

# PARKLANDS SURGERY REPORT ON THE PATIENT SURVEY 2014

## INTRODUCTION

This is the fourth year that Parklands Surgery has used a patient survey to provide information on the main concerns of patients at the Practice. Previous surveys had proved valuable in providing useful information to the management at the Practice. It was decided to once again use a survey to determine the main patient concerns then determine priorities In a Practice Meeting.

## METHODOLOGY

A Practice Survey was developed in the surgery to deal with a series of topics identified by the Clinical Commissioning Group. These topics were to focus upon the following areas:

- Ease of getting appointments (within 24 hours, ability to book ahead, etc.).
- Ease of getting through on the telephone.
- Opening Times.
- Provision/availability of chronic disease management and support attitude of GPs and Practice Staff.

The Questionnaire was made available in both a hard paper copy and electronically online via the Surgery's website. They were available at the Reception Desk and in both waiting rooms during all clinics. The results of the questionnaire were compiled and reported upon by the General Manager.

The results were then reviewed in a Practice Meeting to determine the priorities to address in the year ahead.

## SURVEY

The survey results are at the end of this document, together with a précis of the written comments.

116 patients responded to the survey (63 on paper and 53 electronically online).

70% of respondents were female and 30% were male. Within the Practice, 52% of patients are female, 48% are male.

57% of respondents were aged over 65; coincidentally 57% of respondents were retired.

## PRACTICE COMMENTS ON THE SURVEY

It was pleasing to see that 44% of patient rated the Practice as 'Very good' overall and 38% as 'Fairly good'. Just 8% of patients gave the Surgery a poor rating overall however the Practice is still keen to improve on this score. It was also pleasing that 73% of patients were 'Likely' or 'Extremely Likely' to recommend the Practice to friends and family.

Telephone. The survey has highlighted the difficulty patients have in getting through to the Practice on the telephone. 77% of patients find it 'Not very easy' or 'Not at all easy'. This a problem which the Practice was already conscious of.

Receptionists. There has been a considerable improvement in the ratings given to the Reception Team with 42% of respondents considering them 'Very Helpful' and 33% of respondents considering them 'Fairly Helpful'. Just 3% of respondents found them 'Not very helpful'. There were still a number of written comments expressing concerns with the attitude of Receptionists.

Appointment Bookings. The survey highlights the difficulty that patients have in booking appointments, be they with 24 hours or more than a day in advance. It is also of concern that 40% of patients who want to see or speak to a Named GP, do so only 'Some of the time'. These problems are partly attributable to the pressures on General Practice as a whole with increasing workloads and reducing resources.

Opening Times. Surprisingly, in contrast to last year's survey, 88% of respondents were 'Fairly Satisfied' or 'Very Satisfied' with the Surgery's opening hours. This change in opinion is despite there being no change in the opening hours.

Long-standing Health Conditions. The survey indicates there are no major concerns over the support and care given by our clinicians to those with long-standing health conditions

## PRIORITIES

At the Practice Meeting, the following priorities were identified to be addressed in the forthcoming year:

1. Increase the number of pre-bookable appointments to improve continuity of care and reduce the telephone demand in the morning.
2. Improve the telephone system to include a waiting system to be used at peak times.
3. Continue with Receptionist Customer Service Training; a single Reception Supervisor has been nominated to focus on this area.

## SURVEY RESULTS

### CONTACTING THE SURGERY

#### 1 How do you normally book an appointment to see a GP or Nurse?

<b>87%</b>	Telephone
<b>1%</b>	Online
<b>12%</b>	In person
<b>0%</b>	Not applicable

#### 2 How would you prefer to book an appointment to see a GP or Nurse?

<b>58%</b>	Telephone
<b>35%</b>	Online
<b>7%</b>	In person
<b>0%</b>	Not applicable

#### 3 In general, how easy is it to get through to the Practice on the telephone?

<b>3%</b>	Very easy
<b>20%</b>	Easy
<b>54%</b>	Not very easy
<b>23%</b>	Not at all easy
<b>0%</b>	Haven't tried

### RECEPTION

#### 4 How helpful do you find the Receptionists?

<b>42%</b>	Very helpful
<b>33%</b>	Fairly helpful
<b>3%</b>	Not very helpful
<b>0%</b>	Not at all helpful
<b>22%</b>	Some are helpful, others are not
<b>0%</b>	Don't know

#### 5 Following the refurbishment in Reception, can other patients overhear what you say to the Receptionist?

<b>47%</b>	Yes but I don't mind
<b>18%</b>	Yes and I do mind
<b>11%</b>	No, other patients cannot overhear
<b>17%</b>	Don't know
<b>7%</b>	Have not used Reception since the refurbishment

### BOOKING APPOINTMENTS

#### 6 Is there a GP you usually prefer to see or speak to?

<b>83%</b>	Yes
<b>17%</b>	No

<b>7</b>	<b>How often do you see or speak to the GP you prefer?</b>
<b>31%</b>	Always or almost always
<b>19%</b>	A lot of the time
<b>40%</b>	Some of the time
<b>10%</b>	Never or almost never

<b>8</b>	<b>How easy do you find it to book an appointment within 24 hours?</b>
<b>3%</b>	Very easy
<b>18%</b>	Easy
<b>45%</b>	Not very easy
<b>30%</b>	Not at all easy
<b>4%</b>	Haven't tried

<b>9</b>	<b>How easy do you find it to pre-book an appointment more than a day ahead?</b>
<b>5%</b>	Very easy
<b>19%</b>	Easy
<b>36%</b>	Not very easy
<b>32%</b>	Not at all easy
<b>6%</b>	Haven't tried

<b>10</b>	<b>Approximately how many times in the last 12 months have you booked an appointment to see a Doctor on the same day because you were ill that day?</b>
<b>42%</b>	None
<b>22%</b>	Once
<b>19%</b>	Twice
<b>12%</b>	3 – 4 times
<b>5%</b>	5 or more times

<b>11</b>	<b>Approximately how many times in the last 12 months have you booked an appointment to see a Doctor on the same day because you were unable to pre-book an appointment in advance?</b>
<b>46%</b>	None
<b>14%</b>	Once
<b>18%</b>	Twice
<b>14%</b>	3 – 4 times
<b>8%</b>	5 or more times

### OPENING TIMES

<b>12</b>	<b>How satisfied are you with the hours that Parklands Surgery is open?</b>
<b>41%</b>	Very satisfied
<b>37%</b>	Fairly satisfied
<b>11%</b>	Neither satisfied nor dissatisfied
<b>9%</b>	Fairly dissatisfied
<b>2%</b>	Very dissatisfied

<b>13</b>	<b>If dissatisfied, which of the following additional opening times would you most prefer?</b>
<b>17%</b>	More weekdays before 8am
<b>35%</b>	After 6.30pm on weekdays
<b>35%</b>	Saturday Afternoons
<b>4%</b>	Sunday Mornings
<b>0%</b>	Sunday Afternoons
<b>9%</b>	All day Sunday

**Only 23 respondents expressed a preference above**

## LONG-STANDING HEALTH CONDITIONS

<b>14</b>	<b>Do you have a long-standing health condition?</b>
<b>72%</b>	Yes
<b>28%</b>	No

<b>15</b>	<b>In general, how easy is it to make an appointment to discuss the management of your long term condition?</b>
<b>2%</b>	Very easy
<b>40%</b>	Easy
<b>28%</b>	Not very easy
<b>13%</b>	Not at all easy
<b>17%</b>	Haven't tried

<b>16</b>	<b>How would you rate the attitude of the practices Nurses / Health Care Assistants and their support to you for your long-term condition(s)?</b>
<b>64%</b>	Very good
<b>13%</b>	Fairly good
<b>6%</b>	Neither good nor poor
<b>2%</b>	Fairly poor
<b>0%</b>	Very poor
<b>15%</b>	Not applicable

<b>17</b>	<b>How would you rate the attitude of your GP and their support to you for your long-term condition(s)?</b>
<b>58%</b>	Very good
<b>17%</b>	Fairly good
<b>7%</b>	Neither good nor poor
<b>5%</b>	Fairly poor
<b>0%</b>	Very poor
<b>13%</b>	Not applicable

## OVERALL

<b>18</b>	<b>Overall, how would you describe your experience of Parklands Surgery?</b>
<b>44%</b>	Very good
<b>38%</b>	Fairly good
<b>10%</b>	Neither good nor poor
<b>7%</b>	Fairly poor
<b>1%</b>	Very poor

<b>19</b>	<b>How likely would you recommend Parklands Surgery to friends and family if they were looking for a new surgery in the area?</b>
<b>31%</b>	Extremely likely
<b>42%</b>	Likely
<b>14%</b>	Neither likely nor unlikely
<b>7%</b>	Unlikely
<b>4%</b>	Extremely unlikely
<b>2%</b>	Don't know

## ABOUT YOU

### 20 Are you male or female?

<b>30%</b>	Male
<b>70%</b>	Female

### 21 How old are you?

	Under 18	<b>18%</b>	55 to 64
<b>4%</b>	18 to 29	<b>27%</b>	65 to 74
<b>12%</b>	30 to 44	<b>23%</b>	75 to 84
<b>7%</b>	45 to 54	<b>7%</b>	85 or over

### 22 Which of the following best describes what you are doing at present?

<b>14%</b>	Full-time paid work
<b>18%</b>	Part-time paid work
<b>1%</b>	Full-time education
<b>1%</b>	Unemployed
<b>2%</b>	Permanently sick or disabled
<b>57%</b>	Retired
<b>2%</b>	Looking after the home
<b>5%</b>	Something else

### 23 If you need to visit the surgery during your typical working hours, can you take time off from your work to do this?

<b>50%</b>	Yes
<b>50%</b>	No

## PATIENT COMMENTS

	<p>During the last year, clinician appointments have been so rushed that there has not been time for a proper history, examination or checking previous history - as a result, there have been 3 misdiagnoses, numerous extra visits and test and a thorough waste of your time and mine and a waste of money. If a proper consultation had taken place at the first visit each time, all 3 problems could have been correctly diagnosed, appropriate action taken and no further visits would have been necessary. In addition, if I had see the same clinician at each visit there would have been continuity of care and each problem would have been sorted out more efficiently and effectively (and without loading me with unnecessary antibiotics</p>
	<p>I now understand that booking an appointment on line is possible, but so far I have not had the need to do so. The queues in reception have been very long, the last few times I have been to the surgery with my husband. Why is there only one receptionist on the desk these days? Perhaps things will improve once most patients get used to signing in on the screen in the entrance hall. Lets hope so anyway.</p>
	<p>making follow up appts need looking at my wife was due to see her Dr for a follow up on new treatment but when she rand near the time there were no appst for some considerable time. When attending the hospital you get your next apt BEFORE you leave</p>
	<p>With regard to my job, I know NHS Choices say we should have a lot more choice with regard to appointments, online appointments, test results, bloods, services in general. Our GPs are very good, very overworked and consequently you often feel rushed. Older people who are not so assertive have to fight to see their own doctors. Cannot book in advance and ultimately feel they have to turn up at 8am to try and get an appointment later that day. The system of calling on the day does not work and those of us who do work cannot sit on the phone for half an hour at the beginning of the day to get through.</p>

	RE the practice nurses, I have all of them bar one extremely good, professional and very pleasant. I have found one nurse to be defensive and argumentative at times. 22. I am self employed and so getting to see a medic when I need to means I loose money if I can't book when I can come to see them. I have found in the last 6 months the flexibility of receptionists very supportive, but it often includes telling me to ring on the day if I want to see my doctor more than a month in advance. This in itself is not always easy. However I know they are trying to support me in my quest to get an appointment
	My wife and I have been in Parklands Register for over 20 years. During this time , speaking with or seeing a Doctor has improved from the days when 3 weeks to see a particular doctor was the norm. Today, the same day service in one form or other is common practice and much appreciated. A phone does so often save the time of the doctors and patients and hopefully save waste of time
	The receptionists often give the impression that you are interrupting their more important work and you have to wait for them to make time to attend to you. If they are that vbusy it would be nice for somewhere to sit while you are waiting. The rack in the foyer is often advertising expensive private products which can be obtained from NHS
	Ability to book appointments within 48 hours very poor. Ability to book 'usual' Doctor very poor. Telephone access is awful and physical booking is equally bad - questions and knowledge of receptionists who are not medically trained and very ill informed eg dont know thereasons for fsdting and non fasting blood tests and need for certain sample to be at path lab by 1100. Attitude of Surgery head doctor is very 'im'patient!! attitude of long serbving phlebotomists is excellent and attitude of practice nurses is generally - eg ususally only one receptionist despite an army of back office staff who are now segregated from the reception area and do not 'lend a hand ' at peak times when Qs form. A smile would be nice but is presumably not prescribed by N I C E Car parking is awful and new surgery entrance is not at all welcoming. So in summary it hasnt been godf for several years but has degenerated signficantly in the last year or so. Why wasnt the website published to all patients and why cant we email our doctors when out of the UK,
	Patients too often given appt with nurse when they really need to see a doctor. This delays the problem being treated if doctor not available and another appt has to be made. Prescriptions take too long to get to Boots in North St. It takes too long to get through on the phone to make a same day appts.
	Recommend Friend/family – the reason I am undecided is because I feel more patients means more waiting time for appointments. The times I have needed to see a doctor I have had very kind and helpful treatment. I find your nurses extremely kind. I find it strange that the door to the waiting room needs to be kept shut for privacy but no such privacy exits in reception
	Advance appointments or telephone appointments with named doctor are virtually impossible and this means that duty doctor calls and appointments are a waste. On many occasions blood tests can be ordered by the GP, but the nursing staff or reception do not have any forms and expect patients to recall what has been requested. these are both common complaints you can hear in the waiting room or from reception staff.
	I wanted to book a follow up appt with a GP on 1 Dec. Tried several times when became available on 19 Nov, all booked and first available was 4 Dec. Each week a new week 4 weeks ahead should be available to be booked. Picture Gallery in Reception of frontline staff
	Receptionist to be more friendlier and have less aggressive attitude. Some are just straight forward obnoxious the first thing you speak to them. The 24 appointment should be clearly advertised. Referrals to specialist is very poor. I had the same condition a few years ago and I was referred to a specialist and the condition improved. Few years later the same condition came back went to see a GP but the GP refuse to refer me to see a specialist but instead to try more medication first instead of a referral to a specialist. Medications seems to be given easily like sweet this days.
	I have found it impossible to book an app on Saturdays or a few days ahead I don't always need to see the gp on the same day and feel thease should be for urgent cases only.i do understand the pressure everyone is under butmy husband and I feelvery lucky to under your care the practice nurses are always so helpfull as are the receptionists. At the beginning of the year we were very worried when we lost our much loved Dr Oar but Dr Ralph has been so good to us both, so a big thank you to all at parklands surgery ,wishing you all a happy Christmas and a very Happy Healthy New Year
	On the whole not great, reception staff can be rude, I do understand it must be difficult, however the first hurdle is to get an appointment with a doctor, I don't think I have ever got an appointment with a doctor the same day, the nurse yes, however somwte I want to discussy ongoing condition with a doctor.
	Collecting a prescription can be frustrating when joining queue where there may be a 5 – 10 min wait. Is there some way to speed this up while maintaining confidentiality. Having a GP phone back is good when urgent but needs to be advertised better

	Customer/patient care by doctor varies – some truly excellent others less so. Publicize surgery times loudly In the long term work to establish weekend A&E to take the stress off the hospital
	I should like to thank Dr Patient in particular for his support during a very traumatic time regarding my mother's health. The receptionists too are I should like to thank Dr Patient for his astute empathy and supportive help in a very traumatic time regarding my mother's health.
	It would be nice to book an appointment pm and not to be told to phone at 8.30 next day
	Dr Shipsey is a credit to the NHS. Drs Receptionists are very helpful and polite
	I have called the surgery line 4 times but no answer and phone line went dead after 1 min very disappointed
	My experience of the practice is excellent. I consider that everyone does an amazing job given the challenges posed by funding and organization changes in NHS
	Much improved since Martin Jones General Manager took over
	Excellent surgery, doctors and staff. I think we are very lucky
	I don't mind if others hear in reception (no improvement, you can still hear what's being said behind the screen) but one day I might well.
	Practice nurses lack of continuity. More information about their speciality and who is their line Manager
	As a retired surgeon I think that Partklands does very well considering the current chaos in the management of the NHS!
	Reception area has been improved. Appointments do seem to be a little easy to obtain and reception more sympathetic
	really happy about the way Dr Clarke looks after me.
	I understand that patients over 75 should have a dedicated GP. I have not been approached about this.
	Surgery is ok. Difficulty seeing my selected Dr when needed for 2 long term serious conditions, often having to wait 2 weeks for appts
	Should be able to pre-book an appt a few days ahead. Never been able to get a Sat appt
	Have had no support for ongoing back problems or 9yrs osteoporosis treatment - I just keep taking the medication
	I would like my long term condition to be monitored by my GP, who doesn't do that
	Don't feel the reception is welcoming or that it is inclusive
	No confidentiality at all in reception. Far too cramped waiting in Reception can hear all conversations plus telephone calls
	I have always found the staff to be courteous and helpful
	It would ben helpful if staff offered an appt rather than ringthe next day after 8.30. it would help if support staff more considerate and not make people think they were a nuisance
	Irritated by being asked what the purpose of visit is for. Praise to nurses who have always been helpful and courteous over the years
	I sincerely hope this practice continues to cater for the needs , especially , of those of us in advanced maturity
	I am fortunate that I am in good health, but whenever I have needed to see someone the receptionist has explained when I need to ring in order to see or hear from a doctor.
	Very helpful and kind
	Should be easier to book follow up appts as requested by Dr instead of ringing on a daily basis
	If not phoning at 8.30 it is fairly easy to get through
	Some problems
	Only just getting a regular Dr I am very Happy with (Dr Ralfe)
	An excellent Practice, some problems with parking
	Would like the surgery to be more accessible on a daily and weekend basis
	Some receptionists can be very rude
	As I said in my Facebook comment your online booking service need to improve
	Am pleased with the care we receive from our surgery
	Do not like telling reception what is wrong with me or why
	Car parking is difficult. Would it be possible to work out some temp parking ticket system with council to park on highway
	24/7 opening. You are doing your best in impossibly constraining circumstances
	Waste no more money on 'privacy measures' in Reception
	Very pleased with online, far less stressful especially when wanting to see a particular doctor
	Dr Patient excellent, particularly in enabling self management of health problems, cutting through red tape and providing telephone updates via secretaries