

THE INGHAM PRACTICE

DEDICATED * CARING * RESPONSIVE

Dr M M Sultan

The Ingham Practice, Lincoln Road, Ingham, LINCOLN LN1 2XF

Telephone: (01522) 730269 Fax: (01522) 730192

www.theinghampractice.co.uk

98%

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

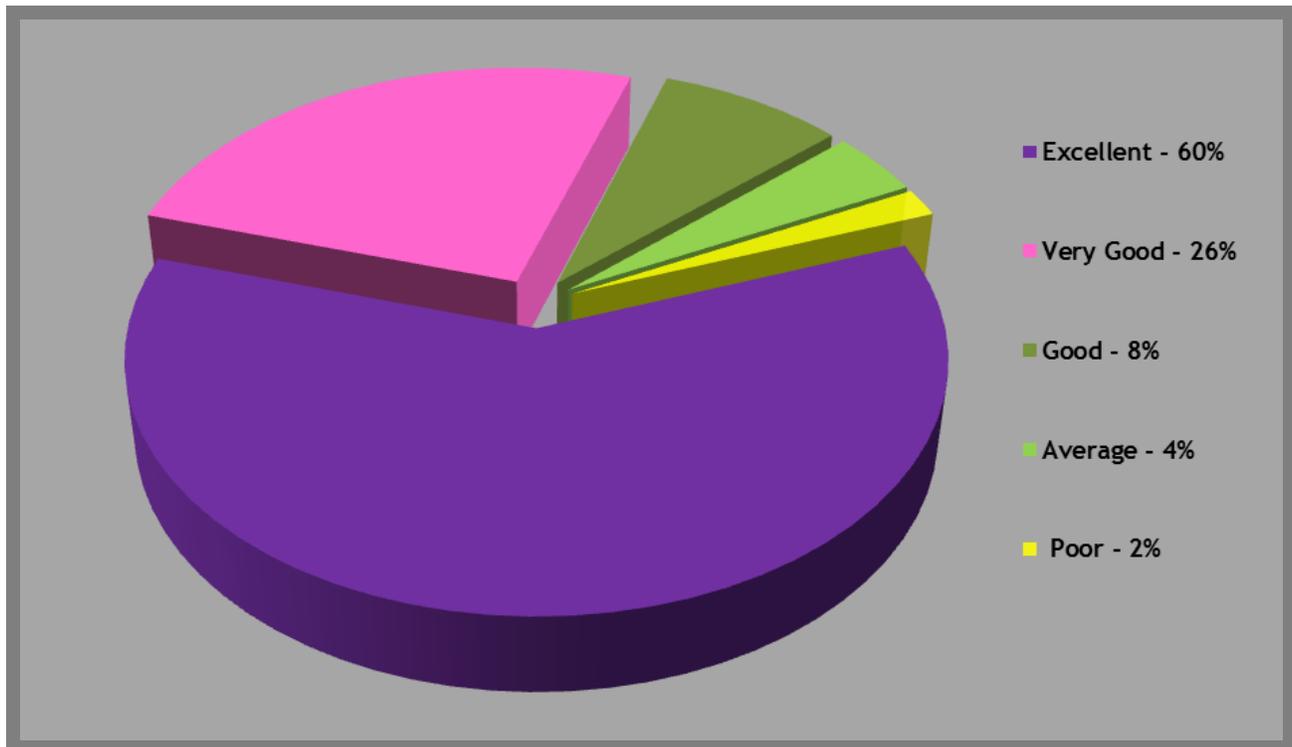
Patient Satisfaction

Survey Results

2016/2017

“Striving towards excellence”

Overall Satisfaction



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The Ingham Practice Annual Patient Survey 2016/2017

Analysis

Practice List Size 3371

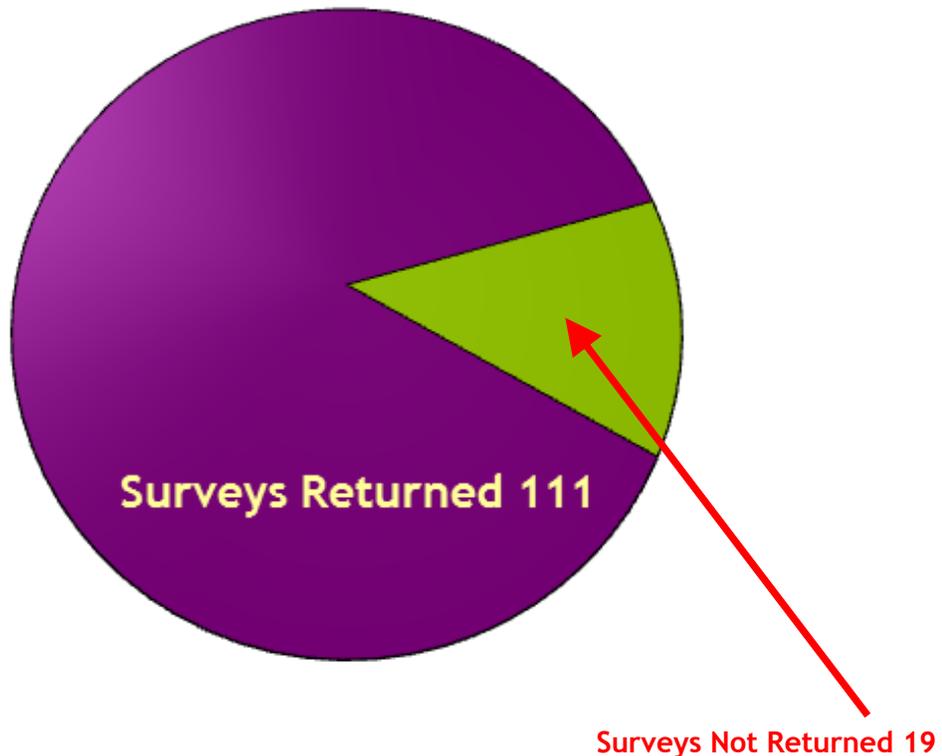
Total Number of Questionnaires Provided 130

Total Number of Surveys Returned 111 (97%)

Total Number of Surveys Not Returned 19 (3%)

Completed on 21 October 2016

Questionnaires Provided 130

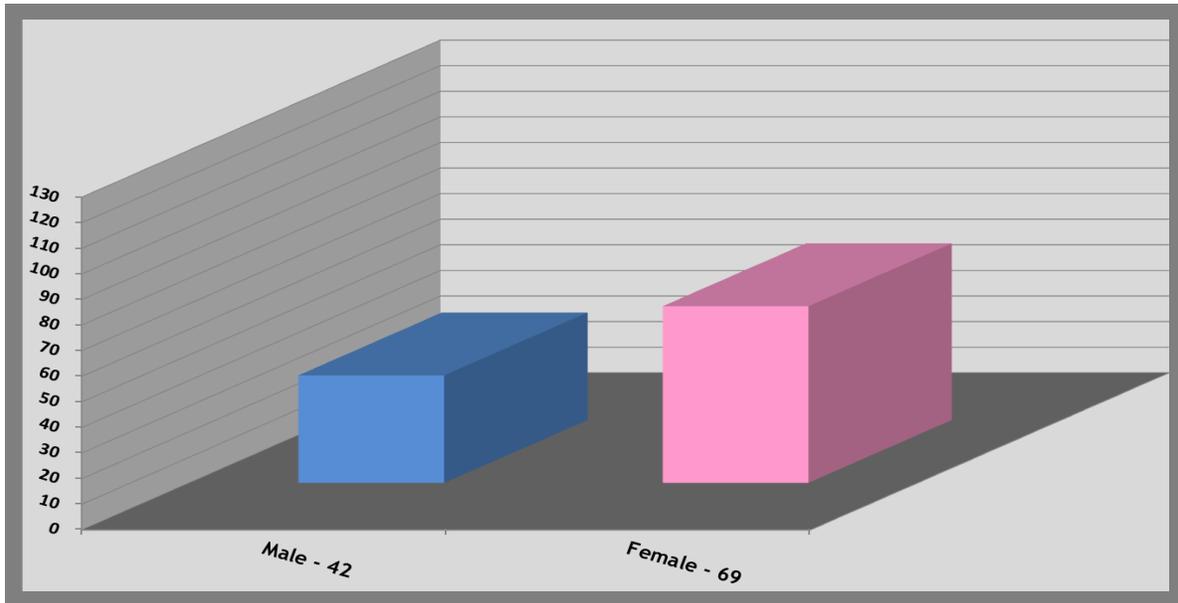


The Ingham Practice Annual Patient Survey 2016/2017

Gender of Questionnaire Respondents

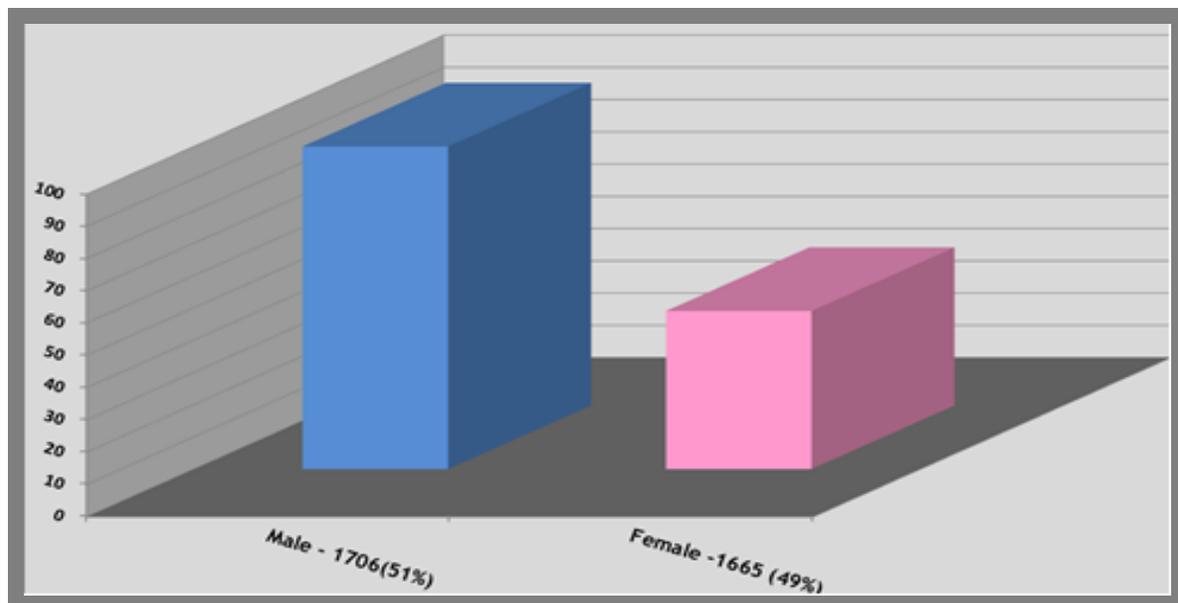
(LAST YEAR'S RESULTS) Survey results 2015/16

Male	42 (45)	38% (37%)
Female	69 (79)	62% (63%)



Gender of Practice Population

Male	1706 (1712)	51% (51%)
Female	1665 (1669)	49% (49%)

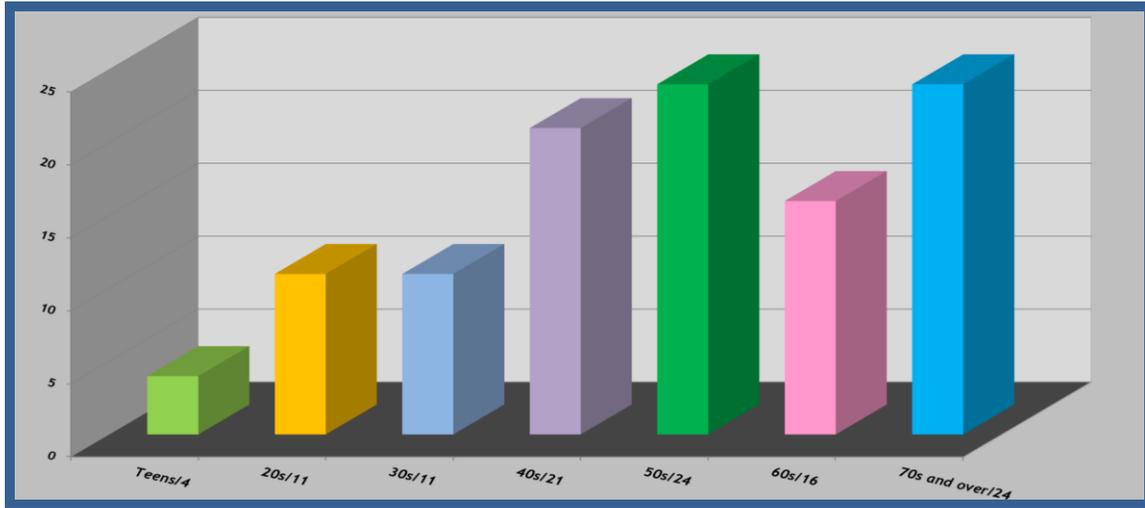


The Ingham Practice Annual Patient Survey 2016/2017

Respondent Age Groups

(LAST YEAR'S RESULTS) Survey results 2015/16

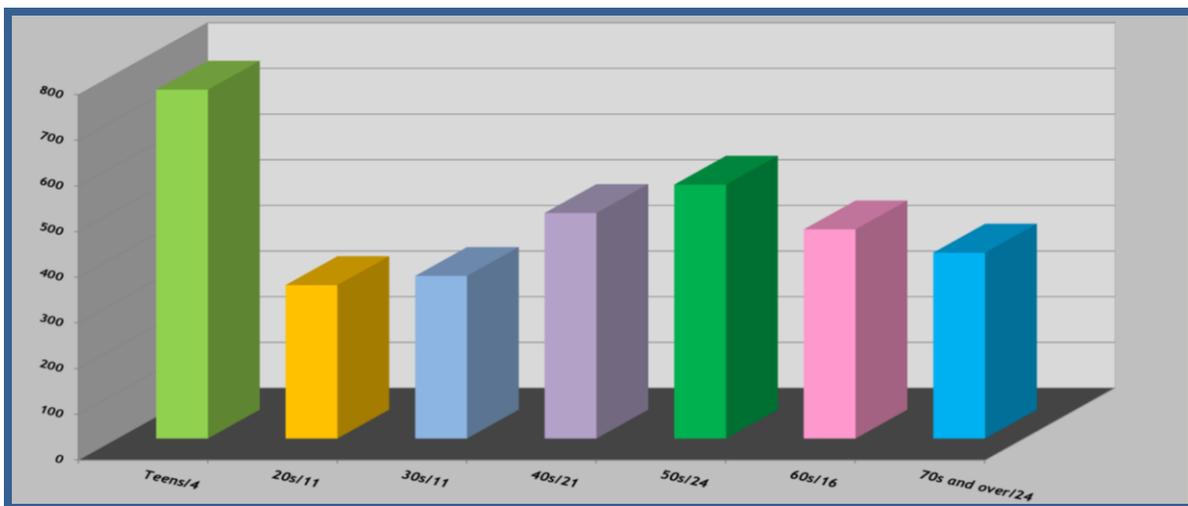
Teens	20s	30s	40s	50s	60s	70s and over	Not specified	Total
(4)	(13)	(12)	(16)	(21)	(27)	(30)	(3)	126
4	11	11	21	24	16	24	0	111



Practice Current Population (Data collected from SystemOne)

(LAST YEAR'S RESULTS) Survey results 2015/16

Teens	20s	30s	40s	50s	60s	70s and over	Total
(764)	(329)	(336)	(512)	(554)	(463)	(423)	(3381)
764	336	356	494	556	458	407	3371

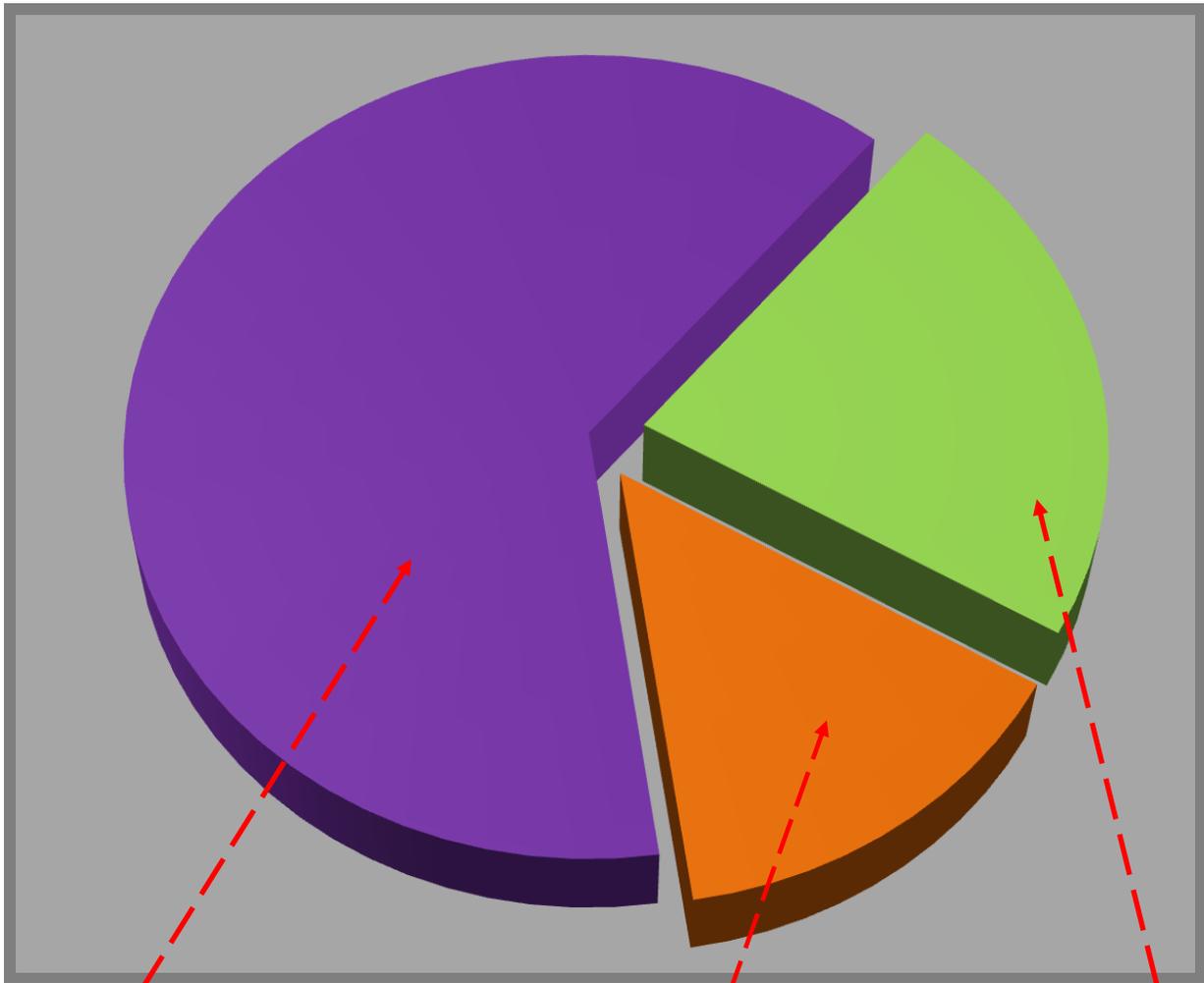


The Ingham Practice Annual Patient Survey 2016/2017

Survey Respondent's Period of Registration

(LAST YEAR'S RESULTS) Survey results 2015/16

Period of Registration	Less than 5 years	5 - 10 years	More than 10 years	Not specified	Total
	(32)	(18)	(75)	(1)	126
	25	16	70	0	111



Less than 5 years

5 - 10 years

More than 10 years

The Ingham Practice Annual Patient Survey 2016/2017

Overall Level of Satisfaction - Excellent/Very Good/Good/Average 97% (2015 - 2016)

(LAST YEAR'S RESULTS) Survey results 2015/16

Q1 At your most recent visit to the Practice were you treated with respect and consideration by the GPs and staff?

	Excellent Very Good Good Average	Poor	Sub Total	No Answer	Total
GP	92 (103)	2 (5)	94 (108)	17 (18)	111 (126)
Practice Nurse	89 (106)	0 (3)	89 (109)	22 (17)	111 (126)
Reception	98 (116)	0 (3)	98 (119)	13 (7)	111 (126)
Dispensary	85 (105)	1 (4)	86 (109)	25 (17)	111 (126)

(LAST YEAR'S RESULTS) Survey results 2015/16

Q2 How do you rate the current opening hours of the Practice?

	Excellent Very Good Good Average	Poor	Sub Total	No Answer	Total
Opening Hours	106 (121)	0 (4)	106 (124)	5 (2)	111 (126)

(LAST YEAR'S RESULTS) Survey results 2015/16

Q3 How easy is it to make an appointment in advance with the following healthcare professionals?

	Excellent Very Good Good Average	Poor	Sub Total	No Answer	Total
GP	94 (118)	8 (3)	102 (121)	9 (5)	111 (126)
Practice Nurse	92 (116)	1 (1)	93 (117)	18 (9)	111 (126)

The Ingham Practice Annual Patient Survey 2016/2017

Question 4

(LAST YEAR'S RESULTS) Survey results 2015/16

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

Services	Number of Patients answered yes
Dispensary	104 (123)
Cryotherapy Clinic	18 (23)
Minor Surgery	82 (98)
NHS Health Check	71 (86)
Physiotherapy Clinic	43 (60)
Chlamydia Screening	15 (31)
Family Planning Services	31 (50)
Pulmonary Rehabilitation Review (COPD)	16 (26)

Question 5

(LAST YEAR'S RESULTS) Survey results 2015/16

We would like you to think about your recent experience of our service.

How likely are you to recommend our GP practice to friends and family if they needed similar care of treatment?

Services	Number of Patients
Extremely likely	67 (75)
Likely	30 (36)
Neither likely nor unlikely	7 (11)
Unlikely	6 (3)
Extremely unlikely	0 (1)
Do not know	1 (0)
No Answer	0 (0)



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The Ingham Practice Annual Patient Survey 2016/2017

Aim

The aim of the survey is to evaluate patients' satisfaction and feedback in order to improve the level of care provided to all service users.

Observations

(LAST YEAR'S RESULTS) Survey results 2015/16

98% of respondents rated the service provided as being within the range of excellent to average.

However, the following respondents gave a low score as follows:

2 (5) patients were not happy with the GP services

0 (3) patients were not happy with the Nurse services

0 (3) patients were not happy with Reception services

1 (4) patient was not happy with Dispensary services

0 (4) patients were not happy with the opening hours

8 (3) patients were not happy with the arrangements for advanced booking of a doctor's appointment

1 (1) patient was not happy with the arrangements for advanced booking of a nurse's appointment

The Ingham Practice Annual Patient Survey 2016/2017

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 of which are reflected in the recently published NHS England Patient Experience of Care Survey undertaken in July-September 2015 to January-March 2016.

Three results highlighted by the NHS survey are:

Ingham Practice

Overall Patient Experience 90.9% (National Average 84.95%)

Getting through by phone 94.6% (National Average 72.84%)

Making an appointment 80.43% (National Average 74.78%)

We have noticed that making an appointment has dropped from 90.65% to 80.43%.

The Practice's new appointment system will increase the availability of pre-bookable appointments and on-line appointments.

However, we are delighted with these results and hope that the percentage of making an appointment level will increase with the implementation of the new appointment system.

The Ingham Practice strives towards providing a dedicated, caring and responsive service whilst maintaining a high level of patient centred care.

The Ingham Practice Annual Patient Survey 2016/2017

PATIENT COMMENTS AND SUGGESTIONS (copied verbatim)

- 1 Would like it to be easier to get an appointment with a GP.
- 2 Had conversation with General Manager, running to appointment times with odd exceptions would be better for the practice I feel.
- 3 I think I have only visited around 10 times in the last 14 years. No complaints to date.
- 4 I find it unsatisfactory to have music playing whilst a GP is doing a consultation.
- 5 Only problem is making an appointment with the doctor of my choice (Dr Sultan).
- 6 Morning surgery could be quicker for patients.
- 7 Can honestly say we have always received good care and attention from all the doctors and nurses at the practice.
- 8 It's very hard for children to get appointments - school buses, 100% attendance, school work pressure. My children fight with me to attend open surgery.
- 9 Huge difficulties in trying to get an appointment. Using the website was difficult. Receptionist said 2.5 week wait, rarely see the same doctor. Have discussed changing doctors.
- 10 In the brief time I have been with this surgery I have had two of the longest waits of my medical life. Once with a relative and once myself (2.5 and 4 hours) in a stuffy non air-con waiting room.
- 11 Very difficult to get an appointment with Dr Sultan, other doctors change quite regularly. Online appointments are never available, very difficult for working people. Long waiting times when you arrive for an appointment. Dr Sultan an excellent doctor.
- 12 You have to wait a long time to see a doctor and you are not guaranteed to see the same one. I personally feel uncomfortable seeing one which makes it harder to come to the doctors.
- 13 We find it's always hard to get an appointment with our own Doctor. We tend to use the nurse practitioner as she is good and we can normally get to see her very quickly. We don't understand the other doctors and feel they are not really interested in the patient.
- 14 More permanent doctors speaking clear English.
- 15 Everything is first class.
- 16 Appointments to see Dr Sultan are extremely hard, if not impossible to achieve. Other doctors keep changing so much and not aware of history.

The Ingham Practice Annual Patient Survey 2016/2017

- 17 When I hear of problems with NHS it reminds me yet again how lucky my family are to be registered at the practice.
- 18 The practice nurse is excellent.
- 19 Very happy.
- 20 A very helpful and supportive surgery. Thank you.
- 21 Dr Sultan and his staff have provided myself and my family with excellent service. Thank you.
- 22 Unfortunately I have to attend the surgery fairly often due to chronic conditions. I always find reception to be the opposite of the stereotyped, friendly, warm and helpful. The nurses that I see regularly are kind, helpful and professional.
- 23 Consistent high standards of service provided by all clinical and non-clinical staff.
- 24 This is the best medical service I have ever experienced. I consider myself privileged to be served here.
- 25 Having attended this practice for over 30 years I am very satisfied with the care I have received.
- 26 Continue as you are!
- 27 The Ingham Practice is very, very good.
- 28 Excellent Service.
- 29 Very happy, continue the good work.
- 30 I can't think of any suggestions to improve the service my family and I have received over the years. The excellent scores from surveys and inspections reflect the very hard work every single person puts in. I consider myself fortunate to be registered here. Thank you.
- 31 Sometimes difficult to get an appointment with a specific GP. All staff at present are very pleasant and helpful.
- 32 Doctors don't stay for long. More consistent or permanent doctors please.
- 33 Overall service is very good. When coming to open surgery do not know the doctors so sometimes do not feel as comfortable discussing more personal problems.
- 34 Visiting the surgery is always a very positive experience. Thank you for helping to keep me so healthy.
- 35 All very good, helpful and friendly.

The Ingham Practice Annual Patient Survey 2016/2017

- 36 Was not aware of several of your additional services (perhaps a leaflet explaining these from the receptionists would be useful).
- 37 Sometimes the dispensary wait can be long and one member of staff in particular can come across as “grumpy”. Access to services however is excellent.
- 38 Rather frustrating that it is nigh impossible to get to see a doctor with an appointment.
- 39 Getting a routine or normal appointment is almost impossible but the walk in clinics do compensate well.
- 40 Longer opening hours and less lead times for appointments to see Dr Sultan.
- 41 Very friendly staff. Always able to see a GP, like the idea of morning walk in surgery. Thank you to all for a great service.
- 42 Always helpful and approachable.
- 43 Would particularly like to acknowledge reception staff. They are so helpful and friendly and always go above and beyond. Find the wait during morning drop in clinic frustrating with one GP. However, I cannot really complain as we’re guaranteed to get seen.

Patient Satisfaction Survey 2016/17

Methodology

Following agreement of members of the Ingham Patient Participation Group (IPPG), the Practice undertook a patient survey for the year 2016-2017 during the first weeks of August/September/October, using the following approach:

- The survey questions were discussed and agreed by all members of the IPPG and the Practice team. The survey is no longer a requirement of the Direct Enhanced Service but the Ingham Practice and the Patient Group decided 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.
- The survey was handed out to patients on arrival by all receptionists during the first week of August/September/October 2016 which coincided with open flu clinics. This enabled the Practice to target a group of patients who rarely attend the Practice. 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 provided for this survey was 130. This is to ensure the return of at least 80 Questionnaires 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 the General Manager.
- All sealed envelopes were opened by Molly our New Apprentice and the results were collated. A draft document was prepared for analysis at the IPPG meeting on 24 October 2016.
- 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 discussed with the Practice Team at our Annual General Meeting on 21 February 2017 and an action plan will be created and any changes will be considered and implemented accordingly. The full report of the survey will be uploaded to the Ingham Practice website before 31 March 2017. Hard copies will be displayed and made available to patients in the waiting room.



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Dear Patient

The Ingham Practice Annual Patient Survey 2016/2017

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.

This survey was agreed by the Ingham Practice Patient Group (IPPG). The aim of the survey is to gain the views of our patients regarding the services we currently provide.

The results of the survey will be analysed by the IPPG and the Practice, following which an action plan will be drawn up to address any changes/improvements which can be made. The final report will be available to view on the Practice website and also within the Practice.

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		Male	
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"/>	

The Ingham Practice Annual Patient Survey 2016/2017

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).

1. At your most recent visit to the Practice were you treated with respect and consideration by the GPs and staff?

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

2. Are you satisfied with the current opening hours of the Practice?

Opening Hours 1 2 3 4 5 N/A

3. How easy is it to make an appointment to see the following healthcare professionals?

GP 1 2 3 4 5 N/A

Practice Nurse 1 2 3 4 5 N/A

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

Please tick all that apply

- Dispensary
- Cryotherapy Clinic
- Minor Surgery
- NHS Health Check
- Physiotherapy Clinic
- Chlamydia Screening
- Family Planning Service
- Pulmonary Rehabilitation Review (COPD)

5. We would like you to think about your recent experience of our service.

How likely are you to recommend our GP practice to friends and family if they needed similar care of treatment?

Please tick one response

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

Please write below any comments regarding the above questions or suggestions you may have for improvements to our services or facilities.

However, if your response to any of the above is a very low score, please provide as much detail as possible regarding the cause of your dissatisfaction. Alternatively, please seek a meeting with the General Manager to explore the issues further in total confidence.

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Thank you for taking time to complete this questionnaire
Please place your completed questionnaire in the 'completed survey box' provided on the reception counter.