

MOORLAND MEDICAL CENTRE
REPORT ON PATIENT SATISFACTION SURVEY MARCH 2013

The practice asked 300 patients chosen at random the following questions:

- How would you rate the speed with which the telephone is answered
 - 11 patients had no experience of this
 - 6 felt this was poor
 - 24 thought this was fair
 - 80 felt it was good
 - 116 felt it was very good
 - 70 felt it was excellent

- How would you rate the speed the call was answered if you were transferred
 - 109 patients had no experience of this
 - 3 felt this was poor
 - 14 felt this was fair
 - 42 felt it was good
 - 76 felt it was very good
 - 40 felt it was excellent

- The length of time to wait for an appointment
 - 7 had no experience of this
 - 13 felt this was poor
 - 55 felt this was fair
 - 76 felt this was good
 - 82 felt this was very good
 - 60 felt this was excellent

- Convenience of time/day of your appointment
 - 4 patients had no experience of this
 - 3 felt this was poor
 - 16 felt this was fair
 - 66 felt this was good
 - 105 felt it was very good
 - 99 felt it was excellent

- Seeing the doctor of your choice
 - 22 had no experience
 - 32 felt this was poor
 - 40 felt this was fair
 - 60 felt this was good
 - 66 felt this was very good
 - 75 felt this was excellent

- Length of time waiting to check in with reception
 - 4 had no experience
 - 3 felt this was poor
 - 16 felt this was fair
 - 80 felt this was good
 - 104 felt this was very good
 - 86 felt this was excellent

- Length of time waiting to see the doctor or nurse

- 3 had no experience
 - 8 felt this was poor
 - 43 felt this was fair
 - 91 felt this was good
 - 101 felt this was very good
 - 42 felt this was excellent
- Opportunity of speaking to a doctor or nurse on the telephone
 - 70 had no experience of this
 - 3 felt this was poor
 - 12 felt this was fair
 - 58 felt this was good
 - 84 felt this was very good
 - 61 felt this was excellent
- Opportunity of obtaining a home visit when necessary
 - 198 had no experience of this
 - 13 felt this was poor
 - 4 felt this was fair
 - 22 felt this was good
 - 27 felt it was very good
 - 13 felt it was excellent
- Level of satisfaction with the after hours service
 - 194 had no experience of this
 - 8 felt this was poor
 - 12 felt this was fair
 - 23 felt this was good
 - 25 felt it was very good
 - 21 felt it was excellent
- Prescription ready on time
 - 38 had no experience
 - 5 felt it was poor
 - 6 felt it was fair
 - 28 felt it was good
 - 92 felt it was very good
 - 108 felt it was excellent
- Prescription correctly issued
 - 38 had no experience
 - 1 felt it was poor
 - 6 felt it was fair
 - 36 felt it was good
 - 82 felt it was very good
 - 116 felt it was excellent
- Handling of queries relating to prescriptions
 - 77 had no experience
 - 2 felt this was poor
 - 5 felt this was fair
 - 40 felt this was good
 - 75 felt this was very good
 - 82 felt this was excellent

- Obtaining results - Were you told when to contact us for these
 - 54 had no experience
 - 6 felt this was poor
 - 10 felt it was fair
 - 47 felt it was good
 - 87 felt it was very good
 - 80 felt it was excellent

- Were they available when you contacted us
 - 49 had no experience
 - 6 felt this was poor
 - 16 felt it was fair
 - 43 felt it was good
 - 103 felt it was very good
 - 63 felt it was excellent

- Level of satisfaction with the amount of information provided
 - 48 had no experience
 - 7 felt this was poor
 - 17 felt this was fair
 - 40 felt it was good
 - 94 felt it was very good
 - 75 felt it was excellent

- Level of satisfaction with the manner in which the result was given
 - 52 had no experience
 - 3 felt it was poor
 - 7 felt this was fair
 - 39 felt it was good
 - 91 felt it was very good
 - 89 felt it was excellent

- About the staff – information provided by reception staff
 - 7 had no experience
 - 2 felt it was poor
 - 14 felt it was fair
 - 57 felt it was good
 - 104 felt it was very good
 - 105 felt it was excellent

- Helpfulness of reception staff
 - 4 had no experience
 - 4 felt it was poor
 - 8 felt it was fair
 - 52 felt it was good
 - 98 felt it was very good
 - 122 felt it was excellent

- Information provided by other staff
 - 31 had no experience
 - 1 felt it was poor
 - 6 felt this was fair
 - 41 felt it was good

- 103 felt it was very good
- 101 felt it was excellent

- Helpfulness of other staff
 - 26 had no experience
 - 2 felt it was poor
 - 5 felt this was fair
 - 50 felt it was good
 - 95 felt it was very good
 - 105 felt it was excellent

- Overall satisfaction with the practice
 - 1 patient had no experience of this
 - 2 felt it was poor
 - 9 felt it was fair
 - 43 felt it was good
 - 110 felt it was very good
 - 128 felt it was excellent

RECOMMENDATIONS

It was felt that generally patients were happy with the service provided by the surgery. For the third year running there has been a marked improvement in how the receptionist role is perceived and patients generally seem to appreciate the service they get from the reception staff. There is evidence of continued satisfaction from patients phoning through to the surgery.

Earlier in the year we established that there was a problem with routine availability and as a result of this we adjusted the appointment system to ensure that there is always six weeks of routine appointments available to pre-book, together with same day availability for urgent problems. We also amended the Nurse practitioner appointments so that they can offer a number of telephone consultations and have more availability as they now work on 10 minute appointments rather than 12 minute appointments. This has greatly increased the number of daily appointments available to book

There has been an improvement in patients being able to see a doctor of choice with 68% of those patients questioned responding that they felt this was good or excellent.

We continue to see the list size grow year on year and try to match this with the number of appointments offered. We offer a large number of daily urgent appointments through the Nurse practitioners and feel that we are coping with our demand for GP appointments well. We are reviewing the number of clinicians available and may be in a position to increase the number of GP sessions each week to accommodate the increase in patients registered with the practice.

We continue to monitor the number of routine appointments for practice nurses. We have had one nurse on maternity leave throughout the majority of the year and some levels of sickness within the remainder of the team. As a result of this we have employed on a short term basis two phlebotomists who have helped us deal with patients requiring blood tests. This has ensured that we are able to deliver the level of service required by our patient population. We have also taken on a practice nurse to cover for maternity leave. We hope that we will be well placed to meet patient demand moving into the new financial year.

We have discussed the results of the survey with the staff and have passed a copy of this report to the members of the Patient Participation Group. We will also display a summary of the results on the practice website and in the practice newsletter.