

WELBECK ROAD HEALTH CENTRE

LOCAL SURVEY (2012/13) – Focus on Urgent Care

Interpretation of Survey Results:

- Not many ideas or suggestions from patients surveyed on how urgent care can be improved.
- Overall the results are positive with only a small number being unsatisfied with the care they have been given.

101 responses taken into consideration during analysis
50% needed some form of urgent care.

48 respondents received urgent care from the surgery and only 2 were not happy. One commented that this was due to needing to travel to Bolsover from Glapwell for the urgent appointment. The other did not say why they were not pleased.

17 respondents had been seen by the Out of Hours service. 3 of which were not happy. Unfortunately no comments were made as to why.

22 respondents had been seen by A&E. 4 were not happy with the service. One patient was told they had to wait for their out patient appointment to have the problem sorted. One respondent felt the waiting times were too long.

27 responses helped us to better understand why people end up seeing the OOH or A&E as opposed to the staff here at the surgery.

50% said it was because the surgery was closed.

15% said it was due to experiencing a life threatening emergency

30% thought the surgery might not be able to deal with the problem.

This is also interesting because the survey also found that less than 50% of people knew that the surgery also provided a 'minor injury service'.

Comments:

Positive comments:

- I have always been seen to when urgent
- receptionists are wonderful
- reception staff respond to patient needs/assess to get them the best appointment possible
- very happy with the surgery – do not change!
- by far the best surgery our family has been registered with
- very happy with service I and my family receive – thanks.
- very satisfied with this surgery.

Could be better:

- More emergency slots at Glapwell
- More friendly pharmacy staff
- Reduced waiting times in A&E

Suggestions for further action – Agreed with PPG at January Meeting :

- 1) Look at the distribution of emergency slots available at Glapwell and see if we are meeting demand on most occasions – (this work has been done; demand is variable with the emergency slots at Glapwell often still available – especially in the afternoon surgeries)
- 2) More publicity regarding the surgery providing a minor injury service to our patients – notices, website, surgery leaflet etc.
- 3) The group also suggested increased use of special notes/rightcare appropriately