

SOUTHdene MEDICAL CENTRE

PATIENT SURVEY REPORT

MARCH 2012

The Aim

To improve our services provided.

We organised a Patient Representative Group (PRG) and the aim was to meet with a cross section of patients who were interested in improving our surgery. We collaborated with the PRG and agreed a survey which would be given to any interested patients to complete.

This report shows how we arranged the PRG, agreed the survey, the results and the action plan to be implemented.

Patient Representative Group (PRG)

In order to canvas the widest group of patients to join our PRG we had an internal meeting to brainstorm the best areas to cover and how. Posters inviting all to join were placed in all 3 sites, Haswell Surgery, Peterlee Health Centre and Southdene Medical Centre. Haswell Pharmacy, Wheatley Hill Chemist and Boots agreed to place one of our posters in their shop and also all care homes housing our patients agreed. Posters were also emailed to our local libraries and faxed to the SureStart Centres. Copies of our leaflet were also left in as many of the above places for patients to show their interest and added to prescriptions. Nurses and Doctors promoted the PRG during clinics. After all the above advertising we did not receive the desired interest and so leaflets were posted to a cross section of patients with stamped addressed envelopes to return their acceptance or decline.

Finally 10 patients agreed to join our PRG.

The PRG representatives were as follows:-

| Age | 0-18 | 19 -30 | 31-40 | 41-50 | 51-60 | 61-70 | 71+ |
|------------|-------------|---------------|--------------|--------------|--------------|--------------|------------|
| | 10% | 20% | 0 | 20% | 0 | 50% | 0 |

| Male | Female |
|-------------|---------------|
| 60% | 40% |

All were White British. No patients with Learning Disabilities, living in a care home or from a different ethnic group showed their interest.

Development of the Patient Survey

Once we had all the interested names a meeting was arranged. 3 were unable to attend and so were interviewed separately.

We used the sample questionnaire provided as the basis of our survey to be put to the PRG, removing and adding where we thought appropriate. Our version was then shown to the PRG to decide if they were happy for these questions to go into the survey. The final survey was decided and given to patients at our three sites. They could be handed into staff or posted into a box which was placed at reception.

The final results are as follows:-

SOUTHDENE MEDICAL CENTRE

PATIENT SURVEY 2012 RESULTS

1 Appointments

| In the past 6 months how easy have you found the following | Very easy | Fairly easy | Not very easy | Difficult | Not tried | No answer given |
|--|-----------|-------------|---------------|-----------|-----------|-----------------|
| Getting through on the phone | 48% | 44% | 4% | | | 4% |
| Speaking to a Doctor on the phone | 19% | 22% | 4% | 4% | 44% | 7% |
| Speaking to a nurse on the phone | 19% | 52% | | 4% | 19% | 7% |
| Obtaining test results | 33% | 40% | 11% | | 11% | 4% |
| Are you able to see a doctor on the same day | 15% | 15% | 44% | 19% | 7% | |
| How easy is it to book appointments ahead | 40% | 48% | | 4% | | 7% |

2 Access to Doctors

| | Same day | Next day | 2-4 days | 5 days or more | Not tried | No answer given |
|--|----------------------------------|---------------------|--|-----------------------------------|-------------------|-----------------|
| If there is a particular Dr you prefer to see at the GP surgery how quickly are you able to be seen? | 11% | 11% | 59% | 7% | 4% | 7% |
| If you are willing to see any doctor how quickly are you seen? | 26% | 15% | 33% | | 19% | 7% |
| | Normally on time | Less than 5 minutes | 5 -15 minutes | 15 – 30 minutes | Over 30 minutes | No answer given |
| Once you have arrived at the surgery how long after your appointment time do you usually wait in the waiting room to be seen | 19% | 11% | 40% | 26% | 4% | |
| | Don't normally have to wait long | About right | Usually have to wait a little too long | I have to wait far too long | Not applicable | No answer given |
| How do you feel about how long you normally have to wait to be seen? | 33% | 19% | 22% | 7% | | 19% |
| How satisfied were you with your last appointment with your doctor at the surgery? | | Very satisfied | Fairly satisfied | Neither satisfied or dissatisfied | Very dissatisfied | No answer given |
| Allowed you enough time | | 74% | 22% | 4% | | |
| Asked about your symptoms | | 70% | 22% | 4% | | 4% |
| Listened to you | | 74% | 19% | | | 7% |
| Explained about tests & treatments | | 67% | 26% | | | 7% |
| Involved you in decisions about your care | | 59% | 30% | 4% | | 7% |
| Treat you with care and respect | | 78% | 22% | | | |
| Took your problems seriously | | 74% | 19% | 4% | | 4% |
| Did you have trust & confidence in the doctor you saw | | 78% | 22% | | | |
| Were you happy with the privacy of your conversation with the Dr | | 81% | 19% | | | |

3 Telephone consultations

| | Yes | No | Don't know | No answer given |
|---|-----|-----|------------|-----------------|
| Have you ever had a telephone consultation? | 26% | 56% | 4% | 15% |
| Following the telephone consultation did you require a follow up? | 19% | 15% | 15% | 52% |
| Would you use a telephone consultation again? | 30% | | 19% | 52% |

4 Access to Practice Nurses

| | Very easy | Fairly easy | Not at all easy | Don't know | No answer given |
|--|-----------|-------------|-----------------------------------|-------------------|-----------------|
| How easy is it for you to make an appointment with a Practice Nurse at your surgery? | 44% | 41% | 4% | 4% | 7% |
| Please rate your last appointment with a nurse at the surgery | Very | Fairly | Neither satisfied or dissatisfied | Very dissatisfied | No answer given |
| Allowed you enough time | 74% | 19% | | | 7% |
| Asked about your symptoms | 78% | 11% | 4% | | 7% |
| Listened to you | 81% | 11% | | | 7% |
| Explained about tests / treatments | 78% | 11% | 4% | | 7% |
| Involved you in decisions about your care | 78% | 11% | 4% | | 7% |
| Treat you with care and respect | 81% | 11% | | | 7% |
| Took your problems seriously | 78% | 11% | 4% | | 7% |
| Did you have trust and confidence in the nurse you saw | 81% | 11% | | | 7% |
| Were you happy with the privacy of your conversation with the nurse | 78% | 19% | | | 4% |

5 In your GP practice

| Overall how well does your practice help you to: | Very Well | Well | Unsure | Not very well | Not applicable | No answer given |
|--|--------------|----------------|------------------|----------------------------------|----------------|-----------------|
| Understand your problems | 52% | 44% | 4% | | | |
| Cope with your health problems | 56% | 33% | | 4% | | 7% |
| Keep yourself healthy | 41% | 56% | | | 4% | |
| Find information about services they provide. i.e. test results, repeat prescriptions etc. | 41% | 48% | | 4% | 4% | 4% |
| Understand the practice's compliment and complaint procedure? | 37% | 30% | 19% | 11% | 4% | |
| Access information about staying healthy and preventing illness | 37% | 52% | 4% | | 4% | 4% |
| | Very helpful | Fairly helpful | Not very helpful | Not at all helpful | Don't know | No answer given |
| How helpful are receptionists | 44% | 15% | 7% | | | 33% |
| Regarding your practice building | Very | Fairly | Not very | Not at all, please explain below | | No answer given |

| | | | | | |
|--|-----|-----|----|--|----|
| How clean is the surgery? | 62% | 33% | | | 4% |
| How easy is it to get into the surgery building | 74% | 22% | | | 4% |
| How comfortable is the waiting area | 59% | 33% | 4% | | 4% |
| How clear are the signs inside & outside the building? | 62% | 26% | 7% | | 4% |

Patients comments on “Generally how would you rate your overall satisfaction?”

Very good. Very satisfied. Staff really helpful and polite. Very good. 9/10. Good. Excellent. Fantastic. Fairly satisfied. All OK. Very good. Happy with service. Average.

Patients comments on “Do you have any suggestions how the practice can make any improvements to their service?”

Peterlee could be more informative when waiting to see doctor, name on board. Waiting time. Quicker appointments. Childrens books. Move doctors room away from waiting area. Cold water bottle.

Do you have any suggestions how the doctor / nurse / Healthcare Assistant could improve?

They all do an excellent job and try to help. Happy with the surgery.

| | YES | NO | No answer given |
|---|-----|-----|-----------------|
| Have you given feedback to your GP on the level of satisfaction or experience of a service that they have referred you to (eg in hospital or a community service) in the last year? | 33% | 48% | 19% |
| If so, did you feel this feedback was listened to (and therefore may feature in discussion regarding the planning or management of this service in the future)? | 30% | | 70% |
| Would you like greater say in how the NHS services that you receive outside of the GP Practice are planned or commissioned? | 22% | 30% | 48% |

About you

| | | | | | | |
|----------|------|-----|--------|-----|-----------------|-----|
| Are you: | Male | 26% | Female | 59% | No answer given | 15% |
|----------|------|-----|--------|-----|-----------------|-----|

| | | | | | | | | | | | |
|-----------------|---------|-------|-----|-------|-----|-------|-----|-----|----|-----------------|----|
| How old are you | Under16 | 16-44 | 48% | 45-64 | 30% | 65-74 | 11% | 75+ | 7% | No answer given | 4% |
|-----------------|---------|-------|-----|-------|-----|-------|-----|-----|----|-----------------|----|

| | |
|---------------------------|-----|
| What is your ethnic group | |
| White | 96% |
| Black or Black British | |
| Asian or Asian British | |
| Mixed | |
| Chinese | |
| Other ethnic group | |
| No answer given | 4% |

| | |
|--|-----|
| How would you describe how often you come to the practice? | |
| Regularly | 56% |
| Occasionally | 26% |
| Rarely | 7% |
| Very rarely | 4% |
| No answer Given | 7% |

OUTCOME

Results of the 2011/12 Patient Survey were mainly positive with a few areas to have actions discussed.

Areas to be improved which were discussed are as follows:-

Waiting times for a Doctors appointment on the same day – Patients requesting an urgent appointment are always accommodated whenever possible.

Action – If not possible, give the patient an explanation, eg sicknotes – not urgent, the Doctor is out at training and give them the next available appointment.

Waiting time before appointments for Doctors – Waiting times are always kept to a minimum whenever possible but if this is not possible and the Doctor is called to an emergency or there is another delay..

Action - Patients to be informed as soon as possible there could be a wait and given the option to re-book.

Complaints procedure – Not clear to patients.

Action – Make poster informing patients of procedure more visible and highlight there is a box in the lobby where complaints and suggestions can be posted anonymously if needed.

Missing answers – There was a large number of missing answers in the survey.

Action – it was agreed the next survey will be made simpler and will be reduced to one page if possible. Then hopefully more patients will be interested in completing it and filling in all answers.

Achievement

The actions are on going and hopefully the improvements will reflect in the next patient survey for 2012 / 13

Opening times and extended hours

The practice participates in the Extended Hours Enhanced Service and offers late appointments with both GPs and Nurses on a Monday evening.

Our practice opening times are advertised on our JayX board, the Life Channel, on our website and also the GP Choices website. We also have these details in our practice booklet along with a lot more helpful information.

Thank you to all the members of our Patient Representative Group who took the time to help us put together the survey and actions and also the patients who completed the final survey.