

Results of the patient survey 2014

Introduction

The survey was written and designed by our PPG (members listed below), who also decided when the survey was to be done and over what time period. The questionnaire is located at the end of this document.

The survey this year had a sample of 494 people as opposed to 386 the previous year.

The results are overwhelmingly positive and patient satisfaction with the surgery remains high.

The survey indicated that once booked in to see a doctor and through the door most respondents are highly satisfied with the surgery. However, the patient experience leading up to that point does still require some review; obtaining an appointment in the first place still causes frustration, a fact supported by some comments.

The survey indicated that the overall consultation experiences were excellent and this was the highest scoring category.

This initial summary, will be used for discussions both in practice and PPG meetings.

The results were discussed at our PPG meeting on Monday 17th March by all members present (minutes available separately). The minutes state who was in attendance and their role on the group. However, briefly our PPG consists of ;

Gill Davis – Chairman – patient rep/town council
Mary Daft - Older People's Forum
Barry Stinton - Patient
Denise Clews – Patient/Town Council
Ray Jarvis – Patient/Town Council
Bryan May – Patient
Bryan Hamson - Patient
Derek Pickard – Patient/Borough Council
Kelvin Iron - Learning Difficultie Representative
Ann Ball - District Nurse
Roy Taylor – Patient/Vice Chair
Ged Fisher - Patient
Karen Clarke – Practice
Rebecca Bucknal – Practice
Lesley Waters – Nurse Practitioner - Practice
Drs Winward, Thomson, Mullick, Weston, Bone and Gooding

The Practice welcomes new interest in becoming a member of the PPG and although our population is very well represented we do have vacancies for a representative of young mums, young people and those suffering with mental health problems. 'Adverts' and requests for new members are regularly put on the notice board. We have involved our staff who run our baby clinic in the recruitment drive for young mums, advertised on our dedicated notice board for young people and discussed representation with the Respect Yourself staff in the hope that they may be able to drum up some interest. A mental health champion on the group would be a great bonus but to date, despite calls for carers and or patients themselves we have been unsuccessful.

Anyone who may be interested should contact the Practice Manager in the first instance.

The practice is open;

Monday to Friday 8am – 5.30pm for face to face contact.

Monday to Friday 8.30am – 12.30pm and 1.45pm – 5.45pm - telephone access is available.

After 5.45pm the telephone system will give an alternative number to call, including that of the on call clinician who is available until 6.30pm.

**Access to a doctor or Nurse
2014**

	Number of people who answered this question	% Satisfaction score for each question					Very Happy	Good	Not Good
		5	4	3	2	1			
The practice is open Monday to Friday 8am – 5.30pm for face to face contact. Telephone access is available Monday to Friday 8.30am – 12.30pm and 1.45pm – 5.45pm. After 5.45pm the telephone system will give an alternative number to call, including that of the on call clinician who is available until 6.30pm.									
Speed with which the telephone was answered initially	436	8	22	36	23	11	31	36	33
Speed with which the telephone was answered if call transferred	281	10	23	38	23	6	32	38	30
Length of time you had to wait for an appointment to see a Doctor or Nurse	451	19	22	27	20	12	41	27	32
Convenience of day and time of your appointment	468	25	28	32	12	4	53	32	15
Length of time you had to wait for a doctor or nurse of your choice	431	16	23	24	20	16	39	24	37
Length of time waiting to check in with Reception	477	27	29	29	14	2	56	29	15
If used how easy did you find the automated check-in system	233	18	29	27	17	9	47	27	26
Length of time waiting to see the Doctor or Nurse after your appointment time	391	11	24	41	21	3	35	41	24
Opportunity to speak to a Doctor or Nurse on the telephone when necessary	373	19	26	36	16	4	45	36	20
Opportunity of obtaining a home visit when necessary	165	13	18	25	23	20	32	25	43
Level of satisfaction with the after hours service at George Eliot	194	14	20	34	21	10	34	34	31
		180	264	348	210	97	444	348	307

Overall satisfaction with access to a doctor or nurse is high.

Areas for review:

- Out of hours provision – to be communicated to the CCG
- Appointment availability including home visits

Prescriptions

	Number of people who answered this question	5	4	3	2	1	Very Happy	Good	Not Happy
Prescription ready on time	391	33	28	24	0	4	61	24	4
Prescription correctly issued	380	34	28	28	7	3	63	28	9
Handling of any queries	351	32	31	26	9	1	63	26	10
Level of satisfaction with the amount of information provided by the Doctor regarding your test results	323	28	30	31	9	2	58	31	11
Where the results explained clearly to you and did you understand the explanation give ?	320	32	29	29	9	1	61	29	10
		Yes			No				
Were you told by your doctor when to contact us for your results?	340	100			240				
Were you told when to contact us for the results by the hospital?	317	100			240				
Results available when you contacted us	312	58			182				

Overall satisfaction with handling of prescriptions is high.

Areas for review:

- Communication of results – all clinicians within the practice to be asked to inform patients of how to obtain results

Reception

	Number of people who answered this question	5	4	3	2	1	Very Happy	Good	Not Happy
Was the information provided by the Reception staff clear and did you understand it?	422	27	32	31	9	1	59	31	10
The helpfulness of the Reception staff	441	31	30	27	10	2	61	27	12
The information provided by other staff other than reception	371	27	31	31	10	0	58	31	10
The helpfulness of other staff	360	26	29	34	9	0	56	34	10

The overall satisfaction with Reception is high.

Areas for review:

- Some comments on the feedback form indicated that some patients find answering questions regarding an appointment to be intrusive or embarrassing. This has been noted and will be reviewed.
- The automated check-in system, when used and operational was liked. However, it was apparent from the survey that the majority of patients do not use this service. We will make an effort to encourage it's use by promoting the patient benefits.

Level of satisfaction with medical appointments and interaction with medical staff

	Number of people who answered this question	5	4	3	2	1	Very Happy	Good	Not Happy
Giving you enough time	452	40	33	20	5	1	74	20	6
Listening to you	454	45	30	20	4	1	75	20	5
Involving you in decisions about your care	443	42	30	23	4	1	72	23	5
Treating you with care and concern	452	46	29	20	4	0	75	20	5
Finally My overall satisfaction with this Practice	453	36	32	25	6	1	68	25	6
Overall totals		210	155	108	23	4	365	108	26

Overall the satisfaction level of medical care is as usual very high.

Comments and Feedback summary

All feedback both positive and negative will be used as discussion points to see where there are opportunities to further improve patient satisfaction.

Comments have been summarised. It is important to note that the suggestions included here are for note and do not imply action is being taken. Yet.

Surgery hours	<ul style="list-style-type: none">• Extend hours to support working people more – after 6 and weekends• More open surgeries• Open surgeries require a lot of queuing and a long wait
Pharmacy	<ul style="list-style-type: none">• Repeat prescriptions were an issue for 3 people
Reception area	<ul style="list-style-type: none">• Needs brightening up• Would like more PPG feedback and activity visible on notice boards
Appointment availability and waiting times	<ul style="list-style-type: none">• Would like to be able to book nursing staff using telephone booking system• Long wait for appointment to see own doctor• More doctors
Reception	<ul style="list-style-type: none">• Intrusive questions when booking in or making appointment• Mixed customer service – some good, some interactions not so positive• Answering the phones takes a long time• PAYE customers particularly suffer with long pick up times.

To put these comments into perspective, only **87** people out of the **494** respondents made comments, so specific comments relate to 17% of the survey respondents. Of these **17 were suggestions, 23 were issues, and 47 were highly positive comments**. Most noted the improvements that have been made following the last survey.

The majority of suggestions or complaints related to: Telephone answering time and the length of wait for appointments.

Next steps

- The results and feedback will be reviewed and actions plan drawn up.
- We will set our selves measureable targets where improvements can be made and publish these.

Priority areas

The patients would like to see our waiting room revamped, our phones answered more quickly and our car park extended. Equally they also understand that there is no quick fix and that nothing will change overnight.

The main priority for the practice would be for the patients to use the on line forms for requests, the 24/7 booking system and most importantly would be the self check in. All of the above would cut down the need for receptionist time tremendously and would free staff up to do other things to benefit patients. The practice need to do an advertising campaign for all of the above.

The Practice would also very much like to see our car park developed, however, unfortunately there constraints beyond the Practice's control preventing this development.

The Practice is currently gaining quotes in order to have our waiting room renovated, however, the group are aware that this is only quotations and is not a promise of work being done!

There will be a discussion point put on the next staff meeting agenda encouraging faster answering of the telephones, however, patients need to be aware that there are a number of incoming lines and only two staff to answer them, therefore patience is required.

THE ATHERSTONE SURGERY

“IMPROVING THE PRACTICE” QUESTIONNAIRE

INTRODUCTION

This questionnaire is designed for issue to practice patients to assess their satisfaction with the service provided.

QUESTIONNAIRE

You can help the Practice to improve its service.

- The Doctors and staff welcome your feedback
- Please do not write your name on this survey
- Please read and complete this survey while waiting for your appointment

Are you seeing:

Please tick as appropriate

- Doctor
- Practice Nurse
- Nurse Practitioner
- Health Care Assistant

Name of Doctor/Practice Nurse (if applicable):

PLEASE RATE EACH OF THE FOLLOWING AREAS BY TICKING ONCE ON EACH LINE:

	Not Applicable	Poor	Fair	Good	Very Good	Excellent
Access to a Doctor or Nurse						
1. Speed at which the telephone was answered initially		1	2	3	4	5
2. Speed at which the telephone was answered if call transferred		1	2	3	4	5
3. Length of time you had to wait for an appointment between booking and seeing the Doctor or Nurse		1	2	3	4	5
4. Convenience of day and time of your appointment		1	2	3	4	5
5. Length of time you had to wait for an appointment to see the Doctor of your choice between booking and seeing the Doctor		1	2	3	4	5
6. Length of time waiting to check in with Reception		1	2	3	4	5
7. How easy do you find the automated check-in system		1	2	3	4	5
	*Delete as applicable	Poor	Fair	Good	Very Good	Excellent
8. Length of time waiting to see the Doctor or Nurse after your appointment time		1	2	3	4	5
9. Opportunity of speaking to a Doctor or Nurse on the telephone when necessary		1	2	3	4	5
10. Opportunity of obtaining a home visit when necessary		1	2	3	4	5
11. Level of satisfaction with the after hours service provided by Harmony at George Eliot		1	2	3	4	5

When obtaining a repeat prescription from your Doctor how satisfied are you that:							
12	Prescription ready on time		1	2	3	4	5
13	Prescription correctly issued		1	2	3	4	5
14	Handling of any queries		1	2	3	4	5
<u>Obtaining test results</u>							
15	Were you told when to contact us for your results by the Doctor?	* Yes/No					
16	Were you told when to contact us for the results by the hospital?	* Yes/No					
17	Results available when you contacted us	* Yes/No					
18	Level of satisfaction with the amount of information provided by the Doctor regarding your test results		1	2	3	4	5
19	Where the results explained clearly to you and did you understand the explanation give		1	2	3	4	5
<u>About the staff</u>							
20	Was the information provided by the Reception staff clear and did you understand it		1	2	3	4	5
21	The helpfulness of the Reception staff		1	2	3	4	5
22	The information provided by other staff other than reception		1	2	3	4	5
23	The helpfulness of other staff		1	2	3	4	5
		Not Applicable	Poor	Fair	Good	Very Good	Excellent
<u>Last time you saw or spoke to a Doctor/Nurse how good was that Doctor/Nurse at each of the following</u>							

24	Giving you enough time	1	2	3	4	5
25	Listening to you	1	2	3	4	5
26	Involving you in decisions about your care	1	2	3	4	5
27	Treating you with care and concern	1	2	3	4	5
28	Finally My overall satisfaction with this Practice	1	2	3	4	5

Any further comments:

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The following questions provide us only with general information about the range of people who have responded to this survey. It will not be used to identify you, and will remain confidential.

How old are you?	
Are you male or female?	
Approximately how many years have you been attending this Practice?	

Thank you very much for your time and assistance

All answers will be collated and an Action Plan published on the Surgery Web Site and PPG Notice Board in the Surgery Waiting Room

Please place your completed questionnaire in the box on the Reception desk