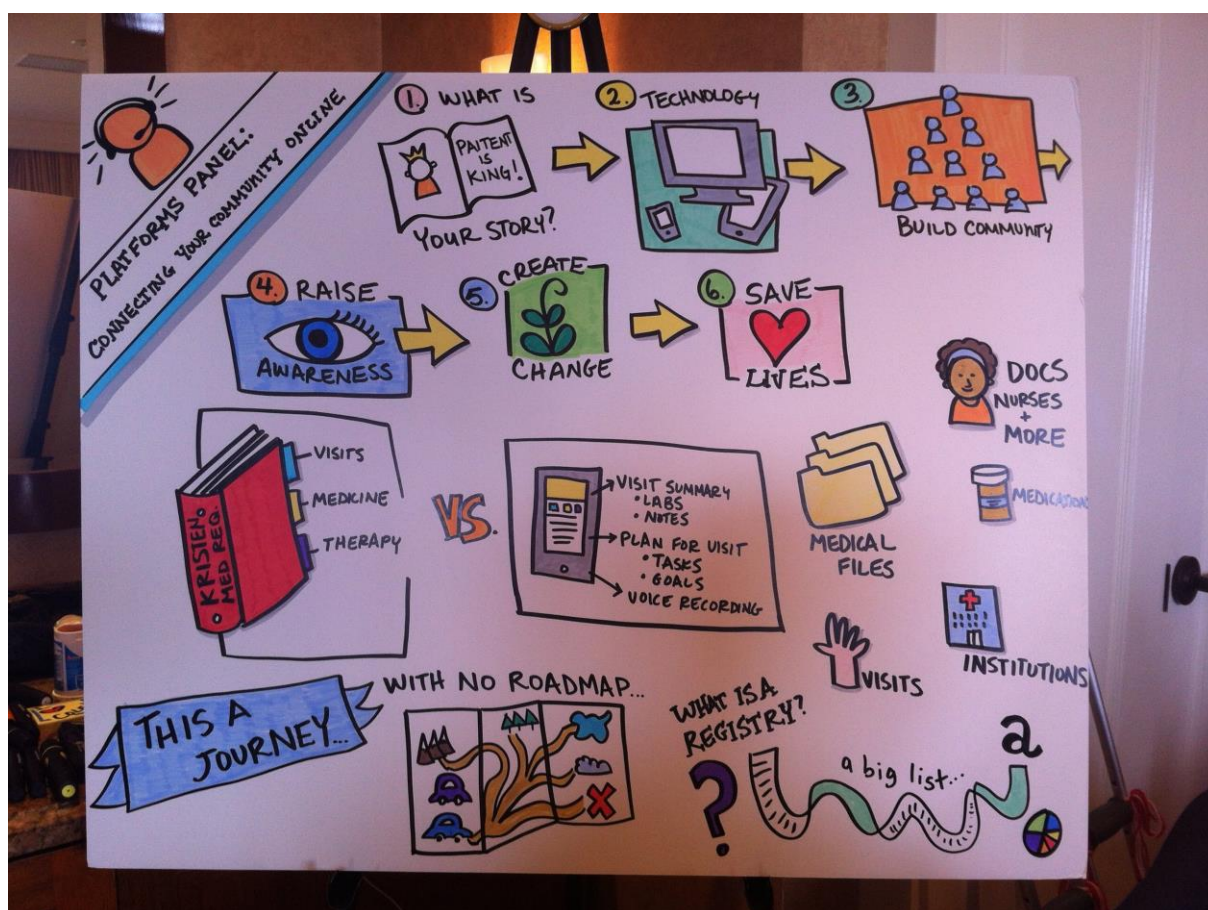


Patient Survey

Sept 2013 - Nov 2013



Patient Participation Groups (PPG) formation

This is the second year that our PPG has been successfully running, so far since we resurrected the group in September 2012 we have had 6 group meetings, panel members have attended meetings external to Edgwick and we have now completed two Patient Surveys. Our PPG has also agreed 'Terms of Reference' under which it will conduct all its transactions (see below).

Terms of Reference

These Terms of Reference were agreed in a meeting of Edgwick Medical Centre - Patient Panel Group (EMC-PPG) on 30th May 2013

1. Introduction / Purpose

Edgwick Medical Centre is committed to working in partnership with patients and members of the local community to achieve the best possible health outcomes for our patients. The purpose of the Patient Panel is to create a constructive working relationship with members of the practice to ensure a broad range of patient views are reflected in practice development and operations.

2. Values

- To listen
- To observe
- To respect each other's opinions and
- To challenge constructively in an open and honest forum.

3. Chair

The Chair of EMC-PPG will be elected for a two year term from within the PPG and act as a key link between the PPG and the Practice.

The Chair will be mandated by the PPG to:

- Raise questions put forward by the PPG to the GP Practice
- To represent the agreed views of the PPG
- To act as a communication link for the PPG
- The Chair will be in post for no more than two terms of office

4. Vice Chair

The Vice-Chair of EMCPPG will be elected for a one year term from within the PPG. The role of the Vice Chair will be to deputise for the Chair. The Vice-Chair will be in post for no more than one term of office.

5. Membership

The PPG is open to all patients of Edgwick Medical Centre GP Practice.
All Practice staff are able to participate within the PPG.

6. Attendance

Officers and members of the CCG, NHS Commissioning Board, Coventry City Council and other partners may from time to time be requested to attend the meetings.



An 'Open door' approach to other voluntary sector organizations and PPG's that would like to attend EMC-PPG meetings will be adopted.

7. Frequency and notice of meetings

EMC-PPG will meet once every two months unless they deem it unnecessary in which case they will meet more often. For easy planning EMC-PPG will meet every 2nd Thursday of the month, these dates can be changed subject to notice.

8. Quorum

The quorum shall be four (4) patient members and at one (1) staff representative from the GP Practice.

9. Terms of Reference / Remit and responsibilities of the Patient Panel

The Patient Panel will work collaboratively with the practice to:

- Represent the views of patients
- Act as a link between the patient population and the practice
- Ensure practice development reflects the diverse needs of the patient population
- Reach agreement on resolution to problems that is equitable and achievable
- Interpret patient feedback to support action planning
- Suggest areas of improvement, both physical improvements (building space) and health services
- Understand internal and external pressures on the practice and relay these to both patients and the practice
- Represent the practice at wider patient forums and other PPG's in the area
- Feedback to the practice on matters affecting patient care
- Support the practices 'health and well being strategy' to improve the health of the patient population
- Influence the provision of secondary healthcare and social care locally
- conduct patient surveys from time to time

This list is not exhaustive and shall from time to time be updated

10. Business Rules

10.1 Voting

It is envisaged that EMC-PPG will reach decisions by consensus wherever possible. On matters where a vote is required members will show their opinion through a simple majority vote at the meeting. Each PPG member will have one vote only. The Chair of the group will have the casting vote.

10.2 Disciplinary Procedures

If a vote of no confidence in the Chair is considered necessary, a Notice of Motion calling for the vote must be signed by four (4) PPG members. The vote is to be taken within 14 days of the Motion being issued.

Disciplinary action against the Chair or Vice Chair should be considered if the following actions result:

- That the Chair has failed in their duties as prescribed in the Terms of Reference for the PPG.
- If the Chair has brought the name of EMC-PPG into disrepute by their actions.

Outcome of Vote of no confidence

If the vote finds in favour of the Notice of Motion, after hearing and considering the evidence the Chair shall resign with immediate effect. The person will not be eligible for re-election for a period of 5 years.



Members of the group

All members of the Patient Panel Group will seek to further the work of Edgwick Medical Centre in achieving the best possible health outcomes for its patients. The Patient Panel Group will be a non political forum and the membership will be responsible to reflect the views of the diversity of the patient population and not of any political party or view. Any Member who is considered to have brought the name of EMC-PPG into disrepute, if found to be so, will be suspended for a period of 6 months from the PPG.

End of Terms of Reference

Meetings

Our PPG holds meetings every two months, these meetings are open to all patients and patients are encouraged to drop in at any time, it is not a condition that you have had to attend any other meetings. Once patients join our group we have discovered that they take more interest in the business of our practice and it is an excellent mechanism for airing their points of views and ideas.

PPG's can bring significant benefits to our practice: reducing costs, improving services, allowing resources to be used more efficiently and, most importantly, developing mutually supportive networks outside the GP or nurse appointment. Our PPG help the practice by enabling GP teams to be proactive in providing services that truly reflect what patients want and need.

Patients are encouraged and supported by PPGs to take more responsibility for their own health by increasing health literacy, raising awareness of lifestyle options and promoting self care, particularly for minor everyday illnesses. PPGs become active advocates for the practice and the services provided – practices that have a PPG are increasingly being viewed by patients as an indicator of them being a high-quality caring practice and becoming a differentiator for patients between practices in their area.

Focus on 2013-14 Patient Survey

In August 2013 Edgwick received results of it's National GP Access survey of patients which IPSOS MORI compete on behalf of NHS England. This survey is conducted for each and every GP surgery in the country and the results are fed back to both the surgery management and the performance team responsible for individual surgeries. In Appendix A you will find a blank copy of this national survey. IPSOS MORI send out these surveys to patient's homes and, once completed, patients post them back to IPSOS ensuring an independent process together with the average for whole of England.

The results of our survey are as follows:

| | | | | |
|--------------|---|-------------------|---------------------|------------------------|
| | | Practice code | | M86633 |
| | | Practice name | Results for England | EDGWICK MEDICAL CENTRE |
| ACCESSING GP | Ease of getting through to someone at GP surgery on the phone | % Easy (total) | 75% | 47% |
| | | Below average? | | Yes |
| | Helpfulness of receptionists at GP surgery | % Helpful (total) | 88% | 62% |
| | | Below average? | | Yes |
| | Overheard in reception area | % Yes (total) | 83% | 87% |
| | | Below average? | | No |

Patient Experience

Report of Patient Survey (Report) – Sept 2013 to Nov 2013

Report Version 1.0 – Jan 2014

| | | | | |
|------------------------|--|---|-----|-----|
| | Frequency of seeing preferred GP | % See their preferred GP always, almost always or a lot of the time (total) | 63% | 37% |
| | | Below average? | | Yes |
| Waiting Time | Impression of waiting time at surgery | % Have to wait far too long | 9% | 20% |
| | | Below average? | | Yes |
| MAKING AN APPOINTMENT | Able to get an appointment to see or speak to someone | % Yes (total) | 86% | 53% |
| | | Below average? | | Yes |
| | Convenience of appointment | % Convenient (total) | 92% | 91% |
| | | Below average? | | No |
| | Overall experience of <u>making</u> an appointment | % Good (total) | 76% | 49% |
| | | Below average? | | Yes |
| LAST GP APPOINTMENT | Rating of GP giving you enough time | % Good (total) | 86% | 72% |
| | | Below average? | | Yes |
| | GP is good at listening | % Good (total) | 88% | 75% |
| | | Below average? | | Yes |
| | Rating of GP explaining tests and treatments | % Good (total) | 83% | 79% |
| | | Below average? | | No |
| | Rating of GP involving you in decisions about your care | % Good (total) | 75% | 67% |
| | | Below average? | | No |
| | Rating of GP treating you with care and concern | % Good (total) | 83% | 73% |
| | | Below average? | | No |
| | Confidence and trust in GP | % Yes (total) | 93% | 91% |
| | | Below average? | | No |
| LAST NURSE APPOINTMENT | Rating of nurse giving you enough time | % Good (total) | 81% | 78% |
| | | Below average? | | No |
| | Rating of nurse listening to you | % Good (total) | 80% | 80% |
| | | Below average? | | No |
| | Rating of nurse explaining tests and treatments | % Good (total) | 78% | 79% |
| | | Below average? | | No |
| | Rating of nurse involving you in decisions about your care | % Good (total) | 68% | 78% |
| | | Below average? | | No |
| | Nurse as good at treating patient with care and concern | % Good (total) | 79% | 77% |
| | | | | |

Patient Experience

Report of Patient Survey (Report) – Sept 2013 to Nov 2013

Report Version 1.0 – Jan 2014

| | | | | |
|----------------------|--|----------------------|-----|---------|
| | | Below average? | | No |
| | Confidence and trust in nurse | % Yes (total) | 87% | 85% |
| | | Below average? | | No |
| OPENING HOURS | Satisfaction with opening hours | % Satisfied (total) | 80% | 73% |
| | | Below average? | | No |
| | Is your GP surgery currently open at times that are convenient for you? | % Yes | 77% | 67% |
| | | Below average? | | No |
| OVERALL EXPERIENCE | Overall experience of GP surgery | % Good (total) | 87% | 71% |
| | | Below average? | | Yes |
| | Recommending GP surgery to someone who has just moved to the local area | % Yes (total) | 80% | 51% |
| | | Below average? | | Yes |
| MANAGING HEALTH | In last 6 months, had enough support from local services or organisations to help manage long-term health condition(s) | % Yes (total) | 64% | 65% |
| | | Below average? | | No |
| | Confidence in managing own health | % Confident (total) | 93% | 87% |
| | | Below average? | | No |
| OUT OF HOURS SERVICE | Know how to contact an out-of-hours GP service | % Yes | 58% | 64% |
| | | Below average? | | No |
| | Ease of contacting the out-of-hours GP service by telephone | % Easy (total) | 79% | ~ |
| | | Below average? | | Unknown |
| | Impression of how quickly care from out-of-hours GP service received | % It was about right | 62% | ~ |
| | | Below average? | | Unknown |
| | Confidence and trust in out-of-hours clinician | % Yes (total) | 81% | ~ |
| | | Below average? | | Unknown |
| | Overall experience of out-of-hours GP services | % Good (total) | 70% | ~ |
| | | Below average? | | Unknown |
| TOTAL | Below Average totals | Yes | | 10 |
| | | No | | 17 |
| | | Unknown | | 3 |
| | | Total | | 30 |



In summary the 10 areas where Edgwick had fallen below national average were:

1. Ease of getting through to someone at GP surgery on the phone
2. Helpfulness of receptionists at GP surgery
3. Frequency of seeing preferred GP
4. Impression of waiting time at surgery
5. Able to get an appointment to see or speak to someone
6. Overall experience of making an appointment
7. Rating of GP giving you enough time
8. GP is good at listening
9. Overall experience of GP surgery
10. Recommending GP surgery to someone who has just moved to the local area

When we received these results, they were fed back into our Patient Panel meeting (15th August 2013) and after lengthy discussions panel members agreed that these results did not represent the 'true picture' in terms of patient satisfaction here at Edgwick. Panel members were taken back by some of the areas where we had scored poorly, although some of these they did agree with e.g. 'availability of appointments'. However, overall the panel members were not convinced that these outcomes were representative of the Surgery's overall performance. It was agreed by all present that we would use 2013-2014 Patient Satisfaction Questioner to complete our own survey based on the areas in which we had performed poorly. It was further agreed that the questions that needed asking should reflect the areas where we had performed poorly in the above survey, hence the following questions were decided:

About You

- Q1: Please tell us the year you were born?
Q2: Please tell us your post code?
Q3: Gender?

About the Surgery

- Q4: How easy is it to get through to someone at the GP Surgery on the phone?
Q5: How helpful do you find the receptionist at the Surgery?
Q5: How easy was it to get an appointment to see or speak to someone?
Q6: What is your overall experience of making an appointment?
Q7: How easy was it to get an appointment with the GP that you want?
Q8: How long after your appointment time do you normally wait to be seen?
Q9: The last time you saw a Dr at the surgery how good was the Dr at each of the following?

Please put a tick in one box for each row

- Giving you enough time
- Asking about your symptoms
- Listening to what you have to say
- Explaining tests and treatments
- Involving you in decisions about your care
- Treating you with care, concern & dignity
- Taking your problems seriously

- Q10: In general, how satisfied are you with the care you get at the surgery?
Q11: Would you recommend the Surgery to someone who has just moved to your local area?
Q12: Do you know how to make a complaint/suggestion regarding your Doctors Surgery?
Q13: Please tell us below any other ways that you could improve your services at the Doctors Surgery?
Q14: What is your ethnic group?
Q15: Do you have any disabilities?



Survey completion, method used to get survey forms completed

As a guide we aimed to get 25 patients out of every 1000 patients on our practice list to complete one of these surveys, our current list size is 4340, i.e. we should aim to get at least 109 survey completed. We actually achieved 208 completed surveys.

Most of the 208 completed surveys were done here in the surgery; most people completed surveys while waiting for appointments or just after coming out of a consultation. Staff handed out the surveys attached to clip boards and helped anybody who needed help, staff did not help people to answer the questions or influence their answers. A few forms were taken away and returned at a later date. The results of each and every questions contained within the survey are detailed and analysed below;

Results of Survey – Question by question

Q1. Please tell us the year you were born?

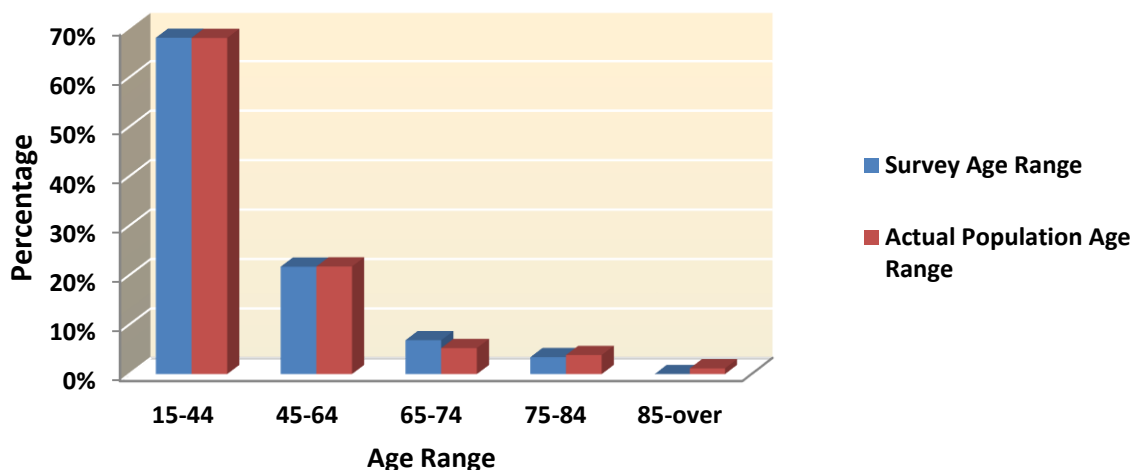
Purpose of question Q1

- To find out the age range of the people who took part in the survey.
- To ensure that the survey was representative in terms of our registered patient population.

Response from Survey

The following chart represents the response from the survey.

Participant age range vs actual population age range



Analysis of results

From the above graph it is evident that our survey was representative in terms of 'age range of survey completers' if compared to the age range of our registered patient population.

Almost 70% of the survey age range was between 15-44



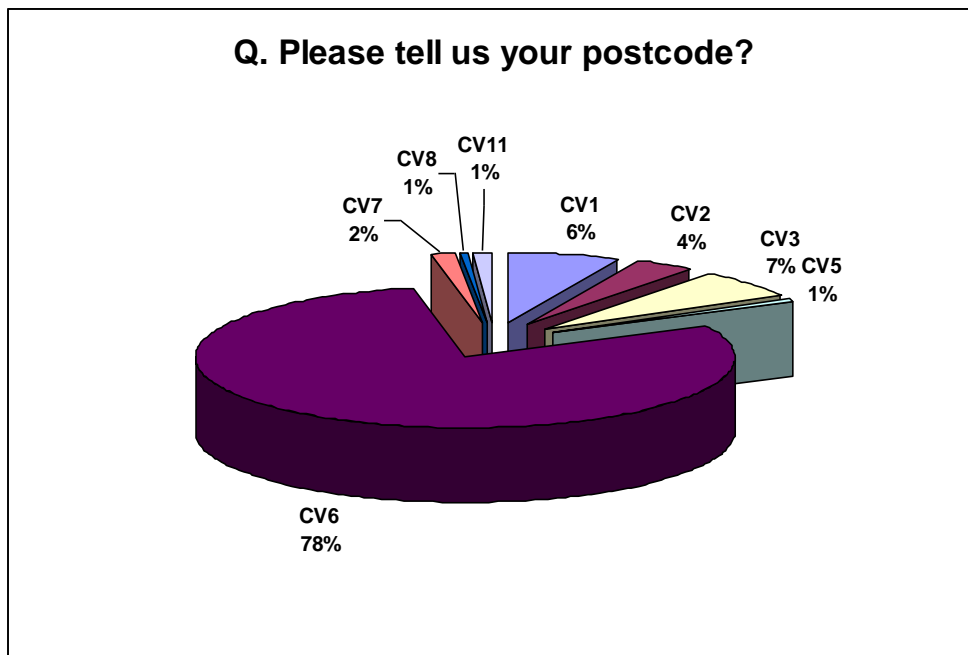
Q2. Please tell us your post code?

Purpose of question Q.2

- To find out what geographical areas patients came from.
- To see if patients completing the survey lived within the practice 'Outer Boundary' and ensure that we were equally serving those patients who lived outside the boundary.

Response from survey

The following chart represents the response from the survey



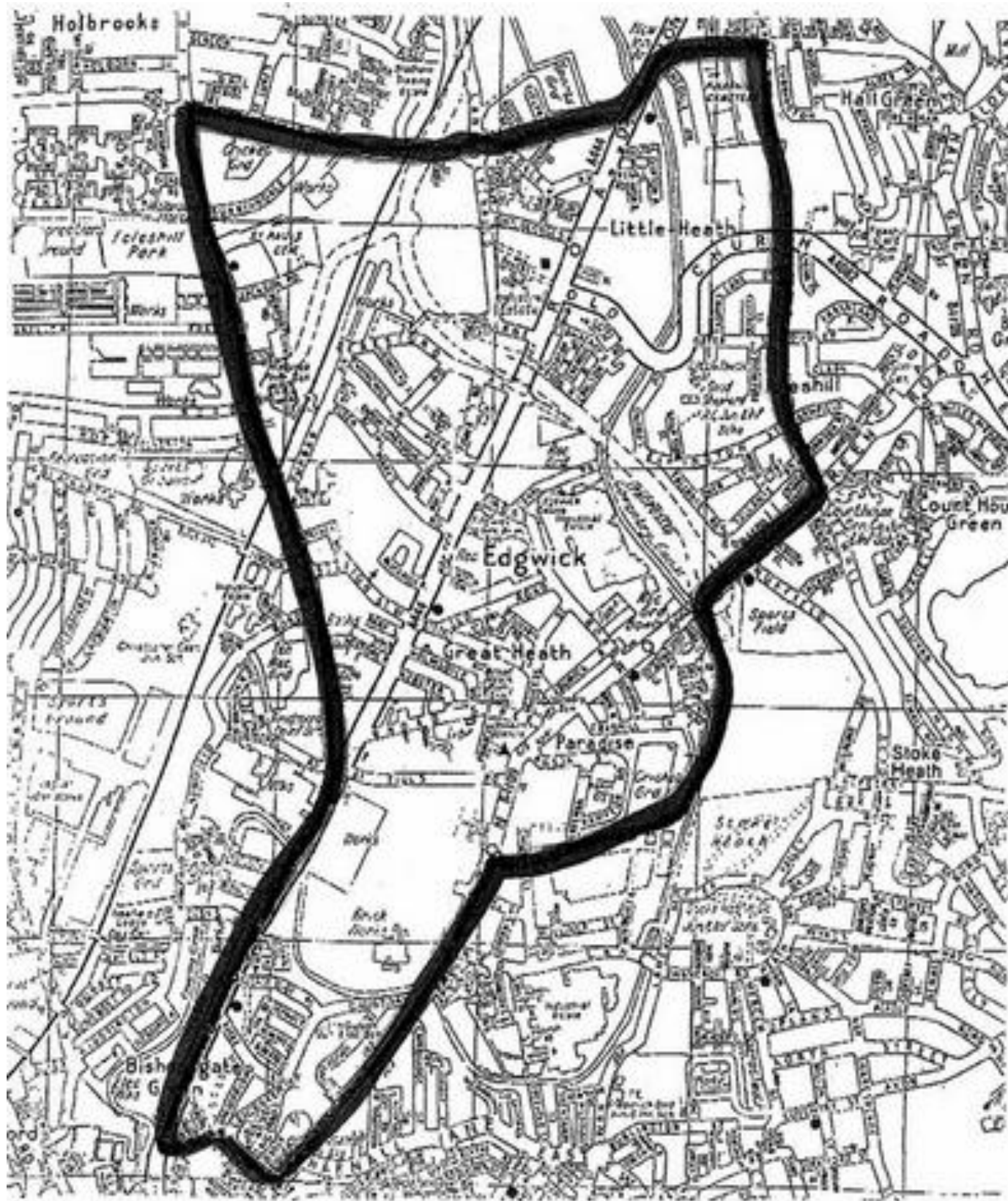
Analysis of results

It is clear from the above chart that most of the patients who completed the survey lived within our practice boundary, there were a few who lived outside. This clearly has an impact of services such as home visits etc.

The patients that live outside of the area attend the surgery less frequently than those who live close by. The walk in centre or A+E may be closer for these patients who live outside the area?? They are also less likely to DNA appointments as they are coming further than the patients who live nearby and for some patients special transport needs to be arranged.



Edgwick Medical Centre Practice Boundary



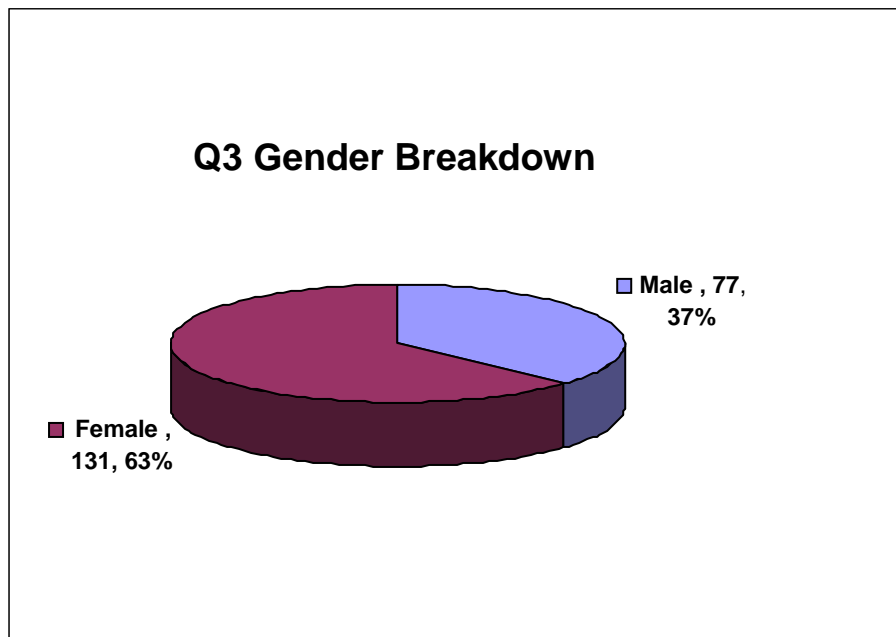
Q3. Gender breakdown of survey participants?

Purpose of question Q3

- To find out how many male and females participated in the survey
- To see ensure that the survey was representative in terms of gender.

Response from Survey

The following chart represents the response from the survey.



Analysis of results

- At the time of the survey the practice has 3268 active patients aged between 14 years and over (the survey age range) of which 1666 (51%) are male and 1602 (49%) are female. From the above chart we can see that our survey population demonstrates a fair reflection of gender breakdown across all our patients.



Q4. How easy was it to get through to someone at the GP surgery on the phone?

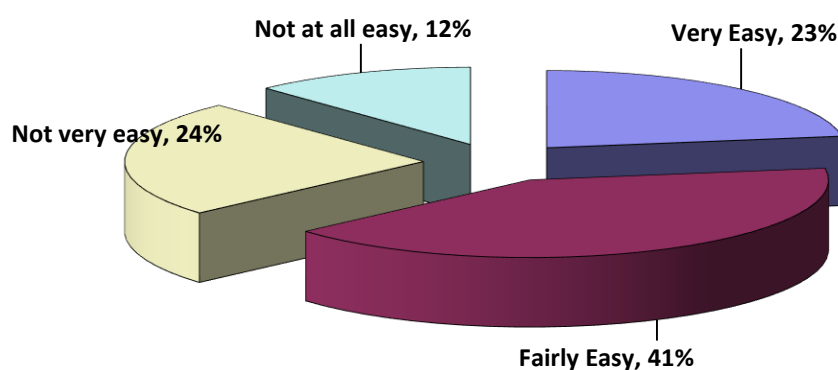
Purpose of question Q4.

- To find out what proportion of the people completing the survey felt it was difficult to get through to the surgery on the phone.

Response from Survey

The following chart represents the response from the survey

How easy is it to get through to someone at the GP surgery on the phone?



Analysis of results

- 64% of people who took part in the survey felt it was either very or fairly easy to talk to someone at the surgery on the phone. 36% of people felt it was no easy to get through to surgery staff on the phone.



Q5. How helpful do you find the receptionist at the surgery?

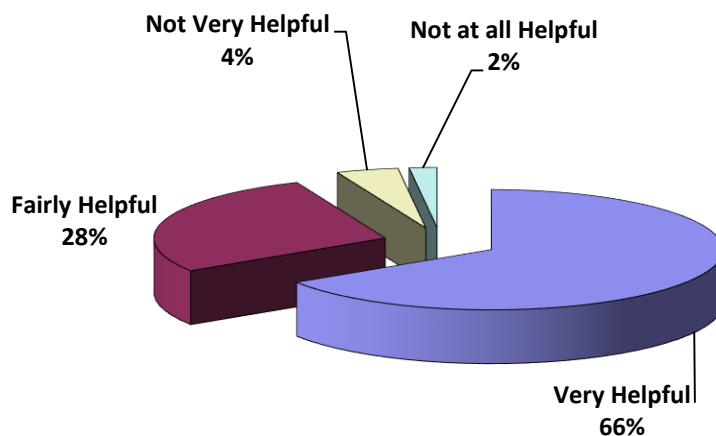
Purpose of question Q5.

- To find out if patients thought that reception staff were courteous and helpful.
- This would help to identify staff training needs.

Response from Survey

The following chart represents the response from the survey.

How helpful do you find the receptionist at the Surgery?



Analysis of results

- 94% of the patients who completed this survey said that reception staffs were helpful.
- The 6% that find the receptionists unhelpful may have not been able to get an appointment that day?



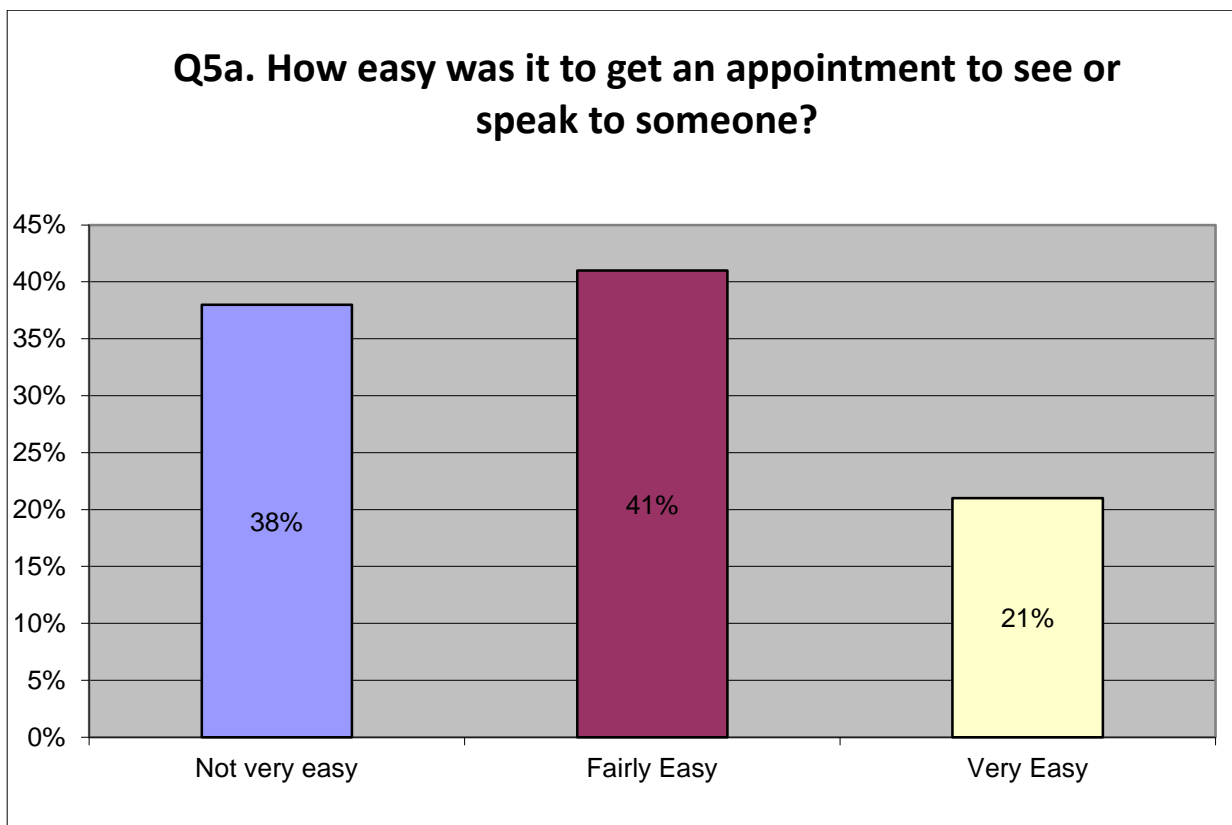
Q5.1 How easy was it to get an appointment to see or speak to someone?

Purpose of question Q5.1.

- To find out how easy it was to get an appointment or to get a telephone consultation with clinicians at the surgery.

Response from Survey

The following chart represents the response from the survey.



Analysis of results

- 62% of the patients who completed this survey said that it was easy or very easy to get an appointment to see someone at the surgery.
- Almost 40% of patients felt it was hard to get an appointment to see or speak to someone.
- It is our aim to provide patients appointments on the same day or a telephone consultation at the least. Some patients have a medication query in which case a message is passed onto the prescription clerk who then liaises with the doctor.



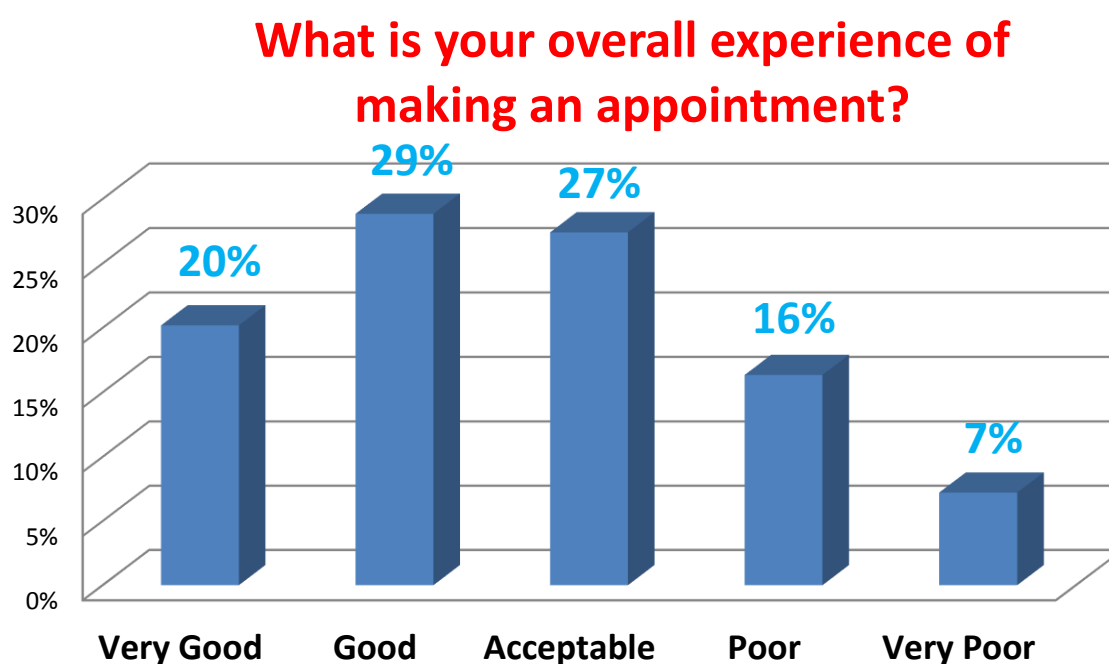
Q6. What is your overall experience of making an appointment?

Purpose of question Q6.

- To find out how easy it was to make an appointment and overall patient experience in terms of making an appointment.

Response from Survey

The following chart represents the response from the survey



Analysis of results

- 75% of the patients who completed this survey said that they had an acceptable (or above) experience of making an appointment with the surgery.



Q7. How easy was it get an appointment with the GP that you want?

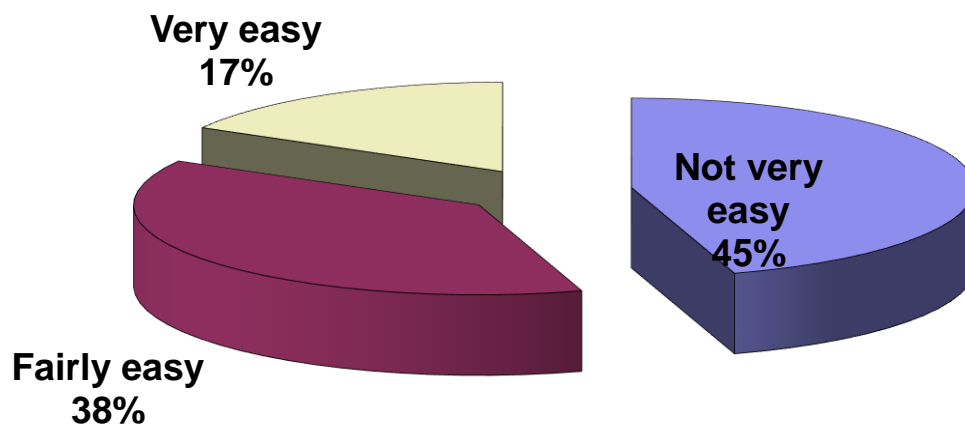
Purpose of question Q7.

- To find how easily patients could get an appointment with the GP of their choice.

Response from Survey

The following chart represents the response from the survey.

How easy was it to get an appointment with the GP that you want?



Analysis of results

- 45% of patients who completed the survey did not find it very easy to see the GP of their choice.
- 55% of the patients said that it was either easy or fairly easy to get to see the GP of their choice.



Q8. How long after your appointment time do you normally wait to be seen?

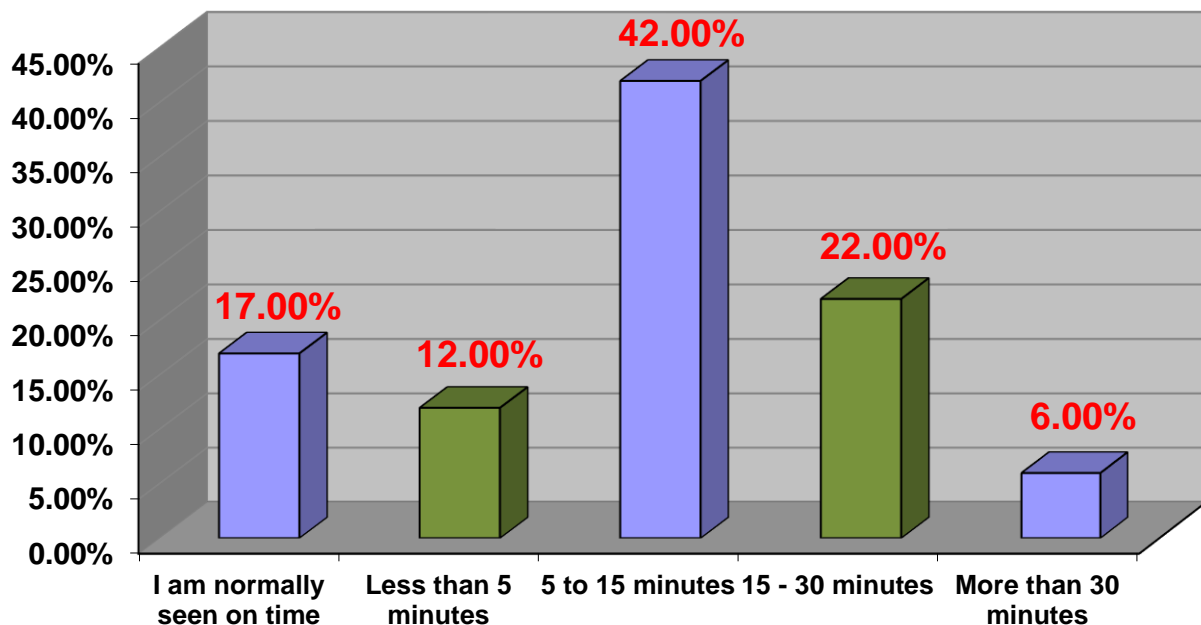
Purpose of question Q8.

- To find out how quickly GP's were seeing patients with respect to the actual appointment time.

Response from Survey

The following chart represents the response.

How long after your appointment time do you normally wait to be seen?



Analysis of results

- Only 17% of patients said they were normally seen on time.
- 54% of patients had to wait up to 15 minutes before being seen.
- 22% of patients waited more than 15 minutes and 6% waited over ½ hr after their appointment time to be seen.
- It is a fact that some patients have complex problems and require a longer consultation with the doctor. Therefore some appointments run over leaving the next patient waiting for longer.



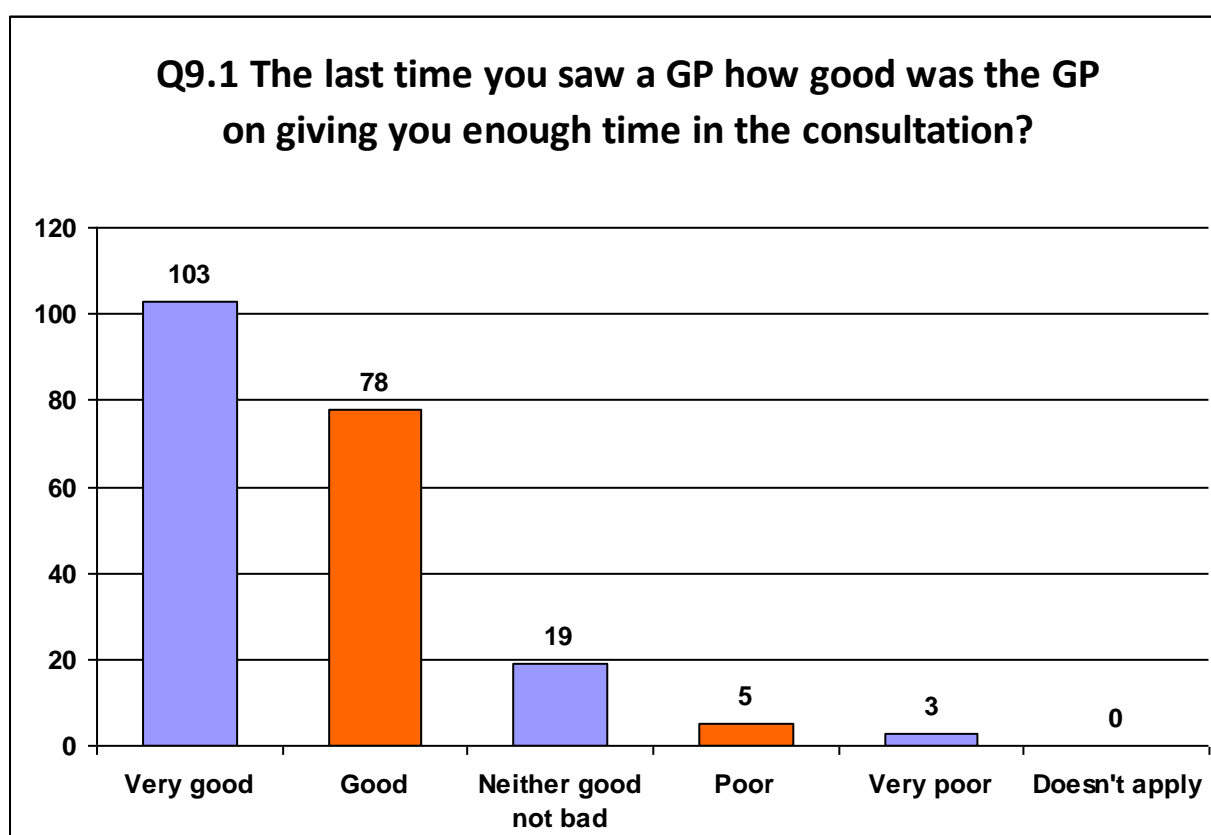
Q9.1 The last time you saw a Dr at the surgery how good was the Dr at giving you enough time in the consultation??

Purpose of question Q9.1.

- To find out if patients thought they received enough time to discuss their problems and concerns when going into a consultation.

Response from Survey

The following chart represents the response.



Analysis of results

- 181 people i.e. 87% of people who answered this question said that the GP gave them enough time (Very Good & Good), only 8 people i.e. 4% said that they did not get enough time during the consultation (Poor and very poor).
- Fact: Appointments with an interpreter take much longer



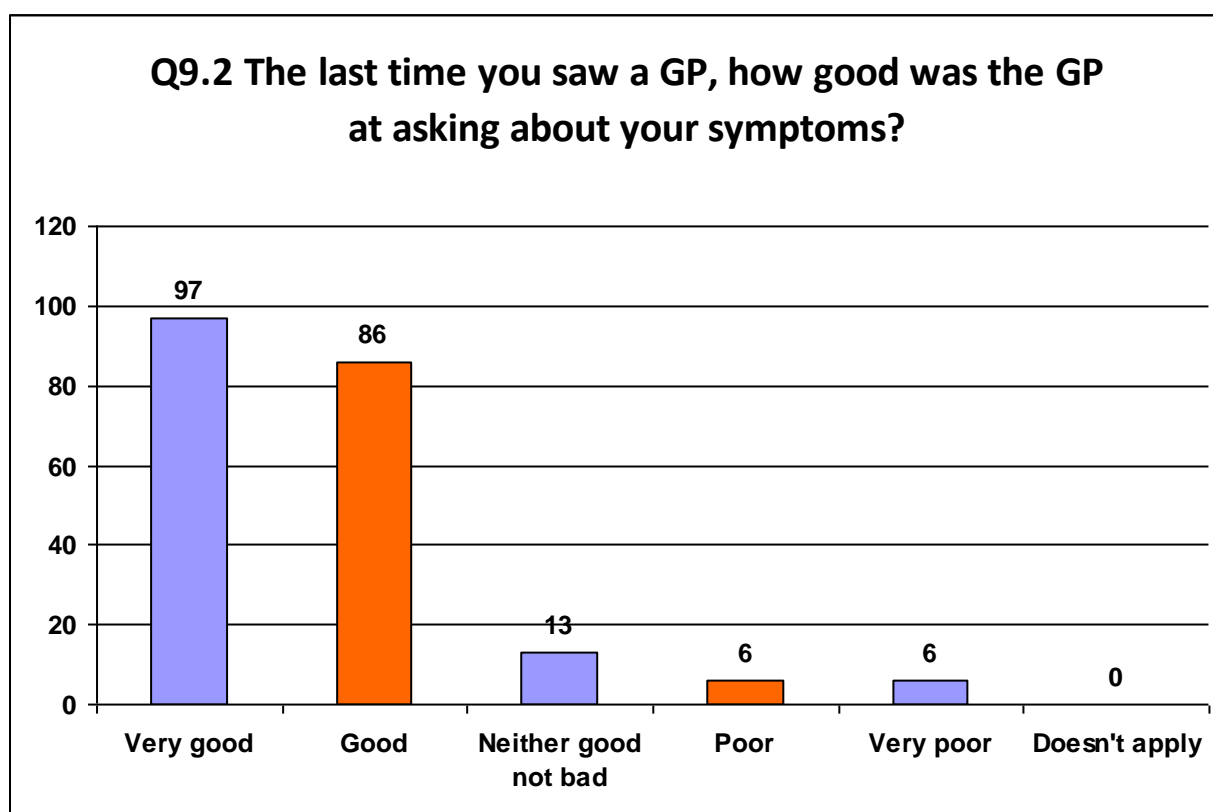
Q9.2 The last time you saw the Dr at the surgery, how good was the Doctor at asking you about your symptoms?

Purpose of question Q9.2

- This question is related to the quality of doctor consultations, it asks patients whether they thought that the Dr had asked them appropriate questions about their problems and symptoms. i.e. listening to the patient.

Response from Survey

The following chart represents the response.



Analysis of results

- 183 patients (i.e. 88%) said that the Dr asked appropriate questions about their symptoms, only 12 patients (i.e. 6%) of patients felt that the Dr had not asked properly about their symptoms.
- Fact: Patients who see their GP about an ongoing issue many not necessarily be asked to go through all their symptoms again, as the GP has in front of him/her their previous records.



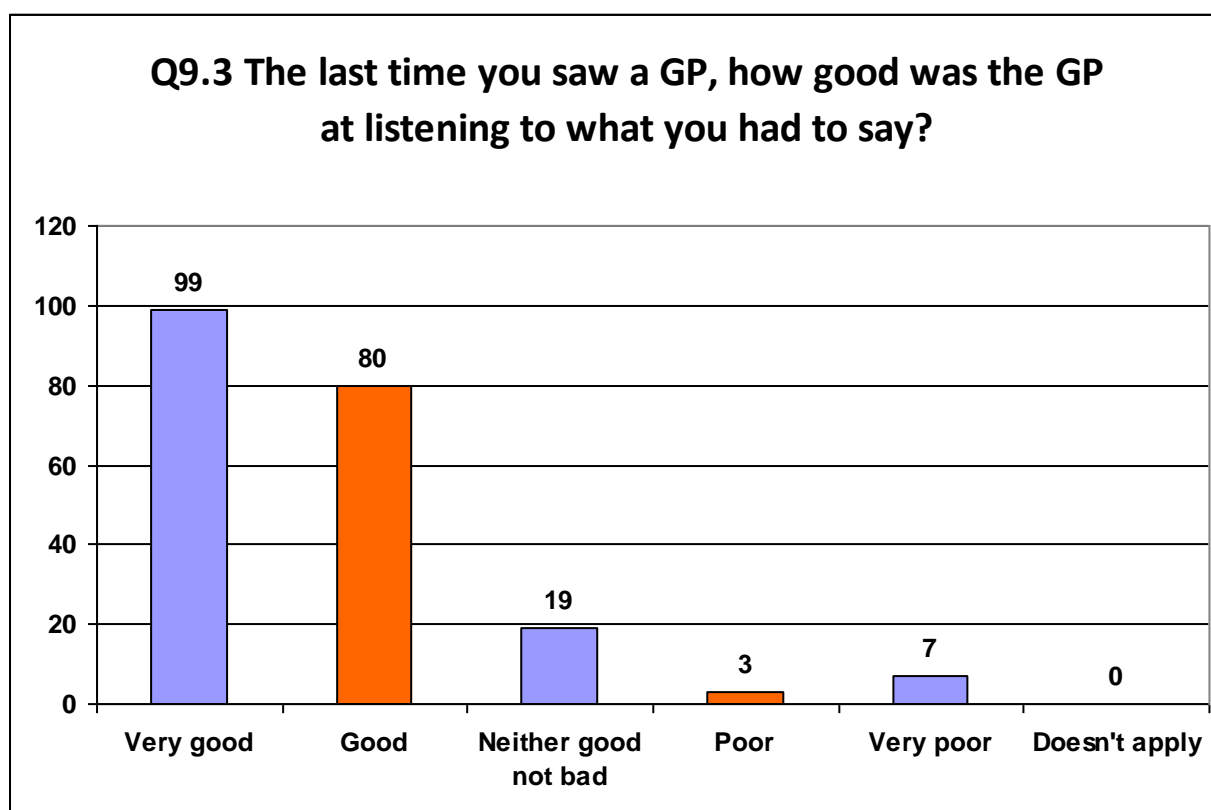
Q9.3 The last time you saw the Dr at the surgery, how good was the Doctor at listening to what you have to say?

Purpose of question Q9.3

- To find ask patients whether they felt that Drs listened to what they had to say before coming to any conclusions.

Response from Survey

The following chart represents the response.



Analysis of results

- 179 patients (i.e. 86%) said that the Dr listened to what they had to say. 5% of patients who answered this question felt that doctors did not listen to what they had to say.



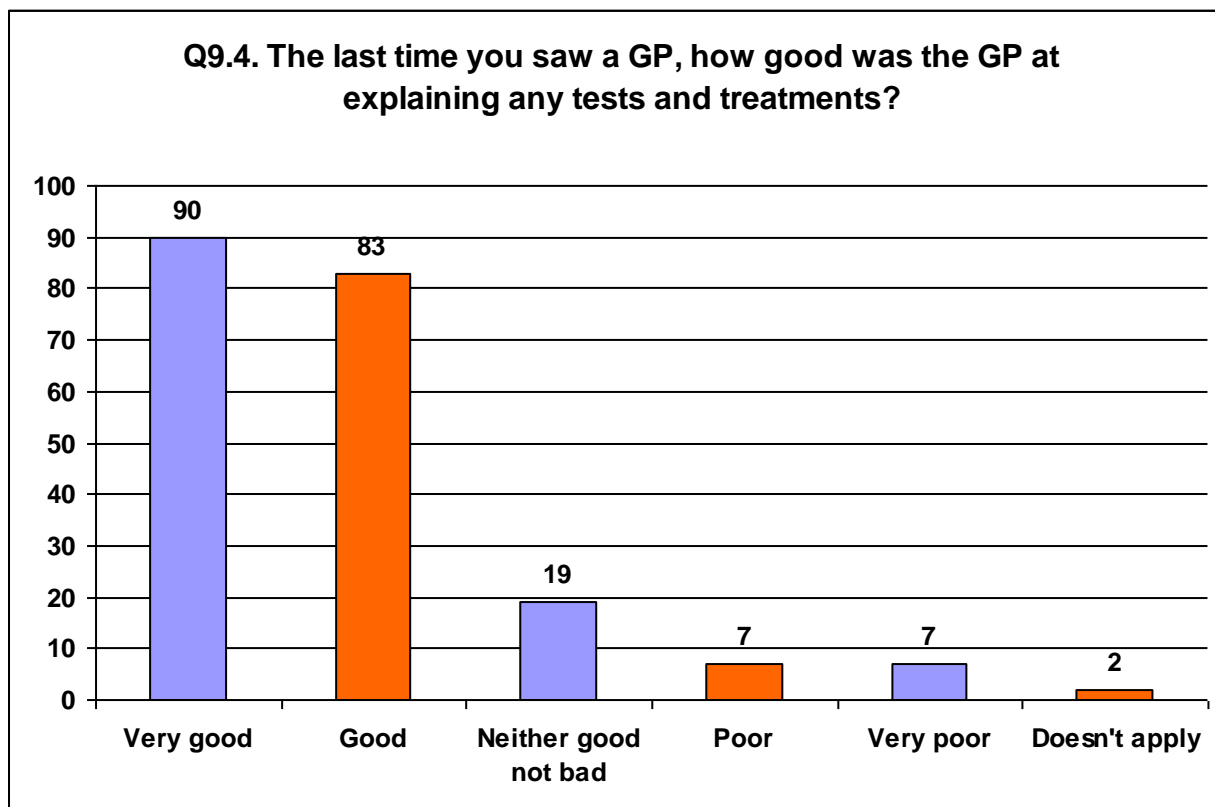
Q.9.4 The last time you saw the Dr at the surgery, how good was the Doctor at explaining tests and treatments?

Purpose of question Q.9.4

- To find out if patients thought that doctors were properly explaining any tests and treatments they were being given.

Response from Survey

The following chart represents the response.



Analysis of results

- 173 patients (i.e. 83%) of patients who answered this question said that doctors explained tests and treatments while 14 people (i.e. 7%) said that they had not been given an explanation about tests or treatments the Dr had given them.
- Fact: No patient should leave the room without understanding what tests and treatments are given. Some medications have side effects and it is the doctor's duty to explain these



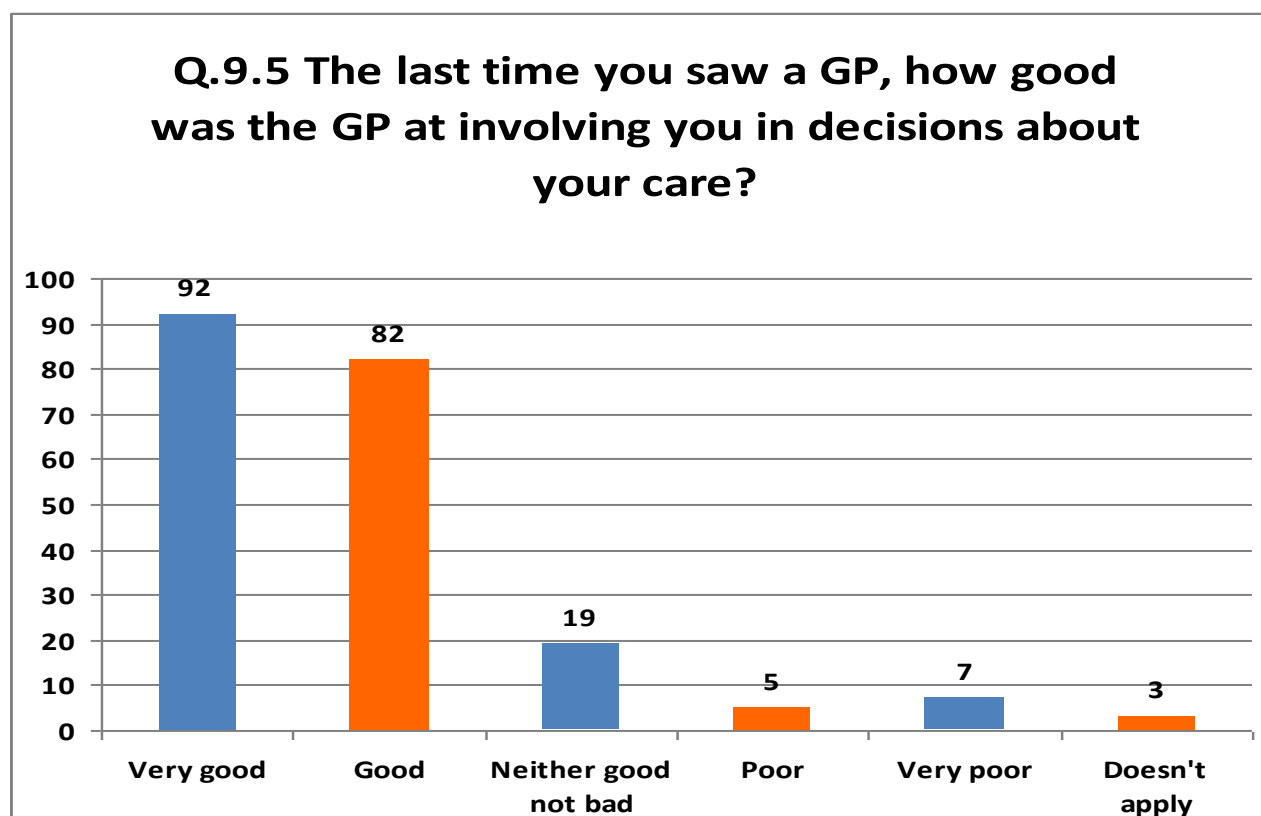
Q.9.5 The last time you saw the Dr at the surgery, how good was the Doctor at involving you in decisions about your care?

Purpose of question Q.9.5

- To find out if patients thought that doctors were involving them when it came to making decisions about their care?

Response from Survey

The following chart represents the response.



Analysis of results

- 99% of people who answered this question said that they understood what was being about their illness and the corresponding treatments that the doctors and nurses were proposing.



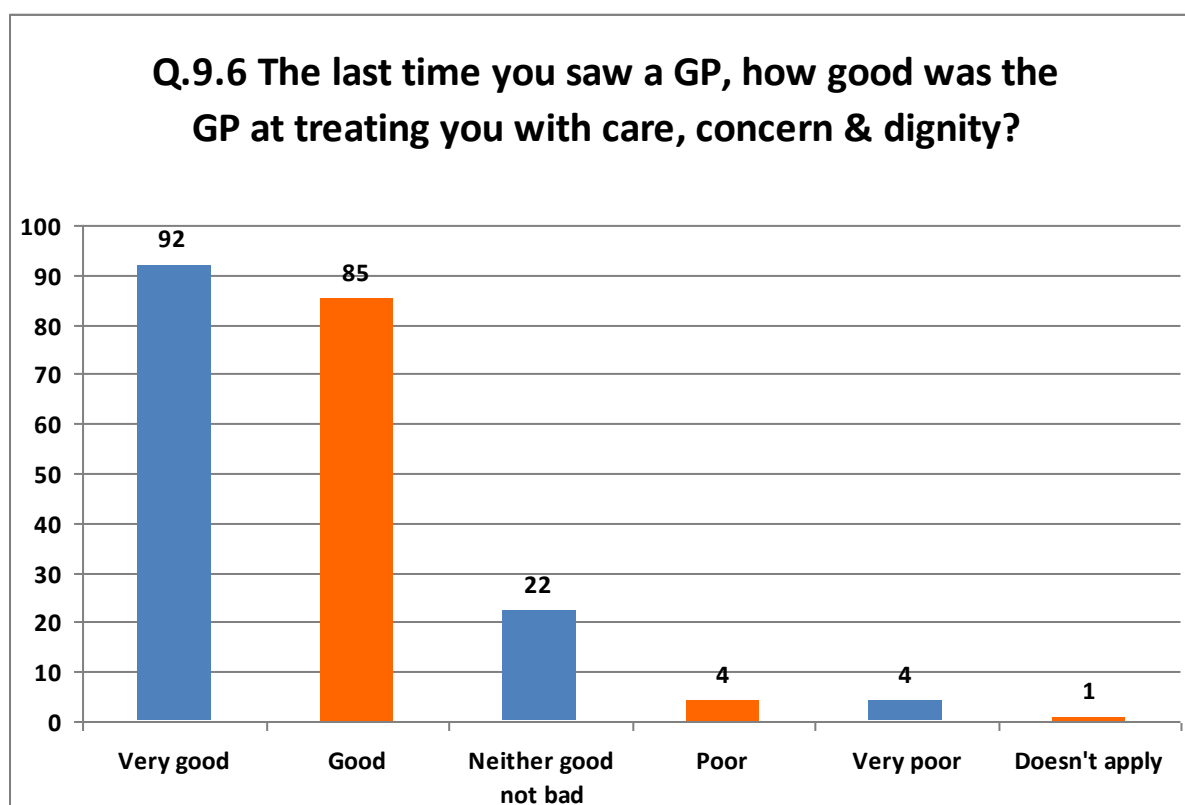
Q.9.5 The last time you saw the Dr at the surgery, how good was the Doctor at treating you with care, concern and dignity?

Purpose of question Q.9.5

- To find out if patients thought that doctors were treating them with care, concern and dignity during consultations?

Response from Survey

The following chart represents the response.



Analysis of results

- 170 patients (82%) who answered this question thought that the Doctors treated them with concern and dignity.
- Only 9 patients (4%) expressed concerns that they were not being treated with dignity and concern.



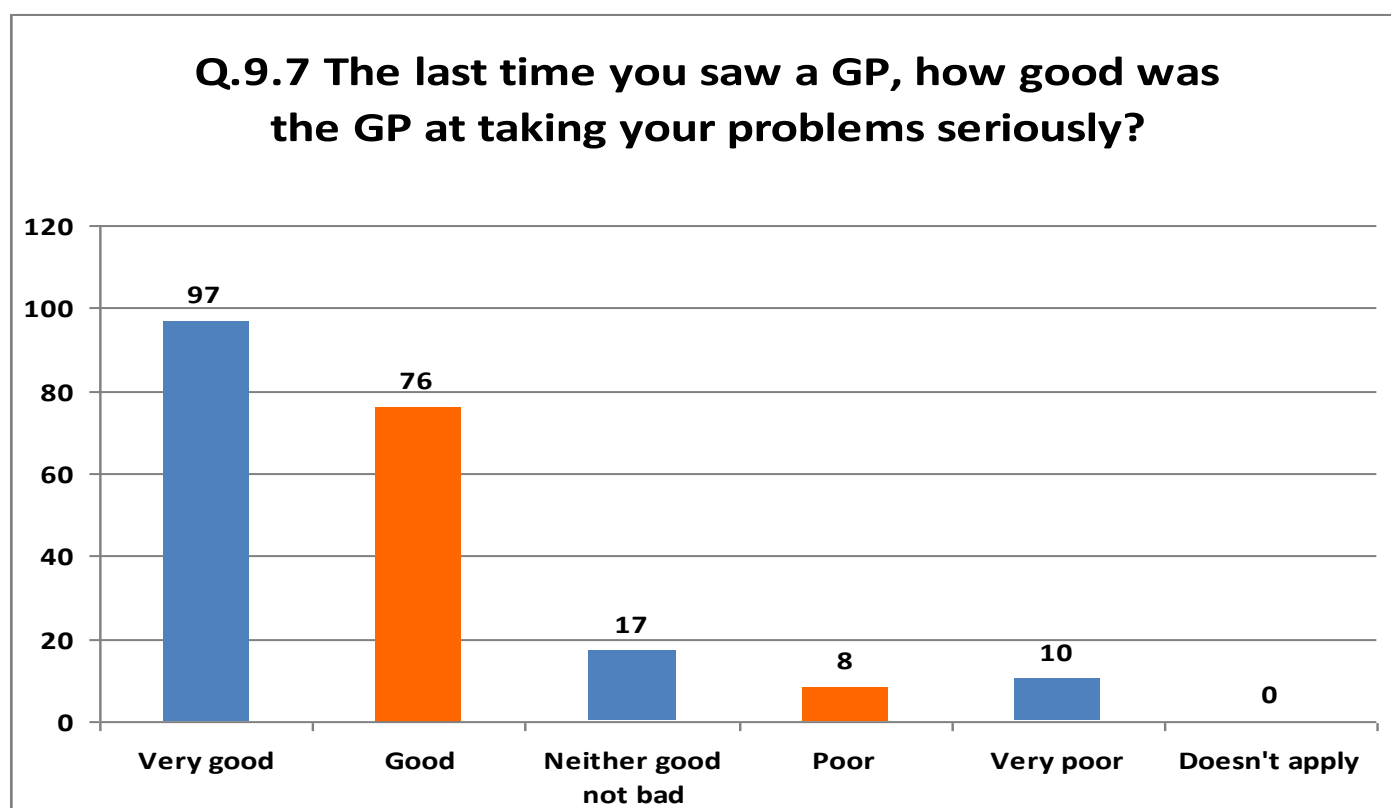
Q.9.6 The last time you saw the Dr at the surgery, how good was the Doctor at taking your problems seriously?

Purpose of question Q.9.6

- To find out if patients thought that doctors were taking their problems seriously during consultations.

Response from Survey

The following chart represents the response.



Analysis of results

- 173 patients (83%) who answered this question thought that the Doctors took patient's problems seriously during consultations.
- 18 patients (9%) expressed concerns that when taking to the doctor their problems were not taken seriously.



Q10. In general, how satisfied are you with the care you get at the surgery?

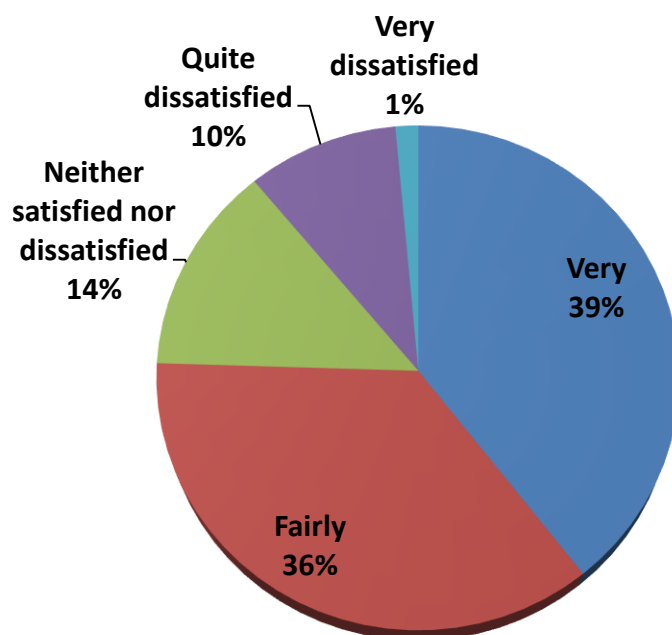
Purpose of question 10.

- To get an overall picture of patient satisfaction.

Response from Survey

The following chart represents the response.

In general, how satisfied are you with the care you get at the Surgery?



Analysis of results

- If we add 'fairly' and 'very satisfied' together this represents 76% i.e. 159 patients out of 208 who were satisfied with the care they receive here at Edgwick.
- 13% were indifferent i.e. neither satisfied nor dissatisfied.
- The remaining 11% i.e. 23 patients are of concern and expressed dissatisfaction at the services here at Edgwick.
- A further question could have been helpful asking patients why they were dissatisfied, this will have helped identify specific areas of improvements.



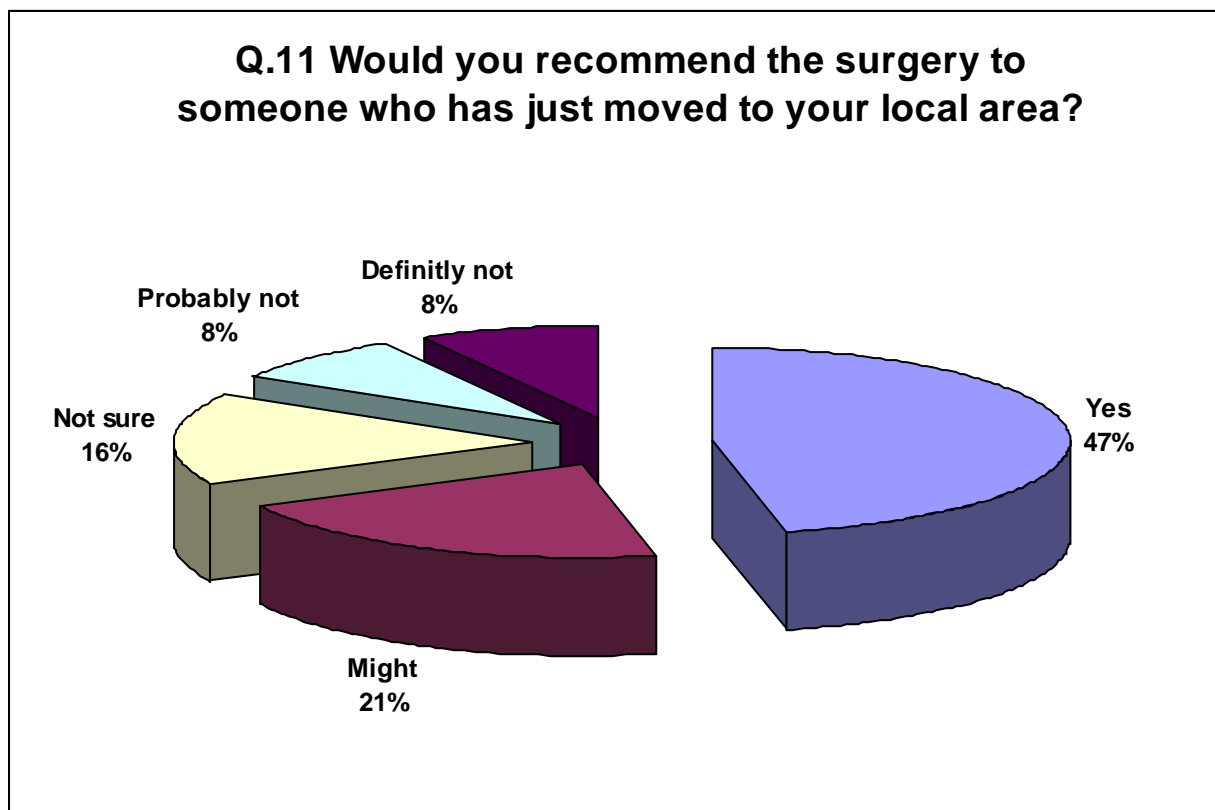
Q11. Would you recommend the surgery to someone who just moved to your local area?

Purpose of question 11.

- To find out how many people out of the 208 patients who were surveyed would recommend the surgery to somebody who had moved into the area.

Response from Survey

The following chart represents the response.



Analysis of results

- 98 patients said that they would definitely recommend the practice to others while 44 patients said they might recommend.
- 33 patients said they were not sure if they would, and 16% i.e. 33 patients said that they would not recommend the practice to others.



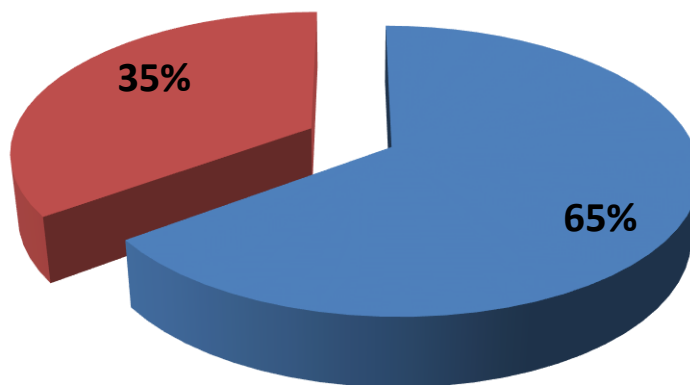
Q.12. Do you know how to make a complaint/suggestion regarding your Doctors surgery?

Purpose of question Q12.

- To find out if patients knew how to make or complaint and/or suggestions about the services they receive here at Edgwick.

Response from Survey

Q12. Do you know how to make a complaint/suggestion regarding your Doctor's Surgery?



Analysis of results

- Only 65% of people knew how to make a complaint or suggestion about the practice.
- 73 people out of 208 said that they did not know how to make a complaint or suggestion.
- Fact: Our Practice Booklet gives clear guidelines as to how to make a complaint.



Q.13 Please tell us below any other ways that we could improve your services at the Doctors Surgery?

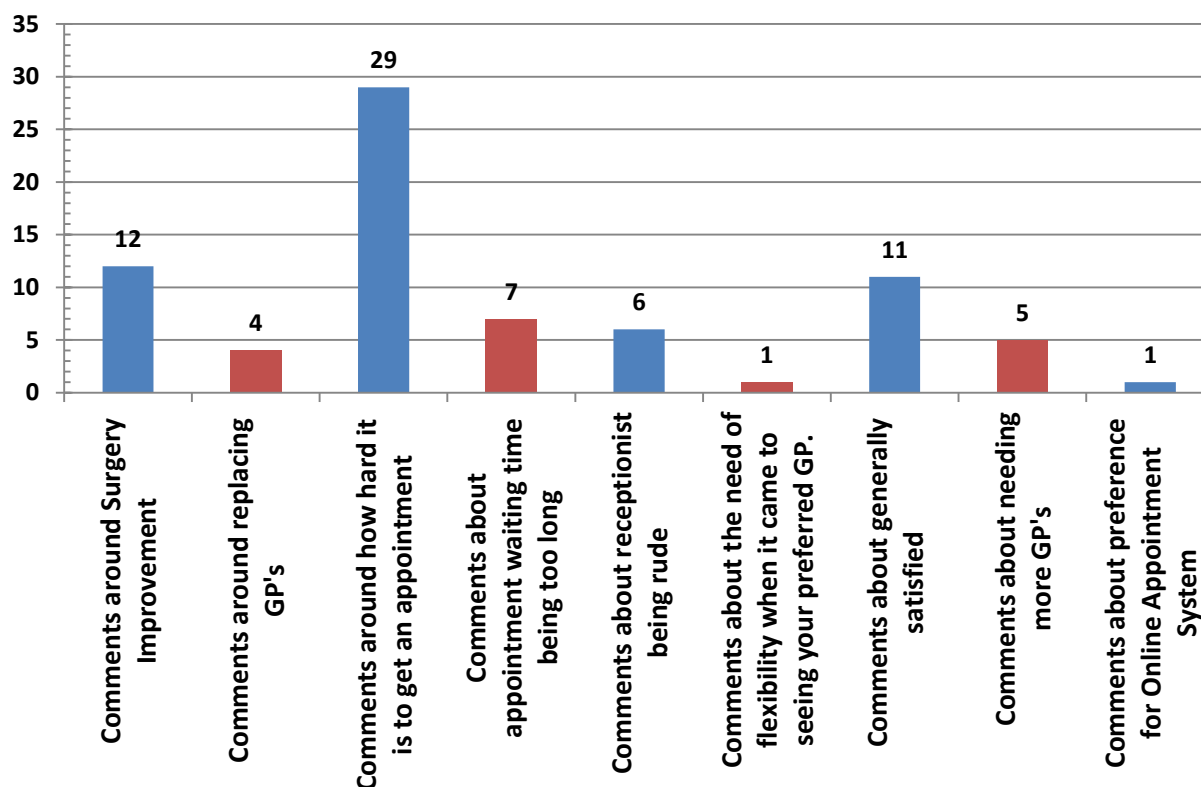
Purpose of question Q13.

- To get suggestions and recommendations for improvement.

Response from Survey

This was a blank box for patients to note their comments and suggestions, there were many different types of comments made, for the purpose of analysis we have categorised the comments into subject areas as below.

Q13. No of General Comments made



Analysis of results

- 29 people wrote comments around how hard it was to get an appointment.
- 12 patients wrote comments around surgery improvements such as:
- 11 patients wrote comments about their overall satisfaction at the services they received here at Edgwick.



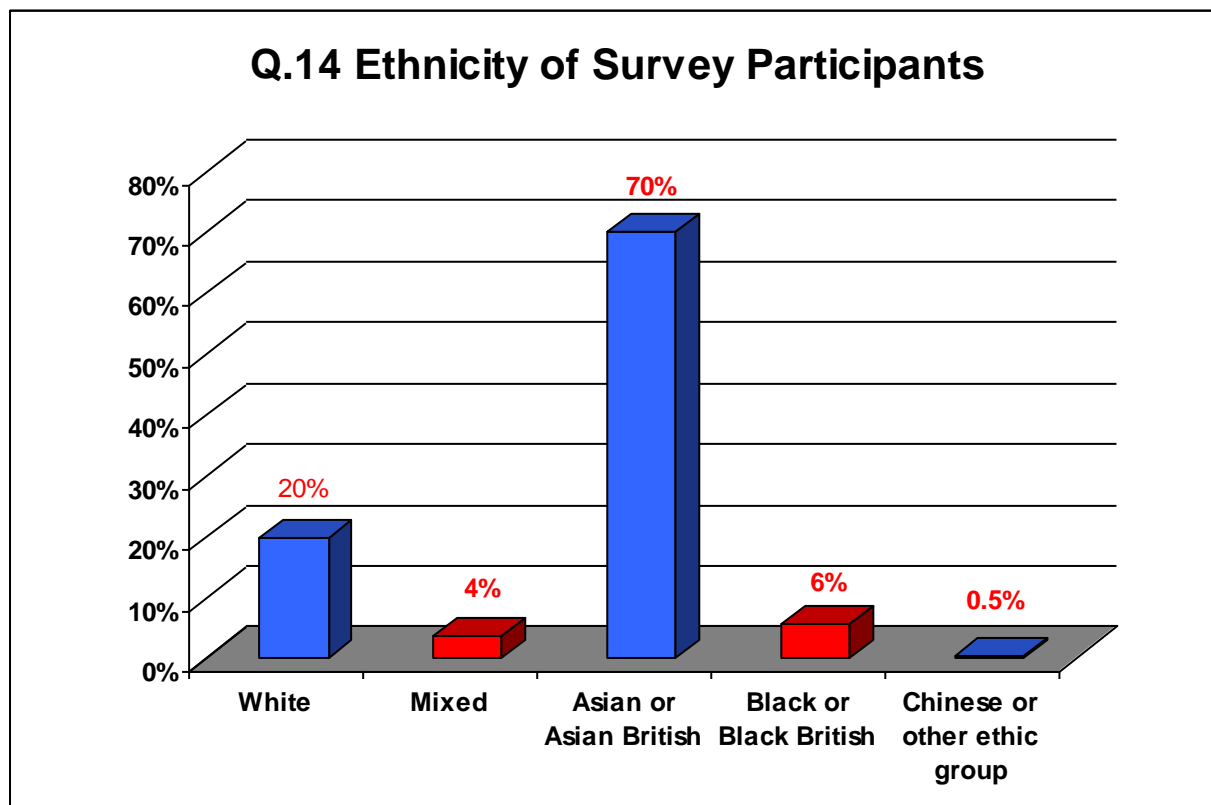
Q.14 What is your ethnicity?

Purpose of question Q14.

- To find out the ethnicity of the people who took part in the survey and see if it representative of our patient population.

Response from Survey

The following chart represents the response.



Analysis of results

- 20% of Patients who answered this question were from a white background.
- 4% of patients who answered this question were mixed race.
- 70% of patients who answered this question were Asian or Asian British.
- 6% of patients who answered this question were Black or Black British.
- 1 patient was from the Chinese or from other ethnic groups.

These figures are representative of our actual patient ethnicity, currently

?% of our 14-90 year old patients are Asian or Asian British

? % of our 14-90 year old patients are White.

? % of our 14-90 year old patients are of Mixed race.

? % of our 14-90 year old patients are Black or Black British.

? % of our 14-90 year old patients are Chinese or other ethnic group.



Q15. Do you have any disability?

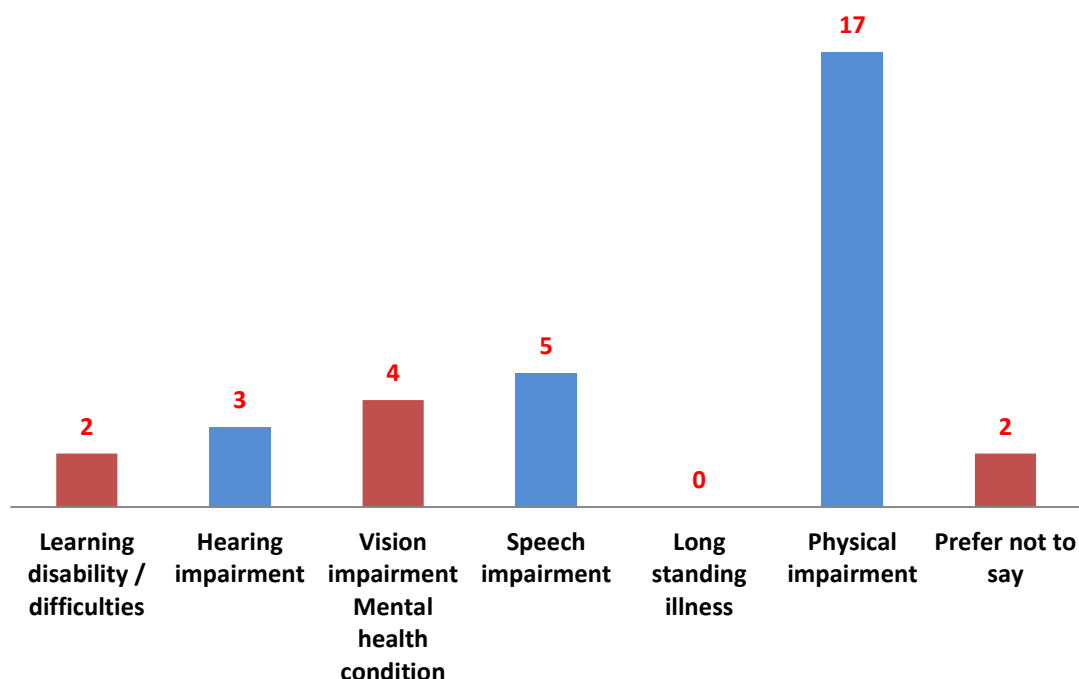
Purpose of question Q16.

- To find out if patients who completed this survey had any disabilities and if so what type of disability.

Response from Survey

The following chart represents the response.

Q15. Do you have a disability?



Analysis of results

- Only 33 people answered this question i.e. 16%
- Of the 33 people who did answer this question 2 preferred not to say their illness or disability
- Of the 33 people who did answer this question, 3 said they had a hearing impairment
- Of the 33 who did answer this question, 4 had a mental health condition or vision impairment
- Of the 33 people who did answer this question, 2 had a learning disability
- Of the 33 people who did answer this question, 3 had a hearing impairment

END OF REPORT



Some useful telephone numbers

Please note that we do try to keep these numbers up-to-date but they do sometimes change without our prior knowledge. We can take no responsibility for their continued accuracy!

| | | | |
|-------------------------|---------------|--------------------------|----------------|
| NHS 111 Service | 111 | Coventry Walk-In Centre | 0300 200 0060 |
| Rugby St Cross Hospital | 01788 545 140 | University Hospital | 024 7696 4000 |
| George Eliot Hospital | 024 7635 1351 | District Nursing Service | 0845 608 0275 |
| Health Visiting Team | 024 76 682241 | Stop Smoking Helpline | 0300 200 0011 |
| Coventry Carers Centre | 024 76 633788 | Samaritans | 08457 90 90 90 |
| Cruise Bereavement Care | 024 76 670714 | Alcohol Advisory Service | 024 76 226619 |

You can still access NHS Direct online at
www.nhsdirect.nhs.uk



Practice Opening Times

| | | | |
|-------------------|------------------|------------------|---------------------------------|
| Monday | 8.30am to 1.00pm | Closed for Lunch | 2.00pm to 8.00pm (Extended hrs) |
| Tuesday | 8.30am to 1.00pm | Closed for Lunch | 2.00pm to 6.30pm |
| Wednesday | 8.30am to 1.00pm | Closed for Lunch | 2.00pm to 6.30pm |
| Thursday | 8.30am to 1.00pm | Closed for Lunch | 2.00pm to 6.30pm |
| Friday | 8.30am to 1.00pm | Closed for Lunch | 2.00pm to 6.30pm |
| Saturday & Sunday | Closed | | |

**If we are closed and you need urgent medical attention call the practice number on 02476685918 and our out of hours team will help you.
If you need emergency medical care- call 999.**

Accident and Emergency departments should only be used in a critical or life-threatening situation. A&E departments provide emergency care for people who show the symptoms of serious illness or are badly injured. Dialing 999 and stating a medical emergency will result in a response vehicle being sent to your location.

