

Brinsworth & Whiston Medical Centres

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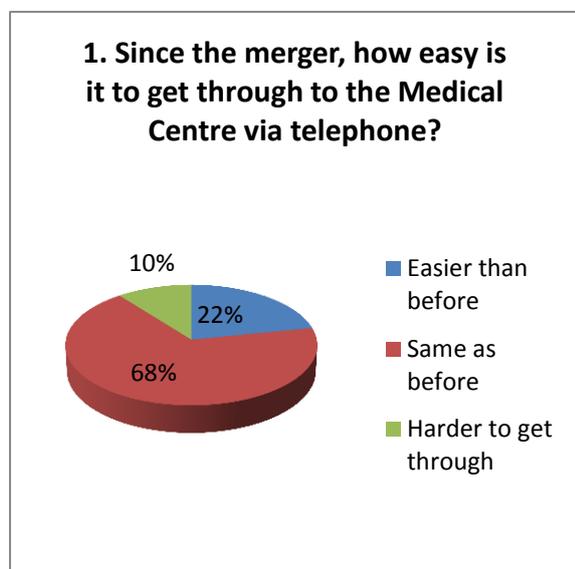
Post –Merger Patient Questionnaire Results (153 patients provided feedback) Date: February 2016

Introduction

Brinsworth Medical Centre and Surgery of Light merged in September 2015. They now practise under the name of Brinsworth & Whiston Medical Centre.

To ensure that patients are consulted at all times, we conducted a post-merger questionnaire to seek individual views.

153 Patients completed and returned the Questionnaire, the results are as follows.



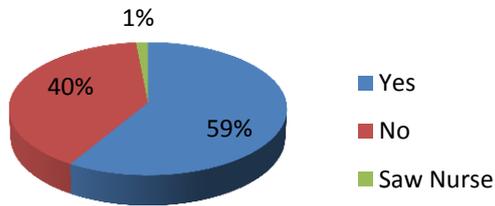
Results

68% of patients felt that getting through to the medical centre was the same as before. Although 10% thought it was harder, 22% said it was easier than before.

Action

Management will continue monitoring incoming calls. Senior staffs have already been allocated to telephones during busy periods. Ratify a best time to call charts, showing our busiest and quietest times, so patients are aware and can call accordingly.

2. Did you manage to see a Doctor of your choosing?



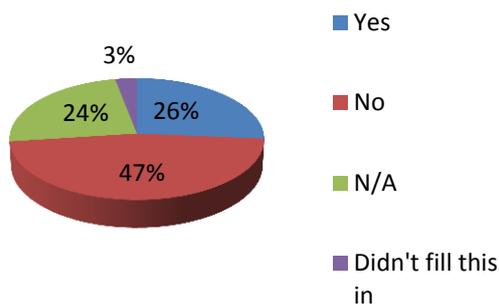
Results

59% of patients managed to see a Doctor of their choosing, whilst 40% of patients didn't get to see their doctor.

Action

We will continue to improve the access to your Doctor's. Partners are due to be increasing their sessions at the Medical Centre's

3. Were you given the option to attend the other medical centre (if applicable) ?



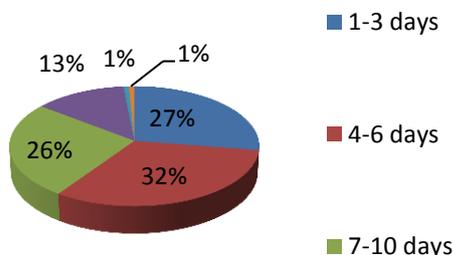
Results

47% of patients were not given the option to attend the other medical centre. Whilst 26% of patients were given that option.

Action

Whilst the option to attend the other medical centre is always a possibility where necessary. We have to ensure that appointment availability is monitored carefully so that the local community registered at the medical centre can still access these services.

4. On average, how long did you have to wait to get an appointment?



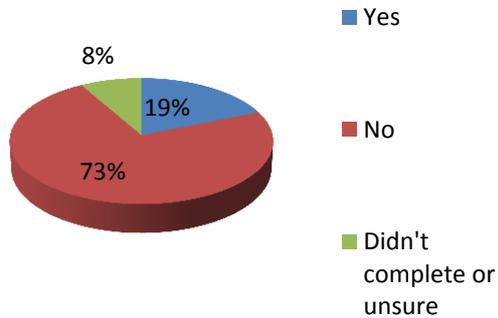
Results

27% of patients received appointments in 1-3 days (excluding emergency appointment patients), 32% managed to get an appointment within 4-6 days. However 26% of patients didn't get an appointment until 7-10 days' time.

Action

Partners are to increase the number of sessions worked, therefore we hope to see an improvement on waiting times for appointments at next survey.

5. Have you noticed an increase in medical services on offer to patients?



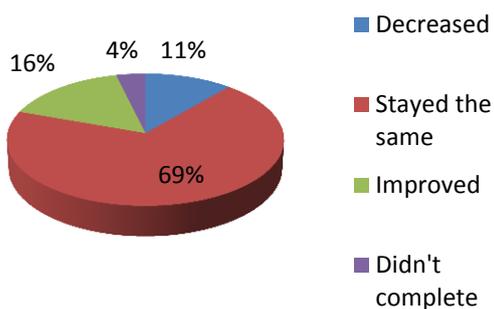
Results

73% of patients haven't noticed an increase in services, whilst 19% have noticed an increase.

Action

Management to promote the extra services available to patients

6. Since the merger, has the level of patient service / care changed?



Results

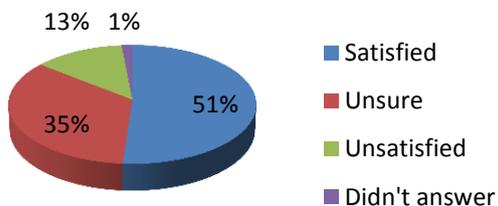
69% of patients feel that the level of care and service has remained the same. Whilst 11% thought it had decreased, 16% thought it had improved.

Action

Management will continue to audit and review the services that we provide so that we can improve the service that we provide.

We continuously welcome any feedback from our patients to enable us to grow and improve our services.

7. Overall, how satisfied are you since the merger?



Results

51% of patients are satisfied with our services, whilst 35% are unsure and 13% unsatisfied.

Action

Change can cause people to become unsure, with the merger. We have only been merged for 6 months so uncertainty is understandable; however, we hope that the results improve on our next questionnaire.

'You Said'

Having to wait 30 minutes for appointment

Bring back 1 doctor and put it back to how it was.

Prescriptions online doesn't suit everyone and can't always get in.

Usually book appointments online, pity we can't book online for Whiston as that surgery is much closer.

'We Said'

We apologise for any delays with appointment times.

Unfortunately, sometimes appointment slots may run over with unforeseen circumstances. We will continue to ensure that patients with multiple or complex medical conditions are allocated more time accordingly to avoid any delays.



We are lucky to have a greater number of medical professionals with a wide range of skill mix that will benefit all patients. This has enabled us to bringing additional medical services to the medical centre.

For patient safety and accuracy reasons we do not take prescriptions requests over the phone. However we do offer a wide range of options, online via the internet, written request to reception or via post. Patient Safety is of paramount importance.

This facility has been available since April 2014; please attend the medical centre to register for this online service

Other Comments

Wasn't aware of merger,
we don't come to the
doctors often

If possible provide
appointments with doctor
of chosen preference.
Thanks

Seem to have an
appointment in more
reasonable times.

As I don't attend doctors on a
regular basis I am not up to the
services they offer but satisfied
with what I get now.

Service is brilliant since
merging. Seems a lot
easier to get
appointments