

RESULTS OF PATIENT SURVEY 01.11.2017 -1.11.2018

USING THE GENERAL PRACTICE ASSESSMENT QUESTIONNAIRE OVER 2 WEEKS COMMENCING 16/09/2018

Drs Chiu Koh and Gan practice is situated in the heart of Ardwick, Manchester, with a list size of approximately 6111 patients.

The age range of respondents was from 15-81 years

RESULTS

A summary of the answers to each of the 11 practice survey questions is as follows.

1. In the past 12 months, how many times have you seen a doctor from your practice?

Less than 3 times 48%
3-6 times 32 %
Over 6 times 10%

2. How do you rate the way you were treated by the receptionists at your practice?

Very good-Excellent 70%
Good 29%
Poor-Fair 1%

3. How do you rate the hours your practice is open for appointments?

Very good-Excellent 40%
Good 62%
Poor-Fair 8%

What additional hours would you like the practice to be open?

Weekends 2%
Early morning 2%,
Evenings 10%
Lunchtime 6%
No answer 80%

4. How quickly do you usually get to see a particular doctor?

Same day 40%
Next working day 40%
Within 2-3 days 10%
Over 3 days 10%

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01.11.2017 -1.11.2018**

How do you rate this?

Very good-Excellent 40%

Good 60%

Poor-Fair 0%

5. How quickly do you usually get to see any doctor?

Same day 50%

Next working day 30%

Within 2-3 days 20%

How do you rate this?

Very good-Excellent 60%

Good 35%

Poor-Fair 5%

6. If you need to see a GP urgently, can you normally get seen on the same day?

Yes 60%,

No 20%,

Don't know 20%

7. How long do you usually have to wait for your consultation?

0-10 minutes 20%

11-20 minutes 60 %

Over 20 minutes 20%

How do you rate this?

Very good-Excellent 30%

Good 67%

Poor-Fair 3%

8. When phoning the practice, how do you rate your ability to:

Get through to the practice

Very good-Excellent 20%

Good 50%

Poor-Fair 25%

Don't know 5%

Speak to a doctor for medical advice

Very good-Excellent 50%

Good 15%

Poor-Fair 5%

Don't know 30%

9. How often do you see your usual doctor?

**RESULTS OF PATIENT SURVEY
01.11.2017 -1.11.2018**

Always-almost always 60.0%
A lot of the time 30.0%
Some of time 8%
Never 2%

How do you rate this?
Very good-Excellent 80%
Good 20%
Poor-Fair 0%

10. During your consultation:

How thoroughly did the doctor ask about your symptoms and how you are feeling?

Very good-Excellent 70.0%
Good 25%
Poor-Fair 5%
How well did the doctor listen to what you had to say?
Very good-Excellent 68%
Good 24%
Poor-Fair 8%

How well did the doctor put you at your ease during your physical examination?

Very good-Excellent 50.0%
Good 30%
Poor-Fair 0%
Not applicable 20%

How much did the doctor involve you in the decisions about your care?

Very good-Excellent 70%
Good 20%
Poor-Fair 10%

How well did the doctor explain your problems and treatment?

Very good-Excellent 60.0%
Good 30%
Poor-Fair 0%
Unsure 10%

How did you rate the amount of time the doctor spent with you today?

Very good-Excellent 50%
Good 30%
Poor-Fair 20%

How did you rate the doctor's patience with your questions or worries?

Very good-Excellent 60%
Good 30%

**RESULTS OF PATIENT SURVEY
01.11.2017 -1.11.2018**

Poor-Fair 2%
No answer 8%

How did you rate the doctor's caring and concern for you?

Very good-Excellent 70%
Good 20%
Poor-Fair 5%
No answer 5%

11. After seeing the doctor, how do you feel?

Able to understand your problem(s) or illness

Much more than before visit 54%
Little more than before visit 28%
Same or less than before 8%
Does not Apply 10%

Cope with your problem(s) or illness

Able to Much more than before visit 48%
Little more than before visit 36%
Same or less than before 10.0%
No answer 6%

Able to keep yourself healthy

Much more than before visit 44%
Little more than before visit 34%
Same or less than before 9%
No answer 13%

CONCLUSION

Overall we have had a good response to the survey. Since the last survey patients have been more satisfied with the general access to the surgery as we are now open Monday- Friday until 18.30pm. We have also introduced more telephone consultations on Mondays, Tuesdays and a triage system on a Wednesday afternoon. We have received a positive response from patients because of this.

We make sure that all are offered the extended hours service at a local hub if we are unable to provide an appointment here.

Patients have expressed a concern that they cannot get through to the surgery quicker first thing in the morning. We admit that getting through on the phone system is tough for the patients; we are hoping to get a new phone system in place, where patients will be told what place they are in the phone queue and we be directed to the correct department with ease.

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Patients are very happy that they get to see a doctor of their choice most of the time, but often find the wait frustrating. Although this cannot be helped, we aim to let all of our patients know when a doctor is running late upon their arrival or while they wait.

Feedback from the patients regarding the survey itself, found that the survey was too long.

ACTION PLAN

- 1) Shorter survey form going forward.
- 2) Doctors have already agreed to do more telephone consultations to increase capacity.
- 3) Surgery now open until 18.30 on Wednesdays with a telephone triage system in place
- 4) New phone system is in the pipeline