

# BAWTRY AND BLYTH MEDICAL

*Main Surgery*  
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Medical Practitioners

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## PATIENT REPRESENTATIVE GROUP ANNUAL REPORT

The Patient Representative Group has met a total of 4 times in 2012 with the next meeting scheduled for April 2013. The group has grown from 5 members to 8 members over the year 2012. We would welcome more members to the group, if you have an interest in joining please contact any group member with your details. A full breakdown of the practice population and PRG members is shown below. During 2012 it is planned to endeavour to setup a virtual PRG for patients who do not have the time to attend formal meetings.

PRACTICE POPULATION				PRG MEMBERS			
AGE	MALE	FEMALE	TOTAL		MALE	FEMALE	TOTAL
Under 16	180	189	<b>369</b>				
17 - 24	99	113	<b>212</b>				
25 – 34	136	110	<b>246</b>				
35 – 44	168	162	<b>330</b>				
45 – 54	221	215	<b>436</b>				
55 – 64	248	223	<b>471</b>		3	1	<b>4</b>
65 – 74	190	176	<b>366</b>			1	<b>1</b>
75 – 84	89	96	<b>185</b>		2		<b>2</b>
Over 85	29	39	<b>68</b>		1		<b>1</b>
<b>TOTALS</b>	<b>1360</b>	<b>1323</b>	<b>2683</b>		<b>6</b>	<b>2</b>	<b>8</b>

The PRG have been responsible for setting up and carrying out the annual patient satisfaction survey details of which are included. The survey was carried out during the month of November 2012, the Practice Manager sent out 50 postal copies to randomly selected patients and paper copies were handed out to all patients who attended the surgery. In total the practice received 91 completed or partially completed questionnaires. The results of the survey were in line with previous surveys carried out at the surgery and any shortcomings have been

addressed by both the PRG and the practice in general a breakdown of the results is shown below.

The Practice Population is mainly White British with 89.86% stating that their ethnic background is White British; we have a small Asian population of 1.78% and the remaining 8.36% being mixed White Black. As shown above we are a fairly balanced practice in regard to sex with 50.69% male and 49.31% female. The PRG has done its best to reflect the practice breakdown but has so far failed to obtain younger or mixed race representatives, but the PRG is trying hard to recruit more members in these groups.

The practice has had a steady year and patient numbers have remained static around the 2700 mark for the past 4 years. Appointments with any clinician has remained at the level of 160 per week and the level of patients who do not attend (DNA) for their appointment has remained at about 5%, a level that the PRG would like to see reduce, and are looking at ways that could help to reduce this level. The Practice Manager is looking at SMS service to remind patients about upcoming appointments etc. Currently the practice has no plans to change either the clinical staff or the administration staff. The practice has two doctors, two nurses and a total of five administration staff.

The PRG has been consulted on the survey results and the actions required were discussed in the meeting held in January 2013, the Practice Manager has been tasked with reviewing the information given to patients regarding the recall system.

Practice opening times are available for all to see on the practice website and at each surgery but are also shown below:

## BAWTRY SURGERY OPENING HOURS

Monday to Friday 08:00AM to 6:30PM

<b>Bawtry Surgery Consultation Hours</b>		
<b>Monday</b>	8:30AM - 10:30AM	Dr Perkins
	8:30AM - 11:00AM	Dr. Stewart
	4:00PM - 5:00PM	Dr. Stewart
<b>Tuesday</b>	8:30AM - 11:00AM	Dr Perkins
	8:30AM - 10:00AM	Dr. Stewart
	4:00PM - 5:00PM	Dr S or Dr P
<b>Wednesday</b>	8:30AM - 10:30AM	Dr Perkins
	9:00AM - 10:30AM	Dr. Stewart
<b>Thursday</b>	8:30AM - 10:30AM	Dr Perkins
	1:30PM - 3:00PM	Dr S & Dr P
<b>Friday</b>	08:30AM - 10:30AM	Dr S or Dr P
	3:30PM - 5:00PM	Dr S or Dr P
<b>Nurse Clinic Consultation Hours</b>		
<b>Monday</b>		09:00AM - 16:00PM
<b>Wednesday</b>		09:30AM - 14:30PM
<b>Friday</b>		09:30AM - 14:30PM

## BLYTH SURGERY OPENING HOURS

**Monday** 3:30PM to 5:30PM

**Tuesday** 5:30PM to 7:30PM

**Wednesday** 8:30AM to 11:30AM

**Thursday** 08:30AM to 11:00AM

**Friday** 9:00AM to 11:00AM

<b>Blyth Surgery Consultation Hours</b>		
<b>Monday</b>	3:30PM - 5:00PM	Dr Perkins
<b>Tuesday</b>	6:00PM - 7:00PM	Dr P or Dr S
<b>Wednesday</b>	8:40AM - 11:20AM	Nurse
<b>Thursday</b>	8:30AM - 11:00AM	Dr. Stewart



R. W. GILBERT  
Practice Manager

# Bawtry & Blyth Medical

## 2012

### IMPROVING PRACTICE QUESTIONNAIRE

IT WOULD BE MUCH APPRECIATED IF YOU COULD PLEASE SPARE TIME TO HELP OUR PRACTICE IMPROVE THE SERVICE WE PROVIDE TO YOU BY ANSWERING THE QUESTIONS BELOW

- We would welcome your honest feedback.
- Please do not write your name on this survey.

Please rate each of the following areas by circling one number on each line.

ABOUT THE PRACTICE		No Knowledge	Poor	Fair	Good	Very Good	Excellent
1.	Your level of satisfaction with the practice's opening hours	4	1	3	18	40	25
2.	Ease of contacting the practice on the telephone	0	1	3	9	45	33
3.	Satisfaction with the day and time arranged for your appointment	1	0	5	14	35	36
4.	Opportunity to see a doctor within 48 hours for urgent appointments	6	0	5	11	29	40
5.	Comfort level of waiting room (e.g. chairs, magazines, noise, call system working well etc.)	0	1	5	20	36	29
6.	Respect shown for your privacy and confidentiality	1	0	4	7	35	44
7.	Length of time waiting in the practice to see a health care professional	5	0	14	23	30	19

<b>ABOUT THE STAFF</b>		<b>No Knowledge</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
8.	<i>The manner in which you were treated by the reception staff</i>	3	1	0	9	18	60
9.	<i>Information provided by the practice about its services (e.g. repeat prescriptions, test results cost of private certificates etc.)</i>	3	0	7	14	29	38
10.	<i>The opportunity for making compliments or complaints to this practice about its service and quality of care</i>	23	3	3	9	27	26
<b>FINALLY</b>		<b>No Knowledge</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
11.	<i>The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risk of smoking, diet habits etc.) was....</i>	8	1	5	15	41	21
12.	<i>The availability and administration of reminder systems for ongoing health checks is...</i>	10	2	6	18	32	23
13.	<i>My overall satisfaction with this general practice</i>	0	1	4	12	35	36

Are you aware that NHS Bassetlaw has an OUT OF HOURS doctor on duty to avoid going to A & E?

Yes 37 No 53

If yes how did you get to hear about it, (word of mouth, press, radio, poster)?

WOM 22

Surgery 15

**THANK YOU FOR YOUR TIME AND ASSISTANCE**