

WHITTINGTON MOOR SURGERY – PRACTICE SURVEY RESULTS 2007/08

At the beginning of September 2007, the practice carried 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?

- Highly delighted with the care given
- I feel well looked after
- Very good service
- I don't have any problems here
- Very satisfied with the way things are
- Always well satisfied
- My doctor always helps me when I need it
- Everybody is easy to talk to
- Everything is good
- Availability to see a doctor when needed
- This practice is very good
- Nice atmosphere
- I feel that I am being taken seriously
- Very good
- The waiting room is always clean
- Satisfied with everything
- Everyone is friendly – caring - polite
- They are very good doctors
- Very helpful staff
- All the staff are excellent
- Very good practice
- The staff will do what they say
- Good liaison with specialists
- My doctor is excellent
- I think this doctors practice is the best
- My doctor is excellent
- We are very grateful for the care shown
- All the doctors are easy to talk to
- It is an excellent surgery
- I am very satisfied
- Receptionists are very nice
- It is very good
- Always found displays really helpful
- Very helpful staff
- Usually get same day appointments
- 100% in every way
- I am treated with respect
- I am looked after very well
- Very good
- Doctors are very friendly
- I am fortunate to have reasonably good health

Is there anything that could be improved?

OPENING HOURS

- Should be open all week
- Weekend cover
- Open on weekends
- The amount of time the surgery is open
- Saturday morning surgery
- More evening and weekend appointments

PRACTICE RESPONSE

The demand for longer opening hours is growing. We received a variety of comments on this topic, which included requests for Saturday morning opening and weekend appointments. We feel that this subject has been highlighted in the media over the past few months and is very topical. We recognise that those patients who work or have family commitments sometimes find it difficult to obtain an appointment and we will be reviewing our appointment times in the near future.

APPOINTMENTS/WAITING TIMES

- Sometimes waiting times are a bit long
- Waiting times
- Waiting times in the waiting area
- Waiting times in surgery
- Longer time with the doctors

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.

RESULTS

- Quicker blood tests
- Blood tests here

PRACTICE RESPONSE

We would like to expand our Phlebotomy Service as our waiting time for blood tests is too long. This whole service is currently being reviewed as Saltergate Health Centre is closing.

Any other comments?

- Very happy with all doctors and staff
- I am completely satisfied
- Highly satisfied
- Nice new phone system
- The receptionists have improved
- I feel we have a caring practice

ACTIONS TO BE TAKEN

- Review opening hours
- Review waiting times
- Look at expanding Phlebotomy Service
- Continue with the Newsletter as a communication aid
- Website to go live – www.whittingtonmoorsurgery.co.uk
- 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

November 2007

GPAQ Evaluation Questions

	% 2007/08	% 2006/07	% 2005/06	% 2004/05	NATIONAL BENCHMARK
Satisfaction with Receptionists	80	81	78	73	75
Satisfaction with opening hours	71	69	71	68	63
Satisfaction with availability of particular doctor	79	78	79	75	58
Satisfaction with availability of any doctor	84	81	84	81	67
Satisfaction with waiting times at practice	64	61	64	62	53
Satisfaction with phoning through to practice	64	59	46	45	57
Satisfaction with phoning through to doctor for advice	68	65	61	56	56
Satisfaction with continuity of care	67	64	65	69	66
Satisfaction with doctor's questioning	77	76	82	76	75
Satisfaction with how well doctor listens	80	78	85	80	77
Satisfaction with how well doctor puts patient at ease	82	79	85	80	78
Satisfaction with how much doctor involves patient	80	75	83	76	75
Satisfaction with doctor's explanations	81	78	86	79	77
Satisfaction with time doctor spends	77	73	82	76	73
Satisfaction with doctor's patience	81	77	74	80	76
Satisfaction with doctor's caring and concern	81	77	85	80	77
Satisfaction with how well they listen to what you say	79	79	74	78	77
Satisfaction with the quality of care they provide	80	81	82	80	78
Satisfaction with how well they explain your health problems	79	80	82	78	77