

Results of the patient survey 2015

Introduction

The survey this year had a sample of 379 people as opposed to 494 the previous year.

Due to the size of the file and the way in which we report the results they can be found, posted separately, on the website entitled PPG questionnaire results 2014 – 2015.

The results are overwhelmingly positive and patient satisfaction with the surgery, and in particular the clinical staff remains high.

The survey indicated that once booked in to see a clinician most respondents are highly satisfied with the surgery. However, the patient experience leading up to that point does still require some review. The feedback to the group was that patients need to be encouraged to use the automated check in system, the 24/7 booking system and the on line forms for reordering of medication. This would then free up admin staff to deal with patients who have queries which cannot be dealt with by an automated device.

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

The results were discussed at our PPG meeting on Monday 16th March by all members present (minutes available separately). The minutes state who was in attendance and their role on the group.

The PPG consists of the members listed below;

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.

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">• 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 a number of people
Reception area	<ul style="list-style-type: none">• Needs brightening up• Self check in much better since being moved and easier to operate
Appointment availability and waiting times	<ul style="list-style-type: none">• Would like to be able to book nursing staff using telephone booking system• Sometimes a long wait for appointment to see own doctor• More doctors needed
Reception	<ul style="list-style-type: none">• Intrusive questions when booking in or making appointment• Mixed customer service – some good, some not so good but overall improvement since last survey• Answering the phones takes a long time• Reception staff seem happier overall recently

To put these comments into perspective, only **68** people out of the **379** respondents made comments, so specific comments relate to 17% of the survey respondents. Of these **9 were suggestions, 19 were issues, and 40 were highly positive comments.**

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

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:

	*Delete as 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 <i>Do you use the automatic check in system</i>	<i>*Yes /No</i>					
	<i>*Delete as applicable</i>	Poor	Fair	Good	Very Good	Excellent
8 How easy do you find the automated check-in system		1	2	3	4	5
9 Length of time waiting to see the Doctor or Nurse after your appointment time		1	2	3	4	5

		1	2	3	4	5
Opportunity of speaking to a Doctor or Nurse on the telephone when necessary						
11 Opportunity of obtaining a home visit when necessary		1	2	3	4	5
12 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:						
13 Prescription ready on time		1	2	3	4	5
14 Prescription correctly issued		1	2	3	4	5
15 Handling of any queries		1	2	3	4	5
<u>Obtaining test results</u>						
16 Were you told when to contact us for your results by the Doctor?	* Yes/No					
17 Were you told when to contact us for the results by the hospital?	* Yes/No					
18 <i>Were your results</i> available when you contacted us	* Yes/No					
19 Level of satisfaction with the amount		1	2	3	4	5

of information provided by the Doctor regarding your test results						
20 Where the results explained clearly to you and did you understand the explanation give		1	2	3	4	5
<u>About the staff</u>						
21 Was the information provided by the Reception staff clear and did you understand it		1	2	3	4	5
22 The helpfulness of the Reception staff		1	2	3	4	5
23 The information provided by other staff other than reception		1	2	3	4	5
	Not Applicable	Poor	Fair	Good	Very Good	Excellent
24 The helpfulness of other staff		1	2	3	4	5
<u>Last time you saw or spoke to a Doctor/Nurse how good was that Doctor/Nurse at each of the following</u>						

25 Giving you enough time		1	2	3	4	5
26 Listening to you		1	2	3	4	5
27 Involving you in decisions about your care		1	2	3	4	5
28 Treating you with care and concern		1	2	3	4	5
29 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?	
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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