

THE DOWNHAM FAMILY MEDICAL PRACTICE

PARTNERS:

DR O. FAGBOHUNGBE
DR R. OMOSULE

Downham Health & Leisure Centre
7-9 Moorside Road
Downham, Bromley, Kent, BR15EP
TEL: 020 3049 2030
FAX: 020 3049 2031

ASSISTANTS:

DR H. FATKINA
Dr A BOSAH

PRACTICE MANAGER

MRS. D BENJAMIN

PRACTICE NURSE:

MRS L. SOLOYE

DOWNHAM FAMILY MEDICAL PRACTICE **PATIENT SURVEY**

Introduction

This patient survey was conducted in January 2012; it was produced with the assistance of the Patient Participation Group.

In this survey the aim is to look at service areas that can be improved. Over 200 surveys were given out and 150 were completed fully by patients who attended the practice.

Reception

Over 80% of patients feel that the receptionist are very helpful and are satisfied with the service provided. 5% of patients feel the receptionists are not helpful and that there is room for improvement.

The reception area is open planned and there was a concern that at times receptionist can be overheard. 61% of patients do not feel this is a concern. Whilst 10% of patients are very concerned.

Appointments

8% of patients are seen exactly on time for their appointment. 43% of patients are seen within 5 – 15mins of their appointment time 36% are seen between 15 and 30mins and 13% wait longer than 30mins.

80% of patients found it very to fairly easy to get an appointment at the time they needed, however 20% of patients are finding it difficult.

GP of Choice

48% of patients were able to obtain an appointment for the GP of their choice, 10% feel they were unable to see a GP of choice however 42% of patients are not choosing to see one particular doctor.

Services

The practice has a Health Visiting Service attached 48% of patients are aware that the service is in the Health centre however 52% have no knowledge of it.

The practice also has a Minor Ailment service 49% of the patient who answered a questionnaire are aware of the service 51% have no knowledge of it.

Access

Patient access is very important, 45% of patients use the practice regularly and 55% use it occasionally to rarely. 88% of patients are very to fairly satisfied with the opening hours of the surgery. 4% are quite to very dissatisfied and 8% neither satisfied nor dissatisfied.

60% of patients are happy to keep the opening times as they are however 40% would like additional opening times. 79% of the patients are aware that the practice opens on Thursday evening for extended hours. 21% were not aware.

The patients commented that they would like the practice to open as follow:

- 8am – 8pm week days only
- 8am – 8pm Mon – Sun
- Saturday Mornings
- Later nights
- 8.30pm Thursday
- 1 additional extended night
- 7pm every night
- Bank holidays
- Sundays

Summary

Overall the patients who completed the questionnaire are satisfied with the service provided and have some knowledge of the opening times, appointment services offered. Most patients are able to access the GP of choice and they are not having long waiting times.

With the assistance of the Patient Participation Group we will build on the positive areas and improve on the weak areas.