

Green Street Clinic

PPG Survey Results on Out of Hours (OOH) Services

July - September 2014

* Following consultation with our PPG group the attached survey was developed to gather information from the patients perspective on the OOH services in Eastbourne. The survey content went through several drafts until the final survey was agreed for publication.

* Surveys were made available in all practice waiting areas during July and September 2014. Surveys were handed out by Reception during appointment check-in and with prescription collections and members of 'The Friends of Green Street Clinic' encouraged participation and assisted patients with the survey where appropriate.

* Survey responses were analysed by a member of the PPG group and free text comments compiled separately. Results were circulated by email and discussed at the following PPG meeting. Overall it was felt that the feedback on the OOH service was good and that patients knew who to contact when the surgery is closed.

* It was, however, felt that the sample was too small to provide a representative response for the whole practice and we discussed ways in which we could make future surveys more representative of the practice population. We have yet to decide how take up of future surveys can be increased without incurring costs to the practice.

	TOTALS
1. In the past year have you tried to call an Out of Hours service for a GP?	
a. Yes for myself	15
b. Yes for someone else	15
c. No	63
2. Do you know how to contact the Out of Hours service when the surgery is closed?	
a. Yes	67
b. No	21
3. If you have had to contact the Out of Hours service, how easy did you find it?	
a. Very easy	16
b. Fairly easy	10
c. Not very easy	6
d. Not at all easy	1
4. What time of the day did you try and contact the service?	
a. Weekday during the evening/night	17
b. Day time at the weekend	12
c. Weekend during the evening /night	11
5. After your initial contact with 111 how long did you wait for someone to deal with your problem?	
a. Less than 1 hour	18
b. More than 1 hour but less than 2	8
c. If longer than 2 hours how long?	5
6. What happened after your call?	
a. Telephone advice	7
b. Telephone advice/advised to contact a GP when available	9
c. Advised to contact another health service (eg dentist)	0
d. Home visit by a Doctor	4
e. Home visit by another professional	0
f. Visit from Nurse	0
g. Hospital admission	7
h. Other	8

7. If you were visited by a GP do you believe that your problem was something which would normally be dealt with by a District Nurse?

- a. Yes 1
- b. No 20

8. Overall, how satisfied were you with the treatment you received from the Out of Hours service?

- a. Very Satisfied 21
- b. Fairly Satisfied 6
- c. Not at all Satisfied 6

9. Do you know that Green Street provide early morning/evening surgeries? (Wednesdays from 7.40am and either Tuesday or Wednesday evenings until 7.30pm)

- a. Yes 40
- b. No 48

10. Have you used the Walk in Centre (WIC) at Eastbourne Railway Station

- a. Yes 20
- b. No 50

11. If you have used the WIC how satisfied were you with the service they provided?

- a. Very Satisfied 12
- b. Fairly Satisfied 6
- c. Not at all Satisfied 2

12. Please use the space below for any other comments you wish to make about the Out of Hours (OOH) service
(see freetext replies on next tab)

Total number of forms submitted 89

I have a real gripe with not being able to make a next day appointment over the phone.																				
You either have to phone or visit on the day.																				
Is your automated booking service kept up to date. Quoted appt 6/8 and speaking when open 10am on same day																				
Calling for appointment at 0.530 - "none available" but turned out my GP was on leave. Could this option be factored into the auto service?																				
I then called again at 8.30 and got appointment.																				
Automated service does not give appointments up to 3 weeks in advance as stated.																				
Generally it is difficult to get an appointment if not an emergency, through booking system without waiting a week.																				
New "myvision" service a great help - to monitor appointments & prescriptions																				
An over 50's check-up would be good. Some doctors in the area do this.																				
My husband (diabetic) was unable to stand, excruciating head/neck/face pain, not eaten for 36 hours, couldn't walk to toilet. A GP didn't speak to me, message back from receptionist (111) - "see your GP tomorrow".																				
Head to sensitive to touch pillow, sat upright for 48 hours. (Refers to OOH)																				
I received an excellent service from the Doctor - a great service. I went on a weekday. (refers to WIC)																				
Thanks for the early morning & evening. Very helpful to use GP at convenient time																				
I am always very impressed by the service and care that I receive from this surgery and appreciate you seeking feedback and comment from patients.																				
Very satisfied with Practice & out of hours service																				
Very long wait in the hospital out of hours in the night over 3 hours																				

I have to wait very long time for waiting time and I tried to call emergency GP Few time 2 years ago and it call centre. Some people dont understand I have to tell them so many times and operator keep asking her nurse so I dont use the service any more													
(Re WIC) Great provision but seriously understaffed.													
Would go to hospital (question about contacting OOH)													
(re visit to WIC) But dissappointed they didn't have the antiseptic to treat my toe. They were waiting for deliverys but otherwise Services were good													
Unable to use the phone. Severe hearing disability													
I called the 111 service for my 3 year old and was very pleased with the services received. Also having access													
to the out of hours GP services at the dgh has been very convenient.													
The services supplied by 111 were excellent, sound advice, knowledgeable and quick to ack.													