

The Surgery

9 Glanville Drive Hornchurch RM11 3SZ

Dr V Patel and Dr L Patel



Patient Survey January 2017

Introduction

This survey was devised with the intention of gauging the current level of satisfaction with our services and looking for areas for development or improvement. For example, we wished to review the uptake of our online services.

Our extended hours evening appointments are always fully booked. In September 2016, we introduced a pilot scheme to offer early morning extended hours with the Practice Nurse. We wanted to review patient satisfaction with the early morning extended hours service.

The over-75 population is identified as a vulnerable group and we aim to offer additional information and services to our patients. During the current flu season we held clinics dedicated to the over-75s and invited a representative from Tapestry to attend. The survey was designed to assess the benefit of this service to our over-75s and its potential for others.

The Accessible Information Standard (AIS) requires GP practices to identify the communication support needs of their patients and service users and to take steps to ensure those needs are met. The surgery already provides comprehensive wheelchair access so this year it was decided to focus on sensory loss.

In October 2016, Dr Lata Patel became a partner in the surgery. The survey provided an opportunity to seek patient feedback on the availability of a female GP.

The survey gave us another chance to develop interest in our Patient Participation Group, and to broaden community involvement through a Patient Reference Group.

The survey forms were handed out to all patients presenting at Reception over a one-week period.

Questionnaire Sample

Of those who answered there were 42 males (36.5%) and 73 females (63.5%), 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, 80.9% of respondents described themselves as White British, 10.4% as Asian/British Asian, 0.9% as Black/ Black British and 3.5% 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

1. Online access for booking appointments showed a decrease since the last survey. As previously shown, patients choose to book by telephone.
2. Online access to request repeat prescriptions has also decreased, with the majority using paper.
3. There is a positive response to the availability of early morning appointments with only 26 per cent feeling they would not benefit.
4. Of the over-75s who attended the dedicated clinic only 12 per cent viewed this as of no benefit.
5. Of the 65 to 74 age group, the majority felt this service would be of benefit to them.
6. The majority of those surveyed welcomed the opportunity to access a female GP.
7. Of hearing aid users only 8.3 per cent felt that an induction loop system would not be of benefit.
8. 15 patients expressed an interest in joining our PPG and an additional 5 patients were interested in joining the PRG. This group represented 16 per cent of respondents.

Patients' Comments

The survey gave each respondent an opportunity to make free comments. 10 people took the opportunity to note their comments.

Not used female GP as yet, but absolutely a benefit to the surgery and will use in the future I'm sure.

While I am sure the new lady GP who has come to the surgery will be very helpful, I would always prefer to see Dr Patel, whose patient I have been for a long time and whom I feel very confident. Dr Patel has always helped me to stay very well.

I have been on the list here for about 35 years! I can't believe so long. Always pleased with the help received at the practice, all from doctors and support staff. There have been so many changes in the NHS, new surgery here (refurbishment) has made it an even better clinic. Many important changes. Thank you for "putting up" with us for so long!!

Quite satisfied with the service.

It is the second time I came to this surgery and all I have so far it is a very good feedback to report.

I have no complaint best surgery.

Great surgery.

The waiting time to see the doctor has increased to two weeks. It always use to be about four days to one week. This seems to have been a problem this year.

Although I have not seen the female GP I think it is a very good idea to have one.

I have been a patient here for 20 years. Doctor Patel and his receptionist are all excellent. Always helpful and supportive. Very thankful this is my doctor's surgery.

Action Plan

1. Investigate further ways of promoting and encouraging the use of online booking and repeat prescription requests.
2. Consider making the current pilot of early morning appointments permanent.
3. Investigate the possibility of increasing the number of dedicated over-75 flu clinics and extending the availability to patients over 65.
4. Promote the availability of a permanent female GP.
5. Seek costing for the installation of a suitable induction loop system.
6. Arrange a date for the next meeting of the PPG to include recent volunteers.

We are aware that a significant number of our registered patients who may be in good health and very rarely come to the surgery, along with those who are not able to travel to the surgery, are likely to have been under-represented. This survey should best be regarded as a survey of The Surgery users. This needs to be taken into account when reviewing its results, particularly in relation to the use of online services.

Appendix 1

Below is a full list of responses to our questionnaire.

How did you book your visit today?		
Number of responses	122	Percentage
In person	20	16.4
By telephone	95	77.9
Online	7	5.7
Not sure		

How do you normally request your repeat medication?		
Number of responses	105	Percentage
On paper	80	76.2
Online	17	16.2
Not sure	8	7.6

As part of our extended hours service we have been offering some earlier nurses appointments from 7:30am. Do you think these earlier appointments will be of benefit to you?		
Number of responses	121	Percentage
Yes	73	60.3
No	32	26.4
Not sure	16	13.2

This year we held clinics for patients over 75 for flu vaccinations and health checks. There was also a representative present from Tapestry (previously known as Age Concern) to give advice to patients regarding their services and answer any questions they may have. a) If you attended this clinic did you find it useful?		
Number of responses	24	Percentage
Yes	16	66.7
No	3	12.5
Not sure	5	20.8

b) If you are aged 65 to 74 would you attend if we extended this service to your age group?		
Number of responses	35	Percentage
Yes	20	57.1
No	8	22.9
Not sure	7	20.0

In October 2016, a new female GP partner joined the practice. Dr Lata Patel holds GP clinics on a Monday and Thursday from 9am to 12pm and 2:30pm to 5:30pm. Have you found having a female GP of particular benefit?

Number of responses	117	Percentage
Yes	67	57.3
No	15	12.8
Not sure	35	29.9

If you are deaf or hard of hearing and wear a hearing aid, do you think it would be of benefit to you if the surgery installed an induction loop system?

Number of responses	48	Percentage
Yes	25	52.1
No	4	8.3
Not sure	19	39.6

Would you be interested in joining our Patient Participation Group or Patient Reference Group?

Number of responses	122	Percentage
PPG	1	0.8
PRG	5	4.1
Both	14	11.5
Neither	89	73.0
Not sure	13	10.7

Are you male or female?

Number of responses	115	Percentage
Male	42	36.5
Female	73	63.5

Age

Number of responses	121	Percentage
Under 25	3	2.5
26-50	44	36.4
51-75	60	49.6
Over 75	14	11.6

Ethnicity

Number of responses	115	Percentage
White British	93	80.9
Asian/British Asian	12	10.4
Black/Black British	1	0.9
Rather not say	4	3.5