



Patient Representative Group

Patient Survey 2024

**You can help this general practice improve its service**

* This practice would welcome your honest feedback
* No-one at the practice will be able to identify your personal responses
* Once completed, please return this survey to reception

Please mark the questionnaire like this**🗹**with a blue or black pen. If you change your mind just cross out your old response and make your new choice.

**Please leave your comments at the bottom of the survey**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **About our Practice** | | YES | NO | N/A |
| 1 | Are you happy with the practice’s opening hours? | **89%** | **10%** | **1%** |
| 2 | Are you happy with the ease of contacting the practice on the telephone? | **73%** | **26%** | **1%** |
| 3 | Are you happy with the availability of seeing a Doctor/Nurse/ Practitioner of your choice? | **53%** | **42%** | **5%** |
| 4 | Were you satisfied with the length of time between booking and attending your last appointment? | **71%** | **27%** | **2%** |
| **About our Clinicians** | | YES | NO | N/A |
| 5 | Are you overall satisfied with your last visit to see the doctor/nurse/practitioner? | **85%** | **12%** | **2%** |
| 6 | Were you happy with the information you received from the doctor/nurse/practitioner? | **85%** | **12%** | **2%** |
| 7 | Were you satisfied with the amount of time given to you at your last appointment? | **82%** | **12%** | **6%** |
| 8 | Were you satisfied with the length of time you had to wait for your last appointment in surgery? | **75%** | **21%** | **4%** |
| 9 | If you required an examination at your last face to face appointment, were you offered a chaperone? | **28%** | **33%** | **39%** |
| **About our Reception Staff** | | YES | NO | N/A |
| 10 | Are you happy with the manner in which you were treated by the reception staff? | **91%** | **6%** | **3%** |
| 11 | Are you happy with the amount of privacy and confidentiality you were treated with? | **92%** | **7%** | **1%** |
| **How you book your appointment** | | In Person | By Phone | Online | |
| 12 | How do you normally book your appointments to  see a Doctor/Nurse/ Practitioner at the practice? | **20%** | **62%** | **18%** | |
| 13 | Which is your preferred way of having a consultation with the GP or Nurse | **92%** | **8%** |  | |
| **About our Practice** | | YES | NO | N/A |
| 14 | Are you aware the surgery has a website? | **98%** | **2%** | **-** |
| 15 | Do you know we have a text reminder service for appointments? | **97%** | **3%** | **-** |
| 16 | Are you satisfied with the cleanliness and hygiene of the premises? | **99%** | **-** | **1%** |
| 17 | Are you aware we have a privacy room? e.g. used for breast feeding, contagious disease etc | **24%** | **72%** | **4%** |
| 18 | As we are a teaching practice, would you be happy having a student present at your consultation? | **89%** | **4%** | **7%** |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **General Questions** | | | YES | | NO | | N/A | |
| 19 | Are you aware of the groups ran by our PCN? Coffee mornings, support groups and awareness meetings? | **37%** | | **60%** | | **3%** | |
| 20 | Have you used the Extended Access Hubs for an appointment outside of normal surgery hours? | **13%** | | **83%** | | **3%** | |
| 21 | If you have used the Extended Access Hubs provided by OurNet Health Services Ltd, were you satisfied and did it meet your requirements? | **12%** | | **24%** | | **64%** | |
| 22 | Are you aware that there is an Electronic Prescribing Service where your prescription is sent direct to the chemist of your choice (if applicable) | **88%** | | **11%** | | **1%** | |
| 23 | Have you used the online platform “AccuRx” to obtain medical advice from the surgery? | **18%** | | **80%** | | **2%** | |
| 24 | If you have used the e-Consult service, were you happy with the outcome? | **40%** | | **38%** | | **21%** | |
| 25 | Are you aware the surgery has a Facebook Page? | **34%** | | **62%** | | **4%** | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Patient Representative Group** | | | YES | | NO | | N/A | |
| 26 | Are you aware the surgery has a Patient Participation Group who have regular meetings? | **44%** | | **56%** | | **-** | |
| 27 | Are you aware of how to contact a member of the PPG should you have a question or suggestion about the surgery? | **12%** | | **87%** | | **1%** | |
| 28 | Would you be interested in becoming a PPG member? If yes, please ask reception for a new member form | **10%** | | **79%** | | **11%** | |

STAR RATING what star rating would you give Portland Medical Practice for delivery of health care services? (Please tick amount of stars) 1. Poor- 5. Excellent



**1 star – 1%**

**2 star – 4%**

**3 star – 19%**

**4 star – 44%**

**5 star – 31%**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 26) How old are you in years? | | 27) Are you… | | 28) How long have you been attending this practice? | |
| Under 25 | **1%** | Male | **26%** | Less than 5 years | **9%** |
| 25-59 | **49%** | Female | **74%** | 5 – 10 years | **18%** |
| 60+ | **49%** |  | | More than 10 years | **73%** |

**THANK YOU FOR YOUR TIME IN COMPLETING THIS FORM**

**– IT HELPS US TO BETTER HELP YOU**

COMMENTS –

* I appreciate all the hard work, sometimes feel less cared for now than a few years ago. Why is the waiting room empty everytime I go to the practice. I'm sure this doesn't reflect the amount care happening.
* The practice has got worse since Dr flenley left and it’s very hard to now get an appointment with a chosen doctor
* It has been difficult times for everyone. I am more than happy with the attention I have received from Drs and staff at Portland Medical
* I think the team are doing a great job and providing a good service in challenging times when the demands are so high. I am so glad to be registered with such an excellent practice.
* The days of us knowing our gp are sadly gone
* An excellent surgery. My only moan would be how difficult it is to get through on the telephone to book an appointment.
* I am happy with the service provided, however I do believe that people would like to see a Dr sooner. Perhaps there could be a nurse, health care NVQ who could triage patients when appointments are requested, I think that the reception staff do a wonderful job, however people who are ill, or feel they need to see a Dr don’t see the reception staff qualified enough to make that decision. Also people really would not wish to discuss their health requests in the reception area.... Or complete a form and wait 2 weeks to see a Dr. I very much believe that people now have become over demanding the service and not seek other options before a request for an apt.
* The surgery is really excellent. Staff really are brilliant. It’s just very difficult to get a routine appointment in a timely manner, often being told I need to ring the next day and just keep ringing until more slots open. Do appreciate how busy it is though. Overall, a fantastic practice. Thank you.
* Would be good to have e consult 24/7 rather than after 7am?
* Think Portland are fab
* Pleased the surgery nurse rings to check my husbands copd condition and regularly rings and sees him.
* It's a shame there is no continuity with doctors any more. You get used to seeing one Dr, then they move on. Sometimes it's easier when you see a familiar face- especially for those who are anxious. There isn't that option anymore
* All ways been pleased.
* Service has gone down to how it was five years ago
* It's difficult to answer about one appointment. I'm a carer and have several appointments for the family I care for and myself. Some have been excellent and some not so . I've had situations where people haven't got back to me or haven't concluded what they've said they were going to do and I've had to keep chasing things up . I know people are trying but communication is key to minimise stress. I work as well and I've asked for calls outside of working hours this never seems to be taken into consideration
* To call for an appointment for the same day means many times calling (around 80) in order to get through and often appointment are already gone within 10 mins of the surgery opening.
* Should be able to book too see a doctor within a week. Not nearly two weeks. ( routine appointments)
* Would like to see a GP face to face rather than a telephone conversation
* I am satisfied with all aspects of the surgery
* Stop dishing out medication when not seeing the patient.
* Would like more consistency to see same doctor when I want. I have MND and it seems it is not understood by some .
* Thanks excellent service
* Excellent service
* Have always been happy with service provided.
* When ordering a repeat prescription a choice of an E-mail to the practice pharmacy or receiving a paper prescription should be given....As it used to be
* Would be beneficial to see a doctor on the day of feeling unwell sometimes when you go in to reception there isn’t a sole in there yet the car park is very busy
* My experience so far with Portland practice has been poor
* I think things have changed so much since Covid. As a senior of 75+ I haven’t been called for a blood test since pre Covid and should have an annual because of my medication!
* Understandably in the current circumstances change has been necessary but the Practice makes you feel they are not too keen on you seeing an actual doctor
* Always found everyone professional, never had any issues, used the consultation on line, but prefer speaking to someone, I really appreciate Portland, hear bad reports about other places, would recommend. Understand if delays to get appointments but always been accommodated within a good time frame.
* I don’t see why receptionists should be asking the reason you want an appointment when it’s supposed to be confidential with a doctor or nurse ,what if you know the receptionist ,ed should not be asked by a receptionist and pressured into telling them
* Great GP practice. So efficient. Always have my issue sorted quickly. Lovely, friendly GPs and practitioners
* Hard to get emergency appointment but other than that great. Hard to get through on the phone on any given day or time.
* All of my cervical screening checks and pill checks are good - nurse led - easy to phone up and get an appointment. Slightly frustrating with wait times when the surgery is empty. E consult service inadequate and inconsistent. I completed an e consult and stipulated the hours I am available to discuss due to work commitments. GP phoned outside of these hours (presume gp - no voicemail, text or email left). I phoned back and was advised by receptionist that the gp was just leaving and they would inform them in the morning and to expect a call back. I waited until lunchtime the following day, but received no phone call. I called the surgery and was told by receptionist that the information from the receptionist the previous night was incorrect and the GP wouldn’t phone back. I was directed to complete another online form. I advised if I do this, the same will likely happen again and the issue will continue as I will be contacted during unavailable hours. I was told to go to pharmacy instead. Felt disregarded and confused by different advice given. Also on previous occasions, I have received voice mail or text confirmation from doctor who attempted to call - never have I been told that it is one chance for a phone call and then I have to redo the form. Not sure how this would suffice for elderly patients either who are less tech savvy.
* Good practice . Thank you
* Being able to email some to ask questions etc would be very useful a public email address should be standard. I know it will attract millions of emails and people will have to go through them. Or you could have a email only give to sensible people like me.
* Up until the last month we have had no real issues, however communication has been poor when we have summited e-consult requests and feel like a face to face would have been more suitable rather than relying on a photo, especially when it comes to dealing with a child.
* It would be really nice to be able to pre-book an appointment. This would allow working people more flexibility.
* Reception staff need to learn to listen to patients, appointments should be made more available for patients that are ill instead of pushing unnecessary tests to healthy patients.
* To many partial. Empty waiting rooms no where near sufficient appointments recently Nhs van on car park offering services empty waiting room.should have been discussed at ppg meeting conveniently ignored
* The prescription automatic renewal has now stopped with boots which is a shame
* I think a Saturday morning service would be very useful. I'm not sure if the website has changed, but recently when accessing the website there was a statement which read something like 'our reception staff have been trained to ask questions regarding what is wrong with you to give you an appointment" this is the gist and I have to admit I cannot find it now. However if it is still in existence I do not feel it's appropriate as it gives the impression that the reception staff have a level of clinical knowledge and skills. I have no issue where appropriate to review patients over the phone, but feel that initial assessment for new symptoms/conditions/episodes of ill health should be assessed face to face. I also do not feel it is altogether safe for reception staff to refuse GP appointments to refer instead to another practitioner outside of the practice e.g. physiotherapy unless that practitioner has full access to patients medical history, can prescribe and refer on.
* Excellent practice and great staff
* Don't like giving personal information to reception staff. Lovely practice, doctors lovely, honoured to be here.
* The e-consult doesn't work other than that I think were very lucky with the service out community is provided with. Its not perfect but it is good and I'm very grateful for it.
* I have always had a good experience at Portland. I'm not a regular however most times I've needed an appointment I was offered one within an acceptable time frame.
* The number of people i meet who complain bitterly about that they cant get an appointment or any help for their issues concerns me.
* Blood test brill
* I just wondered why the practice closed during covid.
* On a fee occasions I have had early appointments and still seen late, which is not great.
* e-consult is brilliant, however I think it is very difficult for older people especially as many do not have internet or a camera phone
* Think routine appointments should be within a week. If you have more than one problem you should be able to speak about it while with the doctor. Working in a school its hard to keep asking for time out of work.
* Would feel happier with continuity of care if able to see same doctor at each consultation. So they could get to know me and my treatment and ailment history.
* Attending for 74 years