

PRACTICE PATIENT SURVEY 2014 | STONEBRIDGE PRACTICE

Data sources:	Stonebridge Practice APC Patient questionnaire - practices Nov –Dec 2014	(PQ) 60
	GPPS data (information dated July 14 – Sept 14) (completed forms)	(PS) 69

1. Friends & Family and Stonebridge Practice

78.0 % (46 patients) are likely or extremely likely to recommend their GP practice to friends or family

3.4% (2) are neither likely nor unlikely, 5.1 % (3) are unlikely to recommend their GP practice;

5.1 % (3) of patients are extremely unlikely to recommend their GP practice; 8.5 % (5) of patients don't know.

Top Reasons for Recommending Practice (sample list of comments):

- Easy Access and helpful staff,
- GP's are resident
- Always get to see specific GP
- Helpful and accommodating
- Excellent Doctors

Top Reasons for not recommending Practice (sample list of comments);

- Appointments are difficult to book
- Long waiting times
- Inconsistent appointments
- Parking an issue
- Long waiting times to get an appointment

2. Harness Care

PQ Q23 18.5 % (10) of patients are aware the practice is part of HarnessCare, 81.5 % (44) are unaware of this.

PQ Q24 Patients stated that the advantages of being part of HarnessCare are (small sample):

35.0 % (7) access to wider range of clinical services and specialist doctors

30.0 % (6) option to see other HarnessCare GPs

15.0 % (3) Consistent Quality of clinical care & patient experience

20.0 % (4) Better use of available resources

3. Making Appointments

PQ Q1a 37.9 % (25) of patients book their appointments by phone, 62.1 % (41) in person

PQ Q1b 59.4 % (19) would book their appointments via the internet if more freely available

PS Q3 21 % (14) felt it was easy or fairly easy to get through to someone at your GP surgery on the phone

PS Q10 78 % (52) wanted to see a GP & 17% (11) wanted to see a nurse last time patient contacted the surgery

PS Q11 When contacting the surgery, 28 % (18) wanted to see the GP or Nurse on the same day; no data was available relating to the next day, 36 % (23) wanted a few days later, and no data available for those that didn't have specific date.

PS Q13 When contacting the surgery 76 % (32) got a GP appointment, 26% (11) got a nurse appointment. No data available on those that got to speak to a GP or nurse on the phone

PS Q18 25 % (16) of patients describe their experience of making appointments as very or fairly good

PQ Q12 78 % (39) of patients are aware or somewhat aware of the nursing team services at the practice

4. Preferred GP

PQ Q3 70.2 % (40) of patients surveyed have a preferred GP at the surgery; (this is 69% from the PS survey)

PQ Q4 47.4 % (27) feel it is difficult / very difficult to see their preferred GP

PQ Q5 57.1% (32) feel they only get to see their preferred GP some of the time / never or almost never

PQ Q7 57.6 % (34) would ask to see another GP and 25.4% (15) would book an appointment with another GP and also look for an appointment with their preferred GP if patients preferred GP was not available for 2 days.

PQ Q8 57.5 % (23) would ask to see another GP and 25.0% (10) would book an appointment with another GP and also look for an appointment with their preferred GP if patients preferred GP was not available for 2 weeks.

PQ Q11 94.9% (56) feel the GP is very good / good at giving the patient enough time during their consultation (in the PS survey this figure was 81 % (54))

5. Opening Hours / Availability

PQ Q2 54.5 % (30) of patients were able to see a GP at their surgery within two days

PQ Q9 89.3 % (50) of patients questioned are very satisfied or fairly satisfied with their surgery opening hours

PQ Q21a 48.3 % (29) have attended a Walk in Centre; 38.3 % (23) A&E and 13.3% (8) an urgent care centre within the last 6 months

PQ Q21b When attending a walk-in / urgent care / A&E centre; 33.3 % (15) attended because their GP practice was closed

PQ Q22 41.9 % (18) visited their GP after being seen at another centre for the same problem within two days

- PS Q12 23 % (14) patients said the last time they wanted to see or speak to a GP or nurse they were not able to get an appointment
- PS Q14 57 % (24) got to see or speak to a GP or nurse a week or more after initially contacting the surgery. There was no data on how many did so on the same day or on the next working day.

6. Reception

- PS Q4 81% (57) found the receptionists very or fairly helpful at their GP surgery

7. General commentary from the patient questionnaire

A patient survey was carried out at Stonebridge Practice to get patient feedback on the surgery and to help identify what patients like about the practice and what they would like to see improved. The survey was promoted and made available to all patients visiting the practice during the period.

A total of 60 responses were received. Of those that indicated, there were 37.7 % (20) were male, 62.3 % (33) were female, 6.1 % (3) were aged 18 to 25, 10.2 % (5) were aged 26-35, 32.7 % (16) were aged 36-45, 10.4 % (10) were aged 46-55, 16.3 % (8) were aged 56-65 and 14.3 % (7) were over 65.

While analysing this survey data we also looked at the National GP patient postal survey which would have been completed by practice patients over the period of July to September 2014. A total of 69 patients responded and completed this survey.