

Monkseaton medical
Patient Survey results 2019

Evidence based on 50 completed questionnaires completed.

We asked our patients 10 questions with multiple choice answers and we also left enough space for comments to be added. The questions were all pertaining to the service we provide to our patients.

Q1 How you be able to see the see the same GP with the same problem	
Yes	30
No	2
Sometimes	13
No answer	5

Q2. This year we offered appointments Monday to Friday from 8.30am. We asked if you found these appointments useful?	
Yes	45
No	4
No answer	1

Q3 Do you have internet access more than 50% of the time?	
Yes	35
No	14
No answer	1

Q4	
Do you have on line access to the practice services?	
Yes	26
No	24

Q5	
We asked if you have on line access to the practice, have you experienced any problems when trying to use these.	
Yes	0
No	26
N/A	24

Q6		
We have asked if you have on line access to the practice what services do you use or would like to be able to use.		
	Use now	Interested in using
View, book or cancel appointments	3	17
View your medication and send repeat prescriptions requests	10	15
View a summary of your medical records	2	15
View pathology results	1	14
Complete questionnaire's published by practice.	1	12
New patient registrations	1	10

Q7. Would you be interested in e-consults?	
Yes	26
No	19
No answer	5

Q8. We asked what you would like on our website.	
	Would like
Information about the staff at the practice	14
Information about who works each day	15
Self-care information	18
Practice policies (e.g travel vaccine, violent patients)	14
Information about services the practice offers	16
Practice newsletter	12
Access to on line services	19

Q9. We asked you have you any other suggestions which you feel would improve the services that the practice provides.	
Offer late appointments	music in waiting room to loud
no need to discuss medical problem with receptionists	long time to pick up phones

Q10. We asked you to tell us about your good experiences of using the surgery and our services	
Always helpful and able to get appointments	always quick to respond
mostly ok	excellent service today by Dr Salam
plenty of good experiences in the best hope this continues	able to get an appointment the same day
reception staff helpful	excellent surgery
very good	Excellent staff and always get an appointment when needed
better than it was	

Actions following comments from our patient survey:-

What we are already doing:

- From the end of July this year we have started to offer extended access, offering early appointments and Saturday mornings
- We have added more telephone consultations into our surgeries as patients have told us they like the convenience of this.
- We have updated our telephone system adding more incoming lines so you have less time to wait to speak to reception

What we are looking at actioning this year:

- Organise photos of all staff members and update the boards in reception. Include staff and who works which days.
- Invest time and money into our website
- Introduce e-consults from March 2020
- Continue to work hard on continuity of care for patients.
- Discuss with staff that online access is not available for all patients and be mindful of this when asking patients to “google” self- help.
- Audit clinics to find balance of acute and review appointments to promote continuity.
- Switch to ETP from Feb 2020
- Patient practice newsletter

Our Patient Representative Group will also be discussing these results. If you have any other comments or suggestions they would love to hear from you. Please contact the surgery to ask for further details on how you could become a member of our Patient Representative Group or to contact them with ideas.