



Barlborough Medical Practice

Patient Survey 2018

Please find attached the results of our 2018 Patient Survey.
90 of these have been completed.

A copy of the results of the survey is attached for your attention. We would appreciate any feedback you wish to give us on this; please reply directly to me at bmp.vprg@nhs.net

Overall, the results of the survey are generally pleasing. Understandably, individuals views can vary substantially, and what would suit one group of people may not necessarily be as important to another.

As you will hopefully know, as a Practice, we pride ourselves on aiming to provide the best level of Primary Care for our patients within the constraints of our budget from the Department of Health. As you will have no doubt seen in the news, the Government is imposing many changes on the service, and this continues to be a testing time for us, whilst still trying to provide the best level of care we can for our patients.

The comments sections on the whole are very positive.

Phone System

It is interesting to note that since introducing our new phone system, the number of people who felt it was easy or very easy to get through to the surgery by phone has increased from 85% to 95% in last year's survey, and this year's figures also show 95%, which would seem to indicate that the new phone system is working much better than our previous system. This is very pleasing, as we now deal with up to 5000 phone calls per month

Community Matrons, Care Coordinators and Health Care Assistants

We continue to invest in these roles. This hopefully reflects on the commitment the Practice gives to this important work. Our Community Matron, Laura, is assisted by 2 Care Co-ordinators, Jeannie and Vicki, who help in co-ordinating care for some of our Frail & Elderly patients. We have also increased our availability of Health Care Assistant time, giving even greater flexibility to our patients. Jean and Lynne offer valuable support to our clinical team.

Online Services

This is a service which we have offered for several years, giving patients the ability to book appointments online, order medication online and also now request access to view their health records and test results online. Historically we have always found Patient interest in this to be quite low. We publicise this on our website and also in the surgery, but the number of patients who are signed up to this service remains quite low. Last year, less than 11% of our Patients had signed up for online services, and this has increased this year to 14%. This is still surprisingly low, as the service gives considerable additional flexibility to patients. Only 11% of Patients responding to last year's survey ordered their Repeat Medication by using the Online Services ordering service, and this has actually fallen this year to 8%. The number ordering by Phone has dropped from 41% to 40%.

Wasted Appointments

Some of you may have seen the posters which I put up in the waiting room every month which states the number of Patients who have failed to attend for their booked appointment. This is regularly well over 100 every month, which is obviously a large number of appointments being wasted, which someone else could have used. Last year, the figure for patients who failed to attend their booked appointment was over 1,500, an increase on last year's figure of over 15% . At a time when our service is in great demand, this is a terrible waste, which could have been used if the Patients concerned had not failed to attend, or had let us know they wished to cancel the appointment.

Medication waste

This is an area where patients can help us to save on waste. The last estimate is that in Derbyshire alone, the annual figure for wasted medicines is £7 million. This is mainly due to Patients ordering repeat medications when they are no longer taking them. We occasionally have large quantities of unused medication returned to us, and as you would expect, under NHS guidance, this medication cannot be reused and has to be destroyed. If we all worked together to ensure we were only ordering medication that we still need and intend to take, the savings in the East Midlands are calculated to be £34 million pounds.

Thank you again for your interest and assistance..

Kind Regards ..

Nigel Atkin
Practice Manager
Barlborough Medical Practice.