

New Court Surgery **2014 Patient Survey Report - Highlights**

300 questionnaires were issued from the Reception desk in October , November and December 2014.

250 were returned (67.7%).

This represents 2.7% of our registered population and 5% of those patients who attended this year.

DEMOGRAPHY

38% of respondents were male; 62% female

The age distribution of respondents was as follows:

Under 18	4%
18-24	4%
25-34	9%
35-44	12%
45-54	16%
55-64	22%
65-74	18%
75-84	10%
85 and over	3%

The economic status of the respondents was as follows:

28% were in full time employment
13% were in part time employment
4% were in full time education
5% were unemployed
6% were permanently sick or disabled
30% were fully retired
11% were looking after the home
6% other

20% were parents of children under 16
9% were carers

The general health of the respondents was described as follows:

6% excellent
21% very good
42% good
23% fair
8% poor

27% had a long term condition
17% had limited mobility
10% had a psychological or emotional condition
10% had hearing loss

The ethnic origin of the respondents was as follows:

95% were British, Irish or Other White
1% were Asian
0% were White and Black Caribbean
2% declined to answer

The sexual orientation of respondents was as follows

88% were heterosexual
1% Gay/Lesbian
0% other
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. 63% of respondents had seen their GP within the last 3 months
17% of respondents had seen their GP within the last 3 - 6 months
19% had not seen their GP within the last 6 months
1% had never seen their GP

Of those who had not seen a GP within the last six months,
74% had no need
8% said it was because they couldn't get an appointment at a convenient time
10% couldn't get to their appointment easily
1% didn't like or didn't trust the doctors
8% stated "another reason"

BOOKING THE APPOINTMENT

2. 81% of patients book their appointments by telephone. 19% book in person.

15% prefer to book in person
54% prefer to book by telephone
27% prefer to book online
4% had no preference

80% of patients had experienced the Dr. First triage system

80% of those patients had found the Dr. First triage system satisfactory

3. 80% of patients had sought a same day or within 2 days appointment.

Of those:

75% had obtained the appointment they requested
22% were unable to get the appointment they wanted.

Of those not getting the appointment they wanted:

53% were because there were no appointments available,
9% were because the times offered were not suitable

18% were with a doctor the patient didn't wish to see

4. 49% of patients had tried to pre-book appointments more than 2 weeks in advance

Of those:

35% had obtained the pre-bookable appointment they requested

54% had not been able to pre-book the appointment they wanted

ATTENDING THE SURGERY

5. **99% of the patients found the surgery to be very (83%) or fairly clean (16%)**

6. 67% of patients did not mind that they might be overheard at Reception
16% of patients were unhappy that they might be overheard at Reception
8% of patients thought that they could not be overheard at Reception

7. **79% of patients were satisfied with the confidentiality and security of their personal information held at the surgery**

3% were not satisfied

17% answered "don't know"

8. **96% 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**

24% were seen between 15 – 30 minutes

4% were seen after more than 30 minutes

10. 55% felt that they didn't have to wait too long

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

7% felt that they had to wait far too long

11. 62% of patients have a preferred doctor they wish to see

46% of these get to see the doctor they wish to see most or a lot of the time

34% of these get to see the doctor they wish to see some of the time

10% of these rarely get to see the doctor they wish to see

12. **76% of patients are satisfied with the opening hours of the surgery**

12% are neither satisfied nor dissatisfied

8% are dissatisfied

4% don't know the opening hours

13. **65% of patients would like the surgery open at additional times**

14. **On average*, 85% of patients rated the doctors as good or very good**

On average, 3% of patients rated the doctors as poor or very poor

On average, 96% of patients had trust and confidence in the doctor they saw

On average, 2% of patients had no trust and confidence in the doctor they saw

*Average for all doctors

15. **On average*, 79% 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. 58% of respondents are on repeat prescriptions

81% of these rated the service as good or very good

9% of these rated the service as poor

17. **90% of patients were satisfied with the care they get at the surgery**

7% are neither satisfied nor dissatisfied

2% are quite or very dissatisfied

18. **88% of patients would probably recommend the surgery to someone who has just moved into the area**

7% were not sure whether they would recommend the surgery to someone who has just moved into the area

5% would not recommend the surgery to someone who has just moved into the area

A selection of positive comments

- Always feel looked after and confident with telling my problems
- The doctors are compassionate and experienced and look after me well
- Over the past few years I have had a few health problems and always found the surgery to be very good in all aspects
- My doctor spent time listening to me, very interested in my well being
- Great service , thank you
- Surgery has improved in last 6 months
- Surgery appears to be professionally run
- Totally satisfied with all aspects of the surgery
- I have always found the service at this surgery excellent
- Always appreciate friendliness of the reception staff
- Receptionists are very helpful and kind - waiting room also quiet and tidy
- I find all the staff friendly and helpful
- I have almost always been treated with respect by your staff and doctors
- Pleasant staff and waiting area
- Pleasant "can do" approach by receptionists
- Always greeted politely by all staff
- All staff are polite and helpful
- The receptionist is very kind, helpful chatty and always helps to try and get an appointment, as a receptionist she is fantastic

Patients would like

Longer surgery hours

More pre-bookable appointments

Online access to whole medical record

Later evening surgery for people who work

Surgery open at weekends

More magazines in waiting area

To be able to see the doctor I want without having to queue or wait for weeks

A selection of negative comments

- Little confidence in getting the medical attention I actually need here as there is no interest in problems outside the box
- Trying to get an appointment is very stressful (and 14 other negative comments about the appointment system)
- Getting through on the phone is difficult (and 11 other similar comments)
- Beep for call-in system is inaudible (6 comments)
- Repeat prescription not ready in time (and 2 other similar comments)
- Receptionists on the telephone are always very rude and unhelpful

ACTION PLAN

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

1. Carry out a further review of appointment system

Agreed by VPPG

2. Upgrade call in system

Agreed by VPPG

3. Consider more late afternoon appointments (in addition to Mondays) for people who work

See action 1 above

4. Investigate issue with getting through on the telephone

Re-issue publicity of the fact that patients can ring anytime up to 3pm and that on-line appointment booking is now available

Agreed by VPPG