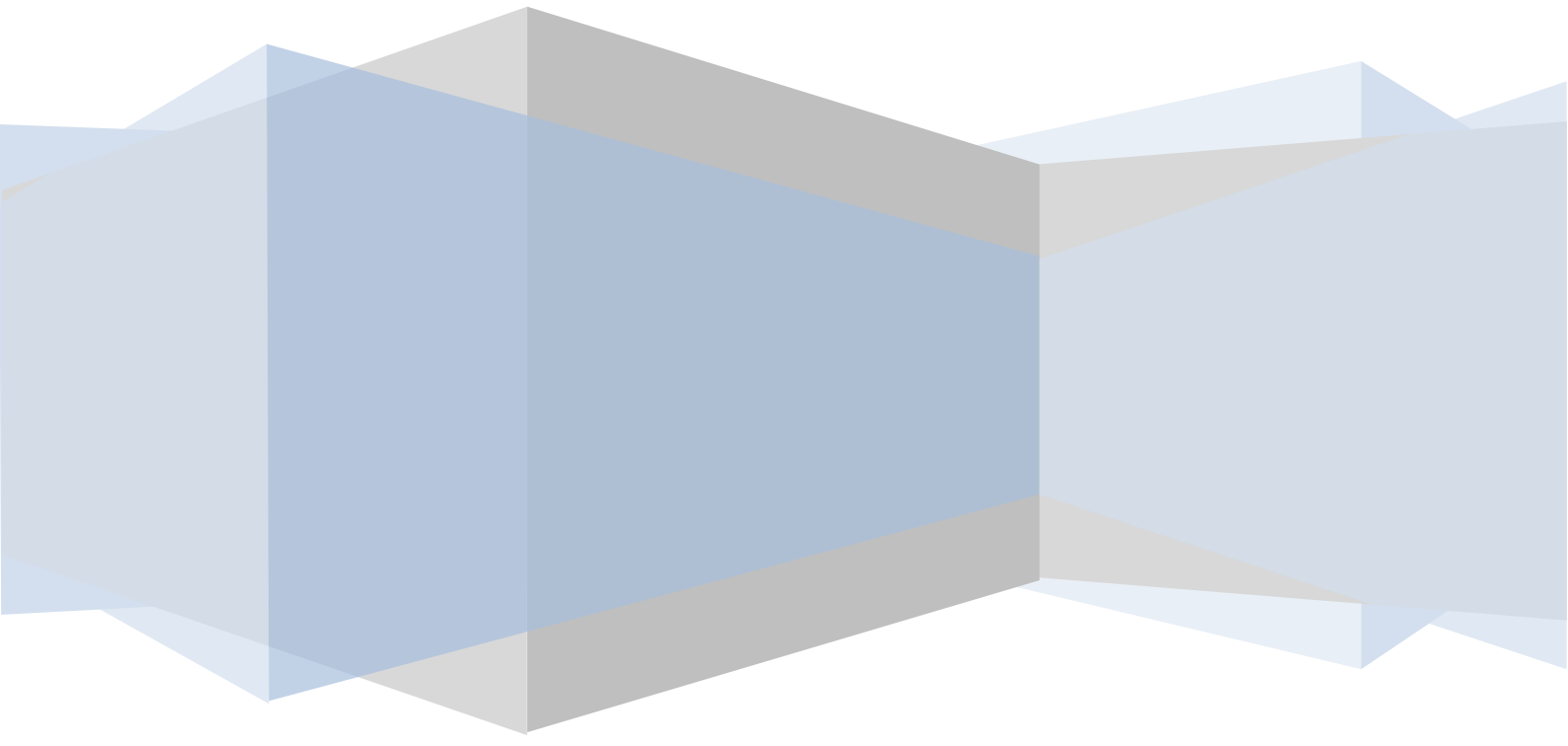


# Mansfield Medical Centre



## Patient Survey

November 2013 to February 2014



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**Sections of this report will be available on the Patient Information notice board and on the Surgery Web Site at [www.mansfieldmedicalcentre.nhs.uk](http://www.mansfieldmedicalcentre.nhs.uk)**

**This report has been compiled by the Mansfield Medical Centre Patient Participation Group (PPG) and Patient Reference Group (PRG) in jointly with the team at Mansfield Medical Centre. Our thanks go to the surgery team for their co-operation and to panel members for their freely given time.**

## Introduction

The practice dates back to around 1914 when it was situated at the top of Far Gosford Street. It was moved to its present site on the Binley Road in 1918 and then the premises were extended and refurbished in 1997.

We offer high quality service and like to involve patients' in decisions and choice in their care. The Doctor's practice partnership now consists of Dr. Khara, Dr. Smith, Dr Raguram & Dr Young and we also have Dr Tindale, Dr Murthy and Dr Yadav who are salaried GPs.

The practice has many patients who have been with them for over 15 years and has an active Patient Participation Group (PPG) and an increasing virtual Patient Reference Group (PRG) jointly referred to as the Patient Voice. The PRG group has been in existence since the 1990's and is a member of the National Association for Patient Participation (N.A.P.P). The virtual PPG (PRG) has been established and is growing in number.

The patient population of the practice has remained fairly stable and is in the region of 9860. It covers mainly urban areas of the city, with the main catchment area being Stoke. However, there are some long standing patients who travel from other areas. There is a wide ethnic diversity within the practice population which at times can be quite challenging.

## Background

Jointly the PPG and PRG (the Patients Voice) who have been involved in the survey, represent a cross section of the surgery patient population. However, it is recognised that there are some areas which are not well represented for example young mothers and some ethnic groups. Action to resolve this has been continuing with some success in recruitment to the PRG.

The practice continues to be active in promoting uptake from other ethnic groups to make the PRG/PPG more representative of the practice population. This is proving difficult and does fluctuate. Again there has been limited success in recruiting to the PRG. The PPG took part in Band in the Park organised by the local residents association, promoting the Patient Voice, what it was and how it was involved in the practice.

To insure the widest possible inclusion of practice population representation, PPG members visited the surgery on several occasions to assist with survey distribution and completion. This allowed for age, race, and gender to have a wide coverage.

## Agreeing the survey content

It was decided to once again build on last year's survey in order to compare effectiveness of strategies, which had been implemented and may be in need of adjustment. A draft survey was developed on these lines by the PPG at a meeting with the Practice Manager and then shared with the virtual PPG and the Practice staff. Following minor adjustments this was then made available in paper and virtual form for completion and return to the surgery by mid November 2013 ready for formal circulation.

## Completion of the survey

Members of the PPG attended surgery opening times, to distribute and assist in the completion of the questionnaire, thus ensuring that a wide variety of people were enabled to participate. There was also notification on the information screen in the surgery, web site and reminders in

repeat prescription requests. Copies were also available electronically to members of the PRG.

The number of surveys completed this year was 242. There seemed a higher proportion of "DECLINE TO TAKE PART" within the surgery population. However, there had been an increase in responses from the electronic and prescription insertion.

## Mansfield Medical Centre Survey Report

A survey was carried out between November 2013 and February 2014. There were 242 replies collated of which 1 was significantly incomplete ie less than 50% completed. This is an improvement on last year where 5 were in this category. The tables below compare questions from the previous 2 years of the DES (Direct Enhanced Service).

It was noted during the course of gathering the information; there was reluctance from some patients to take part in completing the survey. This was mainly the ethnic minority groups, even though help was offered.

### What did the questions ask?

#### Question 1

How many times people responding had seen a Dr or Nurse in the last 12 months

0	1 – 2	3 – 4	5 – 6	7+	Completed Responses	Years Compared
4	48	96	66	76	290	2011/2012
5	52	62	44	87	249	2012/2013
7	55	55	37	74	239	2012/2013

#### Question 2

This was regarding

##### A) Reception staff and how people felt treated

Very Bad	Bad	OK	Well	Very Well	Completed Responses	Years Compared
0	4	59	76	150	289	2011/2012
4	3	62	62	118	249	2012/2013
0	6	68	68	106	240	2013/2014

##### Action Required

**Yes-** investigate further improvements on service satisfaction with reception

##### B) How easy was it to speak to someone when telephoning for an appointment?

Very Bad	Bad	OK	Well	Very Well	Completed Responses	Years Compared
13	25	112	76	60	286	2011/2012
12	37	89	64	48	250	2012/2013
23	79	86	31	16	235	2013/2014

##### Action Required

**Yes -** significant increase in problem which needs addressing urgently.

Comments on this section a & b (46) (see from page 18 for actual comments)

	Positive	Negative
Attitude and helpfulness of some of the reception staff	3	8
Telephone		35

**Response Telephone:** After conducting several surveys a trial is to be run where a mobile phone will be used to contact triage patients. This will free some of the time the lines into the surgery are occupied. At this time there is no capacity for additional lines to be introduced

### Question 3

Asked how convenient were the opening hours of the practice?

Very Inconvenient	Inconvenient	OK	Convenient	Very Convenient	Completed Responses	Years Compared
5	1	51	116	117	290	2011/2012
16	5	48	87	93	249	2012/2013
8	11	48	88	85	240	2013/2014

#### Action Required

**Possibly** – there is a slight decrease in dissatisfaction, but investigate opening hours in general.

Comments on this section (26) see from page 19 for actual comments.

	Positive	Negative
Comments on the opening times	1	24

### Question 4

Asked when making an appointment how soon was **any** Doctor available?

Same Day	Next Day	Within 2 Days	Within 3 Days	Within 7 Days	Completed Responses	Years Compared
20	36	92	50	67	290	2011/2012
29	24	55	39	88	235	2012/2013
25	24	39	34	110	232	2013/2014

#### Action Required

**Yes** - on increase in 7 or more days for an appointment

### Question 5

Asked if the respondents were aware of or used the telephone triage service.

Yes	No	Completed Responses	Years Compared
137	123	260	2011/2012
106	135	241	2012/2013
112	123	235	2013/2014

#### Action Required

None

### Question 5a

Built on the previous question asking opinions of the service

Very Bad	Bad	OK	Well	Very Well	Completed Responses	Years Compared
0	5	30	50	32	260	2011/2012
4	5	36	28	32	240	2012/2013
1	5	32	37	32	128	2013/2014

#### Action Required

Continue to monitor and improve patient experience

### Question 6

There were 2 elements to this question.

This was designed to measure respondents waiting times to see a practitioner

**A) How long did they wait to see the practitioner?**

Up to 10 mins	Up to 20 mins	Up to 30 mins	Up to 45 mins	Over 46 mins	Completed Responses	Years Compared
41	119	67	29	7	263	2011/2012
111	74	33	13	9	249	2012/2013
109	67	32	7	22	237	2013/2014

#### Action Required

**Yes** -Waiting time increased significantly. Possible need for further survey specific to the ID any problem

**B) If waiting over 15 mins did they tell reception.**

Yes	No	N/A	Completed Responses	Years Compared
95	147		242	2011/2012
110	81	49	240	2012/2013
103	68	59	230	2013/2014

#### Action Required

None but continue to monitor

Comments on this section (3) can be seen on page

### Question 7

There were 7 (6 in 2011/12) parts to the question aimed at how respondents felt about their experience of visiting the doctor or nurse. The additional question asked which category of staff member they came to see.

Who did they come to see?

Doctor	Midwife or Nurse	Healthcare Assistant	Other	Completed Responses	Years Compared
X	X	X	X	X	2011/2012
170	60	4	8	242	2012/2013
168	59	3	4	234	2013/2014

**A) How well they were asked about their symptoms and how they felt.**

Very Bad	Bad	OK	Well	Very Well	Completed Responses	Years Compared
0	3	38	84	141	266	2011/2012
0	3	41	74	121	239	2012/2013
1	4	39	76	123	232	2013/2014

#### Action Required

None, but continue to monitor

**B) How well did they feel they were listened too.**

Very Bad	Bad	OK	Well	Very Well	Completed Responses	Years Compared
0	1	33	80	153	267	2011/2012
0	2	32	76	128	238	2012/2013
0	2	36	70	124	232	2013/2014

Action Required

None, but continue to monitor

**C) Were they made to feel at ease**

Very Bad	Bad	OK	Well	Very Well	Completed Responses	Years Compared
0	3	41	74	149	267	2011/2012
0	2	38	67	131	238	2012/2013
0	3	42	71	115	231	2013/2014

Action Required

None, but continue to monitor

**D) How involved did they feel in the decisions that were made about their health care**

Very Bad	Bad	OK	Well	Very Well	Completed Responses	Years Compared
0	1	51	75	139	266	2011/2012
0	4	43	75	115	237	2012/2013
1	4	44	70	115	234	2013/2014

Action Required

**Possibly** - practice to note

**E) How well were their problems and treatment explained.**

Very Bad	Bad	OK	Well	Very Well	Completed Responses	Years Compared
0	1	43	79	142	265	2011/2012
0	2	38	79	118	237	2012/2013
0	4	41	75	112	232	2013/2014

Action Required

**Possibly** - practice to note

**F) How interested did the practitioner seem in respondents health problems**

Very Bad	Bad	OK	Well	Very Well	Completed Responses	Years Compared
1	4	33	71	155	264	2011/2012
0	2	42	68	125	237	2012/2013
0	6	39	70	117	232	2013/2014

Action Required

None, but continue to monitor

**Question 8**

This question is to gauge how well respondents felt they were able to understand and cope with their problem/condition, including any medication, after their visit. There are 3 sections.

**A) Feel able to understand their problem/illness.**



Very Bad	Bad	OK	Well	Very Well	Completed Responses	Years Compared
0	2	51	99	104	265	2011/2012
1	1	60	80	94	236	2012/2013
1	4	67	75	81	228	2013/2014

Action Required  
**Possibly** - practice to note increase in Bad and decrease in very Well

### B) Feel able to cope with the problem/illness

Very Bad	Bad	OK	Well	Very Well	Completed Responses	Years Compared
1	7	61	100	87	256	2011/2012
2	6	56	90	81	235	2012/2013
1	11	63	81	68	224	2013/2014

Action Required  
**Possibly** - practice to note increase in Bad and decrease in very Well

### C) Feel able to understand their medication

Very Bad	Bad	OK	Well	Very Well	Completed Responses	Years Compared
0	1	48	90	113	252	2011/2012
0	0	43	71	118	232	2012/2013
0	4	39	75	103	221	2013/2014

Action Required  
**Possibly** - practice to note increase in Bad

## Question 9

This was a new way of asking this question. It allowed participants receiving the service to rate it. It also allowed the services to be highlighted to those who may not have been aware of them.

Service	Not Used	Used	Very Bad	Bad	OK	Good	Very Good	Responded
Counsellor	163	30	1	0	12	9	6	193
Midwife	158	33	2	1	4	11	16	191
NHS Health Check	151	39	0	0	10	11	12	190
Weight Management	173	17	0	0	7	3	6	190
Stop Smoking	183	11	0	0	1	4	5	194
Active for Health	184	10	0	0	4	2	4	194
Alcohol Advice Clinic	190	4	0	0	1	3	0	194
Chronic Disease Clinics eg: diabetes, asthma etc	158	36	0	0	6	14	14	194

### Question 9a - New question this year

Asked are you eligible for the Flu Vaccination and listed the criteria

Yes	No
106	81



### Question 9b

Have you had or intend to have the Flu Vaccination this year

Yes	No	Not Applicable
88	25	57

Comments on this section (14) were in response to a Yes for eligibility and No for taking up the vaccine. These responses will be used to understand why people don't have the injection even though they qualify for it. Actual comments can be seen on page

### Question 10

This question asked if the information screen was useful.

Yes	No	Completed Responses	Years Compared
X	X	X	2011/2012
221	15	236	2012/2013
206	21	227	2013/2014

#### Action Required

**Yes** - based on the comments received.

Comments on this section (27) had some suggestions for inclusion on the screen, can be seen on page 20

### Question 11

This question asked if responders' had children under the age of 18 years, and were they happy with the service on offer at the surgery.

Yes	No	N/A	Completed Responses	Years Compared
X	X	X	X	2011/2012
94	29	116	239	2012/2013
91	14	120	225	2013/2014

#### Action Required

None, but continue to monitor

Comments on this section (8) can be seen on page

	Positive	Negative
Children's services at the practice	2	4
Suggestions	2	

### Other Comments made (21) regarding the Practice can be seen on Page 22.

These relate to the following questions which did not ask for any comment but these were forthcoming. Three respondents gave multiple comments therefore the total number does not equal the total comments given:

	Positive	Negative
<b>Question 4</b> Making an appointment with any Dr		10
<b>Question 6</b> Waiting times I the surgery		6
<b>Question 7</b> How they felt about the visit		3
<b>Question 8</b> How well they understood what had been said	1	2

<b>Question 9</b> About services available		1
<b>Question 16</b> Patient Voice (PPG & PRG)	1	1
<b>Not related to specific questions</b>	2	4

**The next set of questions gives an indication of respondent's representation of the practice population.**

Some responders to the questionnaire did not give age, gender or ethnic group but completed other sections

**Question 12**

Gender

Male	Female	Completed Responses	Years Compared
67	193	260	2011/2012
74	157	231	2012/2013
78	138	216	2013/2014

**Question 12a**

Age

17-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Completed Responses	Years Compared
16	47	47	38	32	42	27	8	257	2011/2012
18	51	45	33	27	35	22	4	235	2012/2013
21	36	38	43	32	26	11	2	218	2013/2014

**Question 13**

Asked if the respondent had a Long Term Condition.

Yes	No	Completed Responses	Years Compared
85	55	140	2011/2012
119	115	234	2012/2013
121	97	218	2013/2014

**Question 14**

Asked if the respondent was an informal carer

Yes	No	Completed Responses	Years Compared
28	196	224	2011/2012
34	202	236	2012/2013
34	187	221	2013/2014

Action Required  
**Possibly-** separate survey re registered as carer & what else could surgery offer

## Question 15

Ethnic group

White British	White Other	Black British	Black Other	Asian Black	Asian Other	Oriental British	Oriental Other	Mixed Race	Other
178	22	10	4	21	6	0	0	3	1
164	19	5	8	22	7	1	0	2	5
164	10	9	7	27	2	0	0	1	6

Completed Responses	Years Compared
245	2011/2012
233	2012/2013
226	2013/2014

Other Ethnic Group Category

- African
- Chinese
- Pilipino
- Polish
- Anglo-Polish
- Black African

## Question 16

This question was repeated this year asking if patients were aware of the Patient Participation or Reference group for the practice.

Yes	No	Completed Responses	Years Compared
X	X	X	2011/2012
128	103	231	2012/2013
133	80	213	2013/2014

There were 19 requests for further information on the Patient Voice which is comprised of the Patient Participation Group who meet face to face with the practice representatives every 6 weeks and the Patient Reference Group who are involved electronically.

### What is happening to these results?

The results of the survey are being shared with all members of our PPG and PRG for comment. These comments will be used, in discussion with staff and medical personnel, to formulate our draft action plan for the coming year. An open meeting will be held to discuss the plan with as wide an audience as possible.

The Action Plan and invitation to an open meeting will be posted on the surgery web site. This will be used to build on the results of the survey.

### Report on the Action Plan 2013 - 2014

Details of this can be found on page 12 - 15

# Patient Participation Action Plan 2014/2015

As discuss with MMCPPG March 4th 2014

Survey Finding	Agreed Action	Action by who	Action by when	Date completed or comments
<b>Reception staff and how people felt treated</b>	Findings indicate that on the whole people are satisfied. However work will continue to monitor and improve staff and patient attitude. Notice to be produced re self booking in on arrival to avoid unnecessary queues at reception	<b>Practice</b>  <b>PPG</b>	<b>6<sup>th</sup> month review</b>  <b>30.03.2014</b>	
<b>Telephone access</b>	Not possible to have any more landlines into the practice therefore, a trial to be started whereby all out going triage calls by the Doctor's will be made from special mobile phones.	<b>Practice</b> <b>PPG to monitor</b>	<b>30.03.2014</b>	
<b>Opening hours and getting an appointment with any Doctor</b>	The practice is able to give appointments with <b>ANY</b> Doctor within 48 hrs. However to see a named Doctor may take up to 4 weeks. A FAQ to be produced to emphasise this point. Investigation into the use of more locum staff to help the appointment system is underway. A FAQ on the impact of patients not attending an appointment to be produced	<b>Practice</b>  <b>PPG</b>	<b>30.03.2014</b>  <b>30.04.2014</b>  <b>30.03.2014</b>	
<b>Waiting times to see the Doctor after appointed time</b>	The practice is aware of the problem and is working towards a solution with the measures already mentioned above. Continue to monitor the situation	<b>Practice &amp; PPG</b>	<b>3 month review</b>	
<b>Information Screen</b>	Ensure that the information is updated. It is noted that the new version is due to be launched soon	<b>Practice</b> <b>PPG to monitor</b>	<b>30.03.2014</b> <b>Review 3 months</b>	
<b>Informal Carers</b>	It was noted that the practice with the PPG want to ensure informal carers are recognised and supported. A targeted survey to be devised and circulated to establish what informal carers felt about the service provided and what are the gaps.	<b>Practice and PPG</b>	<b>Within the next 9 months</b>	

**NOTE** For PPG read PPG/PRG (Patient Participation Group/Patient Reference Group)

# Update Patient Participation Action Plan 2013/2014

As discuss with MMCPPG 8<sup>th</sup> April 2013 Updated Feb 2014 ☒ Completed ☐ Cannot be achieved at this time

Survey Finding	Agreed Action	Action by who	Action by when	Date completed or comments
<p><b>Decrease in satisfaction with how people felt about their treatment at reception.</b></p> <p><b>Queue's at reception causing delays</b></p>	<ul style="list-style-type: none"> <li>• Training being undertaken to be investigated for possible roll out or modifying for other reception staff</li> <li>• Increase the use of the self arrival booking in system to encourage patients not to use the reception window unless absolutely necessary Reception to be asked how else patients can help reduce the problem</li> </ul>	<p>Maureen to speak to City College</p> <p>PPG FAQ</p> <p>Maureen</p>	<p>ASAP</p> <p>ASAP</p> <p>July 2013</p>	<p>College working with Practice manager and advising. Ongoing</p> <p>Improved use of system further FAQ on hold</p>
<p><b>Continued problems with access to the telephone lines.</b></p> <p><i>(It should be noted that at this time the lines are at capacity and no further external lines are possible. The message on the phone waiting system cannot be altered by the practice and they have tried to set the company to amend without success )</i></p>	<p>Improve communication to raise awareness how busy lines can be and what alternatives there are such as ringing at less busy time or using on line service if applicable. FAQ to raise awareness to be produced and information on the TV Screen</p>	<p>PPG</p> <p>Practice</p>	<p>ASAP</p>	<p>FAQ sheet produced. Screen information will be added later</p>
<p><b>Convenience of opening hours</b></p>	<p>Highlight practice opening hours on the screen, and stress that can see a Dr or Nurse Produce a list of which nurses specialise in what</p>	<p>Practice</p>	<p>July</p>	<p>Information on also seeing the nurse to be reprinted</p>

Survey Finding	Agreed Action	Action by who	Action by when	Date completed
Availability of any Doctor	Provide information that patients can see a Dr or Nurse Produce a list of which nurses specialise in what	Practice and PPG	July	See above
Services Available	Produce and up to date list of the services and days they are available. This information also to go on the screen	Practice and PPG	June	Completed but will be reviewed as necessary
Improvement in the correctness of the information screen. This needs up dating and although some progress has been made more needs to be done	Updated version to be loaded as soon as possible. Continued monitoring to ensure information is timely. Also to look at the music used	Practice and PPG	August	Progress has been made and the ability to change in a timely way has been addressed

### Summary

Overall there has been marked improvement over the year reducing the number of action points for 2013/2014 to be carried over. However, certain of the issues will continue to be monitored as they have ongoing concerns especially if the practice population increases.

For the report from this years survey please access through the Mansfield Medical Centre Web site [www.mansfieldmedicalcentre.nhs.uk](http://www.mansfieldmedicalcentre.nhs.uk) Action Plan 2014/2015 which will available later.

When booking appointments please think – Do you need to see a Doctor or could one of the Nurses or HCA help. You may be able to see one of them earlier than the Doctor.



**Parking – Please DO NO park in unmarked spaces or the “Doctors Only” spaces as this may hold up Doctors getting to an emergency or Ambulances getting into the surgery**

**Your Information** – A leaflet “Your Information” is available and explains why we collect information, how your records are used both here and in the NHS and how we keep your records confidential.

**Consent** – How is consent given?

**Implied consent** – when the patients’ actions tell you they are happy to proceed.

**Expressed consent** – when given verbally or in writing.

**Parental consent** – given by a person who has parental responsibility

**Chaperone Service** - A number of our staff have been trained and their service is available upon request for any consultation or procedure.

**Fees** – Not all services provided are part of the NHS and a fee may be charged. A leaflet showing fees is available from reception.


**Out of Hours Emergencies** will normally be covered by a deputising doctor.

**Infection Control** – please notify the receptionist if you, your child or a family member have a possible infectious disease e.g measles or chickenpox so that we can isolate them when they attend surgery.

**Patient Panel** – We have an active panel that meets about every 6 weeks on a Tuesday from 7pm for approximately an hour. The main discussions are how to improve and help with what is offered by the surgery, survey results, and giving the patient’s point of view on a variety of issues. If you would like to join please leave your name and a contact number with reception and someone from the panel will get in touch with you. **Don’t want to come to meetings – then join our reference group** – you may be asked to complete occasional questionnaires or asked advice on services.



**Flu Jabs** – These are available from the end of September each year for all patients over 65 years of age and those with long term health conditions, e.g diabetes, heart disease, asthma etc

**Language Difficulties.** Interpreters are available for several different languages by asking at reception or  024 7653 5016.

## PATIENT INFORMATION LEAFLET

**Mansfield Medical Centre**  
56 Binley Road  
Coventry  
CV3 1JB

[www.mansfieldmedicalcentre.nhs.uk](http://www.mansfieldmedicalcentre.nhs.uk)



Appointments  
Emergency Visits  
Test Results (after 2pm)  
General Enquires



**024 7645 7551**

**Dr Bhajan Khara**

M.B., MRCS, LRCP, DRCOG, MRCGP

**Dr Jane Smith**

B.Med.Sci., B.M., B.S., DRCOG, MRCGP

**Dr R Raguram**

MBBS

**Dr Gail Young**

MB Ch.B, DCH, DRCOG, DPAM, MRCGP (1990)

**Dr Rachel Tindale**

MB Ch.B

**Dr Deepika Yadav**

MBBS, MRCP, DFSRH, MRCGP

**Dr Asha Murthy**

MBBS, DFSRH, MRCGP



**Appointments** are available from Monday to Friday with extended hours on Monday to Thursday pm and Saturday am. The surgery is closed on Thursday afternoon.

We will try to offer an appointment within 5 working days. This may not always be with a doctor or nurse of your choice. Please remember to **cancel** if you cannot attend.



**Telephone triage** operates for emergency appointment phone calls. Please call before 9am if you are hoping for an appointment on the day. A doctor will return your call to give information or offer an appointment if appropriate.

**Home Visits** are for those genuinely



too ill to travel and should be requested before 10.00am if possible.



**Repeat Prescriptions** may be requested on the slip attached to the printed prescription by ticking the medication you require. This can be handed in at reception, or faxed to 02476442250, or ordered via the website. **We do not accept over the phone.** They can be posted if a SAE is enclosed or you can arrange with any of the local chemists to collect and deliver if necessary. Please allow 2 working days before collection.

**Disabled Access.** All facilities are on the ground floor and there is good disabled access including an accessible toilet and 2 parking spaces for blue badge holders.

### General Surgeries

Opening Times, including extended hours (in brackets) are:

**Mon day – Wednesday** 8.30am – 6.30pm  
(6.30 – 7pm Appointments Only)

**Thursday** 8.30am – 1.30pm  
(6.30 – 7pm Appointments Only)

**Friday** 8.30am – 6.30pm

**Saturday** (8.00am – 11.00am)  
(Appointments Only)

**Extended Hours** are for booked appointments only. The surgery will be closed but entry will be gained by using the door bell. No other services will be available during these times. **Not all doctors will be available on all days.**

Please remember our nurses are very experienced and qualified to deal with a number of chronic conditions. It may be more appropriate to see a nurse first.



**Practice Nurses** can treat minor illnesses as well as long term conditions e.g asthma, high blood pressure, diabetes etc. They do child and travel immunisations, family planning, smears, reviews and offer general health advice.

**Health Care Assistants** are trained to undertake new patient checks, repeat contraceptive pill checks, routine blood pressures, ear syringing, dressings and removal of stitches and carry out ECGs and spirometry at the Doctors request. They can offer support and advice on stopping smoking and weight management and they are trained to give Flu & B12 injections.



**Ante Natal** services are provided by a Midwife. A booking clinic is held on a Monday from 1.00pm – 3.00pm and ante-natal follow-up clinics are held on a Tuesday and Wednesday morning.

**A Counsellor** is available at the surgery, but you will need to see one of the Doctors or Nurses to be referred into their clinic.

**Carer Clinic** - available to offer help and support on many different aspects of caring for a family member or friend. This is held once a month on Thursday pm by appointment .

**Child Health Clinic** is run by Dr Smith and a Health Visitor on Tuesday from 2.00pm – 3.30pm.

**Minor Surgery** is available on a Wednesday from 10.30am – 12.15pm with Dr Smith via referral from one of the Doctors.

**MANSFIELD MEDICAL CENTRE**

# **COMMENTS FROM PATIENT QUESTIONNAIRE**

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November 2013 to February 2014

Collated by Sue Line and Chris Titley  
Mansfield Medical Centre Patient Panel and Reference Group

## Comments from Question 2 regarding reception and telephone access

### Question 2a - How do feel treated by the receptionists

Certain staff are great some not so good
Always treated with respect
But have seen agitated patients not handled well

### Question 2b - Telephone answering

Sometimes reception Talk to you impolitely
Phoning is a nightmare I tried for 2 weeks at different times to get through and could not
Always very busy to get through
Too many patients not enough doctors
Every time I call its engaged and wait on the phone for 10 - 15 mins
Cannot always get through can take hours sometimes. Should be easier
Long waiting on hold
Sometimes it can take several calls to get through
Phoning up is difficult if there are too many people you just end up going back to the start costing money. I think a new system is needed
Always engaged
The line to book an appointment is usually busy
Takes too long to speak to someone when calling
Line keeps coming up with line is busy
Getting an appointment with a Female Dr took 2 weeks
(very easy?) Sometimes
Answer the phone
Booking/texting service would be helpful
On internet site the times for opening are incorrect leading to calling and missing appointment slots.
Hit and miss, the last 2 times 5-6 mins wait
I know they are busy
N/A Call in for appointments
Sometimes difficult to get through (but more first thing in the Morning)
Telephoned 12 times yesterday a various times of the day and unable to get through
When you do get through there is often no appointment
It can vary depending on the time of day
If I can get an appointment in these hours
between surgery opening and 10am you cannot get answer
I find the glass partition in reception quite a hindrance to communication! Attitudes can sometimes be brusque PS - also a bit hot and crowded!
annoying that when you call and get 'busy' there is no option to hold
I tend to call in at the desk to make an appointment
Sometimes it takes a while to someone to answer
Staff are always polite/friendly, but I have often to wait for long periods when phoning
Varies a lot but very often have to wait or keep calling appointment line
Yes very long
Only 1 extension for making appointments
Sometimes difficult to get through when trying to make an appointment
Long wait time /phone engaged

A lot of times when ring the phone is ringing for a long time before an answer, yet whenever I am in the Dr's and I hear the phone ringing the receptionists are standing around ignoring the phones, it's quite frustrating
I was disappointed when told it was not possible to order a repeat prescription over the phone and it would take 48hrs to produce one at surgery.
At times the answer phone/machine can take ages to get through
Engaged all the time or waiting with irritating music
Phones always busy
Usually Helpful
Guaranteed to be waiting several minutes have been cut off several times
More lines needed as you get the message "this ext is busy" and have to go through the options again
My wife and I put a lot of pressure on this surgery and we are treated well every time
Never been able to get an early appointment worse I have then heard others getting one

### Question 3 - Opening hours

Be nice to be seen on time currently around 40mins late
Never used extended hours
Just had to see specific doctor
Obviously Drs can not work 24hrs a day see remarks Q2
Think they should open a bit longer on Saturdays
These are sufficient hours
I like the opening times because I have a little one so last Saturday we came in to see a doctor and got sorted
Emergency appointment Very Good
Had to wait for 2 weeks for an appointment so although opening hours are great, but not enough Drs to see patients after 4pm
With working till 5.30 it can be difficult to get a late appointment and work are not always accommodating at letting you out early
N.B extended hours does not include a receptionist to help/book appointments
I hope you could open longer on Saturdays
I didn't realise they were open on these times. I tick OK because even though they are open longer hours, if you wish to comes after 4.30pm if you work, you have a much longer wait for your appointment. I waited 4 days this time.
Although difficult to get appointment out of working hours
Not all reasons for attending are emergencies. Working people need to be seen outside office hours
It's very convenient if you can get an appointment
I had thought that the practice was not open on a Thursday afternoon
Staff are always very helpful and always accommodating with issue that may arise with my clients (I am a carer for mental health)
More Saturday appointments would be helpful
But very rarely do you get appointments for these times - The doctors hold these appointments back for emergency and Saturday is never offered.
This doesn't make it easier to get an appointment
Never get offered a Thursday afternoon or Saturday appointment
Never asked or been offered an appointment outside normal office hours
Can't always get an appointment out of my working hours for several days. If I want to see a specific Dr it can be longer
More OOH (Out of Hours) would be appreciated
I would like to say a big thank you to everyone at this surgery

### Question 9b - No to Flu Jab

Cultured on Eggs
Not convinced its necessary
Don't know too much about it
Other people of my acquaintance have had a poor experience following the jab which is rather disconcerting
Don't feel necessary
My daughter is due to have one
I have had it before and got ill more than not having it before
I have atrial fibrillation but I'm not aware that it is a condition that would "benefit " from the flu jab
Flu still active from last year
My boy had a flu jab last week
Seen too many bad reactions
Don't want too
In previous years when I've had the jab I felt worse than when I didn't
I am allergic to something in it

### Question 10 -Info screen what other information

Different types of illness, medicines that might help you for certain things
Current research
Any delays to doctor
Weather, local and national news headlines and something other than Dr stuff
Other services available. Some information is always repeated
Poor formatting, design
Its quite dull and boring. The music is annoying it really needs updating to something modern. I just switch off from it
Its very old fashioned and quite depressing (the music)
Patient Panel information not located conveniently Unable to read as penned in the children's play area
The music in the waiting room is creepy/daunting /not great - this is an ongoing issue/concern
Any illness to look out for any medicine not to use
Web site. Patients waiting, tracking to check queue? Expected/adjusted appointment time if over running
Possible to all Drs names and if they are running behind more than 10 mins
TV/radio while waiting still put notifications in-between
Information about local health services
Could be updated - patients panel screen still refers to a date in March
Waiting times for each especially if surgery running late
Keep updated with current needs as well as standard info
Turn the sound off
If you had a hot drinks machine it would help pay for anything the surgery needs at about 20p per cup. You could get a new company to supply it free
Use Dr's not A&E for minor things
Information very informative
As a new patient information ie arrows, showing where different room no's are, as seating faces away from some rooms.
What days the Dr's work so you can make an appointment to see that Dr

Waiting time
Lateness running times
Up to date would be good A lot of the information has been there a number of years

### Question 11 -Children 0-16 any comments any other comments

More knowledge of shingles in babies
Tongue tie/ lip tie knowledge/ advice/ guidance/
Service is insensitive and needs to be overhauled
Always receive excellent care for my 2 young daughters
Was not happy enough
Could be less waiting time
Wait for named Dr is too long
Always very helpful and usually appointment given or advice over the phone. Very pleased with service

Other Comments	Related to Question
Over a week too long	Q4
Longer	Q4
Over a week	Q4
None of above 2 weeks	Q4
Over a week	Q4
Sometimes longer	Q4
Longer	Q4
No I was given an appointment after 10 days	Q4
Always ask for specific Dr but nurses can be a few days	Q4
Nearly 2 weeks	Q4
Cannot always get appointments within a week. Have had to wait 2 weeks before now, feel this is not right. Have been a patient here for 37yrs and expect the best from this surgery. Since Dr Bayman left this surgery has gone downhill, too many changes for the worse. Having said that we do have great doctors who are much appreciated.	Q4
Usually a notice saying Dr running late, apart from today waited 50 mins	Q6
Depends who I am waiting to see Dr Smith usually over runs by over 20 mins	Q6
60+ on this occasion	Q6
Depends on who you see	Q6
Appointments with Dr Ragu run 30 + mins late	Q6
*Especially midwife	Q6
*Dr said the "issue" was not on the list and didn't offer to look onto it	Q7c
*Related to a later problem I had asked about	Q7d
Usually it's "OK" this one issue wasn't of interest to GP	Q8
At present not able to participate	Q16
Nicky - excellent nurse/attitude	Q7
Only went for inoculation	Q7
This is not the Dr's fault as currently at the hospital under 2 consultants and a complex issue and the hospital have been unable to give a diagnosis	Q8b
That is beyond scope of the nurse	Q8b
I have been in the care of Nurse Helen Somers for type II diabetes. With her advice, support and extremely helpful approach I am feeling very well. Thank her for being brilliant.	Q8

Awaiting appointment over 6 weeks	Q9 Counsellor
This has no power to change facilities	Q16
Dr Kara the most caring Dr	
1st visit to surgery filled in what I can	
The Drs/nurses I see regularly are thoughtful, professional. Polite and considerate. I have nothing but admiration for them.	
I have nothing but admiration for them.	
Logging in not usually working end up going to reception	
Not recorded can't make sense where it fits	at end



## GLOSSARY

MMC	Mansfield Medical Centre
PPG (MMCPPG)	Patient Participation Group – meet face to face at the surgery together with the practice manager, doctor representative and any other member of staff as requested.
PRG (MMCPRG)	Patient Reference Group – information shared with participants through virtual means such as email. Anyone can request to become a member of this group to be involved in consultations and receive notes of the PPG meetings.
Participant	Someone who has said they want to be involved
N.A.P.P.	National Association of Patient Participation – an umbrella group for PPG's who give valuable information and support on current issues to do with primary health
Primary Health	Ongoing support and services in the community.
Virtual	The use of methods other than face to face contact, including technology, to involve people in decisions.
Triage	The process of prioritizing sick or injured people for treatment according to the seriousness of the condition or injury. This is done in the surgery by telephone and patients may be offered an appointment or a telephone consultation.
CCG	Clinical Commissioning Group As of 1 <sup>st</sup> April 2013 will be responsible for commissioning services for Coventry and Rugby.
LINKs	Local Involvement Networks - Individuals and community groups can join Local Involvement Networks ( <b>LINKs</b> ) to have their say about improving health and social care services. This is due to change to Healthwatch in the near future
Healthwatch	Healthwatch England is the national consumer champion in health and care. They have significant statutory powers to ensure the voice of the consumer is strengthened by those who commission deliver and regulate health and care services.
CQC	Care Quality Commission now have responsibility for the quality inspection of GP's