



PPG Transport Survey and First Impressions Report

February 2023

Introduction

The first patient survey was carried out week commencing 30th January for the Wilson Medical Centre consisting of three surgeries: Prestbury Park, Royal Crescent and Berkeley Place. Over five days 185 surveys were completed. The majority were for Berkeley Place as the survey was carried out mainly on the ground floor until it was realised that catching people on their way out from the first floor was not effective. Therefore, 2 mornings were included on the first floor.

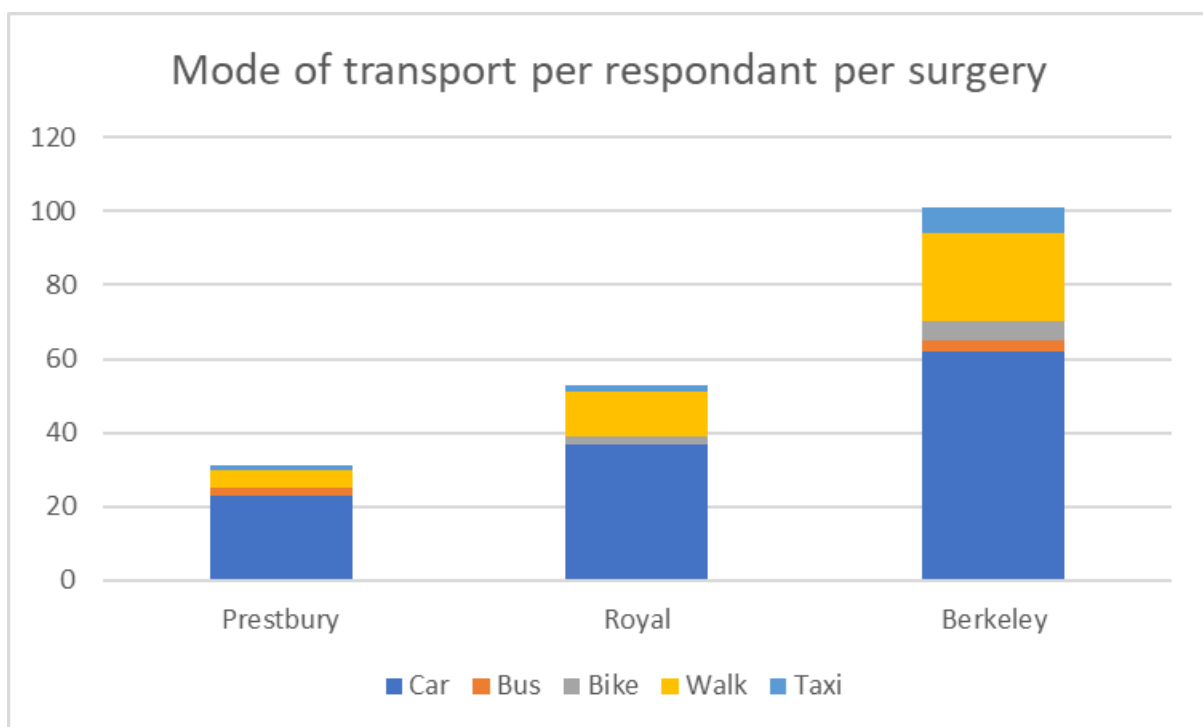
Findings

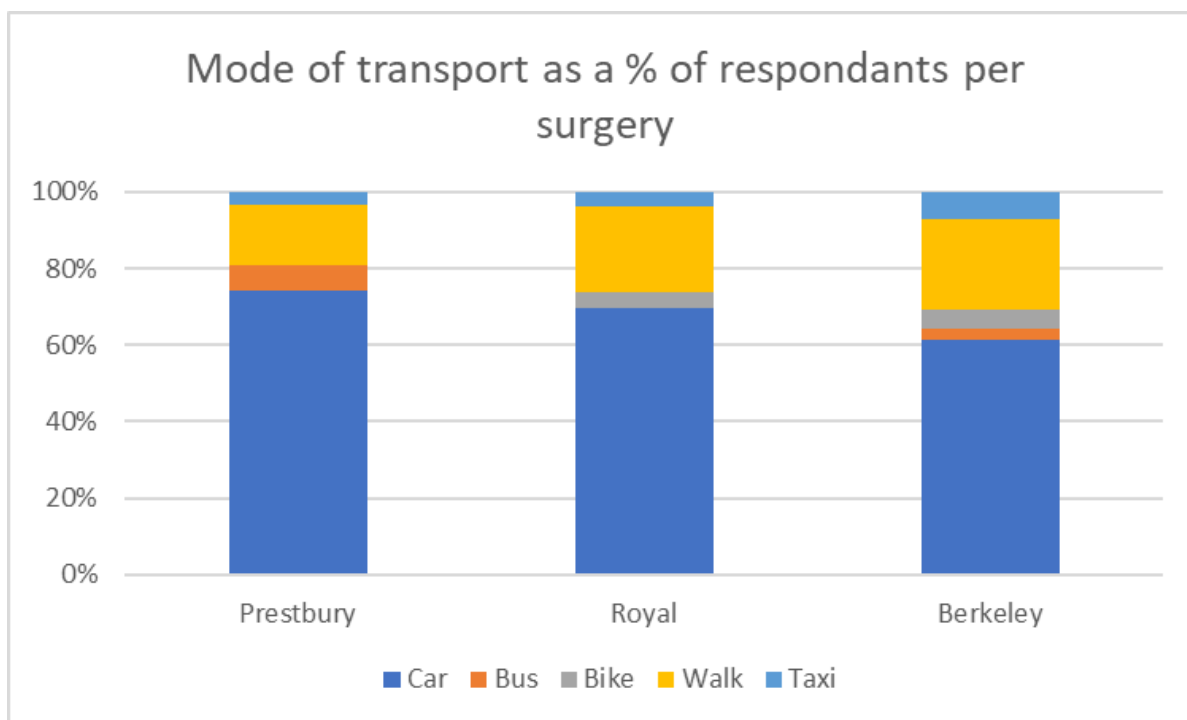
Travel to the medical centre is captured in these numbers and charts. It is clear the majority arrived by car which isn't a very green way to travel. However, 41 walked. The main issue was the bus service. It is suggested that a timetable is printed to help patients and to include the position of the bus stop for the return trip to town.

The numbers were:

	Prestbury	Royal	Berkeley	Total
Car	23	37	62	122
Bus	2	0	3	5
Bike	0	2	5	7
Walk	5	12	24	41
Taxi	1	2	7	10

To put this in a more visual context there are two basic stack charts below.





The majority of patients really liked the new building and found access easy. There were four who had issues out of the 185. Further views to this were captured in their comments at the end of the survey. It was a common occurrence to hear patients say they had preferred to walk when the surgeries were in town, but this was compensated by the new building.

Everyone except two felt they were treated with kindness and care. Again, all except two would recommend the surgery to friends or families. In fact, a few said they already had.

The questions were very basic, and it is suggested that a deeper survey is carried out in about six months to twelve months- time.

Comments at the end were the most enlightening. From these a plan for 2023 is very forthcoming and can be set out at the next meeting in March. The comments have been placed into 3 categories:

1. Travel
2. Building and parking
3. Operational

Travel

There were two common themes: poor bus service and some annoyance for having to drive after being able to walk to the surgery – however, this was followed with the comment that the majority really liked the new building. Here are the comments made by patients.

Prestbury Park

- Not enough information on the bus service
- No reliable public service
- Poor bus service

Royal Crescent

- Poor bus service and taxi is expensive.
- Preferred it when I could walk 5 minutes.

Berkeley

- It would be useful if a bus time- table was printed or made available
- Turning into the car park could be made clearer.
- Could walk before but lovely building.
- Easier before when in town – this takes time out of work.
- Moving from town has not been good for me as I'm not a driver
- Have to drive now, before I could walk.

Building and Parking

The building was very much liked by the majority and having a car park made it easy. However, there were other issues mentioned too.

Prestbury Park

- Not very warm
- Needs plants and pictures.
- Massive improvement from before
- Easy to log in and find way around.
- Access through the back from the car park could be clearer.
- Easy once I found the stairs.
- Turn down heating – reduce costs and be greener.
- Parking was a nightmare and entry needs to be controlled.
- Improve parking.
- Annoying rattle from air con and long wait for appointments
- Wheelchair access needs improving such as an automated door on the first floor.

Royal Crescent

- Lovely surgery
- Building very clinical – lacks pictures and plants etc.

Berkeley

- There could be masks upon entry to building for those who want to wear one rather than going to the busy reception.
- Screens not working.
- Preferred older place – less personal here. I prefer a homely place.
- Access better now for wheelchairs

- Couldn't find building so ended up late. Needs better sign posting from car park into building.
- Easier access
- Lights are left on at night and weekends.

Operations

The running of the medical centre was a topic many commented on – mostly positive and some ideas emerged of what we could do improve things.

Prestbury Park

- Easy to get my son in to see nurse on same day as phone call.
- Poor IT system to try to see someone or even ask a simple question by phone – needs better system to request appointments etc and advice
- Suggest check into any surgery and share data- thus integrate the 3 surgeries further
- One patient not impressed with level of care (he was a confused gentleman, and his daughter was more concerned about being late for work)
- Why does it take 7 days for a prescription?

Royal Crescent

- All positive – appointments on time and nurses and doctors are all wonderful
- Very good service
- Always difficult to get hold of reception.
- Medication delivery? (I assume the patient wanted to know if this was available).
- Good so far
- Not happy with unqualified HCA and para medics prescribing – be glad when we can see our doctors when needed.
- Always excellent service
- Easier access to doctors and nurses – as it's always too long a wait.
- Phone message too long and long wait in queue
- Everyone is helpful.
- Everything good

Berkeley

- The service has been very accessible, and I appreciated the service as it is
- Positive experience – you are amazing with children and babies. Easy access and friendly staff
- Advanced Nurse Practitioner would be useful. E Consult using a form would cut down wait and take pressure off reception
- Excellent service – thank you.
- Staff all friendly
- Receptionists are very helpful and friendly.
- Telephone operator was not at all helpful and very difficult when I asked for some assistance.

- Improve waiting time to be connected on phone.
- Like a breath of fresh air!
- Really lovely practice
- A little too long for appointments and phone answering
- Physio explained everything clearly.
- No long wait for appointments – previously had been.
- Over 70s especially value consistency in their relationship with GP – saves time because they know your medical history – builds trust and confidence with end- of- life care.
- A very good service – totally happy
- Before you know it, you'll need a café!
- Nearby fruit/drink shop for babies and adults would be good.
- What happened to nominated GP – or they don't know your history.
- Follow up with information after blood test etc would be useful.
- Brilliant service for 1st visit
- Not good enough (couldn't find building)
- All excellent
- Advertise improved access scheme – not widely known.
- Reception helpful; comfortable waiting area; feels that nurses care.
- A water dispenser for post blood giving please,
- Be good to have area for small children to play with fixed activities to keep them occupied.
- NHS Digital could improve – eg screens
- Where is the pharmacy? Why is prescription medicine lit up if it's not working?
- Prefer one GP who knows you, not locum, then they disappear.

Conclusion

It is clear the building itself and care patients receive is excellent. The issues for some are relating to the time it takes to get an appointment and length of time to get through to reception. These may be an annoyance, but general understanding is that this is due to high demand.

There are some niggles about the building that could possibly be improved. A few suggestions:

To assist all patients an automatic door on the first floor, water dispensers in the waiting areas, a bus timetable, car park signage from the road, putting some plants around waiting areas, ensuring check in screens working first thing in the morning, and an Entrance sign from the car park into the building.

All in all, this is good start and plenty for the PPG to work with.