



2014 Patient Survey Results – Individual Clinicians

Introduction

This document details the results of the Munro Medical Centre Patient Survey for Individual Clinicians, run in autumn 2014. This survey took place following on from the previous survey which asked patients about their overall experience with Munro Medical Centre, the results of the original survey showed that patient satisfaction had slipped slightly, a result that we wished to explore further.

Background

For a number of years patient satisfaction has been measured nationally by a survey produced in conjunction with Ipsos MORI. Whilst this has been useful as an indicator in the past, the primary focus of the survey is on access to services and alongside that supporting demographic information. This in itself isn't particularly useful for an individual practice on its own. Concerns have been raised in the past that due to the 'one size fits all' approach of the survey that some practice results may not be representative due to different local working practices, and specific wording of questions which may not be taken into account by a national survey.

The NHS continues to go through a period of significant change, and part of that involves giving more power to General Practitioners (GPs/Doctors). From 1st April 2013 this change has involved shifting power for developing and providing services from Primary Care Trusts (PCTs) to local Consortia groups (known as CCGs). The principle behind this is to reduce costs and overheads, and put power in the hands of GPs at the front line to commission effective services that meet the needs of their patient population. The practice is part of the South Lincolnshire CCG.

As part of the NHS reforms, all GP practices have been encouraged to set up Patient Reference Groups (PRGs), and to set up their own surveys to get feedback on the service they offer, and to involve patients in decisions about the range and quality of services a practice provides. The original survey was carried out in October – November 2013, an action point from which was to perform another survey but this one was to be focussed on each clinician.

About the Survey

The survey was taken from one used by the General Medical Council which we felt covered the information we wished to collate. In a change from the previous survey which has been open to all, we wished to concentrate on those that had attended a consultation on that day; this ensured that the answers to questions were fresh in the patients mind and we relevant to the current patient experience. Patients were invited to complete the survey by reception at the point of checking in for their appointment; the clinicians were unaware which patients would be asked to complete a survey. We determined that around 50-60 completed surveys per clinician would give a fair representation of patient feedback, a figure which would, in total, exceed the 491 completed surveys from the last general survey.

About the Survey Results

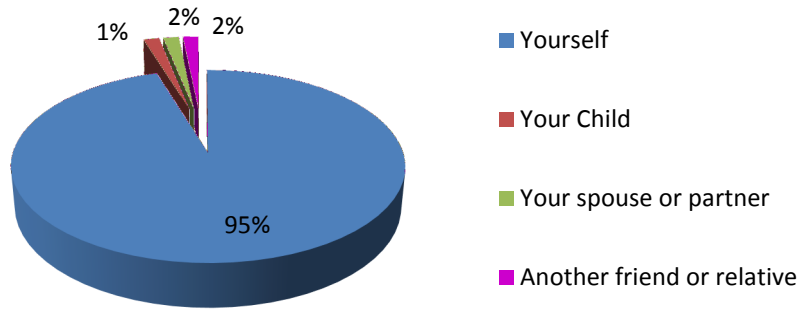
The collection methodology for this survey was made anonymous. Where comments are included in the report, they are taken directly from patient comments, with no attempt to correct grammar in an effort to show that comments included are taken directly from the survey. We have not included all comments in the survey, but we have as a Practice read and considered them all individually.

Not all surveys were fully completed, and some questions may not have been applicable to some patients. We again included options for not applicable/do not wish to specify, so some figures may be shown as 'adjusted' if the patient marks the question as not applicable, and are excluded from the analysis.

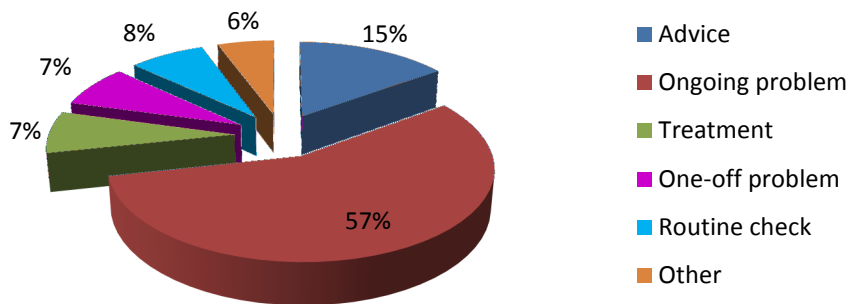
In terms of presenting these figures, as previously pie charts have been used, as in most cases this shows results 'at a glance'. Some charts show shortened versions of the questions and answers due to space constraints on the charts.

Results for Dr 1

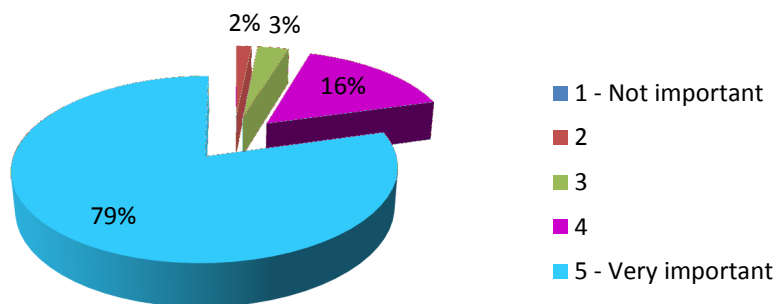
Are you filling in this questionnaire for:



Which of the following best describes the reason you saw the Doctor today?

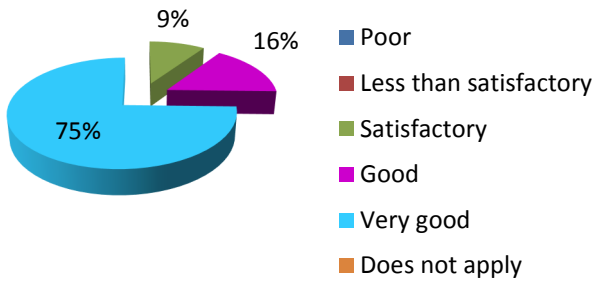


On a scale of 1 (Not important) to 5 (Very important) how important to your health and wellbeing was your reason for visiting the Doctor today?

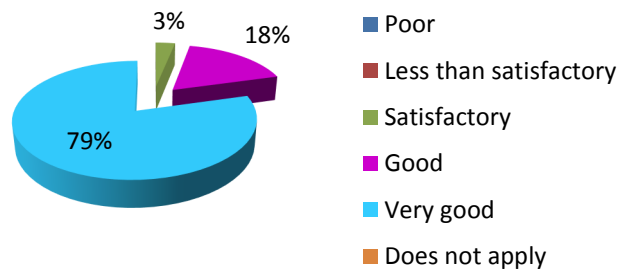


How good was your doctor today at each of the following?

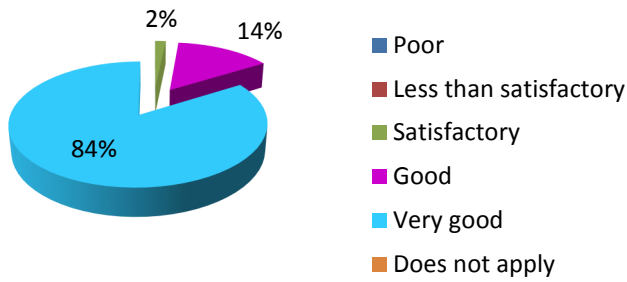
Being polite



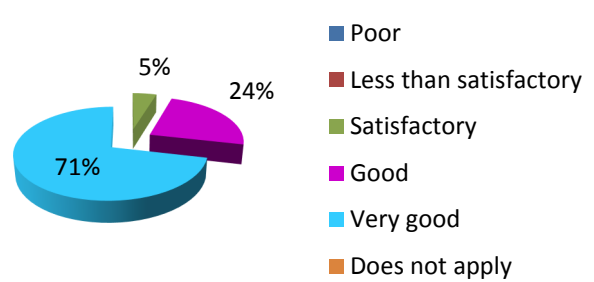
Making you feel at ease



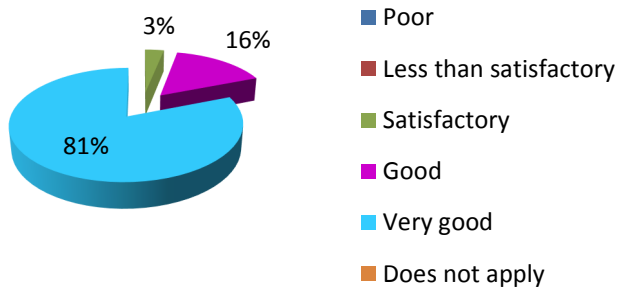
Listening to you



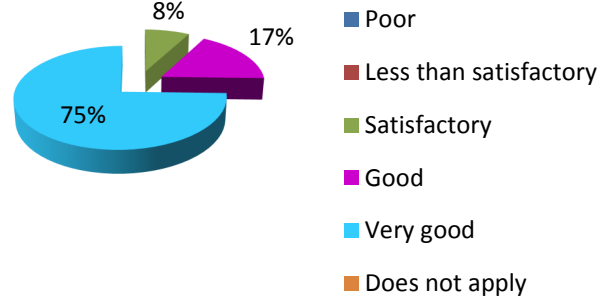
Assessing your condition



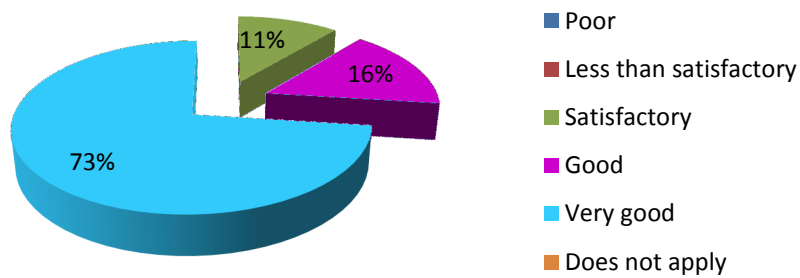
Explaining condition and treatment



Involving you in decisions

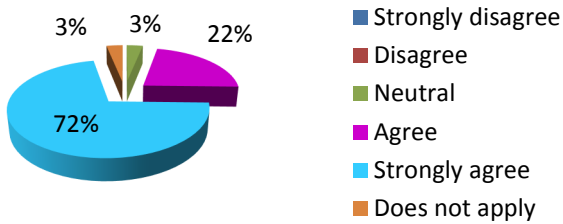


Providing or arranging treatment

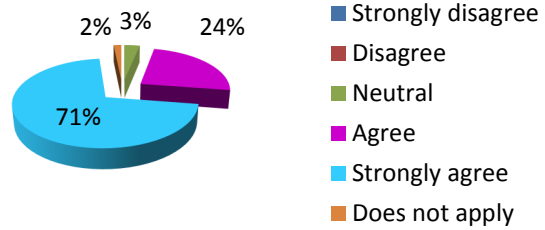


How strongly do you agree or disagree with the following statements?

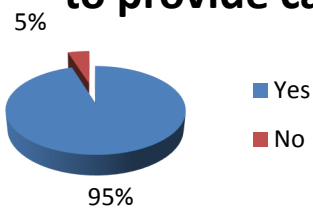
Will keep information confidential



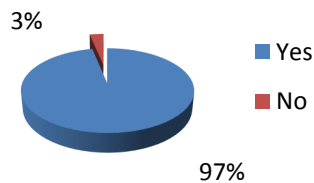
Honest and trustworthy



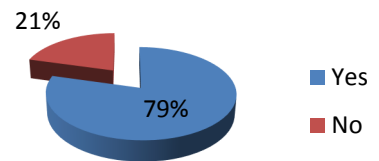
Confident in ability to provide care



Happy to see again



Usual GP?

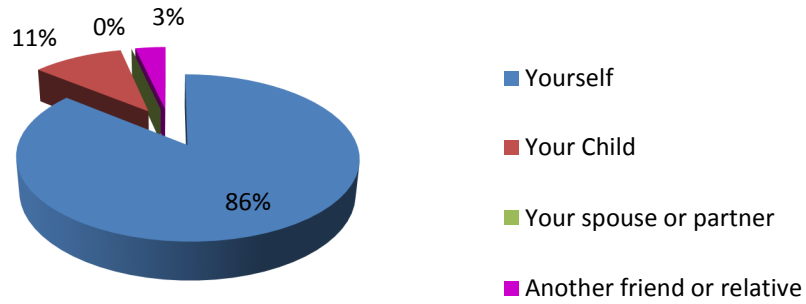


Comments received about this doctor:

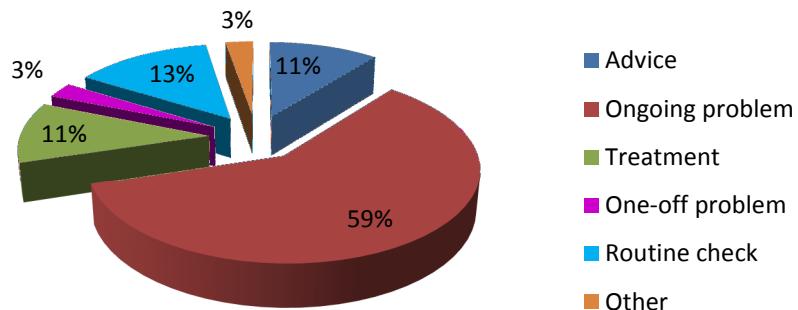
- Very satisfied with my doctor
- He is really good and understanding
- I could not expect more
- The doctor I was registered with has left for New Zealand
- Quick action for cancer treatment may well have saved my life (So I'm very very happy with my doctor) and the attention I've received (So are my family)
- I have always been satisfied
- He has been our family doctor for over 20 years and we have always been completely happy with him
- New patient-First visit
- Quick and dealt with problem straight away
- This was only my second meeting with this doctor

Results for Dr 2

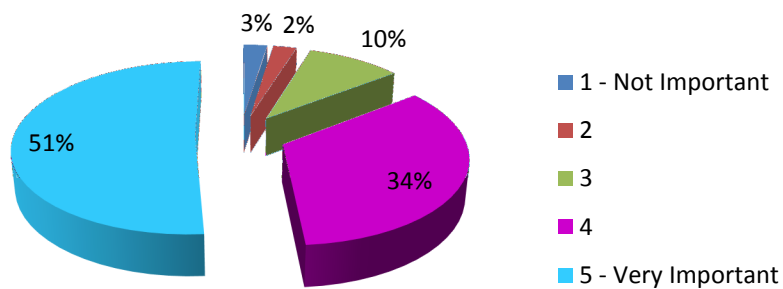
Are you filling in this questionnaire for:



Which of the following best describes the reason you saw the Doctor today?

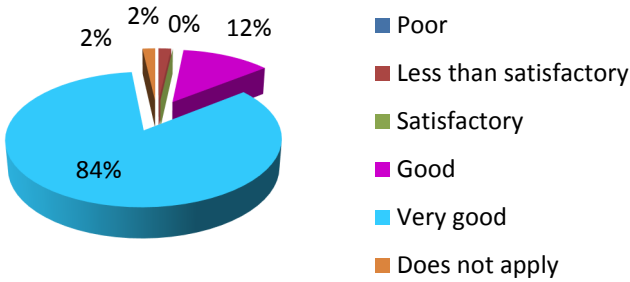


On a scale of 1 (Not important) to 5 (Very important) how important to your health and wellbeing was your reason for visiting the Doctor today?

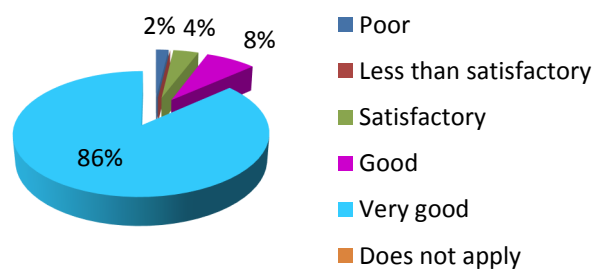


How good was your doctor today at each of the following?

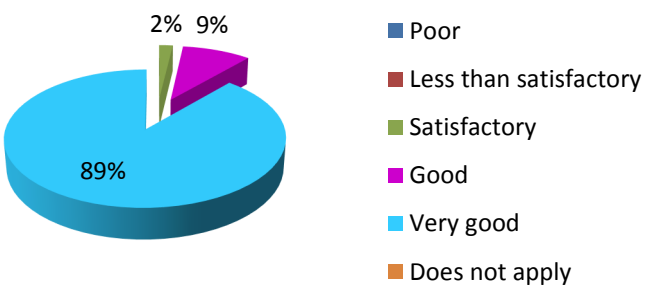
Being polite



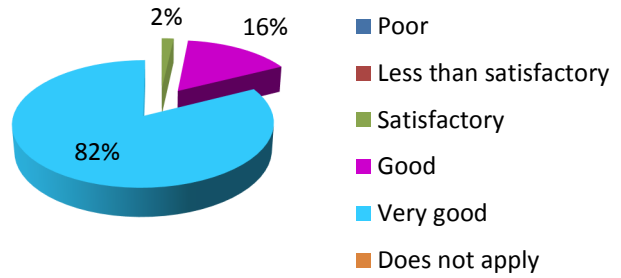
Making you feel at ease



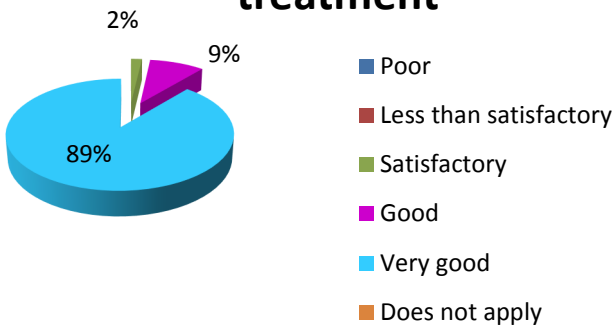
Listening to you



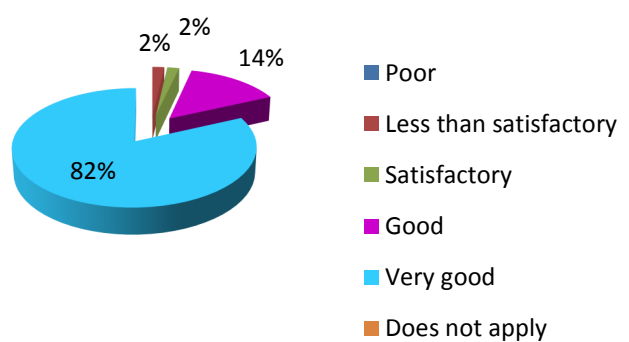
Assessing your condition



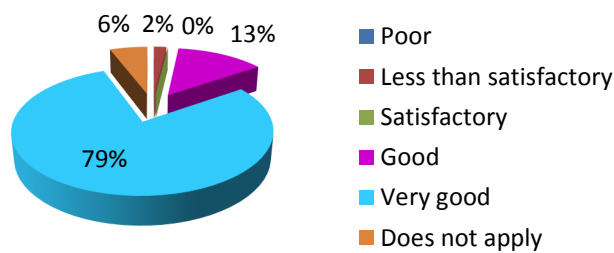
Explaining condition and treatment



Involving you in decisions

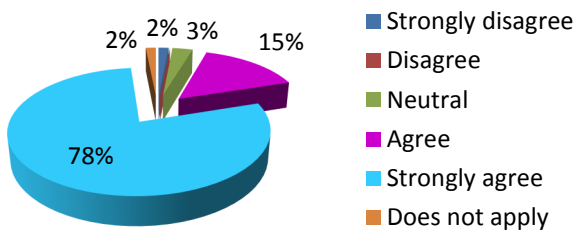


Providing or arranging treatment

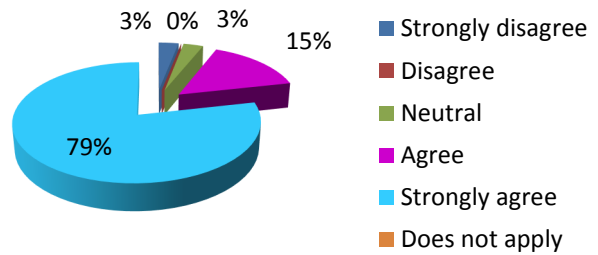


How strongly do you agree or disagree with the following statements?

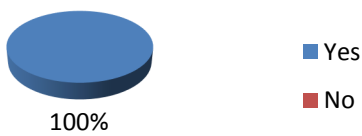
Will keep information confidential



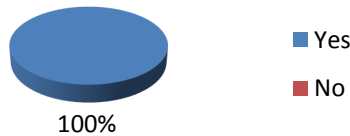
Honest and trustworthy



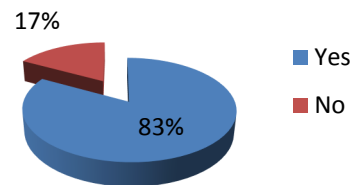
Confident in ability to provide care



Happy to see again



Usual GP?

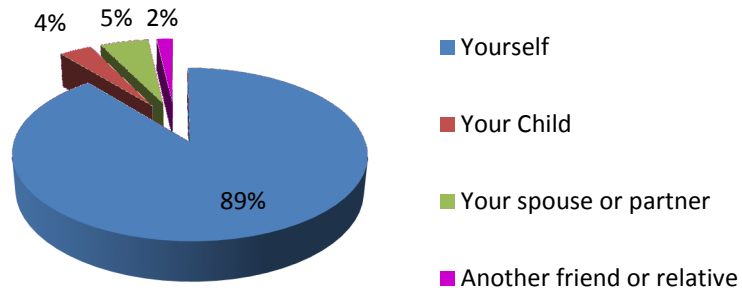


Comments received about this doctor:

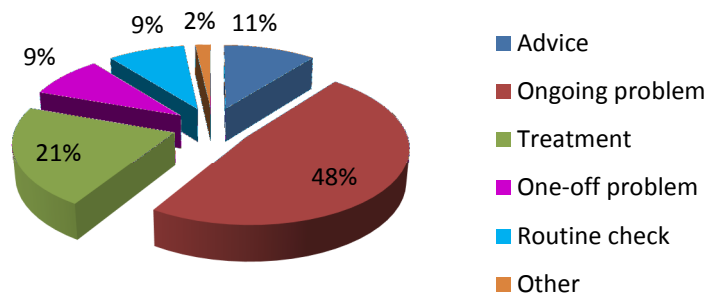
- Very kind and polite. Could answers all questions I had today.
- Appointment waiting time could improve
- The quickest consultation I've ever had no need to sit in waiting room!!
- Brief, to the point and a delightful dry sense of humour - Great!
- I have known this Dr for over 20 years she is and has always been an excellent GP
- I was very worried about my appointment, but Dr put me at ease
- I have always been treated with care and consideration, I have every trust in this Dr and due to this refuse to see anyone else and would have no problems in signing this form if asked
- Very understanding and easy to talk to
- Quick yet listened well. Effective
- Excellent treatment once an appointment is made. It just takes so long to get one!
- I feel this doctors interpersonal skills have improved greatly. In the past I have had appointments where I felt I have been an inconvenience but recent visits have been much improved.
- Family doctor for many years – Totally happy and would not change
- Very prompt treatment – bloods etc and diagnosis
- I would rather wait to see my own doctor than see anyone else

Results for Dr 3

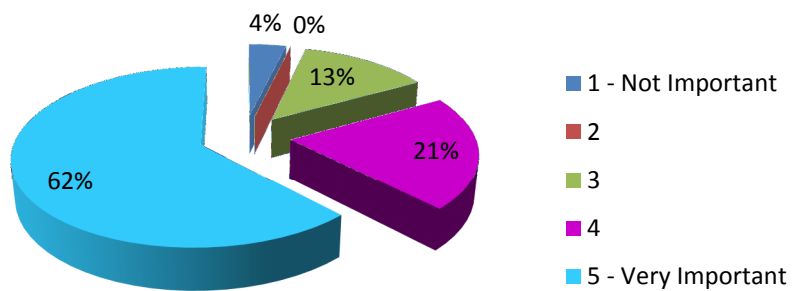
Are you filling in this questionnaire for:



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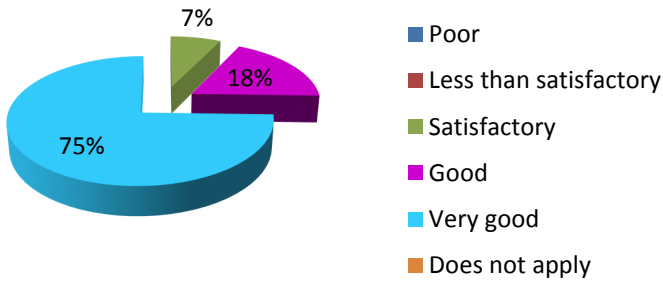


On a scale of 1 (Not important) to 5 (Very important) how important to your health and wellbeing was your reason for visiting the Doctor today?

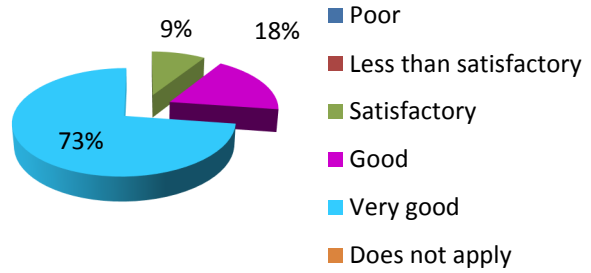


How good was your doctor today at each of the following?

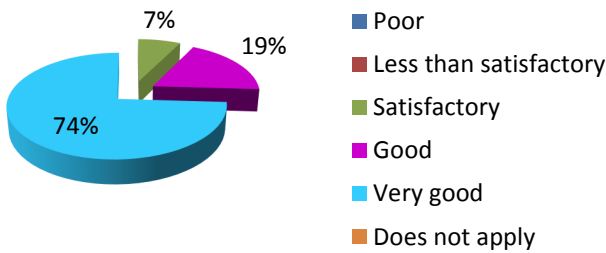
Being polite



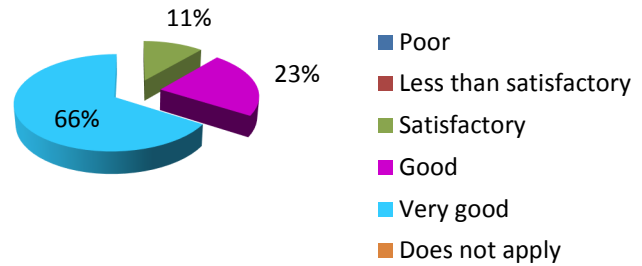
Making you feel at ease



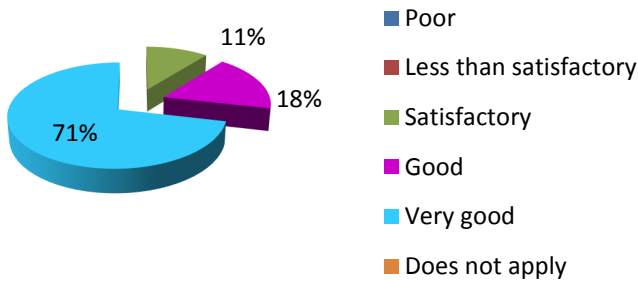
Listening to you



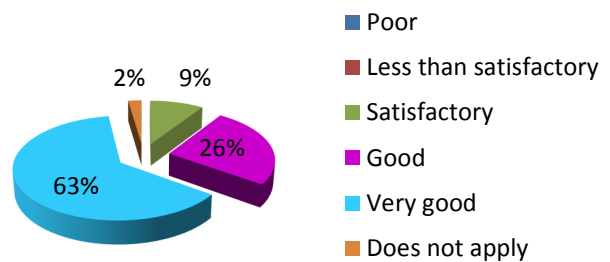
Assessing your condition



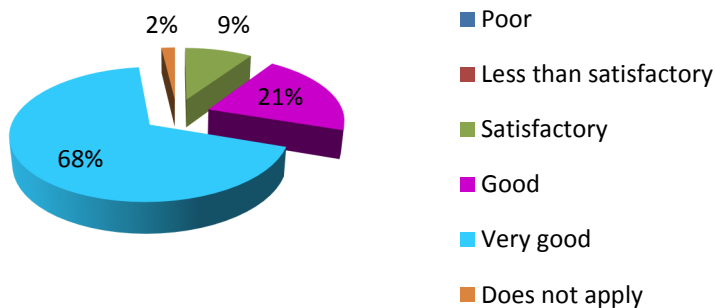
Explaining condition and treatment



Involving you in decisions

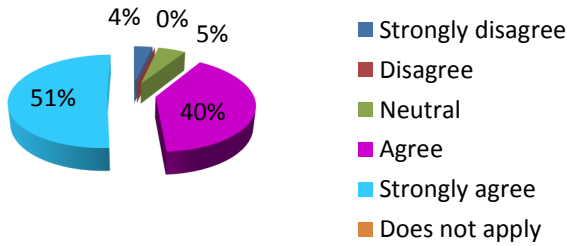


Providing or arranging treatment

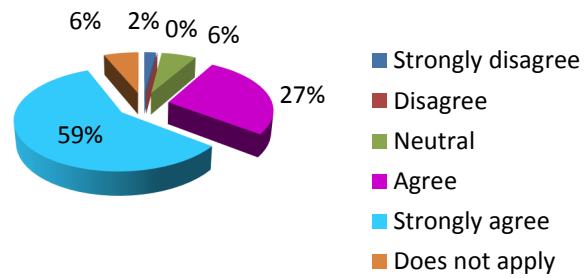


How strongly do you agree or disagree with the following statements?

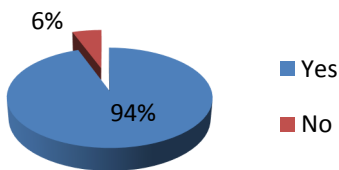
Will keep information confidential



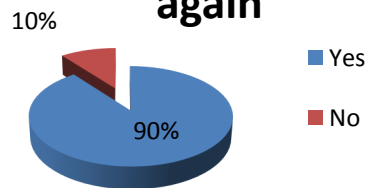
Honest and trustworthy



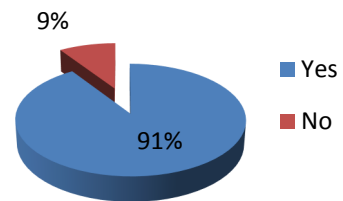
Confident in ability to provide care



Happy to see again



Usual GP?

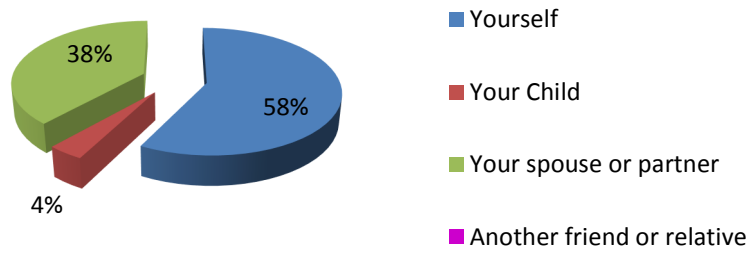


Comments received about this doctor:

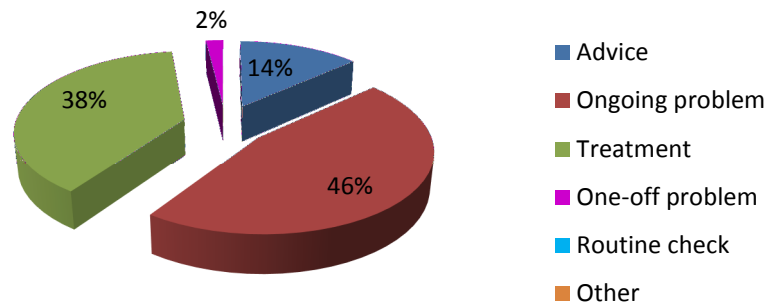
- First apt at surgery – moved to area. Discussed my past health in detail
- Very professional and seems to have time for you, not making you feel your wasting his time
- My GP was Dr Beatty until he left and was very good but this Dr is just as good and very nice GP
- Always courteous/listens and acts on info I give
- Very Satisfied
- Very good
- Cut down time to see doctor ie appointment time

Results for Dr 4

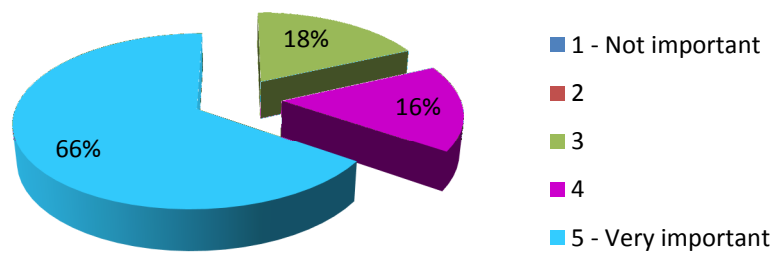
Are you filling in this questionnaire for:



Which of the following best describes the reason you saw the Doctor today?

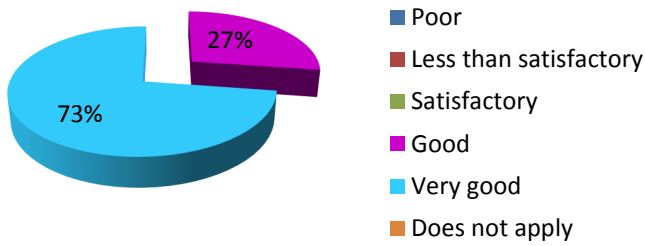


On a scale of 1 (Not important) to 5 (Very important) how important to your health and wellbeing was your reason for visiting the Doctor today?

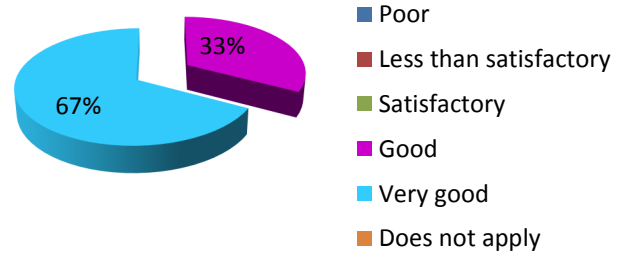


How good was your doctor today at each of the following?

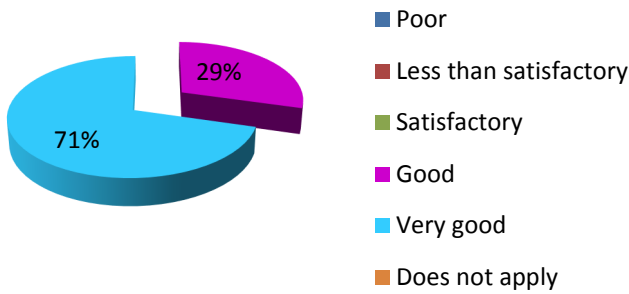
Being polite



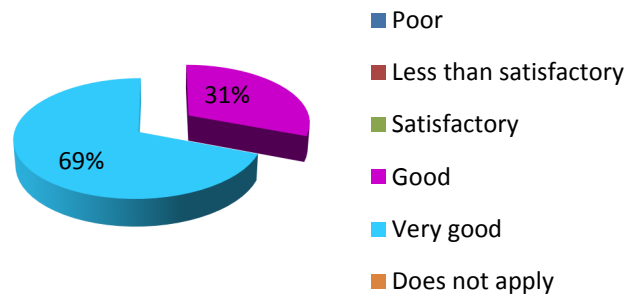
Making you feel at ease



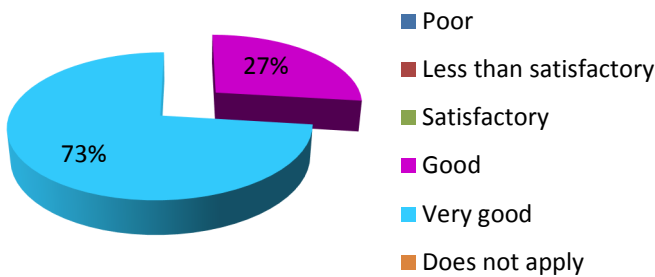
Listening to you



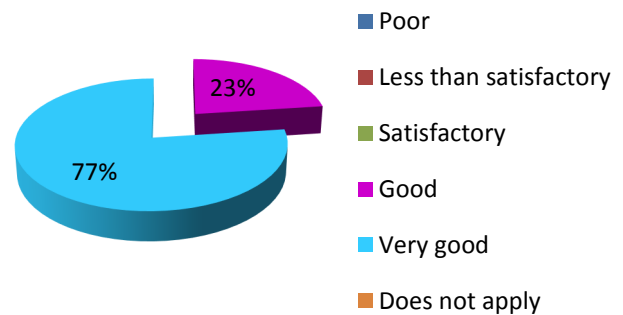
Assessing your condition



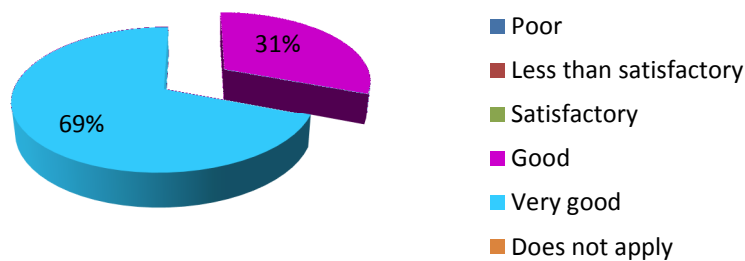
Explaining condition and treatment



Involving you in decisions

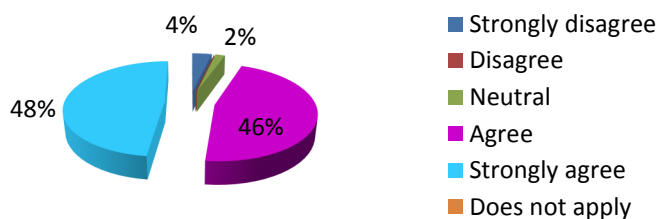


Providing or arranging treatment

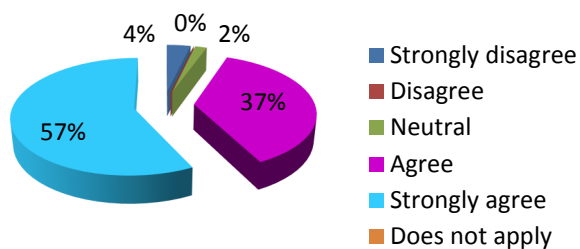


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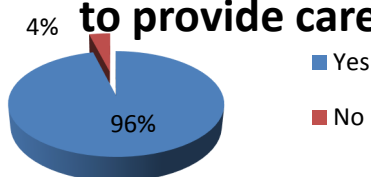
Will keep information confidential



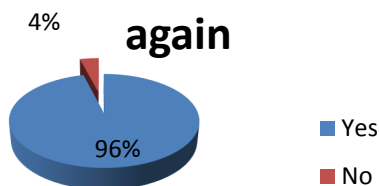
Honest and trustworthy



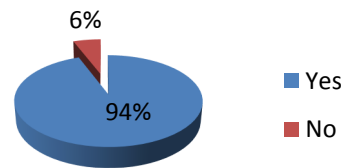
Confident in ability to provide care



Happy to see again



Usual GP?

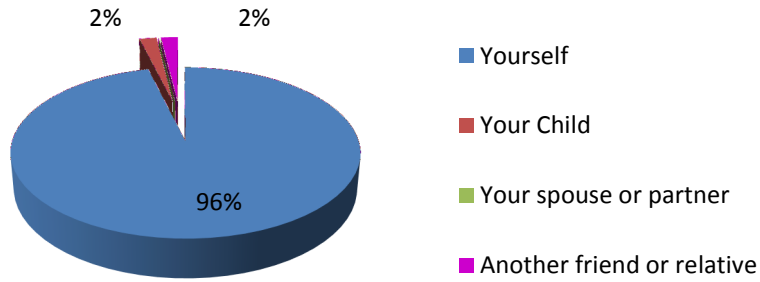


Comments received about this doctor:

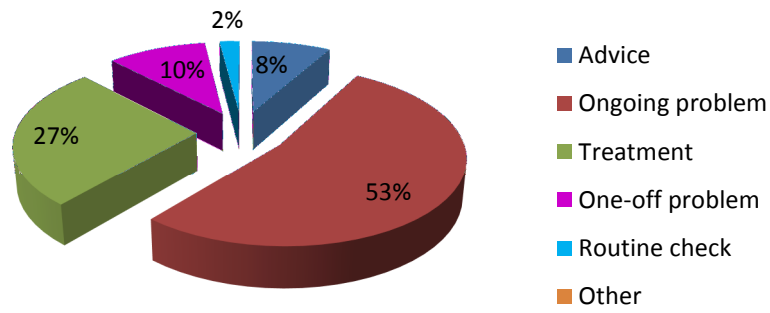
- A wonderful doctor I would not change
- Very helpful
- No complaints – First class
- Thank you! Very impressed!
- I believe is very good doctor, bring more doctor like her
- This Dr has been very helpful over my last visits over the last few weeks
- I have always found this Dr kind, considerate, easy to talk to and very understanding. I never feel rushed and I know she will always listen to me. Fantastic doctor!
- This Dr is a very caring & helpful doctor
- It is nice to see a doctor that cares and listens
- Great listener made me feel completely at ease

Results for Dr 5

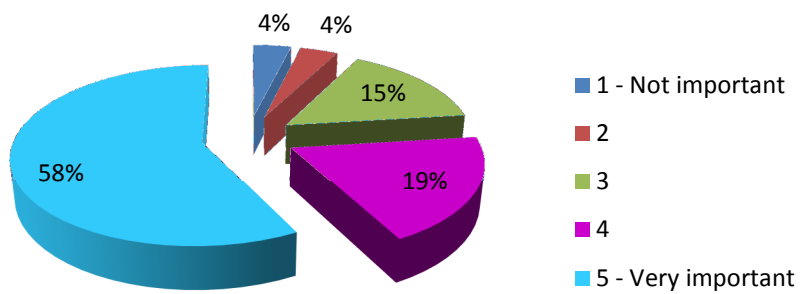
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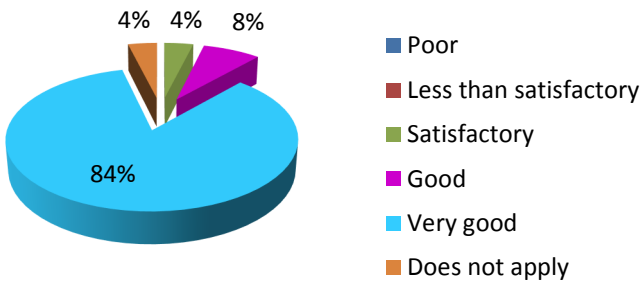


On a scale of 1 (Not important) to 5 (Very important) how important to your health and wellbeing was your reason for visiting the Doctor today?

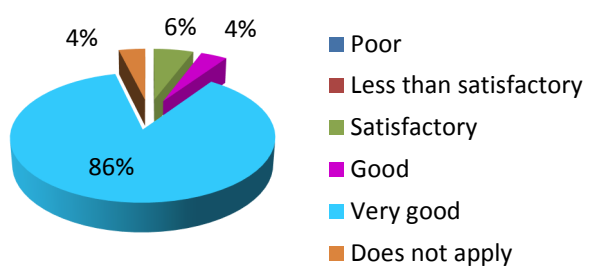


How good was your doctor today at each of the following?

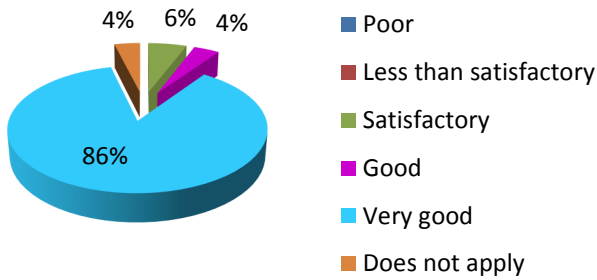
Being polite



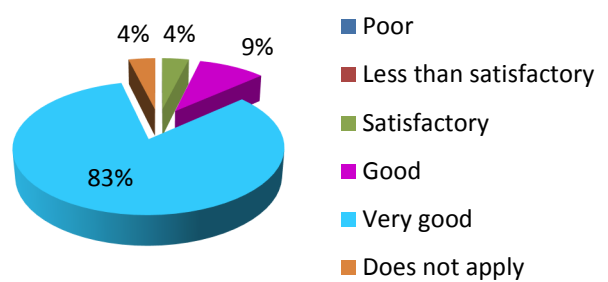
Making you feel at ease



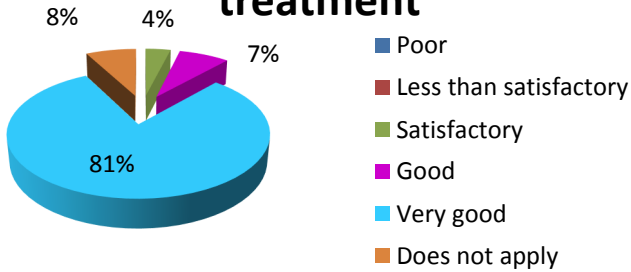
Listening to you



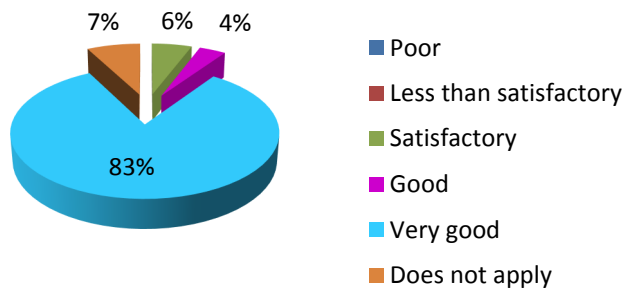
Assessing your condition



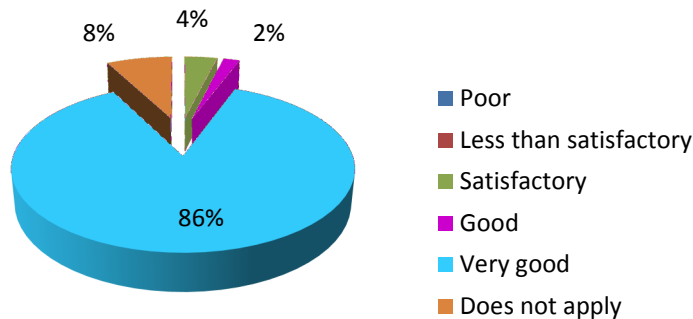
Explaining condition and treatment



Involving you in decisions

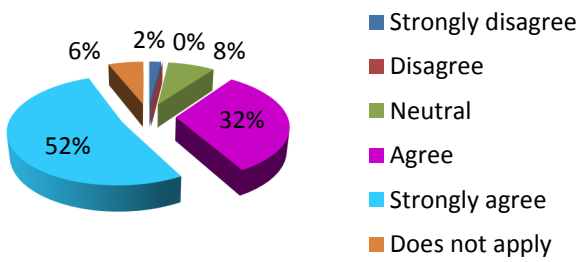


Providing or arranging treatment

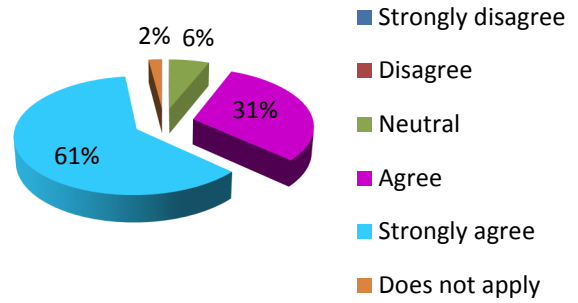


How strongly do you agree or disagree with the following statements?

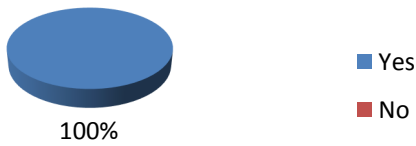
Will keep information confidential



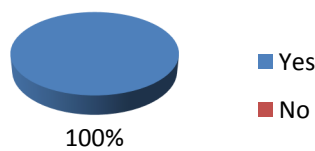
Honest and trustworthy



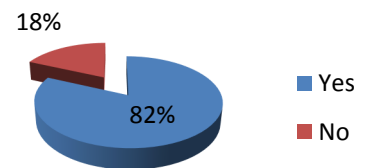
Confident in ability to provide care



Happy to see again



Usual GP?

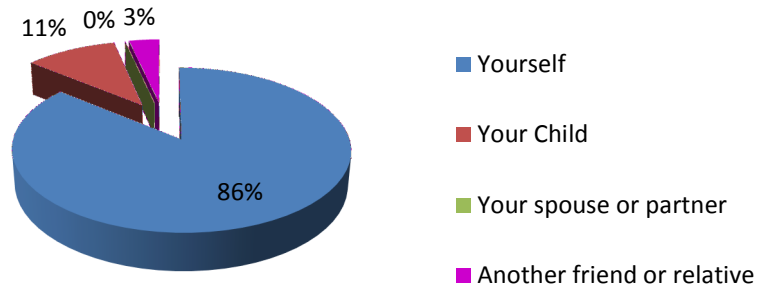


Comments received about this doctor:

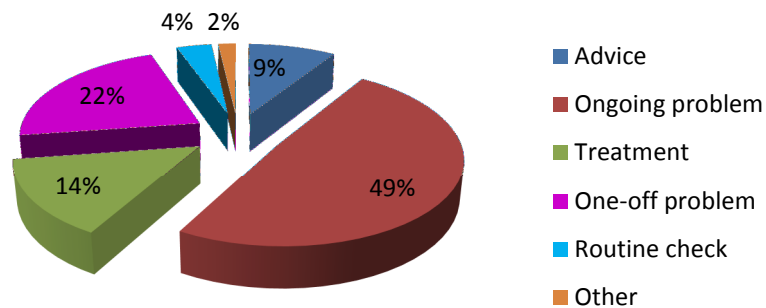
- This was my first appointment with this Dr
- I feel very confident of this doctor
- Very friendly and helpfull
- Very happy
- I have every confident with my doctor. He always helps me
- Very good
- Very caring and inquizative about how I was feeling & offered alternative medication that I was not comfortable with
- Very polite and helpful
- Much better than last visit

Results for Dr 6

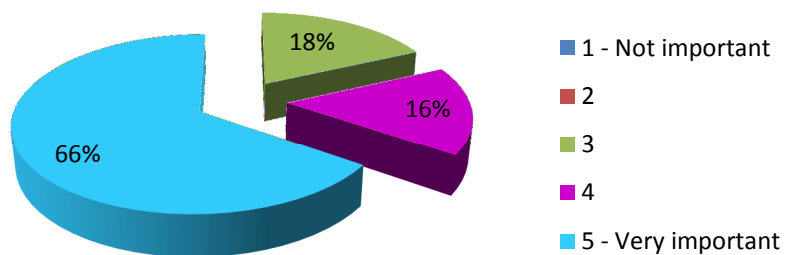
Are you filling in this questionnaire for:



Which of the following best describes the reason you saw the Doctor today?

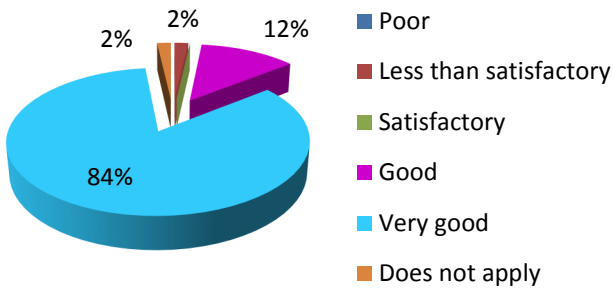


On a scale of 1 (Not important) to 5 (Very important) how important to your health and wellbeing was your reason for visiting the Doctor today?

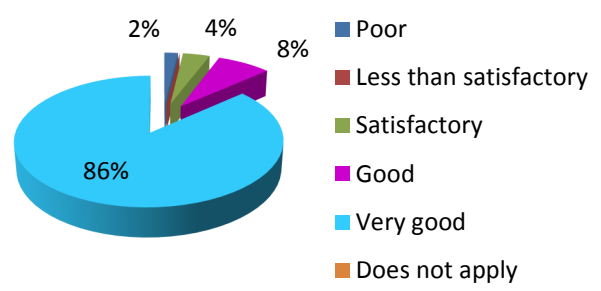


How good was your doctor today at each of the following?

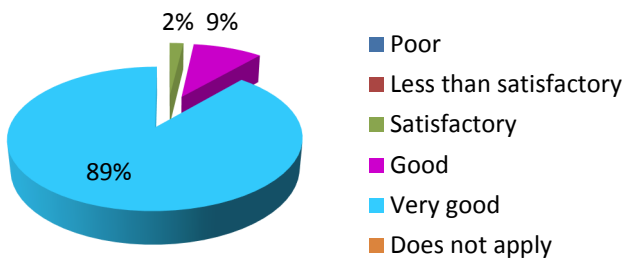
Being polite



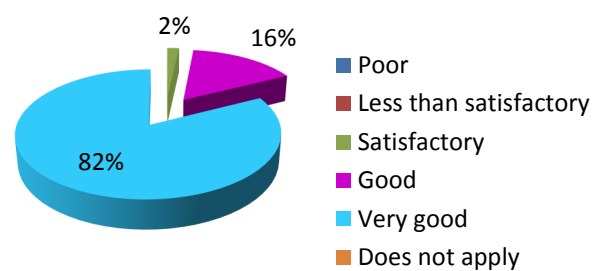
Making you feel at ease



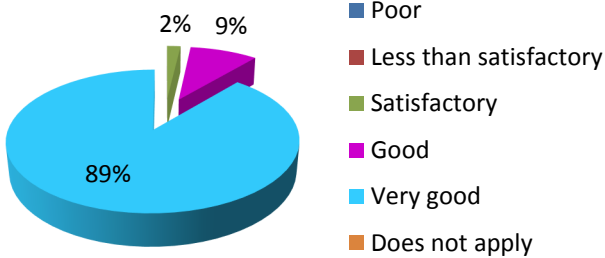
Listening to you



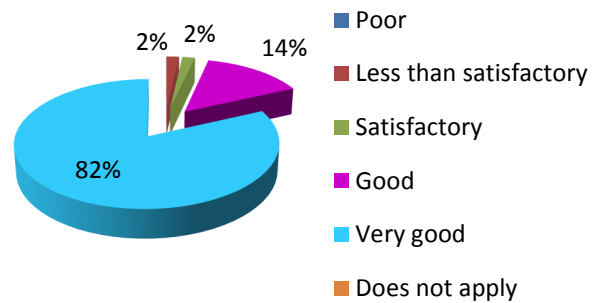
Assessing your condition



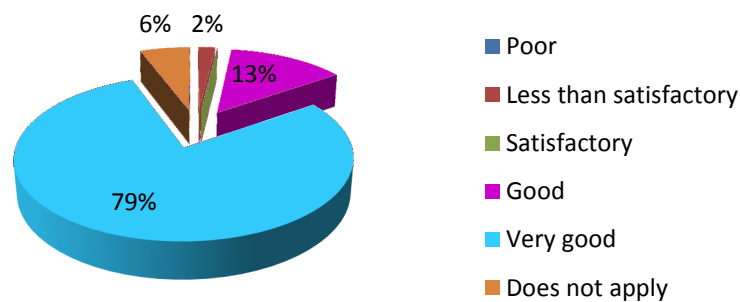
Explaining condition and treatment



Involving you in decisions

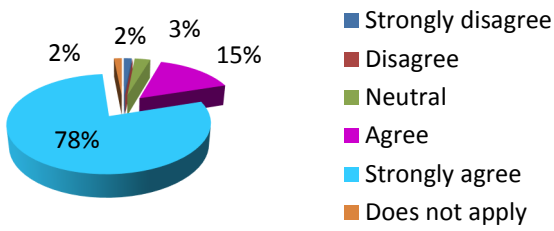


Providing or arranging treatment

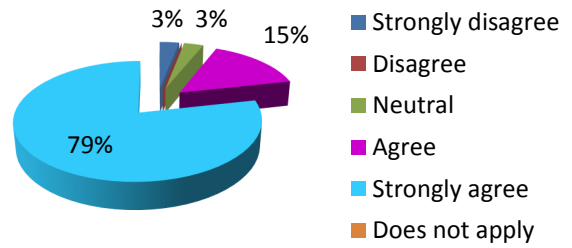


How strongly do you agree or disagree with the following statements?

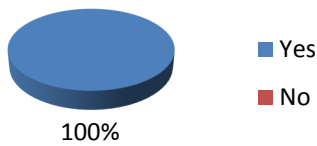
Will keep information confidential



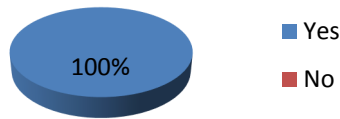
Honest and trustworthy



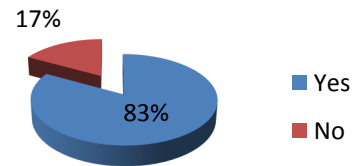
Confident in ability to provide care



Happy to see again



Usual GP?

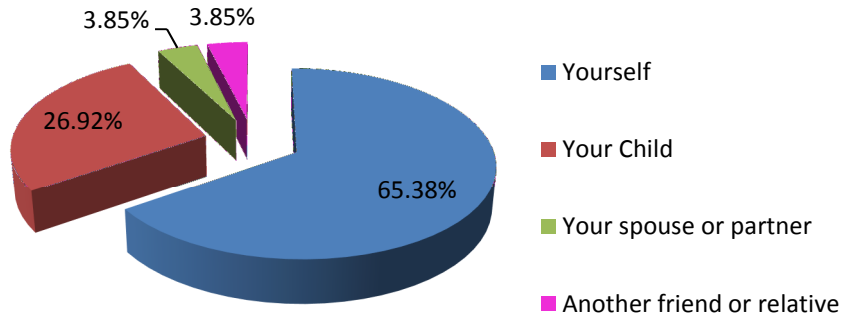


Comments received about this doctor:

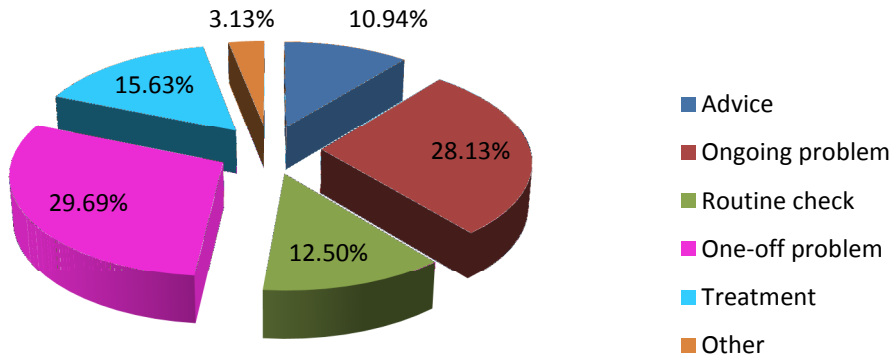
- I think this doctor has replaced my usual doctor
- Very satisfied with her explanations very helpful
- She's brill
- This Dr is always prepared to listen and does a brilliant job
- Lovely doctor
- Excellent GP
- Excellent
- Helpful to outline next steps if current treatment unsuccessful

Results for Nurse 1

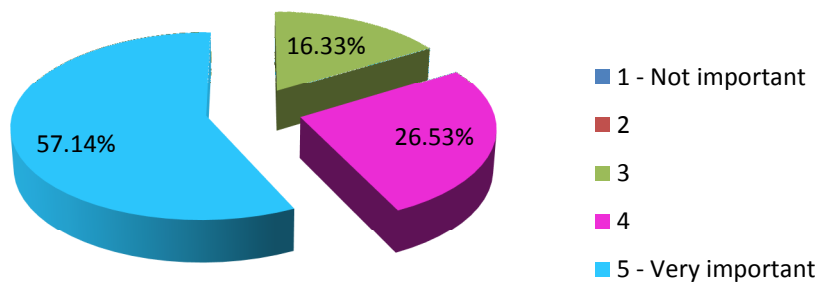
Are you filling in this questionnaire for:



Which of the following best describes the reason you saw the nurse today?

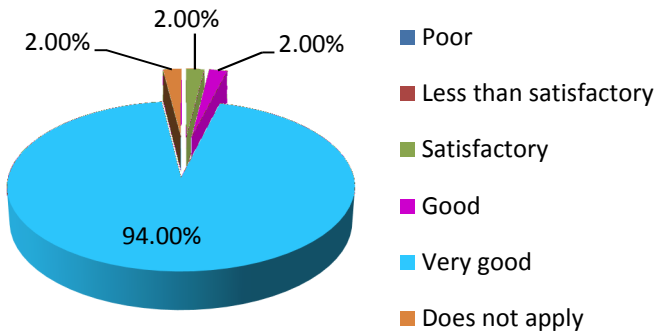


On a scale of 1 (Not important) to 5 (Very important) how important to your health and wellbeing was your reason for visiting the nurse today?

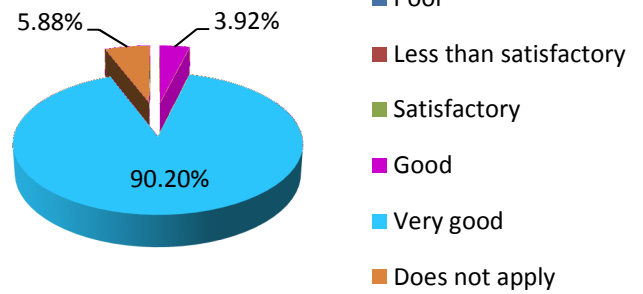


How good was your nurse today at each of the following?

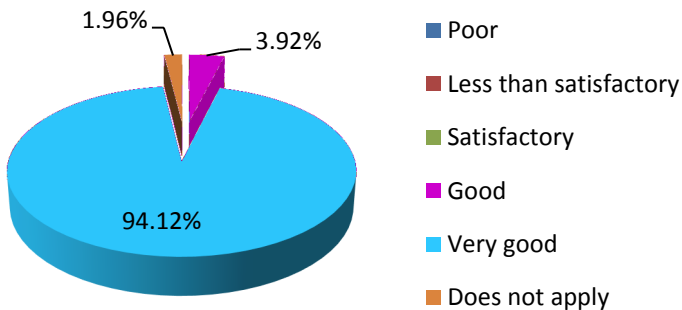
Being polite



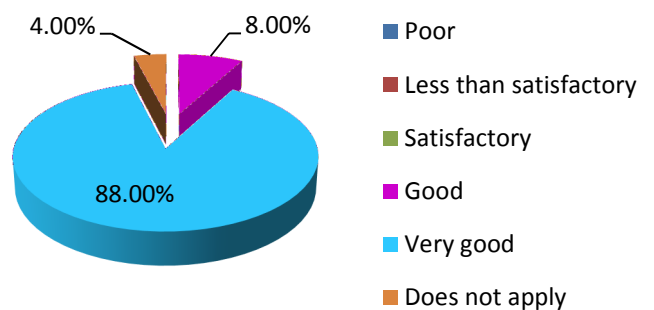
Making you feel at ease



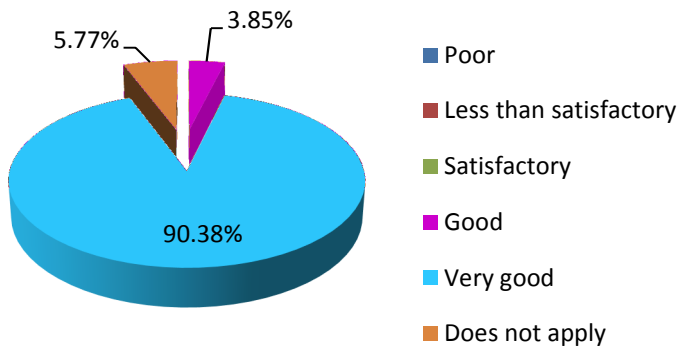
Listening to you



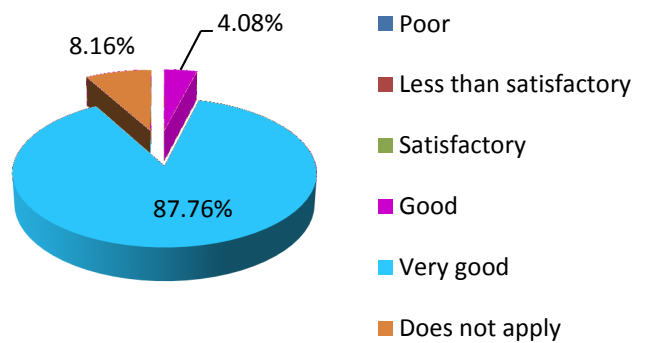
Assessing your condition



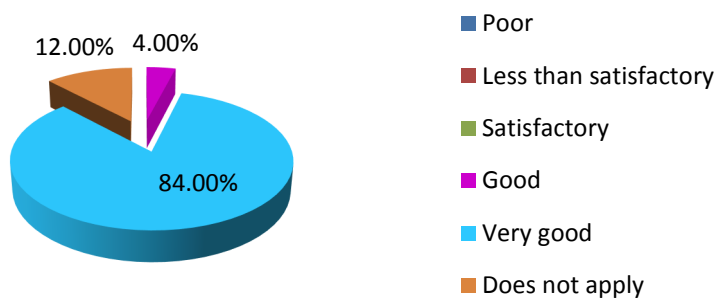
Explaining condition & treatment



Involving you in decisions



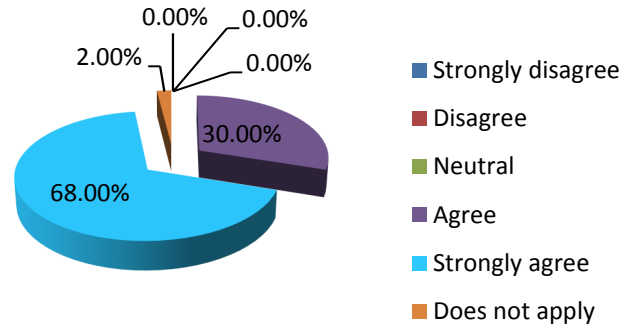
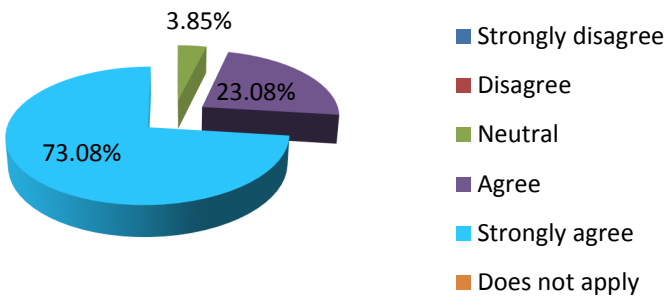
Providing or arranging treatment



How strongly do you agree or disagree with the following statements?

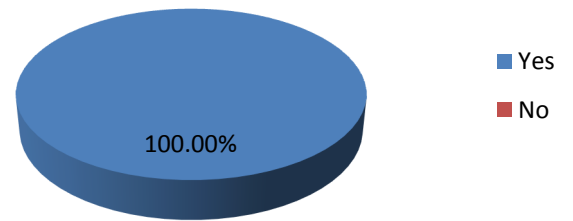
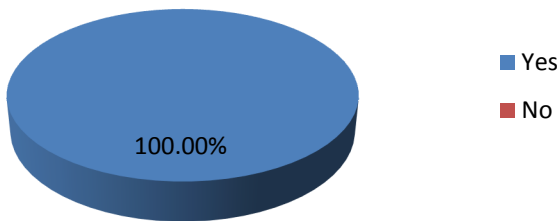
Will keep information confidential

Honest and trustworthy



Confident in ability to provide care

Happy to see again

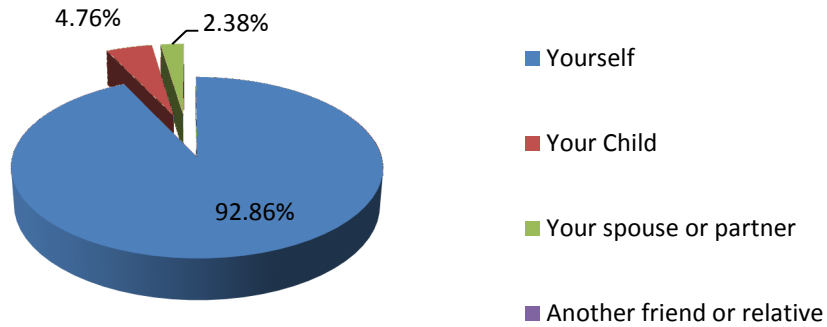


Comments received about this nurse:

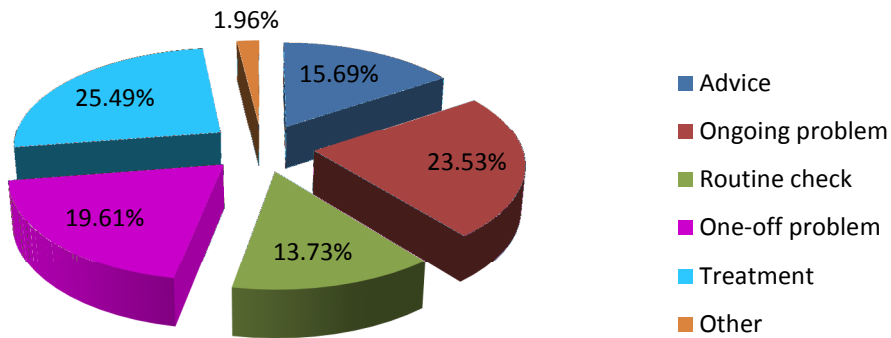
- Very pleased
- Put little one at ease. Listened and helped.
- Definitely happy to see again
- Wonderful caring lady, credit to her profession
- Very good

Results for Nurse 2

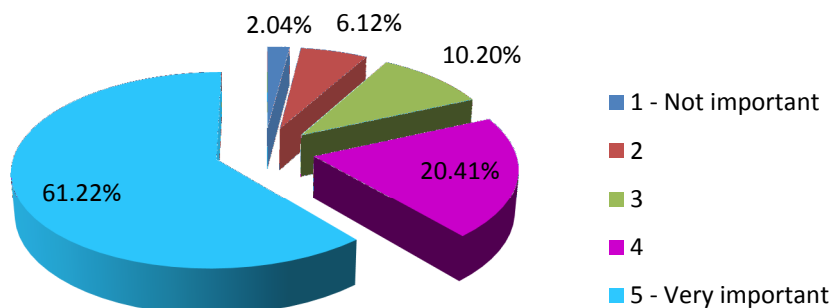
Are you filling in this questionnaire for:



Which of the following best describes the reason you saw the nurse today?

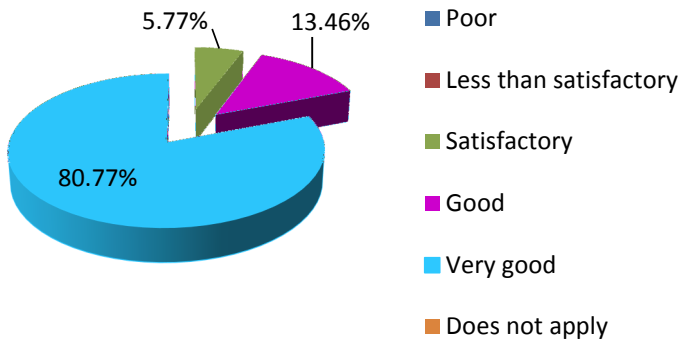


On a scale of 1 (Not important) to 5 (Very important) how important to your health and wellbeing was your reason for visiting the nurse today?

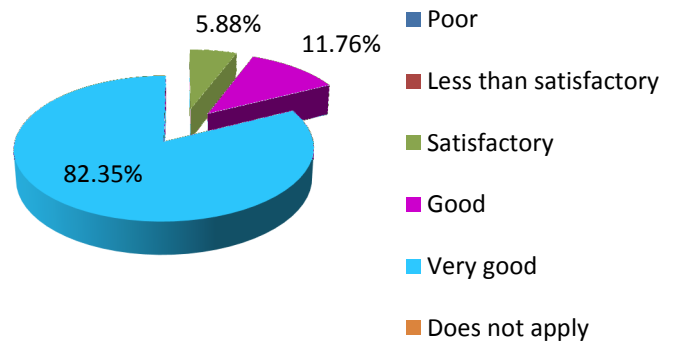


How good was your nurse today at each of the following?

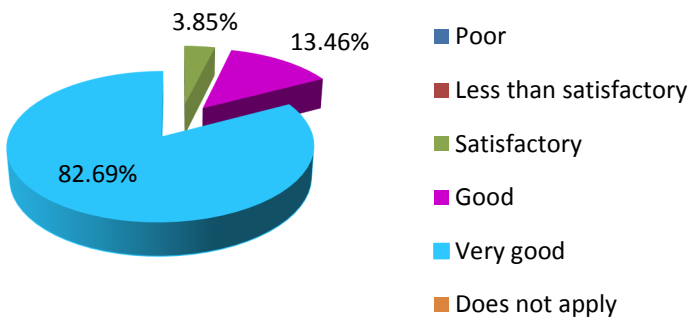
Being polite



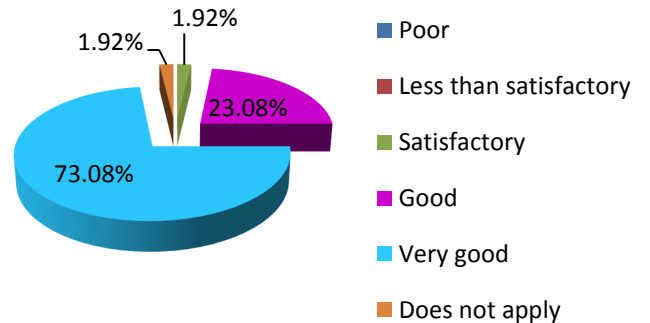
Making you feel at ease



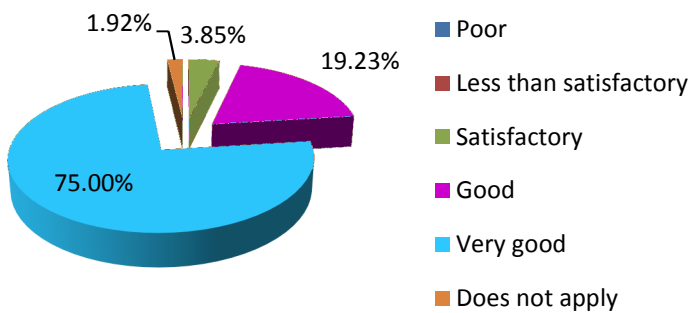
Listening to you



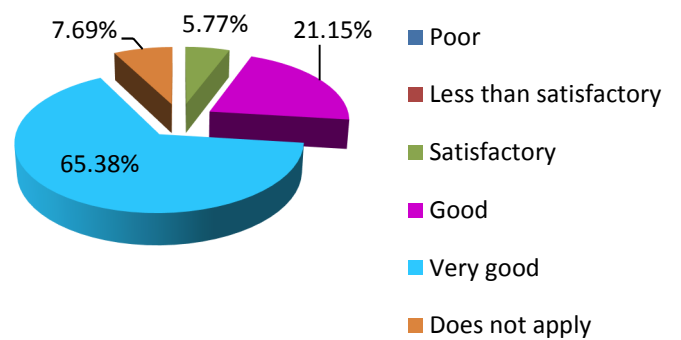
Assessing your condition



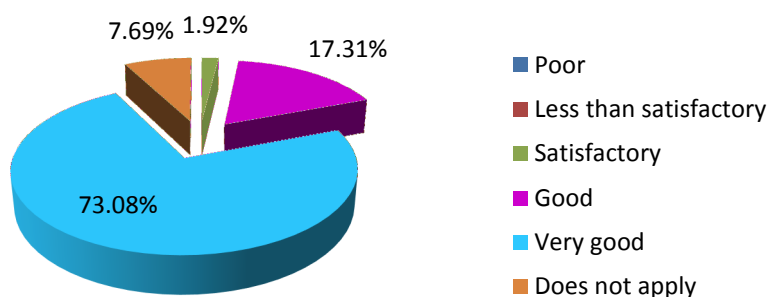
Explaining condition and treatment



Involving you in decisions

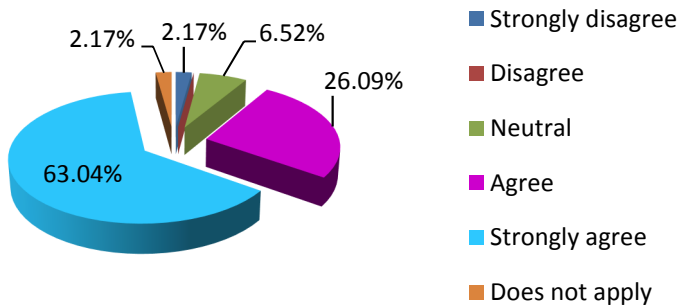


Providing or arranging treatment

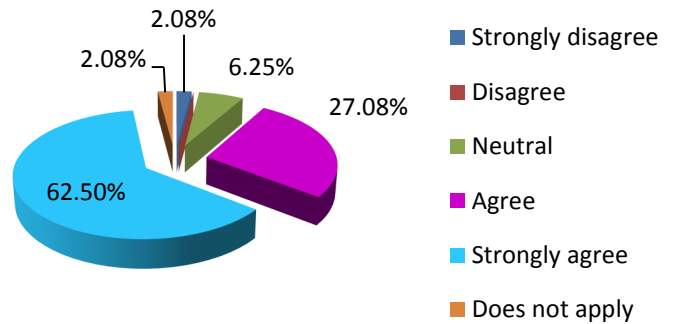


How strongly do you agree or disagree with the following statements?

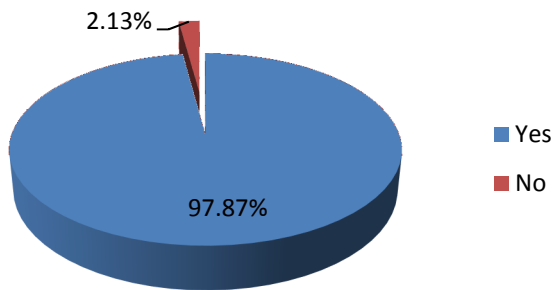
Will keep information confidential



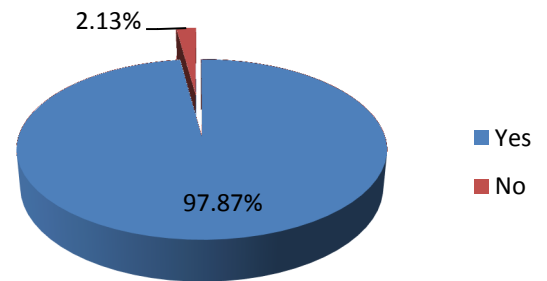
Honest and trustworthy



Confident in ability to provide care



Happy to see again

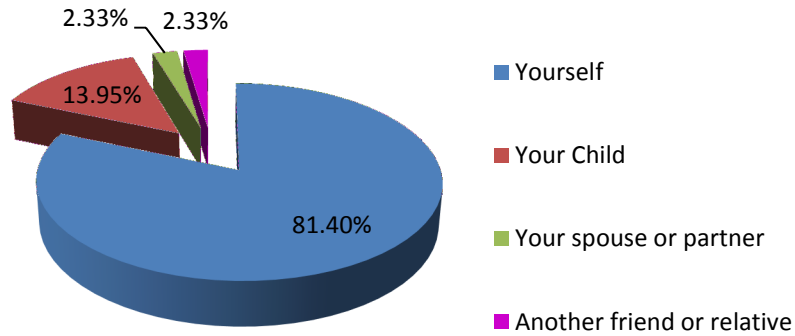


Comments received about this nurse:

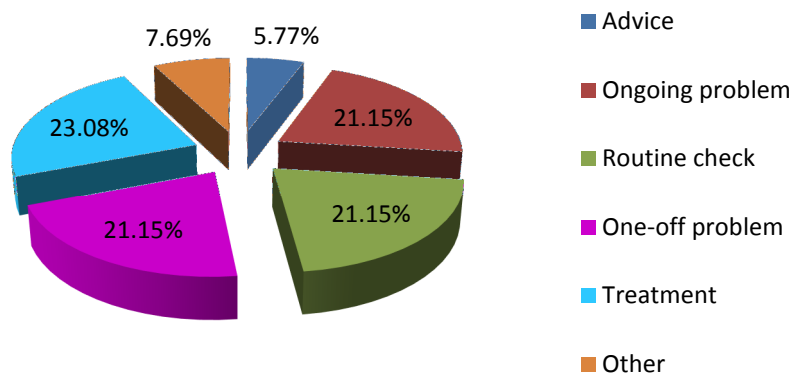
- Lovely lady, made being ill a pleasure!
- Very helpful friendly and polite
- I did mention problems I might have? Not sure these will be followed up.
- Nurse is fantastic. I've always had positive experiences with her. Very thorough, outstanding knowledge and great people skills.
- She has always been approachable and able to have a laugh. I feel this is more important for patient/clinician interactions
- Nurse is a very polite nurse. She always does a thorough examination and discusses her findings and always involves me in decisions regarding my children. I have a great deal of confidence in nurse and she has a fantastic approach with children.

Results for Nurse 3

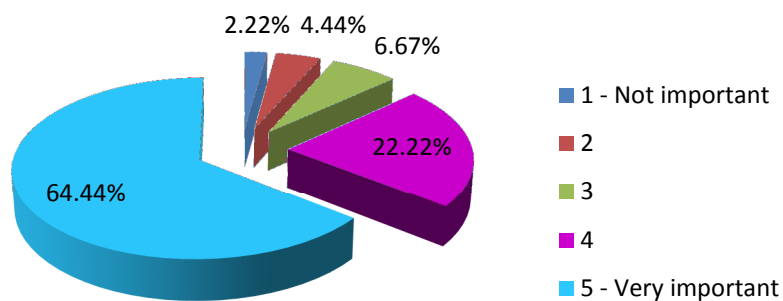
Are you filling in this questionnaire for:



Which of the following best describes the reason you saw the nurse today?

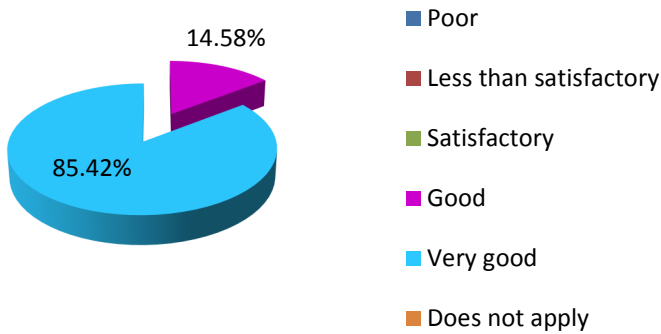


On a scale of 1 (Not important) to 5 (Very important) how important to your health and wellbeing was your reason for visiting the nurse today?

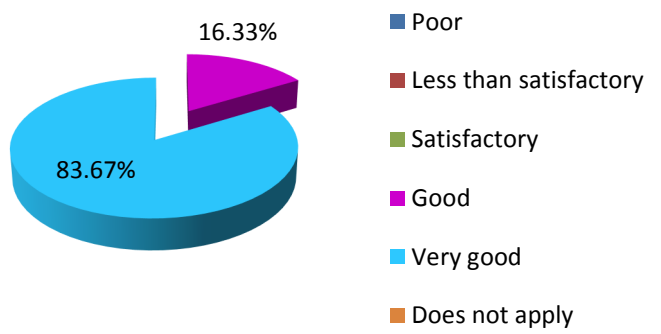


How good was your nurse today at each of the following?

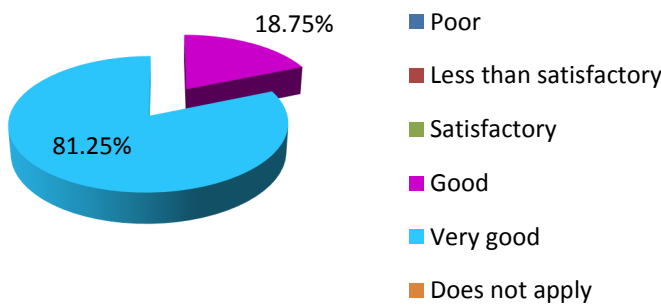
Being polite



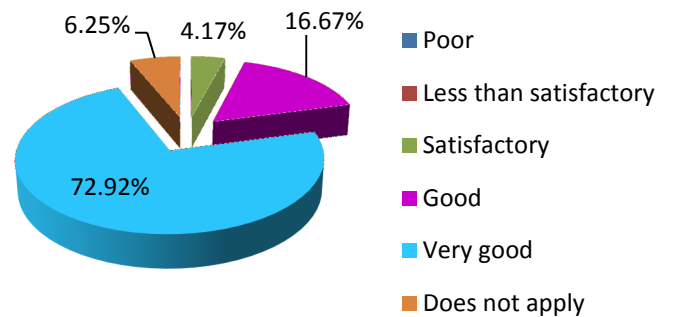
Making you feel at ease



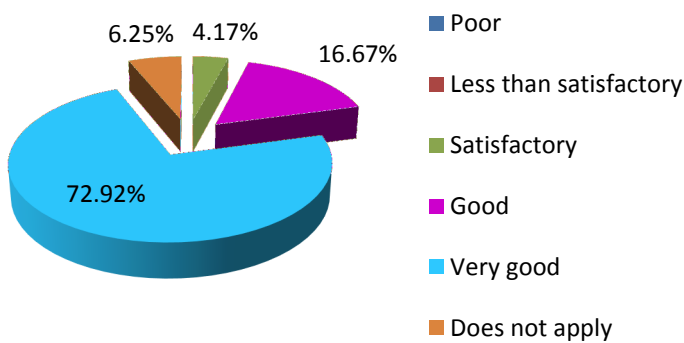
Listening to you



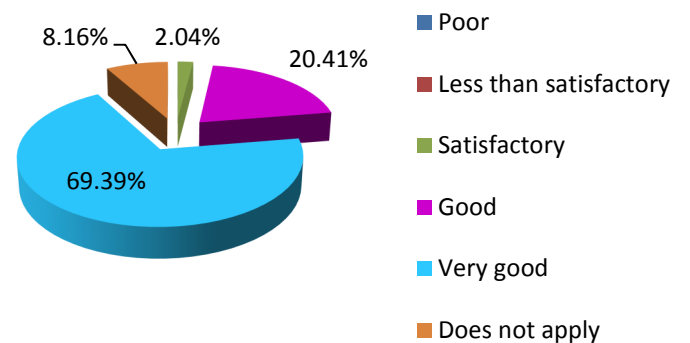
Assessing your condition



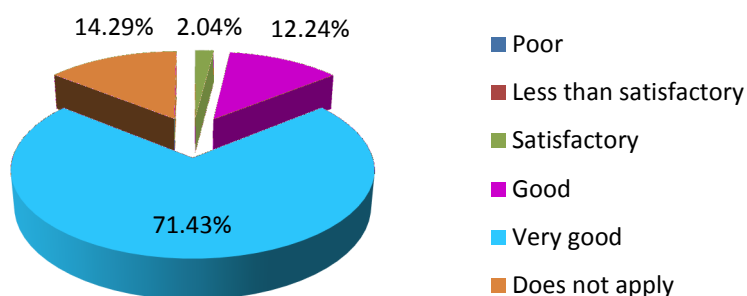
Explaining condition and treatment



Involving you in decisions

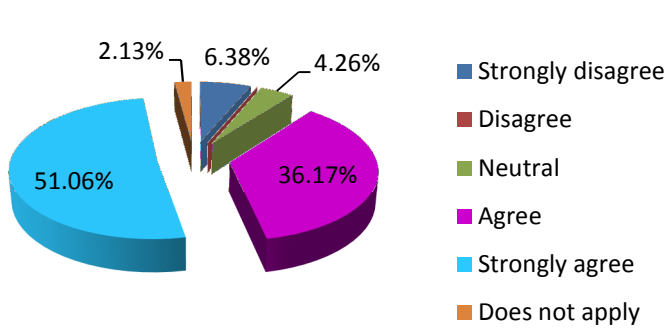


Providing or arranging treatment

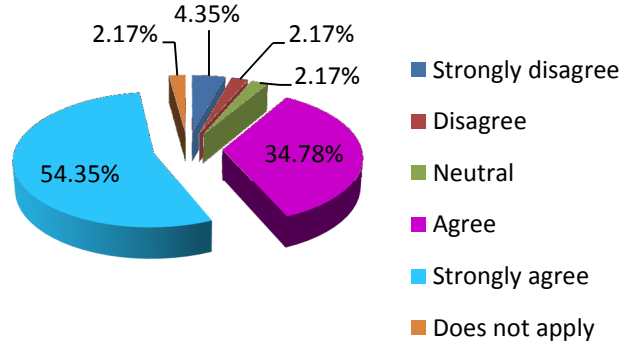


How strongly do you agree or disagree with the following statements?

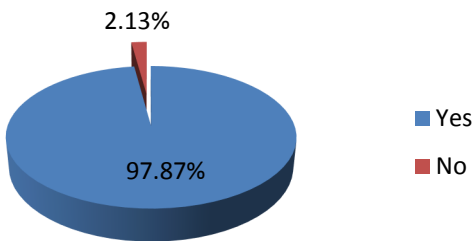
Will keep information confidential



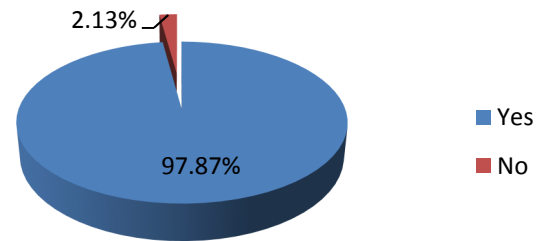
Honest and trustworthy



Confident in ability to provide care



Happy to see again

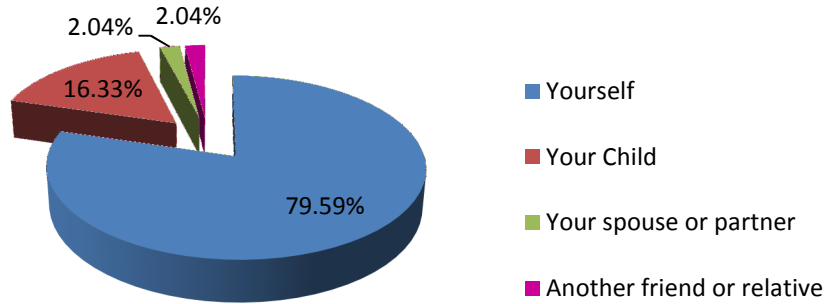


Comments received about this nurse:

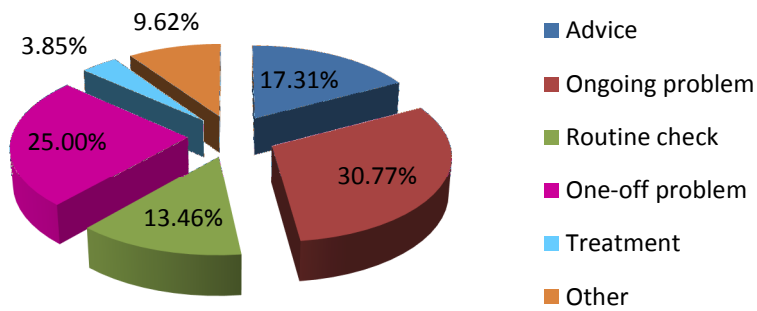
- Thank you. Both seen today are fab. Very efficient and friendly. They have put my mind at rest & answered all my queries
- She was very good
- Kept up like this would not having any troubles in the future

Results for Nurse 4

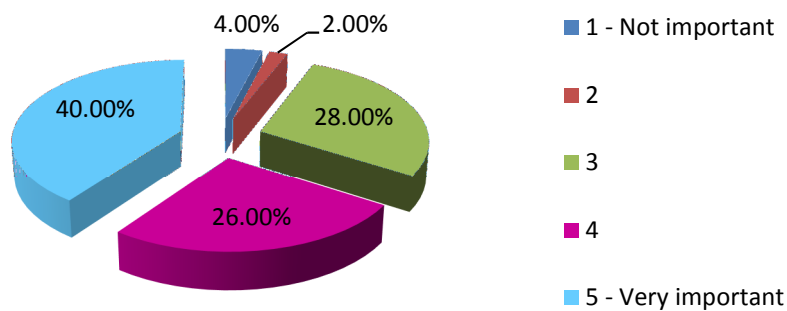
Are you filling in this questionnaire for:



Which of the following best describes the reason you saw the Nurse today?

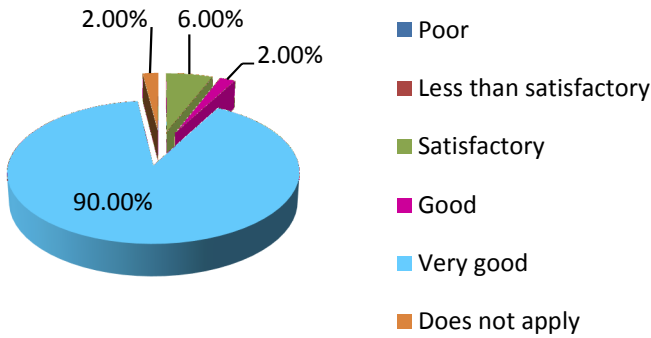


On a scale of 1 (Not important) to 5 (Very important) how important to your health and wellbeing was your reason for visiting the Nurse today?

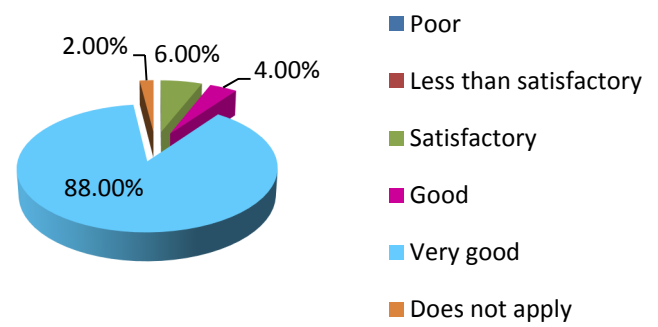


How good was your nurse today at each of the following?

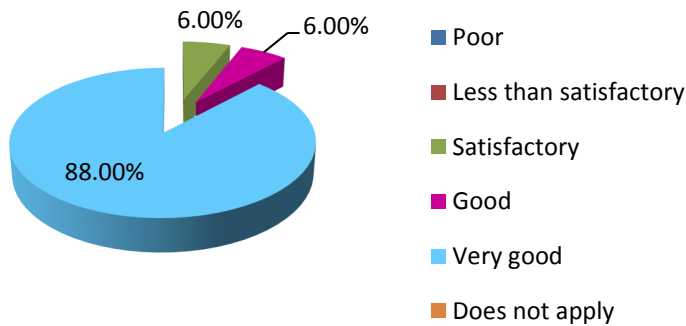
Being polite



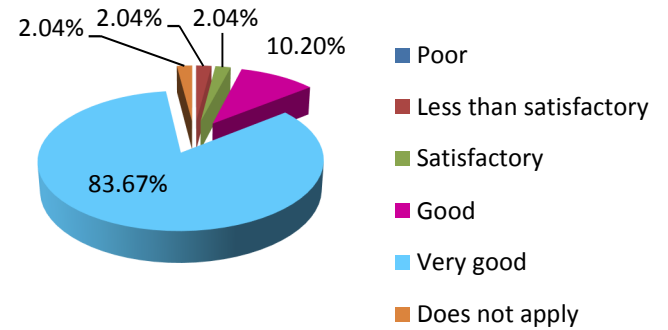
Making you feel at ease



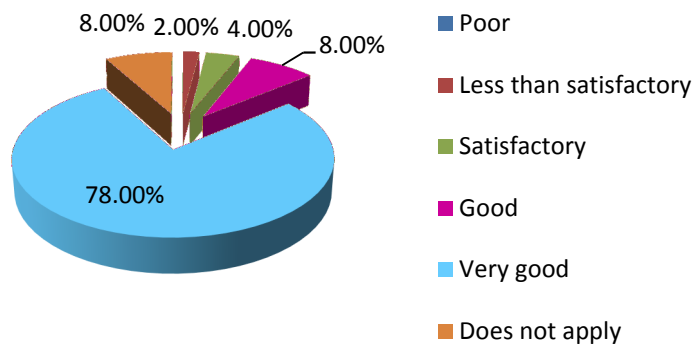
Listening to you



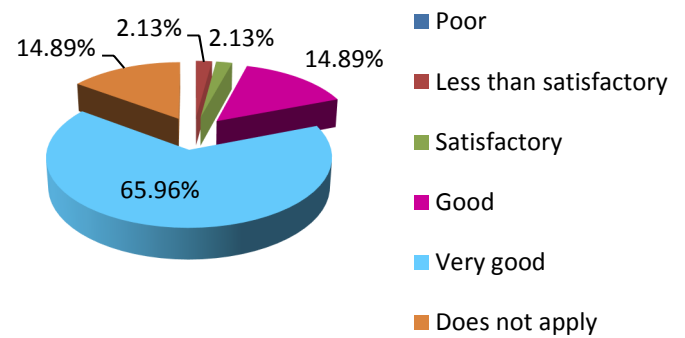
Assessing your condition



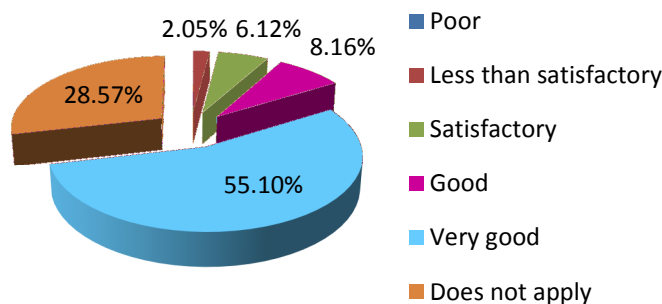
Explaining condition and treatment



Involving you in decisions

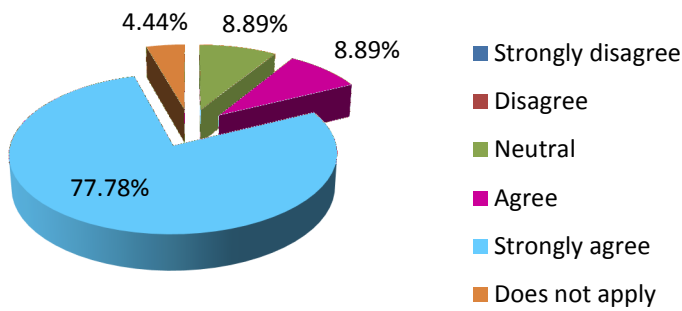


Providing or arranging treatment

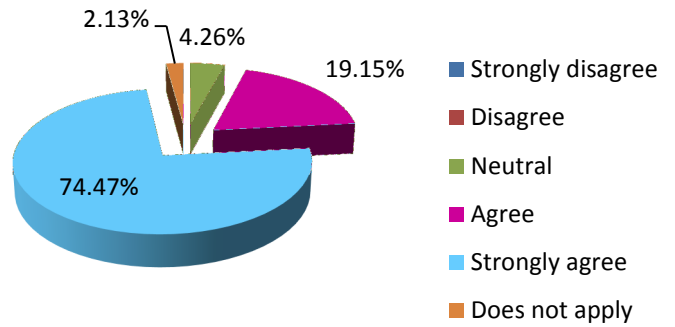


How strongly do you agree or disagree with the following statements?

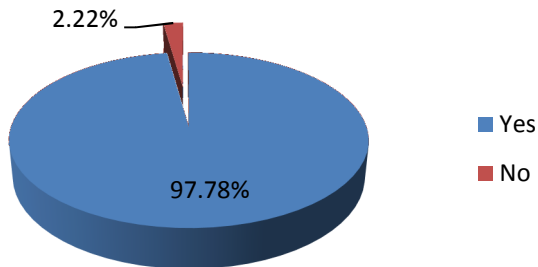
Will keep information confidential



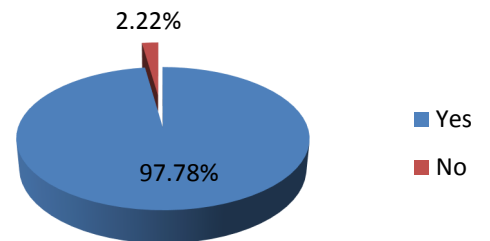
Honest and trustworthy



Confident in ability to provide care



Happy to see again

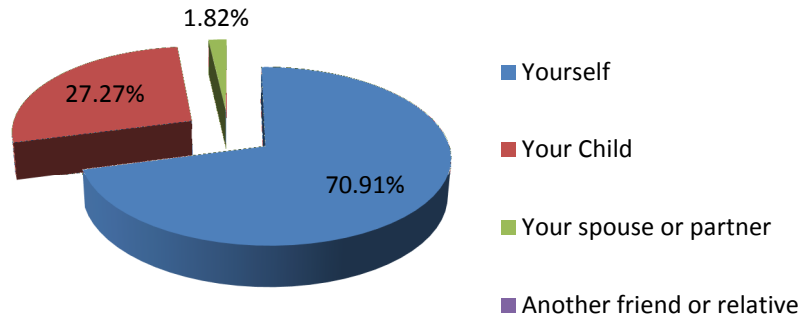


Comments received about this nurse:

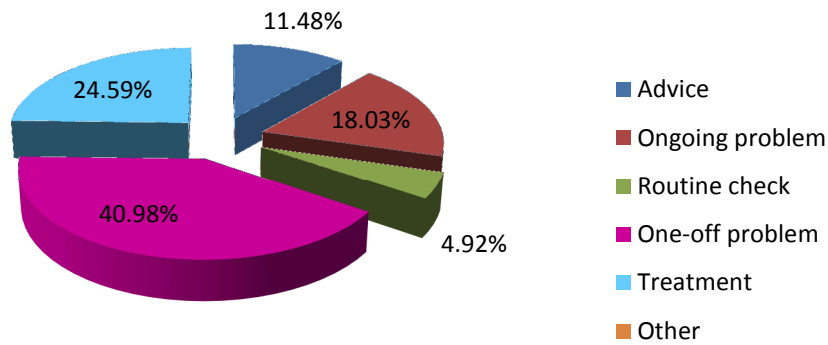
- Very friendly, mentioned struggling with weight. Advise could have been given on this as had to change pill due to this. BMI been over for 3 years & struggling.
- I felt that it was me asking the questions, don't feel any better at all. To be told it could be 6 weeks before my hearing returns that boosted my well being. After asking about another appointment it was left up to me to decide. Sorry not happy at all!!!
- Was lovely
- Very helpful – Thank you

Results for Nurse 5

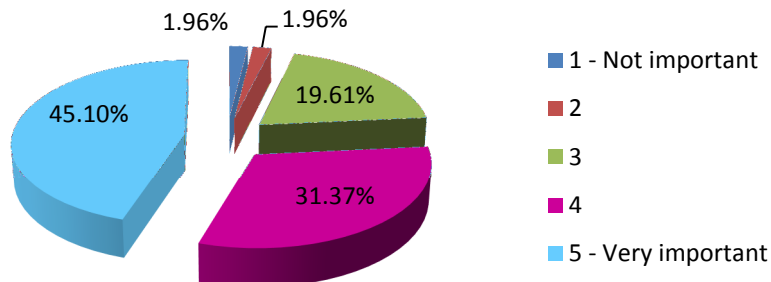
Are you filling in this questionnaire for:



Which of the following best describes the reason you saw the nurse today?

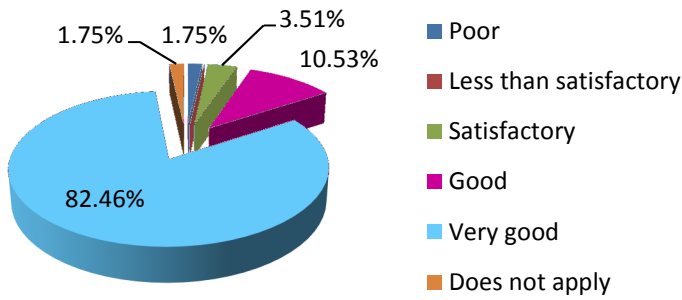


On a scale of 1 (Not important) to 5 (Very important) how important to your health and wellbeing was your reason for visiting the nurse today?

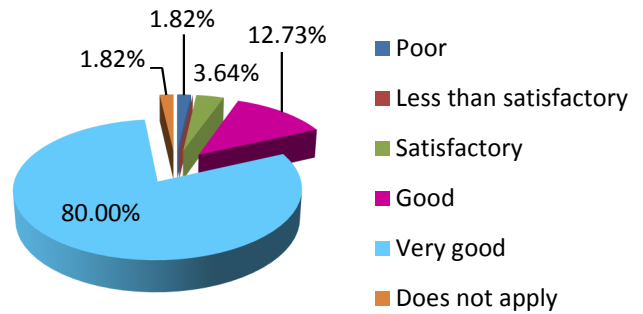


How good was your nurse today at each of the following?

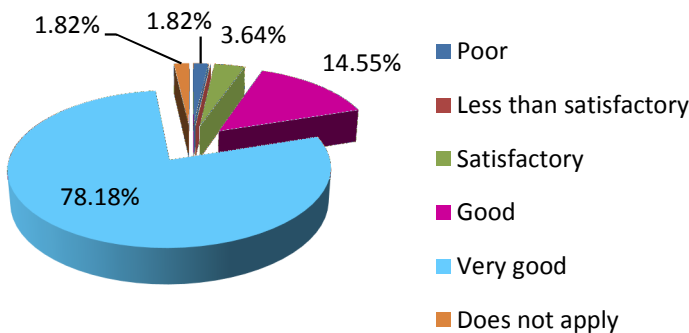
Being Polite



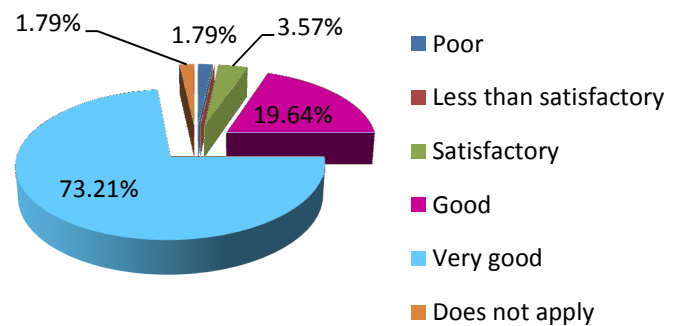
Making you feel at ease



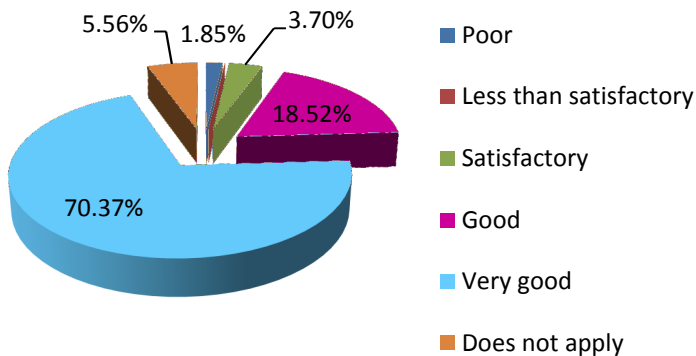
Listening to you



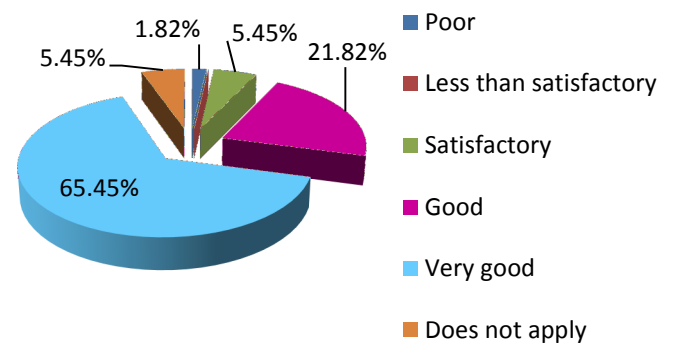
Assessing your condition



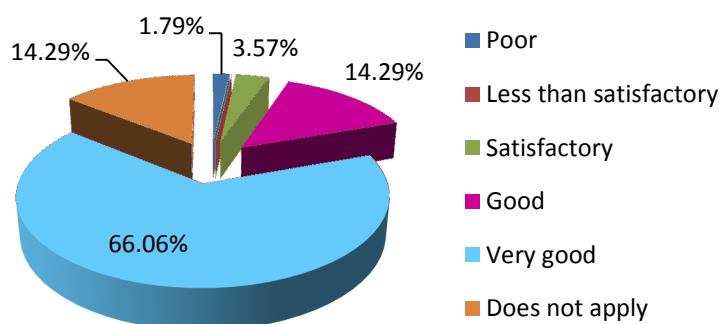
Explaining condition and treatment



Involving you in decisions

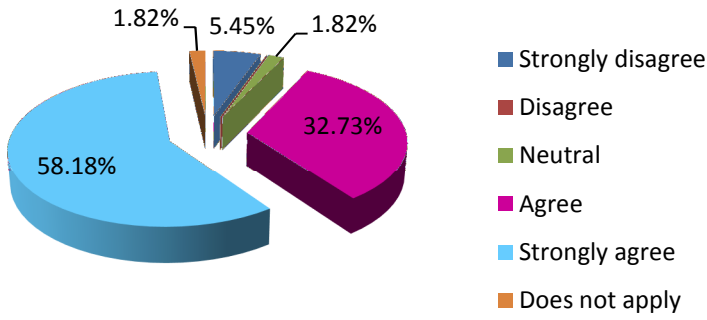


Providing or arranging treatment

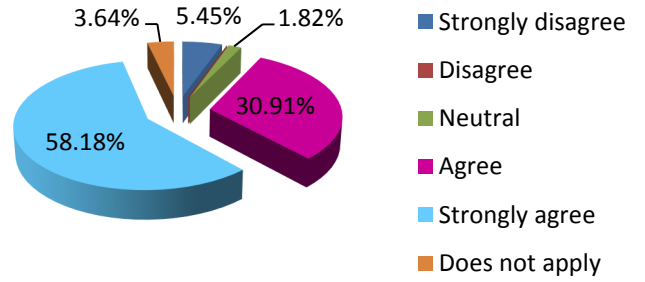


How strongly do you agree or disagree with the following statements?

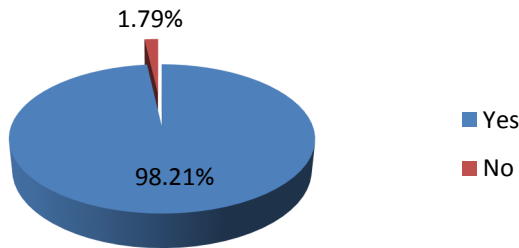
Will keep information confidential



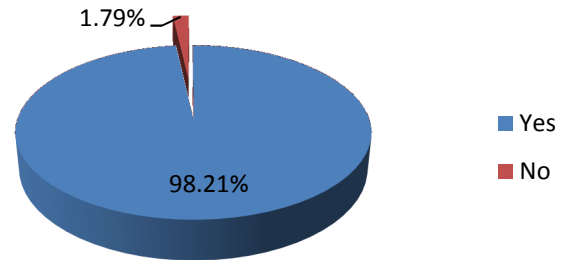
Honest and trustworthy



Confident in ability to provide care



Happy to see again

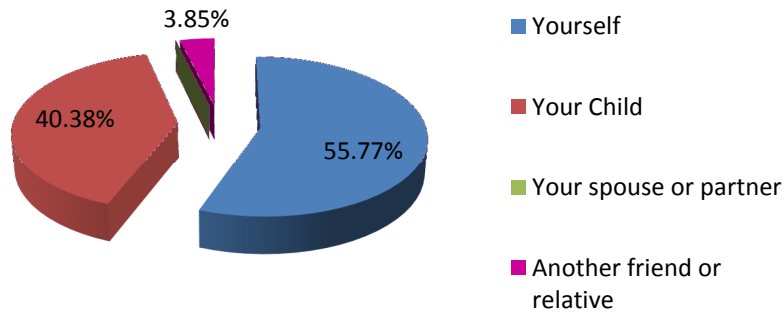


Comments recieved for this nurse:

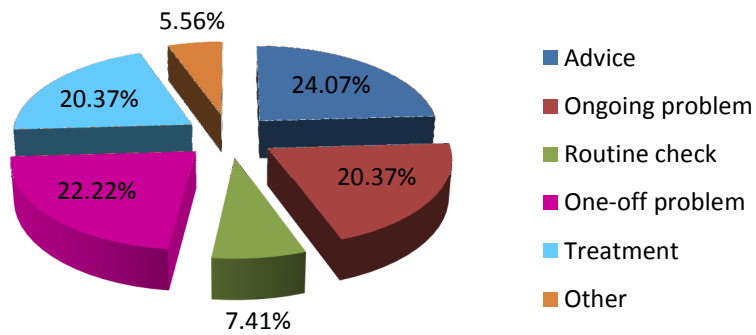
- Very good & understanding
- Very rude to me. Not understanding
- Quick, competent and helpful, entirely satisfied
- Very helpful and provided good advise
- Just happy with the surport

Results for Nurse 6

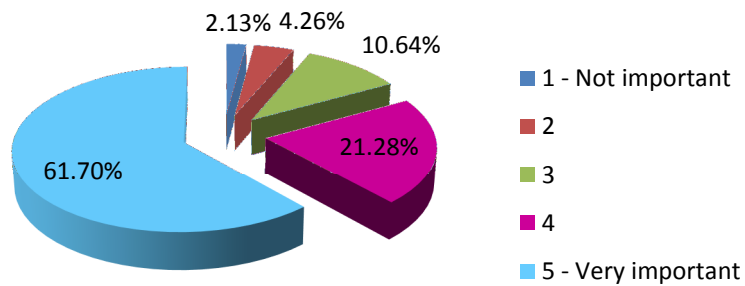
Are you filling in this questionnaire for:



Which of the following best describes the reason you saw the Nurse today?

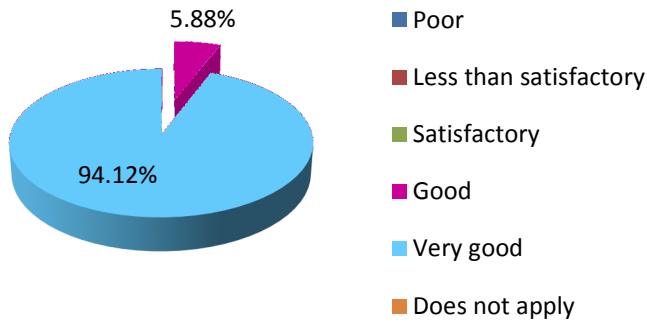


On a scale of 1 (Not important) to 5 (Very important) how important to your health and wellbeing was your reason for visiting the Nurse today?

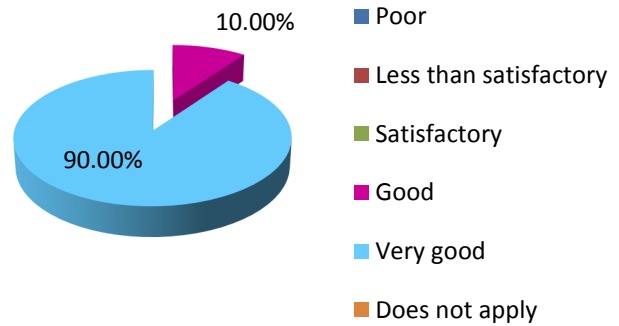


How good was your nurse today at each of the following?

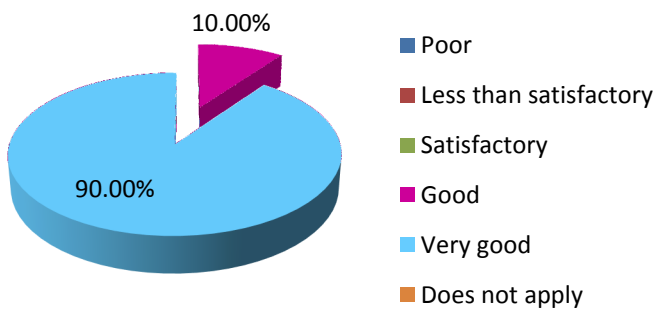
Being Polite



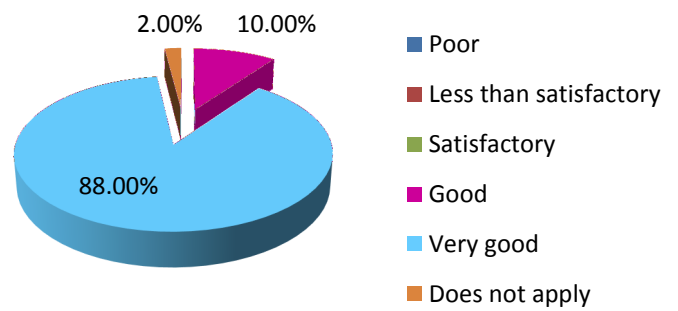
Making you feel at ease



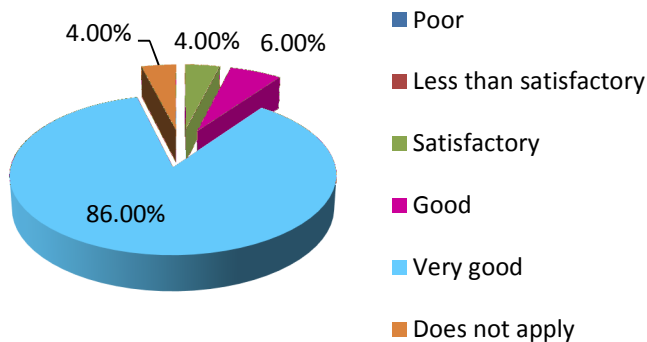
Listening to you



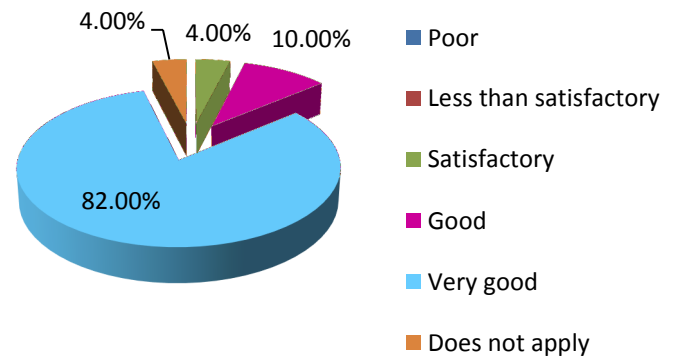
Assessing your condition



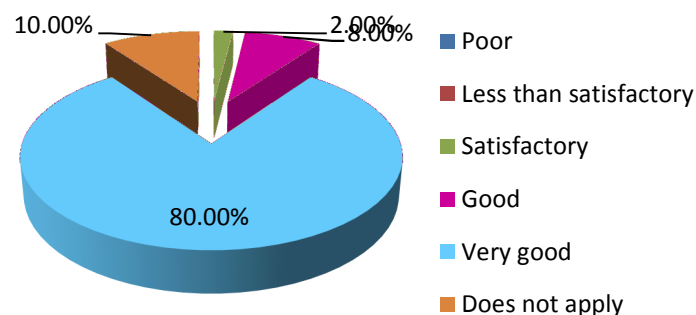
Explaining condition and treatment



Involving you in decisions

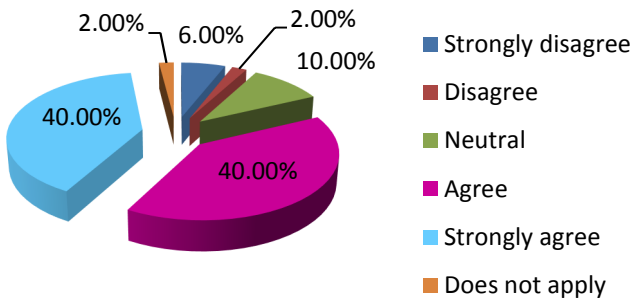


Providing or arranging treatment

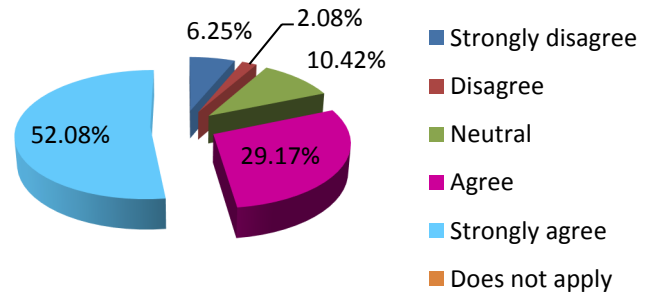


How strongly do you agree or disagree with the following statements?

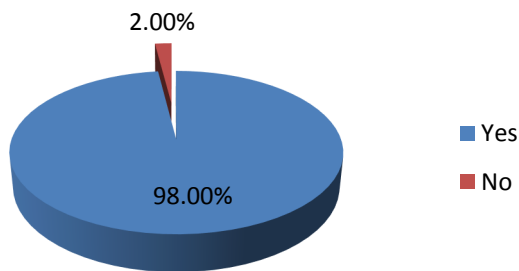
Will keep information confidential



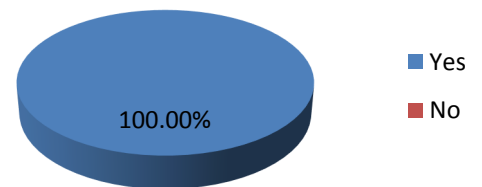
Honest and trustworthy



Confident in ability to provide care



Happy to see again

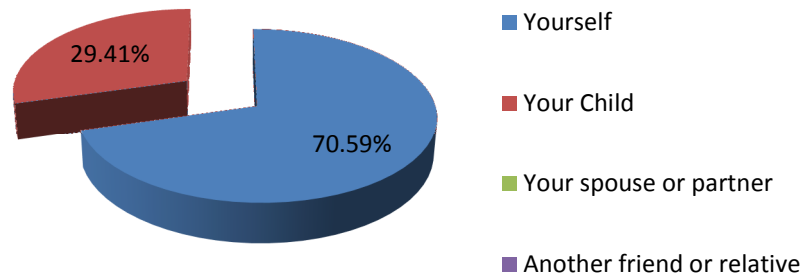


Comments received about this nurse:

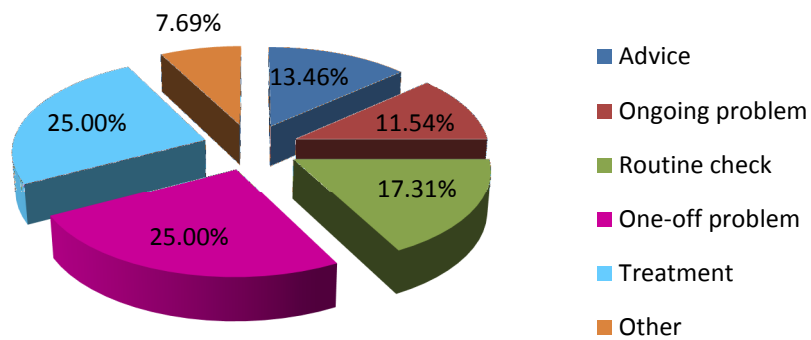
- She was very good and helpful
- Lovely friendly lady
- Was a very understanding and caring lady
- She was very good at putting you at ease & very easy to talk to. When I come again I will ask for her.
- No problem with this nurse

Results for Nurse 7

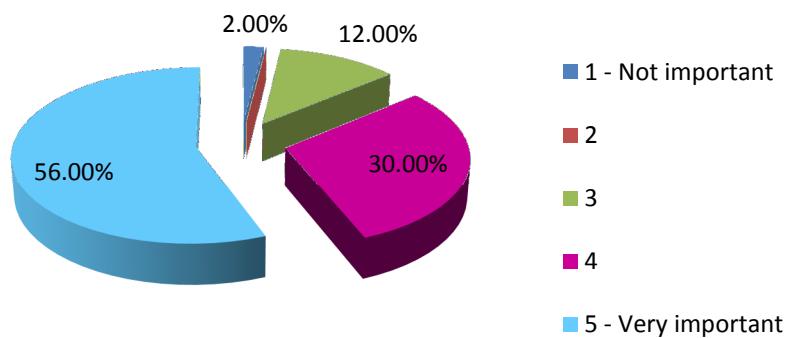
Are you filling in this questionnaire for:



Which of the following best describes the reason you saw the Nurse today?

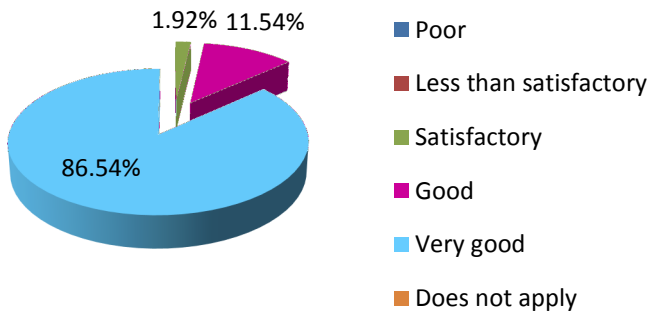


On a scale of 1 (Not important) to 5 (Very important) how important to your health and wellbeing was your reason for visiting the Nurse today?

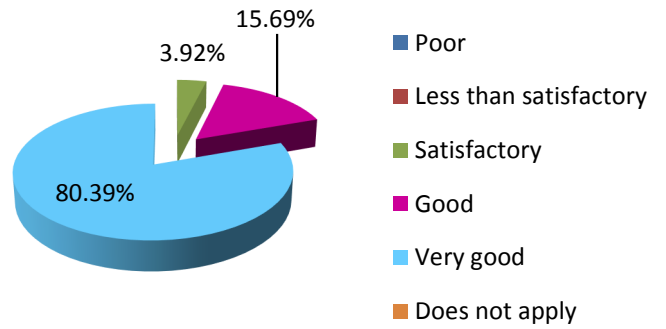


How good was your nurse today at each of the following?

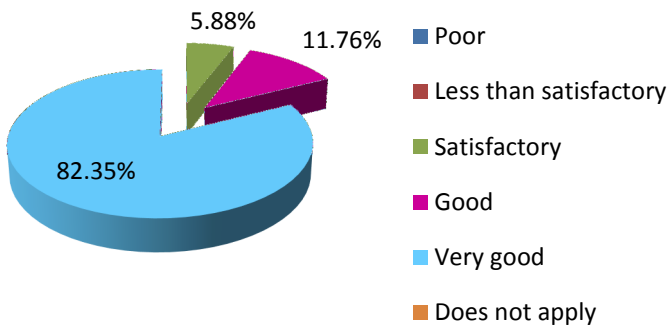
Being Polite



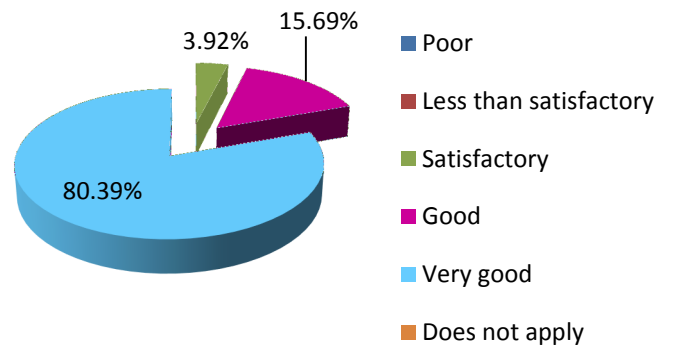
Making you feel at ease



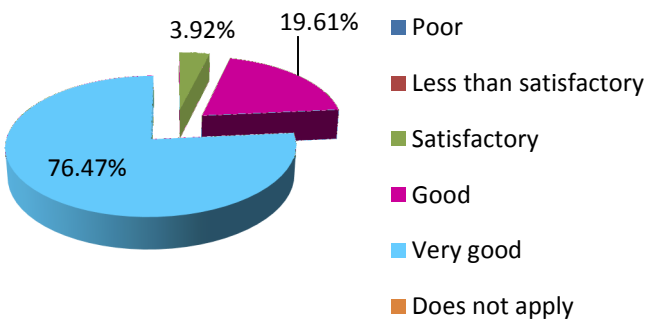
Listening to you



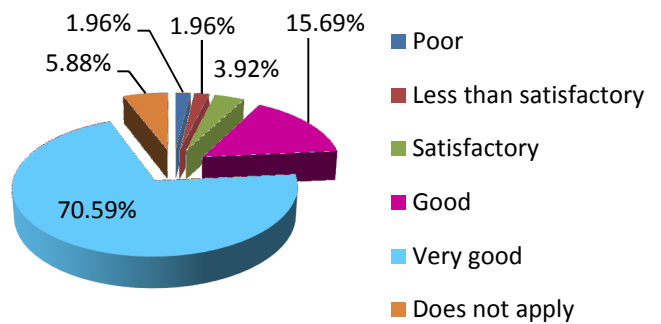
Assessing your condition



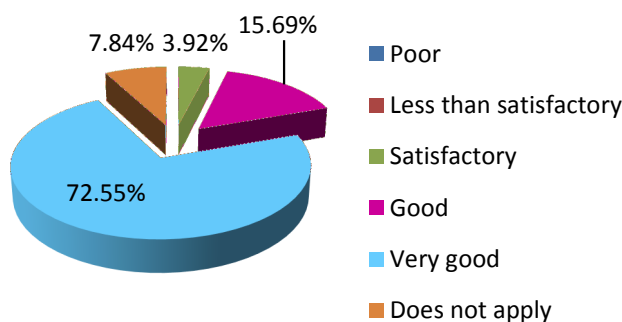
Explaining condition and treatment



Involving you in decisions

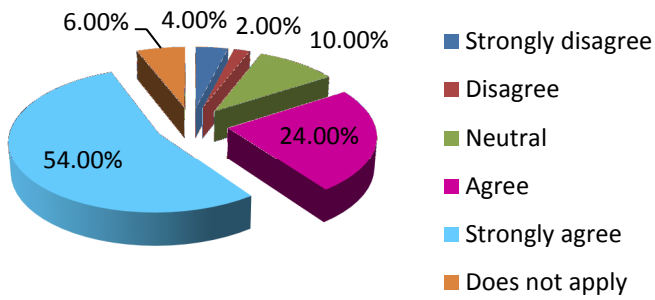


Providing or arranging treatment

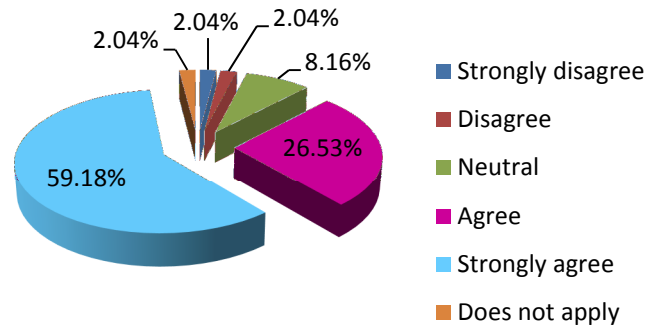


How strongly do you agree or disagree with the following statements?

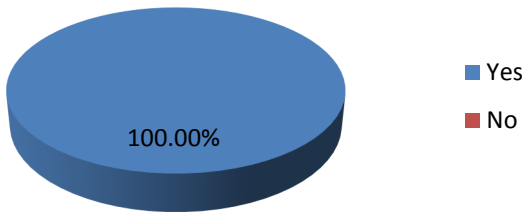
Will keep information confidential



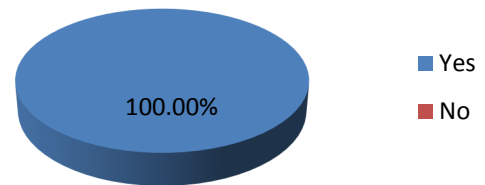
Honest and trustworthy



Confident in ability to provide care



Happy to see again

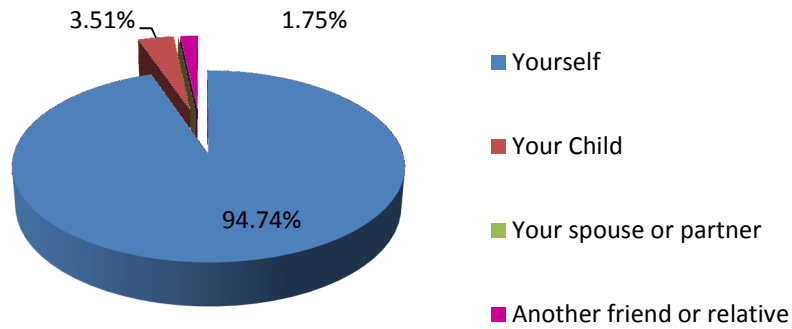


Comments received about this nurse:

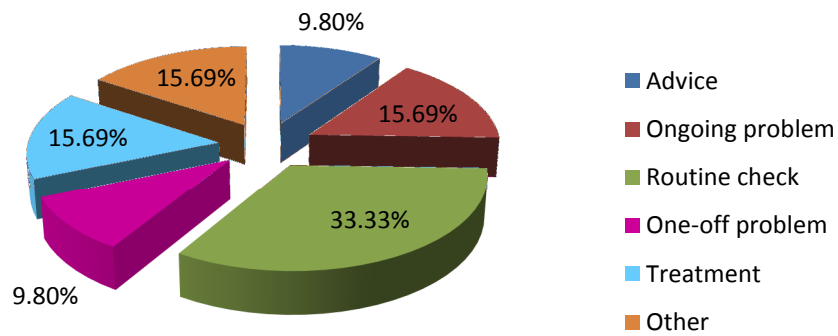
- Very informative and happy
- Clinician should more listen about what we count as temperature as in every country is different, and be more patient with foreign people as not all have 100% English knowledge, and not all of us know terms how you call every illness or problem.
- Very friendly – has really helped me understand what kicked my asthma off – very pleased
- Super manner with my child. Many thanks!
- Defo see again – Awesome
- This nurse was the best one I have seen so far with my daughter because she managed to do all the checks without her crying
- Very helpful and reassuring – Thanks!
- Really nice and friendly, made me feel very comfortable.
- She was very caring and understanding. VERY HAPPY. Thank you

Results for Nurse 8

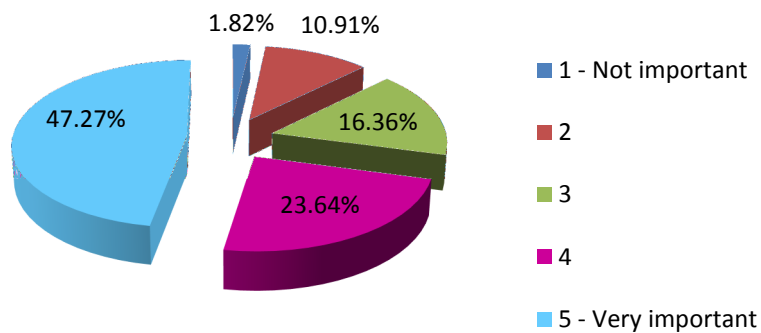
Are you filling in this questionnaire for:



Which of the following best describes the reason you saw the nurse today?

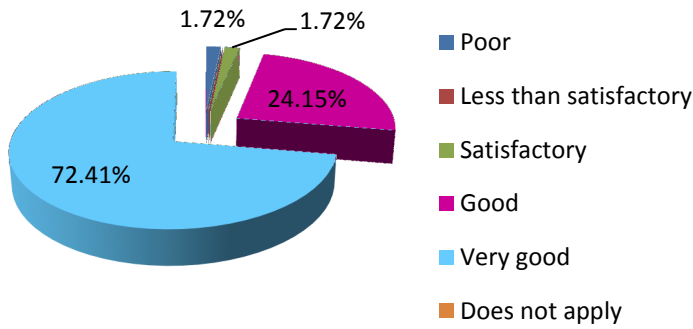


On a scale of 1 (Not important) to 5 (Very important) how important to your health and wellbeing was your reason for visiting the nurse today?

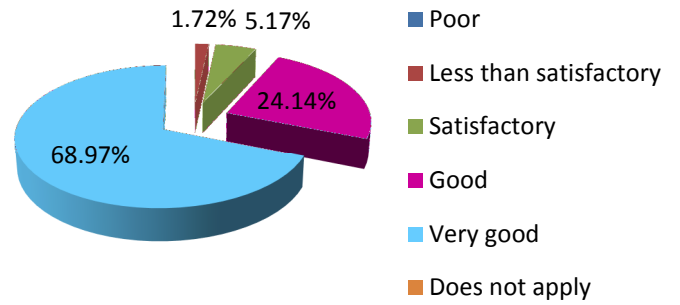


How good was your nurse today at each of the following?

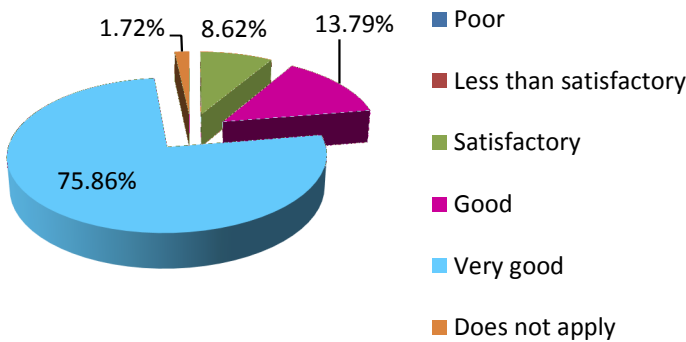
Being Polite



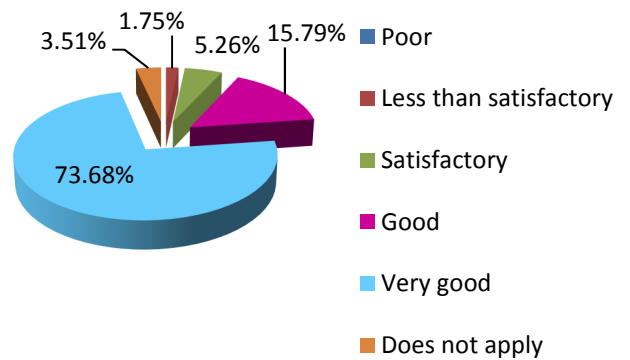
Making you feel at ease



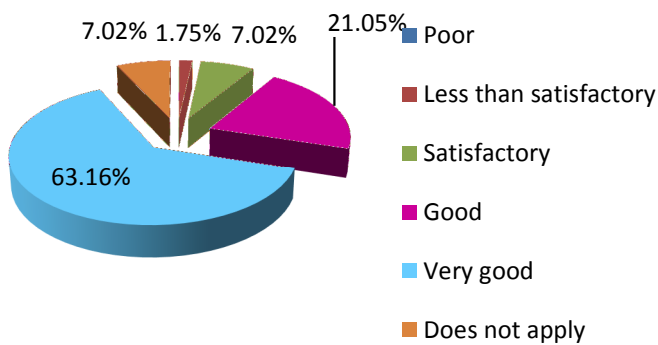
Listening to you



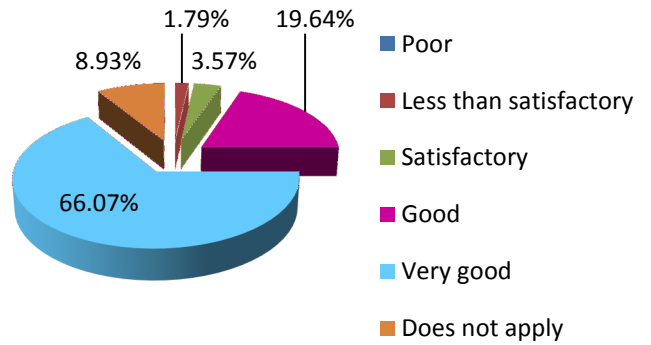
Assessing your condition



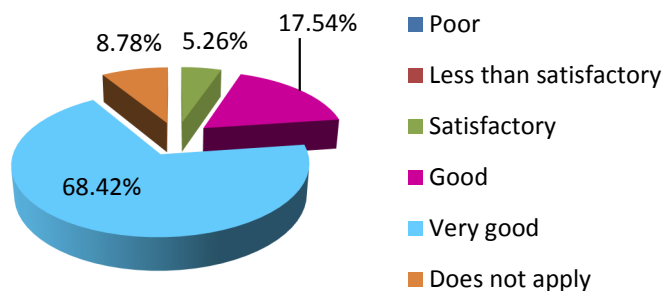
Explaining condition and treatment



Involving you in decisions

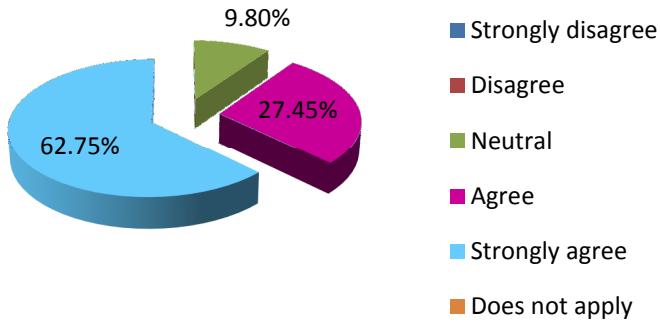


Providing or arranging treatment

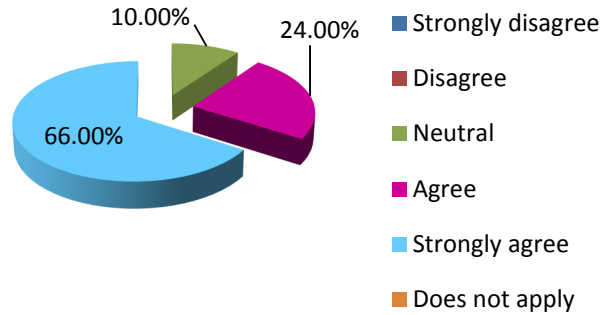


How strongly do you agree or disagree with the following statements?

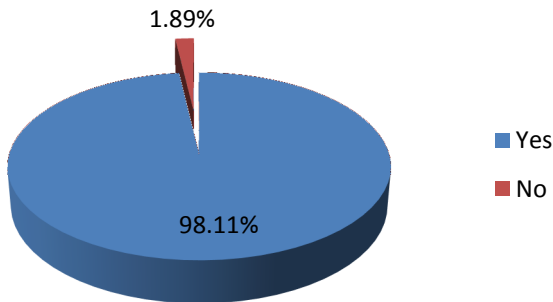
Will keep information confidential



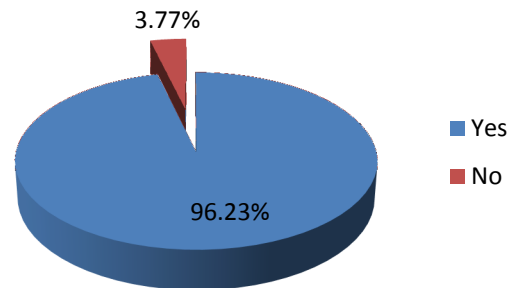
Honest and trustworthy



Confident in ability to provide care



Happy to see again



Comments received about this nurse:

- Didn't really know what type of pill I was on, asked questions relating to a different type of pill then realized I was on a different tpe of pill and the questions weren't relevent.
- Very friendly lady. Would be confident to see her again.
- Very nice lady
- Very polite and made me feel at ease. Was interested in my concerns and health in the long run.
- Best nurse ever
- Lovely lady, best I have seen. Thank you for today
- Always pleasant – Staff and doctors. Good service and advice

Other general comments:

- Please turn down or off music in waiting room not nice when not feeling well
- Never have any problems with the practice
- Have been treating at home for verruca, but not clearing up need advice and treatment for condition
- How this questionnaire proves how good a clinician is ridiculous
- Waiting 10 minutes for a prescription is not so good
- On another note, signing of prescriptions is very slow, every time I come for an early appointment I have to wait 30 mins to get a prescription signed, most of this is waiting for someone to collect the prescription for signing. Appointment time 8.05 – On time, lasted 5-7 mins. I'm writing this at 8.45! That seems very slow.
- Wait a long time for prescriptions to be signed sometimes
- All time consuming waiting for scripts to be signed. Might as well see my own doctors!
- Have more effective medicine for children
- Question 5 is stupid, I expect the NHS to be confidential as standard.