

# Dr V Patel Surgery

9 Glanville Drive Hornchurch RM11 3SZ



# Patient Survey March 2014

## **Introduction**

On 17<sup>th</sup> September 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.

An accurate clock has been installed in the waiting area.

Reception staff are keeping patients informed on approximate waiting times when booking in.

Signs remain posted to provide information on Extended Hours availability and surgery times have been updated on NHS Choices Website. Signs remain in the Waiting Area informing patients of the use of music to enhance patient confidentiality in the Consulting Rooms.

The Management Team continues to explore the worth of developing a Practice Website and email access is now available

In order to promote accessibility for patients, the PRG recommended this year's survey should focus on the newly introduced online booking and repeat prescription request services now offered by the surgery.

A survey was devised and as no changes were recommended by the PRG we agreed to conduct the survey from the 4<sup>th</sup> November 2013. Our aim was to involve a greater proportion of the patients than last year and 150 surveys were produced. In the event 148 surveys were returned.

## **Questionnaire Sample**

Of those who answered there were 63 males (42.6%) and 85 females (57.4%), 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, 86.5% of respondents described themselves as White British, 7.4% as Asian/British Asian, 1.4% as Black/ Black British and 3.4% 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 1 for a full breakdown of results)

1. 17.4% of patients would choose online booking as a preferred option. The majority prefer to book by phone.
2. 36.5% of respondents felt it might be beneficial to have the opportunity to make or cancel appointments online.
3. The figure rises to 58.1% of respondents who would like the opportunity to request repeat prescriptions online.
4. 61.5% would find it advantageous for surgery telephone lines to be available for longer periods.
5. 95.9% of patients surveyed would definitely recommend this surgery to new residents. This figure is a 6.4% increase on last year's figure. Once again, no-one felt they would not recommend the surgery.

## **Patients' Comments**

The survey gave each respondent an opportunity to make free comments. 37 people took the opportunity to note their comments. There were no negative comments but the vast majority volunteered positive remarks about the Doctor and other staff:

*I have been a patient of this surgery for most of my life and have always found it to be very well run. Our current GP is extremely good, both from a clinical point of view and by his general nature. If all GP practices in the UK ran as well as this one I believe we would have a far more efficient and robust NHS.*

*Very good surgery. No complaints.*

*An excellent practice.*

*The surgery is very well run. The doctor and staff are friendly and helpful at all times. It is much appreciated.*

*Best practice around. Well run. Well organised. Pleasure to come to Dr Patel is an absolute gentleman, very thorough and kind too.*

*Very helpful and organised surgery.*

*Very clean and well presented, always smells lovely. Staff are polite and know what they are talking about and are very helpful. Doctor is excellent.*

*100% happy.*

*My treatment by Dr Patel and all the staff has always been very good.*

*Quite satisfied.*

*You do a great job.*

*Never feel rushed when I am with Dr Patel. He has always got time to listen and the receptionists are always helpful. Thank you.*

*Staff always helpful go out of the way to help people.*

*Very satisfied, always find everyone very helpful.*

*I find the service here is very good, no problems at all.*

*Thank you for service offered.*

*Always find the staff very helpful.*

*Very happy with current arrangements and the surgery in general.*

*Very satisfied with all treatments and help from staff.*

*The best doctor I have ever had, very pleased – thank you.*

*Helpful and attentive receptionists. Dr P always willing to assist post examination.*

*Great surgery!!!*

*Great service.*

*I have been with this surgery for almost 30 years and have always received great service. Would definitely recommend to family and friends.*

*Always found everyone very helpful.*

*A very good service.*

*I am very satisfied with Dr Patel and his way of dealing with me as his patient – he listens and is very understanding.*

*Excellent practice with pleasant helpful staff.*

*I think the surgery is well run and covers all aspects of health. I have always been able to see doctor in an emergency. It's good for the practice to have regular appointments for non-urgent appointments and urgent ones on a daily basis. Very well thought out practice.*

*Very happy with the service I receive from Dr Patel and the reception team. I have been a patient at the surgery for 39 years.*

*I'm glad you can get an appointment on day needed. All staff are very polite, helpful and considerate.*

Three respondents had comments relating to preferred modes of booking:

*With regards to telephone v online bookings I like talking to someone over the phone, however online may be easier for people with access to internet.*

*My negative responses to online questions are due entirely to a very poor connection to internet at my home.*

*Not all people have the internet so on the phone would be much easier for old people and those that don't do internet.*

Three patients requested additional services:

*Maybe more services that larger practices can do like mole removal, well women clinic etc.*

*More later opening days.*

*Longer evening opening hours.*

### **Action Plan**

On 7<sup>th</sup> January 2014 the PRG was informed of the survey findings and asked to suggest any improvements to provision and delivery of services.

On 21<sup>st</sup> January 2013 the Practice Management Team met with the PRG and agreed the following Action Plan:

1. Posters promoting the availability of online booking and repeat prescription requests to be displayed prominently in the reception and waiting area.
2. Reception staff to be proactive in promoting the new services – including helping patients through the signing up process.
3. Following a very positive response from patients regarding the extended reception opening hours and telephone availability, the surgery will continue to offer this service. (See Appendix 2 for new Reception and Surgery hours).
4. The Management Team will continue to explore the worth of developing a Practice Website.

## **Appendix 1**

Below is a full list of responses to our questionnaire.

Which of the following methods would you prefer to use to book appointments?		
Number of responses	148	Percentage
In person	3	2.0
By telephone	119	80.4
Online	26	17.6

Would you find it beneficial to make or cancel appointments on line?		
Number of responses	148	Percentage
Yes	54	36.5
No	80	54.1
Don't know	14	9.5

Would it be helpful to request repeat prescriptions online?		
Number of responses	148	Percentage
Yes	86	58.1
No	56	37.8
Don't know	6	4.1

Would it be advantageous for the Surgery telephone lines to be available for longer periods?		
Number of responses	148	Percentage
Yes	91	61.5
No	33	22.3
Don't know	24	16.2

Would you recommend this surgery to family and friends?		
Number of responses	148	Percentage
Definitely	142	95.9
Don't know	6	4.1
No		

Are you:		
Number of responses	148	Percentage
Male	63	42.6
Female	85	57.4

Age Group:		
Number of responses	148	Percentage
Under 25	9	6.1
26-50	44	29.7
51-75	70	47.3
Over 75	25	16.9

Ethnic group:		
Number of responses	148	Percentage
White British	128	86.5
Asian/British Asian	11	7.4
Black/Black British	2	1.4
Rather not say	2	1.4
Other	5	3.4

## **Appendix 2**

### Reception times

Monday 08:00 - 18:30

Tuesday 08:00 - 18:30

Wednesday 08:00 - 18:30

Thursday 08:00 - 18:30

Friday 08:00 - 18:30

Saturday Closed

Sunday Closed

### Surgery Times

Monday 08:30 - 12:30 14:00 - 15:00

Tuesday 08:30 - 12:30 17:30 - 19:00

Wednesday 08:30 - 12:30

Thursday 08:30 - 12:30 14:00 - 15:00

Friday 08:30 - 12:30 17:30 - 19:00

Saturday Closed

Sunday Closed

### Out of Hours

In case of emergency out of surgery hours call 0845 075 0496 or Call NHS 111 for advice.  
**WEEKEND GP SERVICE** - There is a GP available in this area if you need to be seen on Saturday or Sunday. Ring 07507 201565 to access this service