

New Court Surgery
2012 Patient Survey Report - Highlights

220 questionnaires were issued from the Reception desk in summer (May and June) and autumn (October and November) 2012.

149 were returned (67.7%).

This represents 2.25% of our registered population and 4.5% of those patients who attended this year.

DEMOGRAPHY

35% of respondents were male; 65% female

The age distribution of respondents was as follows:

Under 18	1%
18-24	6%
25-34	8%
35-44	15%
45-54	15%
55-64	17%
65-74	19%
75-84	16%
85 and over	3%

The economic status of the respondents was as follows:

30% were in full time employment
10% were in part time employment
2% were in full time education
2% were unemployed
3% were permanently sick or disabled
40% were fully retired
7% were looking after the home
5% other

19% were parents of children under 16
10% were carers

The general health of the respondents was described as follows:

9% excellent
28% very good
30% good
27% fair
6% poor

28% had a long term condition
20% had limited mobility
11% had a psychological or emotional condition
8% had hearing loss

The ethnic origin of the respondents was as follows:

95% were British, Irish or Other White

1% were Indian

4% declined to answer

The sexual orientation of respondents was as follows

86% were heterosexual

1% Gay/Lesbian

3% prefer not to say

Not all patients responded to all questions. This report provides an analysis of the responses for each question (i.e. those who answered that question).

The responses showed that:

1. 68% of respondents had seen their GP within the last 3 months
15% of respondents had seen their GP within the last 3 - 6 months
17% had not seen their GP within the last 6 months

Of those who had not seen a GP within the last six months,

75% had no need

3% said it was because they couldn't get an appointment at a convenient time

9% couldn't get to their appointment easily

13% stated "another reason"

BOOKING THE APPOINTMENT

2. 82% of patients book their appointments by telephone. 18% book in person.

13% would prefer to book in person

54% would prefer to book by telephone

27% would like to be able to book online

7% had no preference

37% of patients had experienced the Dr. First triage system

88% of patients had found the Dr. First triage system satisfactory

3. 79% of patients had sought a same day or within 2 days appointment.

Of those:

81% had obtained the appointment they requested

14% were unable to get the appointment they wanted.

Of those not getting the appointment they wanted:

62% were because there were no appointments available,

10% were because the times offered were not suitable

12% were with a doctor the patient didn't wish to see

4. 61% of patients had tried to pre-book appointments more than 2 weeks in advance

Of those:

60% had obtained the pre-bookable appointment they requested

34% had not been able to pre-book the appointment they wanted

ATTENDING THE SURGERY

5. 100% of the patients found the surgery to be very (78%) or fairly clean (22%)

6. 60% of patients did not mind that they might be overheard at Reception
19% of patients were unhappy that they might be overheard at Reception
10% of patients thought that they could not be overheard at Reception

7. 84% of patients were satisfied with the confidentiality and security of their personal information held at the surgery

2% were not satisfied

14% answered "don't know"

8. 97% of patients found the Reception staff very or fairly helpful

3% did not find the Reception staff helpful

9. 67% of patients were seen within 15 minutes of their appointment time

23% were seen between 15 – 30 minutes

5% were seen after more than 30 minutes

10. 58% felt that they didn't have to wait too long

28% felt that they had to wait a bit too long

6% felt that they had to wait far too long

11. 72% of patients have a preferred doctor they wish to see

50% of these get to see the doctor they wish to see most or a lot of the time

20% of these get to see the doctor they wish to see some of the time

12. 85% of patients are satisfied with the opening hours of the surgery

8% are neither satisfied nor dissatisfied

3% are dissatisfied

3% don't know the opening hours

13. 17% of patients don't know that the surgery is open on some Saturdays

49% of patients would like the surgery open at additional times

14. On average*, 87% of patients rated the doctors as good or very good

On average, 1% of patients rated the doctors as poor or very poor

On average, 99% of patients had trust and confidence in the doctor they saw

On average, 1% of patients had no trust and confidence in the doctor they saw

*Average for all doctors

15. On average*, 82% of patients rated the Practice Nurses as good or very good

On average, 1% of patients rated the Practice Nurses as poor or very poor

*Average for all Practice Nurses

16. 73% of respondents are on repeat prescriptions

80% of these rated the service as good or very good

5% of these rated the service as poor

17. 96% of patients were satisfied with the care they get at the surgery

3% are neither satisfied nor dissatisfied

1% are quite dissatisfied

18. 94% of patients would probably recommend the surgery to someone who has just moved into the area

5% were not sure whether they would recommend the surgery to someone who has just moved into the area

2% would not recommend the surgery to someone who has just moved into the area

A SELECTION OF POSITIVE COMMENTS

- In general, an excellent service.
- Best surgery I have ever belonged to.
- How helpful the receptionists were had improved significantly in recent contacts with the practice.
- GP's have been excellent, taken time, explained fully and taken seriously.
- I think you do a difficult job - but your practice seems to have got it right.
- All the doctors, nurses & reception are very helpful and pleasant
- Excellent GP's, very lucky as patient
- I have found the staff at New Court Surgery very very good.
- It's the best surgery in Malvern or even Worcestershire.
- Always friendly and professional.
- In general, an excellent service.
- Best surgery I have ever belonged to.
- How helpful the receptionists were had improved significantly in recent contacts with the practice.
- GP's have been excellent, taken time, explained fully and taken seriously.
- I think you do a difficult job - but your practice seems to have got it right.
- All the doctors, nurses & reception are very helpful and pleasant
- Excellent GP's, very lucky as patient

WHAT CAN BE IMPROVED

- Improve the opening times to suit working people or be able to book in advance.
- The call sound to alert patients that their name is on the screen is too soft. People reading or hard of hearing do not hear it.
- The carpet in the reception/waiting area is stained.
- Quicker ways to book a follow on appointment thus not having hold ups in reception.
- Any patients that have recently registered with the surgery will have no idea where the rooms are, so when a room number comes on the screen they will not know where they are going.
- Would prefer more privacy in reception
- Better choice of magazines to read and more up to date.
- Trying to book an appointment that day, morning phoning is very time consuming – takes ages to get through
- Maybe reading material for children whilst waiting for doctor/nurse appointment. Bored children annoy sick patients.

- Waiting time can be too long.
- Improve the opening times to suit working people or be able to book in advance.
- The call sound to alert patients that their name is on the screen is too soft. People reading or hard of hearing do not hear it.
- Could listen more and explain in English terms what all the tests are for and mean;
- Test results given by reception, but no follow up from doctor. Not satisfactory especially when test results show problems.
- Trying to get an appointment while getting children to school is very difficult;
- Prescription turnaround time is too slow
- Would like more pre-bookable appointments > 2days ahead.
- Sometimes have to wait too long

ACTION PLAN

The action plan is the responsibility of the Practice Manager and the actions are:

1. Improve signage in reception to indicate where the consulting rooms are (ON ORDER)
2. Increase volume of call in "beep" (DONE)
3. Open late afternoon for people who work (DONE)
4. Improve monitoring and reporting of waiting times (DONE)