**Mansfield Medical Centre Patient Voice Survey February 2016**

**Results**

**Completed Forms: 255**  of which 25 were only completed on side 1. Because of this, totals may not add up to the amount of replies. Thank you to all who contributed.

**Q1. Hospital Discharge**

Asked: If discharged since January 2015 were there any problems and was any support if needed in place

|  |  |  |
| --- | --- | --- |
| **Had been discharged** | **Any problems** | **Support in place** |
| 47 | 9 | 25 |

**Suggested Action:** *Continue to monitor with the practice, any problems with Hospital discharge, to see if representation is needed to the hospital from the patient perspective.*

**Q2 Medicine Management**

Asked: about letting the Doctor or nurse know if changes in taking medicines occurs ie amount taken or when, differs from that prescribed.

|  |  |  |
| --- | --- | --- |
| **Let the Dr know** | **Didn’t let know** | **Not Applicable** |
| 51 | 59 | 141 |

**Suggested Action:** *Use the screen and FAQ (Frequently Asked Questions) to advise patients about this action*

**Q3 Electronic Prescriptions**

Asked: do you use it and if you do were you happy with the service

|  |  |  |
| --- | --- | --- |
| **Use the service** | **Happy or OK with the service** | **Not Happy** |
| 127 | 119 | 5 |

**Suggested Action:** *None - however from the comments, several concerns were raised re prescriptions not being at the pharmacy or being ready. It should be noted that even though these prescriptions are electronic the process still takes 2-3 days to get to the pharmacy due to checks that are in place.*

**Q4 Know the cost of Medicines**

Asked: Should the cost of the medicine or ointment be on the prescription form for information.

|  |  |
| --- | --- |
| **Yes** | **No** |
| 185 | 56 |

**Suggested Action:** *None - but this information will be passed on the CCG (Clinical Commissioning Group) pharmaceutical adviser, also about concerns for package sizes of medicines and potential waste*

**Q5 Communication - Website**

Asked: If the web site had been used and if it was useful.

|  |  |  |
| --- | --- | --- |
| **Been on the Web Site** | **Happy or OK with the service** | **Not Happy** |
| 65 | 60 | 5 |

**Suggested Action:** *the web site address is* [*www.mansfieldmecicalcentre.nhs.uk*](http://www.mansfieldmecicalcentre.nhs.uk)

*Comments regarding the content updates have been passed on. We will be looking at producing a fact sheet on what can and cannot be done on the web site. To assure those who were concerned about prescription or appointment placements, Vision on Line does create a unique number as confirmation*

**Q6 Newsletter**

Asked: Had they seen the newsletter, were they happy with the content and any other suggestions

|  |  |  |
| --- | --- | --- |
| **Seen the Newsletter** | **Happy or OK with the service** | **Not Happy** |
| 25 | 22 | 1 |

**Suggested Action:** *We are investigating sending by email and putting on the web site. We will promote the newsletter within the surgery better.*

**Q7 Waiting Room TV Screen**

Asked: Had they looked at the screen, were they happy with the content and any other suggestions

|  |  |  |
| --- | --- | --- |
| **Seen the Screen** | **Happy or OK with the service** | **Not Happy** |
| 221 | 196 | 5 |

**Suggested Action:**

***The music*** *– We are investigating costs of a Performing Rights Licence to enable radio to be used instead. We need the music to aid confidentiality at reception. The screen is for information purposes only therefore not able to show TV programmes.*

***Content –*** *issues of this not being up to date have been passed on and will be looked into*

***Screen Size –*** *You may have noticed a new larger screen has now been purchased*

**Q8 Notice Board & Leaflets**

Asked: Had they looked at the noticeboard and leaflets, were they happy with the content and any other suggestions

|  |  |  |
| --- | --- | --- |
| **Seen the notice boards and leaflets** | **Happy or OK with the service** | **Not Happy** |
| 112 | 93 | 1 |

**Suggested Action:** W*e will be discussing with the surgery if there are better ways to use the space available and make it less cluttered. Some information is best asked for directly at your appointment, so as to get the most relevant for your condition or that of the person you care for. Alternatively you can contact the Information Centre at University Hospital Coventry & Warwickshire who can send out information or go to* [*www.nhs.uk*](http://www.nhs.uk) *where there is lots of information.*

**Q8 Who did you see**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Reception only**  **(29)** | | **Doctor**  **(140)** | | **Nurse/Health Visitor**  **(54)** | |
| **Happy** | **Not** | **Happy** | **Not** | **Happy** | **Not** |
| Were they helpful | 28 | 1 | 137 | 3 | 53 | 1 |
| Were they courteous | 29 | 0 | 139 | 1 | 54 | 0 |
| Did you get your query answered | 28 | 1 | 136 | 4 | 54 | 0 |

**Telephone** – *This is being looked at and suggestion for text cancelling of appointments is being investigated.*

All other comments made about the services and staff has been passed on to the relevant areas.

*Mansfield Medical Centre Patient Voice conducted this survey on behalf of Patients and as part of the Friends and Family Test.*

March 2016 SML