

THE INGHAM PRACTICE

DEDICATED * CARING * RESPONSIVE

Dr M M Sultan

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www.theinghampractice.co.uk

99%

of respondent patient ratings
across all aspects of this Practice were
Excellent, Very Good, Good or Average

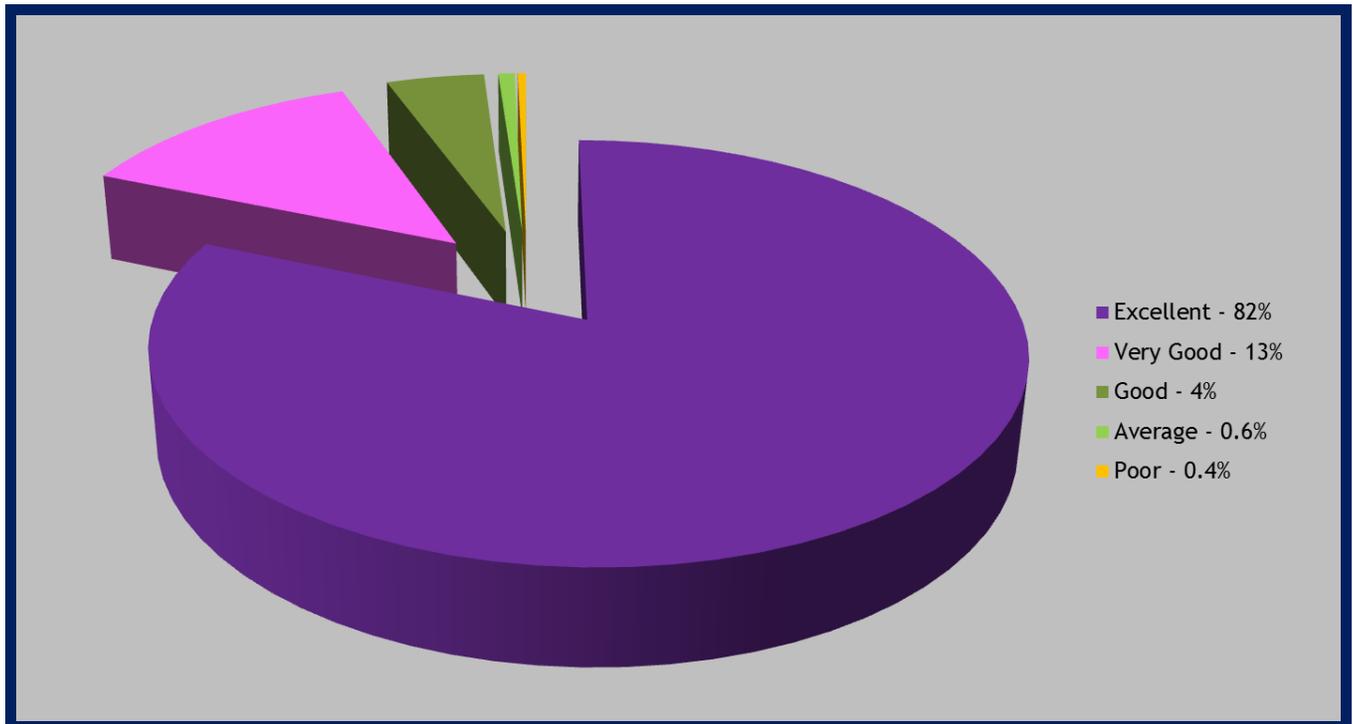
Patient Satisfaction

Survey Results

2018/2019

“Striving towards excellence”

Overall Satisfaction



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The Ingham Practice Annual Patient Survey 2018/2019

Analysis

Practice List Size 3385

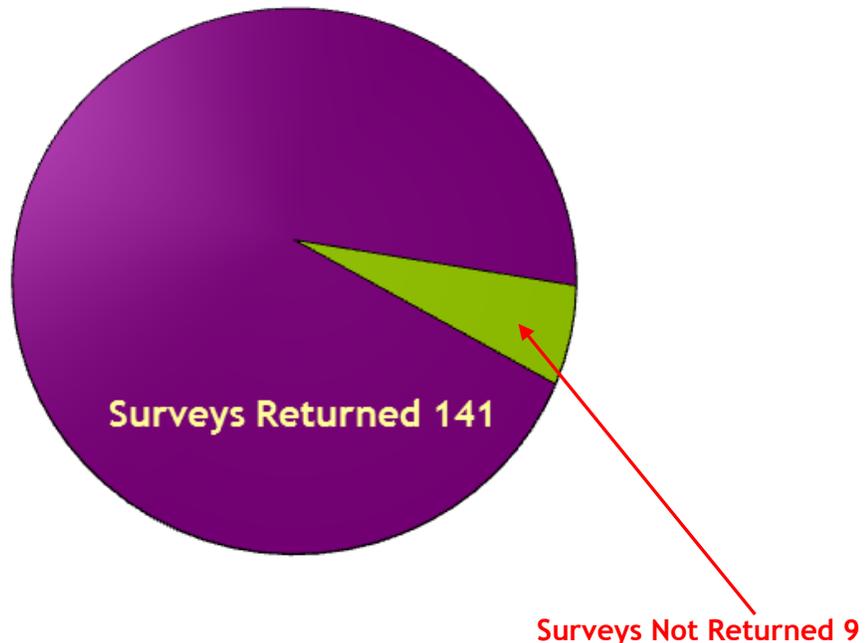
Total Number of Questionnaires Provided 150

Total Number of Surveys Returned 141 (94%)

Total Number of Surveys Not Returned 9 (6%)

Completed on December 2018

Questionnaires Provided 150



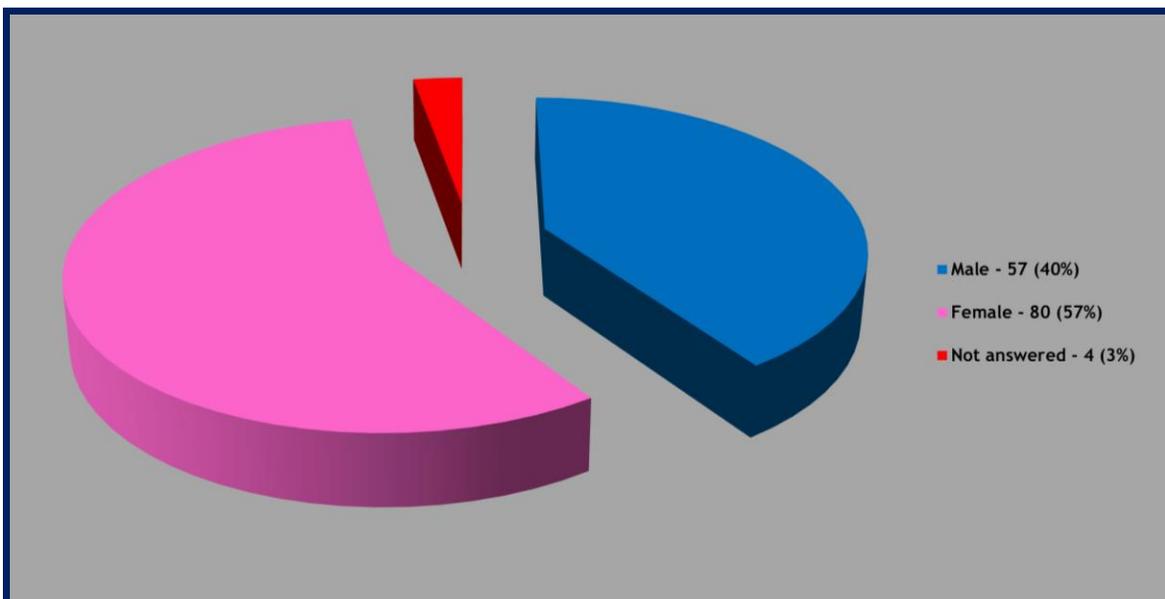
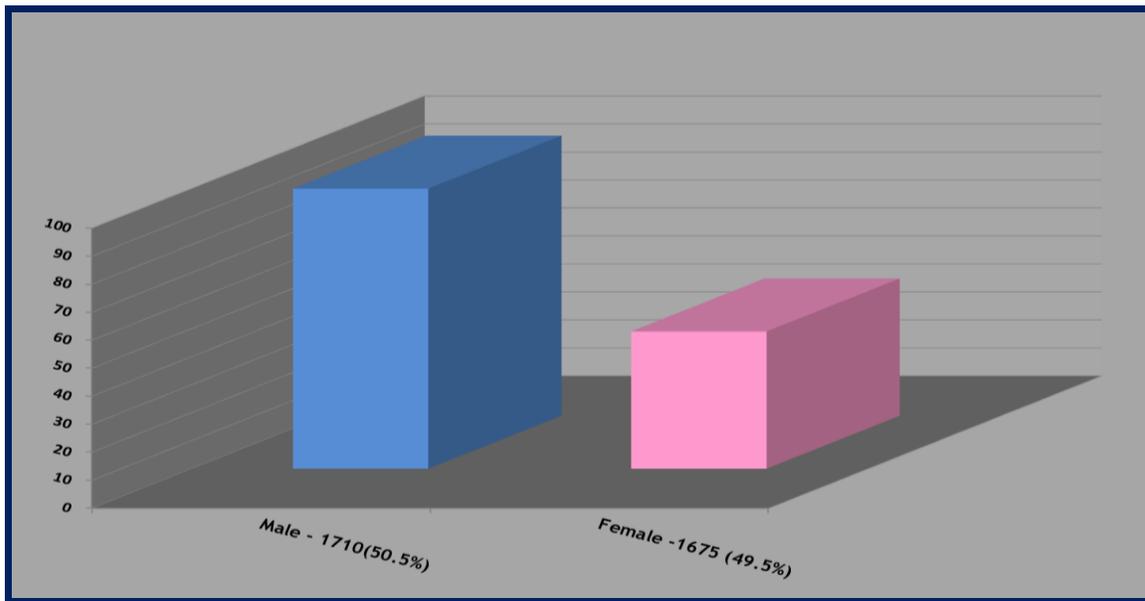
The Ingham Practice Annual Patient Survey 2018/2019

Gender of Questionnaire Respondents

(LAST YEAR'S RESULTS) Survey results 2017/18

Gender of Practice Population

Male	1710	(1706)	50.5%	(51%)
Female	1675	(1665)	49.5%	(49%)

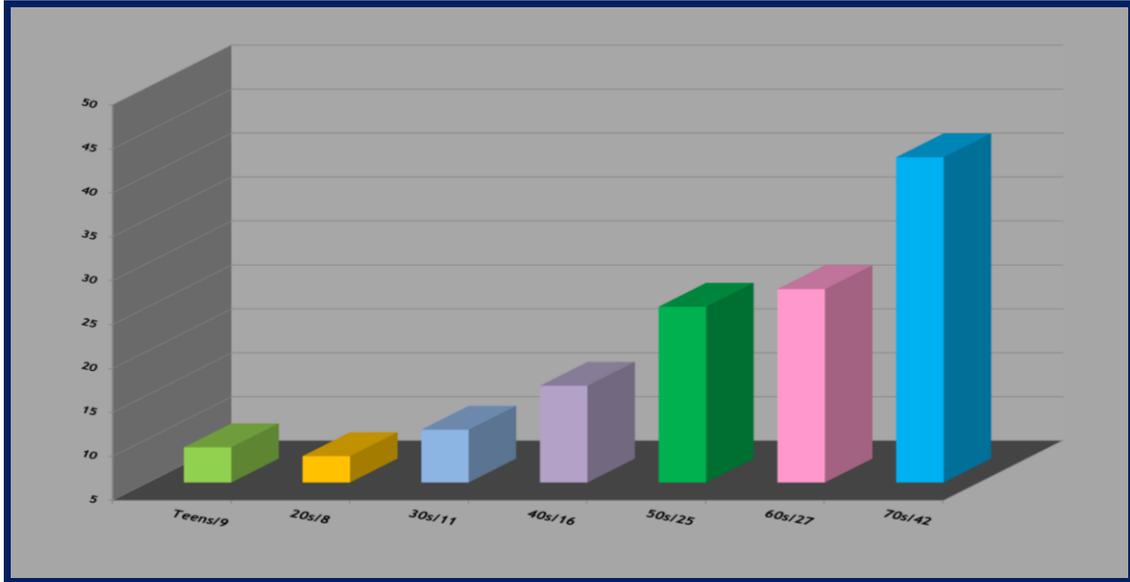


The Ingham Practice Annual Patient Survey 2018/2019

Respondent Age Groups (Two patients did not respond)

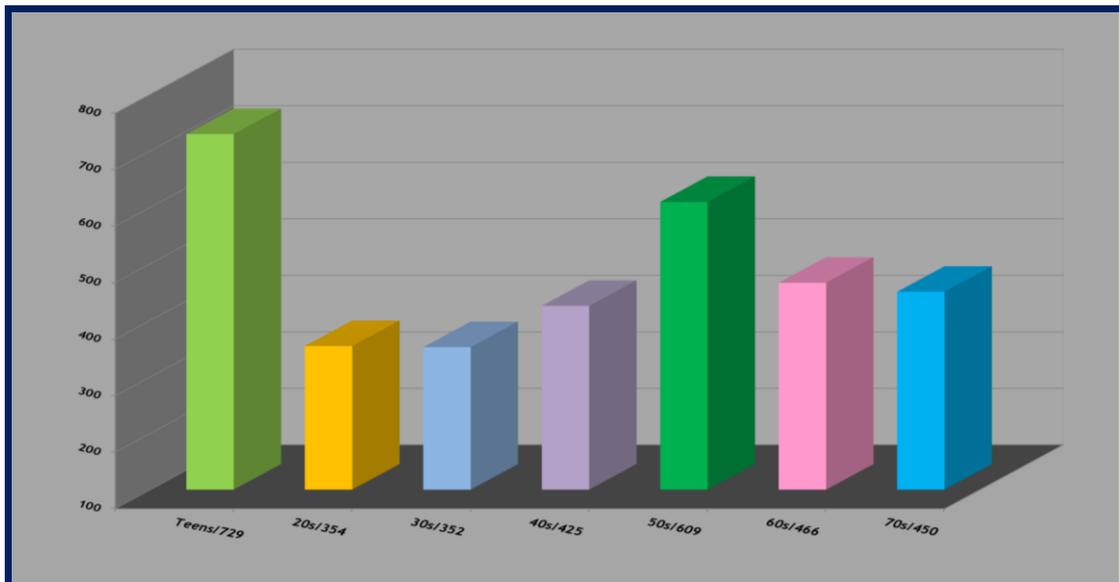
(LAST YEAR'S RESULTS) Survey results 2017/18

Teens	20s	30s	40s	50s	60s	70s and over	Total
(2)	(5)	(4)	(5)	(16)	(41)	(54)	(128)
9	8	11	16	25	27	42	141



Practice Current Population (Data collected from SysteemOne)

Teens	20s	30s	40s	50s	60s	70s and over	Total
(784)	(339)	(352)	(461)	(585)	(472)	(421)	(3414)
729	354	352	425	609	466	450	3385

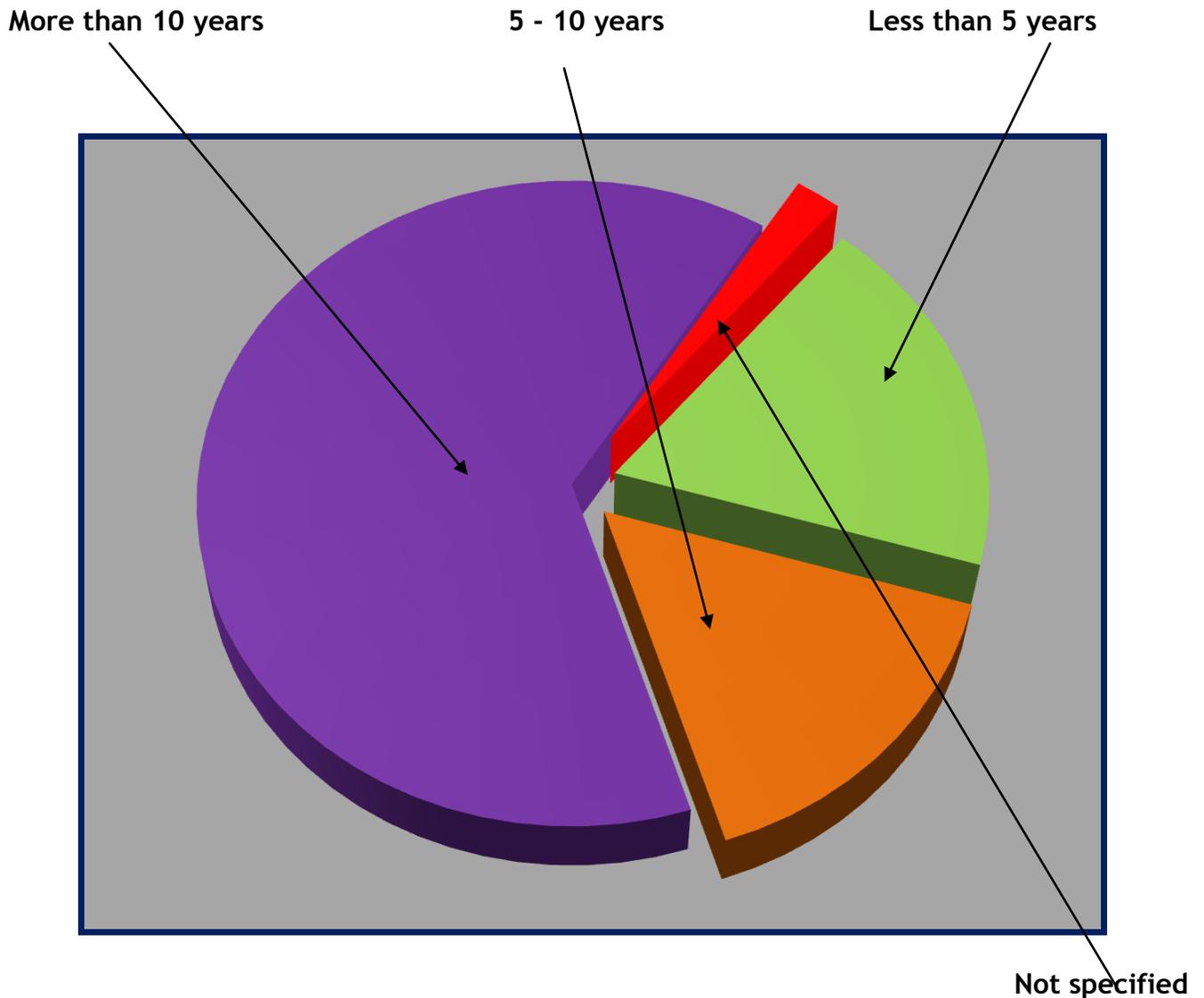


The Ingham Practice Annual Patient Survey 2018/2019

Survey Respondent's Period of Registration

(LAST YEAR'S RESULTS) Survey results 2017/18

Period of Registration	Less than 5 years	5 - 10 years	More than 10 years	Not specified	Total
	(9)	(19)	(98)	(2)	(128)
	26	22	90	3	141



The Ingham Practice Annual Patient Survey 2018/2019

The Practice's Overall Level Satisfaction - Excellent/Very Good/Good/Average 99%

Q1 Was the service you received at the Practice professional?					
	Excellent Very Good Good Average	Poor	Sub Total	No Answer	Total
GP	109		109	32	141
Practice Nurse	104	1	105	36	141
Reception	109		109	32	141
Dispensary	90		90	51	141
Admin Team	59		59	82	141

Q2 Were you happy with the care given during your consultation?					
	Excellent Very Good Good Average	Poor	Sub Total	No Answer	Total
GP	106		106	35	141
Practice Nurse	101		101	40	141

Q3 Has the service provided by the Practice met with your expectations?					
	Excellent Very Good Good Average	Poor	Sub Total	No Answer	Total
Practice facilities	136		136	5	141
Opening times	132		132	9	141
Booking appointment	135		135	6	141

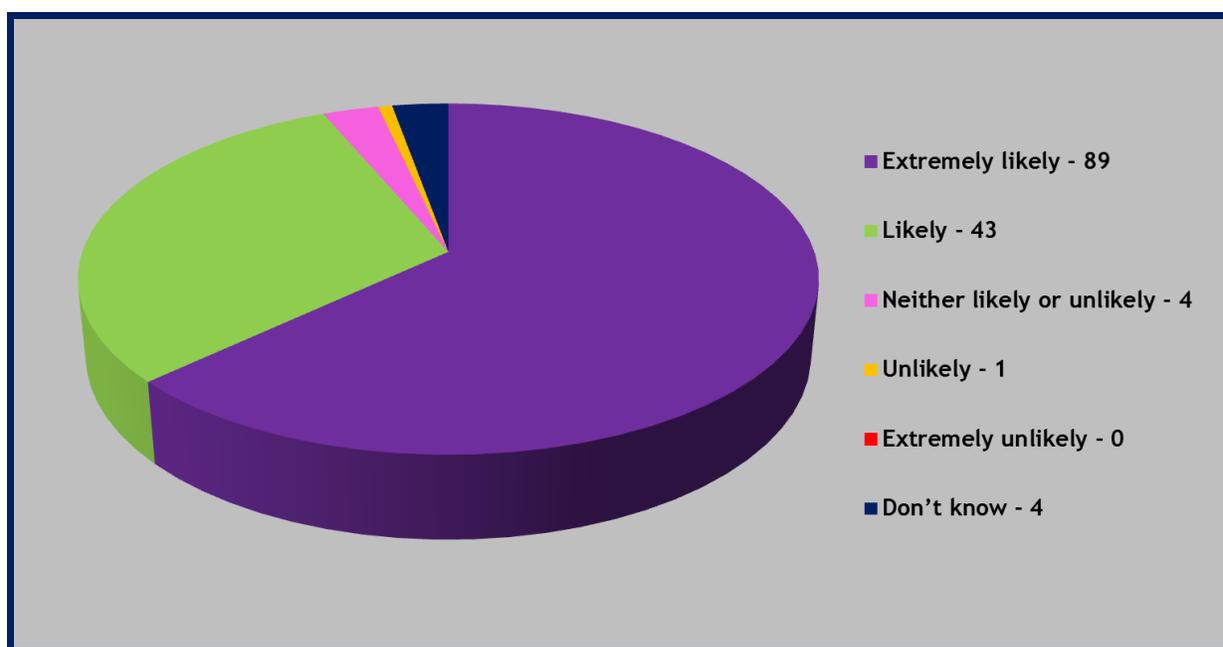
Q4 Was the service provided by the Dispensary convenient?					
	Excellent Very Good Good Average	Poor	Sub Total	No Answer	Total
Ordering repeat prescriptions	107	1	108	33	141
Collections of prescriptions	115		115	26	141
Overall Dispensary Services	119		119	22	141

Q5 Have you used the Practice's on-line services recently?					
	Excellent Very Good Good Average	Poor	Sub Total	No Answer	Total
Booking appointments	33	1	34	107	141
Ordering repeat prescriptions	41	3	44	97	141

Q6 Have you used the Practice's check-in screen?					
	Excellent Very Good Good Average	Poor	Sub Total	No Answer	Total
Check in screen	121		121	20	141

Q7 Friends and Family Test

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't know
89	43	4	1	0	4



Q8 Are you aware of the following additional services provided at the Surgery even if you do not use them?

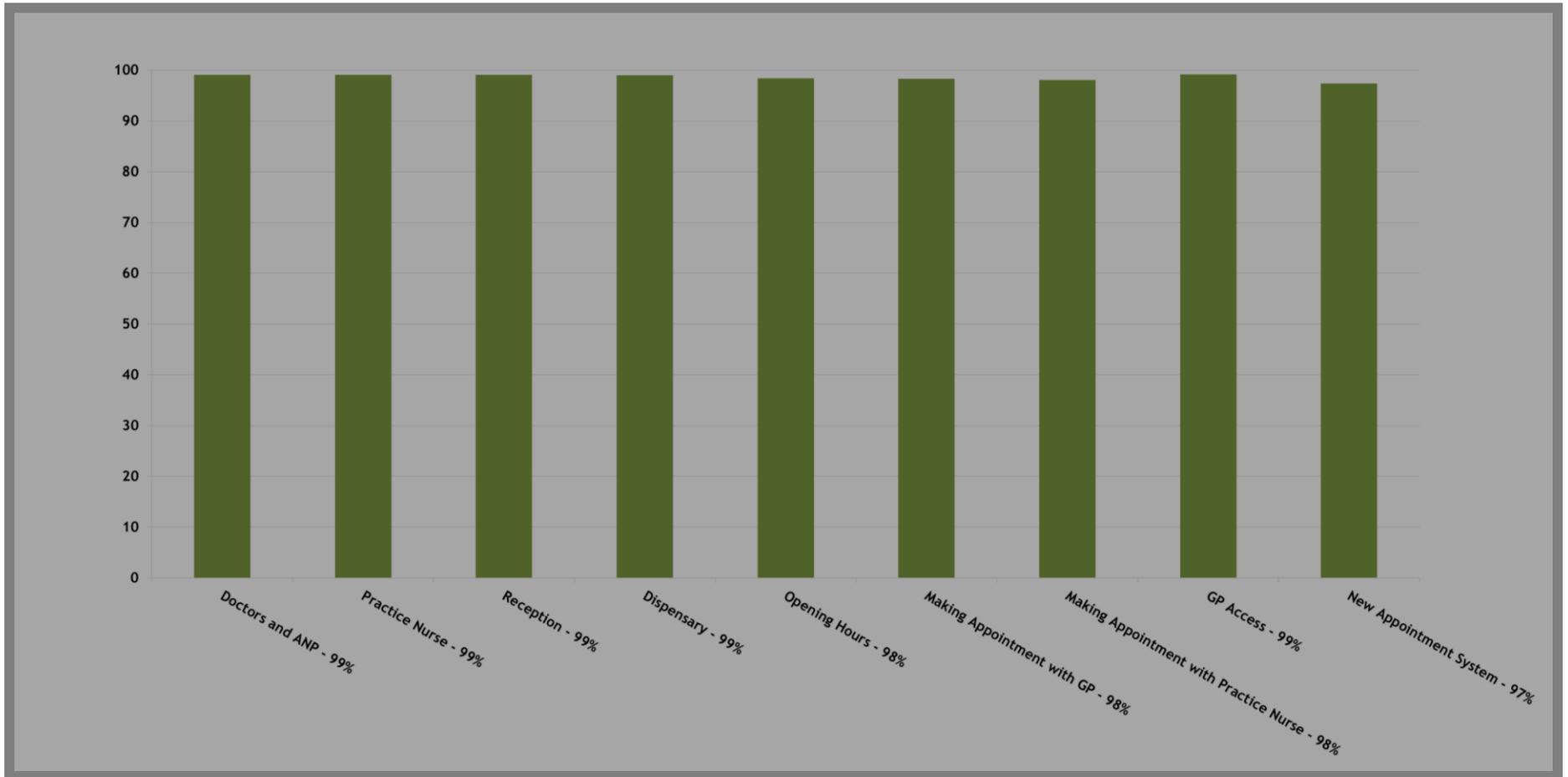
Services	Patients answering Yes
Dispensary	132
Cryotherapy Clinic	16
Minor Surgery	108
NHS Health Check	91
Physiotherapy Clinic	60
Chlamydia Screening	16
Family Planning Services	33
Pulmonary Rehabilitation Review (COPD)	14

The Ingham Practice Annual Patient Survey 2018/2019

Overall Scoring 99%

Questions	Excellent	Very Good	Good	Average	Poor	Service Not Used	Total
GP	84	20	5	0	0	32	141
Practice Nurse	88	12	2	2	1	36	141
Reception	99	6	4	0	0	32	141
Dispensary	76	11	3	0	0	51	141
Admin Team	53	3	2	1	0	82	141
Care given by the GP	82	17	7	0	0	35	141
Care given by the Practice Nurse	82	12	5	2	0	40	141
Practice facilities	110	22	4	0	0	5	141
Opening times	98	28	6	0	0	9	141
Booking appointment	99	23	10	3	0	6	141
Ordering repeat prescriptions	89	11	7	0	1	33	141
Collections of prescriptions	92	14	8	1	0	26	141
Overall Dispensary Services	95	19	3	2	0	22	141
Online booking appointments	27	5	1	0	1	107	141
Online ordering repeat prescriptions	39	1	1	0	3	97	141
Easy use of the check-in-screen	107	9	4	1	0	20	141

Overall scoring



The Ingham Practice Annual Patient Survey Analysis 2018/2019

Aim

The aim of the survey is to evaluate patients' satisfaction and review their feedback in order to evaluate the Practice's services and consider patients suggested changes. The Practice aims to make all the necessary changes resulting from the survey which will improve the level of care provided to all service users.

Observations

99% of respondents rated the service provided as being within the range of excellent to average.

However, seven respondents gave a low score as follows:

Question 1	one patient was not happy with the service provided by the Practice Nurse
Question 4	one patient was not happy with the ordering of repeat prescriptions
Question 5	one patient was not happy with the online booking and cancelling appointments one patient was not happy with the online ordering of repeat prescriptions
Question 6	Three patients were not happy with the check-in screen

Conclusion

The Ingham Practice continues to provide a highly professional, convenient and patient friendly service which is greatly appreciated by the vast majority of patients. This is supported by the level of satisfaction shown in this survey, patients' feedback and their complimentary comments.

We are very pleased with our survey outcome, the latest results and the Practice will continue striving to provide patient centered care.

Following a discussion with the Group during the meeting which took place on 21 January 2019, it was agreed that the Practice will be evaluating patients' satisfaction via an alternative means. Therefore, the Patient Survey will be put on hold for the foreseeable future. Patients have direct access to the Practice to address their views and discuss any suggestions they may have.

The Ingham Practice Annual Patient Survey 2018/2019

PATIENT COMMENTS AND SUGGESTIONS (copied verbatim)

- 1 Very good friendly atmosphere.
- 2 I think it is a very friendly practice and I feel comfortable speaking to ALL members of staff. The most important thing is I have always been able to get an appointments and when I have wanted one. Thank you I think you provide an excellent service.
- 3 All is v. fine - didn't know re PRR or chlamydia.
- 4 Dr Mihaela Koroknai - excellent doctor. Receptionist first class services.
- 5 Very satisfied with the service I get thank you.
- 6 These surveys are very good as long as the comments are listened to.
- 7 The only think I would say is that sometimes the doctor asks you to book an appt for something else, such as blood tests, and nobody is ever sure what tests are actually needed when you get there.
- 8 Dr Sultan and staff are all excellent practice.
- 9 The service I have received for more than 30 years has always been superb and professional.
- 10 Both myself and my husband find the surgery excellent - hence whilst we stayed with them when we moved to Saxilby some 22 years ago - my husband is the one who has been mostly involved with the surgery - being a cardiac patient.
- 11 This is an excellent practice; giving exceptional service at very difficult times within the NHS.
- 12 Haven't had time yet to form an opinion but everyone I have met have been very helpful and friendly.
- 13 Very lovely practice, glad we made the move, everything has been seamless.
- 14 Some doctors don't listen properly.

- 15 At the healthcheck and emergency ECG was required for another patient which meant any issues or conversations were cut short. Whilst this is not foreseeable it did mean I did not achieve the consultation I expected and means extra trips in a very busy life when attending in working hours is difficult.
- 16 Very pleased with service/courteousness of team and my medical care.
- 17 Online service locks out occasionally making ordering repeat prescriptions difficult.
- 18 I realise GPs are busy people. Sometimes it is not easy to get an appointment.
- 19 Reception staff are very pleasant and helpful. As are dispensary staff. I am not a frequent user of the surgery so when I do come the Doctors seem to have changed. I recognise that there is a national shortage of GP's but would prefer to see the same GP on each visit. I wonder if retention is a problem?
- 20 I cannot understand why you make appointments for 7.30am when you are not open you are already 10 mins late with appointments.
- 21 I find everyone helpful and pleasant on contact at all times.
- 22 Paint the front door? Check if disabled parking spaces are used correctly. At present there is one car parked without a blue badge displayed (11:36 on 11/10/18). With lines signage need to be refreshed.
- 23 There is little reason to comment on this surgery at consultations. The one comment I might say is that "getting to know a doctor who gets to know his patients in a meaningful way that gives a person confidence that the doctor knows his history for continuing reasons seems somewhat difficult. I do appreciate the workload however. The doctor/patient relationship is vital.
- 24 One GP is not clearly spoken. English poor. All other staff very good.
- 25 Dispensary closed at dinner time which is not good if you want your pills etc in your dinner hour.
- 26 I only rated booking an appointment as "3" because sometimes I can't get an appointment when needed unless I phone really early. I know they try their best though and work long hours, so thank you for your help!
- 27 I have never had another GP Practice always been very happy with the care.
- 28 Very fortunate to have such a good service - a shining example of how it can work!!

- 29 Excellent surgery. Polite/friendly staff. No complaints here.
- 30 Always received the highest quality medical service. This is such a wonderful surgery we are indeed so very fortunate.
- 31 I want to say what an excellent responsive I received today 30/11/18. Within an hour of asking for an urgent appointment I was seen and treated. I have always had the utmost respect and realise how fortunate I am to be with this practice. You all go above and beyond what's expected. In these difficult times for the NHS I'm so thankful people still care. Thank you.
- 32 Very good service and good staff. But we really could do with a dentist.
- 33 No problems, 1st class service from doctors nurses and reception staff A1*.
- 34 Great practice, great staff. Very happy with the care we received. Keep up the good work!
- 35 I am more than happy with the service received. Especially the treatment husband receives. Thank you.
- 36 This is a very caring efficient practice in all depts.
- 37 Super service.
- 38 Dispensary times - maybe is not 100% transparent to patients e.g. I have driven here to find it closed - I have rang up to find it closed, so now I tend to have to go on line to check its open. OK not a big issue but nevertheless I've just found inconvenient and wasted time. Am loving the new appointments system - beats open surgery and wasting up to 2 hours to see doc. Staff excellent.
- 39 The service given by all the staff is excellent, we are so very lucky to have this surgery to cater for all our needs.
- 40 100% happy.
- 41 Excellent service.
- 42 It would be good if we could get our medication here as well as our prescriptions.
- 43 No improvements I feel necessary, staff are welcoming and friendly. Excellent work by All!

- 44 Overall I find the Practice, well run and professional, the only issue I have is with my tablets changing colour, makes and shapes each month which makes me feel these are being swapped for cheaper alternatives, if I was old or confused the constant changing of the tablets with colours and shapes could cause confusion which could be quite risky to someone's health.
- 45 The questions I haven't answered were N/A. I have been a patient for 30 years at Ingham Practice and I have always received the utmost care and am very happy with the staff and services.
- 46 Both my husband and I are very happy with the service provided by Ingham Surgery. Everyone is professional, friendly and helpful. Keep up the good work. The new open surgery system is much better.

Patient Satisfaction Survey 2018/19

Methodology

Following agreement of members of the Ingham Patient Participation Group (IPPG), the Practice undertook a patient survey for the year 2018-2019 during one week of the months of October and November, using the following approach:

- A new questionnaire was discussed and agreed by all members of the IPPG and the Practice team. It was agreed that the number of patient surveys for this year is 150 questionnaires handed out to patients opportunistically.
- The survey was handed out to patients on arrival by all receptionists during the week commencing 8 October and 5 November 2018 (75 questionnaires each week). The patients were asked to complete all questions after their consultation and on-site if possible. Patients were provided with an envelope in which to seal their completed survey.
- A cardboard box was placed on the reception desk for patients to place their sealed envelopes in.
- The Practice list size is between 3,000 and 4,000 patients. Therefore, the number of questionnaires recommended is 130. However, the Practice carried out 150 questionnaires. The minimum number for completed questionnaires should be at least 80 which is approximately 2% of our Practice population.
- All the questionnaires were handed out to patients on arrival on an ad hoc basis as explained above.
- The box was emptied at the end of each day and the completed surveys were given to Kathryn.
- All sealed envelopes were opened by Kathryn and Mai and the results were collated. A draft document was prepared for analysis at the IPPG meeting on 21 January 2019.
- After the initial discussion of the draft survey the final survey report will be agreed with the IPPG group and an action plan will be produced to implement any changes if necessary.

The results of this survey will be uploaded to the Ingham Practice's website before 31 March 2019 and displayed in the waiting room.

The survey is no longer a requirement of the Practice to carry out. However, it was decided by the Practice and the Group combined, that it is good practice to continue with a patient survey. It is important for the Practice to have feedback from patients which in turn supports the Practice to implement any changes and improve services.

The Practice is mindful of patients' needs and endeavours to meet their expectations. The survey gives patients an opportunity to raise any issues and make suggestions.



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Dear Patient

The Ingham Practice Annual Patient Survey 2018/2019

Following the ongoing work and support of the Ingham Practice Patient Group (IPPG) combined with the Practice Team the survey below was agreed for the year 2018-2019.

This survey's format was agreed by the IPPG and the Practice. The aim of the survey is to gain the views of our patients regarding the services we currently provide, evaluate the satisfaction and to consider patients' suggestions and make changes whenever possible.

The results of the survey will be analysed by the IPPG and the Practice. An action plan will be agreed to address any changes/improvements which can be made.

The agreed action plan will be discussed with the Practice Team; changes will be considered and implemented accordingly.

The final report will be available on the Practice website and copies made available in the Practice waiting room.

The Practice would be grateful if you would complete this survey by answering ALL of the following questions.

Patients are NOT identified on the survey form and all information received will be treated anonymously.

The Practice would like to take this opportunity to thank the IPPG for their dedication and ongoing support to ensure the Group's continuity.

The Ingham Practice Annual Patient Survey 2018/2019

On a scale of 1 - 5

- 5= excellent
- 4= very good
- 3= good
- 2= average
- 1= poor

Please rate the following questions by circling your answer. Please also circle if Not Applicable (N/A).

Your response to the following questions will provide us with general information about the range of patients who have participated in this survey. Be assured, no one at the Practice will be able to identify your personal responses.

Please tick as appropriate.

How old are you, in years?
----------------------------	-------

Are you?	Female	<input type="checkbox"/>	Male	<input type="checkbox"/>
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How many years have you been attending this practice?	Less than 5 years <input type="checkbox"/>	5-10 years <input type="checkbox"/>	More than 10 years <input type="checkbox"/>
---	--	-------------------------------------	---

At your most recent visit to the Practice:

1. Was the service you received at the Practice professional?

GP

1	2	3	4	5	N/A
---	---	---	---	---	-----

Practice Nurse

1	2	3	4	5	N/A
---	---	---	---	---	-----

Reception

1	2	3	4	5	N/A
---	---	---	---	---	-----

Dispensary

1	2	3	4	5	N/A
---	---	---	---	---	-----

Admin Team

1	2	3	4	5	N/A
---	---	---	---	---	-----

2. Were you happy with the care given during your consultation?

GP

1	2	3	4	5	N/A
---	---	---	---	---	-----

Practice Nurse

1	2	3	4	5	N/A
---	---	---	---	---	-----

3. Has the service provided by the Practice met with your expectations?

Practice Facilities

1	2	3	4	5	N/A
---	---	---	---	---	-----

Opening Times

1	2	3	4	5	N/A
---	---	---	---	---	-----

Booking an appointment

1	2	3	4	5	N/A
---	---	---	---	---	-----

4. Was the service provided by the Dispensary convenient?

Ordering repeat prescription(s)

1	2	3	4	5	N/A
---	---	---	---	---	-----

Collection of prescription(s)

1	2	3	4	5	N/A
---	---	---	---	---	-----

Dispensary service overall

1	2	3	4	5	N/A
---	---	---	---	---	-----

5. Have you used the Practice's on-line services recently? Yes /No

If yes, please rate the on-line service below.

Booking/cancelling appointments on-line

1	2	3	4	5	N/A
---	---	---	---	---	-----

Ordering repeat prescription(s)

1	2	3	4	5	N/A
---	---	---	---	---	-----

6. Have you used the Practice's check-in screen? Yes /No

If yes, please rate how easy it was to sign in via the check-in screen.

The use of the check-in screen

1	2	3	4	5	N/A
---	---	---	---	---	-----

7. We would like you to think about your recent experience of our service and indicate below how likely are you to recommend our Practice to friends and family if they needed similar care or treatment?

Please circle the appropriate statement below.

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't know
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