

Maryhill Health and Care Centre: Post Opening Comparative Questionnaire - January 2017

In November 2012 'aspirations' focus groups were organised with key patient and local community groups to gather opinions on developing a new Health and Care Centre in Maryhill. A patient survey was then carried out in December 2013 to try and gauge what patients felt about using and visiting the existing Maryhill Health Centre. In January 2017, nearly 5 months after the new Maryhill Health and Care Centre had been opened the same survey was conducted to find out if patient's felt differently about using and visiting the Centre. The comparative information and data is either highlighted or noted in brackets

Profile and Context

The survey was conducted at the same time of year, over a two week period with comparable patient demographics.

	Total	Under 16	16- 25	25- 55	56-75	75+
Male	65 (51)	2 (3)	7 (7)	37 (20)	12 (14)	7 (7)
Female	103 (96)	3 (2)	16(15)	46 (52)	27 (18)	11 (9)
Total	168 (147)	5 (5)	23 (22)	83(72)	39 (32)	18 (16)
%	100%	3% (4%)	14% (15%)	49% (49%)	23% (22%)	11% (10%)

	No of patients who considered themselves disabled
Male	10 (6)
Female	15 (16)
Total	25 (22)
% of total surveyed	15% (15%)

	Total	White	Asian	Black	Chinese	Other Ethnic Group	Prefer not to say
Male	65 (51)	59 (46)	1 (2)	5 (2)	0 (0)	0 (0)	0 (1)
Female	103 (96)	88 (82)	6 (3)	5 (4)	2 (3)	0 (3)	2 (2)
Total	168 (147)	147 (128)	7 (5)	10 (6)	2 (3)	0 (2)	2 (3)
%	100%	88% (87%)	4% (4%)	6% (4%)	1% (2%)	0% (1%)	1% (2%)

How often interviewees visited the Health and Care Centre?	
Daily/weekly	35 (21% compared to 12%)
Monthly	57 (34% compared to 44%)
2- 3 times a year	56 (33% of survey on both)
Once a year	14 (8% compared to 5%)
Last visit was over a year	6 (4% compared to 1%)

* 5% unknown in 2013

Method of Travel

The way patients travelled to the new location of the Health and Care Centre was very similar to findings in 2013. A high percentage of patients (**69% in 2017** compared to **68% in 2013**) continue to either walk, use public transport or cycled to the new Centre. The percentage of patients travelling to the Centre by car was roughly the same as before (**31% in 2017** compared to **32% in 2013**), however the table shows that from the patients surveyed in 2017 more were ‘dropped’ off by car/taxi rather than using their own car.

Walk	74	44% (43%)
Bike	3	2% (>1%)
Bus	39	23% (24%)
Car	34	20% (25%)
Taxi/dropped off	18	11% (7%)
Total	168	100% (100%)

The 52 patients who travelled by car to the Centre were asked ‘if there was anything that could be done to encourage them to use public transport, walk or cycle’. The following responses were noted:

- 33 patients said there was nothing we could. This was due a number of factors such as - they lived too far away, poor bus service/2 buses or they had a disability. Some patients felt that GP/Health Centre couldn’t do or shouldn’t have any influence how people travel to their appointments.
- 10 people had work/another appointment or had to take children to school
- 9 patients said they would normally walk or take the bus but it was either too wet or they felt too ill that day

One patient noted ‘you already have all the facilities in place – bike rack, walking routes leaflets, ‘how to get here’ on the telephone leaflet but the bus service from my house is one an hour (No 94) and didn’t fit in with the appointment time’.

Location and Accessibility

When asked in 2017 ‘What do you like about the new Health and Care Centre?’ nearly 12% of those surveyed noted that access was better due to the new location and only two patients in the recent survey commented the ‘steps and hill to the health centre’. Comments included ‘convenient – easy walking distance’, ‘closer’ and ‘easier to get to’.

The aspiration focus group discussions conducted in 2012, noted the desire of patients for ‘a better carpark’ and ‘more carparking’ at the new building. Only 4 patients in 2017 compared to 20 (14%) patients in 2013 complained about the lack of carparking/poor parking at the Centre. One of the comments noted in 2017 was ‘parking for people with disabilities is very good and it’s easy to get to’.

How does the Outside of the Health Centre make you feel?

In January 2017 **73%** compared to **31%** of participants in December 2013 said the outside of the building made them feel positive. **26%** in the recent survey compared

to **52%** in December 2013 said the outside did not make them feel positive or negative. Three people (**1%**) out of 168 interviewed in January 2017 felt negative about the outside of the new building compared **17%** in 2013.

73% (31%) Positive (122)
26% (52%) Neither positive or negative (43)
1% (17%) Negative (3)

The following comments were recorded about the outside of the new building and public realm.

'Its modern/very modern' (3), 'modern looking, new and modern'
'A bit easier to park' (2), 'better for getting parked'
'Handy', 'bit better parking and the new facilities are good'
'Parking for people with disabilities is very good and it's easy to get to'

How does walking into the Health Centre make you feel?

78% of participants in 2017 compared to **53%** of participants in 2013 felt 'welcome' as they came in the front door of the Centre. **21%** in 2017 compared to **39%** in 2013 felt 'neither welcome or unwelcome'. Three people (**1%**) of participants in January 2017 compared to **8%** in 2013 felt unwelcome walking into the centre.

78% (53%) Welcome (130)
21% (39%) Neither welcome or unwelcome (35)
1% (8%) Unwelcome (3)

Wayfinding

92% of patients surveyed in 2017 found it easy 'to find their way around the new building' and the majority of 8% who found it difficult said they found wayfinding and using the lift difficult on the first visit but were confident in finding their way about by the second visit to the building. The majority of patients found 'it much better to get around compared to the old Health Centre' and found it 'easier to come in at the Gairbraid entrance as you can see easily where you are going'

The following suggestion were made to improve wayfinding

- Clearer signage at Shawpark entrance
- Signage in the lift - matching floor numbers with Gairbraid exit/entrance and Kelvindale exit/entrance.
- Sign on Maryhill Road directing you to the Health and Care Centre.

How do you feel walking about the Health Centre?

More patients - **89%** in 2017 compared to **66%** in 2013 - felt 'confident and safe' walking about the new Centre. In the recent survey there was a decrease in the percentage of patients who felt 'nervous and vulnerable' inside the new Health and Care Centre (**14% in 2013** compared to **2% in 2017**). The percentage of patients who felt, neither 'confident and safe' or 'nervous and vulnerable' walking around the Centre reduced from **20%** in 2013 to **9%** in the recent survey.

89% (66%) Confident & Safe (149)
9% (20%) Neither confident & safe or nervous & vulnerable (15)
2% (14%) Nervous & Vulnerable (4)

Overall patients felt more positive and welcome as well as more confident and safe in the new Health and Care Centre compared to the old Health Centre. This is reflected in the comments when asked 'what did you like about the new Health and Care Centre?' The following comments have been roughly grouped together under headings and the figures in brackets are the number of times that comment or word was recorded.

Internal

Nice (17), bright (17), white, modern/modern building (13) cheery and new – a lot bigger (4) and more open (3), new (6), good environment, tidy,
The quality of the light is really good, beautiful, different, a lot of light in here,

Its more spacious (14) – not closed in like the last one, spacious and modern, comfortable (3) and warm (3), like the open plan and decor, warmer then the last one, much roomier than the last one (2), big, wide and open, lay out is brilliant,

Clean (18), a lot cleaner (5) and a better service and a lot better than the old one, its got a very clean feel to it, clear and fresh/fresher (11),
Seems cleaner than the old one – airy (5) and plenty of room to sit,
The cleanliness and facilities that are here are brilliant.
Like the clean feel to it, no posters and leaflets all over the place – the pop up banner is just verging on untidy but they get away with it.

It makes you feel a bit better coming into a nice building,
More aesthetic with all the artwork – you get a bit of a lift,
Its lovely (2) and welcoming (3) homely and warm, really nice and a good atmosphere compared to the last one, cheerful (2) and everyone is that friendly (2), you don't feel as if you are in a Health Centre,

A working lift is good, it's got good clear reception desks.
It turned out very nice – the GP rooms are nice they let lot of light into the room and are bright.
Clean, modern and efficient – the decor is a bit bland but staff are very friendly
Its a new building, clean, accessible and the area is good, its quite nicely done up, very nice health centre, its quite large but well laid out and the staff are very helpful, its so much nicer coming to the doctors now.

The other one was dull and quiet, a big difference for the last one – it's fantastic
The old one had a lot of wear and tear, its not too clinical

Service Delivery

It feels great – I don't mind sitting here waiting for my appointment where as in the last one I got annoyed if I had to wait.
Its fabulous – some difference! A lot more cheerful, better atmosphere compared to the old one.
Nice – it doesn't feel like a doctors surgery – so it doesn't make you feel anxious and in the waiting are we are not all 'crammed in',

Shawpark is more welcoming compared to the GP waiting area which is very busy.

Its big – the other one was too small and you felt you were waiting longer for your appointment.

Nice and calming and I like my doctor – plus you get to see the doctor you want to see, quicker service and calmer staff

Get an appointment quickly now (2) – I like it, reasonably quick to see a doctor/get an appointment

Its a wonderful Centre – you can get an appointment and get seen quickly – I can't fault anything, it's a better service than the last one.

Its a more flexible service – now open on a Saturday

Seems quite efficient and I like the GP/nurse split reception – more flexible service.

Compared to my old practice I get an appointment easily, get offered services (the flu jab etc) which I have never had before and the staff are so lovely – couldn't be more helpful.

Pleased with everything about it – staff are wonderful and a great service, I shifted this summer after 40 years in my old practice and I have had a fantastic service.

A one stop shop – all the services you need in one area including pharmacy, its got everything in the one place, pharmacist is good,

Its good to have all the services and facilities in the one place

A lot more services in the new centre and easy to get to Shawpark – I like that it is included in the main building now

Staff Comments

Staff very friendly (4) and helpful (2) – its uplifting to have a new health centre
Reception staff are quite friendly – even on the first day I registered it was good and they were very helpful – the doctor is good as well.

Staff very accommodating and helpful – I was running late for my appointment and staff gave me directions and put me at my ease. The dentist was also very good with my son.

Everyone is so kind (father) - especially the dentist (daughter)

When people see I have a white stick they ask me if I want help – either staff or other patients help me get to where I am going.

It all felt so easy, nice staff (3), friendly place, Its very nice and everyone is friendly and helpful, like everything (3) – the staff are lovely and the building is great.

It was a friendly place before but staff are more friendly/happier

Everyone seems happier working in a nice place

Change in attitude of staff – when they feel happier, they make the patients more at ease.

General +ve comments

Better than the old Health Centre – it was too wee, big improvement

Like everything about it – proud of it

Better than the old one, night and day change

There is nothing not to like, very impressed by it – its light, modern and clean

By building a new Health Centre it shows respect to patients and gives us dignity.

Can't get any better than this, it all fantastic, everything is great
So far so good, everything is perfect, perfect, keep doing what you are doing

General –ve Comment

I preferred the old health centre – I was used to it

In the aspirations focus groups conducted in 2012, participants were asked to describe 'what should be important about the outside of the new Health Centre?', 'how can we make it feel welcoming and safe?' and 'how do you envisage the inside of the new Health Centre?'

The common words used were:

- Bright , clean, fresh, modern, natural light, easy access, welcoming,
- Better lay out, reception at entrance, somebody to direct you/help you
- Range of service, central area with services off it, services zoned in area. comfy seats, specialist gym area,
- Two lifts instead of one lift, carparking, electronic/online/flexible appointments

Based on the comments in the recent survey the majority of the patient design and service aspirations have been achieved.

Comments on the Consulting or Treatment Rooms

The comments recorded regarding the Consulting or Treatment Rooms were mostly positive, including:-

Nice (8) very nice (3), a lot nicer, fine (7), lovely (3), spacious/roomy (3), seems OK (2), clean/cleaner (4), nice and clean and up to date(2),very good (2), they are good, and bright (2), look alright (2), light, brilliant, great, all new and modern

Excellent and I like the colour on one wall of the room
Lovely – I like that they have all got a window, lots of light gets in
They are bigger – have more room, they are much more welcoming and roomy
Cracken – much better than the old ones

Lovely – the physiotherapy is rooms and gym is fantastic
Podiatry rooms are good and it is a very good service
The gym is great as it has all up to date equipment
The dental is very good

The staff are all lovely – kept up a high standard
Very helpful staff

Only four negative comments regarding the consulting or treatment rooms were recorded:-

A bit dull,
Fine – I thought the rooms would have been bigger, abit on the small side, small and dark

Waiting and Reception Areas

In January 2017, **72%** compared to **60%** in 2013 of those interviewed, 'felt calm in the waiting area'. There was a decrease from **14%** of the patients surveyed in 2013,

who 'felt worried' in the waiting area compared to **2%** who 'felt worried' in the new Centre in 2017. **14%** of those interviewed in January 2017 compared to **26%** in December 2013 felt 'neither calm or worried' in the waiting area.

72% (60%) Calm (120)

14% (26%) Neither calm or worried (24)

2% (14%) Worried (3)

12% No comments recorded for 21 people

Comments on the Waiting and Reception areas

General +ve Comments

There are all absolutely fine, fine (12), lovely (6), clean (4), very comfortable/comfortable (3), good/really good (3), fresh, airy and feels fresher, excellent, modern(2), very good -they are quite nice, nice (6) and bright

Nice and calm – a lot better than the old one

More spacious (3), a lot more open and much better than the last health centre,

Light and airy (2) - not like the last ones – they were kind of depressing,

Welcoming, compared to the old one its very welcoming

Everything is OK

Reception Areas

Self check- in machine is good – I like it but some people need help to work it and receptionist is not always available to help them,

It was difficult to use the self check- in at first as it was difficult to read the screen,

Its quite quick now the booking in computer system is in place,

I like it better – electronic sign-in is better

I like the design of the wooden screen – it works well and the open reception is much, better the staff can now chat away to you - I hated the wee window.

Receptions are much nicer – there is no petition and wee window like the old Health Centre

Waiting Areas

It's a nice 'off the beaten track' area

Like the big couch at Shawpark – a more comfortable waiting area compared to GP waiting area, but no clock in Shawpark waiting area or on main floor waiting areas,

Seats are comfortable and better than the last one,

Pharmacy has nice comfy seating,

Well laid out and clear signage,

Its nice to have the water machine but there are not always cups there,

I like the busy waiting area – keeps me busy and not thinking about getting blood taken.

Staff

The staff are all nice – really helpful, the reception staff are very friendly, friendly staff (2), welcoming and friendly

Good service – good communication with visitors and new people – English is not my first language

Negative Comments

There were a number negative comments recorded

Waiting Areas

Nice but maybe need more art work, its like an office the way the seats are set
Seats are a bit uncomfortable, too busy, the waiting area is busy
Preferred the way the seats were set out when you first opened (GP area)- feel you are staring into a wall
Feel a bit closed in but it's alright/it's a bit claustrophobic
You are a bit close to other patients in the GP waiting area
Draughty at front door waiting on a prescription (3)
Too open - lovely but don't like the open wall over to the atrium
The GP waiting area needs a child friendly corner for small children

Service

Everyone is friendly but sometimes a bit slow
Sometimes you can wait a long time – GP appointment 9.20 – not taken until 10.00am
Waiting time, fed up waiting, sometimes you area waiting too long

Reception

Worry about giving my details at reception – anyone can over hear you.
GP waiting area was very busy – sometimes there are no seats left and at reception people are right behind you in the queue.

Art and Environmental Projects

The patients were asked their opinion of the artwork in and around the Health and Care Centre. The majority of general comments were positive including:-

General +ve Comments

Its good you are doing things like this – it make the building more friendly
Most of it is really nice, creates a nice atmosphere – really really nice,
Its good that an effort has been made as you usually don't get very much in a Health Centre
Three people commented on the trees/lights and felt it was a 'good idea as it takes the harshness of the building away'

Glass Living Wall and Cloud +ve Comments

Its nice (11), very nice (6), quite nice (4), nice to look at, its a nice touch,
Good/very good (6), lovely (5), different, modern (2), I like them (2), really like the glass art, they are nice – create a good effect and are modern,

Lovely when it is dark, its quite pretty when the lights hit it, like how they reflect the light,

I like the cloud - its aesthetically pleasing, cloud beautiful,
The cloud is nice and the living wall is really eye catching,
They are unique, very ethereal and calming
When I noticed it - I really liked the living wall,

Its beautiful – we deserve nice things to cheer us up,
It make the centre more welcoming, it makes the place cheery,
It make the waiting area more interesting

Glass Living Wall and Cloud -ve Comments

Not noticed them until you pointed them out (3),
Not for me,

Wall and Floor Niches +ve Comments

Nice/really nice (9) – like them, really great idea, quite good/very good (2)
Its a nice touch, I like the floor and wall peep holes, brighten up the place,
A curiosity, cool and quirky idea, cute idea, quite cool/very cool (4), interesting,
Love the spy holes, they are great (2) – a talking point, they are ‘cracken’,
lovely, its quite good, beautiful,
The bits on the floor a pretty cool and its something different, a bit random,

They are good for the weans (3), great for kids, good for kids,
Its different and good (7yr old), nice seem to attract wee ones,
I like the floor niches so much I brought my grand-daughter in to see them when
she visited me, lovely they grab a wee kids attention – clever,
I like them – its good for the kids, like all the wee bits for the kids,
talking point and keep kids busy for 3 seconds before the go looking for the next
one, children are fascinated by the floor niches,
I didn't notice them until a wee boy was looking at them and started to talk
about them, amazing – really like them, great - the kids love them, the wee kids
love the glass things, they are good for the children – my children like them,
The wee holes – myself and my wee one looked at them all,
Very good floor holes – love the feel of it and the children go straight over and
look in then ask lot of questions,

Wall and Floor Niches -ve Comment

The peep holes are a waste of money

The Gallery +ve Comments

Very good/good (9), lovely (4), Nice to look at/nice (3), I like that, quite nice –
better to look at rather than the blank wall, its OK,
Gives you something to dwell on when you are waiting
Very good/nice to see photographs of old Mayhill/Glasgow (4),
I like the old photos (2), the old pictures are great – I really like them,
Its good to have local history featured in the new Centre,
I was drawn to all the old pictures of Maryhill to see if I knew where they were,
I am not from this area so it is nice to see what it looked like,
Takes you back, interesting

Shawpark Glasswork +ve Comments

I like the pictures on the wall and all the flowers – they are really nice (3)
Great, nice, lovely - the flowers are really sweet,
glass flowers are brilliant – I really like them,
quite nice and calming,

General –ve Comment

Although the majority of comments in relation to the art installation were positive,
there were a few negative comments including:-

Maybe too minimal and subtle for me, could do with a bit more colour
Should be more painting on the wall

The money could be better spent on health services but I like that you have used local artists
Waste of money – could be better spent on better things

Note there are no comments about the poetry recorded as it was not installed when the survey was conducted and the Therapeutic Garden is only open to a small number of patients.

General –VE Comments

When asked ‘what don't you like about the new Health and Care Centre?’ the majority of patients said ‘nothing’ but there were a number of negative comments, most of which have already been highlighted in the report already.

External

More parking needed, carpark is still small, need more signage and there is not enough parking.

Parking is always a problem in this area – cars everywhere – maybe when the houses are built this will ease carparking.

Its on a hill and I am out of breath by the time I get here – it should never have been built on a hill, its still quite difficult to get to as it is built on a hill

One way system can be very difficult to cross and crossing Kelvindale Road (at Maryhill Road junction) can be very difficult – the traffic can be very intimidating – is there any plans for lights at this bit?

Internal

The Gairbraid entrance - high pitched squeak from the from door (2), I feel sometimes like I will walk into the door as it isn't opening fast enough,

If you use crutches - the black floor can be slippery when it is wet,
Don't like the seat being near the 'open wall',
Its a bit clinical (2), its very clinical the atmosphere is quite cold, its a bit impersonal,

There is a bit of an echo and may affect privacy, too open,
Its like a shopping centre, don't like the stairs

Service Delivery

Waiting to be taken for my appointment, too busy,
By the time I got my physiotherapy appointment I had dealt with it myself,
I don't like the on line booking system – why can't you book a doctors appointment at the desk,
Waiting time for appointment – difficult to get an early (in the day) appointment

General Comments

There is nothing I don't like about the new Centre I just preferred the old one
Having to come in the first place and being unwell, just don't like having to see a doctor

Suggestions on how to improve services and make the new Health and Care Centre comfortable

Internal

- It needs plants or greenery (3),
- Drinks vending machine (2)
- A selection of Newspapers
- The GP waiting area needs a child friendly corner for small children
- Make GP waiting area smaller – its too busy
- More community artwork from local people/schools
- Signage in lift – match Gairbraid/Kelvindale exit/entrance with floor.
- Sort out the draught at the pharmacy waiting area
- I vibrant splash of colour in the waiting areas – similar to the consulting rooms

External

- Can something be done about people smoking outside the door – they seem to think that bench/seat is for them.
- Crossing the road at Burnthouse Street can be tricky as cars come up that hill fast – maybe a pedestrian crossing there.

Service delivery

- Less waiting time for appointments
- Just found out today that the health centre had moved – I didn't notice the new address on the top of the letter but the dentist seen my son even although I was late
- Better repeat prescription system
- More use of technology so more people can be seen at home

Postcodes of Interviewees

G3 7BQ	G3 8PY	G3			
G4 9QL	G4 9EF	G4 9YG	G4 9HU	G4	
G12 0NE	G12 0IH	G12 0BF	G12 0DS	G12 0BT	G12 0QT
G12 0EN	G12	G13 3DH	G13 3LD	G13 2AT	G13 4RQ
G13 3BX	G13 2YH	G15 5JD			
G20 6AL	G20 6QT	G20 6ES	G20 6LP	G20 6QZ	G20 6DF
G20 6BB	G20 6DW	G20 6HG			
G20 7RU	G20 7NP	G20 7SA	G20 7XN	G20 7JY	G20 7AH
G20 7SA	G20 7NU	G20 7AF	G20 7UW		
G20 8AB	G20 8DN (2)	G20 8JA	G20 8NF (2)	G20 8JF	G20 8DQ
G20 8JD	G20 8HU	G20 8DN	G20 8HZ	G20 8JW	G20 8FA
G20 8AX	G20 8BB	G20 8PH	G20 8 DS	G20 8HH	G20 8TQ
G20 8AS	G20 8EP	G20 8YH	G20 8NG	G20 8NG	G20 8DA
G20 8JD	G20 9HE	G20 9HQ	G20 9QM	G20 9TP	G20 9PF
G20 9HH	G20 9PJ (2)	G20 9LY	G20 9EZ	G20 9ES	G20 9NA
G20 9DA (3)	G20 9TG				
G20 0DJ	G20 0JU	G20 0JF	G20 0TQ	G20 0TP	G20 0JL
G20 0DW	G20 0HW	G20 0PD	G20 0DB	G20 0HP	G20 0PW
G20 0LF	G20 0LW	G20 0JX (2)	G20 0HT	G20 0LU	G20 0HR
G20 0AA	G20 0SB	G20 0HN	G20 0HW (1)	G20 0DJ	
G20 0DW	G20 0QL	G20 0BX	G20 0SE	G20 0LE	G20 (9)
G21 1XQ	G21 3UB	G21 3LF			
G22 6PR	G22 6PU	G22 7FZ	G22 6PU	G22 5JA	G22 7LT
G22 8DD	G22 5ND	G22 7QX	G22 6PY		
G23 5PA (2)	G23 5HH	G23 5DL (2)	G23 5LP	G23 5HJ	G23 5PZ
G23 5LL	G23 5PW	G23 0JA	G23 5JW (2)	G23 5EQ	G23 5PU
G23 5NF	G23 5PQ	G23 5AJ	G23 5PM	G23 5LL	G23 5DE
G23 5PH	G23 5LL	G23 5PJ	G23		
G62 7AH	G61 4PE	G61 2DA			
G64 1QN (2)	G64				