

Dr Seal – Dr Hughes – Dr Reid – Dr Margutti – Dr Bullen

The Station Practice

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Patient survey results and Action Plan 2013-2014

Thank you to everybody who participated in our practice survey. This is a report of the findings and an action plan which has been agreed with the Patient Participation group

Survey

The survey was designed by the Patient Participation Group and centered on screening services, this was decided at a meeting on 13th June 2014.

During October 2013 to January 2014 surveys were available on the reception front desk.

Frontline staff offered surveys to patients attending the practice.

Surveys were offered to patients attending for consultations with clinical staff or collecting prescriptions, attending flu clinics, childhood immunisation clinics etc.

Some surveys were also sent to housebound patients to complete.

Responses were collected by the PRG and the results were analysed.

We received 160 completed questionnaires, male patients 64, female patients 96.

Our PRG was established in 2008. Information is listed in our patient information leaflet, on our website and on posters displayed with our practice and on our electronic notice board.

Core group recruited from volunteers.

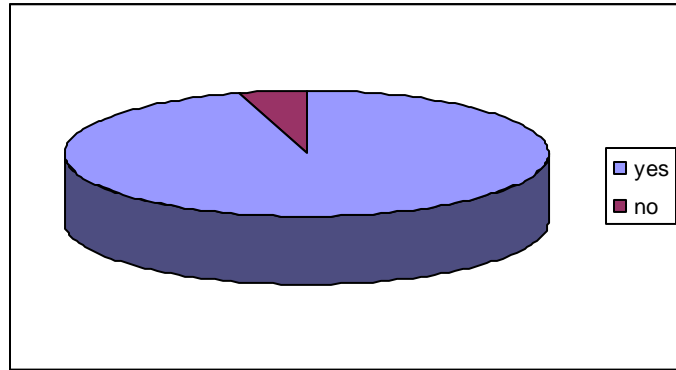
We continue to strive to achieve better representation.

All new patients are given a leaflet in the new patient information pack with information regarding the patient group.

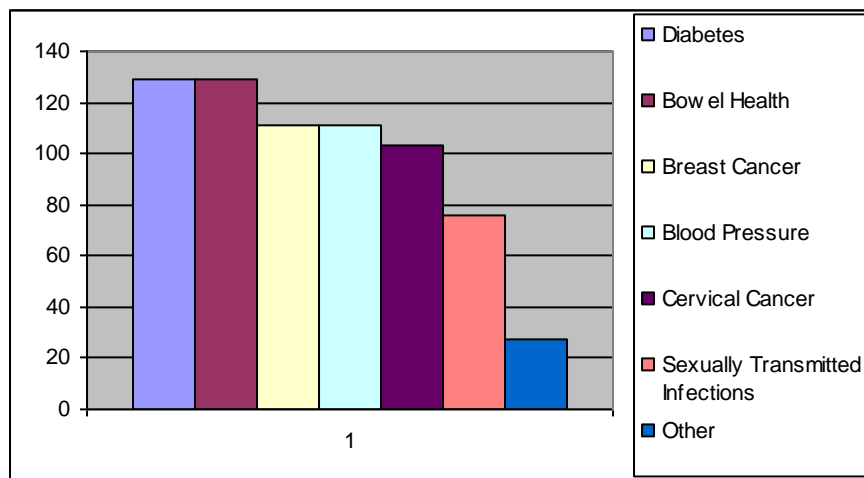
Clinical staff have been trying to recruit patients from ethnic minority groups

Survey Results

Do you think that it is a good thing to screen for certain conditions?



Which ones do you think are important to you?



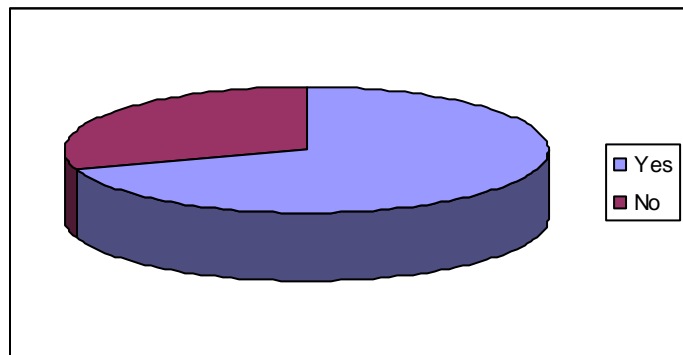
What kind of clinics/services would you like to be available in this practice?

Patients comments:

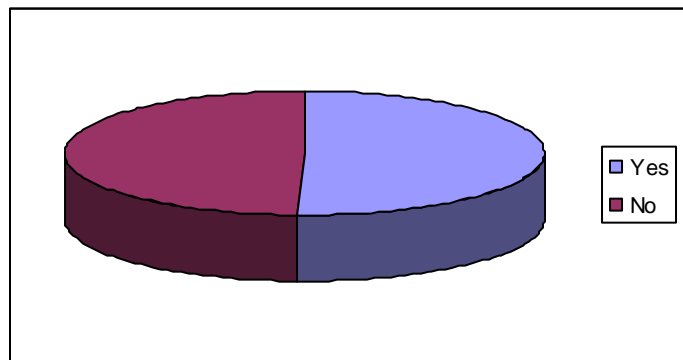
- None other than those mentioned
- Screening for prostate cancer
- Cholesterol levels
- Innoculations, flu jabs, malaria
- Bowel health
- Cancer phytotherapy
- Clinic for slimmers
- I think everything is covered
- Testing for warning of strokes/blood clots
- Satisfied with the services currently provided
- Everything
- A visit from the doctor
- Surgery on Saturday morning and an active phone line
- Physiotherapy
- Diabetes testing and support
- Cervical smears from age 20
- Autism and dyspraxia awareness and support groups
- Breast screening

- Well woman/men, especially over the age of 50
- Depends on what is the most illness in the area
- Urgent clinic – an alternative to A&E
- Counselling/therapy
- Cardiac/exercise monitoring
- Walk in blood pressure testing
- Chiropody

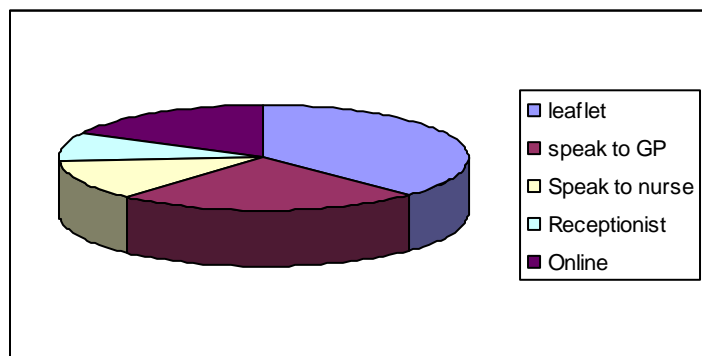
Were you aware that screening/sexual health/immunisations are available at this practice?



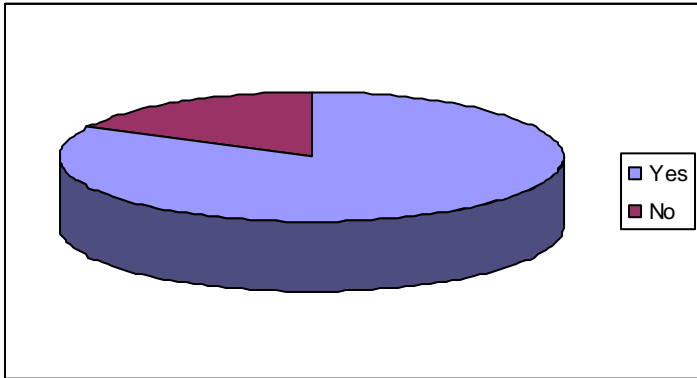
Would you be interested in finding out more about what is available?



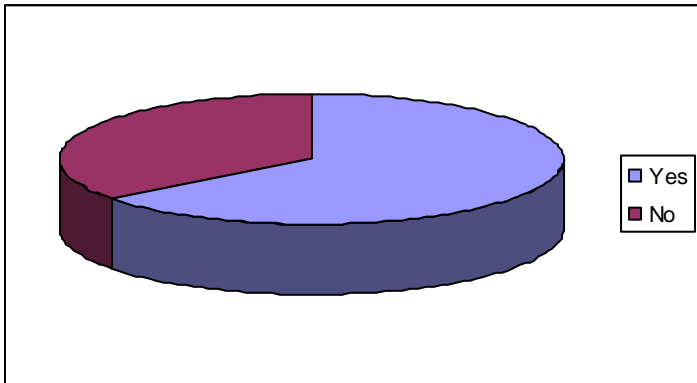
Would you prefer to find out by:



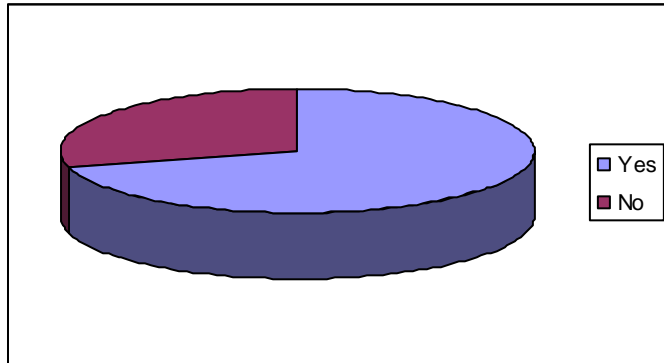
Did you know that you can book an appointment with any of the doctors within the practice?



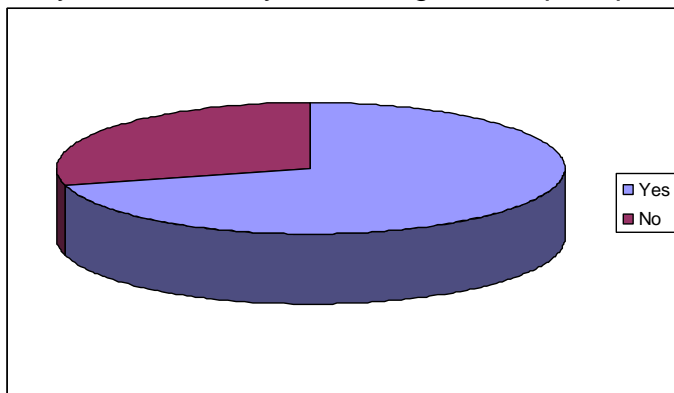
Did you know that you can book an appointment up to 3 months in advance?



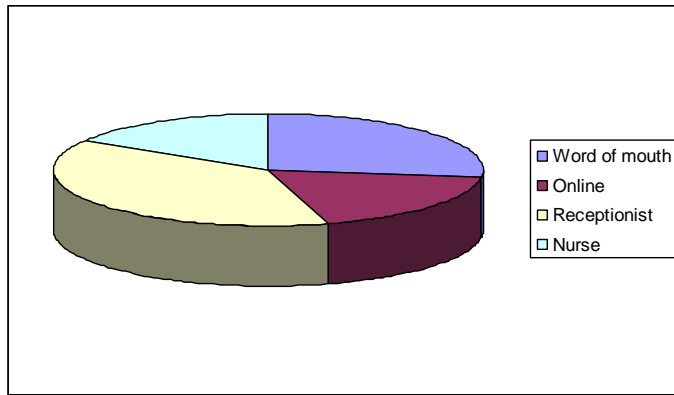
Did you know that you could book a telephone appointment?



Did you know that you can organise repeat prescriptions online?



Where do you currently get information about the services provided at the Station Practice?



Did you know that the practice has a patient participation group?

Only 5 comments on this question. Their replies were:

- Yes, but only from checking online. Is there a notice in reception?
- Yes I am a founder member
- Yes I know about it
- No I don't know
- I did leave a hard copy to offer my services but heard nothing

Practice Population Profile				
Show how the practice demonstrates the Patient Reference Group (PRG) is representative by providing information on the practice profile				
Age/Sex of practice population				Ethnicity
		Male	Female	Ethnicity is recorded in 65% of our patient population. 87% of recorded ethnicity is white or mixed British. 13% other ethnic groups
0-16		770	644	
17-24		325	382	
25-34		429	509	
35-44		444	431	
45-54		556	511	
55-64		402	436	
65-74		322	347	
75-84		164	261	
85-89		52	81	
90+		18	57	
totals		3482	3659	

Patient Reference Group Profile			
	Male	Female	Ethnicity
0-16			White British
17-24			
25-34			
35-44			
45-54	1	1	
55-64		2	
65-74	1	1	
75-84	2	1	
85-89			
90+			

Action plan

PRG meeting took place on 20th March 2014 and the findings of the survey results were discussed. Action plan was agreed.

Action Plan 2014

<u>Action</u>	<u>Proposed Changes</u>	<u>Who needs to be involved</u>	<u>What is an achievable time frame</u>
Patients not aware of services offered	Update website with comprehensive list of services provided by Station Practice – link to be available on main page of website	Practice Manager	30.06.2014
Telephone consultations	Make patients aware by statement in practice information booklet and information on website that it is possible to speak to a GP as we offer telephone consultations that may be more appropriate than a face-to-face appointment.	Practice Manager	30.06.2014
GP days and surgery times worked	Update website with GP consulting days and times.		30.06.2014

Report written by Claire Critoph. This report has been emailed to all practice staff and PRG. Uploaded onto practice website and made available to patients on 24th March 2014. There are hard copies available in the waiting areas.

Practice Opening times

Monday to Friday 8.00am – 7.00pm