



# Argyle Street Medical Centre

*Dr S L Bunting MBCHB DRCOG MRCP*  
*Dr T Onon MBCHB,*  
*Dr C J Duffy MBCHB DRCOG MRCP,*  
*Dr O Navarro LMS MSC MRCP,*  
*Dr R Khiroya MBCHB DRCOG MRCP*  
*Dr V Wright BSc MBCHB DRCOG MRCP DFRH*

Our Patient Participation Group is a true representation of our patient population. Darnhill is a deprived area with high unemployment and young children with above average elderly population with long term illness.

There were 68 patients that took part in the survey.

## **Female 37**

0 – 18 – 1  
19 – 32 – 12  
30-65 – 17  
65+ - 7

## **Male 31**

0 – 18 – 0  
19 – 32 – 7  
30-65 – 16  
65+ - 8

### **1. Do you know about the on-line appointment booking system?**

**64.71%** are aware of the on-line booking system which we have promoted via our website and posters in the waiting room. The registration forms are offered to all patients and are freely available. We are a deprived area and not everyone has access to a computer or Wi-fi. **35.29%** were not aware of these services – which may reflect that on two of the days the questionnaires were handed out were our sit and wait days for acute patients and not our regular Chronic Disease Management patients.

### **2. Have you used the on-line booking system?**

**13.23%** said Yes. This is a new service which is still being established – but considering this started in August last year and 68 patients have taken part in the survey – I feel confident that this will increase steadily over the next 12 months. Obviously 86.77% have not used it but are now aware of it.

### **3. Have you found the on-line appointment booking system helpful?**

**19.12 %** say Yes When we pulled the results together it reflected that possibly patients had misunderstood or mis-read the question because some patients who were not aware put yes to booking appointments on line. We believe the patients thought the touch screen on line in the waiting room was what they understood the question to relate to.



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## 4. Do you know about the on-line repeat prescription ordering system?

57.35% reported they did know about the system – however on reflection we think they may connect this with the Pharmacy service as we are aware that the on-line prescription service was delayed and did not go live until the end of December. This has only just been advertised although the posters stated that this service was going to be available in the future.

## 5. Have you used the on-line prescription ordering system?

20.59% say yes – the Practice is encouraged that this service will be popular. Patients have been using our Website to order repeat Prescriptions so we know that this will be successful.

## 6. Have you found the on-line repeat prescription ordering system helpful?

45.59% say No to this as they haven't registered and 29.41% have said Not Applicable – However 25% have stated yes but we think it is in the context of “in the future”

## 7. Is there sufficient privacy in the reception area when you are in conversation with a receptionist?

38.24% said No – 61.76% said Yes. As a Practice we are aware that sometimes patients need to provide personnel information to the Receptionist. We are currently in the process of buying a queuing stand and tape along with a poster explaining about patient's dignity and respect for privacy.

## 8. Are you normally able to obtain an appointment within 48 hours?

69.12% patients said Yes – 47.06% said No. We have now introduced sit and wait clinics on Monday mornings from 8.30 – 10.00 and Friday mornings 8.30 – 10.00. We have found that patients attending these clinics are acutes on the day. We have been able to offer appointments within 48 hours for patients requesting one.

## 9. Are you usually able to obtain an appointment with a particular GP who you wish to see?

52.94% said Yes and 47.06% said No. We are aware that some of our doctors only work part-time because of outside commitments. However we try and accommodate patients choice where we can.

## 10. Are you aware of the surgery open hours?

75.00% say Yes and 25% said No. We have consistent core hours but we do offer an extended hours service on different days due to patient demand. From Patient Questionnaires in the past we have established that patients like the variety of evenings rather than one choice. We advertise in the Practice Leaflet, Posters on the wall, Website and at the Chemist.



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## **11. Are you aware of the evening and weekend appointments available for patients of this surgery at Heady Hill Surgery?**

**55.88%** said Yes and **44.12%** say No. This service has been running for 10 months – we have advertised and there have been leaflets dropped through letter boxes as they Hub is available to all patients in Heywood. If you are not in need of seeing an Out of Hours Doctors then sometimes this information can pass you by. If there are no appointments at the Practice – Heywood Hub is automatically offered as well as Saturdays and Sundays.

## **12. Is the Surgery open at times that are convenient to you?**

**91.15%** said Yes and **8.82%** said No. With us offering appointments at the Hub up until 9.00 in the evening 7 days a week this has helped patients to book appointments more convenient for them.

## **13 Are you aware of our Patient Participation Group and what it does?**

**30.88%** said Yes and **69.12%** said No. We did contact many patients and have advertised in the practice and on the website. The doctors ask patients if they want to join – especially if there is something about the service they are not 100% with. If ever the Practice Manager receives a complaint they are always offered an opportunity to make things better by getting involved with our fabulous Group who do fantastic work on behalf of the community and the Practice.

**Special Thanks go to the PPG team for sitting in the waiting room and talking to the patients and handing out these questionnaires.**



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