

## **WHITTINGTON MOOR SURGERY – PRACTICE SURVEY RESULTS 2006/07**

Each year in December, the practice carries out a survey of over 300 patients to try to provide feedback for patients, in order to improve our services. At Whittington Moor Surgery, we use the General Practice Assessment Questionnaire (GPAQ) which is one of the only two accredited tools for GPs in the UK. Once the survey is completed and the results received, we hold a meeting to discuss the findings and try to find ways of improving the practice during the next 12 months.

### **OPEN ENDED COMMENTS**

#### **Is there anything particularly good about your health care?**

- All things considered, I am satisfied
- They are always here when needed
- Very caring
- I have always found the doctors and staff helpful and friendly
- Excellent service
- They keep a good regular check on my diabetes
- Can always get to see a doctor on the same day
- My surgery is excellent
- Help is always at hand when needed
- Good communication
- The doctors are caring and considerate
- Very caring to visit
- Very good and kind
- Very well looked after
- They staff are very friendly and helpful
- The new phone system is a bit better
- Can always get an appointment when needed
- Generally a very good all round service
- Generally very good practice
- Regular checks
- I think it is great that I can come in on the same day
- Prompt and caring attention
- Everyone at the practice is helpful
- Near to my home
- Always had very good treatment and follow up care
- Relaxed atmosphere in waiting area
- Practice is near
- Excellent post natal care
- It is clean and tidy
- The doctors and staff

#### **Is there anything that could be improved?**

### **OPENING HOURS**

- More flexible hours for appointments
- Open lunchtimes
- Early morning appointments and later evenings
- Weekend help by doctors
- Maybe a few late night appointments for working people

- Open Thursday afternoon
- Late night appointments
- More appointments available for working people
- Open all day including lunchtimes

### ***PRACTICE RESPONSE***

*We do appreciate that more flexible opening hours would benefit patients but at present we are contracted to provide medical services on weekdays only. We do provide surgery appointments throughout the day from 8.40am – 5.40pm, excluding lunchtime 12.30-1.30pm. As well as having to do a surgery, the GPs also have to do the following:--*

*go through and mark up the hospital post  
check the test results that have been received that day  
deal with various types of paper work and forms  
dictate referral letters and reports  
make telephone calls to or concerning patients  
do home visits  
attend meetings and educational events*

*If we provided evening and weekend surgeries, we would need to reduce some daytime surgeries and clinics to ensure that the GPs and nurses do not exceed safe working limits each day. We hold an educational session on the 3<sup>rd</sup> Thursday of each month excluding August and December. We will continue to review the issues raised.*

### **APPOINTMENTS**

- Quicker appointments
- More appointments
- I have trouble getting an appointment
- Waiting time in surgery is too long

### ***PRACTICE REPOSE***

*We offer 10 minute appointments, which is the gold standard for general practice. If you would like more time, or you have multiple problems to ask the doctor about, please let the receptionist know when booking and she will do her best to accommodate you with a longer appointment. Occasionally a doctor has to start their surgery late as they may have to deal with an urgent call. None of the doctors like starting late as this puts pressure on them for the rest of the day. They may also run late when dealing with complex or serious problems. Unfortunately, it is impossible to predict these events.*

### **RECEPTION**

- Receptionists could be improved
- More children's toys

### ***PRACTICE RESPONSE***

*If a patient wishes to make a complaint regarding any member of the reception staff, then this must be done via the Practice Manager. We are currently purchasing more toys for the waiting area and have recently purchased a water cooler for the use of patients.*

## **TELEPHONE SYSTEM**

- Preferred the old telephone system
- Trying to make an appointment on the phone
- Don't like the automated answer phone set up
- The phone system is a nightmare
- Takes too long to get through on the phone

### ***PRACTICE RESPONSE***

*In June 2006 we invested in a new telephone system. This was owing to the difficulty patients had contacting us, particularly early in the morning. The new system provides additional lines and channels callers through a list of options.. We have also purchased a new automated system which will allow 24 hour bookings, using a touch-tone telephone. There is an option to speak to a receptionist during normal working hours if you do not wish to use the automated service. There is a leaflet available from reception regarding the automated service.*

## **PRESCRIPTIONS**

- Bigger repeat prescriptions would help
- Cheaper prescriptions

### ***PRACTICE RESPONSE***

*For further information regarding repeat prescriptions, please collect a leaflet from Reception.*

*The single prescription charge from April 2007 is £6.85. Prepayment certificates are available as follows:- £35.85 for 4 months and £98.70 for 12 months.*

## **CAR PARKING**

- Parking not enough

### ***PRACTICE RESPONSE***

*Unfortunately, we have no solution to improve the current parking situation as there is no land available to expand the car park.*

## **RESULTS**

- The wait for a blood test is too long

### ***PRACTICE RESPONSE***

*In recent years, the volume of blood tests has increased as GPs are monitoring more drugs and more conditions requiring regular blood tests. Therefore, despite patients having more appointments at multiple centres, the waiting time for blood tests has increased. If a blood test is considered urgent to a doctor, then this is always done rapidly.*

## **Any other comments?**

- Very satisfied with how the surgery is run

- I am very satisfied with the care I receive
- Practice is always clean and tidy
- The practice operates very efficiently
- Very happy with my doctors
- Very satisfied
- I have always been satisfied with this practice
- All in all extremely satisfied
- I believe my doctors and nurses in the surgery are among the very best
- Happy with the new phone system
- Thank you
- Very satisfied with the service
- A very good practice
- Nurse very good
- I am satisfied with my care
- I think this surgery is very well run
- Very grateful for the help and support
- The reception staff have been extremely helpful in recent weeks

#### **ACTIONS TO BE TAKEN**

- Continue with the Newsletter as a communication aid
- Establish a website over the next couple of months
- Continue to monitor the telephone system and improve where possible
- Feedback to patients via the Newsletter on the outcome of the Patient Survey
- We will continue to improve and review services which are on offer within the practice

June 2007

### GPAQ Evaluation Questions

	% 2006/07	% 2005/06	% 2004/05	NATIONAL BENCHMARK
Satisfaction with Receptionists	81	78	73	75
Satisfaction with opening hours	69	71	68	67
Satisfaction with availability of particular doctor	78	79	75	58
Satisfaction with availability of any doctor	81	84	81	68
Satisfaction with waiting times at practice	61	64	62	56
Satisfaction with phoning through to practice	59	46	45	59
Satisfaction with phoning through to doctor for advice	65	61	56	59
Satisfaction with continuity of care	64	65	69	68
Satisfaction with doctor's questioning	76	82	76	79
Satisfaction with how well doctor listens	78	85	80	81
Satisfaction with how well doctor puts patient at ease	79	85	80	82
Satisfaction with how much doctor involves patient	75	83	76	79
Satisfaction with doctor's explanations	78	86	79	81
Satisfaction with time doctor spends	73	82	76	78
Satisfaction with doctor's patience	77	74	80	81
Satisfaction with doctor's caring and concern	77	85	80	82
Satisfaction with how well they listen to what you say	79	74	78	76
Satisfaction with the quality of care they provide	81	82	80	78
Satisfaction with how well they explain your health problems	80	82	78	77