



British Forces Germany Health Service

Headquarters, British Forces Germany Health Service
Bldg 1, 3 & 5 Stephens Way
Rhine Military Complex
BFPO 40

Military network: 94872 4230
Telephone: +49 (0)2161 472 4230
DII: BFGHealthsvcs-HQ-JHQ-SO3 Comms
E-Mail: Christine.moses245@mod.uk



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PRIMARY AND COMMUNITY CARE

PATIENT SATISFACTION SURVEY RESULTS 2009/10 NOW AVAILABLE ONLINE

British Forces Germany Health Service (BFG HS) Primary and Community Care (PCC) Patient Satisfaction Survey results are now available on BFG Net.

This is the second time BFG HS has commissioned the survey to assess patients' experience of the local Medical Centres and primary and community care services throughout BFG.

SSAFA GSTT LLP conducted the survey on behalf of the BFG HS over a period of three weeks in November 2009 and February 2010. The questionnaire was based on the National Health Service (NHS) Local Health Services Questionnaire 2008 v1 published by the Healthcare Commission (now the Care Quality Commission).

In total, 13801 questionnaires were distributed to patients visiting the Medical Centres. The overall response rate to the survey is 13% BFG-Wide, based on 1777 completed questionnaires.

Summary of the results for all Medical Centres are as follows:

Overall satisfaction

- Overall, 96% of patients reported being completely (68%) or to some extent (28%) satisfied with the outcome of their visit to the Medical Centre.
- 51% of patients reported that they always (11%) or sometimes (40%) have problems getting through to the Medical Centre during normal opening hours.
- 89% of patients consider themselves fit and healthy.

Making an appointment

- 77% of patients were satisfied with the length of time waited for an appointment. BFG wide 29% of patients were seen on the same working day, 24% waited 1-3 working days, 19% were attending a pre-planned visit and 7% were seen without an appointment.
- 75% of respondents thought they were seen as soon as it was necessary.

Visiting the Medical Centre

- 90% of patients rated the reception at the Medical Centre as either excellent (37%), very good (21%) or good (32%).
- 52% of patients were seen early or on time by the doctor or healthcare professional, however 36% waited up to 30 minutes and 7% over 30 minutes.

Seeing the doctor

- 98% of patients thought the GP listened carefully to what they had to say.
- 98% of patients were satisfied that the doctor answered their questions in a way they could understand.
- 99% said they were treated with respect and dignity.
- Overall, 91% thought the length of time spent with the doctor was appropriate.

Seeing another healthcare professional

- 99% of patients said the healthcare professional listened carefully to what they had to say.
- 93% said they were involved in decisions about their treatment or care.

Medicines

- 98% of patients prescribed medicines were satisfied with the information they were given about how to use the medication.
- 90% said the medication prescribed was available at the time of the appointment.

Practice factsheets showing results for a number of key questions from the survey are available on the BFG Health service web pages. To consult your local practice results, please visit

<http://www.bfgnet.de/bfghs/surveys.html>

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