

SURVEY RESULTS 2012 - 13

52 patients completed the survey in the waiting room. One person completed it online

1. Do you feel you know as much as you NEED to know about the move to Clinical Commissioning Groups?

1	2	3	4	5
31	8	8	2	4
Not enough		Quite enough		I know plenty

2. Do you have any worries about this move, or are you quite comfortable with it?

1	2	3	4	5
6	15	17	4	10
Very worried		Quite worried		I am happy with it

3. If you have any worries about it, can you tell us what they are?

People with severe and enduring mental health problems are often invisible to GPs – their needs are met by secondary care MH services – will their need for services be heard? “Common” MHS problems constitute 1/3 of all consultations so NTW’s self help literature would be useful in the waiting room
Don’t know anything about it other than what is on this letter
Lack of information
How will this affect my family?
Whether enough resources will be distributed fairly
Because I don’t know enough; also I think the service from this clinic is excellent
I don’t know what it means for patient care or the future of the service you provide
I don’t understand what the differences will be
Not enough information is given to the public; is my healthcare, don’t I get a say?
I haven’t heard about these groups; I’m not worried but would like to know more out of curiosity
Simply haven’t any knowledge about it at all
What is it?

Could be selective to cut costs – some people might get better treatment than others for the same problem
I don't know what the move is about

I am not sure how this will affect the practice and the implications for patient choice and welfare
Because it's the unknown; does this mean even less appointments for full time workers?
Will it affect services at the surgery?
I think the status quo is the best policy
Sounds like more money spent on admin than health services directly
Cuts in services because of cuts in NHS budgets – the CCG could be a cover for service cuts and more privatisation Saw a GP on BBC breakfast TV this morning, NHS is expected to face serious problems from 2013!
A budget is a postcode lottery
Privatisation of the NHS
The development of a postcode lottery for services
I don't know what it means for patients
No idea what its about or how it will affect patients
Will patients still get the same doctors or is this privatisation by the back door?
I do not understand the change – its ok the way it is
Will we still get the same excellent service we get now?
I don't know enough about the changes

4. Would you be keen for the practice to try to tell patients more about what is happening?

1	2	3	4	5
2	1	5	15	30
No thanks		Don't mind		Yes please

If yes, what kind of format (Newsletter, website, posters, meetings) would be most helpful to you. Are there any questions in particular you want us to answer?

Newsletter	21
Letter	1
Email	3
Posters	7
Meeting	3
Website	12
Leaflets	1
Text	1

Facebook 1
TV 1

What does it mean for patients now and in the future? Will it restrict care locally or will it mean more local responsibility to already overstretched doctors?
How much more pressure is going to be put on staff? Need more appointments for people who work full time!
Govt should be more up front about what is going on – it should not be for GPs to do this individually but the govt is hiding the bad news till after election
Who runs it? How much is spent on health?

6. Clinical Commissioning Groups are supposed to listen to what patients say. Would you be interested in the possibility of getting involved?

Yes No
15 34

7. Self help and patient education is a great way for the NHS to save money. Last year the practice invested in more leaflets and booklets. We think the next step might be some self-help workshops. Would you be interested in a mini-series of workshops on looking after common health problems?

No 3

Yes 15??

Mental health workshops
Mental illness, eating disorders
Stress management
Coping with allergies
Cancers
Depression and relaxation
Self esteem
Ageing
Depression
Alzheimers
Alternative therapies
Heart disease
Healthy lifestyle
Managing pain
Mobility and exercise for limited movement
Weight management
Sciatica
A good idea but not for me (3)

Living with pain (2)
MS
Blood problems (2)
Kidney problems
Heart attacks – the signs and recovery
Ageing
Dementia
Breathing problems
Fibromyalgia
Childhood illness
Breast cancer
Stroke (2)
Childhood illness