

Midway Medical Centre Patient Survey

North Staffordshire CCG
April 2018



1.0 Introduction

North Staffordshire Clinical Commissioning Group (CCG) is currently reviewing the services it provides at Midway Medical Centre.

To inform its decisions about how these services will be delivered in the future, North Staffordshire CCG invited the following patient groups to provide feedback and share their thoughts;

- Patients who are registered with Midway Medical Centre
- Patients who are not registered with Midway Medical Centre, or registered with another practice, but have used Midway Medical Centre services

To obtain the views of these individuals, an online survey was developed by Midlands and Lancashire Commissioning Support Unit (MLCSU) to capture the thoughts of patients around the centre and the services on offer. Paper copies of the survey were also available at the medical centre to help gather patients' opinions.

The online survey was live between Monday 19th March and Sunday 15th April 2018. During this time, 83 responses were received, this report provides a summary of the feedback that was received.

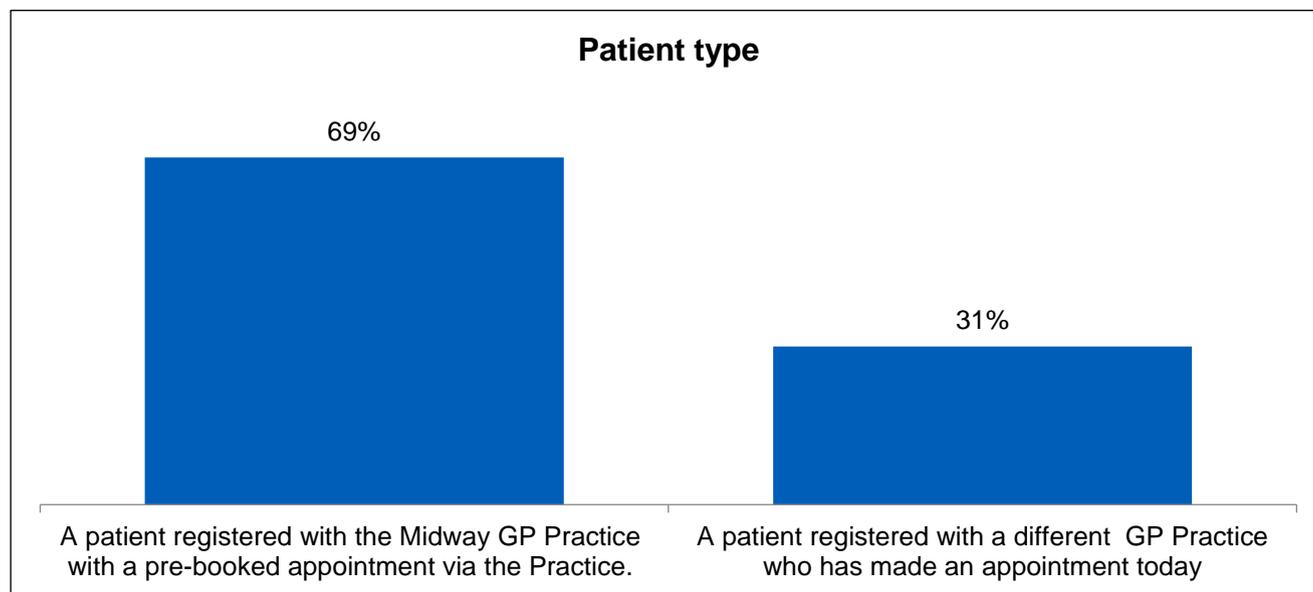
Please note;

- *Figures are shown to 0 decimal places*
- *The base refers to the number of responses to that specific question*
- *Where percentages do not sum to 100%, this is due to rounding or participants being able to select more than one answer*

2.0 Survey Findings

2.1 Participant profiling

In total, 83 individuals responded to the survey. Around seven in ten (69%) responded as a patient registered with the Midway GP Practice with a pre-booked appointment.



Base: 83 (closed responses)

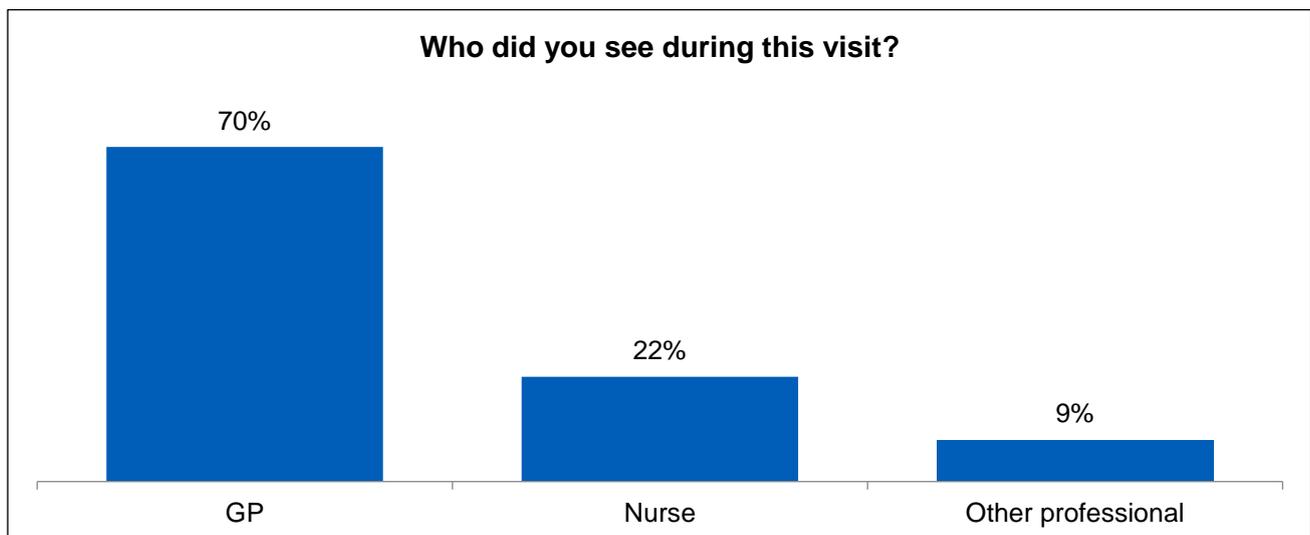
2.2 Feedback from patients registered with a different GP practice who have made an appointment

Focusing on those registered at other GP practices, nearly half (9 of 24) are registered at the Lyme Valley practice. One individual stated they are registered at an 'other' practice – specifically Burntwood Health Centre.



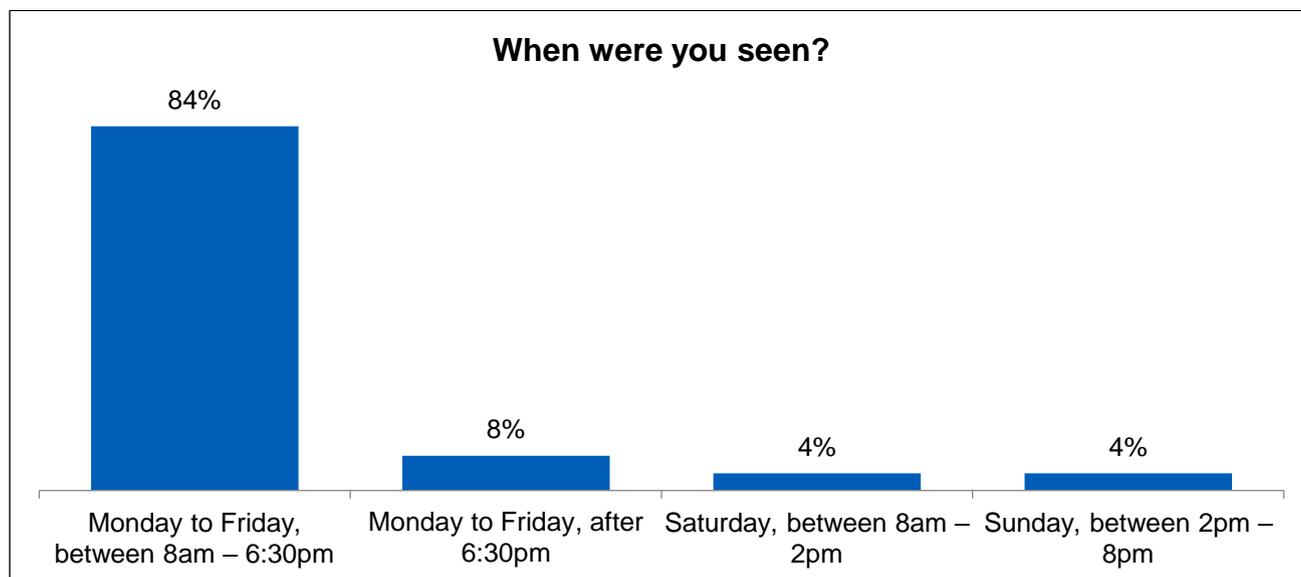
Base: 24 (closed responses)

When visiting the centre, seven in ten (70%) state they saw a GP, whilst around a quarter saw a Nurse. Additionally, a small proportion (9%) selected 'other', where one individual saw a "Practitioner" and the other was unsure.



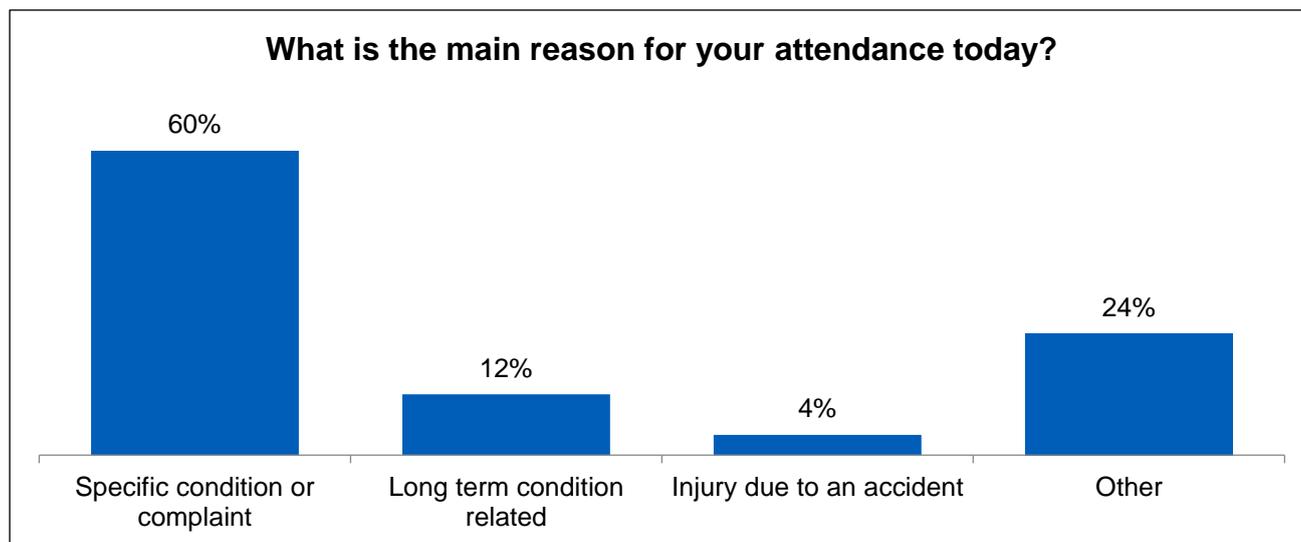
Base: 23 (closed responses)

Considering the time of the visit, the majority state they were seen Monday to Friday between 8am and 6:30pm.



Base: 25 (closed responses)

When considering the reason for the visit, six in ten (60%) attended due to a specific condition or complaint, whilst around an eighth visited regarding a long-term condition.

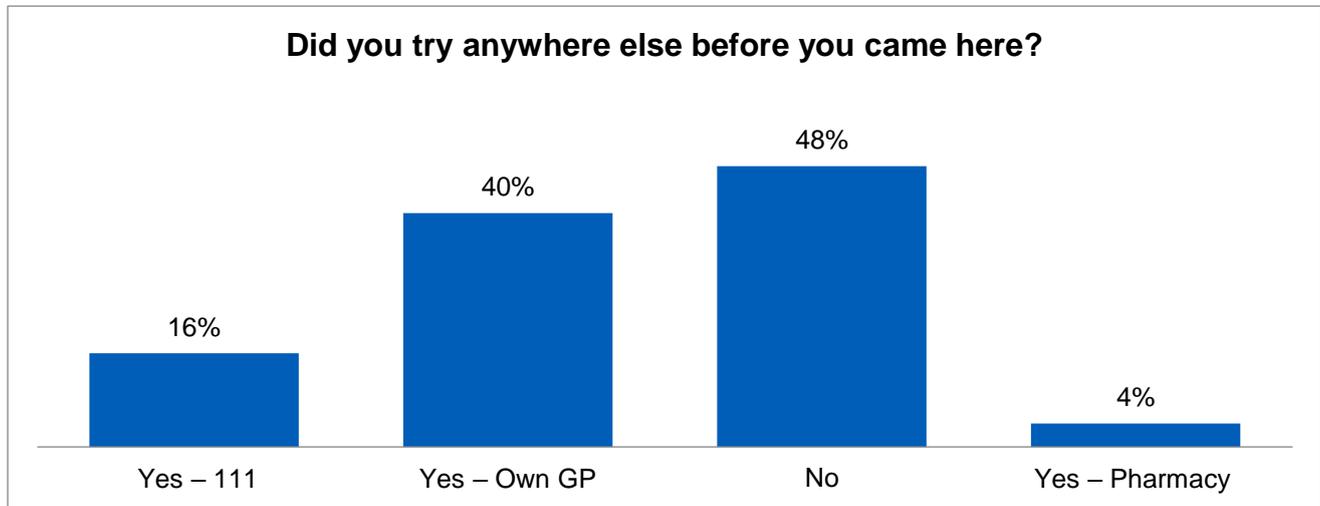


Base: 25 (closed responses)

Additionally, around one quarter (24%) visited the centre due to 'other' reasons, these include:

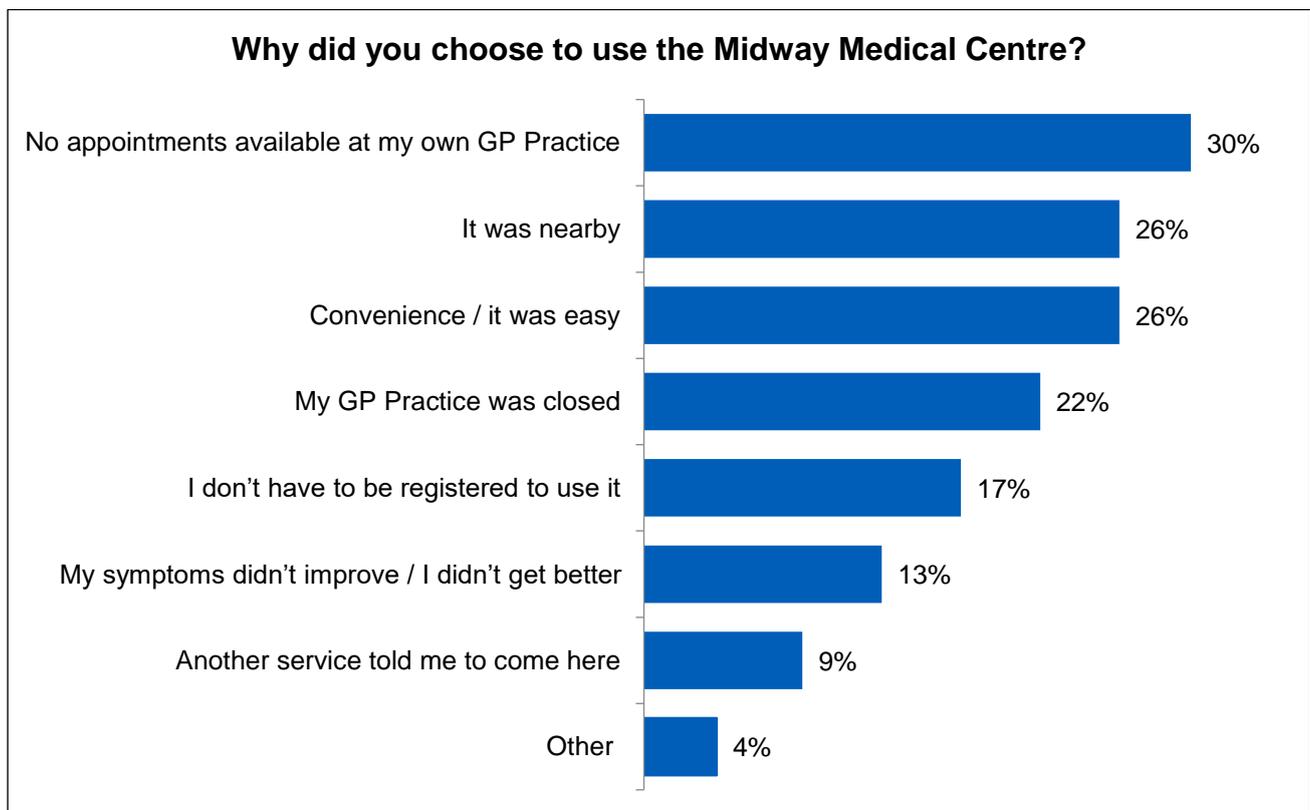
- Query from surgery
- Relative taken ill (daughter)
- X-Ray results
- Knee injury
- Severe tonsillitis
- New patient (registering appointment)

Two fifths of those visiting the centre, mentioned they visited their own GP surgery beforehand, whilst a small minority consulted NHS111. However, a large proportion (44%) visited Midway Medical Practice as their first point of call.



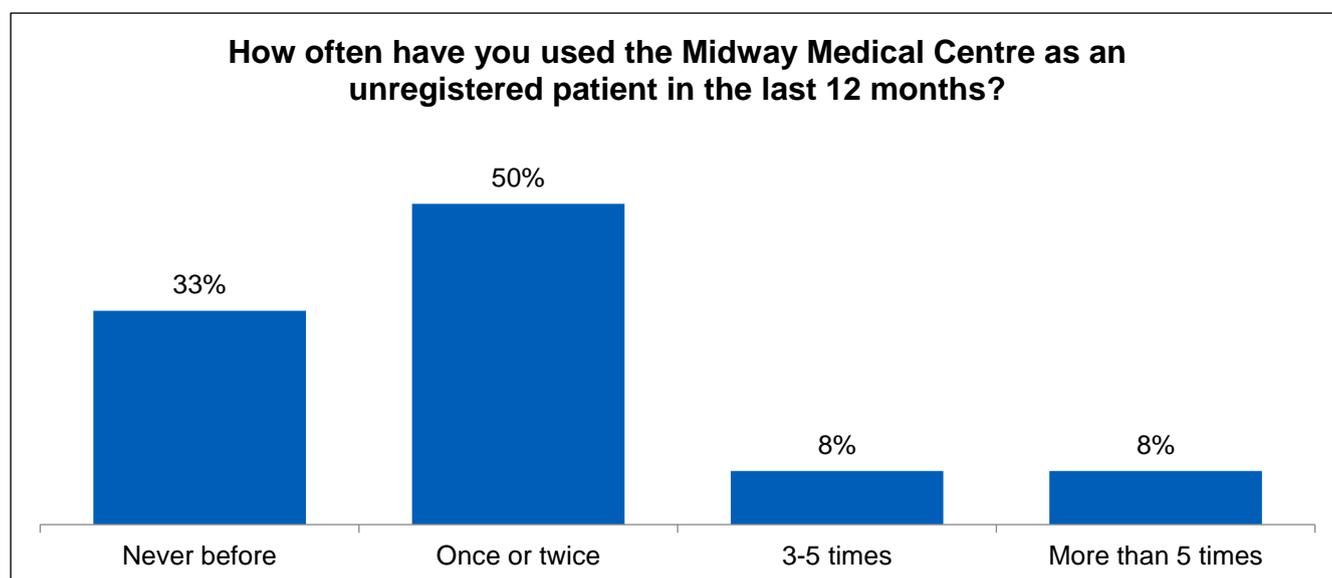
Base: 25 (closed responses)

When considering the reasons behind patients' attendance at the centre, over one quarter state they chose Midway Medical Centre as no appointments were available at their own GP Practice (30%), the centre was nearby (26%) and the centre is more convenient/easy to use (26%).



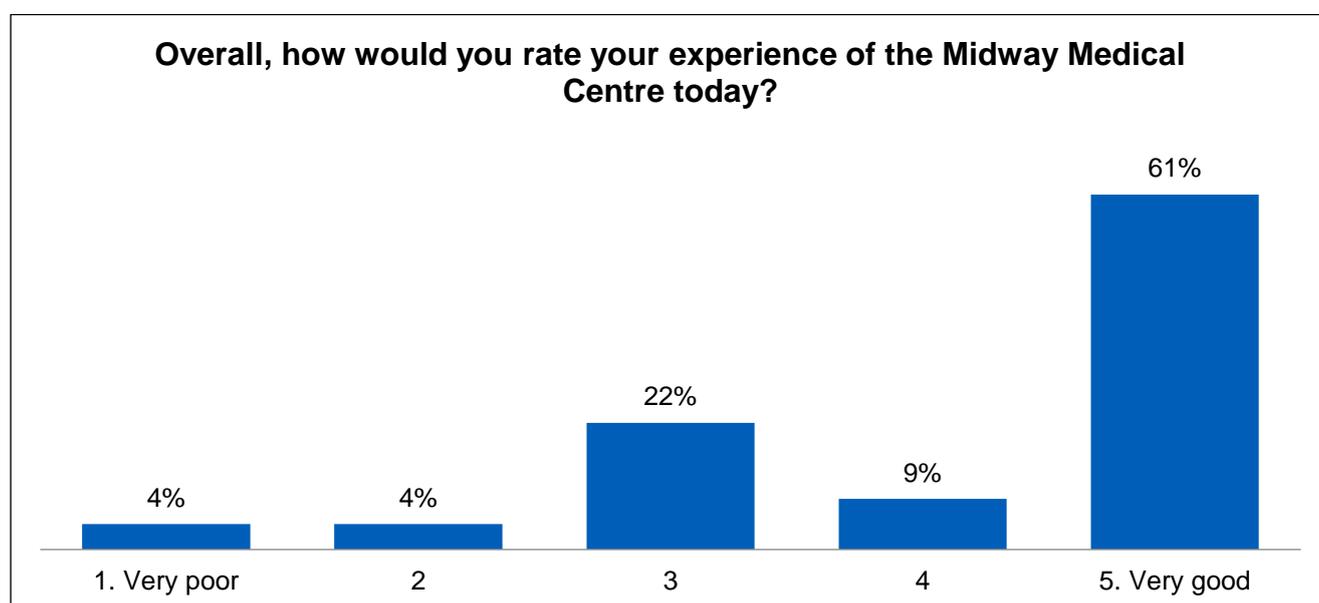
Base: 23 (closed responses)

Of those who are not registered at the centre, Half (50%) state they have used the Midway Medical Centre in the last 12 months, however one third have never used the service before. A small proportion of those completing the survey have used the centre more than three times (16%).



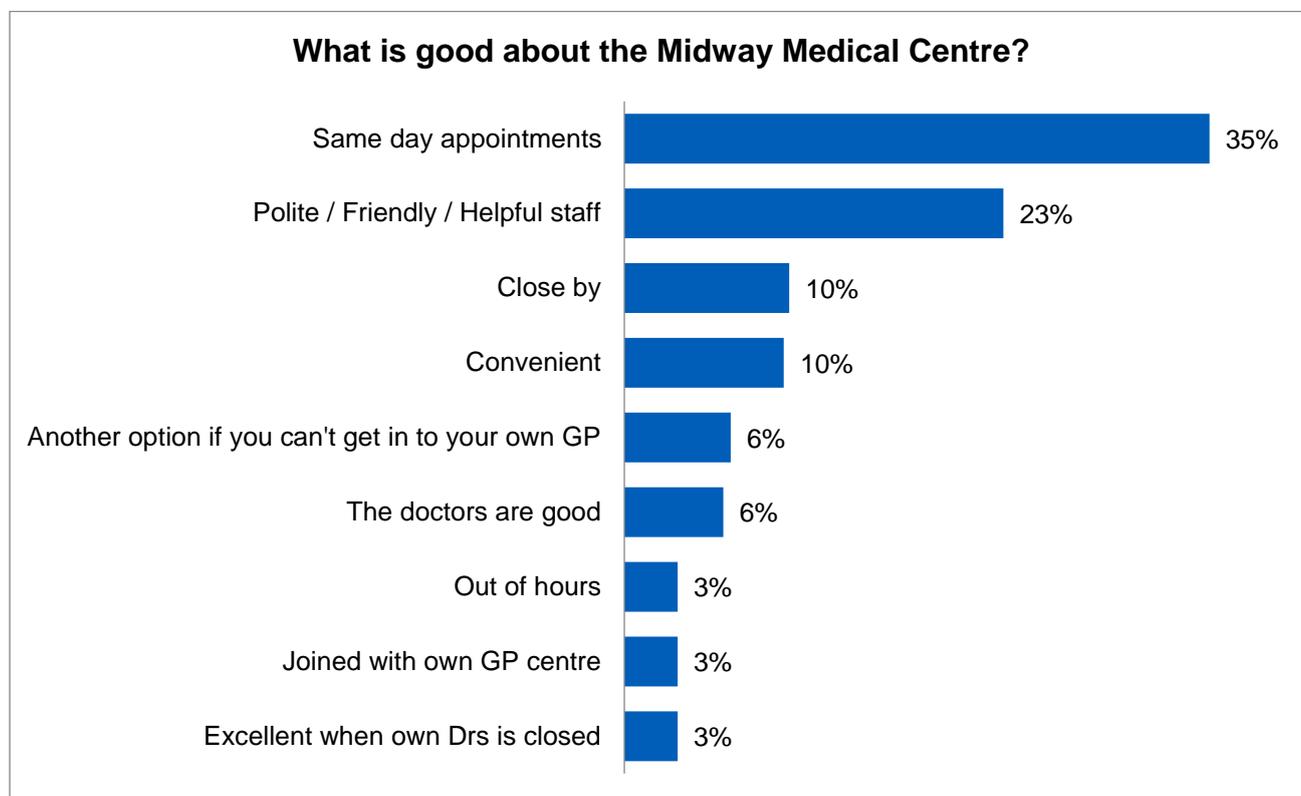
Base: 24 (closed responses)

When asked to rate their experience of the centre, over six in ten (61%) unregistered patients state they had a very good experience. Only a small proportion state they had a poor experience.



Base: 23 (closed responses)

When asked what is good about Midway Medical Centre; over a third (35%) of unregistered patients state the centre offers same day appointments, whilst around a quarter comment on the polite/friendly, helpful staff (23%). Other reasons mentioned by unregistered patients include; vicinity, convenience, it is another option when their GP practice is unavailable and the quality of the doctors.



Base: 22 (closed responses)

Some of the comments shared by unregistered patients have been included below.

“Normally get an appointment quick, good surgery, helpful staff”

“Get appointments on the same day, close to where I live, the doctors are good”

“Ease of getting an appointment NP was thoughtful & caring (GP when seen was kind and respectful! - brilliant with my 3yr old)”

“Appointment was easy to make, staff are friendly and helpful”

“They offer appointments for unregistered patients - especially good at the weekend”

When asked to identify what is not so good about the centre and what can be done better, obtaining appointments and the length of waiting times are mentioned most frequently from the 15 responses received. Some of the comments that were shared have been included below.

Aspects highlighted as not being so good

“It is difficult to get hold of them first thing in the morning”

“The wait for appointments”

“Phonelines (hard to get in touch, line busy)”

“Appointments, I've rung up early in morning and can never get an appointment so have to wait for cancellation. I'm registered as well and since moving I'm finding it extremely difficult to get an appointment at any time”

Aspects which could be done better

“More appointments for non-patients”

When asked in which ways the service at Midway Medical Centre could be improved, of the ten pieces of feedback received, four felt no improvements are needed. The other feedback received has been included below.

“Faster”

“Go back to the Midway”

“It needs to be more advertised that it is not a walk in and wait centre”

“Only parking”

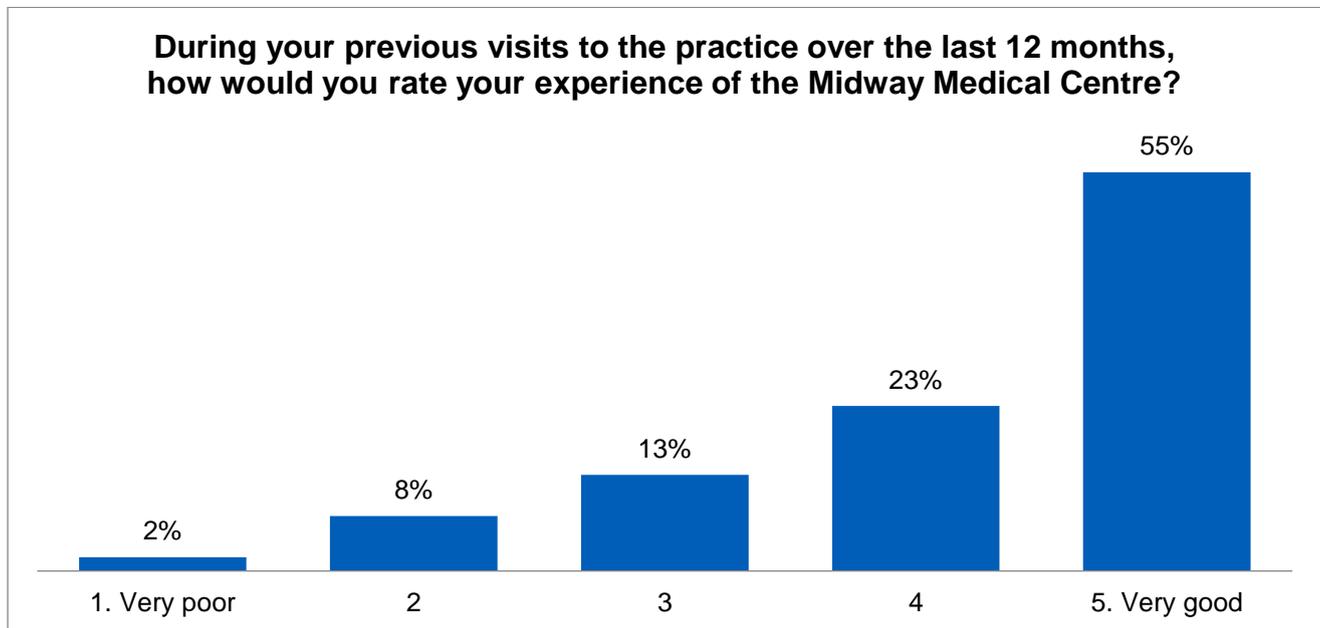
“Train the reception staff more in how to treat people with respect when they are feeling poorly”

“Yes, more appointments or doctors in practice due to high demands so that an appointment can be made”

Finally, this cohort were also given the opportunity to share any further thoughts where one individual took the opportunity to compliment the staff, stating they are very pleasant and welcoming, and another used it to reiterate that it is difficult to get an appointment.

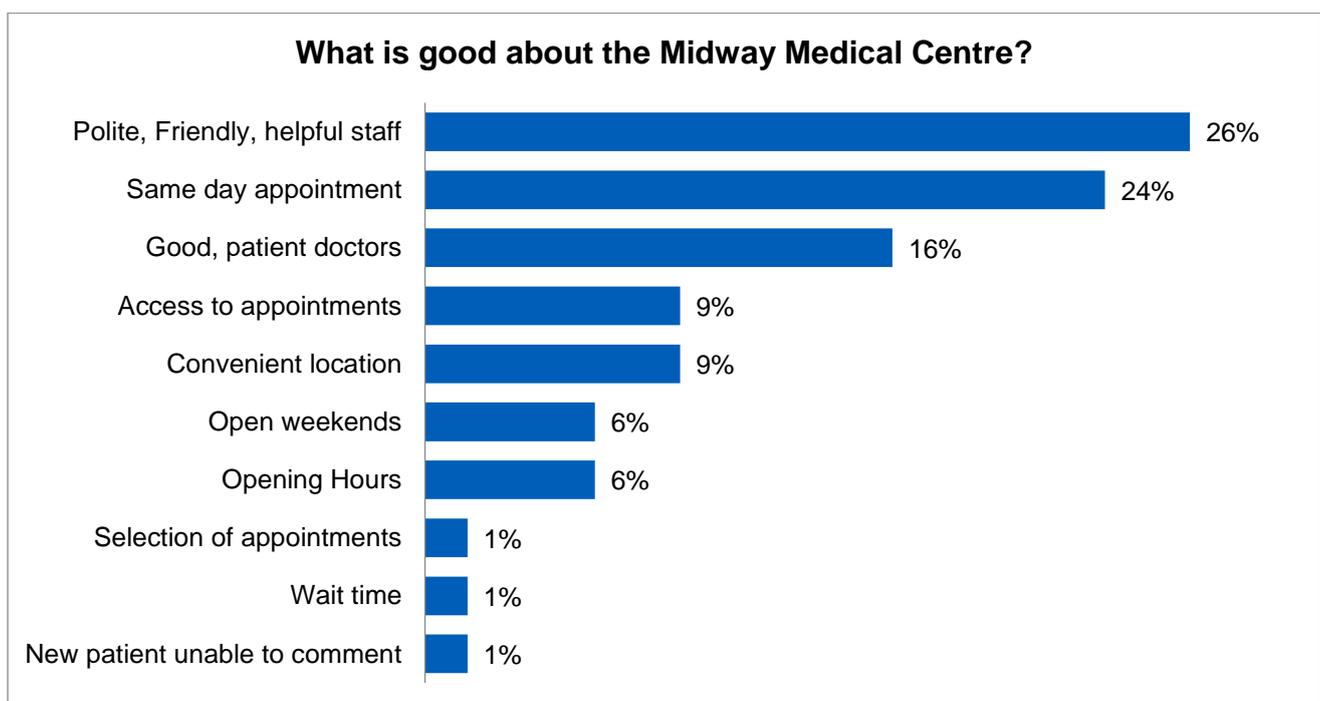
2.3 Feedback from patients registered with the Midway GP Practice

When asked to rate their previous experience of the centre over the last 12 months, over half of registered participants (55%) rated their experience as very good, and around a quarter rated it as 4 out of 5 (23%).



Base: 53 (closed responses)

When asked what is good about the centre, around a quarter comment that the staff are polite, friendly and helpful (26%) and the ability to obtain an appointment on the same day (24%). Some also comment on the quality of the doctors, ability to access appointments and the convenience of the location.



Base: 48 (open responses)

Some of the comments shared by registered patients have been included below.

“There are appointment dates and times to suit my busy lifestyle”

“Dr xxx is really good, feel I get excellent advice and he listens and takes his time with his patients so don't feel rushed”

“Get seen pretty quickly, very good receptionists”

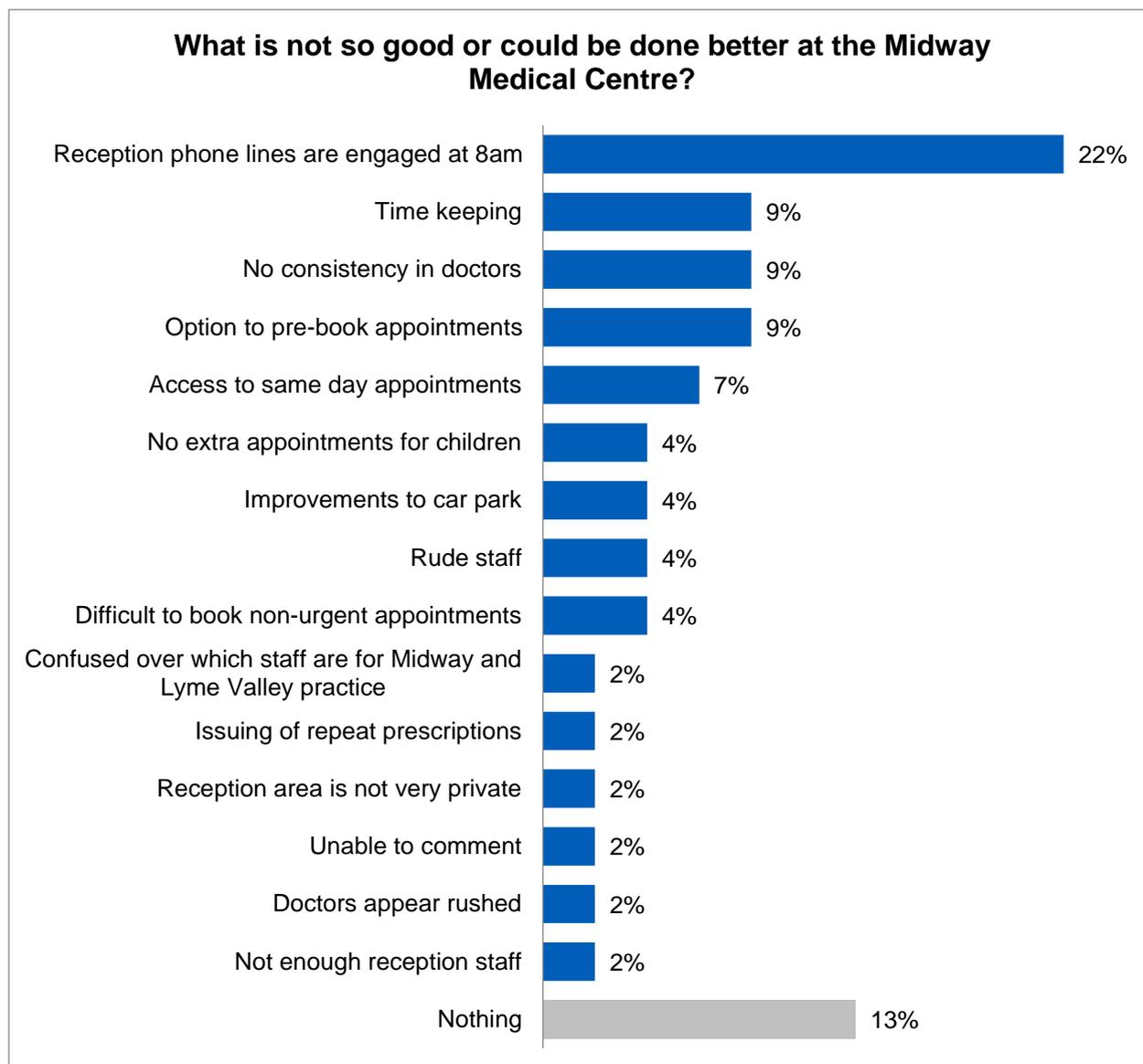
“Close to home/accessible appointment system/efficient staff/thorough doctors + nurses”

“Helpful nurses and good for emergency appointments”

“Friendly and helpful staff. Very professional and dr xxx is an excellent GP”

However, when asked what is not so good about Midway Medical Centre and what can be done better, participants comment on the difficulty getting through to reception when calling in the morning, often being met with engaged phone lines. Other feedback shared includes; it would be good to have the option to pre-book appointments, lack of consistency in doctors and time keeping issues.

Positively around one in ten couldn't provide any feedback on what the Centre could do better.



Base: 40 (open responses)

Some of the comments shared by registered patients have been included below.

“Feel not enough staff on the reception both when coming to book in queue is normally out the door, staff try their best however I feel another pair of hands is needed, takes a lot longer to get through now to even get an appointment”

“Pre-bookable appointments aren't available and not enough staff to answer the phone at 8am. Phones not always answered at 8am”

“Trying to get an appointment in the morning is a joke, can take up to 30 minutes to get through, most of the appointments are gone”

*“Always difficult to get through on the phone at 8am * if you do very few appts. or very far away to see doctor”.*

“Reception area isn't very private when the waiting area is full”

When asked how Midway Medical Centre could be improved 26 participants provided a response. 11 of these felt no improvements are needed. As highlighted through the quotes below access to appointments is the main area for improvement highlighted by registered patients.

“Appointments can leave you waiting weeks to see a specific doctor, so appointment system should be re-vamped to accommodate registered patients.”

“Explain to patients the system of appts. when joining i.e. when urgent appts are/book on day only/regular so have an idea of what times to call and idea of waiting times.”

“Giving infants priority and not turning under 1's away”

“Keeping to appointment times, telling us how long we have to wait”

“Maybe more doctors to allow more on the day appointments”

“More appointments available in advance for non-urgent issues.”

“Need more pre-bookable online appointment made available”

“Not always drs available on a Sunday”

“Online access to blood test results. Introducing phone call consultations for results/minor queries”

“Online appointment booking & more appointments available”

“Online appointment booking and more appointments available”

“Phones answered at 8am/pre-bookable appointments”

“Priority appointments”

“To be able to get through and book appointment easier like when we were at the old”

Finally, this cohort were also given the opportunity to share any further thoughts, with 11 participants taking the opportunity to provide some feedback. The comments focus on; continuity of care, quality of staff, requirement for another female doctor, the need for an improved appointment booking system and dissatisfaction around the service received.

“Another female doctor on another day of the week or all week.”

“Continuous care with same doctor.”

“Dr xxx - very understanding and reassuring.”

*“Felt I wasn’t listened to in consultation & came away with medication I did not need or want.
Without being asked any medical hx or being told risks/benefits of medication.”*

I found it frustrating last year when my daughter and I could not get new repeat prescriptions until we had a medication review. We were only permitted to make this appointment with the pharmacist and due to her working hours, this had to be during school hours and my working hours. We then had to wait a further 2 days for the doctor to sign the prescription which the pharmacist had printed out during our consultation. A similar situation occurred when we were sent a letter saying my daughter in year 6 met the criteria to have a flu jab. I was sent back and forth between school nurse and the practice a few times before it was agreed that the practice should be giving her vaccination. I was initially offered an appointment during school hours as these were the only time children’s flu clinics were running and when I declined this was given permission for her to come at a different time. While I am happy to take time off work and children out of school in urgent situations, I feel the above examples are routine appointments and with the opening hours of the practice should be offered at more flexible times.”

“I have always had a positive experience at the practice.”

“If it closes where will all the patients go then.”

“Keep up the good work, you do an excellent job.”

“Should be a better system for appointments for registered patients to see the doctor that is currently treating them.”

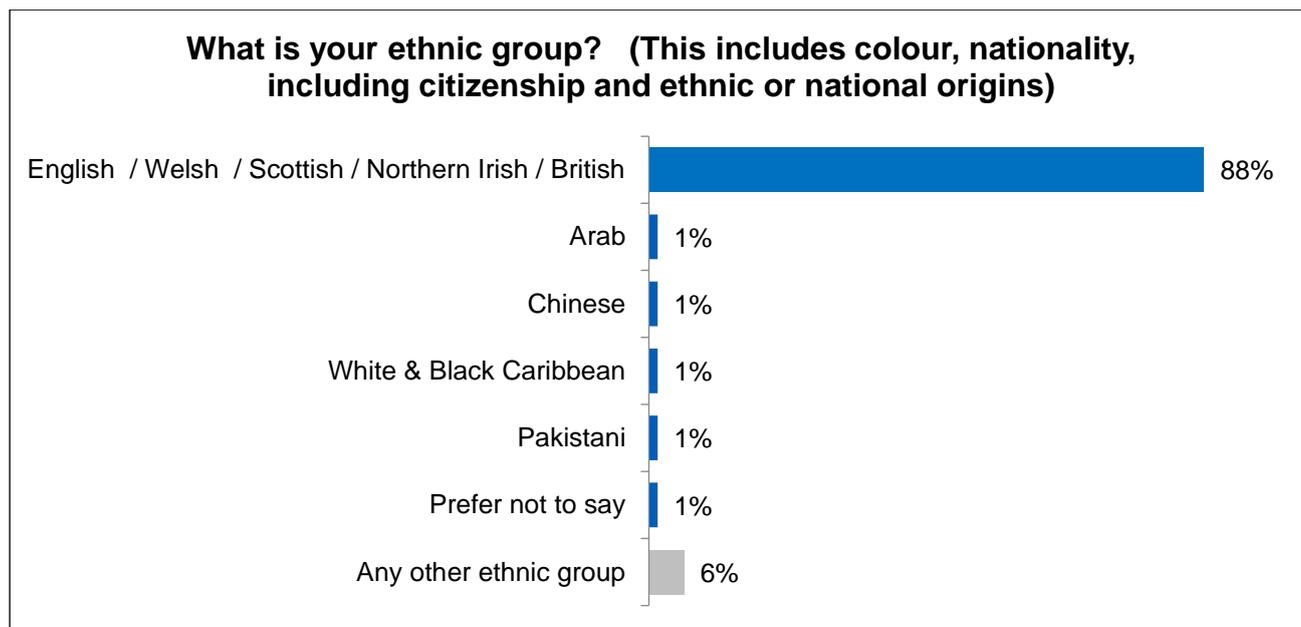
“Staff - are always polite and friendly.”

“The reception staff in morning are a lot better and more polite.”

3.0 Demographic profiling

To ensure the survey considered the views of a diverse and representative group of individuals across North Staffordshire a series of demographic profiling questions were asked which are summarised below.

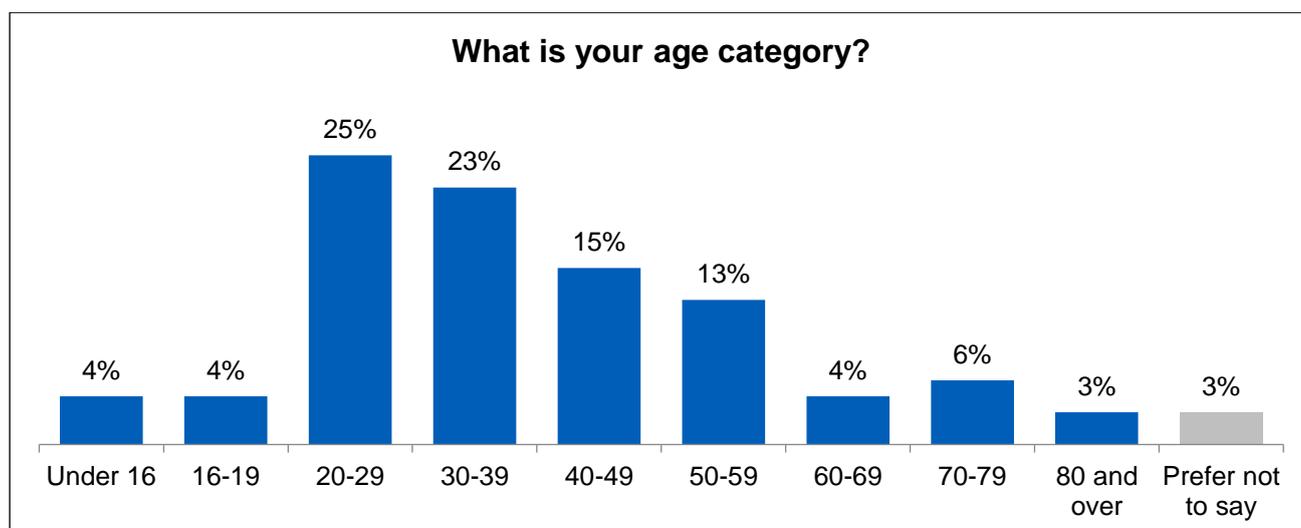
The vast majority of the respondents participating in the survey are English/Welsh/Scottish/Northern Irish/British.



Base: 72 (closed responses)

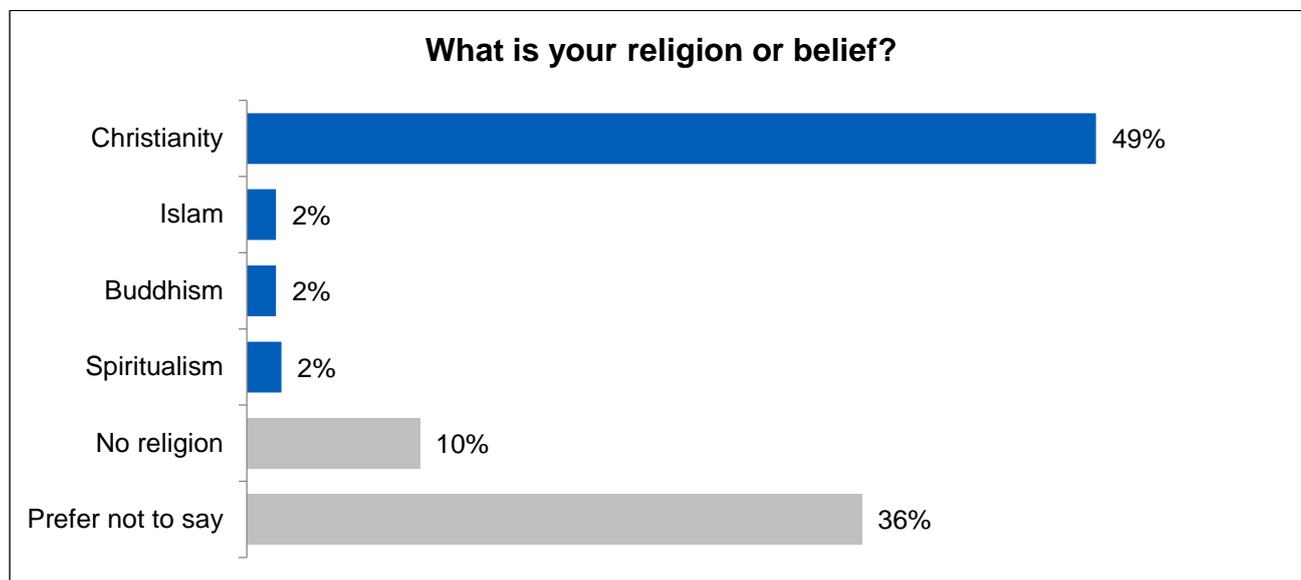
'Other' ethnic groups mentioned are 'Italian' and 'Other European'.

Three quarters of participants are aged between 20 and 59. Additionally, around an eighth of the sample is aged over 60, whilst a small minority (8%) is aged under 20.



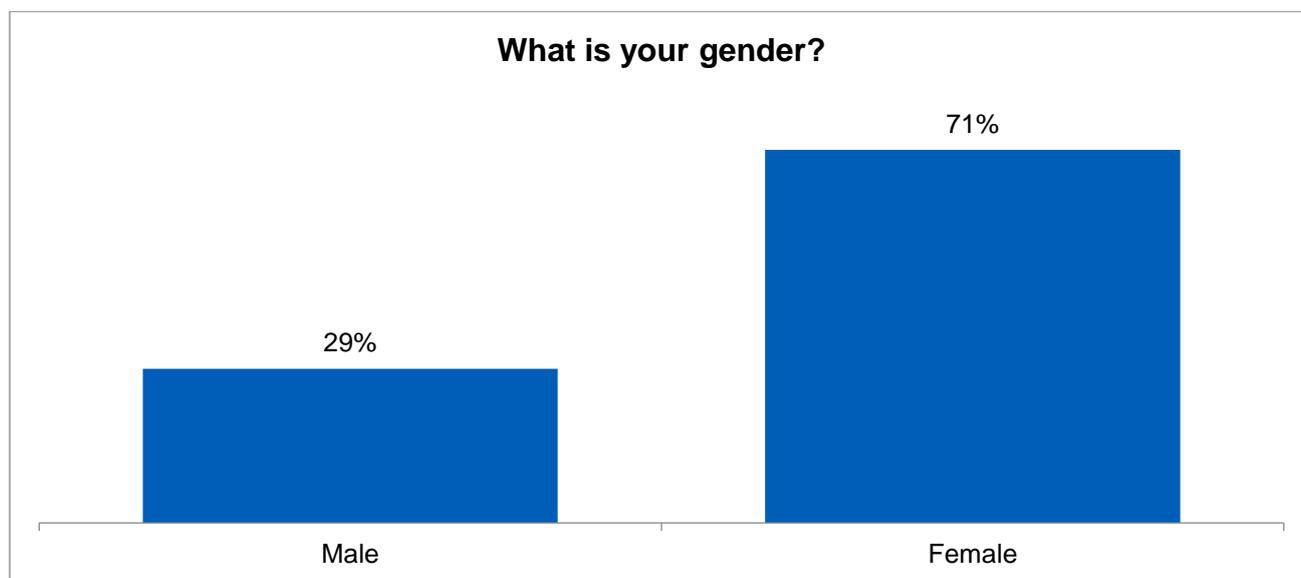
Base: 71 (closed responses)

Nearly half of respondents state they are Christian (49%). However, over a third (36%) chose to not disclose their religion or belief, whilst a tenth state they have no religion.



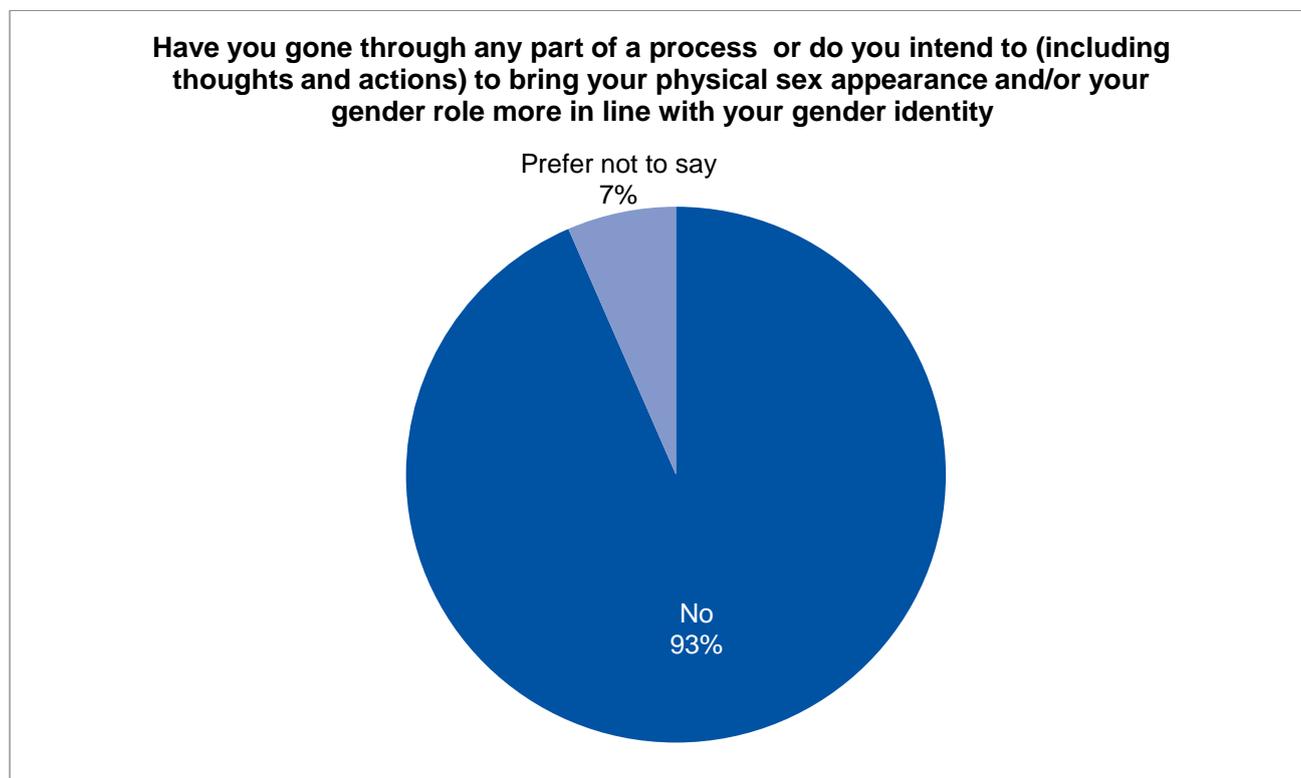
Base: 59 (closed responses)

Over seven in ten participants are female, and three in ten are male.



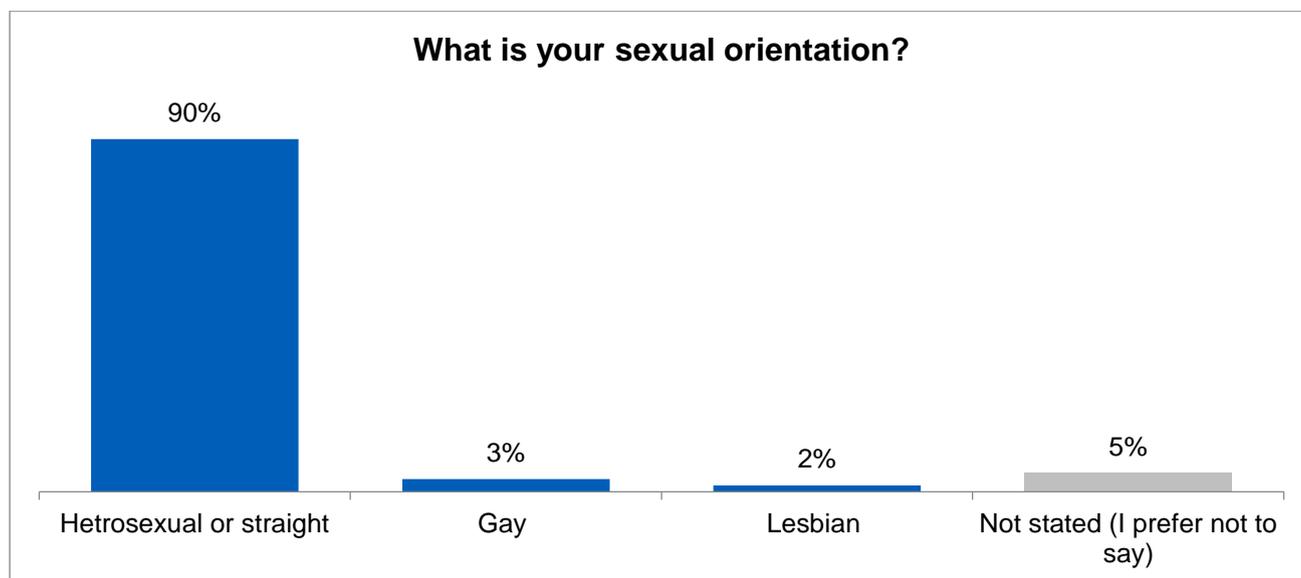
Base: 65 (closed responses)

Most respondents state they have not undergone or are thinking about bringing their physical sex appearance or gender role more in line with their gender identity.



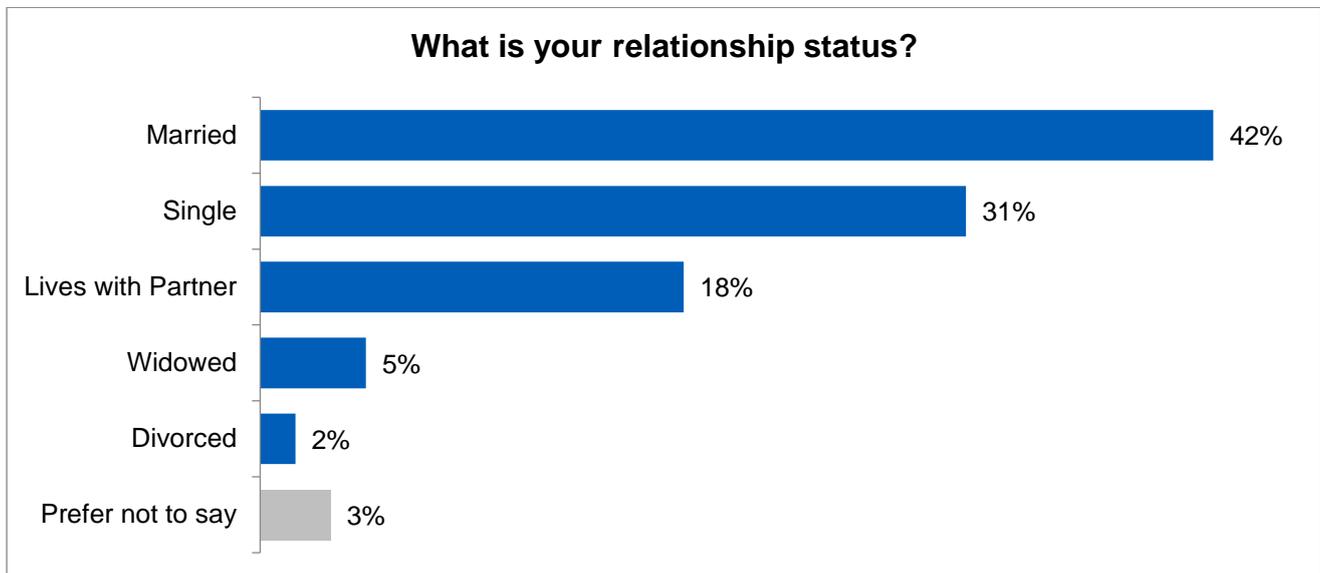
Base: 46 (closed responses)

Most respondents are heterosexual (90%), whilst a small minority are gay or lesbian (5%).



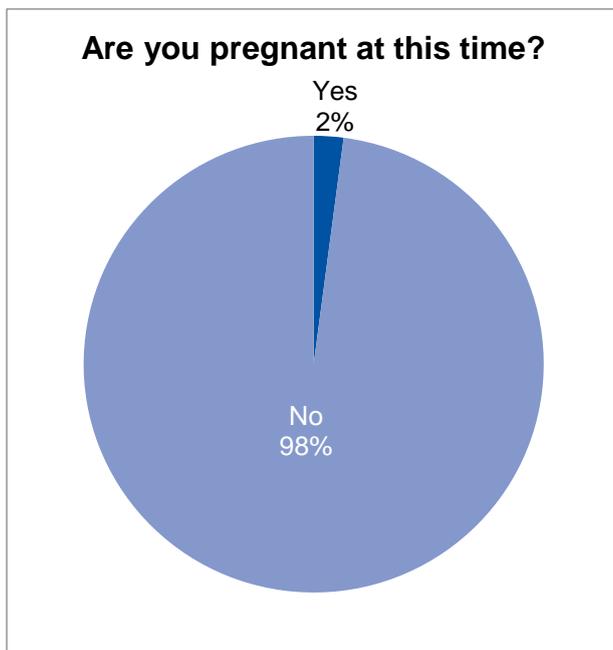
Base: 61 (closed responses)

Around two fifths of respondents are married (42%), three in ten (31%) are single and just under a fifth (18%) live with their partner.

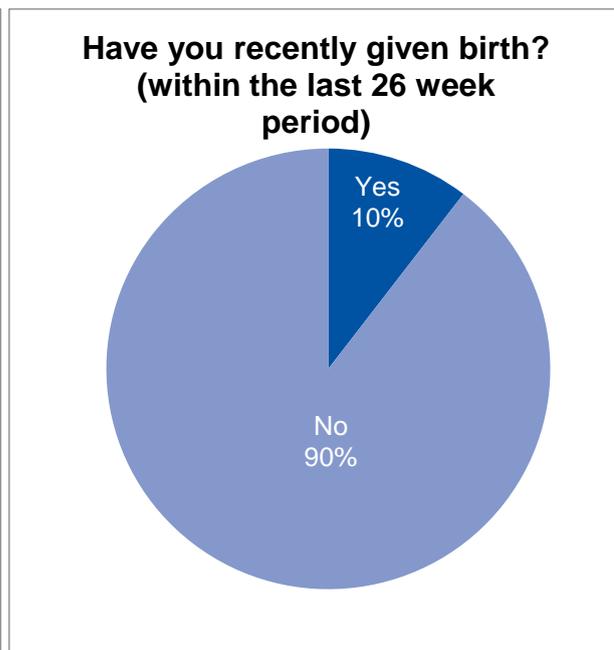


Base: 65 (closed responses)

Most respondents (98%) confirm that they were not pregnant at the time of completing the survey, whilst one in ten (10%) state they had recently given birth.

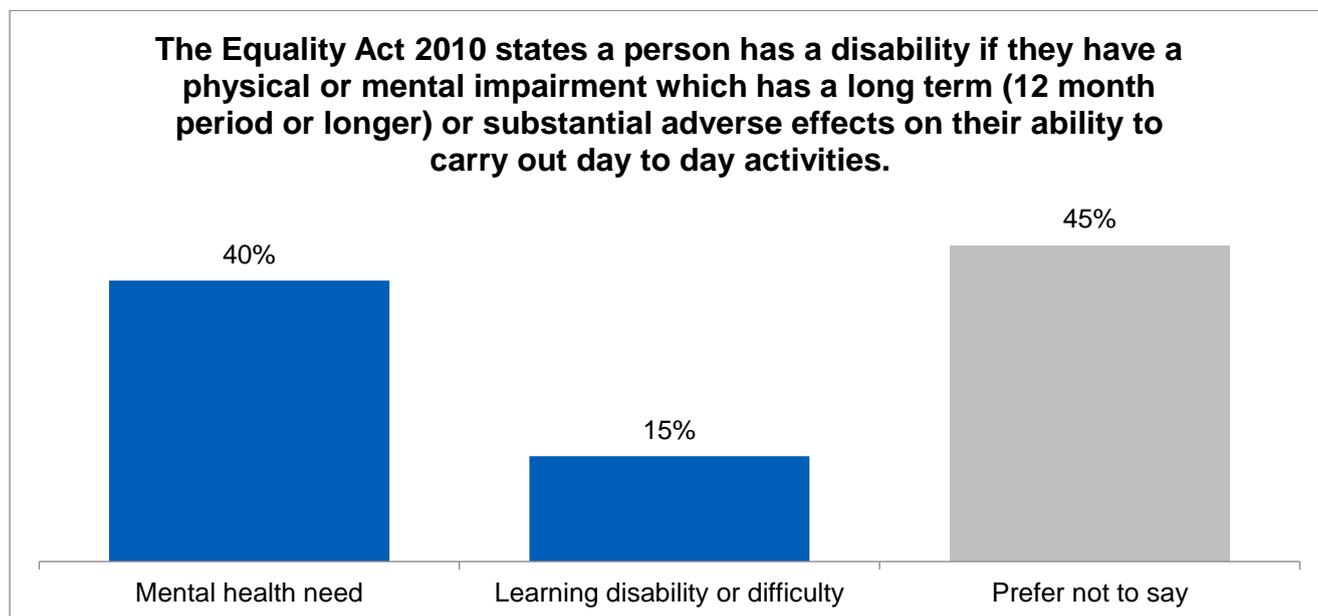


Base: 50 (closed responses)



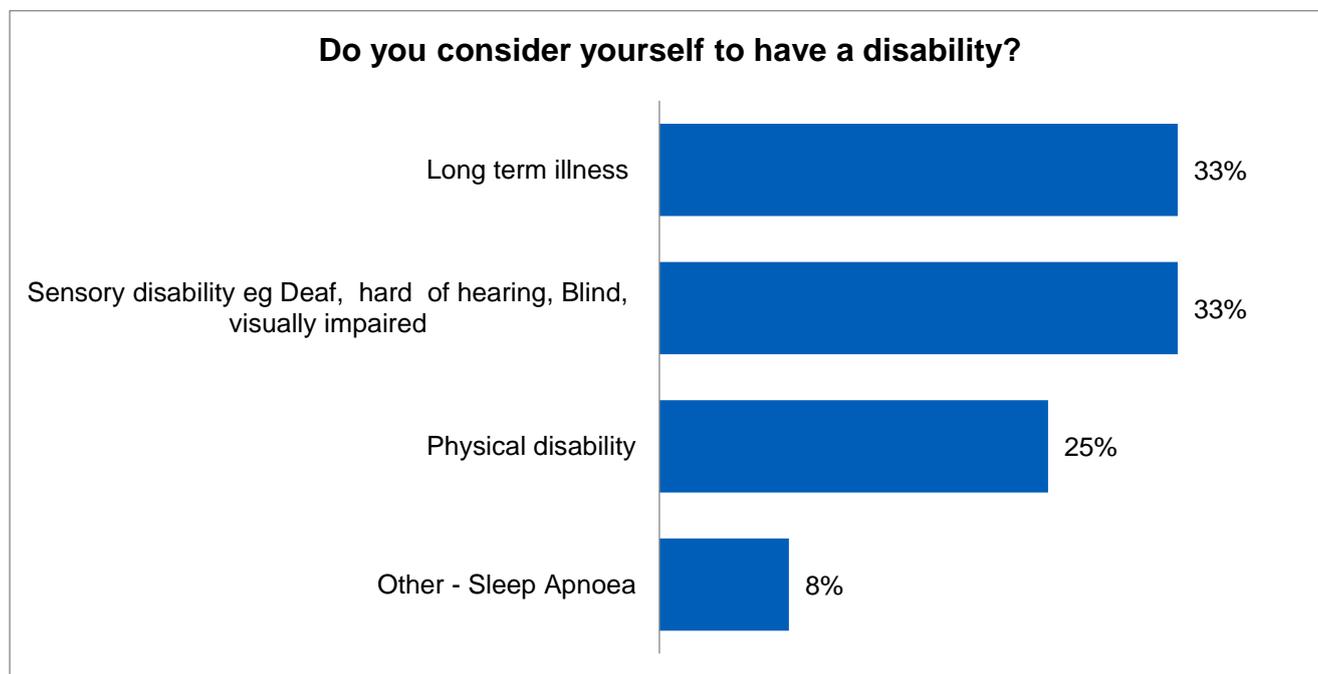
Base: 50 (closed responses)

Four in ten (40%) respondents state they have a mental health need, whilst around one in seven state they have a learning disability or difficulty.



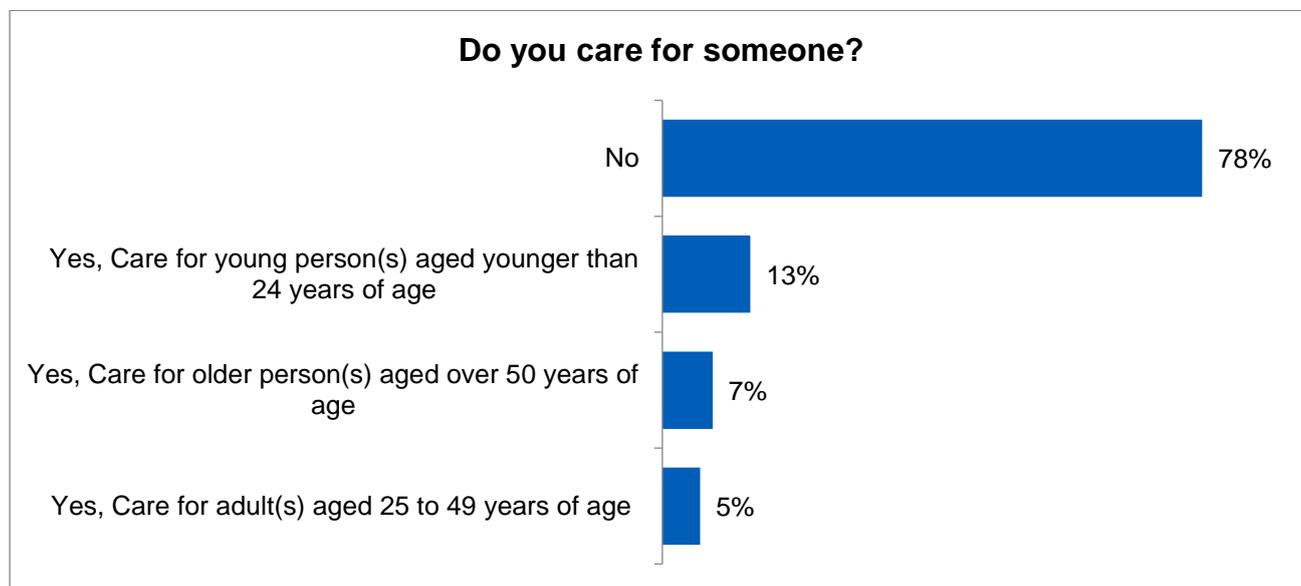
Base: 20 (closed responses)

Of those stating they have a disability, one third state they have a sensory disability or long-term illness (33%). A quarter state they have a physical disability (25%).



Base: 14 (closed responses)

Most respondents state they do not care for another person (78%), whilst, around an eighth care for a young person aged under 24.



Base: 20 (closed responses)

All 46 participants responding to the question around whether they are a military veteran state they are not.

4.0 Appendix

4.1 Midway Medical Centre - Patient Survey

Midway Medical Centre - Patient Survey 2018

North Staffordshire Clinical Commissioning Group (CCG) is currently reviewing the services it provides at Midway Medical Centre. The CCG would like to gain feedback and suggestions from patients who are registered with Midway Medical Centre and also those who are not registered or registered with another practice but have used the Midway Medical Centre services, in order to inform its decisions about how these services will be delivered in the future.

Please read this data protection act statement which explains how we will use the information we are collecting from you:-

The information you supply will be stored and processed by Midlands and Lancashire Commissioning Support Unit (MLCSU) in accordance with the Data Protection Act 1998. It will be used to analyse the questionnaire responses, check the analysis is fair and accurate, and help us to gather feedback more effectively in the future.

Any reports published using this information will not contain any personally identifiable information. We will provide anonymised and aggregated responses to North Staffordshire Clinical Commissioning Group.

All fields marked (*) are mandatory and must be answered in order to submit this survey.

The survey will take approximately 5-10 minutes to complete.

- (*) Please click here to confirm you have read and agree with the data protection act statement as above. (please note that we cannot use any surveys that don't have this box ticked)

Please take a few moments to complete the survey to share your views.

1. (*) Are you ?

- A patient registered with the Midway GP Practice with a pre-booked appointment via the Practice.
 A patient registered with a different GP Practice who has made an appointment today

2. (*) Which GP practice are you registered with?

Please select one ...



If registered with another practice please indicate below.

3. (*) Who did you see during this visit?

- GP
- Nurse
- Both a GP and a Nurse
- Yes - Other (please specify)

4. (*) When were you seen?

- Monday to Friday, between 8am – 6:30pm
- Monday to Friday, after 6:30pm
- Saturday, between 8am – 2pm
- Saturday, between 2pm – 8pm
- Sunday, between 8am – 2pm
- Sunday, between 2pm – 8pm

5. (*) What is the main reason for your attendance today?

- Specific condition or complaint
- Injury due to an accident
- Long term condition related
- Other, please specify

6. (*) Did you try anywhere else before you came here? (please select all that apply)

- Yes - **111**
- Yes - **Own GP**
- No
- Yes - **Pharmacy**
- Yes - **Other**

7. (*) Why did you choose to use the Midway Medical Centre?
(please select all that apply)

- Convenience / it was easy
- It was nearby
- I don't have to be registered to use it
- No appointments available at my own GP Practice
- My GP Practice was closed
- Another service told me to come here
- My symptoms didn't improve / I didn't get better
- Other (please state)

8. (*) How often have you used the Midway Medical Centre as an unregistered patient in the last 12 months?

- Never before
- Once or twice
- 3-5 times
- More than 5 times

9. (*) Overall, how would you rate your experience of the Midway Medical Centre today?

1 = Very poor

2

3

4

5 = Very good

10. What is good about the Midway Medical Centre?

11. What is not so good or could be done better at the Midway Medical Centre?

12. Are there any ways in which you think the service could be improved at the Midway Medical Centre?

13. Is there anything else you'd like to share?

Equality monitoring form

The CCG would like to evidence that they are reaching out to all sections of our local communities, seeking feedback on healthcare experiences from patients, carers, staff and members of the public to shape services to be more inclusive for all.

We would like to understand the kind of people using services and what their experiences are compared to local community demographics.

We would be grateful if you could take a little time to complete the rest of the form, but please be aware that this is optional (so you don't have to complete it) and it is anonymous.

You have the option to complete any or all sections (if you do not wish to respond to any question, please choose "prefer not to say").

19. What is your ethnic group?

(This includes colour, nationality, including citizenship and ethnic or national origins)

White

- English / Welsh / Scottish / Northern Irish / British
- Irish
- Polish

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi

Black / African / Caribbean / Black British

- African
- Caribbean
- Black British

Mixed / Multiple ethnic groups

- White & Black Caribbean
- White & Black African
- White & Asian

Chinese or other Asian groups

- Chinese

Gypsy & Traveller

- Irish gypsy
- Gypsy or Irish Traveller

Other ethnic group

- Arab
- Prefer not to say
- Any other ethnic group, please describe

20. What is your age category?

- Under 16
- 16-19
- 20-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70-79
- 80 and over
- Prefer not to say

21. What is your religion or belief?

- Buddhism
- Christianity
- Hinduism
- Islam
- Judaism
- Sikhism
- Prefer not to say
- Other, please describe

22. What is your gender?

- Male
- Female
- Intersex
- Prefer not to say
- Other, please describe

23. What is your gender identity? Gender Reassignment:

Have you gone through any part of a process or do you intend to (including thoughts and actions) to bring your physical sex appearance and/or your gender role more in line with your gender identity? (This could include changing your name, your appearance and the way you dress, taking hormones or having gender confirming surgery)?

- Yes
- No
- Prefer not to say

24. What is your sexual orientation?

- Hetrosexual or straight
- Lesbian
- Gay
- Bisexual
- Other sexual orientation not listed
- I do not know / I am not sure
- Not stated (I prefer not to say)
- Not known (not recorded)

25. Marriage & Civil Partnership: What is your relationship status?

- Married
- Single
- Divorced
- Lives with Partner
- Seperated
- Widowed
- Civil Partnership
- Other
- Prefer not to say

26. Pregnancy and Maternity

(The Equality Act 2010 protects women who are pregnant or have given birth within a 26 week period).

	Yes	No	Prefer not to say
Are you pregnant at this time?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have you recently given birth? (within the last 26 week period)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. The Equality Act 2010 states a person has a disability if they have a physical or mental impairment which has a long term (12 month period or longer) or substantial adverse effects on their ability to carry out day to day activities.

- Mental health need
- Learning disability or difficulty
- Prefer not to say

27a Physical disability (please describe)

27b Sensory disability eg Deaf, hard of hearing, Blind, visually impaired (please describe)

27c Long term illness (please describe)

27d Other (please describe)

28. Caring Responsibility Do you care for someone?

(Tick as many boxes as appropriate)

- No
- Yes, Care for young person(s) aged younger than 24 years of age
- Yes, Care for adult(s) aged 25 to 49 years of age
- Yes, Care for older person(s) aged over 50 years of age
- Prefer not to say

29. Military Veterans. I am a military veteran.

- Yes
- No
- Prefer not to say