

# Patient Survey October & November 2012

QUEST.	QUESTION / RESULTS	SUGGESTED ACTION	TO BE ACTIONED BY	DATE TO BE ACTIONED BY
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**Question:**

**1 How easy is it to find out about the opening hours and services offered by the practice?**

95.3% found it easy or fairly easy to find out about the opening hours and services offered by the practice. 3.3% found it difficult, and 1.4% found it very difficult.

The percentage is the same as last year. No further action N/A

**Question:**

**2 How do you find out information about the practice?**

63.9% of patients accessed information from the practice by either reading the notice board or speaking to practice staff. 21% used internet services. 15.1% used other methods e.g.: friends, family or PALS.

No action required No further action N/A

**Question:**

**3 Thinking about the notice boards around the practice, do you find them useful?**

80.4% of patients felt that the notice boards were helpful and relevant, however 8.3% of patients felt that the notice boards were cluttered, and 8.3% never read them and 2.9% felt there was not enough local information.

Add headers to notice boards and sections for easy reading.

Denise Barrett February 2013

**Question:**

4

**In the past 6 months have you needed to be seen urgently by the doctor? If so, when were you seen?**

In the past six months, if patients have needed to be seen urgently 93.5% were seen either on the same day or within the next 48 working hours. 6.5% of patients said they waited more than 48 working hours for an urgent appointment for various reasons ranging from wanting a particular GP or time.

As a practice we constantly assess availability of appointments for that day and for future dates.

Denise Barrett Ongoing

**Question:**

5

**If you had to wait more than 48 working hours for your urgent appointment please tell us why.**

6.5% of patients who said they had to wait more than 48 working hours for an urgent appointment stated that this was mainly because their preferred doctor was not available or the time offered was inconvenient.

Patient preference, no action required. No further action N/A

6

**Question:**

**In order to reduce the number of missed appointments, if you have a mobile phone would you like us to send you a text message to remind you?**

In order to reduce the number of missed appointments 67% of patients would like a reminder sent by text to their mobile phone. 24.9% didn't want a reminder and 8.1% don't have a mobile phone.

This has now been actioned and as a result our patient attendance has increased.

Denise Barrett

June 2012

**Question:**

- 7 **How long do you usually have to wait at the surgery before the doctor calls you through?**

35.4% of patients said that they waited less than 20 minutes before the doctor called them through and 61.2% had to wait less than 10 minutes. 3.4% of patients thought they had to wait more than 20 minutes.

No action required No further action N/A

**Question:**

- 8 **Generally, how satisfied are you with the service you get from your GP?**

92.5% of patients are either very satisfied or satisfied with the service they get from their GP. 5.2% were neither satisfied nor dissatisfied. 2.3% were dissatisfied.

No action required No further action N/A

**Question:**

- 9 **Generally, how satisfied are you with the service you get from the practice nurse?**

93.4% of patients are either very satisfied or satisfied with the service they get from their nurse. 4.7% were neither satisfied nor dissatisfied, 1.9% were dissatisfied.

No action required No further action N/A

**Question:**

- 10 Generally, how satisfied are you with the service you get from the reception staff?**

87.4% of patients are either very satisfied or satisfied with the service they get from their reception staff. 8.8% were neither satisfied nor dissatisfied; 3.8% were dissatisfied.

No action required No further action N/A

**Question:**

- 11 Would you recommend this practice to someone who has just moved into the area?**

91.9% of patients would recommend this practice to someone who has just moved into the area. 2.9% were unsure. 5.2% said they wouldn't recommend this practice but no comments were added.

To continue development of staff

WA to arrange customer care training

Dec 2013

**Question:**

- 12 Thinking of the times you have phoned the surgery, how do you rate the ability to get through to the surgery on the phone**

86% of patients thought it was "fair to good" with the ability to get through to the surgery on the phone, 14.% of patients found it poor.

Telephone handling training and monitor performance in peak periods.

WA to arrange telephone handling training

Dec 2013

- 13 Question:**

**Thinking of the times you have phoned the surgery, how do you rate the ability to speak to a doctor on the phone when you have a question or need medical**

**advice**

92.4% of patients thought it was “fair to good” with the ability to speak to a doctor on the phone when they had a question or needed medical advice, 7.6% of patients found it poor.

No action required No further action N/A

**Question:**

**14**

**Thinking of the times you have phoned the surgery, how do you rate the ability to speak to a nurse on the phone**

90.8% of patients thought it was “fair to good” with the ability to speak to a nurse on the phone, 9.2% of patients found it poor.

No action required No further action N/A

**Question:**

**15**

**Thinking of the times you have phoned the surgery, how do you rate the ability to get test results on the phone**

96.2% of patients thought it was “fair to good” with the ability to get test results on the phone, 3.8% of patients found it poor.

We now offer patients the option of receiving their test results by text; Denise Barrett June 2012 this has been received well by the patients.

**Question:**

**16**

**Thinking about access into the building, how do you find this?**

96% of patients found access to the building easy, whilst 4% found it difficult.

No action required No further action N/A

**Question:**

**17**

**Do you consider yourself to be disabled?**

10.5% of patients considered themselves to be disabled in some way No action required No further action N/A

18 **Question:**

**How clean is the surgery?**

99% of patients thought that the surgery was very clean or fairly clean and 1% had mixed comments.

No action required No further action N/A

19 **Question:**

**In the waiting area how do you find the background music?**

32.3% found the music in the waiting room helpful, 6.8% found it distracting, whilst 60.9% weren't bothered either way

No action required No action required N/A

20 **Question:**

**Would you like to be involved in planning changes to this practice?**

14.7% of patients would be happy to be involved in PPG via "virtual" methods or in person. 40.5% of patients would like a suggestion box to help with planning changes, and 43.7% had no interest in planning changes. 1.1% stated other and will be addressed in the action plan.

Discussed with PPG. It was suggested by one of the members to alter the day and time of the meeting. Date to be confirmed.

Denise Barrett April 2013

21 **Question:**

**How satisfied are you that your consent is sought and your wishes respected when a request is received which requires the disclosure of your confidential information?**

65.3% of patients are satisfied that their consent is sought and their wishes respected when a request is received which requires the disclosure of confidential information. 34.7% of patients were either unaware or felt that this did not apply to them.

Display poster and leaflets "How we use your medical record" in waiting area.

Denise Barrett Ongoing

**Question:**

- 22 **How satisfied are you with the way this practice handles your confidential information?**



73.1% of patients are satisfied or very satisfied with the way this practice handles their confidential information. 26.4% of patients were either unaware or felt that this did not apply to them. 0.5 are not satisfied

Display poster and leaflets "How we use your medical record" in waiting area.

Denise Barrett Ongoing

**Question:**

- 23 **We asked – Would you be interested in booking appointments online?**

56.3% of the patients said Yes and 43.8% said no

Look into how to action this on systmone. Partners and Practice Manager to discuss.

Denise Barrett May 2013

24

**Question:**

**Have you needed to seek medical advice urgently over the last year? If so have you**

Designing information board to educate patients use of A&E.

Dr Bhattacharjee June 2013

48.2% of patients said they contacted the surgery using the

normal telephone number.

12% of patients contacted the out of hour's service via the surgery telephone number.

24.6% of patients contacted NHS Direct using the telephone number 0845 4647

20.8% of patients contacted the Accident and Emergency department

33.3% of patients said none of these. I have not sought urgent medical advice.