



HANNAGE BROOK MEDICAL CENTRE

PATIENT SURVEY RESULTS DECEMBER 2011 SUMMARY – 194 RESPONDENTS

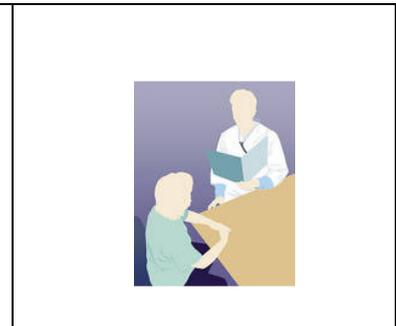
Appointments

- 51% of patients were aware of the length of the appointment they were offered
- 83% of patients would not have done anything differently had they known this information
- 72% of patients consider it very important/important to be seen on time
- Only 12% of patients would feel uncomfortable or very uncomfortable with the receptionists asking questions about their appointment



Care and Consultation

- 88% of patients are very satisfied/satisfied that they are involved in their care
- 94% of patients are very satisfied/satisfied that they are listened to
- 89% of patients are very satisfied/satisfied that a proper history is taken during their appointment
- 90% of patients are very satisfied/satisfied that their diagnosis and test results are clearly explained



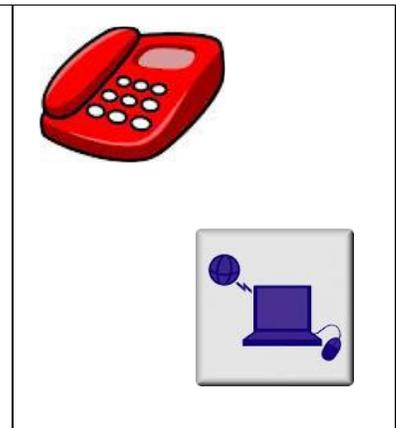
Information

- 34% of patients were offered an information leaflet/website link relating to their condition
- 90% of those given information found it helpful
- 59% of those not offered information would have liked some



Telephone Consultations and Website

- 58% of patients are aware that we offer telephone consultations
- 58% of patients are aware that we have a website
- 39% of patients are aware that repeat prescriptions can be booked online
- 43% of patients are aware that appointments can be booked online
- 61% of patients would like guidelines about managing their conditions on our website
- 36% of patients would like information about long term conditions on our website



- **37% of patients would like information about minor illnesses on our website**
- **36% of patients would like information about travel vaccinations on our website**
- **41% of patients would like links to health organisations on our website**
- **28% of patients would like links to support organisations on our website**

Care Plans (only for those patients with long term conditions)

- **29% of patients with a long term condition are aware that they have a care plan**
- **80% of patients with a care plan find it useful**
- **50% of those patients without a care plan would find one helpful**
- **64% of patients would prefer to receive it in a paper format**



We asked our patients what additional services they would like to see.....	
Patient Suggestion	Practice Comments
<ul style="list-style-type: none"> • Telephone Consultations • Early Morning/Late Evening Appointments • Online Appointment Booking • Baby Changing Unit 	<p><i>We are pleased to advise that we already offer these services.</i></p>
<ul style="list-style-type: none"> • Bigger Car Park! 	<p><i>This is an ongoing issue, but some staff do now park at the leisure centre which should free up more spaces for patients.</i></p>
<ul style="list-style-type: none"> • Mental Health Facilities 	<p><i>This service was here, but has now moved to St Oswalds, Ashbourne. However once a patient has been referred by their GP and if the patient would prefer their appointment with the Mental Health Professionals can be held at Hannage Brook.</i></p>
<ul style="list-style-type: none"> • Chiropody/Podiatry 	<p><i>A chiropody service is already here – patients can refer themselves. Patients need to complete a form and an initial appointment will be made.</i></p>
<ul style="list-style-type: none"> • Complementary Treatments/Therapy 	<p><i>We need to be careful that we are not seen to endorse any 'alternative' treatments or particular practitioners.</i></p>
<ul style="list-style-type: none"> • Cognitive Behavioural Therapy • Referral to Osteopath for joint pain • Acupuncture 	<p><i>Currently no CBT provision available on the NHS for our patients but we are working on this. Acupuncture currently not available on the NHS.</i></p>
<ul style="list-style-type: none"> • Minor ops • Minor skin surgery • Consultants visiting • Back pain clinics 	<p><i>Minor ops/skin surgery – we have strict guidelines from the PCT on what we are able to do, but we do provide all services that we are permitted to.</i></p> <p><i>Consultants/back pain clinics – may be considered further with new commissioning opportunities.</i></p>
<ul style="list-style-type: none"> • X-rays 	<p><i>Not viable</i></p>
<ul style="list-style-type: none"> • Blood pressure machine in more private place 	<p><i>We don't really have anywhere else to put the machine, but If patients have been asked by the practice to have their BP taken and are not comfortable using the blood pressure machine they can book an appointment with an HCA</i></p>
<ul style="list-style-type: none"> • Annual reviews – am on statins, no review for 2 years 	<p><i>Under review</i></p>
<ul style="list-style-type: none"> • Dental 	<p><i>No suitable facilities</i></p>
<ul style="list-style-type: none"> • Clinics in town eg Waltham House 	<p><i>Currently being considered by the practice in consultation with Waltham House</i></p>
<ul style="list-style-type: none"> • Details of transport to Derby hospital 	<p><i>Information is available in the waiting room, but can be made more prominent</i></p>
<ul style="list-style-type: none"> • Out of hours service very difficult to use. 111 does not work in Derby 	<p><i>Hannage Brook was one of the first areas to use this new service but it is being rolled out across the whole of the county.</i></p>

<ul style="list-style-type: none"> • Prescription renewal service has been very disorganised • You can order prescriptions on the website, so why can't you order them by phone 	<p><i>We are continually looking at ways to improve our prescription renewal process to ensure that it operates as smoothly as possible. Prescription renewals by phone can lead to problems/errors in the requests being taken and would be unworkable given the volume of requests we process each day, so we prefer either written or online requests</i></p>
<ul style="list-style-type: none"> • Not being sent to Derby doctors 	<p><i>We have no influence over this</i></p>
<ul style="list-style-type: none"> • Clear list of clinics with dates 	<p><i>Apart from the flu clinics we don't hold set clinics. We can ask the Community Health Team to display their information more prominently.</i></p>