

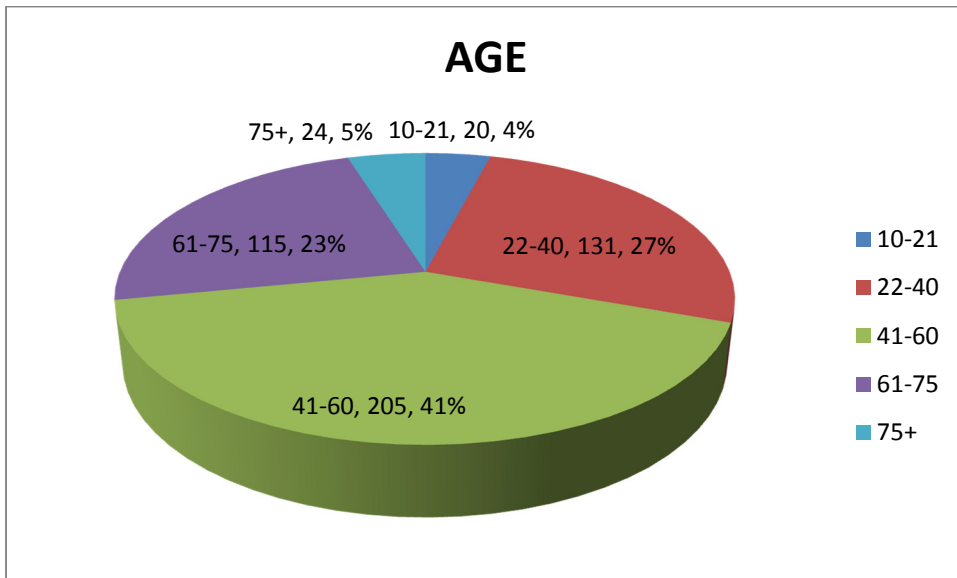
Saint Vincent Practice – Improving Practice Patient Survey 2015 – Report.

As a practice we are constantly striving to improve the services we give our patients. We feel that patient’s views and suggestions are invaluable to this process, to help us to gauge those views the practice ran a comprehensive patient survey.

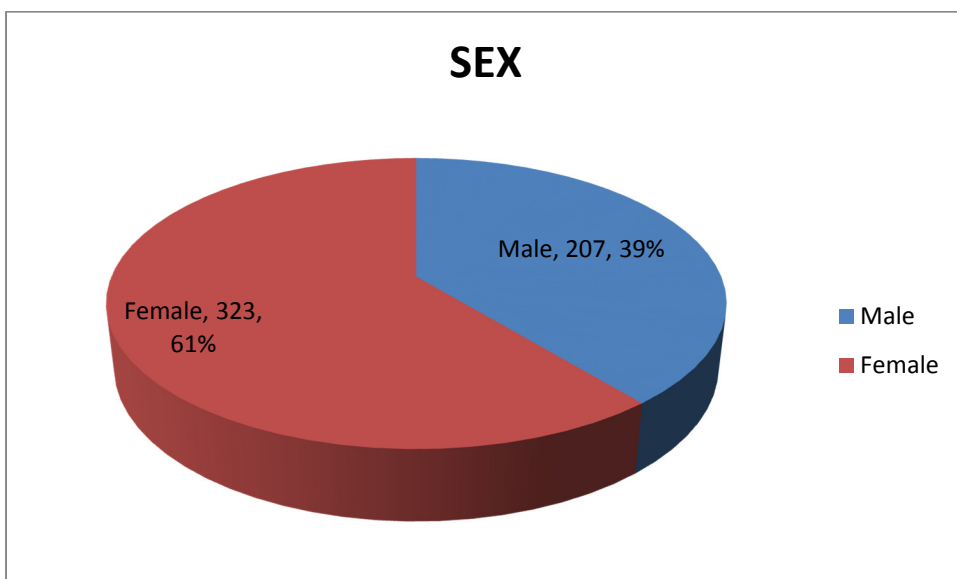
550 surveys, (Appendix 1) covering roughly 4% of the practice population, were given out to patients visiting the practice for various reasons in July, August and September 2015. Of these 533 were completed.

The results of the survey are shown below: Where questions have not been answered or have been answered “no experience” or non-applicable they have been deducted from the totals, this means that each question may have a different total than questionnaires completed.

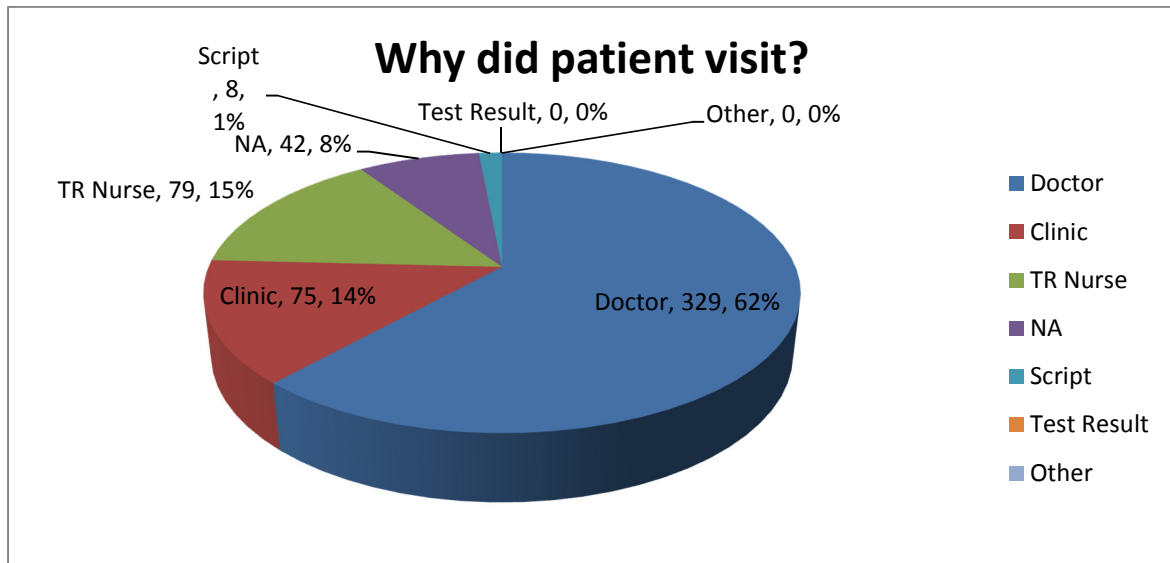
1. Patients Age.



2. Sex.

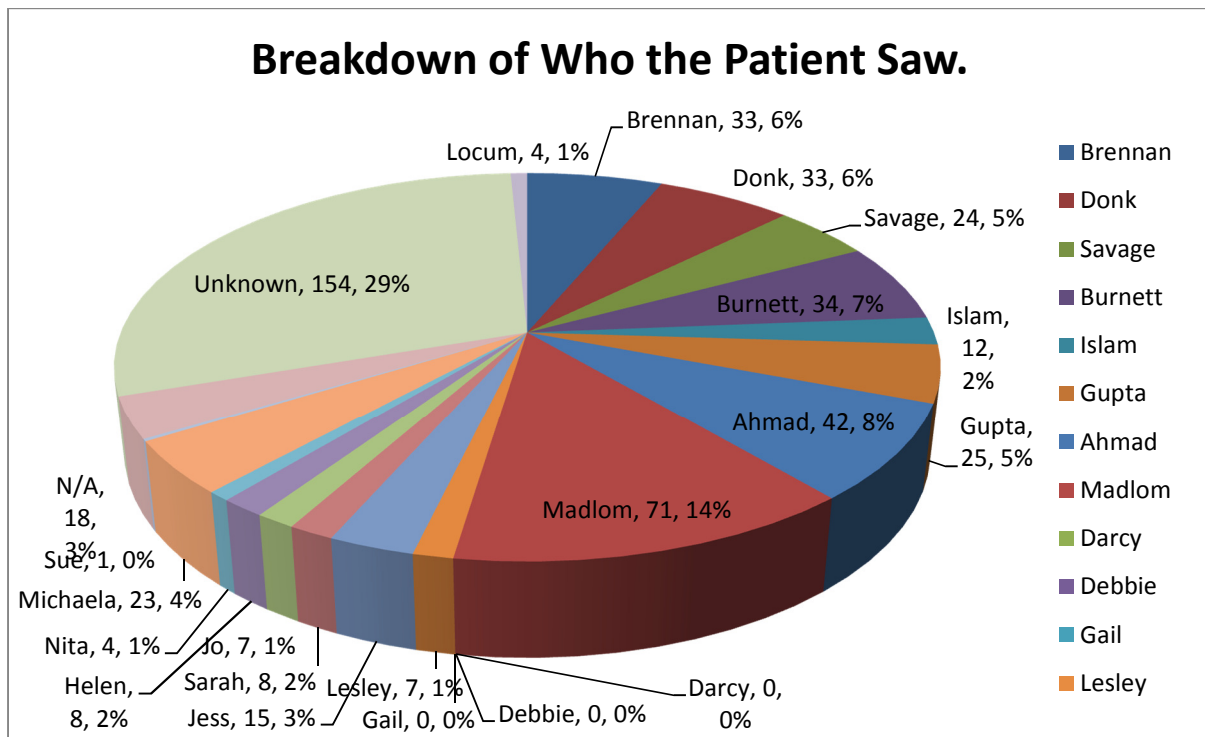


3. Why Did The Patient Visit The Surgery?



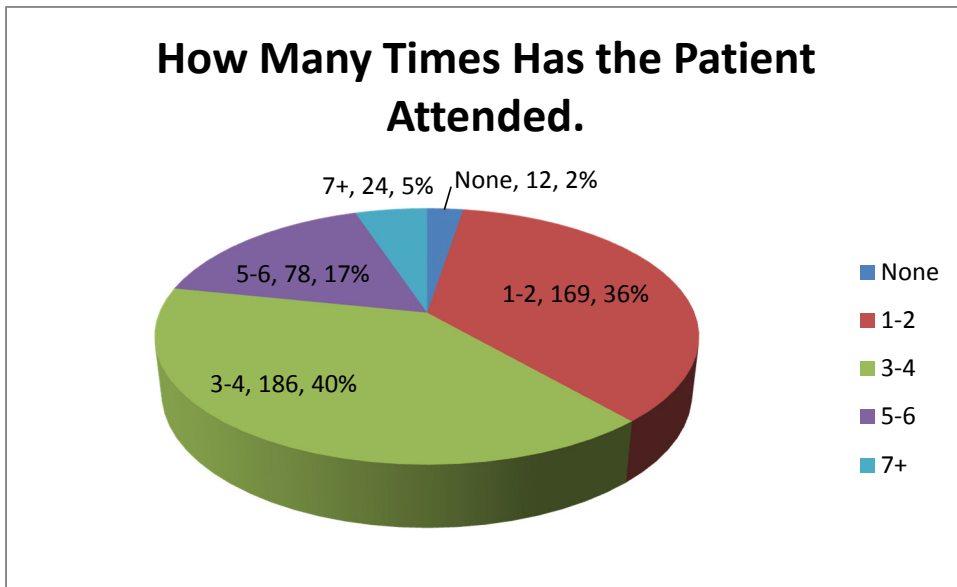
62% of the patients surveyed were at the surgery to visit the doctor, 14% attended a chronic disease clinic, 15% saw the nurse and 8% saw the nursing assistant, 1% of those surveyed were collecting scripts.

4. Who Did the Patient See?



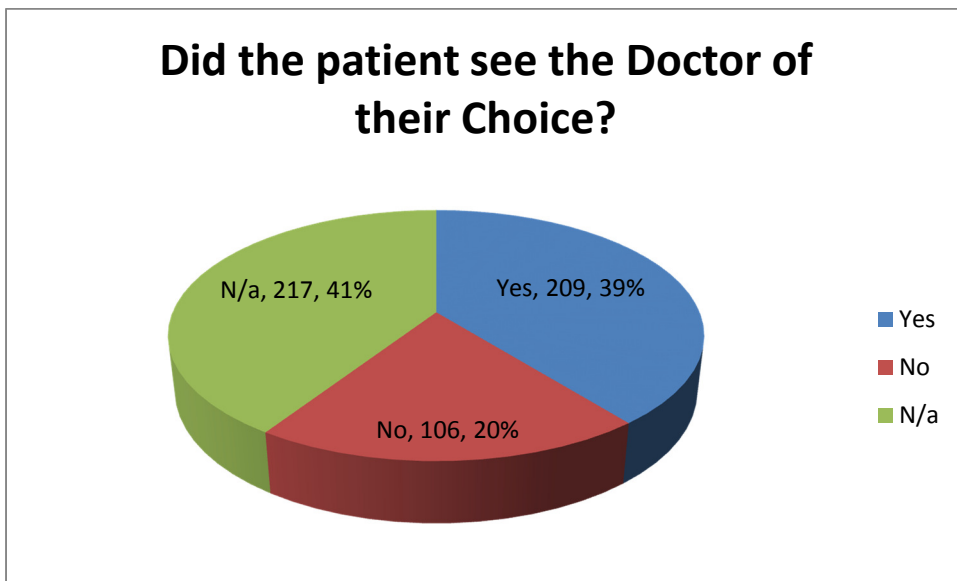
29% of patients did not know who they had seen. Is there a problem with the identification of staff? Should staff introduce themselves to the patient?

5. In The Past 12 Months How Many Times Has The Patient Visited The Practice?



The Majority of those surveyed, 40%, had attended the practice 3-4 times in the last 12 months.

6. Did The Patient See The Doctor Of Their Choice?



Of the patients where this was applicable 66% of patients saw the doctor of their choice, 34% did not.

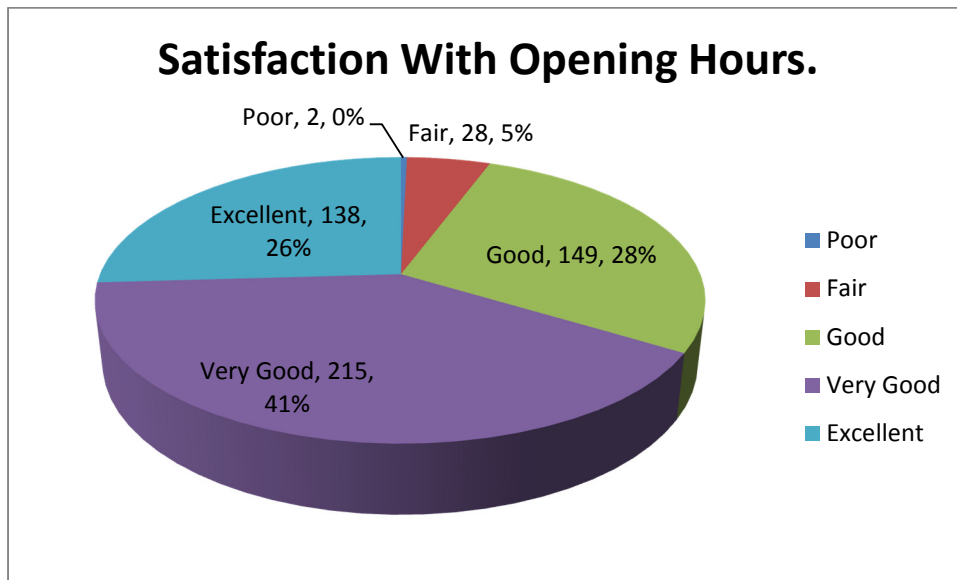
'The only improvement could be in the amount of time it sometimes takes to get an appointment with a G.P. particularly if you would like to see the doctor of your choice. However this is a nationwide issue and I fully understand the pressure, red tape, amount of patients and, no doubt, a whole host of other complicated reasons as to why this occurs'.

‘Sometimes appointments with your choice of doctor could be earlier but apart from that everything is really good & very helpful’.

‘Only improvement would be to always see the doctor of my choice’.

‘Only improvement would be to be able to book an appointment with a chosen G.P. earlier than one week in advance to ensure seeing a G.P. of choice.’

7. Level Of Satisfaction With The Practices Opening Hours.



95% of patients surveyed saw the Opening Hours as Good, Very Good or Excellent, 5% felt that they were poor or fair.

Comments

‘Saturday opening would be convenient for people who work’

‘Very happy’

‘More availability of early morning or evening appointments would be useful for working clients’

‘I think they are amazing and should suit everybody’

‘The only problem with the practice I have found is that it is difficult to get an appointment and if you need to see the practice nurse it means taking a day off work – more flexible work hours would improve the practice’.

‘They are perfect’

‘Could do with more after 6’

‘Very happy’

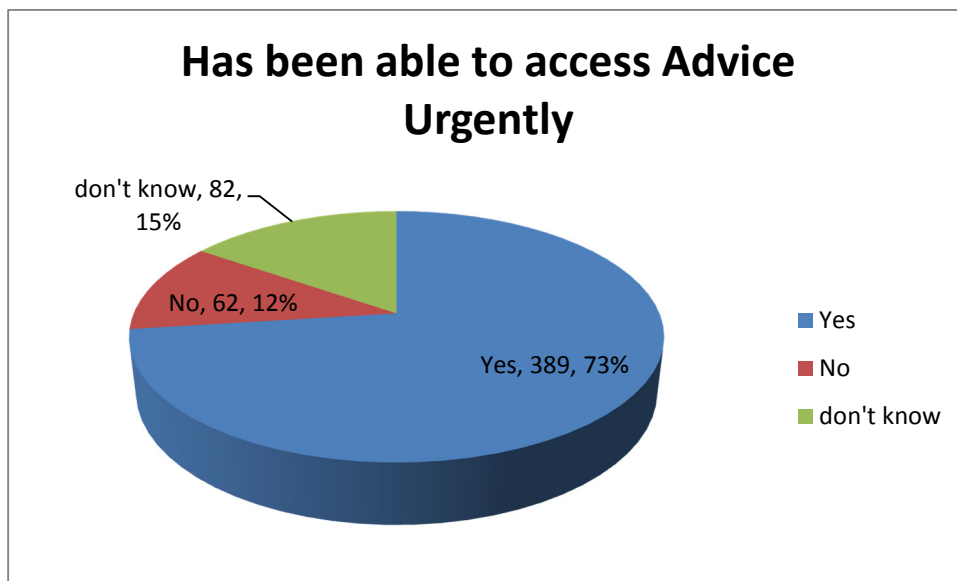
‘Wouldn’t want weekend hours, don’t want doctors to fund them’.

‘They are fine for me.’

‘Happy with the surgery opening hours.

‘Extending evening appointments once or twice a week may relieve any pressure on availability of appointments.’

8. Do Patients Feel That They Can Get Help And Advice Urgently on the Same Day.



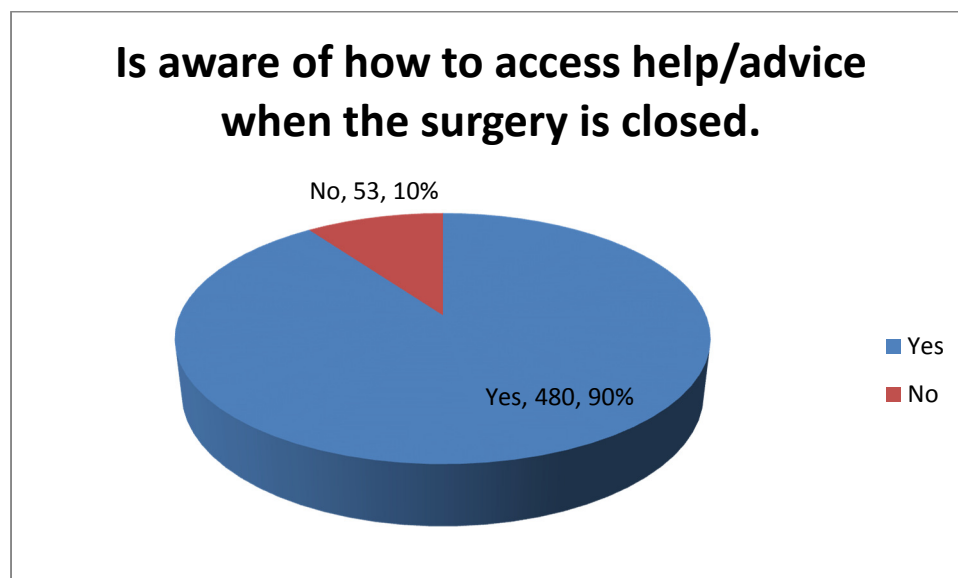
Excluding those who had never needed to 86% of those surveyed felt that they had been able to or could access same day help and advice, 14% felt that they couldn't.

'Urgent appointment for my son was very well handled.'

'The call back service is helpful.'

'Quick at slotting in emergency appointments, GP over phone usually very helpful.'

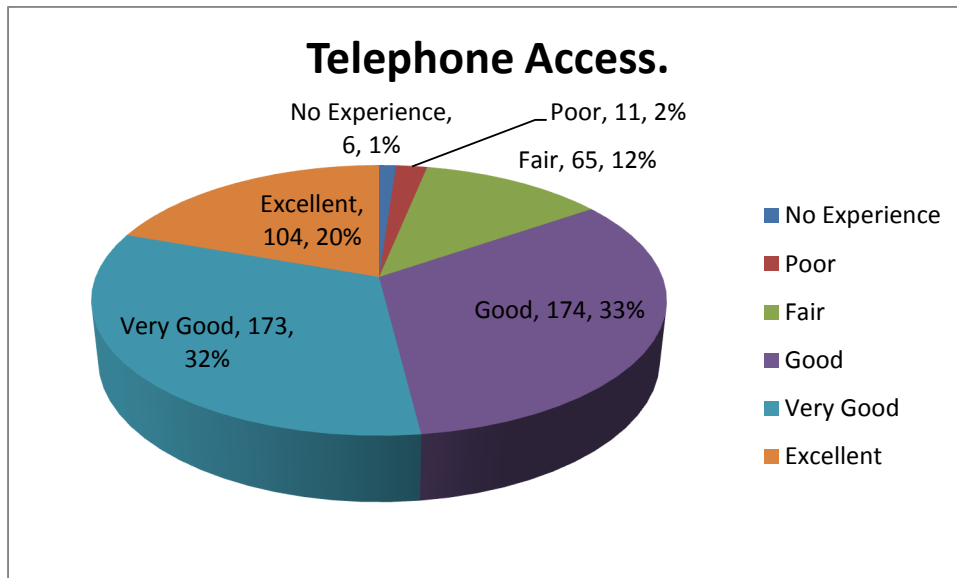
9. Do Patients Know How to Get Medical Attention When The Surgery Is Closed.



90% of patients surveyed stated that they were aware of how to get medical attention when the surgery was closed, 10% did not.

'Clearer information about local services to use when no appts. or when Out of Hours.'

10. Ease Of Access To The Practice By Telephone.

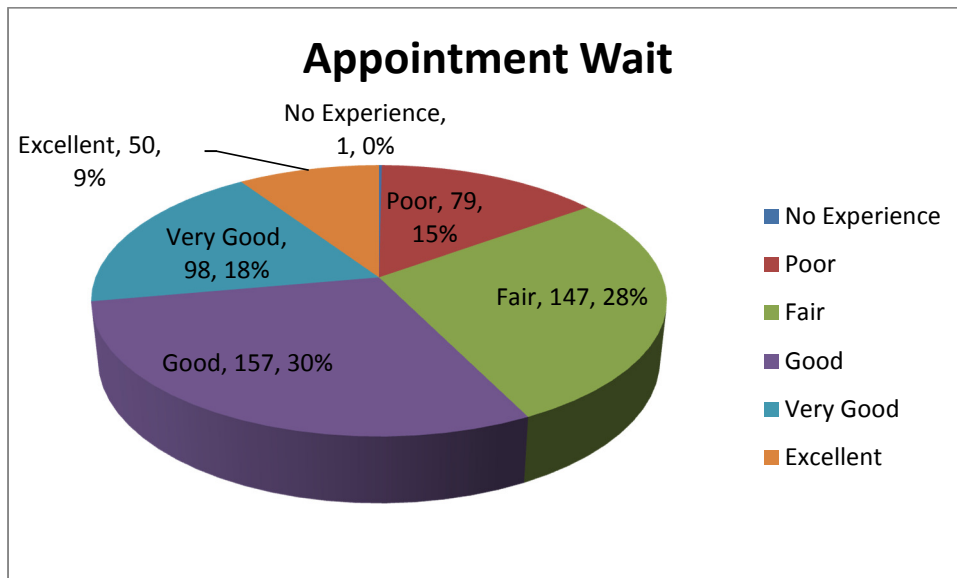


85% of the patients surveyed felt that access was good to excellent, 15% felt it was poor or fair.

‘My only concern is sometimes I have had problems contacting by phone early morning.’

‘Getting through on the phone is often frustrating.’

11. Length Of Time The Patient Waited For An Appointment.



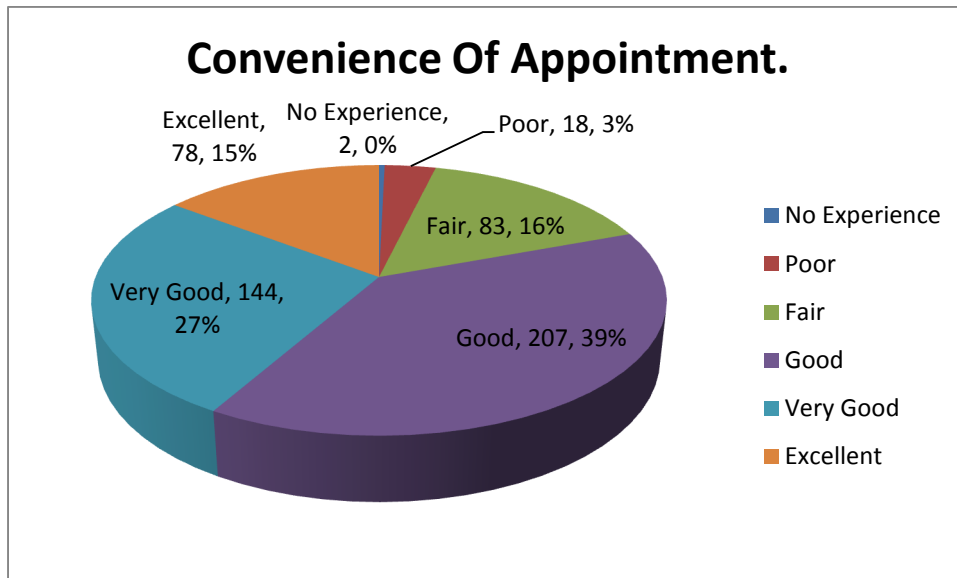
57% of those surveyed felt that their wait for an appointment was good to excellent, 43% felt that it was poor or fair.

‘Waiting time for appointment needs to be shortened.’

‘Make it easier to get an advance appointment.’

‘It is a little frustrating to have to wait a week for an appointment...where necessary a Dr has spoken to me that day which is excellent.’

12. How Convenient Was The Appointment For The Patient.



81% of patients rated the convenience of their appointment as good to excellent, 19% felt that it was poor or fair.

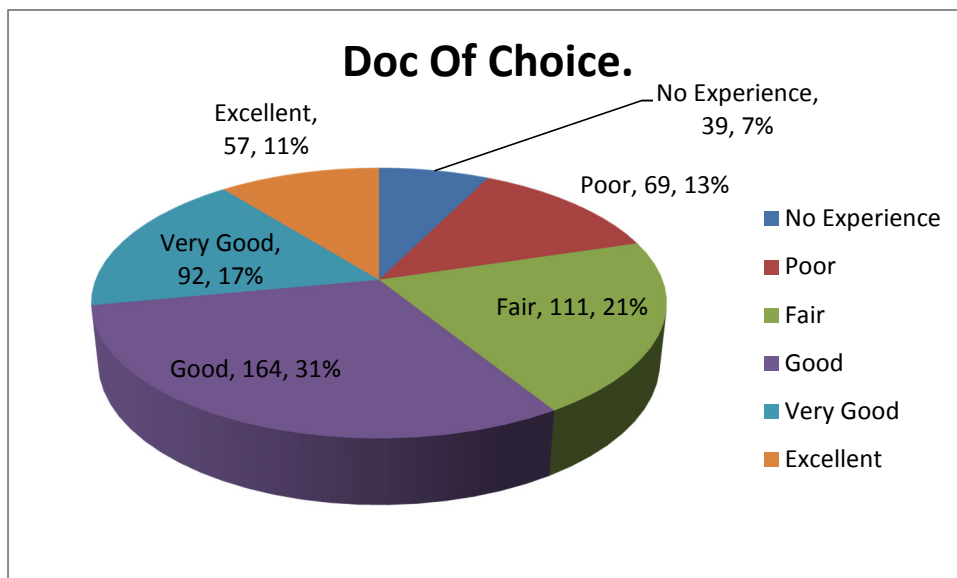
‘Saturday opening would be helpful for working people.’

‘A late night would be good up until 9’

‘Please open later, or at weekends.’

Lots of similar comments, and comments re access for workers.

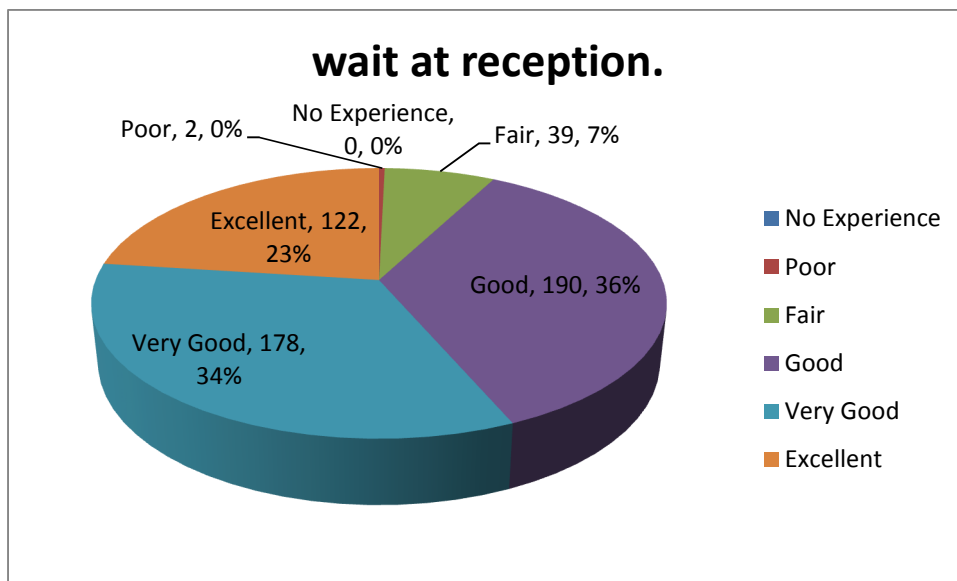
13. Can The Patient See Their Doctor Of Choice.



63% of patients feel that their chance of seeing the doctor of their choice is good to excellent, 37% feel that it is poor or fair.

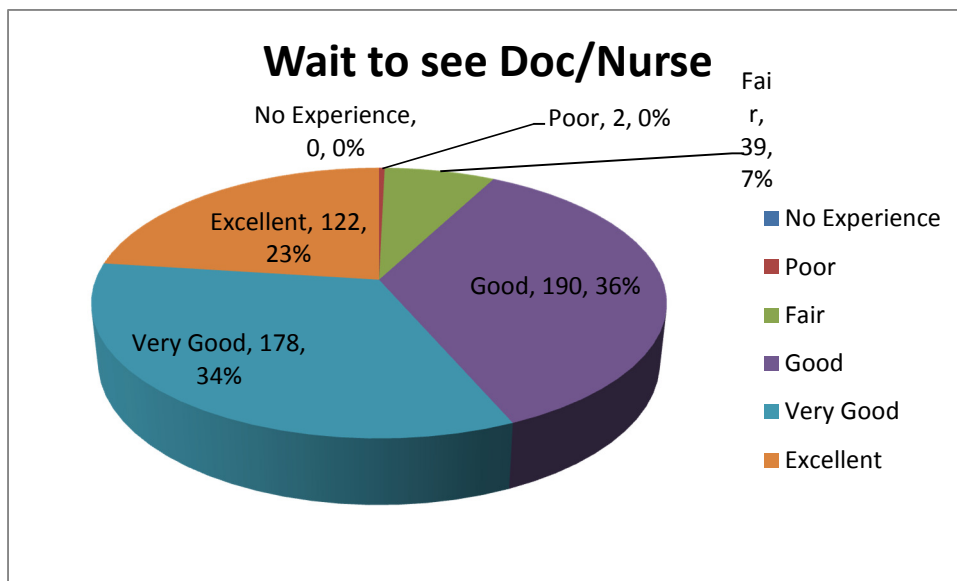
‘Obtaining an appointment with choice of GP not always available.’

14. Length Of Time Waiting To Check In With Reception.



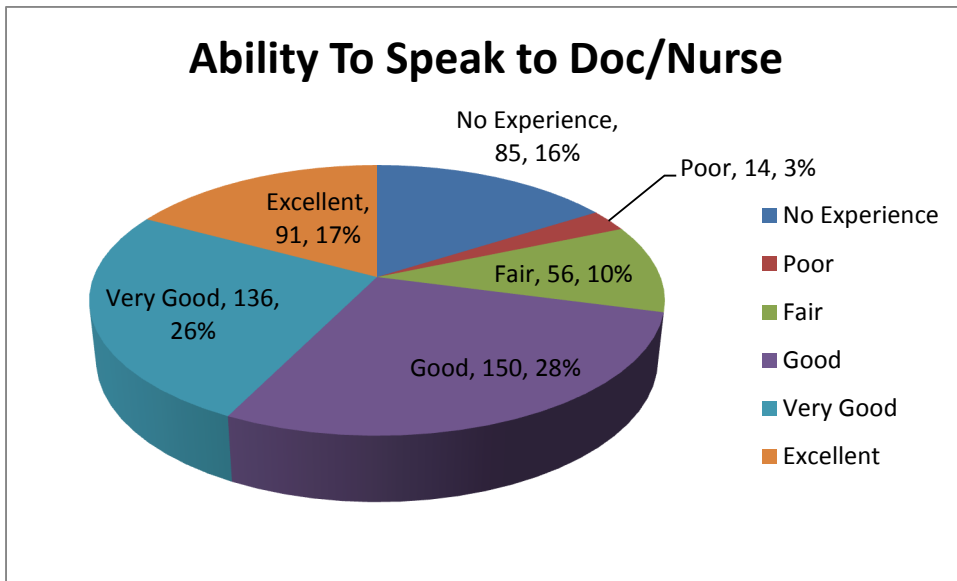
92% of those surveyed felt that their wait at reception was good to excellent, 8% felt that it was poor to fair.

15. Length Of Time Waiting For Doctor Or Nurse.



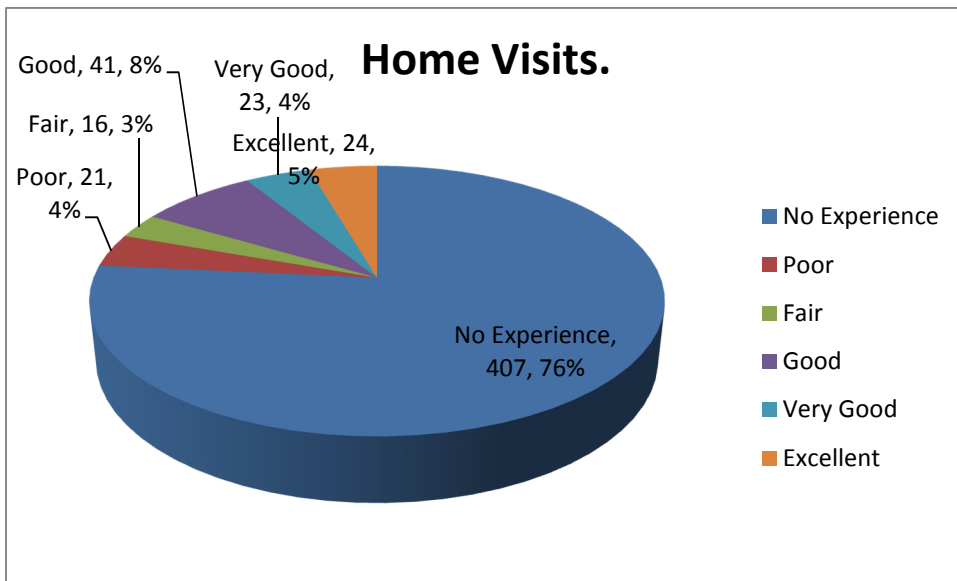
92% of patients felt that their wait in the practice to see the doctor or nurse was good to excellent, 8% felt that their wait was poor or fair.

16. Opportunity To Speak To A Doctor Or Nurse On the Telephone.



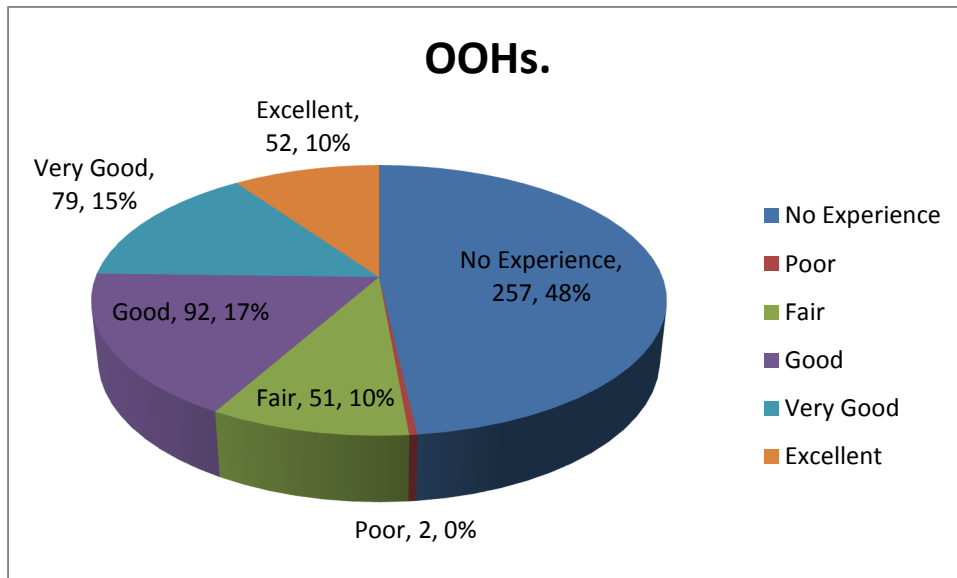
84% of patients surveyed rated their ability to speak to a doctor or nurse on the telephone when necessary as good to excellent, 16% rated it as poor to fair.

17. Opportunity Of Obtaining A Home Visit When Necessary.



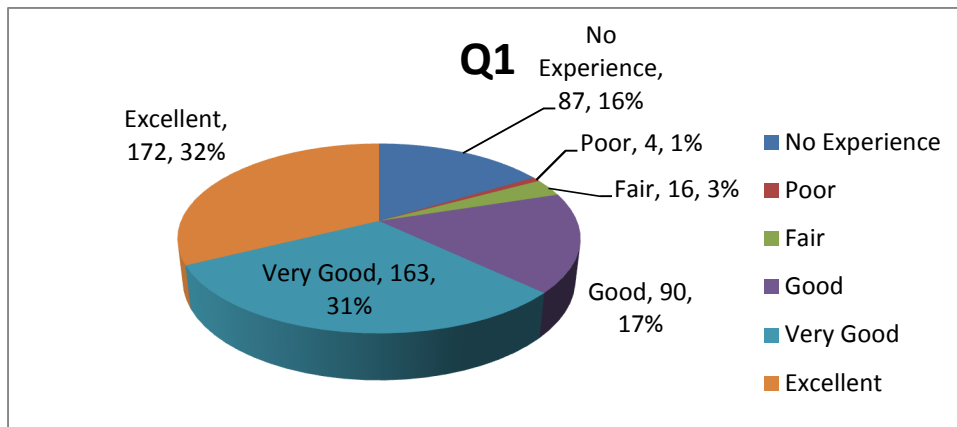
Of the 116 patients who had experience of the Home Visit System at the practice 70% felt that it was good to excellent and 30% felt it was poor or fair.

18. Satisfaction With The Out Of Hours Service.



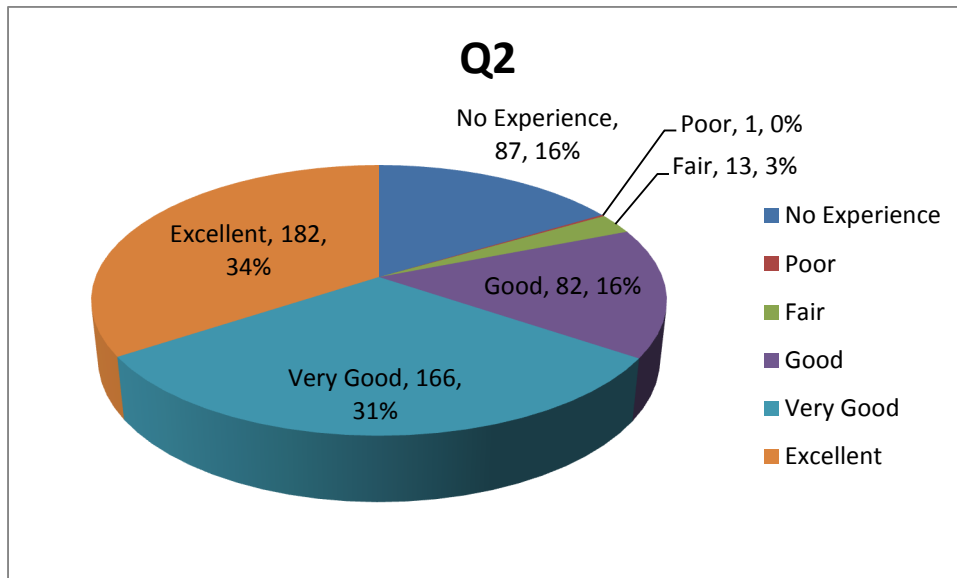
Of the 237 patients who had experience of the out of hours service 81% rated it as good to excellent 19% rated it as poor or fair.

19. How thoroughly the doctor asked about your symptoms and how you are feeling.



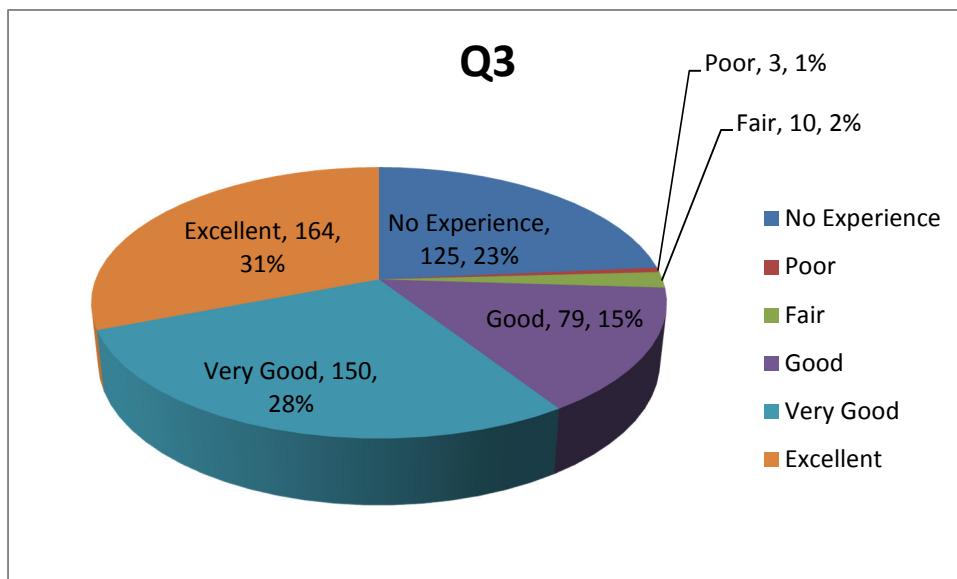
96% of patients felt that the doctor was good to excellent in this area, 4% felt that they were poor to fair.

20. How well did the Dr listen to what you had to say?



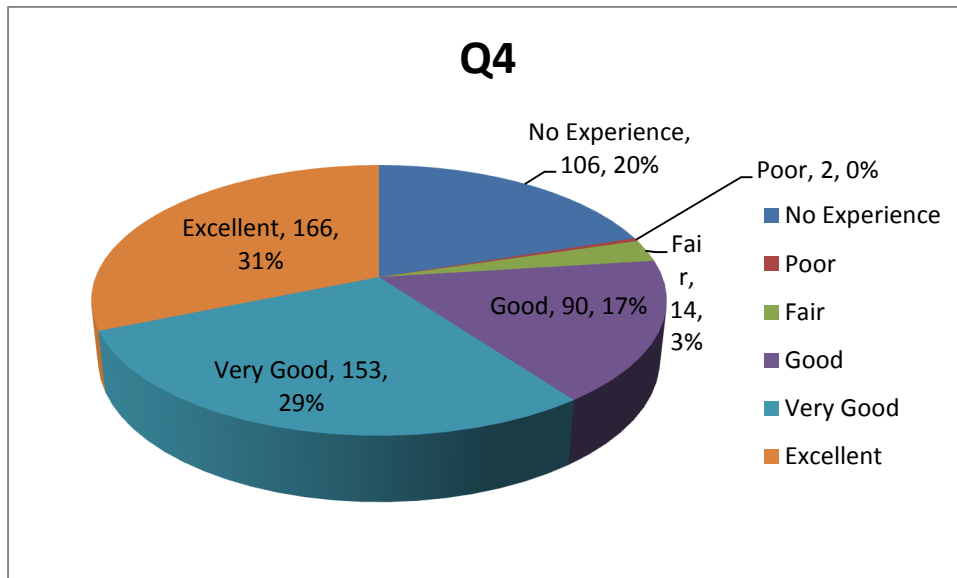
97% of patients rated how well the doctor listened as good to excellent, 3% felt it was poor to fair.

21. How well the doctor put you at ease during your physical examination?



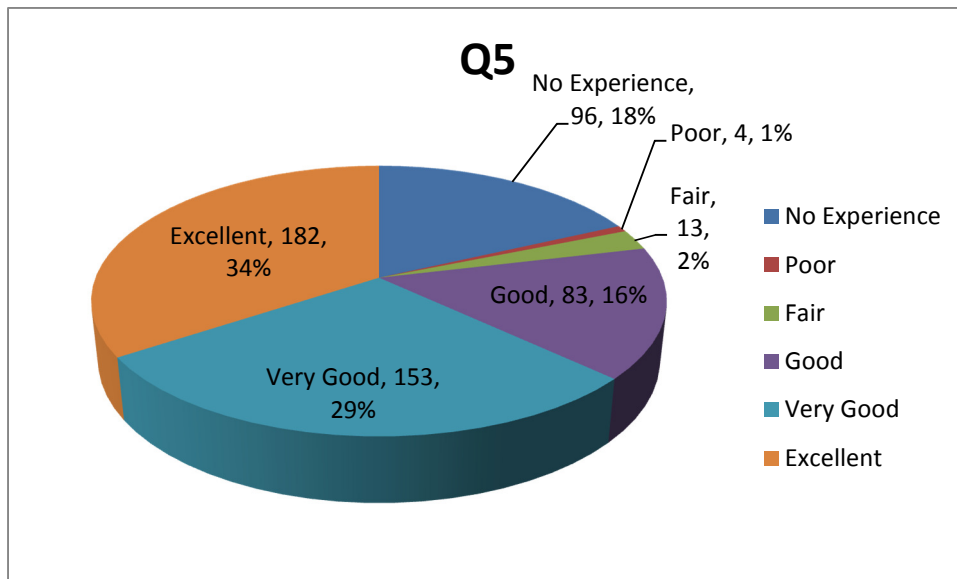
97% felt that the way the doctor put them at ease during their examination was good to excellent, 3% felt that it was poor to fair.

22. How Much did the doctor involve you with decisions about your care?



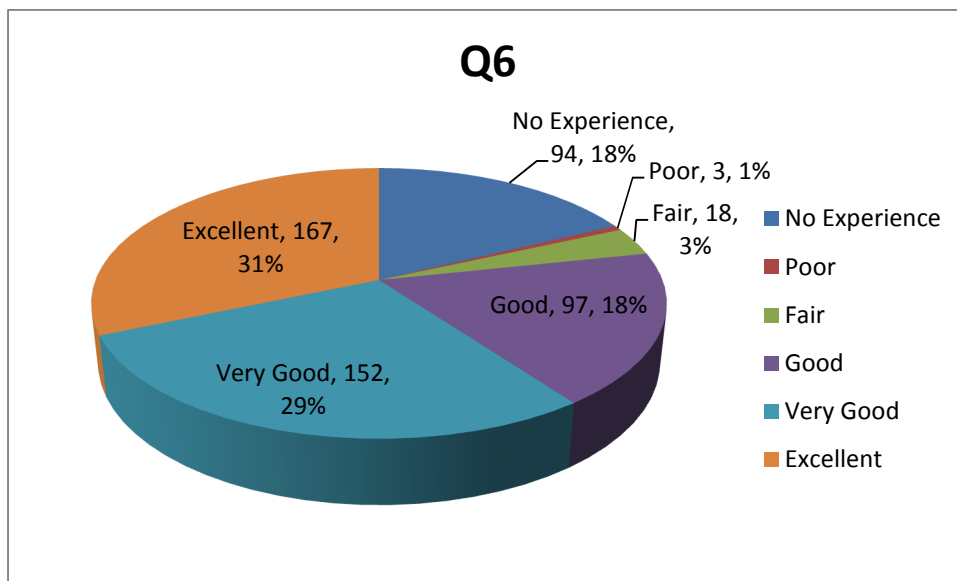
96% felt that the way the doctor involved them was good to excellent, 4% thought it was poor to fair.

23. How well the doctor explained your problems or any treatment that you need.



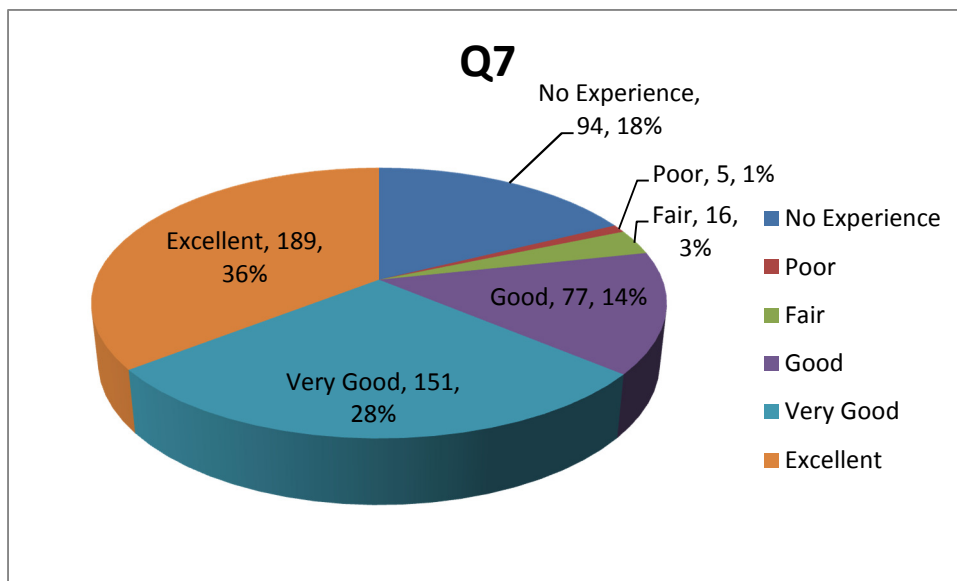
96% felt that the doctors explanations were good to excellent, 4% thought they were poor or fair.

24. The amount of time that the doctor spent with you.



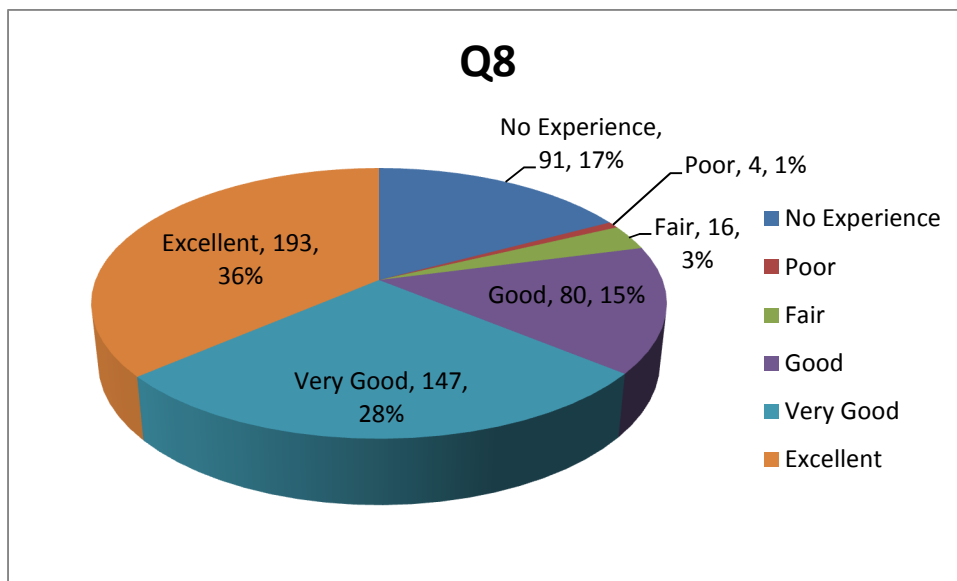
95% of patients rated the time that the doctor spent with them as good to excellent, 5% felt that it was poor to fair.

25. The doctors' patience with your questions or worries.



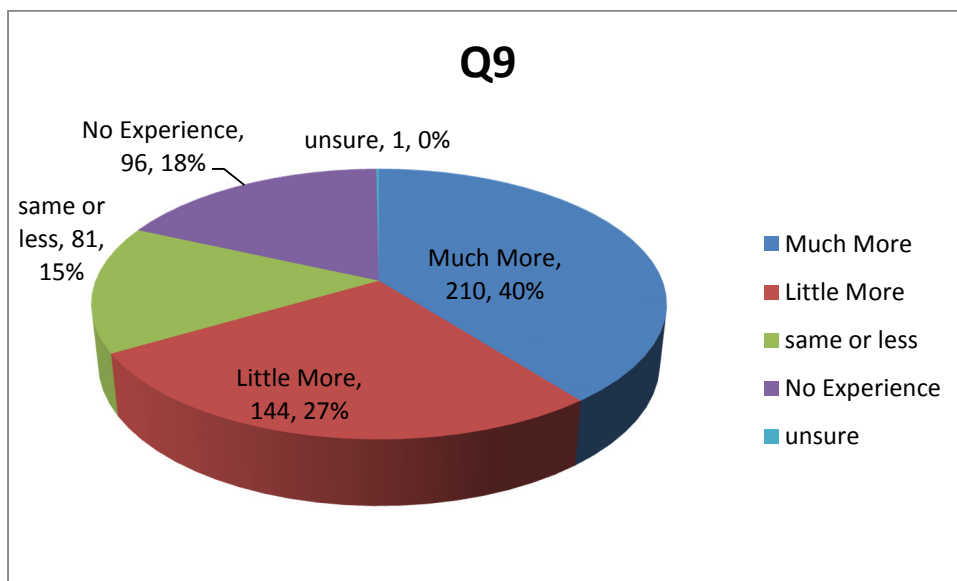
95% of patients rated the doctors patience as good to excellent, 5% felt that it was poor to fair.

26. The doctors caring and concern for you.



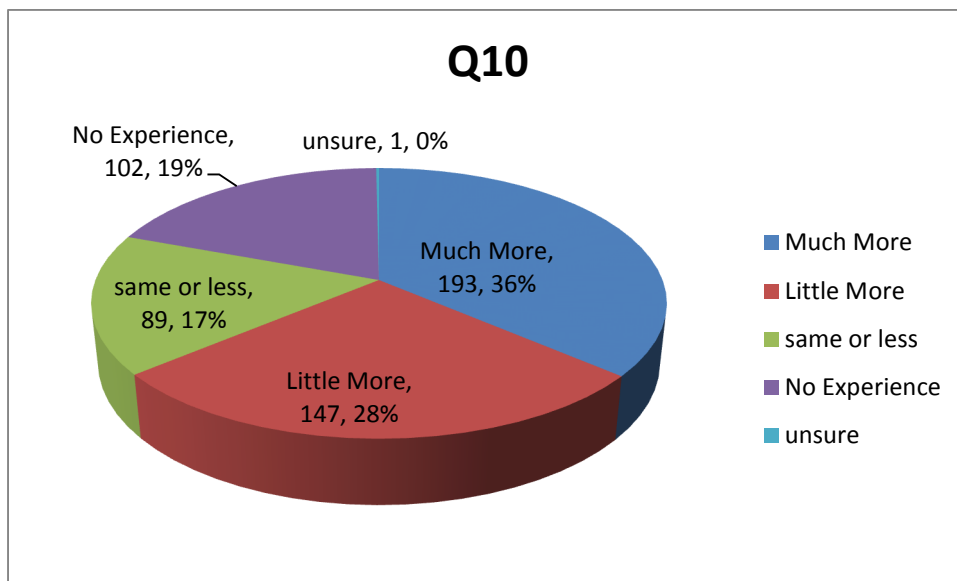
95% of patients rated the doctors caring and concern for them as good to excellent, 5% felt that it was poor to fair.

27. After seeing the doctor do you feel able to understand your problem(s) illness.



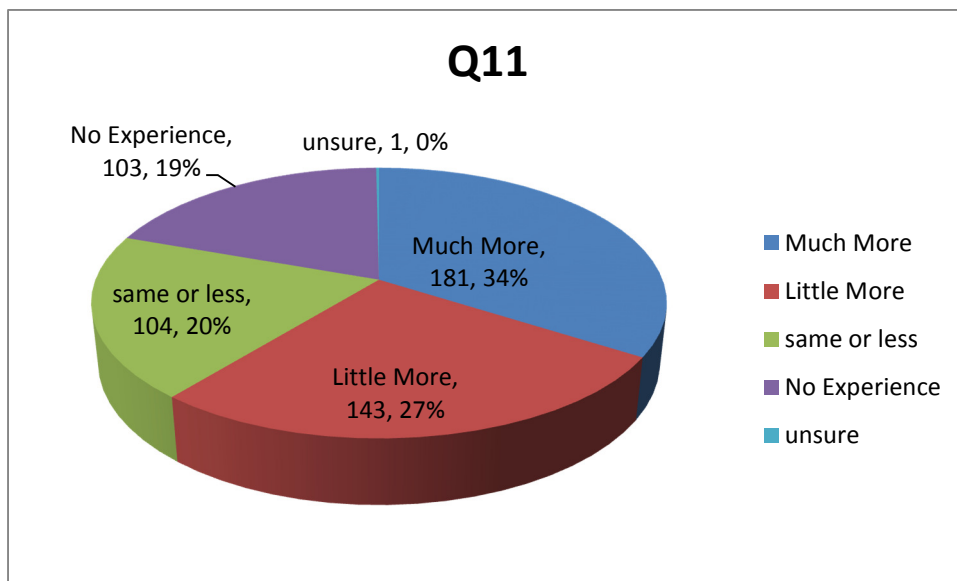
81% of patients felt that they were a little or much more able to understand, 18% felt that they understood the same or less, 1% were unsure.

28. Able to cope with your problem(s) / illness.



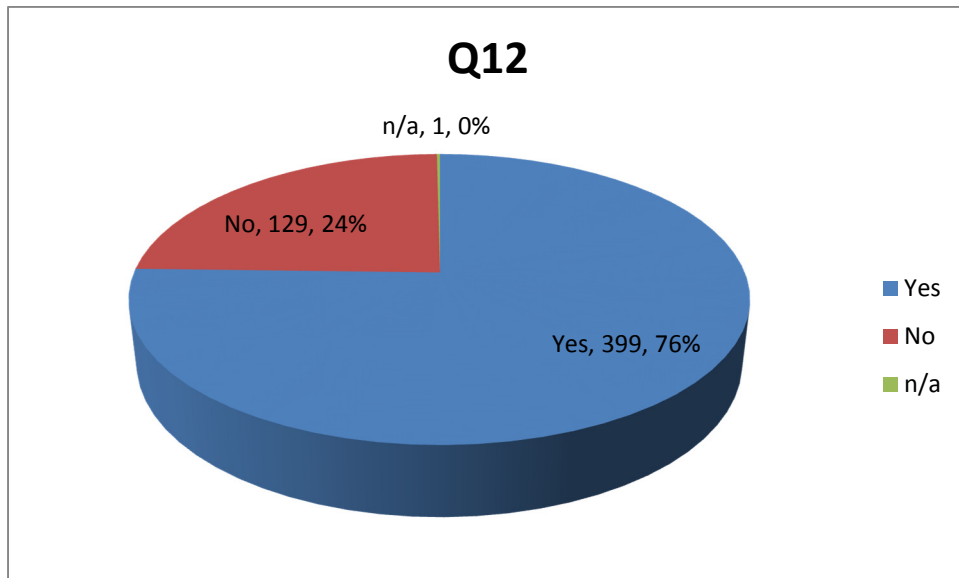
79% felt that they were able to cope with their illness a little more or much more than before they saw the doctor, 21% felt that they could cope the same or less.

29. Able to Keep yourself healthy.

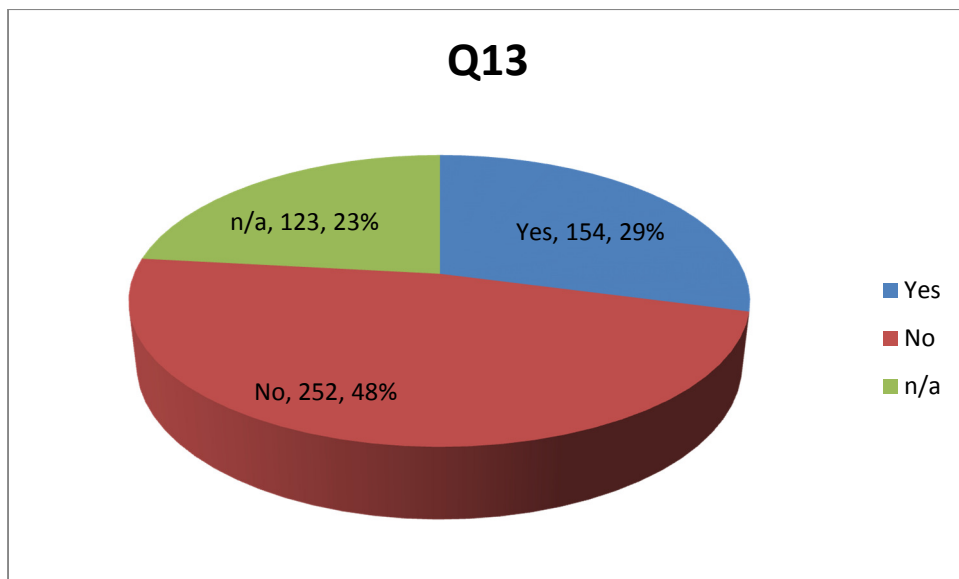


76% of patients felt a little more or much more able to keep themselves healthy after their visit, 24% felt the same or less.

30. Do you regularly order prescriptions?

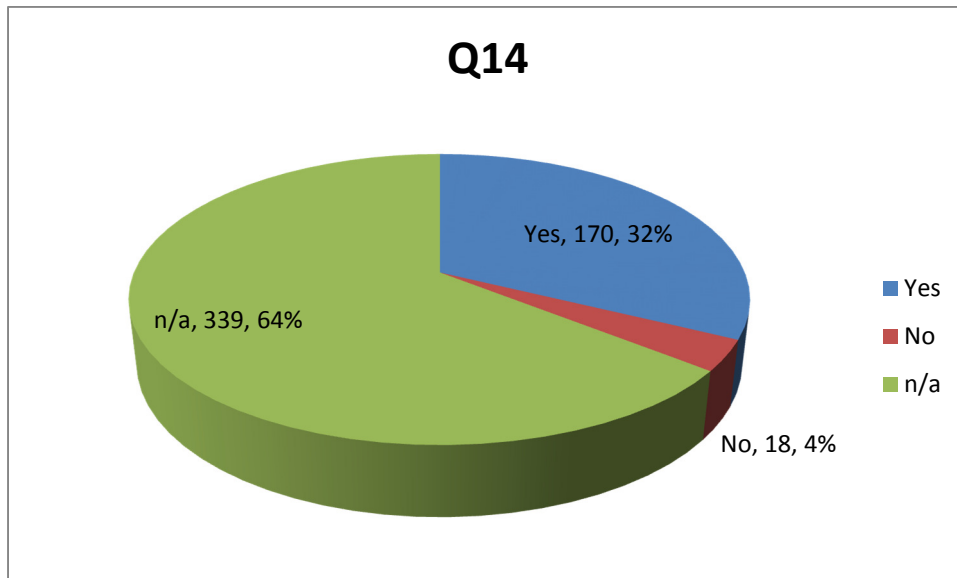


31. Do you use the answering Machine?



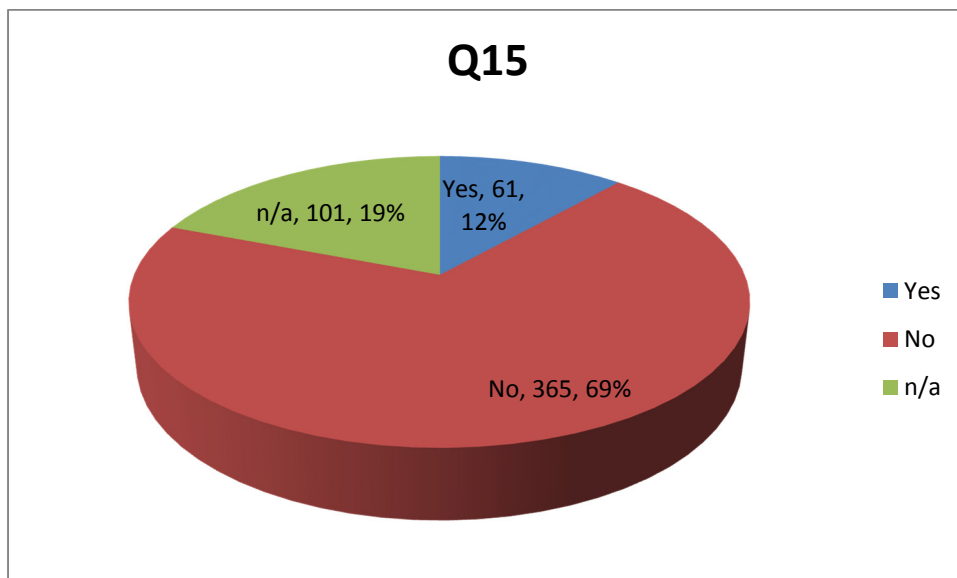
Yes 38% no 62%

32. Do you find the answering machine easy to use?



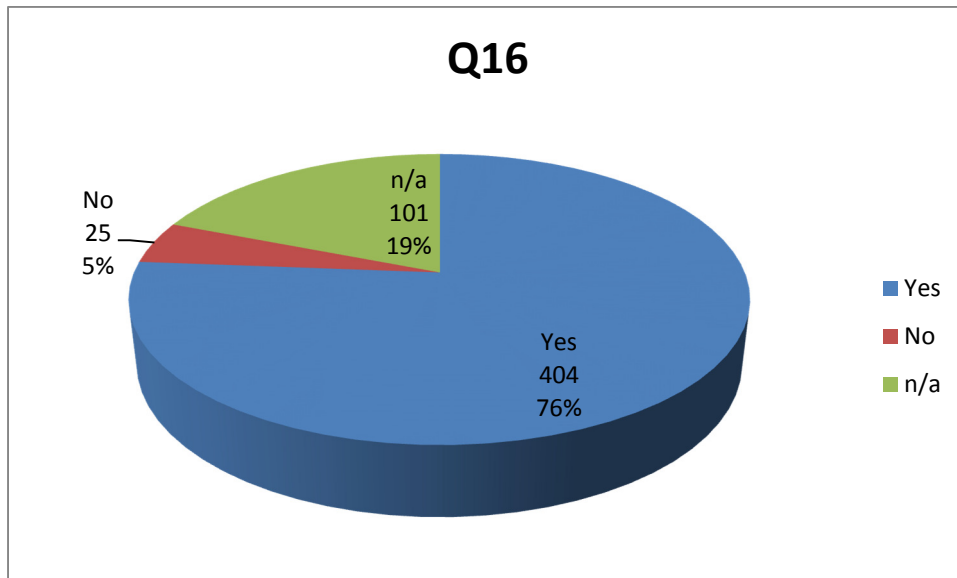
90% of applicable patients felt that the answering machine was easy to use, 10% didn't.

33. Any problems when ordering prescriptions?



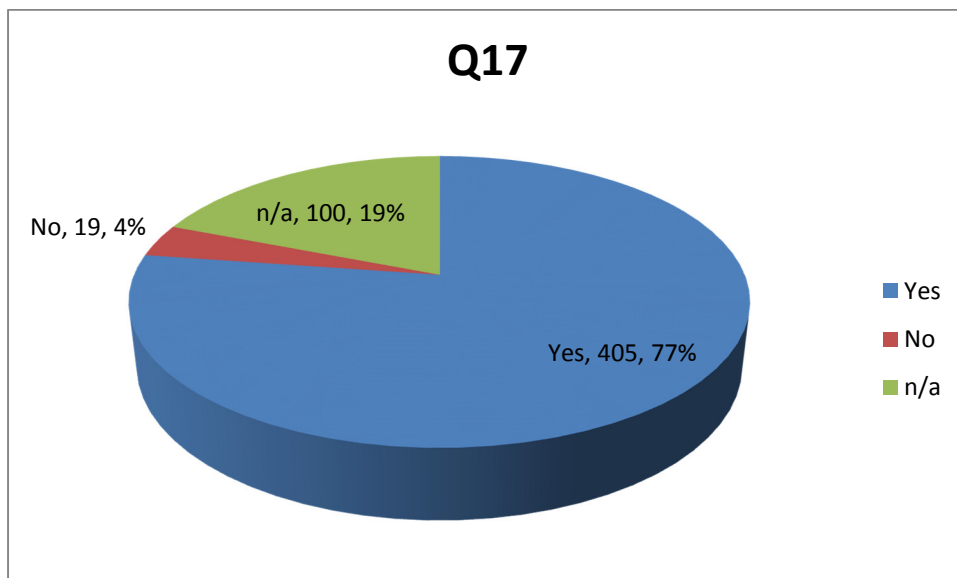
86% of applicable patients had not experienced problems when ordering or collecting their prescriptions, 14% had experienced problems.

34. Was your prescription ready on time?



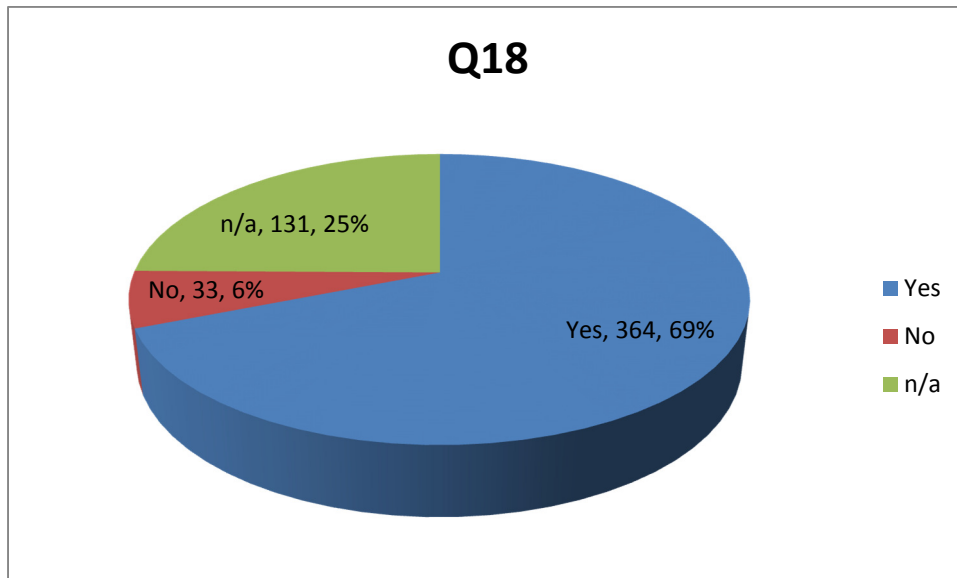
94% of prescriptions were ready for collection on time, 6% were not.

35. Was your prescription correctly issued?



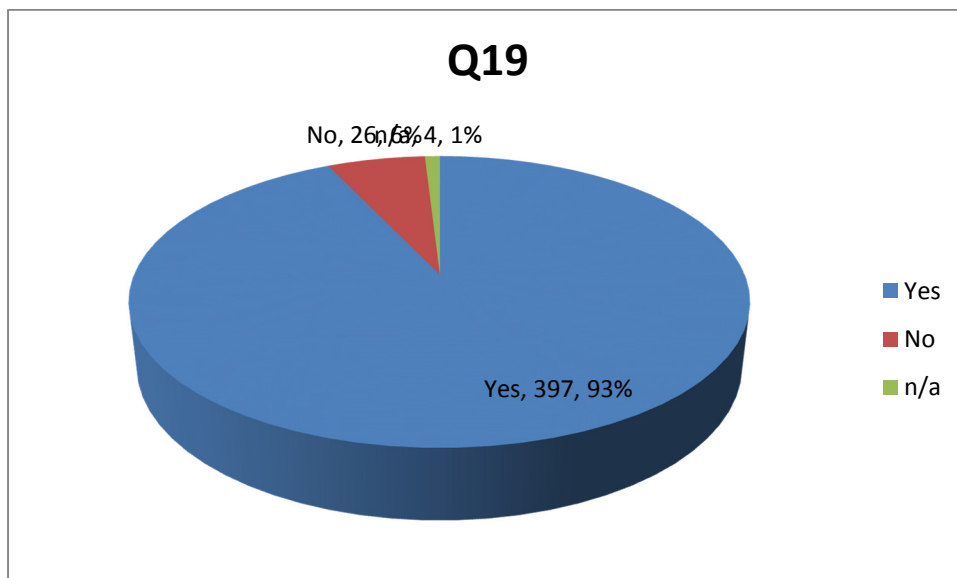
96% of prescriptions were issued correctly, 4% were not.

36. Were any queries you had answered efficiently?



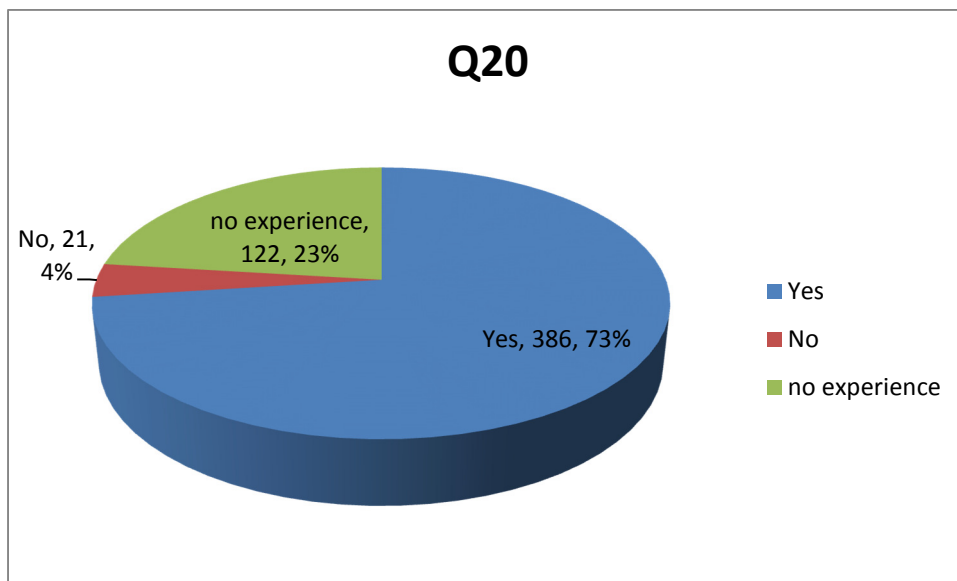
92% of patients felt that their queries had been dealt with efficiently 8% didn't.

37. Were you told when to contact us for your results?



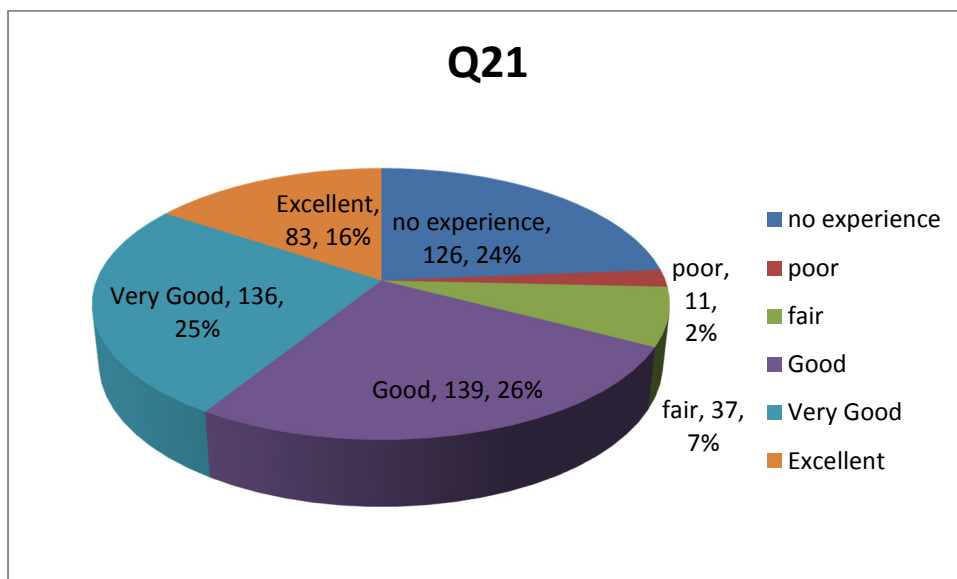
93% of patients were informed when to ring for their results, 7% said that they weren't.

38. Were your results available when you contacted us?



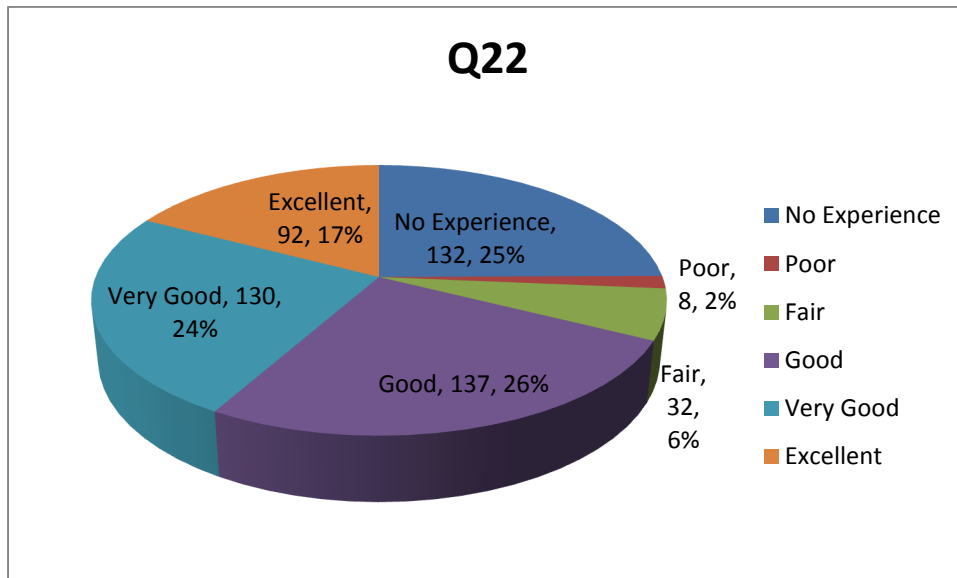
95% of patients said that their results were available when they contacted us, 5% were not.

39. What was your level of satisfaction with the amount of information provided when you were given your results?



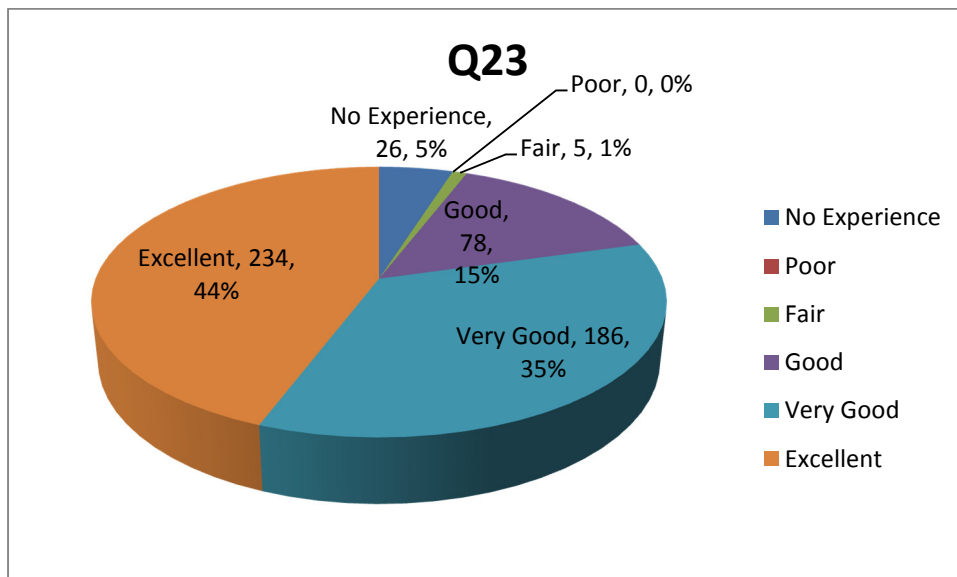
89% of patients rated the amount of information they received as good to excellent, 11% felt that it was poor or fair.

40. What was your level of satisfaction with the manner in which the result was given?



90% felt that the manner in which they were given their results was good to excellent, 10% felt that they were poor to fair.

41. How do you feel that you were treated by the Nursing Staff.



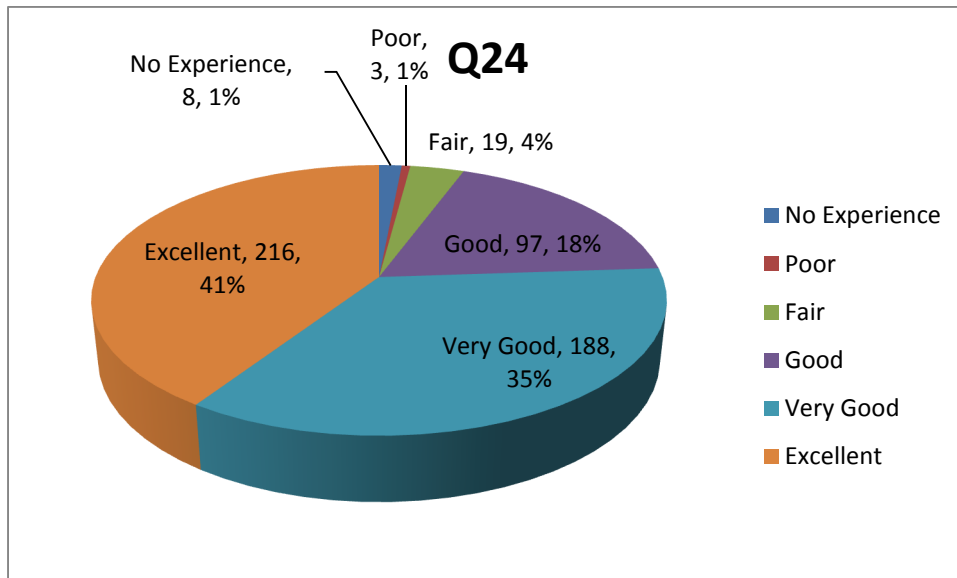
99% of patients felt that the way they were treated by the nursing staff was good to excellent, 1% felt it was fair.

‘Lovely nurse.’

‘Nurse exceptionally friendly and put patient at ease.’

‘The nursing staff is absolutely fantastic, thank you.’

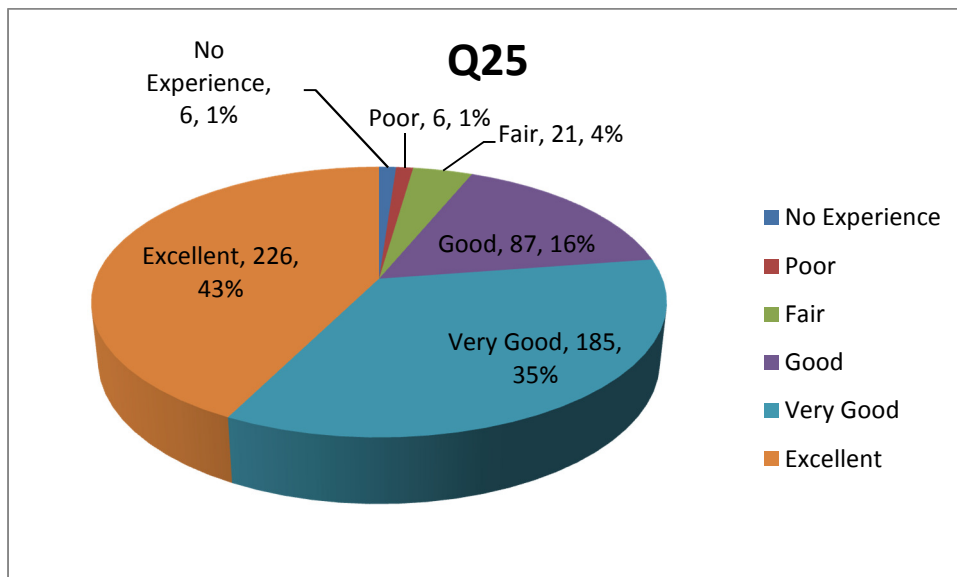
42. How do you feel that you were treated by other staff?



96% of patients felt that the manner in which they were treated by staff was good to excellent, 4% felt that it was poor to fair.

‘Very good staff.’ ‘Professional staff.’ ‘Reception staff = very good’

43. How helpful do you feel the practice staff are?



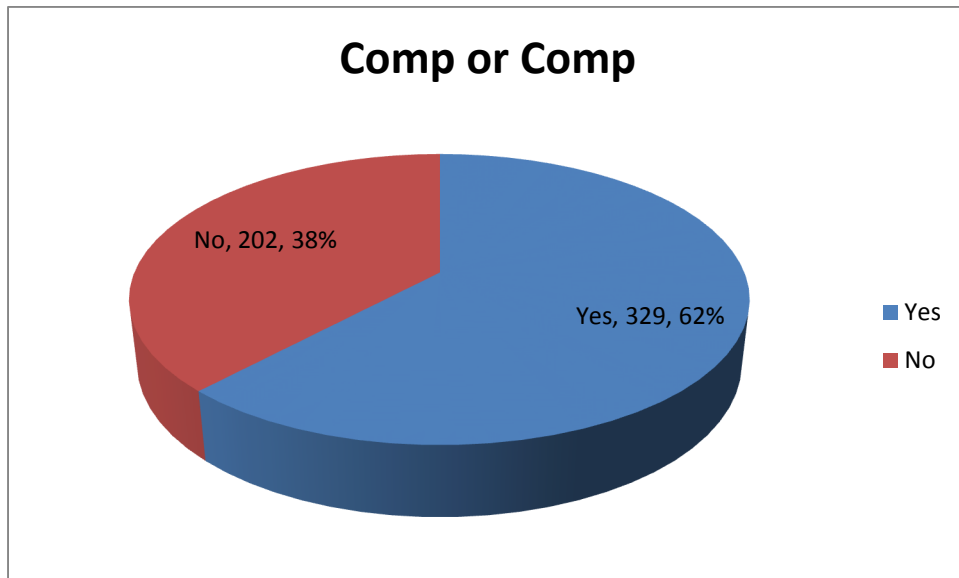
95% of patients found the helpfulness of the practice staff to be good to excellent 5% found it to be poor to fair.

‘Staff are always polite and willing to help’

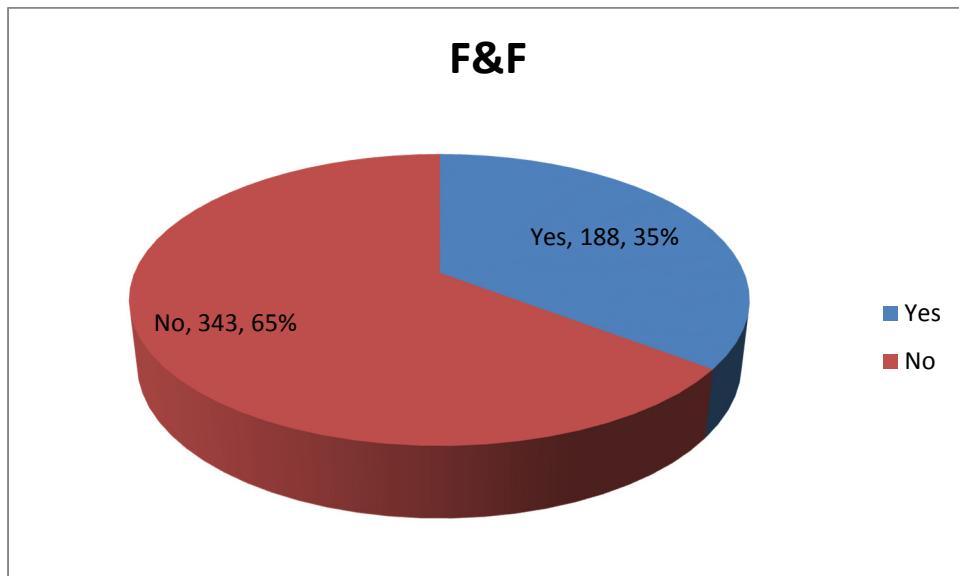
‘Always very pleasant.’

‘I love the fact that the receptionists know you by name and are always friendly.’

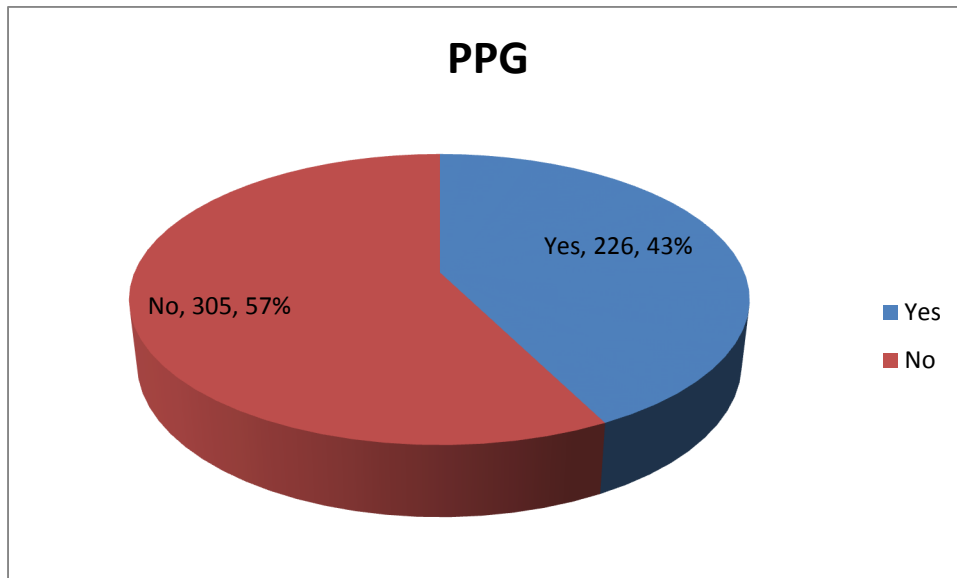
44. Are you aware of how to make a complaint or give a compliment to the Practice?



45. Are you aware of the Friends & Family Test.



46. Are you aware of the Patient Participation Group.



Selection Of Comments.

'I have recently moved to the area and I am very impressed with St Vincent & Hollybush practice, and the staff and GPs I have had experience with. THANK YOU!'

'I don't think there is any space for improvement, its great!!'

'Fantastic practice!'

'I have been a patient at the practice for over 20years, It was recommended by a friend and I have never had a problem obtaining a routine appointment to see a GP or nurse. I'm so glad I registered here, first class service, well done!'

'As with all practices across the country waiting times are not ideal by any means but this practice seems to try very hard to accommodate patients to the best of their ability.'

'Myself and my family have used this practice since Feb 1991 when we moved to the area. We are generally a well family. When we need to use the practice all the staff are friendly and professional. Appointments are made efficiently. Advice given is to support an help. I would strongly recommend this practice to others – Well done to you all.'

Summary.

In general the practice is happy with the results of this comprehensive patient survey. We can see from the age ranges and sexes of the respondents that we have gained the views of a good cross section of the practice population, we have requested input from people visiting the practice for a variety of reasons and seeing different clinicians in order to produce information covering a range of our services, we have also obtained information from frequent attenders to the surgery and those who visit less often. (Chart 1,2,3,4,5)

Chart 6 shows how many patients saw the doctor of their choice and, this came out at 66%, chart 13 rates the likelihood of seeing a doctor of choice as 63%. Obviously the practice would like this figure to be higher. Whilst we understand that some patients prefer to see a specific doctor each time they attend we can see that sometimes, despite our best efforts, this is simply not possible. There appears to be no way to remedy this in the short term, but, in order to help manage patient expectations, and to help them feel comfortable seeing a GP who may not be their first choice, we will reiterate to them that all GPs have access to the patient records on the computer system, encourage them to try a different GP than they are used to who they can see when their usual GP is away from the practice and, in order for patients to be aware of the doctors that they can see at the practice, show information about each doctor and their specialties on the notice boards website the new TV system and the patient newsletter.

The practice is very happy with the fact that 95% of the patients surveyed feel that our opening hours are good to excellent, although we are aware that there is always room for improvement. We feel that we need to publicise our early morning opening and later evening opening hours more effectively as looking at the comments some people do not seem aware of them, we will do this via the notice boards website and new TV system. Saturday morning opening was brought up frequently in the comments to do with opening hours and it is something that the practice may consider, in the meantime we will undertake more early evening appointments between 5 & 6pm. (Chart 7)

The fact that 83% of those surveyed felt that they had been able to access help and advice urgently (chart 8) we felt was a reasonable result, if we link this with chart 16, the ability to speak to a doctor or nurse when necessary, which showed that 84% of patients surveyed rated this as good to excellent it would appear that the majority of patients are being dealt with to their satisfaction when they need urgent help/advice from the practice. We can improve this by continuing to promote our same day doctor/nurse triage service for those who request advice on the day, continue to provide same day appointments for children under 10 without triage and consider extending this to the over 75s.

90% of patients are aware of how to get medical attention when the practice is closed (Chart 9) this is encouraging, we will continue to provide information regarding out of services via our notice boards, website, TV system, patient newsletters etc.

(Chart 10) The practice has improved its telephone system significantly over the last few years, increasing both the number of lines into the practice and the amount of staff to answer the phones. We have tried to make calling the practice quicker and more efficient by adding comfort messages and reducing queuing. 85% of patients surveyed felt that telephone access was good to excellent this is an improvement but there is still work to be done.

Chart 11 and 12 shows patient satisfaction with the length of time they waited for appointments and how convenient the appointment was for them. 81% of patients surveyed rated the convenience of their appointment as good to excellent, we feel that this shows that, for the most part, we are meeting the requirements of our patients, and providing them with appointments that they are happy with. For those who are unhappy, later appointments and Saturday mornings were a regular request, the practice provides evening and early morning appointments and is hoping to provide more appointments in the early evening, Saturday morning opening is something that the practice may consider in the future. The practice works hard to provide appointments within a reasonable amount of time and, 57% of patients feel that we provide a good to excellent service in this area 28% feel it is fair and 15% feel that the amount of time that they wait for an appointment is poor. For the practice this is a disappointing result, and although we feel that it reflects the national and local situation in GP practices we will work to improve these results.

Chart 14 and 15 show that 92% of patients surveyed rate the wait at reception and the wait to see the doctor or nurse as good to excellent. Our new patient check – in machine has improved the wait at reception, and this shows that our clinicians run mostly to time.

Chart 17 shows how patients feel about obtaining home visits from the practice 70% of those patients who stated that they had experience of the home visit system rated it as good to excellent, 30% felt that it was poor or fair. The practice visits all patients who need visits, all requests for visits are dealt with by doctors on the day, and necessary visits are done after morning surgeries. Perhaps the practice could make patients more aware of the process for obtaining a home visit and make it clearer that if a visit is necessary it will never be declined.

Chart 18 covers the OOHs service, this question was included to ascertain whether our patients are happy with the services provided by the local out of hours service, 81% rated it as good to excellent.

Charts 19 to 29 covered the consultation that the patient had on the day that they were surveyed, they asked about, how thoroughly the doctor asked about symptoms,

how well the doctor listened, how well the doctor put them at ease, how much the doctor involved them with decisions about their care, how well the doctor explained any treatments needed, the amount of time the doctor spent with them, and the doctors patience with questions and the doctors caring and concern. All of these areas have been rated between 95% and 97% of those surveyed as good to excellent. This group of charts also shows that, in general, patients who attend the practice to see a doctor feel more able to understand and cope with their illness, and more able keep themselves healthy after their consultation with the Doctor.

Of those surveyed 399 (76%) regularly ordered prescriptions, we were surprised to learn that of these only 38% used the answering machine to order, even though 90% of those who did found it easy to use. Although patients can use other methods to order their medication, via email, systmonline, dropping in the paper slip etc. the answer machine has always been the main method of ordering. 94% of prescriptions were ready for collection on time and 96% were issued correctly, 86% of patients had no problems when ordering or collecting their prescriptions, of those who had a problem 92% felt that it was dealt with efficiently. The practice is happy with these results especially when we consider the amount of prescriptions processed, but, again, there is room for improvement, a significant amount of problems experienced have been due to confusion over EPS, this should improve with time. (Charts 30 to 36)

Charts 37 to 40 show how those surveyed felt about the way they were given their test results 93% of patients were informed when to ring for their results and 95% said that their results were available when they rang. 89% of patients felt that the amount of information they received was good to excellent and 90% felt the manner in which they were given their result was good to excellent.

The charts relating to the practice staff (41 to 43) are really encouraging, 95% of patients rated the helpfulness of the practice staff as good to excellent, 96% rated their treatment by practice staff as good to excellent and 99% felt the way they were treated by the practice nurse was good to excellent. The comments made were also largely positive. We feel this reflects the positive nature of the practice, the staffs desire to help and the training they have received, we will endeavour to maintain and improve these ratings.

The last 3 charts 44, 45, and 46 establish how aware those surveyed are about how to make a compliment or complaint, 62% yes, about the friends & family test 35% yes and the PPG 43%. The practice has advertised all of these in the patient newsletters, on the notice boards, on the website in the practice leaflet and at registration. These results are disappointing and we will look at further ways to inform patients of the above, starting with the new patient information TV system which is in all waiting rooms.

The patient survey was discussed with the patient participation group on 16th September 2015.

Results of Patient survey – Lynne explained the main purpose of this meeting was to review and discuss the results of the recent patient survey.

It has been a very detailed survey this year and we explained to the group that we will focus on particular aspects of the service we provide for future surveys.

After discussion with the group they suggested the following actions:-

- To ensure patients are aware of the different methods available to book appointments, ie, telephone, online, face to face.
- To ensure patients are aware of the different methods available to order prescriptions, ie ansaphone, via email, systmonline, post or in person.
- If a GP has a special interest, ensure this information is shared with patients.
- Suggest to patients they build a relationship with more than one GP, as sometimes it is always not possible to get the doctor of your choice (all GPs have access to your medical records so you wouldn't have to give a complete history of condition if you have an on-going problem).
- To get GPs and Nurses to introduce themselves at the beginning of the appointment as the questionnaire revealed that 31% of patients did not know who they had seen.
- Advertise the practice has a website & put this at the top of all noticeboards in the waiting rooms & also add to the recently installed patient screens.
- To look at the possibility of providing more routine appointments between 5pm and 5.45pm.
- To encourage patients to see more than one particular GP to ensure, when a GP is not available, they feel comfortable with more than one doctor in the practice.

The group were impressed with the overall percentage of patients (95%) who thought the opening hours were good, very good or excellent. As a practice we do try to accommodate the needs of our patients and do provide extended opening hours (late evening appointments 6.30-7.30pm on Wednesday evenings and early morning appointments from 7am on Thursday mornings). We are currently looking at the appointment system and are hoping to be able to provide more routine appointments from 5-5.45pm each evening.

In general, it was felt that this survey was very positive. It has highlighted some areas to work on which the practice will look at, along with the suggestions made by the group.