

New Court Surgery **2013 Patient Survey Report - Highlights**

300 questionnaires were issued from the Reception desk in May and June and again in October , November and December) 2013.

203 were returned (67.7%).

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

DEMOGRAPHY

41% of respondents were male; 59% female

The age distribution of respondents was as follows:

Under 18	2%
18-24	6%
25-34	12%
35-44	19%
45-54	12%
55-64	18%
65-74	19%
75-84	11%
85 and over	1%

The economic status of the respondents was as follows:

33% were in full time employment
17% were in part time employment
4% were in full time education
8% were unemployed
3% were permanently sick or disabled
28% were fully retired
3% were looking after the home
1% other

22% were parents of children under 16

11% were carers

The general health of the respondents was described as follows:

5% excellent
28% very good
33% good
28% fair
6% poor

29% had a long term condition

20% had limited mobility

10% had a psychological or emotional condition

8% had hearing loss

The ethnic origin of the respondents was as follows:

96% were British, Irish or Other White
1% were Asian
1% were White and Black Caribbean
2% declined to answer

The sexual orientation of respondents was as follows

89% were heterosexual
1% Gay/Lesbian
1% other
9% 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. 37% of respondents had seen their GP within the last 3 months
33% of respondents had seen their GP within the last 3 - 6 months
30% had not seen their GP within the last 6 months

Of those who had not seen a GP within the last six months,
71% had no need
11% said it was because they couldn't get an appointment at a convenient time
5% couldn't get to their appointment easily
4% didn't like or didn't trust the doctors
9% stated "another reason"

BOOKING THE APPOINTMENT

2. 86% of patients book their appointments by telephone. 14% book in person.

15% would prefer to book in person
48% would prefer to book by telephone
32% would like to be able to book online
6% had no preference

73% of patients had experienced the Dr. First triage system

75% of those patients had found the Dr. First triage system satisfactory

3. 84% of patients had sought a same day or within 2 days appointment.

Of those:

71% had obtained the appointment they requested
27% were unable to get the appointment they wanted.

Of those not getting the appointment they wanted:

56% were because there were no appointments available,
11% were because the times offered were not suitable
14% were with a doctor the patient didn't wish to see

4. 57% of patients had tried to pre-book appointments more than 2 weeks in advance

Of those:

45% had obtained the pre-bookable appointment they requested

50% 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 (85%) or fairly clean (15%)**

6. 61% of patients did not mind that they might be overheard at Reception
17% of patients were unhappy that they might be overheard at Reception
11% of patients thought that they could not be overheard at Reception

7. **81% of patients were satisfied with the confidentiality and security of their personal information held at the surgery**

2% were not satisfied

17% answered "don't know"

8. **93% of patients found the Reception staff very or fairly helpful**

7% did not find the Reception staff helpful

9. **66% 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. 61% felt that they didn't have to wait too long

31% felt that they had to wait a bit too long

3% felt that they had to wait far too long

11. 65% of patients have a preferred doctor they wish to see

42% of these get to see the doctor they wish to see most or a lot of the time

30% of these get to see the doctor they wish to see some of the time

12. **74% of patients are satisfied with the opening hours of the surgery**

11% are neither satisfied nor dissatisfied

10% are dissatisfied

5% don't know the opening hours

13. **68% of patients would like the surgery open at additional times**

14. **On average*, 89% 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, 95% 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*, 78% 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. 66% of respondents are on repeat prescriptions
85% of these rated the service as good or very good
6% of these rated the service as poor

17. 92% of patients were satisfied with the care they get at the surgery
4% are neither satisfied nor dissatisfied
4% are quite or very dissatisfied

18. 84% 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
9% would not recommend the surgery to someone who has just moved into the area

A SELECTION OF POSITIVE COMMENTS – WHAT PATIENTS LIKED

- Very relaxed, calming staff.
- Everyone pleasant and helpful
- Always clean
- Doctors do very good work, so does everyone who works at the surgery.
- Always treated with courtesy and given help
- Helpful receptionists who always try to accommodate appointments
- Parking good, Waiting Room calm and pleasant
- Doctors inspire confidence
- Practice always seems to run smoothly
- My concerns are always taken seriously
- Polite and professional service from all staff.
- Very pleased with care, attention and ease of appointment, especially with children
- Doctors take the time necessary, even if it makes them run late
- Excellent nurses and excellent doctors
- The staff are always helpful and friendly
- Able to see doctor of choice who listened carefully and did not rush the appointment

WHAT CAN BE IMPROVED

- Improve the opening times – would like weekend working and more evening appointments
- Would like more pre-bookable appointments
- Would like more walk-in appointments
- Would like online appointment booking.
- Getting through on the phone is difficult – need more staff or more lines
- Very unhappy with not being able to get evening appointments

ACTION PLAN

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

1. Carry out review of appointment system – increase triage
2. Consider more late afternoon appointments (in addition to Mondays) for people who work
3. Engage with requirement for increased opening hours once details of national scheme are known
4. Investigate online booking of some appointments