

Springfield Surgery Patient Survey 2013

Overview

At Springfield Surgery we are committed to involving Patients in our efforts to improve our Service and to engage with our Patients, encouraging them to offer opinion and suggestions as to where we are doing well and where we can still improve our service.

Consultation

We want to make sure our patients are at the heart of everything we do so from 19 Feb to 1 Mar 2013 we ran an online survey, asking our patients to give us their views on how well the practice runs and to prioritise areas for improvement.

Results

37 patients filled in our survey and gave us their views.

When asked how easy it is to book an appointment with the Practice Nurse, the vast majority found it easy or very easy:

Rating	Number of responses	Percentage of patients
Very easy	13	35.14%
Easy	20	54.05%
Difficult	4	10.81%
Very Difficult	0	0%
Not Answered	0	0%

This was highlighted as a problem area in 2011/12 survey and the practice has a Phlebotomist now to take bloods and it is envisaged that this role will expand to encompass ECG's, and at a future stage all routine Nurse appointments. This is to make it easier to access our Practice Nurse for specialist care, follow ups, immunisation clinics and vaccination clinics.

We also asked patients how satisfied they were with the healthcare received at the Practice. We were pleased to find that over 67% were 'very happy' and a further 27% were happy with the service.

Rating	Number of responses	Percentage of patients
Very happy	25	67.57%
Happy	10	27.03%
Not so happy	2	5.405%
Very unhappy	0	0%
Not Answered	0	0%

Specific comments received included:

- I am very satisfied with the healthcare I have received from the Practice. The consultative and informative approach brings confidence to what will always be stressful situations of having to discuss symptoms and health issues which are worrying with potentially serious outcomes.*
- I am still disappointed that despite having given 2 email addresses to the surgery I am still unable to access the online appointment booking and repeat prescription request facilities which I would definitely use were it possible.*

The software supplier is at present developing a user friendly guide which should assist patients having problems with Waiting Room. This will be available on our web site as soon as it is released.

- *The whole attitude of everyone at the practice is caring and considerate, not only in the essentials of general health but in the extras, i.e. Travel Clinic and men's health.*
- *I have been extremely unhappy with certain doctors but very happy with others. The nurses and receptionists have always been fine too.*

Due to a concise, and precise, clinical computer system, you may see the Doctor of your choice by appointment, or any Doctor within the practice and be assured that the quality of your care will not be compromised.

- *I have a few chronic problems with my health and have always received the best of care from Dr. Aldabbagh.*
- *Speaking as an aging person (73) I think that where-ever possible a pro-active approach should be made to avoid patients suddenly finding out they have an illness that has progressed and therefore likely to be more difficult and expensive to treat and take longer to cure. If patients were sent a questionnaire on various topics from time to time it may lead to a patient believing they actually might have a problem that requires treatment soon.*

Thank you for this comment, I will take this forward to a GP meeting and then to a Patient Representation Group meeting. The comments and responses will be available through minutes of the group meeting in the future.

- *Dr's Aldabbagh, Deering and George have always been positive, encouraging and professional whenever I have visited them*

We asked people how easy you find it to contact the practice on the telephone. We are delighted to say that all patients who responded found it easy or very easy to contact the practice.

Rating	Number of responses	Percentage of patients
Very easy	<u>19</u>	51.35%
Easy	<u>18</u>	48.65%
Difficult	0	0%
Very difficult	0	0%
Not Answered	0	0%

Specific comments received included:-

- *As I am not always able to speak, it would be good to have an alternative method such as e-mail or text.*

You are able to e-mail the practice at Sto-pct.p88606-admin@nhs.net

- *Phoned three times yesterday before anyone picked up phone.*

This will be discussed at the next Staff meeting.

- *The reception staff are not always as helpful as they might be. I put this down to pressure of the job.*

Our reception staff try to be as helpful as they can, however they are clerical and not permitted to give medical advice. They also have to adhere to the Data Protection Act with regards to patient confidentiality.

- At busy times it may take a few tries to get through
- Obviously at busy times I may need to call more than once before I get through otherwise I have no problem

The two points above will be discussed at the next Staff meeting.

When patients were asked what they used the practice web site for they informed us that just over half of the patients indicated that they do not use the practice web site.

Rating	Number of Responses	Percentage of Patients
Opening times	<u>8</u>	21.62%
Clinical information	<u>4</u>	10.81%
On line appointments	<u>4</u>	10.81%
On line repeat prescriptions	<u>8</u>	21.62%
E-mailing the practice	<u>4</u>	10.81%
I don't use the web site	<u>20</u>	54.05%
Not Answered	0	0%

The practice would recommend the use of Springfield Surgery web site at <http://springfield.practiceuk.org.uk/>, or alternatively the NHS Choices web site which can be found on the practice web site or by entering NHS Choices into Google and then selecting Health Services near you and then selecting GP's and entering the practice name or post code, once you have accessed NHS Choices this way you can then save to favorites.

We asked patients how happy are you with the general waiting room area?

Rating	Number of Responses	Percentage of Patients
Very happy	<u>7</u>	18.92%
Happy	<u>22</u>	59.46%
Not so happy	<u>7</u>	18.92%
Very unhappy	<u>1</u>	2.703%
Not Answered	0	0%

A vast majority of the patients which responded were happy with our general waiting area, however additional comments were given please see below:-

- *I think the area is arranged to make the best use of the available space. If possible, an improvement would be for the door from the waiting area which accesses the consultation rooms to be of the opening automatically type to improve access for people with poor mobility, although this is probably an impractical suggestion due to its position.*

Thank you for this comment; I will take this forward to a Patient Representative Group Meeting for discussion. The response will be available within the minutes of this meeting.

- *It is MUCH better without the television. It does tend to be warm and hence feel it is a bit of a breeding ground for the "bugs"*

Unfortunately it is a fine line between warm enough for our elderly and very young patients and too warm. The receptionist will always turn the heating off if they are asked or open the front door to allow air to circulate.

- A variety of magazines would be appreciated if there is a long wait

We are governed by guidelines from our Infection Control Team as to how many magazines are available, however I do appreciate that these could be kept more up to date. Should you have any up to date magazines these would be gratefully received.

- But it is not ideal to have the toilet there - a bit more privacy would be better if possible.

Unfortunately we are not able at this time to relocate the patient toilet. Should re-development become an item on the practice agenda then this would be considered.

- I think the seating set out could be looked at for a different set up, which could be easier to get in and out of.

Thank you for this comment which will be taken forward to a Patient Representation Group meeting. The responses will be available in the minutes of this meeting.

- For the amount of people going through the practice the waiting area is very small.

Please see the above responses.

- not used
- This could be an opportunity to fill in a questionnaires like; your height and weight relating to obesity; how much do you drink? and a reminder of what a unit of alcohol is, therefore ? do you drink too much. What exercise you get and any related breathing problems with some simple exercise suggestions. etc

Your waiting time is already used in this way, however for patient specific questions the Doctor or Nurse will ask during the consultation as receptionists do not always know which questions are necessary for your consultation.

- still cannot use this area but i have not persevered in trying to sort this out as it is just as easy to walk up to the surgery with my requests
- Usually a bit too crowded. I'd rather wait outside or check possible waiting time and go shopping

Thank you for your comment, this is a general concern and will be discussed at both practice and Patient Representation Group meetings in the future.

When asked about how satisfied they were with the overall service at Springfield Surgery, 86% of our patients told us they told us they were very satisfied.

Rating	Number of Responses	Percentage of Patients
Very satisfied	<u>32</u>	86.49%
Fairly satisfied	<u>4</u>	10.81%
Fairly dissatisfied	<u>1</u>	2.703%
Very dissatisfied	0	0%
Not Answered	0	0%

Patients were asked “Would you recommend Springfield Surgery to some one who has just moved to the local area?” 81% of our patients stated that they would recommend Springfield Surgery.

Rating	Number of Responses	Percentage of Patients
Yes definitely	30	81.08%
Yes probably	5	13.51%
Not sure	0	0%
No probably not	2	5.405%
No definitely not	0	0%
Not Answered	0	0%

We asked “which health promotion event would you be likely to attend?” 64% chose not to answer this question, where as a further 21% stated they would like to attend an event aimed specifically at Diabetes.

Rating	Number of Responses	Percentage of Patients
Diabetes	8	21.62%
Asthma	1	2.703%
Cancer	5	13.51%
Common childhood ailments	2	5.405%
Not Answered	24	64.86%

A few late responses to the questionnaire have asked for a health promotion event relating to heart conditions.

The practice will discuss with the Patient Representation Group concerning special evening events concentrating on diabetes and heart conditions.

The Practice would like to thank all those that responded to this questionnaire and assure you that actions stated will be discussed at the relevant future meetings both of the Patient Representation Group and the Practice.

