

Dr V Patel Surgery

9 Glanville Drive Hornchurch RM11 3SZ



Patient Survey March 2012

Introduction

This survey was devised with help from members of our Patient Reference Group (PRG) with the intention of gauging the current level of satisfaction with our services and looking for areas for development or improvement.

Survey forms were handed out to all adult patients/carers presenting at Reception over a two week period during March 2012.

Questionnaire Sample

In total 286 completed forms were returned representing 9.6% of our current practice population. Of those who answered there were 108 males (38.2%) and 175 females (61.8%), somewhat more skewed towards females than is the case in our practice population. The age profile of respondents matched the adult proportion of the practice population fairly well.

In terms of ethnicity, of those that chose to answer, 89.4% of respondents described themselves as White British/Irish, 2.6% as other white (for example, Non UK Europeans), 5.5% as Asian/British Asian, 2.2% as Black/ Black British and 0.4% as Chinese. These percentages are quite close to figures recorded for the practice population.

This survey seems to represent our practice population fairly well, though we are aware it excludes views of those who rarely if ever visit the Surgery. In the future we will consider how we might canvas opinion of those who do not visit the Surgery.

Key Results

(See Appendix for a full breakdown of results)

1. Over 95% of respondents found it at least fairly easy to get an appointment at the time they wanted.
2. 37% of respondents were unaware of our Extended Hours provision.
3. There was a high level of satisfaction with the Doctor, Nurse and reception staff.
4. Overall, patients express very positive responses to the recent Surgery refurbishment.
5. Less than half of respondents thought it would be useful for the Surgery to have its own Website and almost all others expressed no view. 5% said they thought the Surgery did not need a Website.
6. 99.3% of respondents have an opinion of the Surgery that is either fairly good or very good. 93.5% would definitely recommend the Surgery to others.

Patients' Comments

The survey gave each respondent an opportunity to make free comments. 55 people took the opportunity to note their comments. Of those, 32 volunteered positive remarks about the Doctor, Nurse and other staff or about the newly refurbished Surgery:

With each visit I have always felt I've been treated with help and respect which is a big advantage when you're not feeling well. I think the Surgery revamp is a great improvement and it feels very calming.

Excellent Surgery and Doctor. Great staff. The whole place is run very well. Pleasant surroundings in waiting room with music, new decoration and restyle is perfect. A pleasure to visit.

Recent refurbishment has greatly improved the aesthetics of the Surgery. Staff are always accommodating and Dr Patel always has time to listen and shows understanding and compassion. I have never felt rushed. He always has time to listen. In conclusion an excellent service despite radical changes in the NHS.

Excellent service always. Update looks fantastic! Best GP in Havering.

Surroundings now 100%. Very caring Doctor and Nurse.

Staff are always helpful and pleasant.

This Surgery is the most friendliest and helpful you could wish to have.

Dr Patel and staff are very courteous and professional.

Dr Patel treats you as an individual not just a patient.

Excellent surgery!!!

Not sure a recommendation is advisable as sometimes good things should be kept a secret.

Ten respondents made notes about appointments or surgery hours:

I would like if my GP had more extended evenings, because it is always fully booked and I am a full time worker so I can't come to see Doctor or Nurse during the day..."

One, Surgery times beyond 6:30pm and two, being able to see GP within 48 hours.

Although I have rated getting an appointment fairly easy if I have been unwell and needed to see Doctor straight away I have always been fitted in as an emergency by the helpful reception staff. There have been occasions when I have wanted to make an appointment for an evening and had to wait over a week... but there are other times I have been able to make an appointment quicker...

Good to book appointment.

When I call the Surgery for an emergency appointment it is because it is urgent. I am unhappy to be told to go to the Polyclinic. Dr Patel likes to be available at all times and although I appreciate he cannot work 24/7 I do not bother him unless I have to. Thanks.

Difficult to get early or late appointments, which is often needed when you work in the City. Saturday mornings would also be good opening hours.

Knew there was evening surgery but not sure what days.

As I work in London I did struggle to get appointments in the evening so I tend to go to my office doctor/nurse for convenience during working hours.

Appointments can slip a little- it used to be if your appointment was at 10am you would be seen on time or with minimal delay. This can now sometimes be 20-30 minutes later which is a problem when working as can have an impact.

It would be useful to be able to email for appointments.

Three respondents commented negatively on music played in the waiting room:

Keep the musak low!

Get rid of the music!!

The music in reception is not needed or turn it down.

There were 10 other comments:

Eye test in the garden needs to be changed?

Parking is a problem. Perhaps permits could be issued to prevent parking tickets being issued.

Some receptionists are more polite than others.

I have been referred to specialists and sometimes my medical notes or information is not always there on time or get lost. I saw a locum doctor at one stage who was extremely rude. I find this inappropriate and unprofessional.

If I could leave my repeat prescription in Boots rather than surgery it would be very helpful.

Would prefer it if receptionist didn't call me 'luvie' when being addressed. Hope they don't do it to everyone!

Email prescription requests would be useful.

Confidential calls could do with a quiet area. Parking can be an issue.

Maybe would be good to have the opening hours and general info on Website for those of us who don't attend Doctor's regularly enough to know them.

Maybe introduce a Patient Participation Group for patients to attend and discuss any suggestions and future improvement on the Surgery.

Action Plan

A Management Meeting was held on 23 March 2012 and an Action Plan devised in response to both the Survey and additional comments.

1. Appointments. To improve the ease of booking we will extend telephone access. Lines will open from 8am and stay on through lunchtime. Reception opening times will be extended for both telephone and face to face contact.
2. Signs will be posted to provide information on Extended Hours availability and we will examine ways of better pointing patients to existing sources of information on opening times (e.g. NHS Choices Website).
3. Music. Signs will be put up in the Waiting Area informing patients of the use of music to enhance patient confidentiality in the Consulting Rooms. The style of music will be changed.
4. The Management Team will explore the worth of developing a Practice Website and the viability of email access.
5. We will consider canvassing patients for their email addresses in an attempt to reach a greater proportion of our Practice population with our next survey.

This Action Plan was referred back to the Patient Reference Group who unanimously agreed all points.

New Surgery Hours

Reception Open

Monday 08:00 - 13:00, 14:00 - 15:00
Tuesday 08:00 - 13:00, 17:30 - 20:00
Wednesday 08:00 - 13:00
Thursday 08:00 - 13:00, 14:00 - 15:00
Friday 08:00 - 13:00, 17:30 - 18:30
Saturday Closed
Sunday Closed

Consultation Times

Monday 08:30 - 12:30, 14:00 - 15:00
Tuesday 08:30 - 12:30, 17:30 - 20:00
Wednesday 08:30 - 12:30
Thursday 08:30 - 12:30, 14:00 - 15:00
Friday 08:30 - 12:30, 17:30 - 18:30
Saturday Closed
Sunday Closed

Extended Evening Surgery until 7.30pm most Tuesdays and some Fridays

Details available from Reception Staff

Appendix

Below is a full list of responses to our questionnaire.

How long have you been registered with this surgery?		
Number of responses	282	Percentage
Over 10 years	179	63.5
5-10 years	55	19.5
1-4 years	32	11.3
Under 1 year	16	5.7

When did you last see a Health Professional at this surgery?		
Number of responses	269	Percentage
Within 3 months	164	61.0
3-6 months ago	56	20.8
Over 6 months ago	41	15.2
Never	8	3.0

How easy was it to get an appointment with the GP for the time you wanted?		
Number of responses	284	Percentage
Very easy	108	38.0
Easy	90	31.7
Fairly easy	72	25.4
Difficult	12	4.2
Very difficult	2	0.7

How easy was it to get an appointment with the Practice Nurse for the time you wanted?		
Number of responses	240	Percentage
Very easy	92	38.3
Easy	79	32.9
Fairly easy	59	24.6
Difficult	8	3.3
Very difficult	2	0.8

Are you aware that the Practice provides an Extended Evening Surgery?		
Number of responses	285	Percentage
Yes	179	62.8
No	106	37.2

Do you feel that the Extended Evening Surgery provides a useful service?		
Number of responses	286	Percentage
Yes	264	92.3
No	1	0.3
No view	21	7.3

How likely are you to use the Extended Evening Surgery?		
Number of responses	282	Percentage
Very likely	154	54.6
Not likely	57	20.2
If no other appointment available on that day	65	23.0
No view	6	2.1

Do you feel your GP listens to you?		
Number of responses	280	Percentage
All the time	227	81.1
Most of the time	41	14.6
Sometimes	8	2.9
Never/Hardly ever		
Can't say	4	1.4

Does your GP treat you with courtesy and respect?		
Number of responses	282	Percentage
All the time	264	93.6
Most of the time	14	5.0
Sometimes	3	1.1
Never/Hardly ever		
Can't say	1	0.4

Do you feel your GP explains any tests or treatment well enough?		
Number of responses	279	Percentage
All the time	215	77.1
Most of the time	53	19.0
Not often	5	1.8
Doesn't apply	6	2.2

Do you have trust and confidence in your GP?		
Number of responses	281	Percentage
Definitely	251	89.3
To some extent	28	10.0
No	1	0.4
Don't know	1	0.4

Does the Nurse treat you with courtesy and respect?		
Number of responses	251	Percentage
All the time	204	81.3
Most of the time	24	9.6
Sometimes	3	1.2
Never/Hardly ever		
Can't say	20	8.0

Does the Nurse explain her actions clearly to you in a way you find easy to understand?		
Number of responses	248	Percentage
All the time	188	75.8
Most of the time	36	14.5
Sometimes	2	0.8
Never/Hardly ever		
Can't say	22	8.9

Do you have an opinion on the recent surgery refurbishment?		
Number of responses	280	Percentage
100% improved	203	72.5
Looks much better	63	22.5
No view either way	14	5.0

Are receptionists as helpful as you think they should be?		
Number of responses	282	Percentage
All the time	230	81.6
Most of the time	47	16.7
Sometimes	4	1.4
Never/Hardly ever		
Can't say	1	0.4

Are you treated with courtesy and respect when you visit or telephone the surgery?		
Number of responses	283	Percentage
All the time	238	84.1
Most of the time	41	14.5
Sometimes	3	1.1
Never/Hardly ever		
Can't say	1	0.4

Do you think it would be useful for the Surgery to have its own Website?		
Number of responses	280	Percentage
Yes	136	48.6
No	14	5.0
No view either way	130	46.4

How would you rate your opinion of this Surgery?		
Number of responses	279	Percentage
Very good	241	86.4
Fairly good	36	12.9
Average	2	0.7
Fairly poor		
Very poor		

Would you recommend this Surgery to someone who has just moved to your area?		
Number of responses	278	Percentage
Definitely	260	93.5
Don't know	15	5.4
No	3	1.1

Male or Female		
Number of responses	283	Percentage
Male	108	38.2
Female	175	61.8

Age		
Number of responses	280	Percentage
Under 25	19	6.8
25 - 39	57	20.4
40 - 54	79	28.2
55 - 69	78	27.9
70 plus	47	16.8

Ethnicity		
Number of responses	274	Percentage
White British/Irish	245	89.4
Other White (Non-UK)	7	2.6
Asian/British Asian	15	5.5
Black/Black British	6	2.2
Chinese	1	0.4

Long Standing illness, disability or infirmity?		
Number of responses	279	Percentage
Yes	83	29.7
No	196	70.3