

Keele Practice Patient Survey 2015-2016

Background

The survey was done in November 2015. Each clinician had fifty surveys given to patients that they had seen. The survey used is taken from the GMC. Members of the Patient Participation Group gave out the questionnaires in the waiting room and answered any questions that patients had about the survey. This resulted in patients filling out more of the questions, and missing less of them.

Results

Question 1

Are you filling in the questionnaire for yourself, your child, your spouse or partner or another relative or friend?

	Yourself	Your child	Your spouse	Another relative or friend
Dr O	96%	4%	0%	0%
Dr D	92%	8%	0%	0%
Dr C	92%	6%	2%	0%
ML	92%	6%	2%	0%
YF	98%	0%	2%	0%
Average	94%	5%	1%	0%

Question 2

Which of the following best describes the reason you saw the clinician today?

	Advice	Ongoing problem	Treatment (including scripts)	One-off problem	Routine check	Other (detail)
Dr O	14%	26%	33%	19%	6%	2%
Dr D	17%	47%	17%	19%	0%	0%
Dr C	12%	38%	31%	17%	2%	0%
ML	13%	22%	27%	20%	8%	10%
YF	16%	18%	40%	18%	12%	16%
Average	14%	29%	29%	18%	5%	5%

The other reasons were pill checks, vaccinations, blood test results, follow-up and removal of stitches

Question 3

On the scale of 1 to 5, how important to your health and wellbeing were your reason for visiting the clinician today?

	Not very 1	2	3	4	Very 5
Dr O	0%	10%	30%	28%	32%
Dr D	4%	4%	16%	35%	41%
Dr C	0%	8%	14%	36%	42%
ML	4%	10%	14%	16%	40%
YF	2%	2%	34%	22%	40%
Average	2%	7%	24%	28%	39%

It showed a surprising result that the percentage of patients did not feel that their health was very important to them. This suggests that there may need to be more focus on health promotion in the practice on the importance of being healthy.

Question 4

How good was your clinician today at each of the following:

Being polite?

	Poor	Less than satisfactory	Satisfactory	Good	Very good	N/A
Dr O	0%	0%	2%	12%	86%	0%
Dr D	0%	0%	0%	8%	92%	0%
Dr C	0%	0%	0%	6%	94%	0%
ML	0%	0%	6%	16%	78%	0%
YF	0%	0%	6%	8%	86%	0%
Average	0%	0%	3%	10%	87%	0%

The high results in this area showed that between 94% and 100% of patients said that the clinicians were polite and therefore no problems were identified in this area, which is an excellent result.

Making you feel at ease?

	Poor	Less than satisfactory	Satisfactory	Good	Very good	N/A
Dr O	0%	0%	2%	10%	84%	4%
Dr D	0%	0%	0%	4%	96%	0%
Dr C	0%	0%	2%	8%	90%	0%
ML	0%	0%	6%	22%	72%	0%
YF	0%	0%	2%	16%	80%	2%
Average	0%	0%	2%	12%	84%	2%

The results in this area showed that between 95% and 100% of patients said that they felt at ease when they visited the clinician, therefore no problems were identified in this area

Listening to you?

	Poor	Less than satisfactory	Satisfactory	Good	Very good	N/A
Dr O	0%	0%	2%	25%	69%	4%
Dr D	0%	0%	0%	8%	92%	0%
Dr C	0%	0%	2%	8%	90%	0%
ML	0%	0%	4%	16%	80%	0%
YF	0%	0%	4%	18%	74%	2%
Average	0%	0%	2%	15%	81%	2%

Between 92% and 100% of patients said that the clinician was good or very good at listening to them during their consultation, which is a positive result.

Assessing your medical condition?

	Poor	Less than satisfactory	Satisfactory	Good	Very good	N/A
Dr O	2%	2%	0%	18%	67%	10%
Dr D	0%	0%	8%	10%	82%	0%
Dr C	0%	0%	2%	10%	82%	6%
ML	0%	0%	6%	16%	74%	4%
YF	0%	0%	2%	16%	70%	12%
Average	<1%	<1%	4%	14%	75%	6%

Between 85% and 92% of patients felt that the clinician was good or very good at assessing their medical condition. There were 6% patients in the survey that thought that their assessments were between satisfactory and poor which is disappointing, but no further details were given by the patients.

Explaining your condition and treatment?

	Poor	Less than satisfactory	Satisfactory	Good	Very good	N/A
Dr O	0%	0%	2%	14%	72%	12%
Dr D	0%	0%	4%	8%	86%	2%
Dr C	0%	0%	2%	6%	92%	0%
ML	0%	0%	4%	20%	68%	8%
YF	0%	0%	6%	14%	68%	12%
Average	0%	0%	4%	12%	77%	7%

Between 82% and 98% of patients thought that the clinicians were good or very good as explaining their treatment, which is an acceptable result, but the lower end of the scale does need to be discussed to establish how this could be improved.

Involving you in decisions about your treatment?

	Poor	Less than satisfactory	Satisfactory	Good	Very good	N/A
Dr O	0%	0%	0%	24%	68%	8%
Dr D	0%	2%	6%	8%	80%	4%
Dr C	0%	0%	2%	6%	92%	0%
ML	2%	0%	4%	21%	73%	6%
YF	0%	0%	8%	14%	66%	12%
Average	<1%	<1%	4%	15%	75%	6%

Between 80% and 98% of patients thought that the clinicians involved the patients in decisions about their treatment. There was approximately 6% of patients were satisfied or less than satisfied with this, which is disappointing.

Providing or arranging treatment for you?

	Poor	Less than satisfactory	Satisfactory	Good	Very good	N/A
Dr O	0%	0%	4%	20%	68%	8%
Dr D	2%	0%	2%	6%	82%	8%
Dr C	0%	0%	0%	6%	84%	10%
ML	0%	0%	4%	18%	74%	4%
YF	0%	0%	2%	16%	74%	8%
Average	<1%	0%	2%	13%	76%	8%

Between 88% and 92% of patients thought that the clinicians were good/very good at arranging treatment for them. This <1% of patients thought that they were poor in arranging treatment and 2% stated satisfactory.

Question 5

This clinician will keep information about me confidential

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
Dr O	0%	0%	2%	26%	68%	4%
Dr D	0%	0%	0%	14%	86%	0%
Dr C	0%	0%	0%	8%	89%	2%
ML	2%	0%	0%	20%	78%	0%
YF	4%	0%	2%	19%	72%	2%
Average	1%	0%	<1%	17%	79%	2%

The clinicians scored very highly in this category, between 91% and 100%, but 1% did not think that there information would be kept confidential. The practice was very happy with this score, but the lower score needs to be addressed, but nothing else was put on the survey to identify why this opinion was given.

This clinician is trustworthy

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
Dr O	0%	0%	2%	22%	72%	4%
Dr D	2%	0%	2%	10%	86%	0%
Dr C	0%	0%	0%	4%	94%	2%
ML	2%	0%	0%	20%	78%	0%
YF	4%	0%	4%	14%	76%	2%
Average	1%	0%	1%	15%	82%	1%

Between 90% and 98% of patients thought that the clinician was trustworthy. The same survey sheets showed the same result as the previous question, ie that 1% of the patients thought that the clinician was not trustworthy, but there was no additional information as to why the patients thought this.

Question 6

I am confident about this clinician's ability to provide care

	Yes	No
Dr O	100%	0%
Dr D	100%	0%
Dr C	100%	0%
ML	100%	0%
YF	100%	0%
Average	100%	0%

100% of patients agreed, which is an excellent result.

Question 7

I would be completely happy to see this clinician again

	Yes	No
Dr O	96%	4%
Dr D	96%	4%
Dr C	100%	0%
ML	100%	0%
YF	100%	0%
Average	98%	2%

98% of patients were completely happy, but 2% were not. No reasons were given by the 2% on why they would not be happy to see these clinicians again.

Question 8

Was this visit with your usual clinician?

	Yes	No
Dr O	53%	47%
Dr D	61%	39%
Dr C	68%	32%
ML	62%	38%
YF	38%	62%
Average	56%	44%

Almost half of the patients saw their usual clinician and half did not. This may be due to the transient population, and the patients never actually seeing any clinician before.

Question 9

Please add any other comments about this clinician

Dr O'Byrne

- Very professional Comfortable
- Nice and comfortable
- Clear with explanations. Easy to talk to
- Clear concise. Seemed to know what he was doing
- Very supportive during difficult times as a fellow doctor
- Dr O'Byrne is great! Treats us like adults who own our own bodies

Dr Deaville

- Good clear explanations and treatment advice. Dr Deaville is brilliant at respecting patients prior knowledge
- Very thorough
- Made me feel comfortable about a very personal and sensitive subject
- Very good
- Dr Deaville is always comforting, helpful and informative. I trust her with advise and all of my medical queries
- V. nice, easy to talk to, listens and takes her time feel very comfortable

Dr Clarson

- Really good
- Dr Clarson is a fantastic doctor with a lot of time and compassion for myself and everyone else. I know who uses him as their usual clinician. He is an asset to Keele Practice and is a brilliant doctor
- He is very good and listens and always explores all options
- Considerate and a good listener. Good consultation
- Very friendly and knowledgeable
- Pretty shocking that the NHS is still only offering 2 gender options
- He is the best
- Wonderful, kind but respectful, explains without being condescending
- Fantastic, No problem is too small, Friendly and approachable. Don't feel rushed, time isn't an issue
- Best doctor I have ever had
- Very calming

- The clinician is extremely thorough and always follows up with the patient following tests. Appointment times can be delayed
- Very good doctor
- Only one I trust at this surgery

Marilyn Liu – Nurse Practitioner

- Very helpful made me feel at ease
- Very friendly and knows her stuff
- Marilyn always provides very good care and advice
- Very friendly and a pleasure to see
- No problems with nurse, very useful and efficient
- Friendly and helpful as always

Yvette Fawcett – Nurse Practitioner

- The receptionist (v long blond hair one) was a little grumpy
- Very friendly and helpful
- lovely
- She is lovely and always makes me feel at ease
- She is lovely and Barbara (PPG) is really nice too
- You need to stop asking this (ethnicity). It is racist!
My race has nothing to do with the quality of care I receive
- Very friendly

The next questions were basic information about who took part in the survey

Question 10

Are you male/female?

	Female	Male
Dr O	60%	40%
Dr D	63%	37%
Dr C	61%	39%
ML	66%	34%
YF	82%	18%
Average	66%	34%

Question 11

Age

	Under 15	6 to 15	15-20	21-40	40-60	Over 60
Dr O	4%	0%	42%	46%	6%	2%
Dr D	4%	2%	39%	45%	10%	0%
Dr C	6%	0%	47%	41%	4%	2%
ML	6%	0%	36%	38%	12%	8%
YF	0%	0%	55%	22%	15%	8%
Average	4%	<1%	44%	38%	9%	4%

Question 12

Ethnic group

White British	White other	Mixed white & black Caribbean	Mixed white & black African	Mixed white & Asian	Other Mixed	Indian	Pakistani	Other Asian	Black Caribbean	Black African	Other Black	Chinese	Other ethnic group
78%	8%	<1%	<1%	<1%	<1%	2%	2%	2%	<1%	2%	<1%	4%	<1%

Conclusion

The demographics provided a true picture of the patient population. The practice overall was very happy with the results from the survey. Although some patients were not happy with different parts of the service/clinician, nothing was added to the survey to identify what the problems were. The survey showed that the comments that the patients made about the clinicians and practice were excellent. There were a couple of more negative comments, and one which the practice would have difficulty resolving as it asks which ethnicity the patient is, and to get an accurate picture from the survey, feedback from each age group, ethnic group and sex must be obtained. As the majority of questionnaires were given out by members of the Patient Participation Group, more of them were fully completed, and therefore more accurate results were obtained.

It was agreed that this survey did not give enough scope for patients to give their opinions on opening and waiting times and reception service, therefore next year it is proposed that the "NHS GP Patient Survey" be used as these questions are asked in this and also include benchmarks.