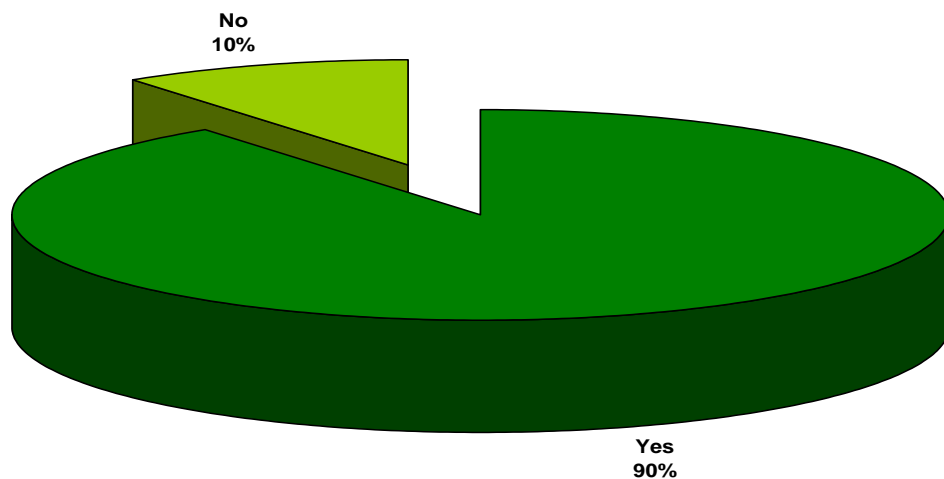


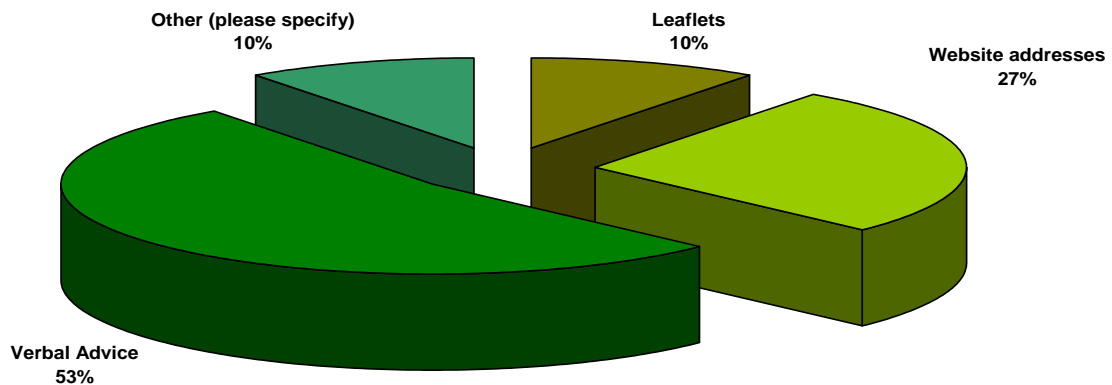
Islip Medical Practice

Patient Reference Group Survey Results 2011/2012

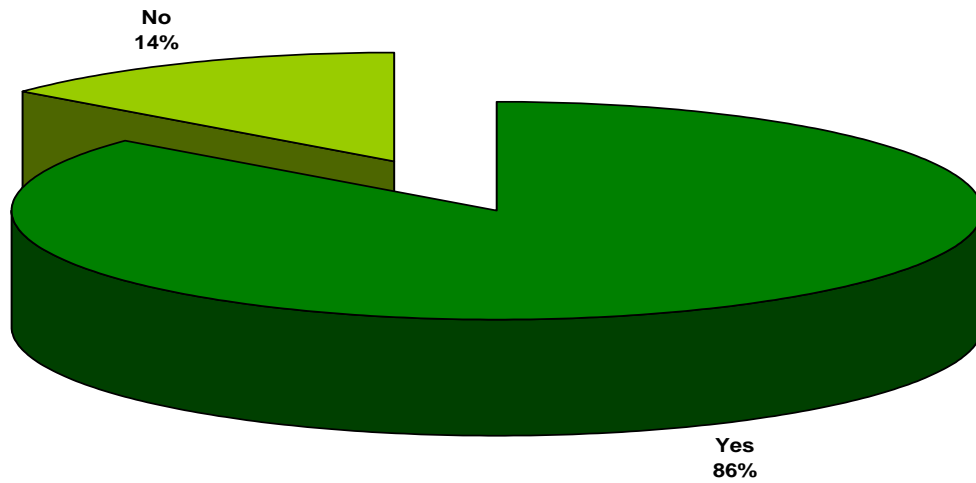
1. If you have consulted a practice nurse recently, do you feel you received sufficient information from her regarding management of your condition?



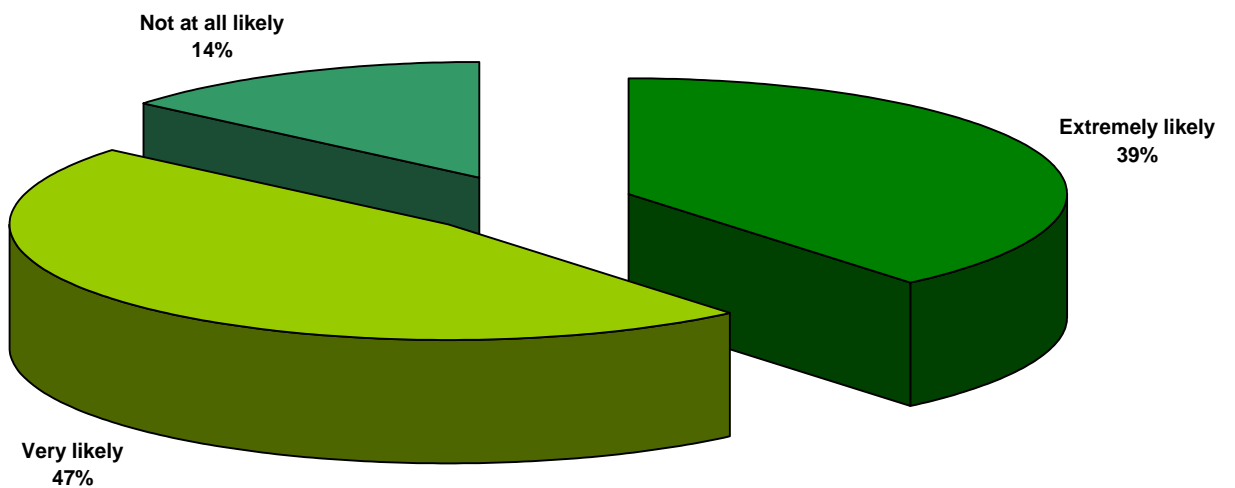
2. If you would like more information from the nurses regarding the management of your condition which format would you prefer?



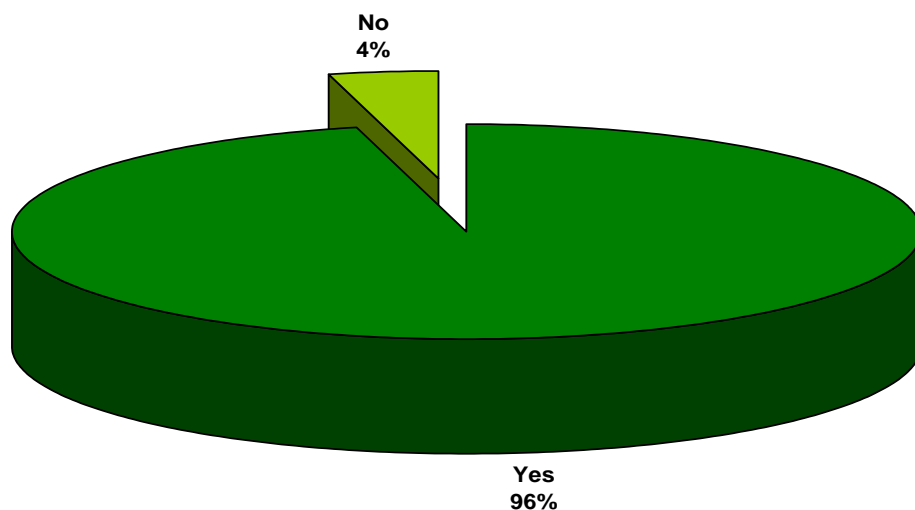
3. Are you aware that we offer free text message appointment reminders?



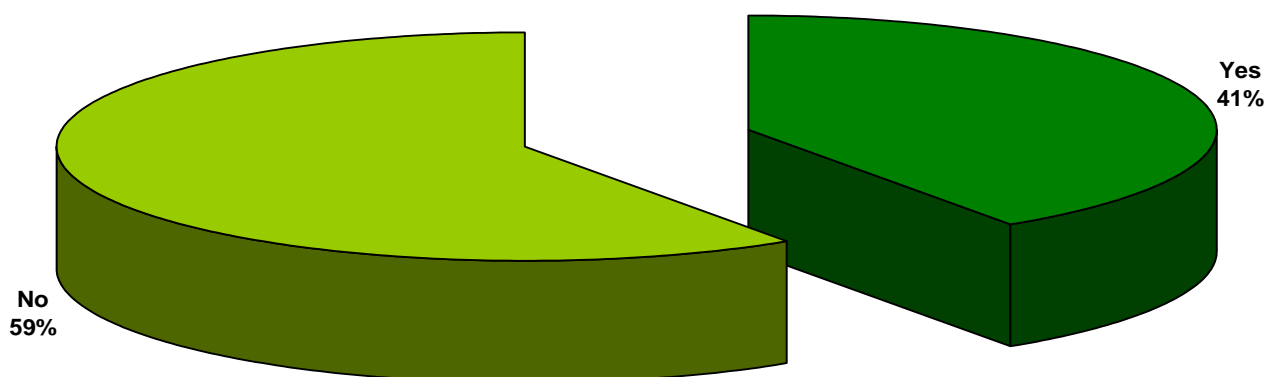
4. If you were able to access some of your medical records on line, how likely would you be to use this facility?



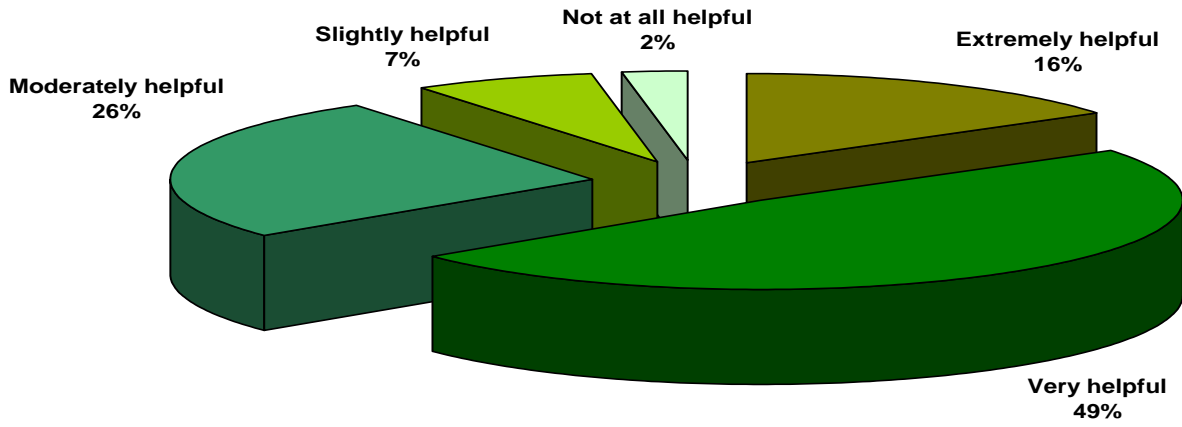
5. If you have a medical query that you feel can be dealt with over the telephone, would you prefer to speak to the doctor on the telephone?



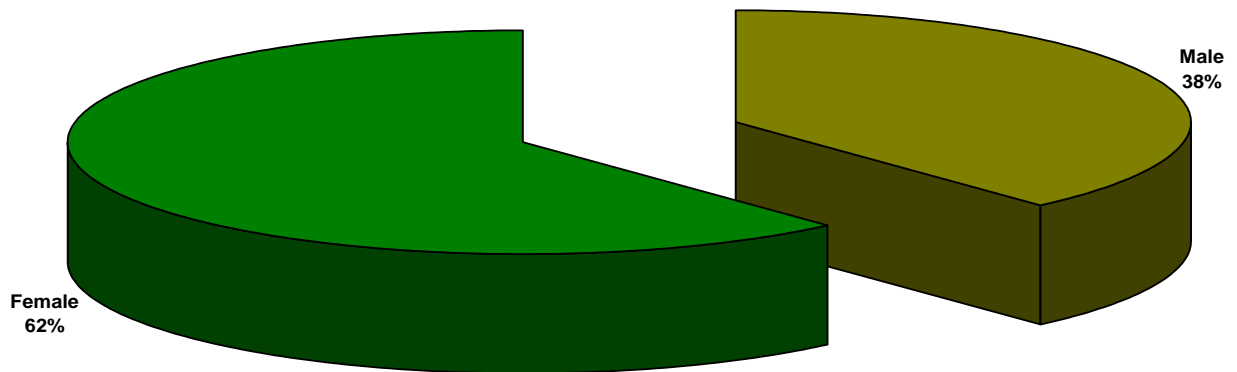
6. Do you feel that patient confidentiality at reception and dispensary needs improving? For comment please refer to attached table.



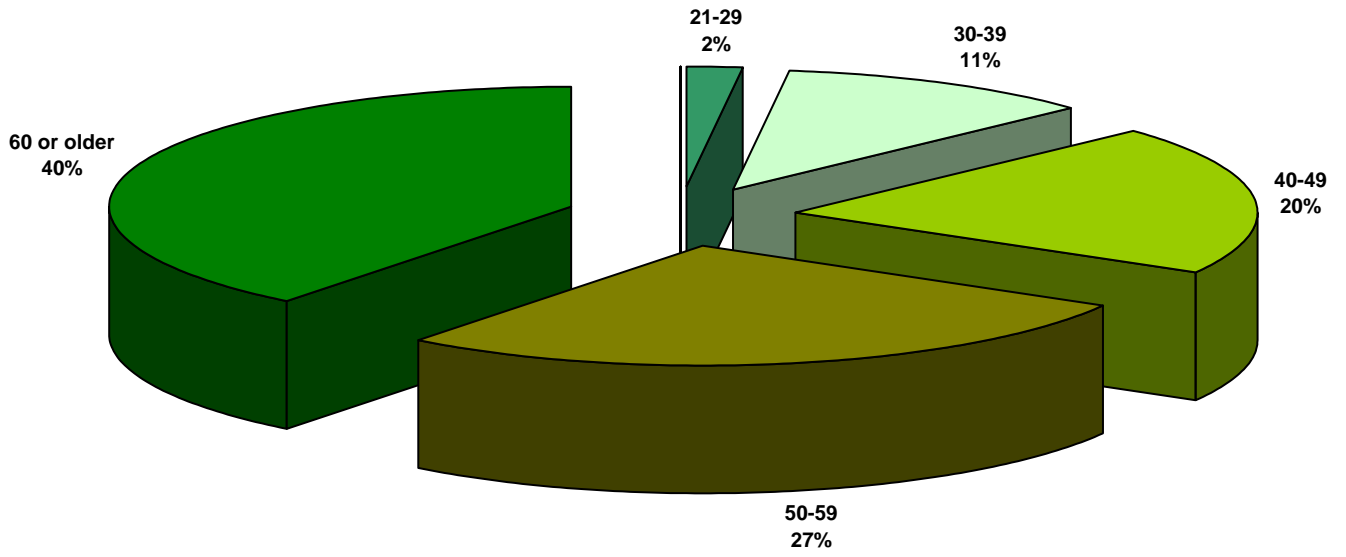
7. How helpful do you find the Islip Surgery Website?



8. Are you male or female?



9. Which category below includes your age?



APPENDIX (Q6. Comments)

Yes. Any verbal information exchanged can easily be heard by others in the waiting room
A closed reception environment from the waiting room area would be helpful to contain confidentiality which you may need to discuss with the receptionist about what you wish to speak with the doctor about.
Not especially
Improvement is needed! Not being sent out to collect your own injection and have to ask for it in front of waiting room, no privacy when asking for meds.
No problems with confidentiality
No, I have never had an issue with this.
No complaints at all
Would it be possible for you to have some sort of card, for dispensary so that they could read your name, then other people would not be able to overhear your name being called out? The same when they call your name out in reception to go and see doctor or nurse, maybe a number instead of your name?
As this is the only place to make a comment on the website I have never looked at it but will now!
no improvement needed
Yes. There is no space between patience and the reception.
No, everything's fine!
Within the constraints of the space available I think the team generally do an excellent job. If, for example there is a query or the dispensary assistant needs to advise that a drug to be dispensed is not in stock it would perhaps help to point at the drug on the written prescription or repeat request rather than name it out loud when it is possible to be overheard. There may sensitivities around what is being dispensed.
Seems fine. There is a room available.
I think you already respect patient information and maintain high confidentiality standards
No
I have always found both areas very discreet
no problem
One gets the impression that all the staff have full access to the entire system. This may in reality not be the case, but perhaps a 'note' on the bottom of prescriptions and communications from the practice might reassure patients that confidentiality is taken very seriously by management.
Would help to give a ticket or number so you are not shouting out names and check addresses.
Can be embarrassing if name of medication is stated out loud, especially if people I know are in waiting room
No I feel the situation is fine
Reception area is very open. Perhaps now most people check in using the machine, part of the reception could be converted into a private room? Dispensary privacy hasn't ever been an issue with me.
Confidentiality seems fine, but manner often abrasive and a tad unfriendly.
not particularly they are very good already
No, I am happy with things as they are.
Never had an issue at reception, would prefer if non qualified staff did not have access to my records, e.g. Blood results given out.
I think that it is fine. There is the room where the blood pressure measurement device if people want privacy
Yes both but especially at the dispensary as once I came in and the lady read out aloud my medication to check what she was looking for - I told her this was not appropriate and she said she was sorry. Somebody from my village was stood next to me and could have easily heard what she said. If this happens again I would make a written complaint. I think she was a new member of staff at that time.
Yes, as you can clearly hear responses to some conversations, especially if the patient has poor hearing and communication is difficult. Would a clear screen eliminate the voice sounds? Would it not be easy to erect screens in front of reception and the pharmacy areas?
I am satisfied.
No it's good

APPENDIX (Q6. Comments Continued)

I feel it does need improving at both but it's hard to see how given the design/layout. The radio is only a limited help.

Seems to be OK

Not always easy to make a repeat appointment if you need to share information, but the receptionists are very discreet.

Both are appropriately welcoming by being in the heart of the surgery. I'm not self-conscious about anything I have been to the surgery for and therefore don't find this a problem.

Not sure how surgeries can improve this really. If there is a big issue that requires long confidential discussion, then presumably you can take patients to another room.