

Contact Details

DES Patient Survey Report 2013 -2014

Client

Mediventure
1a Red Lion Surgery
Tolworth
Surrey
KT6 7QG

PatientDynamics Limited
53 Collingworth Rise
Park Gate
Southampton
SO31 1DD

Telephone: 01489 576222

Email: andrew.smith@patientdynamics.co.uk

Analyst - Andrew Smith MSc

Mean rating scores

Mean rating scores- how they are calculated?

The statements on the survey are all worded in the same direction, so a score can be given to each answer (please see below).

Positive Question Score

Strongly Agree	100
Agree	75
Neutral	50
Disagree	25
Strongly Disagree	0

The question scores and dimensions in this report are the means of these ratings for all the respondents to the component question.

Rating Scores

The tables below show your scores on each of the questions in the survey.

All scores are calculated so that 100 is the best score possible regardless of how the question was worded: if a question was worded positively . Strongly agree was given the highest score and Strongly disagree the lowest

Frequency Tables How to read frequency tables

The tables below represent the amalgamation of all of the answers that the responders to the survey gave us. The base (number of people answering that question) figure will move up and down as this reflects the number of people responding to that individual question. As a rule we leave out no replies.

A simple way of interpreting the table below is to add together the first 2 answers (Strongly agree and Agree). This means that 89% (almost 9 out of 10) of patients are totally satisfied with the service provided.

Q1. I am totally satisfied with my visit to this doctor

Answer	Frequency	Percentage
BASE	68	100%
Strongly Agree	28	41%
Agree	32	47%
Neutral	3	4%
Disagree	3	4%
Strongly Disagree	2	3%

Introduction and methodology

This bespoke survey is based on a broad range of questions taken from various patient survey instruments, such as GPAQ and CSQ. It is designed to measure patient satisfaction / experience and to highlight areas that the practice can improve. This survey was developed by the (PPG) in partnership with the Practice. The resulting 2 page questionnaire contains 25 or so questions and the results of these are combined to produce the following broad topic areas:

- Practice administration
- Appointments
- Booking
- Length of consultation
- Professional care
- GPs
- Nurses
- Practice matters
- Online services
- Waiting room

In this report you will find:

- Your scores out of 100 for questions that have been rated. I.e. a Mean score produced. Unfortunately comparison with a benchmark score for other practices is not possible as the questionnaire is unique to this practice. Although standard questions have been used the ability to benchmark would be too time consuming and therefore expensive. As a rule of thumb, score of 80 plus are usually achievable.
- Sample information produced by age and gender- where you can compare the breakdown in the type of patients completing your survey with that of the breakdown of the practice demographic. A requirement of the DES Patient survey.
- Your scores out of 100 for the rated questionnaires enable you to look at the strong and weak areas of each topic area.
- Frequency tables for each question- where you can see exactly how your patients responded to each question.
- Patient comments- where you can see comments patients made about their consultations.

The results of this DES Patient Survey will be used for the patient feedback component of the DES patient assessment. This report will be made available on the practice web site.

Methodology

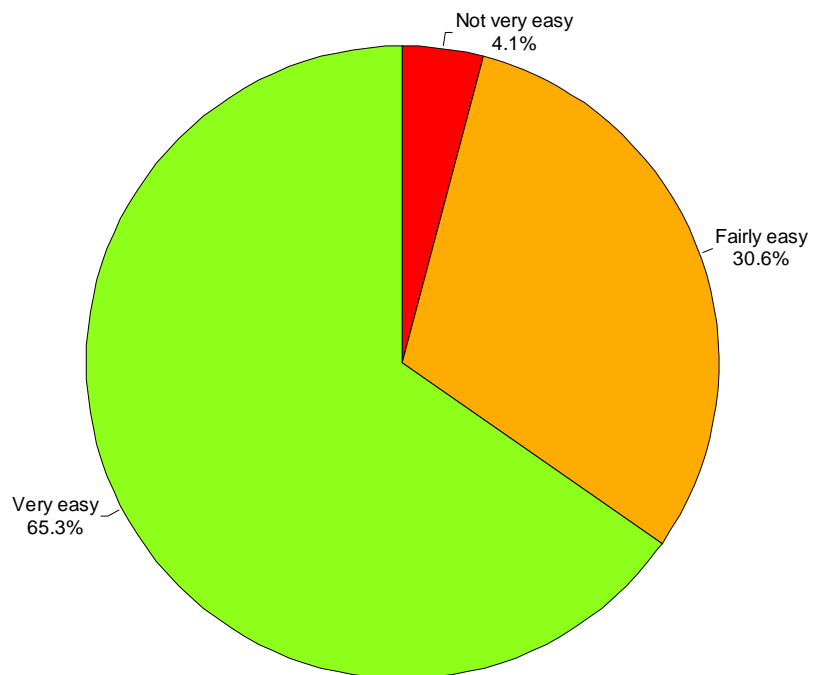
PatientDynamics produced a bespoke questionnaire for the practice. This questionnaire was produced as a paper questionnaire and as an on-line version for people with access to the Internet to complete. It was important that each questionnaire retained the same question structure as this enabled faster and more complete analysis of these data. No attempt was made to differentiate between on-line replies or paper questions. Patients were invited to take part via an emailed link to the survey or by the receptionists in the practice. Questionnaires are collected in the practice or via email and returned to PatientDynamics for analysis.

171 replies were recieved and analysed

Dr R K Agrawal & Dr K Agrawal -2013

Counts	Break %	Respondents
Base	170	
Mean	56.62	
How easy was it to get an appointment for the time you wa...		
Not very easy	7	4.1%
Fairly easy	52	30.6%
Very easy	111	65.3%

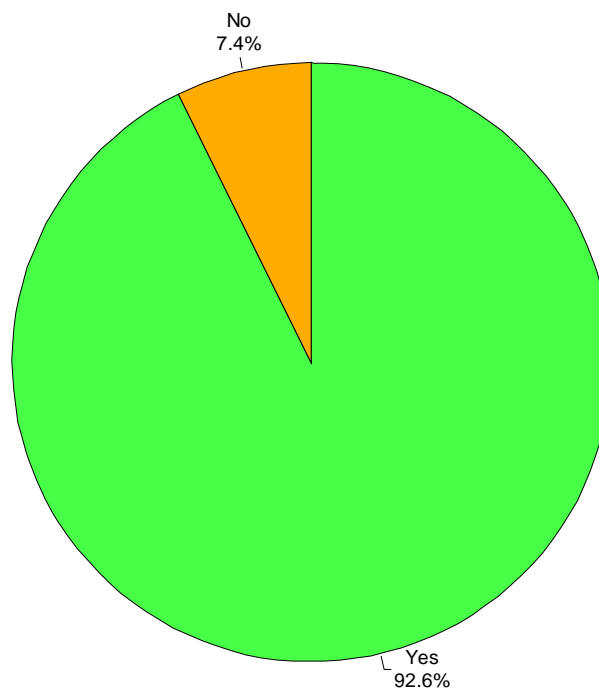
Ease of getting an appointment



Dr R K Agrawal & Dr K Agrawal -2013

Counts	Break %	Respondents
Base	163	
Mean	92.64	
Are you able to see your preferred GP?		
Yes	151	92.6%
No	12	7.4%

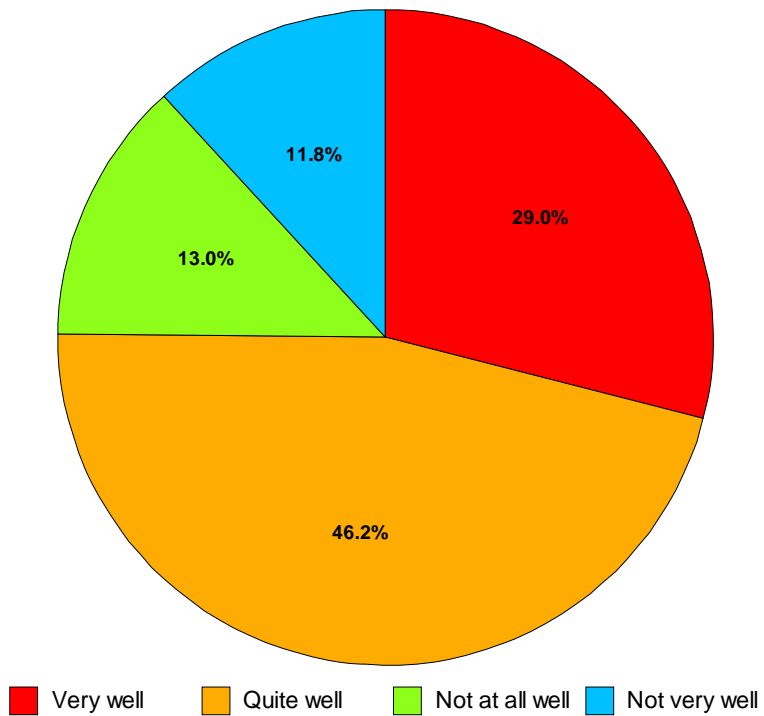
Seeing your preferred GP



Dr R K Agrawal & Dr K Agrawal -2013

Counts Break % Respondents	
Base	169
Mean	73.08
How well do you know which days of the week your preferre...	
Very well	49 29.0%
Quite well	78 46.2%
Not at all well	22 13.0%
Not very well	20 11.8%

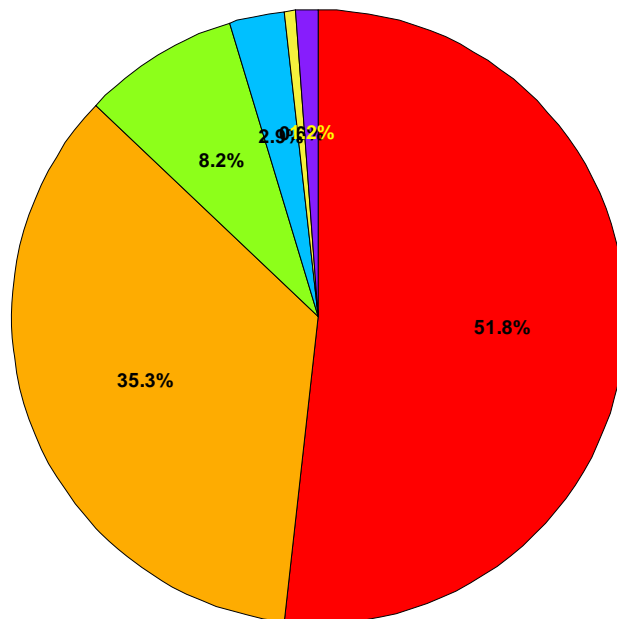
Knowing when your preferred GP is available



Dr R K Agrawal & Dr K Agrawal -2013

Counts Break % Respondents	
Base	170
Mean	84.08
How satisfied are you with the opening hours at the surgery?	
Very	88 51.8%
Fairly	60 35.3%
Neither satisfied nor dissatisfied	14 8.2%
Quite dissatisfied	5 2.9%
Very dissatisfied	1 0.6%
Don't know opening hours	2 1.2%

Satisfaction with opening hours

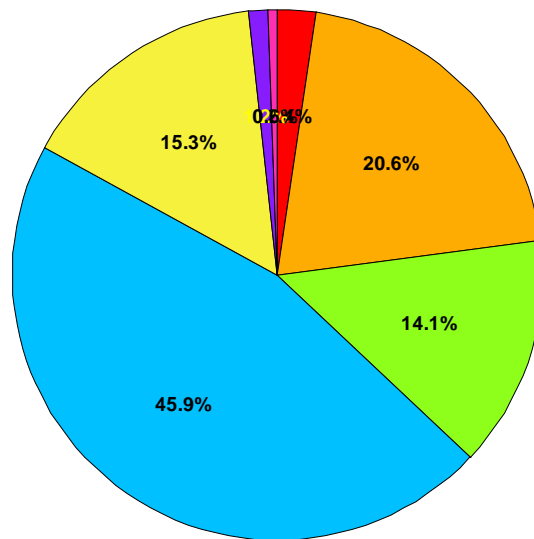


- Very
- Fairly
- Neither satisfied nor dissatisfied
- Quite dissatisfied
- Very dissatisfied
- Don't know opening hours

Dr R K Agrawal & Dr K Agrawal -2013

Counts Break % Respondents	
Base	170
How long do you normally wait to be seen on your appointm...	
I don't normally have appts at a specific time	4 2.4%
I am normally seen on time	35 20.6%
Less than 5 minutes	24 14.1%
5 to 15 minutes	78 45.9%
15-30 minutes	26 15.3%
More than 30 minutes	2 1.2%
Can't remember	1 0.6%

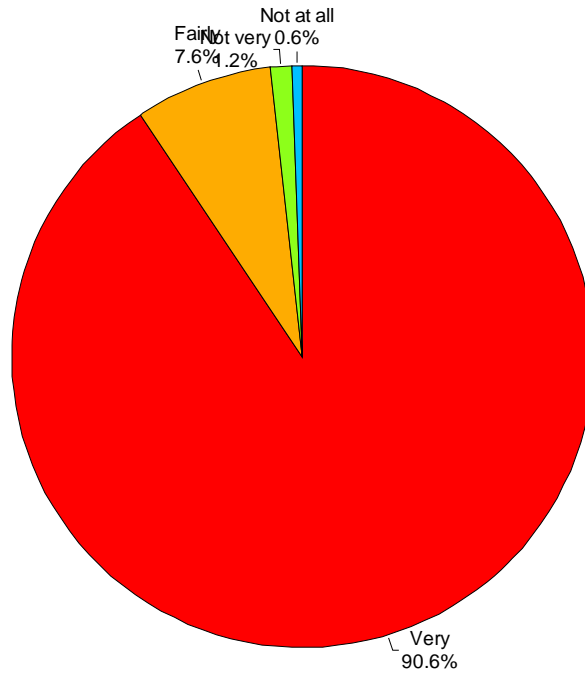
Waiting to be seen



- I don't normally have appts at a specific time
- I am normally seen on time
- 15-30 minutes
- Less than 5 minutes
- 5 to 15 minutes
- More than 30 minutes
- Can't remember

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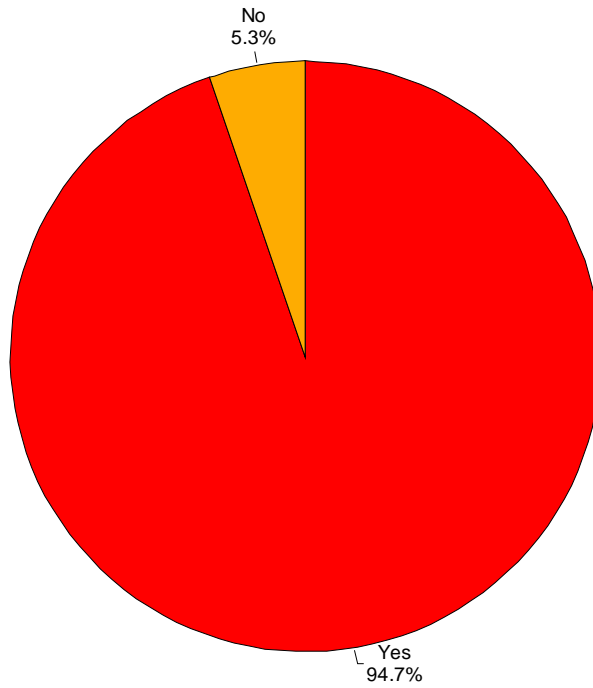
Helpfulness of the receptionists



Counts	Break %	Respondents
Base	170	
Mean	97.06	
How helpful do you find the receptionists at the surgery?		
Very	154	90.6%
Fairly	13	7.6%
Not very	2	1.2%
Not at all	1	0.6%

Dr R K Agrawal & Dr K Agrawal -2013

Booking a convenient appointment



Counts	Break %	Respondents
Base	170	
Mean	94.71	
Are you able to book appointment ahead of time to your sa...		
Yes	161	94.7%
No	9	5.3%

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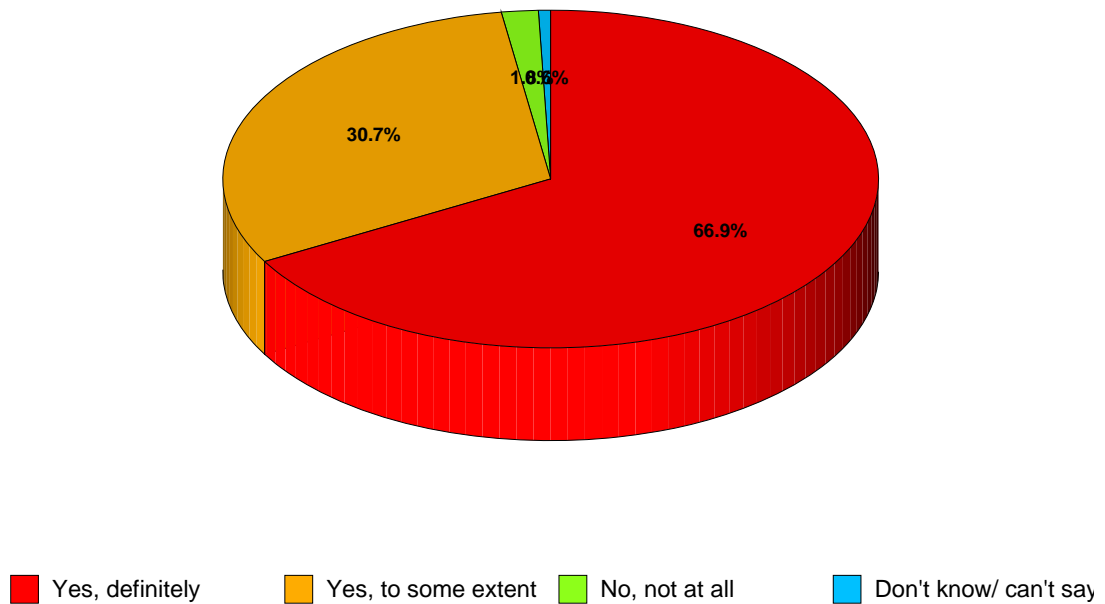
Counts Break % Respondents	
Base	169
If you need to see a GP urgently, can you normally get se...	
Yes	88 52.1%
Don't know / never needed to	60 35.5%
No	21 12.4%

Counts Break % Responses	
Base	109
Mean	80.73
If you need to see a GP urgently, can you normally get se...	
Yes	88 80.7%
No	21 19.3%
Don't know / never needed to	- -

Dr R K Agrawal & Dr K Agrawal -2013

Counts	Break %	Respondents
Base	166	
Mean	82.73	
Standard Error	1.99	
Did you have confidence and trust in the GP/nurse you saw...		
Yes, definitely	111	66.9%
Yes, to some extent	51	30.7%
No, not at all	3	1.8%
Don't know/ can't say	1	0.6%

Confidence in the Medical Staff



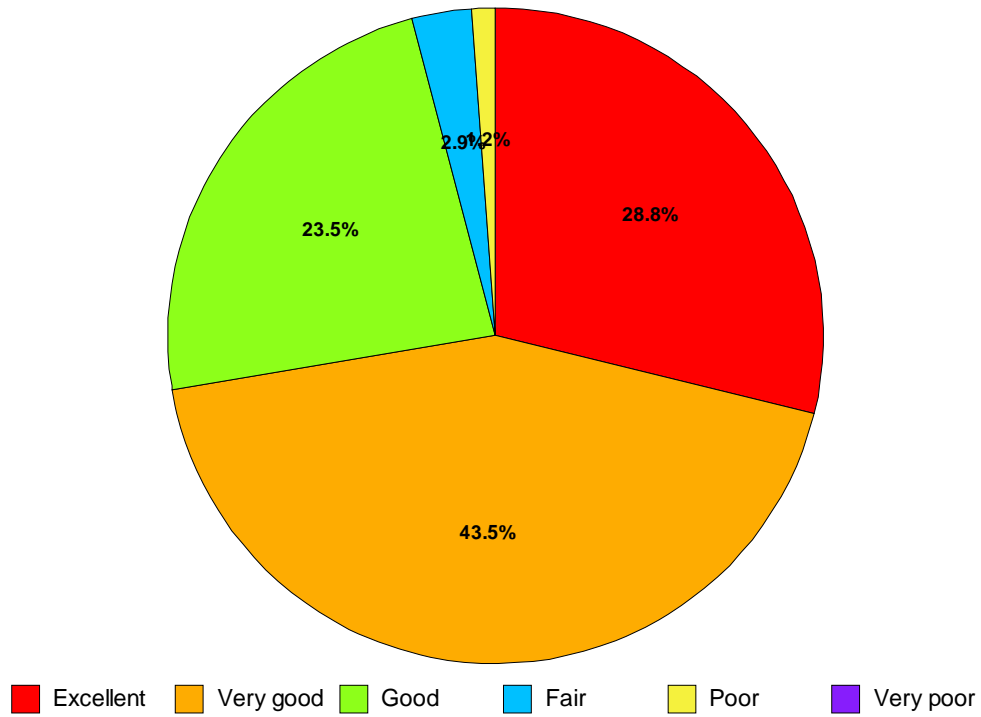
Dr R K Agrawal & Dr K Agrawal -2013

Counts Break % Respondents	
Base	170
Mean	73.60
Would you recommend your GP surgery to someone who has ju...	
Yes, definitely	81 47.6%
Yes, probably	71 41.8%
Don't know	9 5.3%
No, probably not	8 4.7%
No, definitely not	1 0.6%

Counts Break % Respondents	
Base	170
Mean	56.18
Overall, how would you describe your experience of your G...	
Excellent	49 28.8%
Very good	74 43.5%
Good	40 23.5%
Fair	5 2.9%
Poor	2 1.2%
Very poor	- -

Dr R K Agrawal & Dr K Agrawal -2013

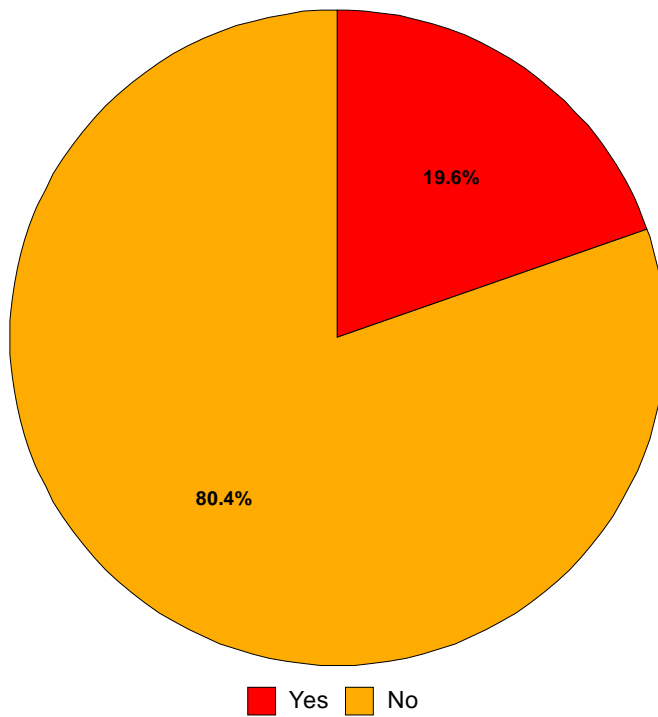
Overall experience of the surgery



Counts	Break %	Respondents
Base		168
Do you use our website to find out the information about ...		
Yes	33 19.6%	
No	135 80.4%	

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Using the website



Comments about the surgery

Comments

Great thank you for all of your hard work

Cannot fault the availability, help advice and support of the doctors and staff. Proper feeling of the 'family doctor' due to the location and size of the practice. We are very lucky

Receptionist is lovely, always accomodating and polite

Was not aware there was a website - will now use it. Today I waited more than 30 minutes ! Not always possible to get an appointment with the nurse quickly

I have no problems with the practice or the care I receive

Most helpful surgery since my arrival to the UK 14 years ago. They genuinly care for me

Surgery is closed for most of the day and receprion closes fort part of the day so it can be inconvenient if a health worry comes up.Reception staff are very good and appointments are usually easy to make when the surgery is open

Another patient was seen before me although I was told I ghad the earliest appointment

I wish the surgery was open longer otherwise very happy

I don't get any explanations about my problem, only the prescription. I don't feel like I get enough advice and I find out more online.

I have every confidence in the doctors but less so with the nurses

Always happy with my GP

Overall good

Service is excellent

Best surgery

GP and surgery is very good

Excellent thank you

An excellent service at all times. Very plased with GPs

Didn't know you had a website

As a new patient I am very happy with the surgery