

Date of patient survey: 29 October to 9 November 2012

Number of surveys: 50 per GP (100)

Summary of findings

About receptionists and appointments

74% of patients found the receptionists to be very helpful and 26% said that they found the receptionists to be fairly helpful.

52% of patients said that it was very easy, and 28% said that it was fairly easy, and 15% haven't tried (95% in total) to get through to the practice on the phone, which evidences that the three phone lines coming into the building are sufficient to deal with the outgoing and incoming calls.

58% of patients have not tried and 13% don't know (71% in total) how easy it is to speak to a GP or nurse on the phone. Of the remaining 29%, 26% say that it is very or fairly easy to speak to a clinician on the phone if needed.

65% of patients said that they could normally get seen on the same day to see a GP urgently, with 30% never needing to, and only 5% said that they could not get an appointment

87% of patients thought that it was important to book an appointment in advance, with 84% saying that they had found it very or fairly easy to do so.

71% of patients booked their appointments by phone and 29% came in person to the surgery to book. The preferred methods of booking were 54% by phone, 26% online and 20% in person.

When patients want to see a particular doctor

58% of patients said that they were usually seen by a doctor of their choice on the same day, with 19% saying that they had never tried, 7% said that they don't usually need to be seen quickly and 15% said that they were usually seen between 2 and 4 days.

47% said that this was excellent, 21% said very good (68% in total) 15% said that this did not apply to them, 11% said that this was good and 3% said that this was fair or poor. 4% did not answer

When patients are willing to see any doctor

79% are seen on the same day, 9% are seen between 2 and 4 days, 8% have never tried or did not answer, 3% said that they don't usually need to be seen quickly, and 1% had to wait 5 days or more

55% said that this was excellent, 22% said that this was very good (77% in total), 11% said that it did not apply to them, 8% said it was good, 3% said that it was fair and 1% said that it was very poor.

Thinking of their most recent consultation with a doctor or nurse

48% waited less than 5 minutes in the waiting room to see a clinician, 41% waited 5-10 minutes (89% in total), 4% did not answer, 3% waited between 11 and 20 minutes, 1% waited for between 21 and 30 minutes and 2% waited longer

52% rated this as excellent, 25% very good, 14% good, 6% did not answer, 2% said that this does not apply, 2% fair and 1% poor

Opening times

71% of patients said that the opening times at the surgery were convenient for them and 13% said that they were not and 16% said that they did not know

When asked which opening times would make it easier for them to speak/see someone, 34% said on a Saturday, 33% said after 6.30pm, 10% said before 8.00am and at lunchtime, and 14% said on a Sunday

About seeing a doctor of their choice

63% said that they did not prefer to see a particular GP, and 34% said that they did

Of the 34% of patients who said that they did prefer to see a particular doctor, they said that 44% of the time they always or almost always saw that GP, 23% said a lot of the time, 22% said some of the time and 12% said that they had not tried at this practice

GP's performance

The patients were asked how good they thought that the last GP they saw at was at different things. The results are based on the patients who answered the question, and each individual doctors results have been combined to obtain an average. Individual doctors results are available in the full audit findings, and results including the patients who did not answer are also available there.

	Very good %	Good %	Fair %	Poor %	Very poor %	Does not apply %
Giving enough time	50	41	5	2		2
Listening	65	28	3	2		2
Explaining tests and treatments	53	25	11	1		9
Involving in decisions about care	56	24	9	2		9
Treating with care and concern	55	32	7	2		4

74% said that they had confidence and trust in the GP that they saw, 15% said that they did to some extent, 3% said not at all and 8% said that they did not know

Nurse's performance

The patients were asked how good they thought that the last nurse they saw at was at different things. The results are based on the patients who answered the questions

	Very good %	Good %	Fair %	Poor %	Very poor %	Does not apply %
Giving enough time	48	25	8			19
Listening	54	24	3			19
Explaining tests and treatments	46	26	6			22
Involving in decisions about care	47	23	10			20
Treating with care and concern	48	26	9			17

63% of patients said that they definitely had trust in the nurse that they saw/spoke to, 17% said that they did to some extent, 1% said not at all and 19% said that they didn't know/couldn't say

Care from the doctors and nurses

The patients were asked how well the practice helped them to:

	Very well %	Unsure %	Not very well %	Does not apply	No answer
Understand their health problems	72	16	1	5	6
Cope with their health problems	74	10	4	7	5
Keep themselves healthy	61	18	4	12	5

The patients were asked overall how they would describe their experience at the surgery
50% said excellent, 32% said very good (82% total), 11% said good, 4% said fair and 4% did not answer

Asked if they would recommend the surgery to someone who has just moved into the area
58% said that they definitely would, 32% said probably, (90% in total), 5% did not answer, 2% said probably not and 3% didn't know

Patient demographics

63% of patients who participated in the survey were female and 33% male (4% did not answer)

86% were between the ages of 16 and 24, 5% between 45 and 64, 2% between 65 and 74, 2% over 75 years and 5% did not answer

62% had no long-standing health condition, and 30% did have a long-standing health condition, 3% didn't know/couldn't say and 5% did not answer

72% were of white ethnicity, 10% were asian/asian British, 5% were mixed race, 5% were another ethnicity and did not answer, and 3% were black/black british

75% were in full time education, 17% were employed, 3% were retired, 4% did not answer and 1% were other

Patient comments

Got an appointment promptly, doctor listened well and took time explaining things"

"Great work, keep it up"

"Excellent practice, very friendly doctors and other staff members. Your visit to see a doctor is always a nervous experience, but people at this practice make your visit less stressful. Excellent practice would totally recommend to other people"

"Dr and nurse named earlier are great. I've been very dissatisfied with the other dr and nurse"

"It would be nice to have tissues in the waiting room, as well as hand sanitizer"

"V good service- very happy to be a patient with you"

"Annoying that I can't get my prescription here"

"Dr O'Byrne is excellent as is his recent addition to the surgery Dr Deaville. Administration and nursing staff are approachable and friendly"

"As a patient with a chronic condition I frequently make appointments at the health centre. The service has been immaculate every time I have visited"

Conclusion

The survey has identified some gaps which it will address. These are as follows:

Patients said that they would like to book appointments on-line. The practice is at present looking at producing a practice website which will enable patients to book appointments, order repeat prescriptions and include information on line for patients.

Patients requested that the practice was open before 8.00am, at lunchtime, after 6.30pm and on Saturday and Sundays. The practice at present opens at 7.30am and closes at 7.30pm on a Wednesday, with appointments all day during these times. It is open all day Monday, Tuesday, Wednesday and Friday and does not close for lunch. The practice has now changed its opening times from 8.30am to 8.00am each day (except Wednesday when it will still be open between 7.30am and 7.30pm) after the findings of the survey.

The opening times have been displayed on the Jayex board included in the newsletter and updated on the entrance notice board, as the survey showed that patients thought that the surgery was closed when in fact it was open.

As the practice has a mainly a transient population, there was some confusion about which doctor the patient's had seen, therefore it was decided that the doctors names are put on their consulting room doors as well as the room number.

When the result of each survey was recorded it showed that some of the patients had not answered some sections of the survey, which negatively affected the results of the clinician's performance. It was therefore decided to recalculate the performance of the clinicians without the questions that were not answered, which is the reason that there are two sets of findings for some questions.

It was also identified that some of the answers e.g. "very easily"/"fairly easily" and "excellent"/"very good" actually meant the same to different patients, which was the reason for combining totals of both in some of the findings.

The demographics reflect a true picture of the practice patients, with the majority of patient's students, and the minority elderly

It was also noted that some of the individual findings did not give a true rating, e.g. one survey showed that a particular patient had been given an appointment on the same day, had to wait for less than 5 minutes for their consultation, with a GP of their choice, yet this individual rated the service as very poor!

Overall the practice was pleased with the outcome of the survey as it showed in all of the questions that the best result had the highest percentage.