

CREWKERNE HEALTH CENTRE PATIENT FORUM

WAITING ROOM SURVEY

The waiting room survey was actioned at the June CPF meeting to support the practice's intention to refurbish the waiting room.

A sub committee of the CPF agreed the survey format, and the survey was carried in a number of sessions at the surgery. One session was a baby vaccination clinic. This ensured a wider demographic sample.

Survey forms were also made available in the waiting room, and at the Flu Fun Day.

A total of 48 completed questionnaires were obtained as the result of these activities.

The questionnaire comprised of 14 questions:

Three questions requiring a written answer, nine questions requiring a rating response, and a final catch all question.

The responses are analysed below:

Question 1: What do you like about the waiting room?

Not all the participants answered the written questions. The responses largely tracked the answers to the rating questions. Views expressed on the comfort of the seating, availability of a children's play area, light, access to a pharmacy, access to the reception staff.

Question 2: What do you dislike about the waiting room?

Again not all respondents answered the question. There was a good correlation between the written answers and the rated questions. Issues of concern included the music, the tannoy system, the state of the decoration, level of lighting, access for pushchairs, privacy when speaking to the receptionist.

Question 3: What would you like to see improved?

Most people responded to this question. Understandability of the tannoy system featured on a number of responses as did the decoration of the waiting room. Space for wheel chairs was mentioned, baby changing facilities away from male toilets, a place to breastfeed, privacy at reception, provision of a drinks dispenser.

Question 14: Is there anything you would like to add?

Few responses to this question, responses included suggestions on types of music to be played, signing is confusing, provision of a water dispenser, some other comments unrelated to the purpose of the survey have been ignored.

The rated questions have been analysed in detail, the key to the responses are **1=poor, 4=excellent** responses and conclusions are:

Question on the quality of the Decor:

Rating of options as a percentage of the total response:
Blue=16.6%, Red=45.8%, Yellow=27.1%, Green=10.4%

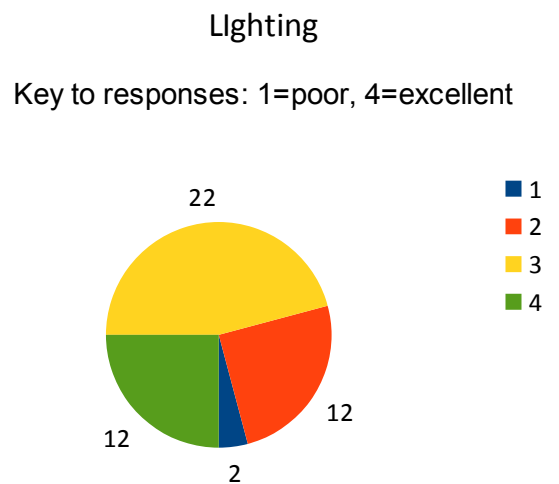


Conclusions:

The two lower quartiles accounted for 62.4% of the responses, the quality of the decoration of the waiting area should be reviewed.

Question on the suitability of the lighting:

Rating of options as a percentage of the total response:
Blue=4.1%, Red=25%, Yellow=45.8%, Green=25%

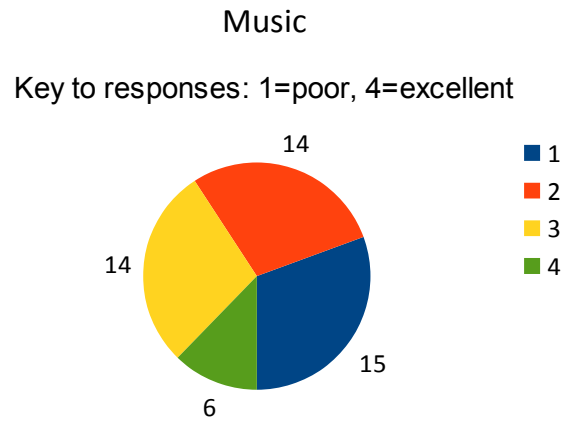


Conclusions:

The upper two quartiles accounted for 70.8% of the responses, this suggest general satisfaction with the quality of lighting provided.

Question on the suitability of the background music:

Rating of options as a percentage of the total response:
Blue=31.2%, Red=29.1%, Yellow=29.1%, Green=12.5%



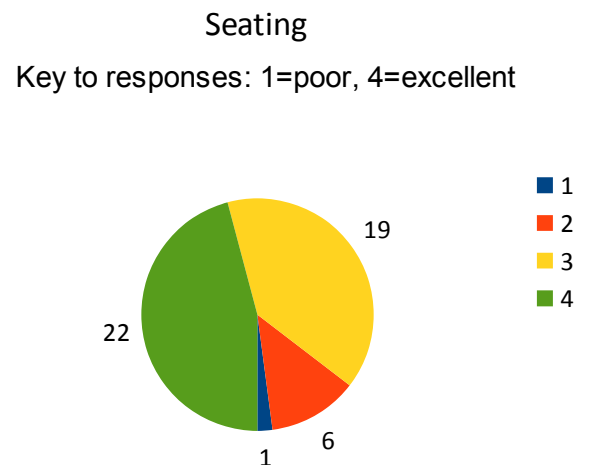
Conclusions:

The two lower quartiles accounted for 60.3% of the responses, the issue of music was raised by several respondents in the written section of the survey, concerns with volume, quality of music, interference with announcements were articulated.

The provision of music in the waiting area is evidently contentious , this could be addressed as part of the waiting room redevelopment.

Question on the suitability of the seating in the waiting area:

Rating of options as a percentage of the total response:
Blue=2%, Red=12.5%, Yellow=39.5%, Green=45.8%

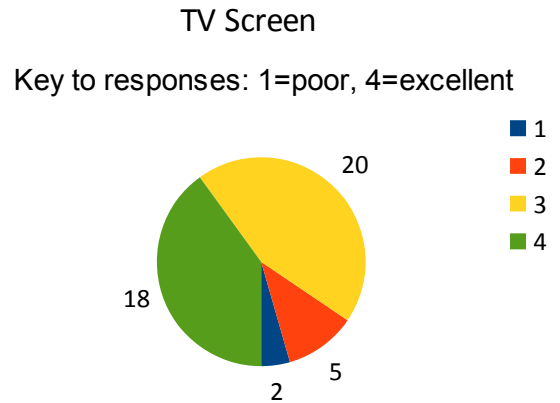


Conclusions:

The upper two quartiles accounted for 85.3% of responses. There are no issues with the quality of the seating provided. The surgery is to be congratulated on providing appropriate seating for all users.

Question on the TV information screen fitted in the waiting room:

Rating of options as a percentage of the total response:
Blue=4.1%, Red=10.4, Yellow=41.6%, Green=37.5%

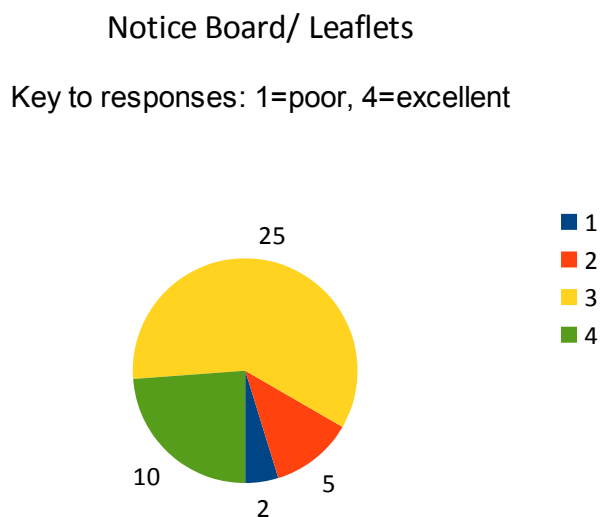


Conclusions:

The upper two quartiles accounted for 79.1% of the responses. The provision of the information screen has proved to be a success.

Question on the provision and quality of written information in the waiting area:

Rating of options as a percentage of the total response:
Blue=4.7%, Red=11.9%, Yellow=59.5%, Green=23.8%



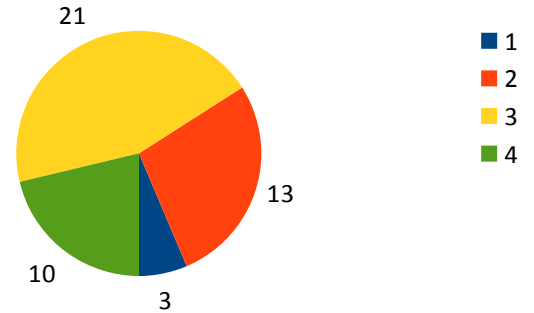
Conclusions:

Five respondents did not answer this question. The upper two quartiles accounted for 83.3% of the responses. The provision of written information is deemed to be satisfactory.

Question on the Patient call system:

Rating of options as a percentage of the total response:
Blue=6.3%, Red=27.6%, Yellow=44.6%, Green=21.2%

Patient call system
Key to responses: 1=poor, 4=excellent



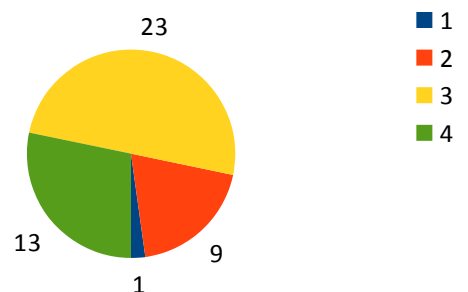
Conclusions:

The upper two quartiles accounted for 65.8% of the responses. Nevertheless there is anecdotal evidence in the written questions that there is some dislike of the tannoy system. Issues of clarity and volume were mentioned. The system would benefit from a technical update as part of the re development of the waiting area.

Question on Signage:

Rating of options as a percentage of the total responses:
Blue=2.1%, Red=19.1%, Yellow=48.9%, Green=27.6%

Signage
Key to responses: 1=poor, 4=excellent



Conclusions:

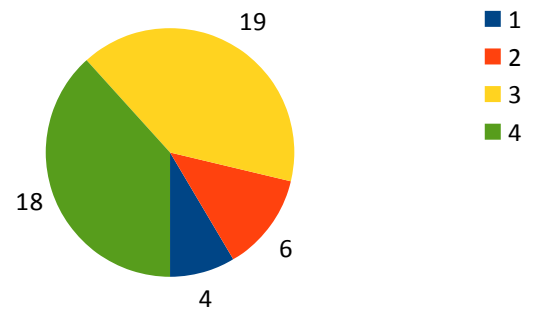
The upper two quartiles accounted for 77.5% of the responses. The provision of signs within the waiting area is deemed to be satisfactory.

Question on patient confidentiality:

Rating of options as a percentage of the total responses:
Blue=8.5%, Red=12.7%, Yellow=40.4%, Green=38.3%

Confidentiality

Key to responses: 1=poor, 4=excellent



Conclusions:

The upper two quartiles accounted for 78.7% of the responses. Patient confidentiality is deemed to be satisfactory.