**Bellegrove Surgery, Welling**

**PATIENT PARTICIPATION GROUP**

**The Patient Survey 2018**

During the first week of October 2018, the Patient Participation Group at the Surgery conducted a patient satisfaction survey. Volunteers from the Group attended the Surgery on Monday, Wednesday and Friday mornings and on Tuesday and Thursday afternoons, when they invited people attending appointments to complete a two-page questionnaire.

The 287 questionnaires returned represented approximately 33% of the patients seen at the Surgery during that week. Of these, 208 concerned doctor and nurse practitioner appointments and 81 appointments with a nurse, healthcare assistant or pharmacist.

Official estimates of the current population of Welling & Falconwood in 2011 are almost 11,300. The 13,531 patients registered at the Surgery are therefore, almost certainly, a clear majority of the local population. Moreover, as over 98% of the patients who participated in the Survey ranked the service as good, very good or excellent, it seems the Surgery is meeting the general medical needs of the community.

Some patients who participated in the Survey didn’t state their gender but of those who did 61% were female. Some didn’t state their age but those who did demonstrated that the Survey covered all age ranges.

Aged 16 or younger: 10.

Aged 17-34: 56.

Aged 35-54: 82.

Aged 55-75: 91.

Aged 75 and over: 47.

Some patients preferred not to state their ethnicity but those who did were as follows.

White North European: 144.

White South European: 67.

Asian: 17.

Black: 10.

Chinese, Japanese or other South East Asian: 9.

Arabic or North African: 1.

Other or mixed race: 13.

Asked how easy it was to get into the building, 265 patients said very easy, 21 said fairly easy and only one not easy. Prams and pushchairs are kept outside the main entrance because, when they were allowed inside, some elderly patients had been knocked. A few patients commented that this arrangement creates problems for the parents of young children and the Surgery is considering what can be done to improve the situation.

These are some of the main findings of the Survey.

* Sixteen patients did not say how clean they found the Surgery but everyone who did say agreed or strongly agreed that it was clean.
* Only nine patients were dissatisfied with the Surgery opening hours.
* Only three patients rated the receptionists as unhelpful.
* Most patients had found it easy to make appointments in person at the Surgery and by telephone.
* None of the patients who took part in the Survey had made their appointments by email. Seven had booked their appointments on line and only one had not found it easy.
* Of the patients who attended an Open Surgery, four were seen within 30 minutes, 56 within 30-60 minutes and 65 (52%) waited longer than an hour.
* Of the 134 patients who attended previously booked appointments, 109 said their appointment time had been met.

Many patients did not complete the final part of the questionnaire with information about their appointment and many others seemed to have completed it before their appointment, presumably drawing on previous experience. Notwithstanding, the following table summarises the responses and indicate a very high level of satisfaction.

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| **Summary of patients experiences of their appointments** | | |
| Patients’ needs listened to | Strongly agree | 175 |
| Agree | 90 |
| Disagree | 2 |
| Strongly disagree | 1 |
| Patients treatment explained and questions answered | Strongly agree | 164 |
| Agree | 95 |
| Disagree | 6 |
| Strongly disagree | 1 |
| Patients treated with respect, dignity, confidence and trust | Strongly agree | 197 |
| Agree | 71 |
| Disagree | 1 |
| Strongly disagree | 1 |
| Patients sufficiently involved in decisions about their care | Strongly agree | 160 |
| Agree | 104 |
| Disagree | nil |
| Strongly disagree | 2 |

Of the patients who said whether they knew who to contact if they are not satisfied with the service given by the Surgery, approximately two-thirds did not know. But, as one patient observed, ‘If needed I can google it’.

The final question on the Survey asked patients to rate the service they had received ‘in general’. Fifteen did not answer and one preferred not to say. Of the rest, 149 replied excellent, 96 very good and 21 good. Three ranked the service as fair and two as poor.

A clear finding of the Survey is that a high majority of patients are satisfied with the service, particularly the Open Surgery each weekday morning. As one patient expressed it, ‘The walk-in surgery provides me with the care I need on the day health issues arise for me.’

This summary was compiled by the Minute Secretary to the Patient Participation Group.