

THE DOWNHAM FAMILY MEDICAL PRACTICE

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DOWNHAM FAMILY MEDICAL PRACTICE **PATIENT SURVEY**

Introduction

This patient survey was conducted over 3 weeks in February 2014; it was produced with the assistance of the Patient Participation Group.

In this survey the Practice and Patient Participation Group felt it was important to look at the services we provide and how effectively the practice informs patients.

Over 300 surveys were given out and 275 were completed fully by patients who attended the practice.

Reception

85% feel that the service provided in reception has improved. 15% of patients feel that there is room for more improvement.

Appointments

5% of patients are seen exactly on time for their appointment. 52% of patients are seen within 5 – 15mins of their appointment time 38% are seen between 15 and 30mins and 5% wait longer than 30mins.

GP of Choice

57% of patients were able to obtain an appointment for the GP of their choice, 28% feel they were unable to see a GP of choice however 15% of patients are not choosing to see one particular doctor.

Electronic Prescription Services

42% of the patients who completed the questionnaire stated they are aware of EPS; however 58% still have no knowledge of it.

23% of the patients are using the service and 18% are finding it helpful, whilst 6% are finding it moderately helpful.

Services

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, 5% of patients feel they are able to access a GP face to face or on the telephone. 71% feel they can access a GP some of the time and 11% felt it was only occasionally whilst 13% felt they could not access a GP very often. However none of the patients who answered the survey stated they could not access the survey at all.

52% of patients are happy to keep the opening times as they are however 48% would like additional opening times. 81% of the patients are aware that the practice opens on Thursday evening for extended hours. 19% 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
- Additional extended night
- 24 hours
- 7pm every night
- Bank holidays
- Sundays

Data Protection

We ask the patients how they would rate their understanding of how personal confidential medical information is stored, used and shared in the NHS.

90% of patients that completed the survey stated that they had a good understanding of how their personal medical information is stored, used and shared. 6% felt they needed a better understanding and 4% never completed the question.

Summary

Overall the patients who completed the questionnaire are satisfied with the service provided. Each we have improved in areas such as; Access, GP choice, Appointments and Services.

Patient's knowledge about services has improved. There is still more work to do to improve on how their personal medical data is kept and their right.

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