

Dr V Patel Surgery

9 Glanville Drive Hornchurch RM11 3SZ



Patient Survey March 2013

Introduction

On 18th January 2013 a meeting was held between the Practice Management Team and members of our Patient Reference Group (PRG) set up in 2011-12. The purpose of the meeting was to review last year's Action Plan and to agree the purpose of this year's local practice survey.

To improve the ease of booking we have extended telephone access. Lines are open from 8am and stay on through lunchtime. Reception opening times have been extended for both telephone and face to face contact.

Signs have been posted to provide information on Extended Hours availability and surgery times have been published on NHS Choices Website. Signs have been put up in the Waiting Area informing patients of the use of music to enhance patient confidentiality in the Consulting Rooms. All music is now instrumental. The Management Team has yet to explore the worth of developing a Practice Website and the viability of email access.

Following feedback relating to a small number of overheard conversations relating to waiting times for the GP, the PRG recommended this year's survey focussed on appointments and waiting times.

A local practice survey was conducted from 1st March 2013. Our aim was that the first 60 patients through the door would be issued questionnaires. In the event 61 surveys were given out and returned.

Questionnaire Sample

Of those who answered there were 25 males (41.0%) and 36 females (59.0%), reasonably representative of our practice population. The age profile of respondents matched the adult proportion of the practice population fairly well.

In terms of ethnicity, 82.0% of respondents described themselves as White British, 13.1% as Asian/British Asian, 1.6% as Black/ Black British and 1.6% as Other. These percentages are not dissimilar to figures recorded for the practice population.

This survey seems to represent our practice population fairly well, and targeting those who visit the surgery seemed appropriate for the stated purpose.

Key Results

(See Appendix for a full breakdown of results)

1. 62.3% of patients find it very easy to make appointments, with the remainder finding it fairly easy. No-one reported it "Not very easy".
2. The vast majority of patients currently make appointments by telephone.
3. 90.2% of patients surveyed would prefer to continue making appointments by telephone, but 8.2% indicated a desire to make appointments online.
4. No-one in the survey indicated, where they had a preference, that they were unable to see the health professional of their choice.
5. 83.6% of patients are seen either on time or within 15 minutes of their appointment time. No-one indicated they had to wait more than 30 minutes.
6. 91.8% of patients feel they do not usually have a long wait. No-one felt they had to wait far too long.
7. 88.5% of patients surveyed would definitely recommend this surgery to new residents. No-one felt they would not recommend the surgery.

Patients' Comments

The survey gave each respondent an opportunity to make free comments. 13 people took the opportunity to note their comments. Of those, the vast majority volunteered positive remarks about the Doctor, Nurse and other staff:

Now refurbished. This is a good surgery with a good doctor and staff.

Staff and doctor very helpful.

I have always found the reception staff, doctor and nurses very helpful and friendly.

Friday evening staff are exceptional.

Well run surgery. Great place to be registered!! Top marks.

Right now I am happy (with) the service we receive from the GP.

Could not ask for a better doctor. Very patient and understanding. Very easy to talk to.

Fantastic reception staff.

Great improvements with premises. Amazing service too.

The staff are very polite, respectful and helpful. I have no concerns with this practice.

One patient expressed concern in relation to access to a female doctor:

Only one lady doctor is available. That is only on Thursday. Would like more lady doctor and more weekdays

In relation to definitely recommending the surgery, one patient wrote:

But not if it makes it harder to get into surgery

One patient chose to comment on waiting times, but included a positive view:

Sometimes wait a while to be seen, but think that's a good thing because it shows the doctor has time for his patients and does not rush you out.

Action Plan

On 8th March 2013 the PRG was informed of the survey findings and asked to suggest any improvements to provision and delivery of services.

On 12th March 2013 the Practice Management Team met with the PRG and agreed the following Action Plan.

1. The PRG thought it would be a good idea to have an accurate clock in the waiting area. (It had been noted the current one runs slow).
2. In order to improve patients' perception of waiting times it was suggested reception staff inform patients of likely delays when booking in. It was further suggested that when patients arrive early that reception staff clarify their booked appointment time.
3. The Practice Management Team will investigate the feasibility of online booking.

Appendix

Below is a full list of responses to our questionnaire.

How easy was it to get an appointment for the time you wanted?		
Number of responses	61	Percentage
Very easy	38	62.3
Fairly easy	23	37.7
Not very easy		

How do you normally book your appointments at the Practice?		
Number of responses	61	Percentage
In person	1	1.6
By telephone	60	98.4
Doesn't apply		

Which of the following methods would you prefer to use to make appointments?		
Number of responses	61	Percentage
In person	1	1.6
By telephone	55	90.2
Online	5	8.2

Were you able to see the health professional you wanted to see?		
Number of responses	61	Percentage
Yes	57	93.4
No		
No Opinion/Doesn't apply	4	6.6

How long after your appointment time do you normally wait to be seen?		
Number of responses	61	Percentage
Usually seen on time	5	8.2
0-15 minutes	46	75.4
15-30 minutes	10	16.4
Over 30 minutes		

How do you feel about how long you have to wait?		
Number of responses	61	Percentage
No opinion/Doesn't apply	4	6.6
I don't usually have a long wait	52	85.2
I have to wait a bit too long	5	8.2
I have to wait far too long		

Would you recommend this surgery to new residents?		
Number of responses	61	Percentage
Definitely	54	88.5
Don't know	7	11.5
No		

Are you:		
Number of responses	61	Percentage
Male	25	41.0
Female	36	59.0

Age Group:		
Number of responses	61	Percentage
Under 25	3	4.9
26-50	25	41.0
51-75	25	41.0
Over 75	8	13.1

Ethnic group:		
Number of responses	61	Percentage
White British	50	82.0
Asian/British Asian	8	13.1
Black/Black British	1	1.6
Rather not say	1	1.6
Other	1	1.6