

Keyworth Medical Practice

Summary of PPG Patient Survey 2018

A total of 315 questionnaires were completed by patients attending the surgery between Monday 4th and Monday 11th June. Morning and afternoon sessions were attended during this period. A good spread of age ranges completed the questionnaires – 85% were completed in the 35 to 75+ years age range. Two thirds of those completing the questionnaires were female.

Booking Appointments

It is noted that over 50% of patients book by telephone – The PPG felt this may in part reflect the need for emergency appointments. The majority of patients (94%) found the receptionists helpful.

Although most (72%) patients preferred to see the same doctor, this was not always possible due to availability/ holidays etc. Two thirds of patients were able to see their preferred doctor ‘some of the time’ or ‘almost always’. Approximately, half of patients who completed the questionnaire had waited more than two weeks to see the doctor of their choice. The PPG recognises the need for continuity in the treatment of patients.

Two thirds of patients had received a telephone consultation and most (93%) had found that it had met their expectations. However, this had not necessarily avoided a follow-up appointment at the surgery.

Appointments

The majority of patients are seen within 25 minutes of their appointment time. This is partly because doctors apply some time flexibility when seeing patients. It is noted that an increase of the 10 minute appointment time to say 15 minute ‘slots’ would result in fewer appointments being available. The PPG felt that patients should be advised when doctors surgeries are running late by 20 minutes or more.

Two thirds of patients (69%) rated the Keyworth Medical Practice as ‘good’ to ‘very good’. ; 23% thought the service was ‘excellent’.

Less than one fifth (18%) of patients had used the extended hours service (6.30pm to 8.30pm) at partnership surgeries. The PPG felt that this service should be better advertised for those working regular hours, and receptionists could advise patients of the availability of this service when regular appointments are not available.

Although three quarters (76%) of patients were aware of the online booking system, less than half were registered to use the service. Some patients had some difficulty using the online system. The PPG recognises that some of the older patients may not be able to use computer-based systems.

The majority (90%) of patients had never missed an appointment, and most knew how to cancel an appointment.