

BASLOW HEALTH CENTRE PATIENT PARTICIPATION GROUP

Free text comments in the 2013 and 2014 surveys of the Appointment Booking System

An analysis of the comments made in the two surveys follows on the following two pages.

In summary, the significant changes between 2013 and 2014, i.e. after improvements were made, are:

1. Significantly more respondents offered positive comments about booking in 2014 (55.6% vs 26.1%).
2. Significantly fewer complained about the system in 2014 (19% vs 43.3%).
3. Those complaining usually had a misperception of the system.
4. A variety of comments were received about other aspects of the respondents' experiences of attending the surgery including:
 - A desire for evening or weekend surgeries
 - Improvements to the dispensing service
 - Suggestions for improving the waiting area
 - Difficulties caused by seeing different doctors
5. Many positive comments were received about the quality of care and service received from practice staff.

It should be noted that only 63 questionnaires out of a total of 374 contained free text comments and this may not be representative of the total sample. If anything, the comments are likely to overemphasize complaints and concerns whilst under-representing a majority who are more satisfied with the service.

ANALYSIS OF QUESTIONNAIRE COMMENTS - 2014

63 patients commented in the total of 374 questionnaires completed.

The range of comments is wide and varied but they can be broadly classified into the following categories:

Overall positive comments	35
Related to:	
Booking improvements	16
General service and care	12
Car park improvements	5
Comparisons with other practices	2

Comments critical of the booking system:		12
Related to patient misperceptions:		
Continue to believe 8am phone call needed	9	
Advance appts only for those working	1	
Can only book in advance if sanctioned by a doctor	1	
14 days advance booking only applies on line	1	
Comments on other issues:		
Requests for extended-hours consultation		8
Evening	2	
Weekend	5	
Longer appointments	1	
Parking congestion		1
Problems with dispensing medications		4
Ordering of medications	1	
2-day wait for repeat prescriptions	1	
Weekend service	2	
Doctor continuity		2
Suggestions to improve the waiting area		3
More reading material	1	
Decorations too 'sparse'	1	
Drinks facility	1	

Note: Several respondents made multiple comments and some were 'neutral' in character, hence the total comments are greater than 63.

ANALYSIS OF QUESTIONNAIRE COMMENTS - 2013

157 patients commented in the total of 600 questionnaires completed.

The range of comments is wide and varied but they can be broadly classified into the following categories:

Overall positive comments **41**

Comments critical of the booking system:

Total	68
Desire to book urgent/semi-urgent appointments in advance	38

Concerns over the 8am booking system	38
Problems with booking on line	8
Potential for telephone consultations	13
Requests for extended-hours consultation (evening or weekend)	10
Comments on other issues:	
Car parking	5
Transport	2
Problems with dispensing medications	6
Doctor continuity	2
Out-of-hours care	4
DNA letters	1
Blood tests	1