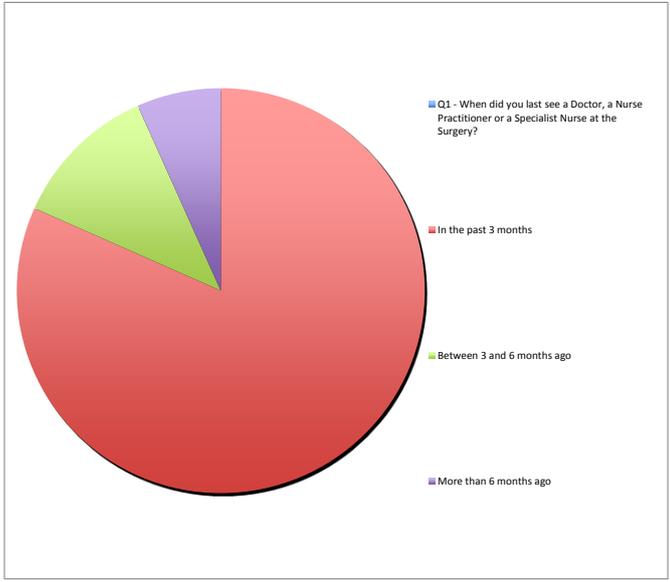


Barrow Patient Participation Group Survey Results from December 2017

TOTAL NO OF PATIENTS AS AT 1 DECEMBER 2017	8276
TOTAL NO OF PATIENT SURVEY FORMS RECEIVED	117
PERCENTAGE OF THE PATIENT SURVEY FORMS RECEIVED	1.41%
PERIOD COVERED - OCTOBER TO DECEMBER 2017	

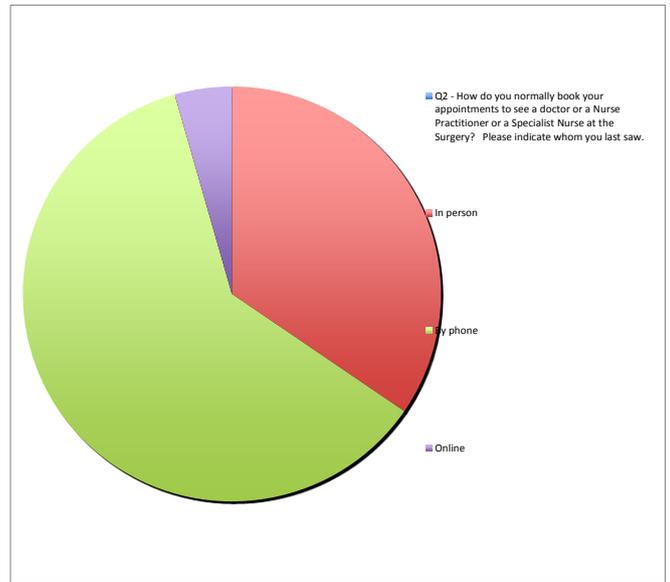
This survey was carried out on behalf of our Patient Participation Group (PPG) in conjunction with the Barrow Health Centre (BHC). The results will enable BHC to highlight the areas where improvements can be made to enhance the processes.

Q1 - When did you last see a Doctor, a Nurse Practitioner or a Specialist Nurse at the Surgery?	% based on 117 * see note		
In the past 3 months	98	83.76%	6,932
Between 3 and 6 months ago	14	11.97%	990
More than 6 months ago	8	6.84%	566
	120	102.56%	8,488



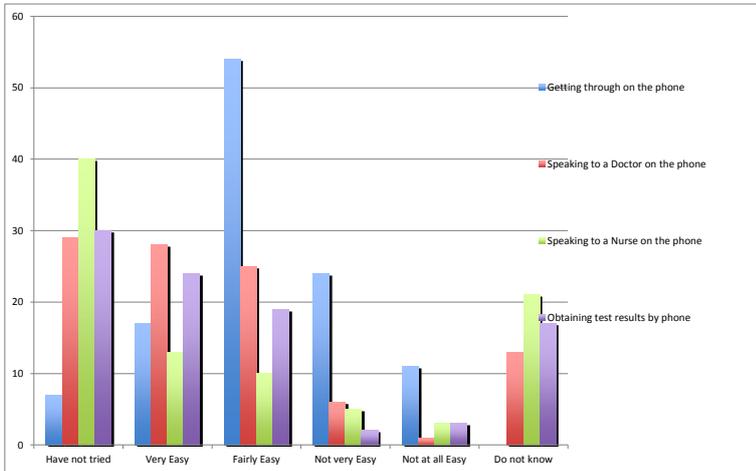
* Proportion based on 8276 Patients against 117 Survey Forms received

Q2 - How do you normally book your appointments to see a doctor or a Nurse Practitioner or a Specialist Nurse at the Surgery? Please indicate whom you last saw.	% based on 136 * see note		
In person	47	40.17%	3,325
By phone	83	70.94%	5,871
Online	6	5.13%	424
	136	116.24%	9,620



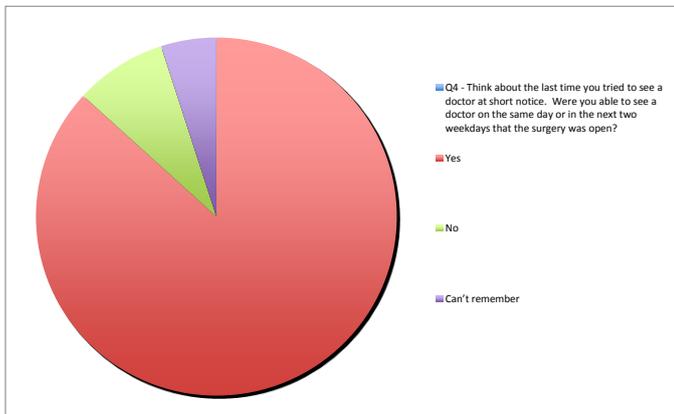
Q3 - In the past 6 months how easy have you found the following?

	Have not tried	Very Easy	Fairly Easy	Not very Easy	Not at all Easy	Do not know
Getting through on the phone	7	17	54	24	11	0
Speaking to a Doctor on the phone	29	28	25	6	1	13
Speaking to a Nurse on the phone	40	13	10	5	3	21
Obtaining test results by phone	30	24	19	2	3	17
	106	82	108	37	18	51



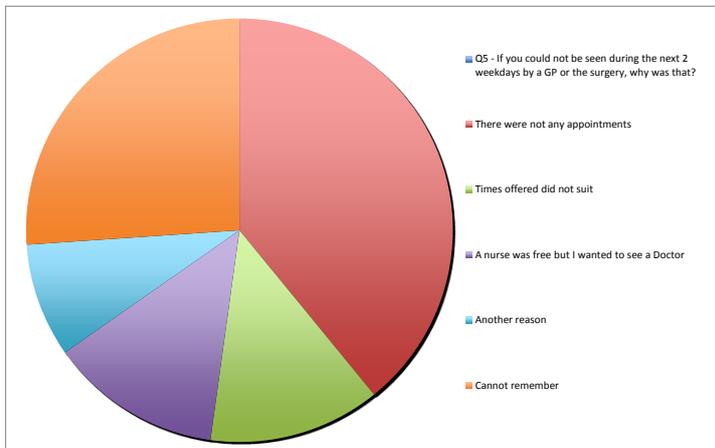
Q4 - Think about the last time you tried to see a doctor at short notice. Were you able to see a doctor on the same day or in the next two weekdays that the surgery was open?

Yes	105	89.74%	7,427
No	10	8.55%	707
Can't remember	6	5.13%	424
	121	103.42%	8,559



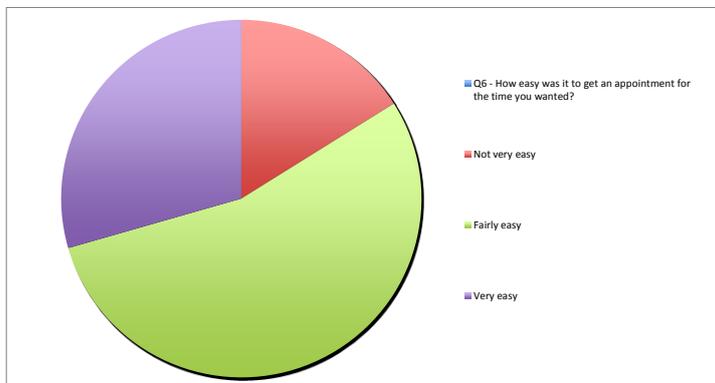
Q5 - If you could not be seen during the next 2 weekdays by a GP or the surgery, why was that?

There were not any appointments	18	15.38%	1,273
Times offered did not suit	6	5.13%	424
A nurse was free but I wanted to see a Doctor	6	5.13%	424
Another reason	4	3.42%	283
Cannot remember	12	10.26%	849
	46	39.32%	3,254



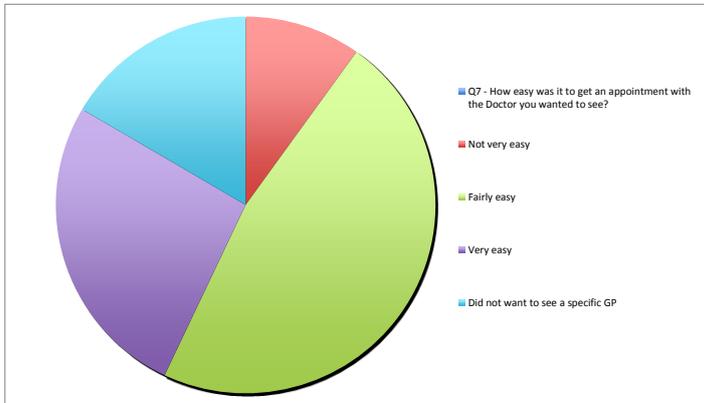
Q6 - How easy was it to get an appointment for the time you wanted?

Not very easy	18	15.38%	1,273
Fairly easy	61	52.14%	4,315
Very easy	33	28.21%	2,334
	112	95.73%	7,922



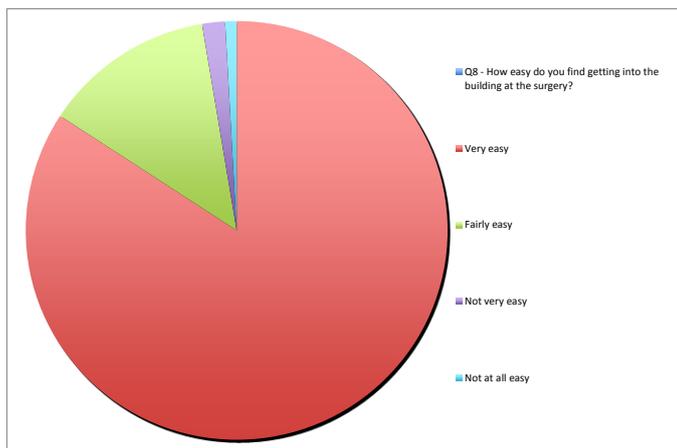
Q7 - How easy was it to get an appointment with the Doctor you wanted to see?

Not very easy	12	10.26%	849
Fairly easy	57	48.72%	4,032
Very easy	32	27.35%	2,264
Did not want to see a specific GP	20	17.09%	1,415
	121	103.42%	8,559



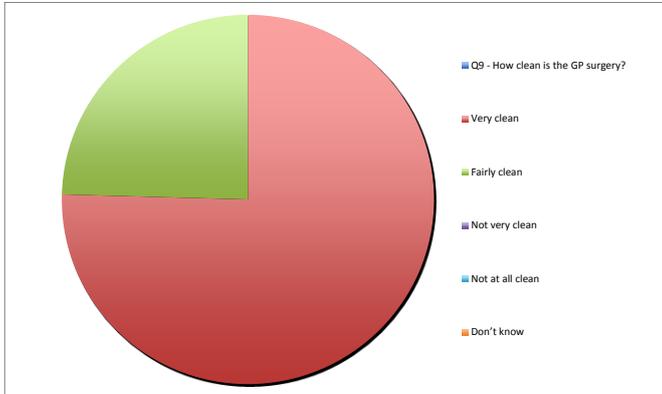
Q8 - How easy do you find getting into the building at the surgery?

Very easy	96	82.05%	6,791
Fairly easy	15	12.82%	1,061
Not very easy	2	1.71%	141
Not at all easy	1	0.85%	71
	114	97.44%	8,064



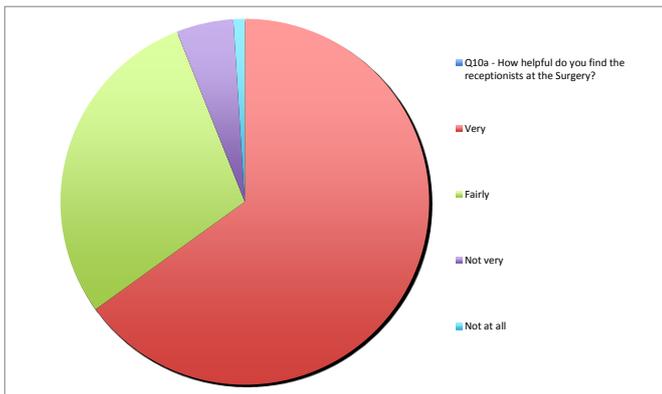
Q9 - How clean is the GP surgery?

Very clean	86	73.50%	6,083
Fairly clean	28	23.93%	1,981
Not very clean	0	0.00%	0
Not at all clean	0	0.00%	0
Don't know	0	0.00%	0
	114	97.44%	8,064



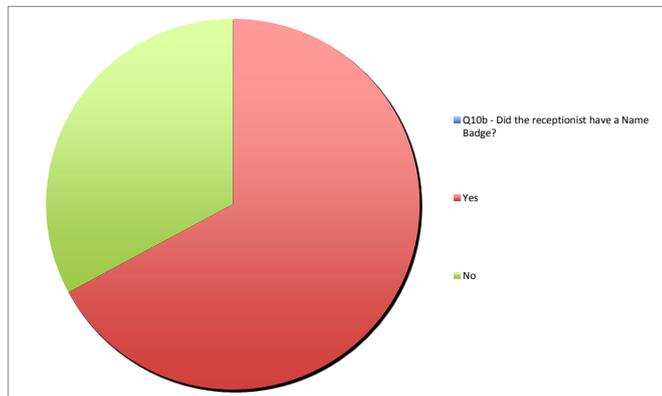
Q10a - How helpful do you find the receptionists at the Surgery?

Very	65	55.56%	4,598
Fairly	29	24.79%	2,051
Not very	5	4.27%	354
Not at all	1	0.85%	71
	100	85.47%	7,074



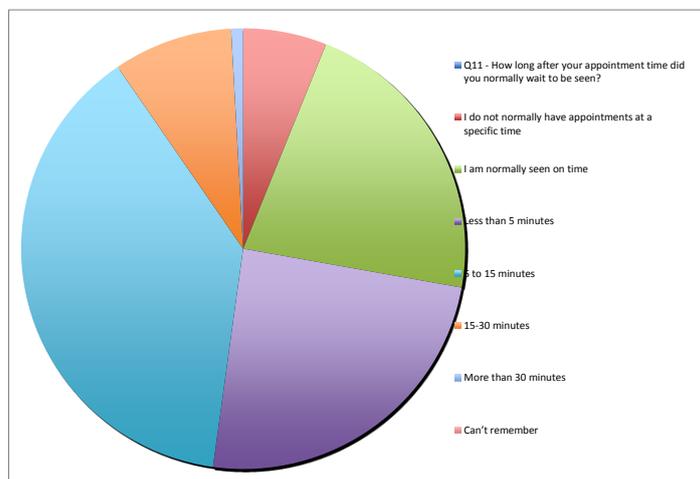
Q10b - Did the receptionist have a Name Badge?

Yes	49	41.88%	3,466
No	24	20.51%	1,698



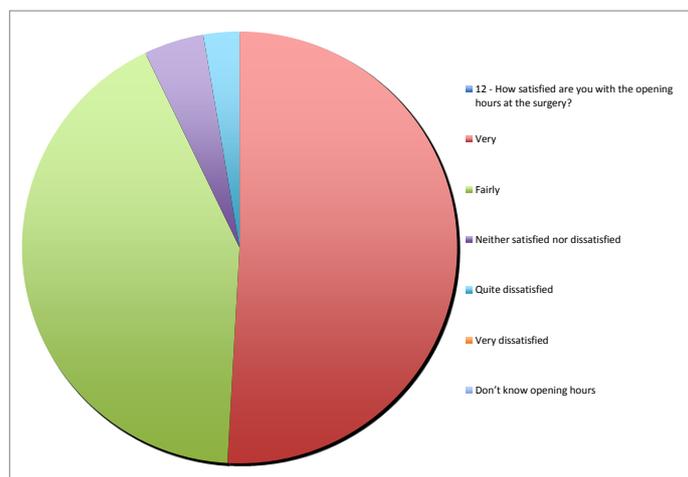
Q11 - How long after your appointment time did you normally wait to be seen?

I do not normally have appointments at a specific time	7	5.98%	495
I am normally seen on time	25	21.37%	1,768
Less than 5 minutes	28	23.93%	1,981
5 to 15 minutes	44	37.61%	3,112
15-30 minutes	10	8.55%	707
More than 30 minutes	1	0.85%	71
Can't remember	0	0.00%	0
	115	98.29%	8,135



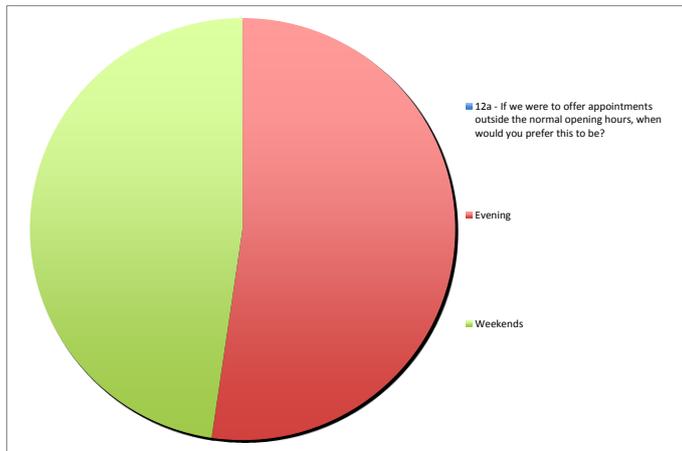
12 - How satisfied are you with the opening hours at the surgery?

Very	57	48.72%	4,032
Fairly	47	40.17%	3,325
Neither satisfied nor dissatisfied	5	4.27%	354
Quite dissatisfied	3	2.56%	212
Very dissatisfied	0	0.00%	0
Don't know opening hours	0	0.00%	0
	112	95.73%	7,922



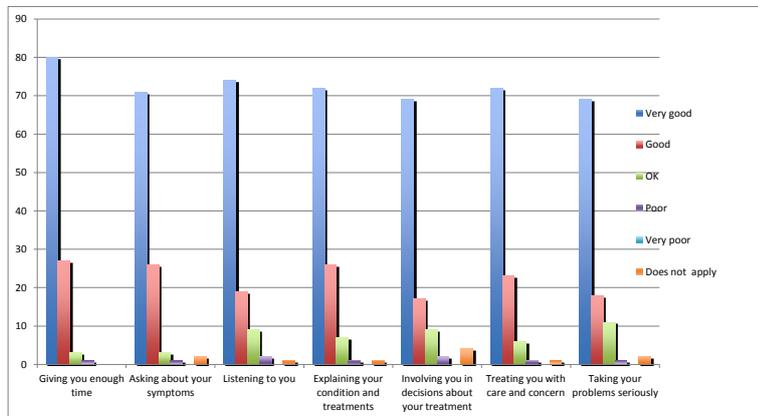
12a - If we were to offer appointments outside the normal opening hours, when would you prefer this to be?

	YES	NO		
Evening	45	44	38.46%	3,183
Weekends	41	43	35.04%	2,900
	86	87	73.50%	6,083



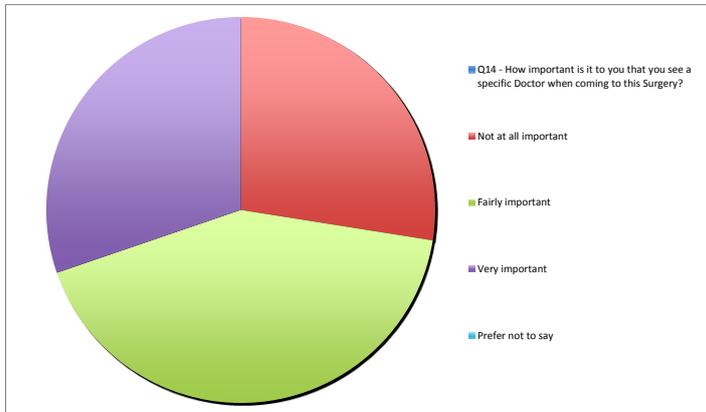
Q13 - The last time you saw a Doctor, how good was your Doctor?

	Very good	Good	OK	Poor	Very poor	Does not apply
Giving you enough time	80	27	3	1		
Asking about your symptoms	71	26	3	1		2
Listening to you	74	19	9	2		1
Explaining your condition and treatments	72	26	7	1		1
Involving you in decisions about your treatment	69	17	9	2		4
Treating you with care and concern	72	23	6	1		1
Taking your problems seriously	69	18	11	1		2
	507	156	48	9	0	11



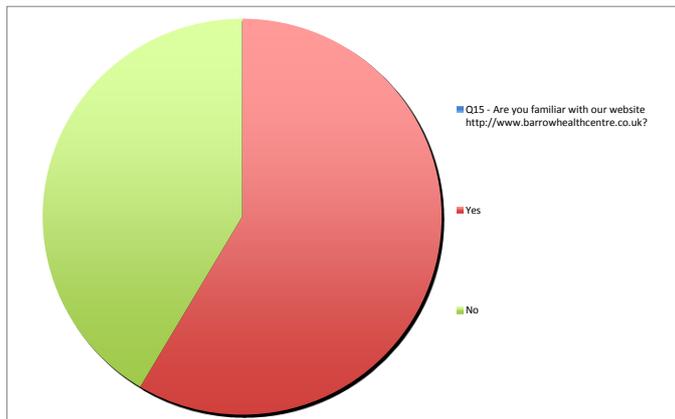
Q14 - How important is it to you that you see a specific Doctor when coming to this Surgery?

Not at all important	30	25.64%	2,122
Fairly important	46	39.32%	3,254
Very important	33	28.21%	2,334
Prefer not to say	0	0.00%	0
	109	93.16%	7,710



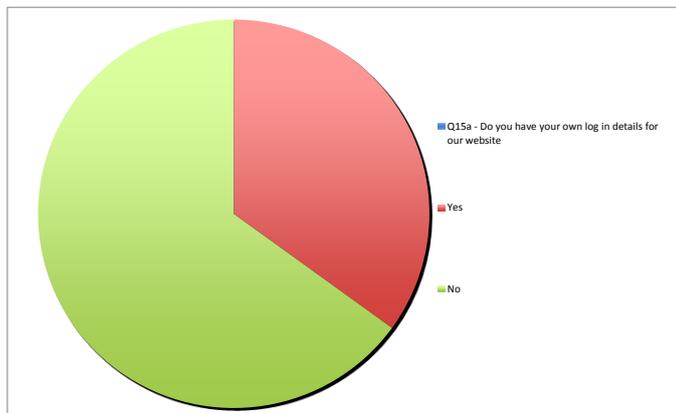
Q15 - Are you familiar with our website <http://www.barrowhealthcentre.co.uk?>

Yes	48	41.03%	3,395
No	34	29.06%	2,405
	82	70.09%	5,800

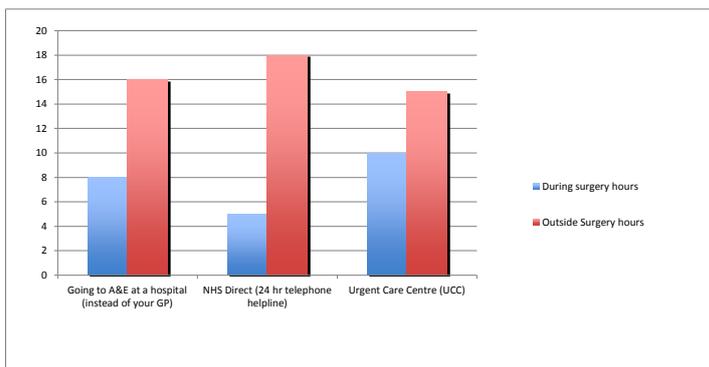


Q15a - Do you have your own log in details for our website

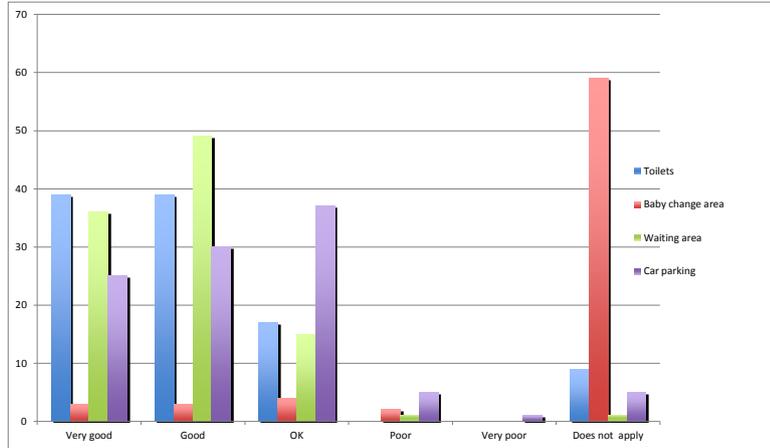
Yes	35	29.91%	2,476
No	65	55.56%	4,598
	100	85.47%	7,074



Q16 - In the last 12 months have you used any of the health services instead of using similar services, which might be available at your surgery? (Tick all that apply)	During surgery hours	Outside Surgery hours
Going to A&E at a hospital (instead of your GP)	8	16
NHS Direct (24 hr telephone helpline)	5	18
Urgent Care Centre (UCC)	10	15
	23	49



Q17 - How good did you find the facilities within the surgery	Very good	Good	OK	Poor	Very poor	Does not apply
Toilets	39	39	17	0	0	9
Baby change area	3	3	4	2	0	59
Waiting area	36	49	15	1	0	1
Car parking	25	30	37	5	1	5
	103	121	73	8	1	74

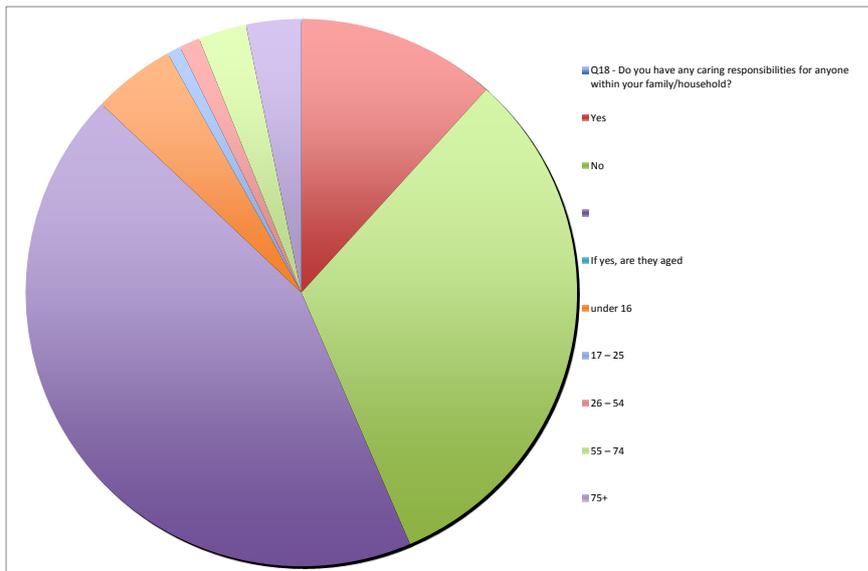


Q18 - Do you have any caring responsibilities for anyone within your family/household?

Yes	29	24.79%	2,051
No	79	67.52%	5,588
	108	92.31%	7,639

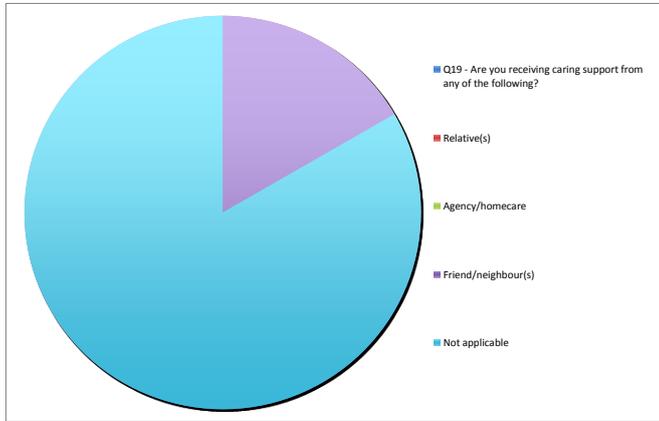
If yes, are they aged

under 16	12	10.26%	849
17 – 25	2	1.71%	141
26 – 54	3	2.56%	212
55 – 74	7	5.98%	495
75+	8	6.84%	566
	32	27.35%	2,264



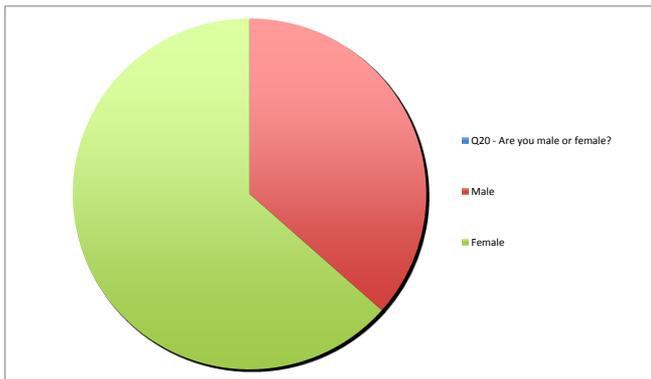
Q19 - Are you receiving caring support from any of the following?

Relative(s)	10	8.55%	707
Agency/homecare	2	1.71%	141
Friend/neighbour(s)	0	0.00%	0
Not applicable	60	51.28%	4,244
	72	61.54%	5,093



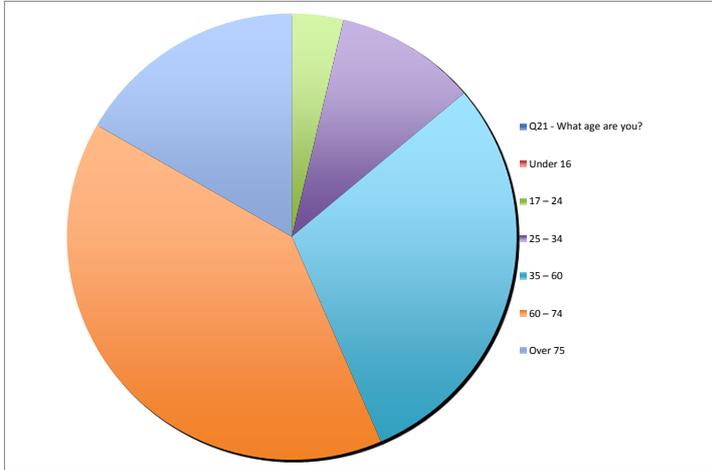
Q20 - Are you male or female?

Male	38	32.48%	2,688
Female	66	56.41%	4,669
	104	88.89%	7,356



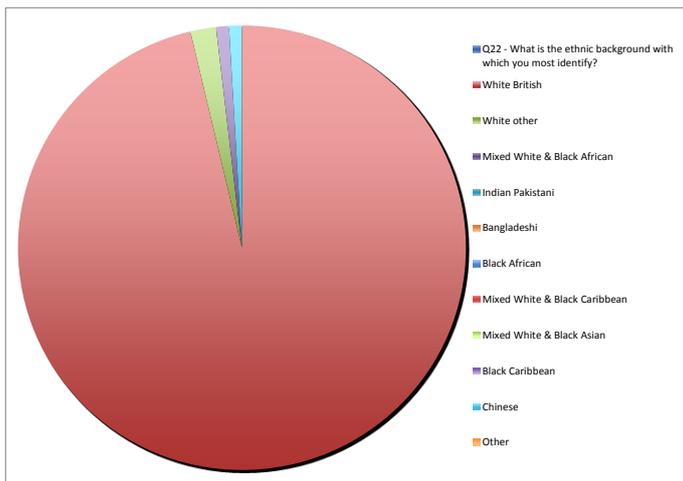
Q21 - What age are you?

Under 16	0	0.00%	0
17 – 24	4	3.42%	283
25 – 34	11	9.40%	778
35 – 60	32	27.35%	2,264
60 – 74	43	36.75%	3,042
Over 75	18	15.38%	1,273
	108	92.31%	7,639



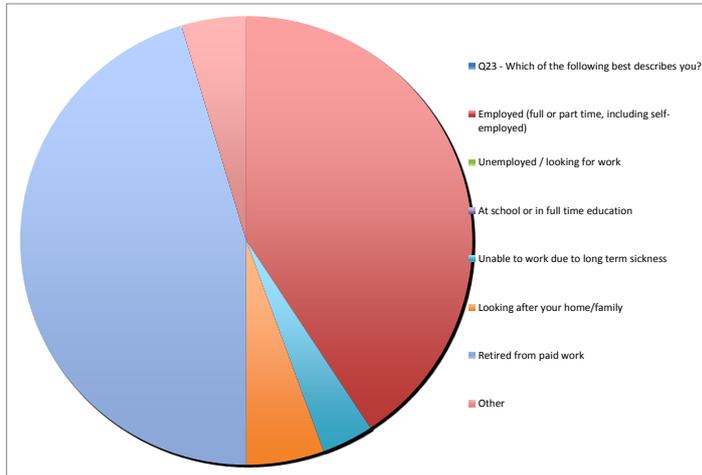
Q22 - What is the ethnic background with which you most identify?

White British	104	88.89%	7,356
White other	2	1.71%	141
Mixed White & Black African	1	0.85%	71
Indian Pakistani	0	0.00%	0
Bangladeshi	0	0.00%	0
Black African	0	0.00%	0
Mixed White & Black Caribbean	0	0.00%	0
Mixed White & Black Asian	0	0.00%	0
Black Caribbean	0	0.00%	0
Chinese	1	0.85%	71
Other	0	0.00%	0
	108	92.31%	7,639



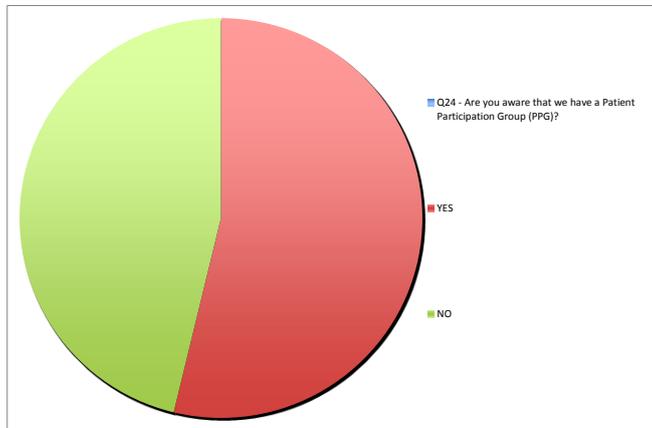
Q23 - Which of the following best describes you?

Employed (full or part time, including self-employed)	44	37.61%	3,112
Unemployed / looking for work	0	0.00%	0
At school or in full time education	0	0.00%	0
Unable to work due to long term sickness	4	3.42%	283
Looking after your home/family	6	5.13%	424
Retired from paid work	49	41.88%	3,466
Other	5	4.27%	354
	108	92.31%	7,639



Q24 - Are you aware that we have a Patient Participation Group (PPG)?

YES	57	48.72%	4,032
NO	49	41.88%	3,466
	106	90.60%	7,498



Additional comments made by the Patients

- This is a healthy doctors you do a good job.
- The health centre has changed for the better and we are very happy with it.
- Very satisfied with the overall care and support we receive at the surgery.
- Staff on reception are very helpful.
- The waiting room walls are messy and cluttered! Are all the notices necessary, and are they read? Recommend 3 extra large pin boards and nothing stuck on the walls.
- Would prefer more permanent GPs rather than locums. Better for continuity of care and patient/GP relationship.
- 'Unrest', film about M.E, can the doctors and nurses please watch this. Out on DVD soon or to Download.
- Can't thank staff so much. All so very helpful and polite. Janine Walker so helpful and can talk to her. Lovely person as are staff and doctors.
- Always happy with treatment received. Dr Simpson is exceptionally good doctor.
- I am a traveller, and used to surgeries who are not aware of special circumstances which affect travellers, but I have found this surgery to be helpful and take the time to check the rules and find adequate solutions to problems raised. Very impressed.
- Doctor was rude to me.
- There have been great improvements in the running of the surgery over the last 12 months. Receptionists are far more helpful and friendly.
- The surgery is excellent.
- Glad to have helped.
- I feel particularly positive about the staff.
- Overall happy with the surgery. Nurses very good.
- Staff are always lovely and helpful. Waiting times can run over but it is to be expected.
- Do so well! Thank you.
- The system of telephone at 8 o'clock in the morning is not the best. Quite often I can't get to see who I want to see and either have to wait another day and try to be first in the queue or have to see another Dr. (quite often who I've never seen before, and who I won't see again). Appreciate NHS is having problems but the 8 O'clock booking system often adds to the stress. I also do not like having to say why I'm calling. The receptionist often ask questions about the conditions I'm talking about, and I don't feel that is appropriate.
- Good surgery, friendly, professional, appreciated by me. Thank you.
- I appreciate that Dr Simpson and others give detailed explanation of their diagnosis and treatment when it is required.
- Never see same GP for the same problem, not able to get through on phone easily. Scripts often go missing between GP and Pharmacy.
- It is indeed a first class service at Barrow Health Centre. This being down to the excellent work of the medical team and the general staff. Well Done.