

PPG Families Questionnaires

Headlines

43 respondents: 21 with pre-school children 22 with school age children

1. Midwifery service – half who had used the service in the last 2 years felt it met their needs
2. Health Visitor service – a quarter who had used the service in the last 2 years felt it met their needs
3. The Surgery service for families – 29 said it met their needs, 12 said it did not – all had school age children
4. Groups – most respondents had a good knowledge of local groups and used them
5. Physical and Emotional Support – most felt they received this from their parents/family and friends
6. Demography of respondents – overwhelmingly female, white British and live in Alrewas. Respondents ages ranged from 15 – 50+, children ages ranged from 1 – 18 years

Issues and Suggestions for making the services more family friendly

Details of issues/Suggestions are all listed under the results of the relevant questions

Issues

- ❖ Comments from those with school age children range from “tricky” to “a nightmare” to book appointments especially for non-urgent appointments. This is not the case with pre-school children/babies.
- ❖ 8.15 am is a particularly difficult time for parents to phone
- ❖ Huge problem getting children to school after a middle of the day appointment, hard to get time off work, great worry that those at secondary school miss school for non-urgent appointment
- ❖ Evening appointments are only for working adults not children with working parents

Many people commented that when they do get an appointment the Doctors were always great!

Suggestions for improvement

- ❖ More Health Visitor Clinics perhaps at surgery or playgroups
- ❖ Open surgery one afternoon/evening
- ❖ 8.15 am only book same day appointments, any future ones left for those who phone later

Surgery

Meet Needs

Yes – 30, No – 12, Blank

Suggestions

Tricky to book appointments, need more middle of day appointments, same day appointments sometimes mean that non urgent appointments take up a same day slot, Excellent surgery.

No appointments available for 2 weeks, 8.15am very difficult time to call for school age & working parents, a struggle to get an appointment, need after school appointments, open surgery one evening would help working parents – it's very hard to get time off work, getting a non-urgent appt a real problem/nightmare, reception staff can seem a little unfriendly but medical staff always great, kids need to catch bus before surgery opens, refused an eve appt because they are only for working adults, huge problems getting kids to school after appointments no buses, great worry about missing school for non-urgent appt/why not just give out same day appointments at 8.15 to give others a chance at booking