# Patient Survey Report 2011 - 2013

# Contents of Report

Page Number

1. Introduction 2
2. Scope 2
3. Timings 2
4. Overall Conclusions 3
5. Findings 3
6. Patient Comments 6
7. Action Plan

# Patient Survey Report 2011-12

### Introduction

As part of the practices commitment to continuing improvement we have undertaken a patient survey to evaluate how you think we are doing. The primary purpose of the survey is to identify any areas that patients feel can be improved upon to ensure that a smooth, efficient and valuable service is being provided to patients.

### Scope

The survey covered patient arrivals, confidentiality and the quality of clinical consultations. In previous years the survey has been posted to patients but this has resulted in a poor response rate and little information for the surgery to make a sound evaluation. This year each GP, Nurse Practitioner and Practice Nurse were given a set of surveys to hand to patients. In addition to this surveys were available within the reception area for any patient to complete.

The survey covered the following areas:

* Opening hours;
* Practice telephone system;
* Telephone consultations;
* Clinical Consultations; and
* Treatment by staff.

All answers were a multiple choice. At the end of the survey there was an additional box to enable patients to make comments.

All surveys were numbered so that we were able to monitor the response rate and compare to the number of surveys taken by patients.

### Timing

The survey was handed out in the first two weeks of February 2012. A box was provided within the waiting area for surveys to be returned. The closing date for the survey was 14th February 2012. Any returns handed back after this date were not used within this report.

### Overall Conclusions

Overall 43% of all surveys were returned. This is the highest return rate the practice has had to date. A total of 148 surveys were returned in total.

59% of all respondents stated that they were ‘very satisfied with the surgery’; with 8% of all respondents stating that they were ‘fairly dissatisfied or very dissatisfied’.

The area which scored the lowest from the survey is ‘contacting the surgery on the telephone’. From the responses received 46% of all responding patients felt that it was difficult to contact the surgery on the telephone, especially first thing in the morning.

A number of patients made comments in the space provided. Some of these were general comments while others were giving constructive criticism or praise. Some of the comments made can be found at the end of this report.

### Findings

This section is split down to cover each of the questions in detail and makes comment and specific recommendations where improvements are required.

### The Staff

There were two questions within this section, these were:

* How do the reception staff treat you?
* How was the respect shown for your privacy?

I have detailed the results in the table below:



Overall the above shows that the majority of patients rated the surgery as good or above. However, it is recognised there is room for improvement with the surgery being rated as fair or poor in some responses. Whilst the practice recognises that it will not always get things right, it also recognises that the score is too low.

**Recommendation**

All staff is to receive update training on face to face and telephone conversations with patients. In particular training on how to treat patients with care and dignity and handling difficult situations.

In addition to this all practice staff will be provided with update training on confidentiality and the importance of the data the surgery holds.

**Opening Hours and Contacting the Practice by Telephone**

There were questions within this section, these were:

* Opening hours;
* Contacting the practice by telephone; and
* Speaking to a doctor/nurse on the telephone.

The table below details the results from these questions.



Overall respondents were satisfied with the opening hours provided by the surgery. Last year the practice introduced late night appointments with our nurse practitioner on a Monday evening to try and provide a more varied appointment time with the nursing staff.

Comments from patients showed that they liked the late nights but would also like to see some early morning appointments as well. The practice has discussed this issue at the last meeting and agreed to pilot one early morning per week from August 2012. The pilot will run for three months to see if the appointments are filled.

Contacting the practice on the telephone, this is the area which caused the most dissatisfaction from all respondents. It is felt that it is difficult to contact the practice at 8.30 am. Part of the issue is that patients are left hanging on the telephone in a call queuing system, but have no idea where they are in the queue.

From discussions with some patients, they are still not fully aware that there is a system for pre-booking appointments and that the surgery does not operate a full book on the day system. The practice recognises that the current telephone system is out of date and requires replacing. Quotes have been obtained from a number of suppliers and discussions on the replacement system will take place within the next two months.

The practice also plans to introduce on-line booking for appointments so that patients do not have to call first thing in a morning. This will help alleviate the waiting time, but gives patients the opportunity to book an appointment in advance to suit them.

Two thirds of respondents were happy with being able to speak to a doctor or nurse on the telephone. However, patients did state that they found it difficult to speak to a doctor in the afternoon.

The surgery currently does not have any telephone consultations available during an afternoon surgery. The surgery also does not have a booking slot to speak to a nurse. A messaging system is in place, for patients to be called back by a nurse.

The practice has agreed that it will introduce afternoon telephone appointments with the doctor who is on call that day. In addition to this booking slots for telephone consultations with a nurse will also be made available.

**Recommendations**

Introduce a trial early morning surgery one day per week from August 2012.

Replace the current telephone system with an up to date telephone system.

Introduce on-line appointment booking for patients.

Make patients aware of the booking system and the ability to book up to one month in advance.

Introduce telephone consultations in the afternoon for the doctor on call.

Introduce bookable telephone consultations with the nurse.

**Doctor/Nurse Consultations**

There were three questions asked within this section. The questions were:

* How good they were at listening to you;
* Explanation of things to you; and
* Opportunity of talking about your concerns.

The table below details the results from these questions:



As can be seen from the survey overall the results are very good and respondents felt that the clinical staff gave a good or very good consultation. However, some patients felt that more time needed to be devoted to listening to patients concerns.

As part of professional training for all clinical staff, further training will be provided on listening to patients to try to ensure that all your concerns are discussed.

**Patients Comments**

All respondents to the survey were given the opportunity to make additional comments to the practice. Here are some of the comments below:

Very satisfied with the service

More easy to get appointments on the telephone

Make appointments days in advance

Book when you need not at 8.30 in the morning

Early/Late opening times for those who work F/T or unsociable hours

Would be handy to book appointments on line

Brilliant doctor

Like the regular communication with the doctor who he/she has known for twenty years

Book appointments for a specific date

Different answering system – left on hold for a while

People sign in on the screen and do not talk to receptionists

Allow patients to book appointments on line

Good accessible hours

Should ask for information instead of having to give it.

### Practice Action Plan

|  |  |  |
| --- | --- | --- |
| **Recommendation** | **Delivery Date** | **Responsible Individual** |
| All staff is to receive update training on face to face and telephone conversations with patients. In particular training on how to treat patients with care and dignity and handling difficult situations. | Ongoing throughout the year, two training sessions to take place. The first being June 2012. | Practice Manager |
| In addition to this all practice staff will be provided with update training on confidentiality and the importance of the data the surgery holds. | 23rd July 2012 | Practice Manager |
| Introduce a trial early morning surgery one day per week. | August 2012 | Practice Manager and GP |
| Replace the current telephone system with an up to date telephone system | September 2012 |  |
| Introduce on-line appointment booking for patients | July 2012 | IT Manager |
| Make patients aware of the booking system and the ability to book up to one month in advance. | June 2012 | All Practice Members |
| Introduce telephone consultations in the afternoon for the doctor on call. | August 2012 | Practice Manager and GP |
| Introduce bookable telephone consultations with the nurse. | June 2012 | Nurse Practitioner |

**Patient Survey Report 2012 - 2013**

|  |  |  |
| --- | --- | --- |
| **You Said…** | **We Did…** | **The Outcome…** |
| All staff is to receive update training on face to face and telephone conversations with patients. In particular training on how to treat patients with care and dignity and handling difficult situations. | Ran training sessions for all staff | All staff are now fully trained in these areas |
| In addition to this all practice staff will be provided with update training on confidentiality and the importance of the data the surgery holds. | Ran training sessions on these subjects | Ongoing training in these areas |
| Introduce a trial early morning surgery one day per week. | Implemented a 7am clinic on a Wednesday morning | Very popular clinic with our patients |
| Replace the current telephone system with an up to date telephone system | Replaced the whole telephone system in January 2013 | Increased capacity for answering telephones reducing waiting time |
| Introduce on-line appointment booking for patients | Enquired with supplier for this service | Awaiting computer system upgrade before implementation |
| Make patients aware of the booking system and the ability to book up to one month in advance. | Advertised this facility on our website, TV screen and quarterly newsletters | Patients now fully aware of system available |
| Introduce telephone consultations in the afternoon for the doctor on call. | Looked in this and will be looking at implementing this later this year | Will be able to offer wider range of telephone consultations |
| Introduce bookable telephone consultations with the nurse. | Implemented this with Sally, our Nurse Practitioner | More telephone consultations available to offer our patients |

# Patient Survey Report 2012-2013

Following on from last year’s Patient Participation Group forum, we held a number of meetings between the Practice and our representatives throughout the year to decide the content of this year’s patient survey.

Our representatives decided as a group which questions they would like to ask our patients on the 2012-2013 patient survey.

The questions they agreed on were:-

* What service did you use here at Hawkesley Medical Practice today?
* Are you satisfied with the service you received?
* If you could change one thing about the service that you receive here at Hawkesley Medical Practice what would it be and why?
* Are you prepared to join our Patient Group? We need new volunteers who will help provide feedback and change services to meet the needs of its users. If you are interested would you please let reception know?

From this meeting, we created our Patient Survey for 2012 – 2013.

Patient Survey

1. What service did you use here at Hawkesley Medical Practice TODAY?

|  |  |
| --- | --- |
| **Service Used Today** | **Please Tick** |
| Booking in Kiosk |  |
| Reception |  |
| Doctor |  |
| Nurse |  |

1. Are you satisfied with the service you have received?

|  |  |  |  |
| --- | --- | --- | --- |
| **Yes** |  | **No** |  |
| If no please give comments: | | | |

3.  If you could change one thing about the service that you receive

here at Hawkesley Medical Practice what would it be and why?

|  |
| --- |
|  |

1. Are you prepared to join our patient group? We need new volunteers who will help provide feedback and change services to meet the needs of its users. If you are interested would you please let reception know?

The survey was distributed to our patients by way of our Patient Participation Group members handing them out whilst patients were waiting to be seen. Surveys were also available on reception for patients to complete over a number of weeks. We also posted a number of surveys out to patients to complete.

The survey was conducted over a 4 week period starting in October 2012. Any surveys handed in after these times were not used within the report.

**Overall Conclusions**

* Most of our patients were happy with who they saw, although there were a number who had not been able to see the clinician of their choice
* Patients wanted to see the repeat prescription box away from the reception desk for more confidentiality
* Patients wanted a hand gel dispenser by the main doors
* Patients wanted more appointments
* Patients enquired about our telephone system, as this had not yet been upgraded/addressed

**Findings**

All respondents to the survey were given the opportunity to state one thing they would change about the service they had received at the Practice and why.

Our findings from this question are:-

Overall, our patients were happy with the service they had received as we had implemented everything (apart from the new telephone system) we said we would from last year’s survey results.

This was due to our reception staff advising our patients at the time of booking appointments that our new telephone system was being introduced in January 2013. Patients were satisfied with this explanation.

### Practice Action Plan

|  |  |  |
| --- | --- | --- |
| **Recommendation** | **Delivery Date** | **Responsible Individual** |
| Try to offer patients the clinician of their choice wherever possible | Ongoing throughout  2012 - 2013 | Reception staff |
| Repeat prescription box to be moved away from the reception desk | April 2013 | Practice Manager / Estates |
| Hand gel dispenser to be installed by the main doors | April 2013 | Practice Manager / Estates |
| More appointments to be made available | ASAP | Practice Manager |
| Telephone system to be upgraded | January 2013 | Practice Manager |

|  |  |  |
| --- | --- | --- |
| **You Said…** | **We Did…** | **The Outcome…** |
| You wanted more appointments available with the clinician of choice | Advised our receptionists to offer advanced appointments with certain clinicians | Patients offered more choice |
| You wanted the repeat prescription box to be moved away from the reception desk for more confidentiality | Enquired about having the box  re-sited | The owners of the building have agreed to move this for our patients |
| You wanted a hand gel dispenser to be installed by the main doors for infection control | Enquired about having the box  re-sited | The owners of the building have agreed to move this for our patients |
| You wanted more appointments to be made available | Employed a long-term locum Doctor | More appointments were made available to our patients |
| You said you would like a better telephone system to contact the practice as the old system was not fit for purpose | Installed a new telephone system in January 2013 | Patients are now finding it easier to get through to the Practice and more staff are able to answer incoming calls |