

# Keele Practice

## Patient Survey Report 2014 to 2015

**Survey:** November 2014

### Survey information

The survey was done during November for the following reasons:

- Enables all of the patient population to participate as there were no student vacations
- November is a high demand month
- 50 surveys each were given out randomly to patients who had appointments with each GP & Nurse Practitioner i.e. 250 surveys in total
- The percentage of results was based on patients who answered the questions, and does not include non-responders

### Results

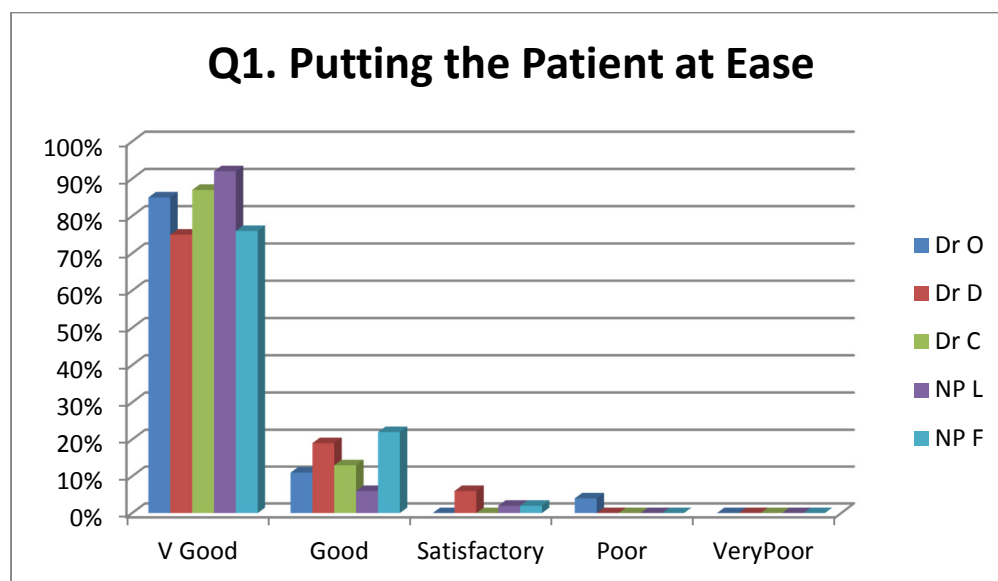
#### Individual Clinician Questions

How good was the Clinician at:

##### **Question 1**

Putting you at ease?

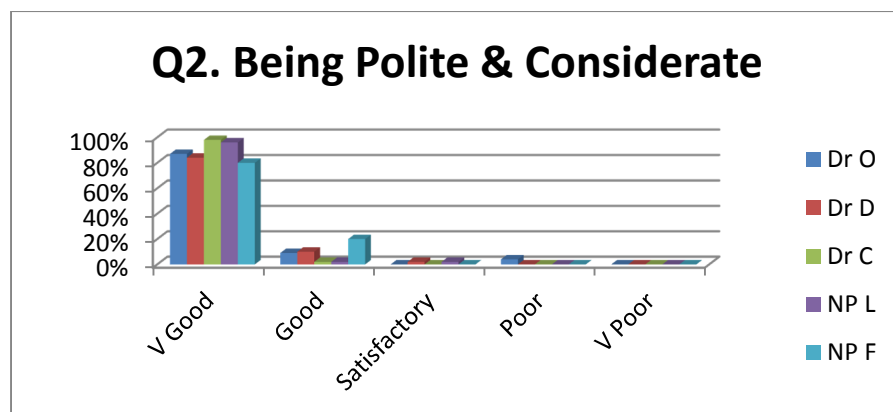
	Very Good	Good	Satisfactory	Poor	Very Poor
Dr O	85%	11%	0%	4%	0%
Dr D	75%	19%	6%	0%	0%
Dr C	87%	13%	0%	0%	0%
NP L	92%	6%	2%	0%	0%
NP F	76%	22%	2%	0%	0%
<b>Average</b>	<b>83%</b>	<b>14%</b>	<b>2%</b>	<b>1%</b>	<b>0%</b>



### Question 2

Being polite and considerate?

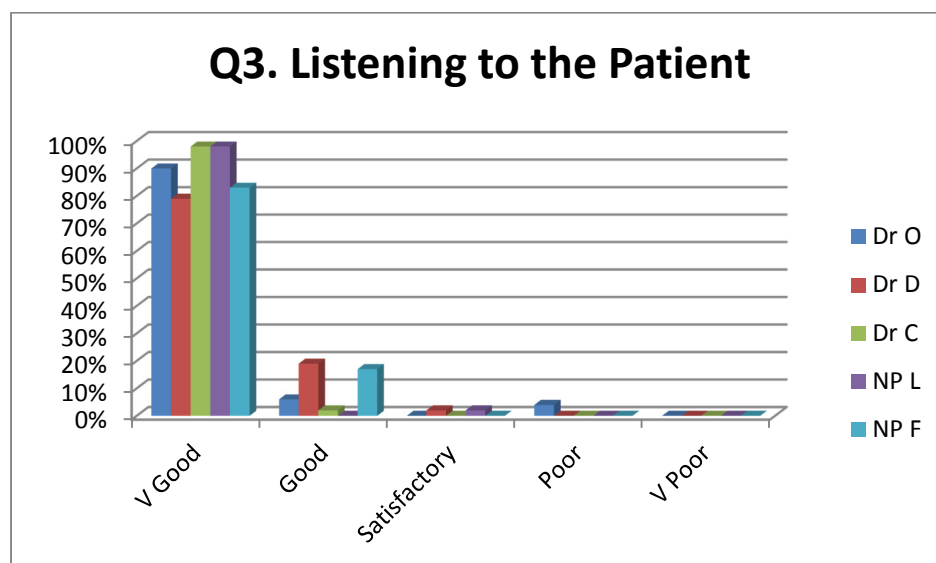
	V Good	Good	Satisfactory	Poor	V Poor
Dr O	87%	9%	0%	4%	0%
Dr D	84%	10%	2%	0%	0%
Dr C	98%	2%	0%	0%	0%
NP L	96%	2%	2%	0%	0%
NP F	80%	20%	0%	0%	0%
<b>Average</b>	<b>89%</b>	<b>9%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>



### Question 3

Listening to you?

	V Good	Good	Satisfactory	Poor	V Poor
Dr O	90%	6%	0%	4%	0%
Dr D	79%	19%	2%	0%	0%
Dr C	98%	2%	0%	0%	0%
NP L	98%	0%	2%	0%	0%
NP F	83%	17%	0%	0%	0%
<b>Average</b>	<b>90%</b>	<b>9%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>
Benchmark*	56.6%	36.7%	7.5%	0%	0%

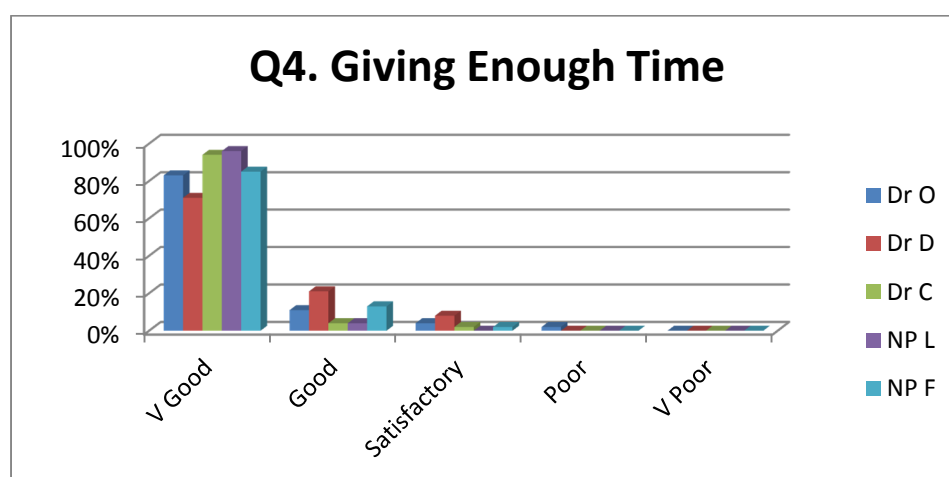


\*Benchmark taken from GP Survey Mori Poll, January 2015 2

#### Question 4

Giving you enough time?

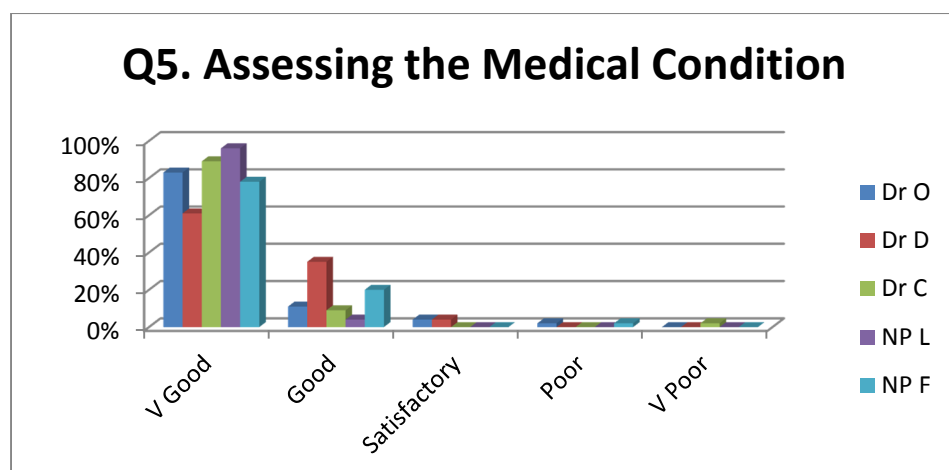
	V Good	Good	Satisfactory	Poor	V Poor
Dr O	83%	11%	4%	2%	0%
Dr D	71%	21%	8%	0%	0%
Dr C	94%	4%	2%	0%	0%
NP L	96%	4%	0%	0%	0%
NP F	85%	13%	2%	0%	0%
<b>Average</b>	<b>86%</b>	<b>11%</b>	<b>2%</b>	<b>1%</b>	<b>0%</b>
Benchmark*	47.7%	36.6%	9.3%	0%	0%



#### Question 5

Assessing your medical condition?

	V Good	Good	Satisfactory	Poor	V Poor
Dr O	83%	11%	4%	2%	0%
Dr D	61%	35%	4%	0%	0%
Dr C	89%	9%	0%	0%	2%
NP L	96%	4%	0%	0%	0%
NP F	78%	20%	0%	2%	0%
<b>Average</b>	<b>81%</b>	<b>15%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>

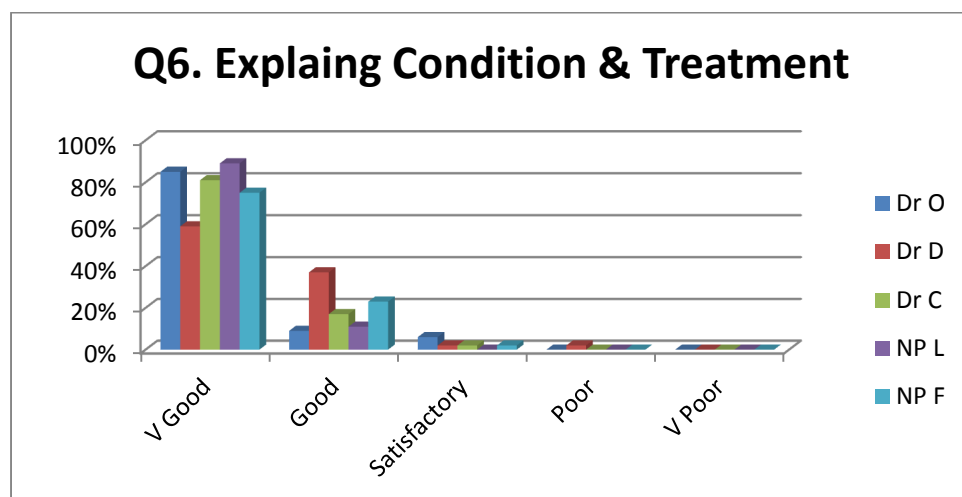


\*Benchmark taken from GP Survey Mori Poll, January 2015 3

### Question 6

Explaining your condition and treatment?

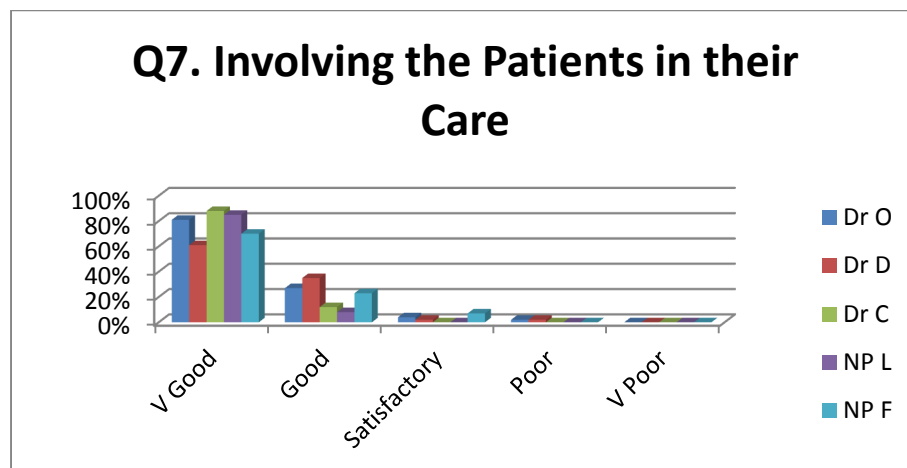
	V Good	Good	Satisfactory	Poor	V Poor
Dr O	85%	9%	6%	0%	0%
Dr D	59%	37%	2%	2%	0%
Dr C	81%	17%	2%	0%	0%
NP L	89%	11%	0%	0%	0%
NP F	75%	23%	2%	0%	0%
<b>Average</b>	<b>78%</b>	<b>19%</b>	<b>2%</b>	<b>&lt;1%</b>	<b>0%</b>
Benchmark*	45.9%	36.1%	10.0%	0%	0%



### Question 7

Involving you in decisions about our care?

	V Good	Good	Satisfactory	Poor	V Poor
Dr O	81%	27%	4%	2%	0%
Dr D	61%	35%	2%	2%	0%
Dr C	88%	12%	0%	0%	0%
NP L	85%	8%	0%	0%	0%
NP F	70%	23%	7%	0%	0%
<b>Average</b>	<b>77%</b>	<b>21%</b>	<b>2%</b>	<b>&lt;1%</b>	<b>0%</b>
Benchmark*	39.3%	35.2%	12.6%	0%	0%

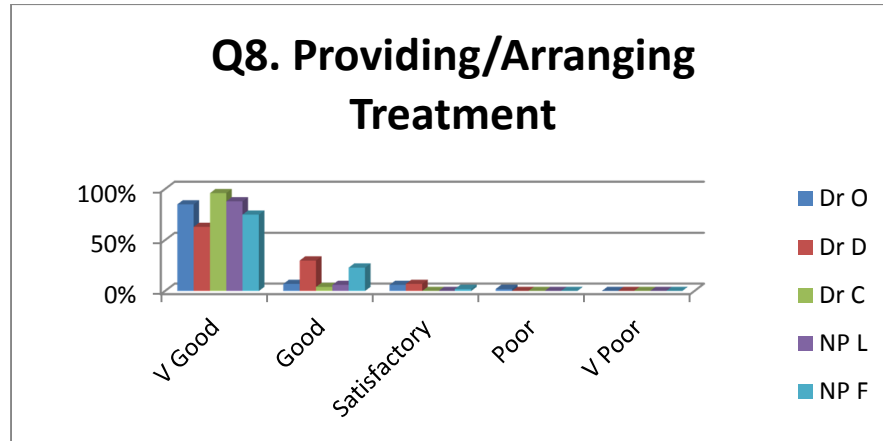


\*Benchmark taken from GP Survey Mori Poll, January 2015 4

### Question 8

Providing or arranging treatment for you?

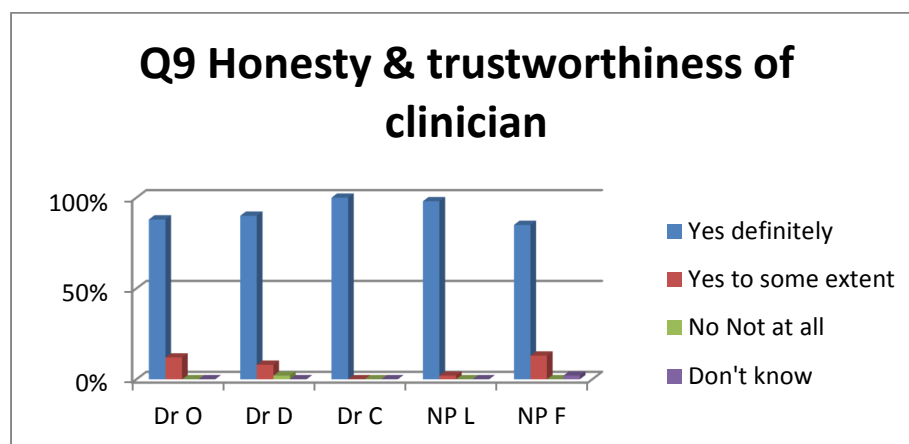
	V Good	Good	Satisfactory	Poor	V Poor
Dr O	85%	7%	6%	2%	0%
Dr D	63%	30%	7%	0%	0%
Dr C	96%	4%	0%	0%	0%
NP L	88%	6%	0%	0%	0%
NP F	75%	23%	2%	0%	0%
<b>Average</b>	<b>81%</b>	<b>14%</b>	<b>3%</b>	<b>&lt;1%</b>	<b>0%</b>



### Question 9

Did you have confidence that the GP is honest and trustworthy?

	Yes definitely	Yes to some extent	No Not at all	Don't know
Dr O	88%	12%	0%	0%
Dr D	90%	8%	2%	0%
Dr C	100%	0%	0%	0%
NP L	98%	2%	0%	0%
NP F	85%	13%	0%	0%
<b>Average</b>	<b>92%</b>	<b>7%</b>	<b>&lt;1%</b>	<b>0%</b>
Benchmark*	92.2 %	(both yes's)		

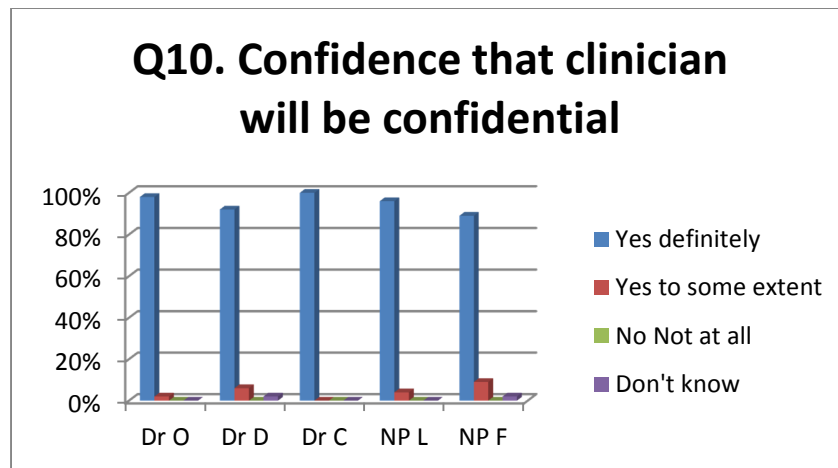


\*Benchmark taken from GP Survey Mori Poll, January 2015 5

### Question 10

Did you have confidence that the clinician will keep your information confidential?

	Yes definitely	Yes to some extent	No Not at all	Don't know
Dr O	98%	2%	0%	0%
Dr D	92%	6%	0%	2%
Dr C	100%	0%	0%	0%
NP L	96%	4%	0%	0%
NP F	89%	9%	0%	2%
<b>Average</b>	<b>95%</b>	<b>4%</b>	<b>0%</b>	<b>1%</b>

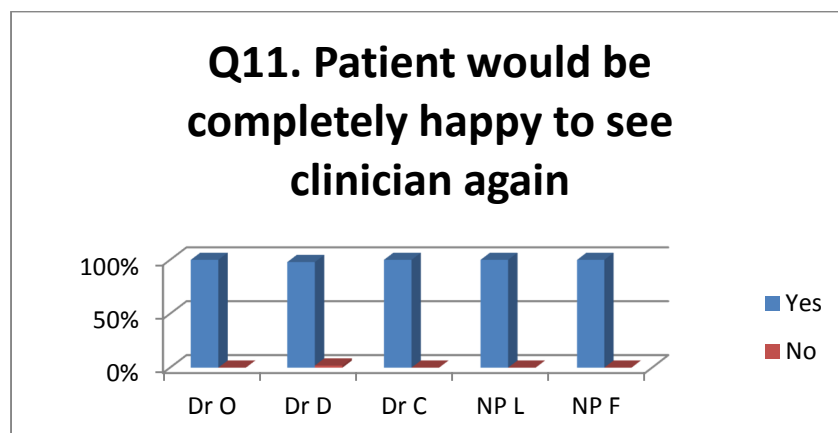


### Question 11

Would you be completely happy to see this clinician again?

	Yes	No
Dr O	100%	0%
Dr D	98%	2%
Dr C	100%	0%
NP L	100%	0%
NP F	100%	0%
<b>Average</b>	<b>&gt;99%</b>	<b>&lt;1%</b>

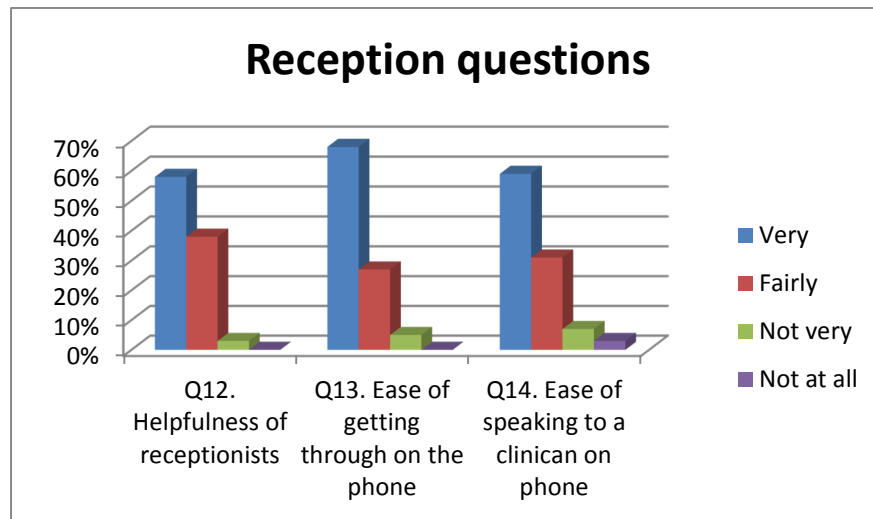
Similar to Benchmark\* -“Have trust and confidence in the clinician they saw” -92.2%



## Reception, Access and Appointments

How helpful do you find the receptionists at your GP practice?

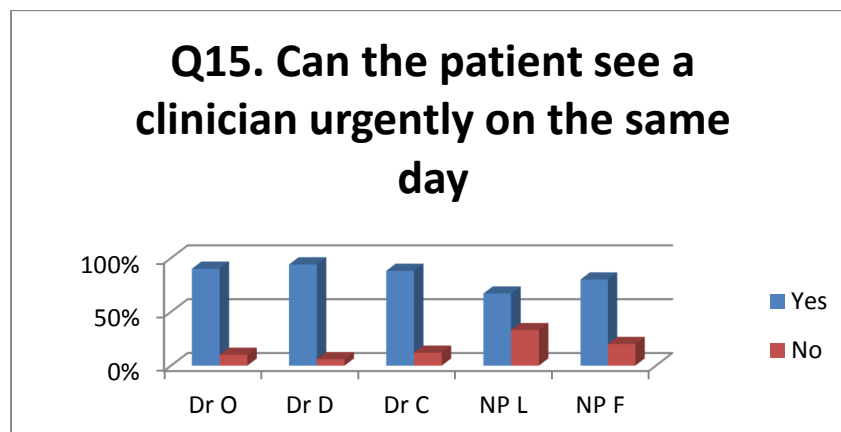
	Very	Fairly	Not very	Not at all	Benchmark	Practice (Very+Fairly)
Q12. Helpfulness of receptionists	58%	38%	3%	<1%	86.9%	96%
Q13. Ease of getting through on the phone	68%	27%	5%	0%	71.8%	95%
Q14. Ease of speaking to a clinician on phone	<b>59%</b>	<b>31%</b>	<b>7%</b>	<b>3%</b>	<b>85.4%</b>	<b>90%</b>



### Question 15

If you normally need to see a clinician urgently, can you normally get seen on the same day?

	Yes	No
Dr O	90%	10%
Dr D	94%	6%
Dr C	88%	12%
NP L	67%	33%
NP F	80%	20%
<b>Average</b>	<b>84%</b>	<b>16%</b>
Benchmark*	85.4%	

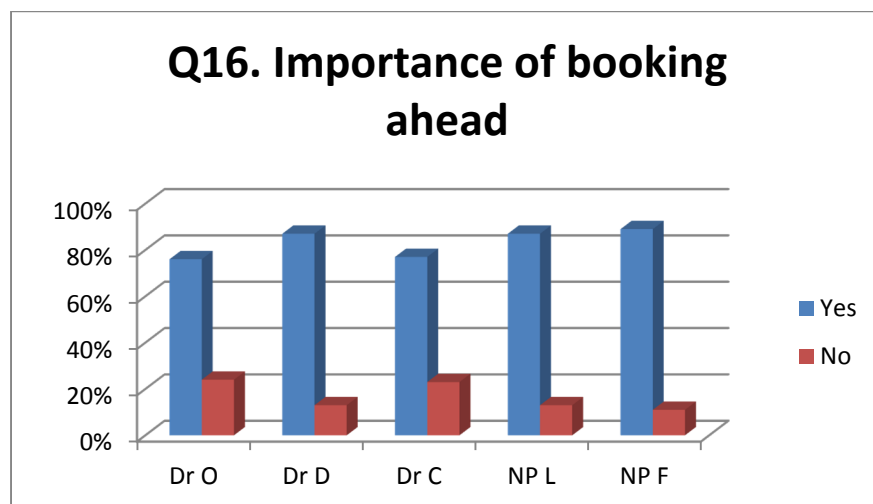


\*Benchmark taken from GP Survey Mori Poll, January 2015 7

### Question 16

Is it important to you to be able to book appointments ahead of time in your practice?

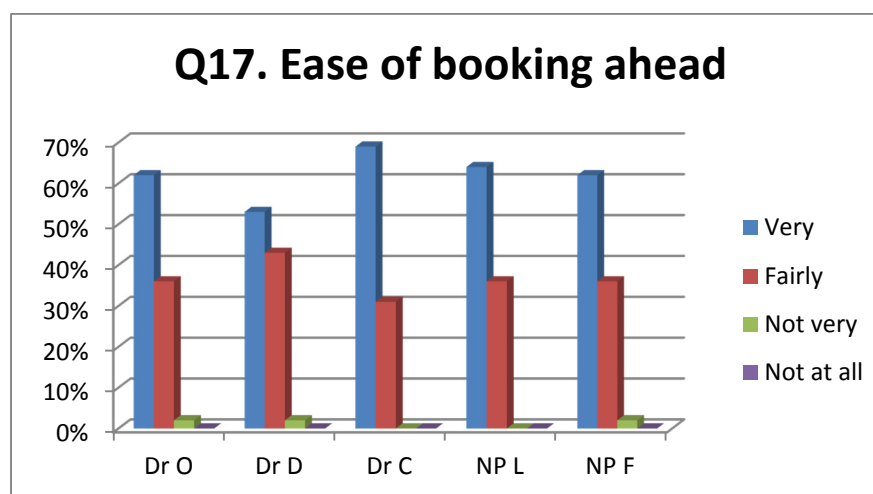
	Yes	No
Dr O	76%	24%
Dr D	87%	13%
Dr C	77%	23%
NP L	87%	13%
NP F	89%	11%
<b>Average</b>	<b>83%</b>	<b>17%</b>



### Question 17

How easy is it to book ahead in your practice?

	Very	Fairly	Not very	Not at all
Dr O	62%	36%	2%	0%
Dr D	53%	43%	2%	0%
Dr C	69%	31%	0%	0%
NP L	64%	36%	0%	0%
NP F	62%	36%	2%	0%
<b>Average</b>	<b>63%</b>	<b>36%</b>	<b>1%</b>	<b>0%</b>

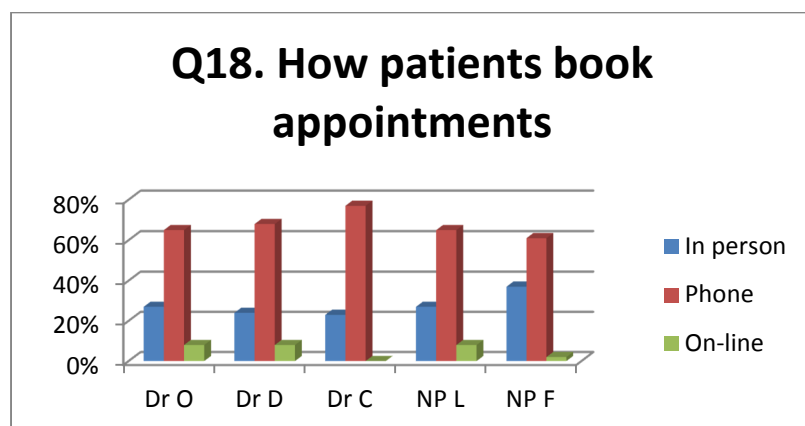




### Question 18

How do you normally book your appointments at your practice?

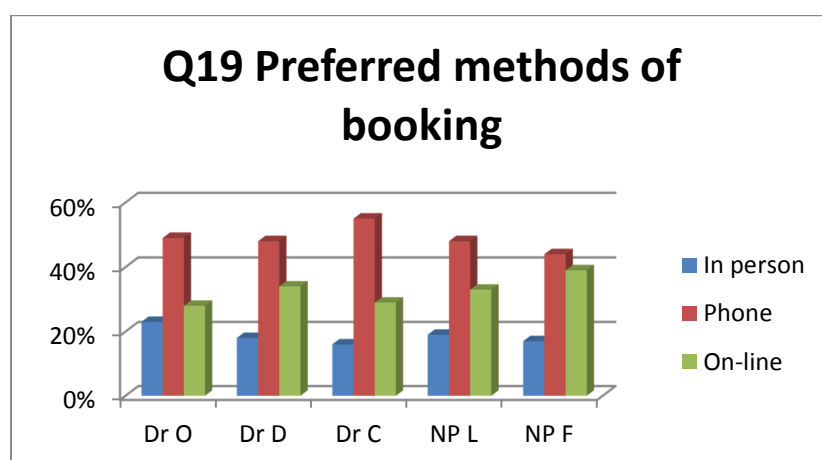
	In person	Phone	On-line
Dr O	27%	65%	8%
Dr D	24%	68%	8%
Dr C	23%	77%	0%
NP L	27%	65%	8%
NP F	37%	61%	2%
<b>Average</b>	<b>28%</b>	<b>67%</b>	<b>5%</b>



### Question 19

Which of the following methods would you prefer to use to book appointments at your practice? (may be multiple answers)

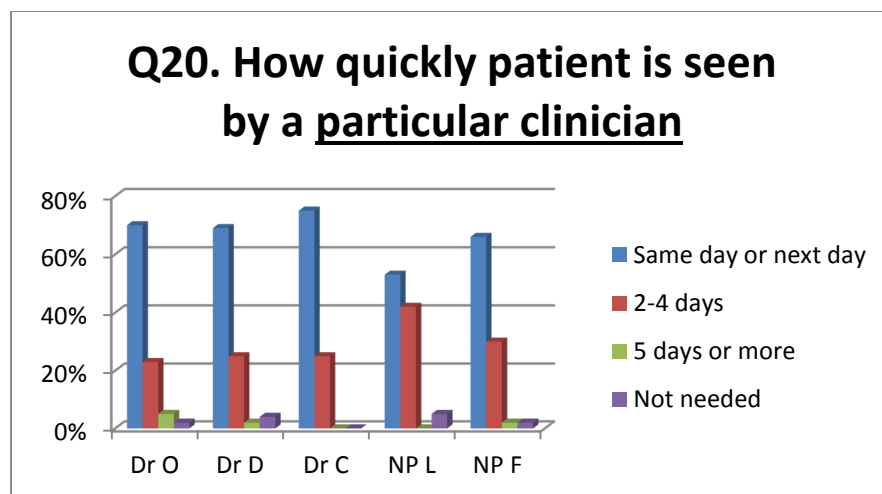
	In person	Phone	On-line
Dr O	23%	49%	28%
Dr D	18%	48%	34%
Dr C	16%	55%	29%
NP L	19%	48%	33%
NP F	17%	44%	39%
<b>Average</b>	<b>19%</b>	<b>49%</b>	<b>32%</b>



Thinking of times when you want to see a particular clinician:

Question 20

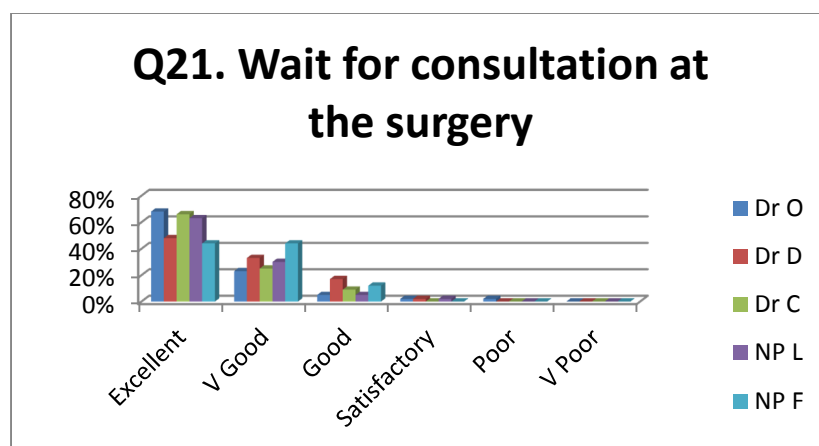
	Same day or next day	2-4 days	5 days or more	Not needed
Dr O	70%	23%	5%	2%
Dr D	69%	25%	2%	4%
Dr C	75%	25%	0%	0%
NP L	53%	42%	0%	5%
NP F	66%	30%	2%	2%
<b>Average</b>	<b>67%</b>	<b>29%</b>	<b>2%</b>	<b>2%</b>



Question 21

How do you rate how quickly you were seen?

	Excellent	V Good	Good	Satisfactory	Poor	V Poor
Dr O	68%	23%	5%	2%	2%	0%
Dr D	48%	33%	17%	2%	0%	0%
Dr C	66%	25%	9%	0%	0%	0%
NP L	63%	30%	5%	2%	0%	0%
NP F	44%	44%	12%	0%	0%	0%
<b>Average</b>	<b>58%</b>	<b>31%</b>	<b>10%</b>	<b>1%</b>	<b>&lt;1%</b>	<b>0%</b>

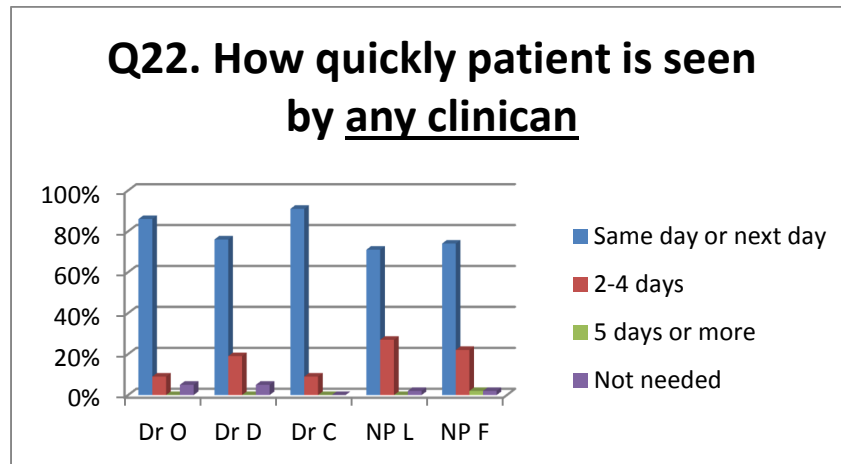


**Thinking of times when you are willing to see any clinician:**

**Question 22**

How quickly do you usually get seen?

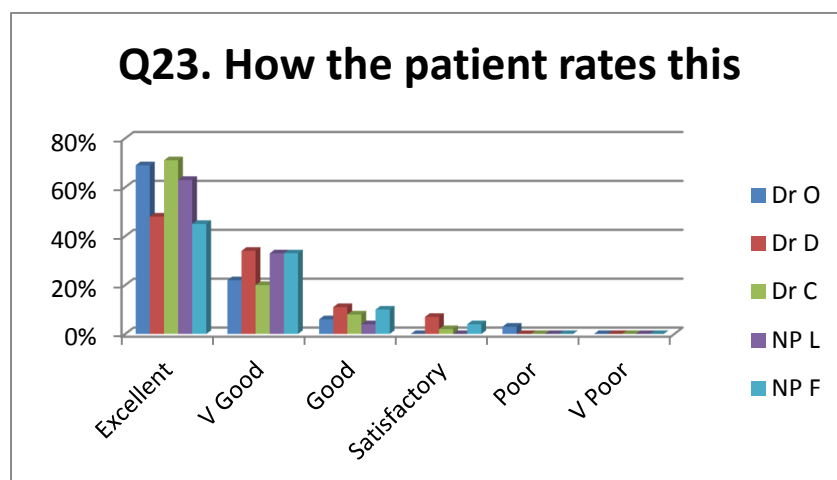
	Same day or next day	2-4 days	5 days or more	Not needed
Dr O	86%	9%	0%	5%
Dr D	76%	19%	0%	5%
Dr C	91%	9%	0%	0%
NP L	71%	27%	0%	2%
NP F	74%	22%	2%	2%
<b>Average</b>	<b>80%</b>	<b>17%</b>	<b>&lt;1%</b>	<b>2%</b>



**Question 23**

How quickly do you usually get seen?

	Excellent	V Good	Good	Satisfactory	Poor	V Poor
Dr O	69%	22%	6%	0%	3%	0%
Dr D	48%	34%	11%	7%	0%	0%
Dr C	71%	20%	8%	2%	0%	0%
NP L	63%	33%	4%	0%	0%	0%
NP F	45%	33%	10%	4%	0%	0%
<b>Average</b>	<b>59%</b>	<b>28%</b>	<b>8%</b>	<b>2%</b>	<b>&lt;1%</b>	<b>0%</b>

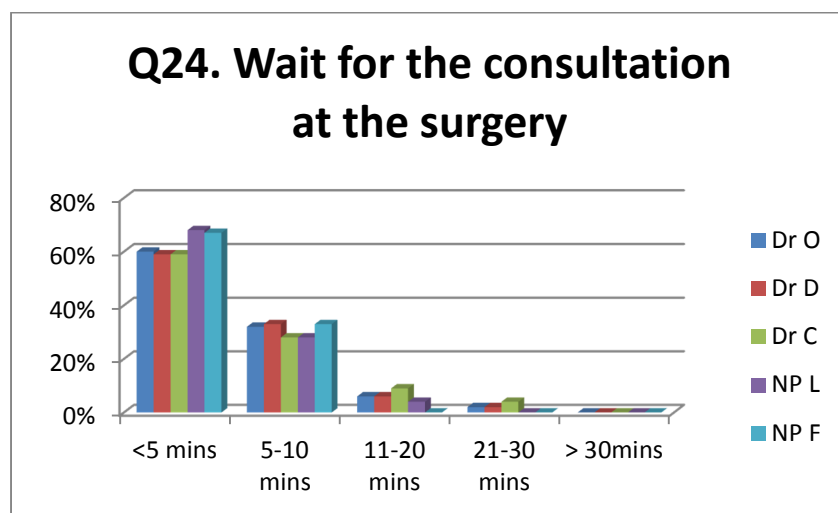


### Question 24

How long did you wait for your consultation to start?

	<5 mins	5-10 mins	11-20 mins	21-30 mins	> 30mins
Dr O	60%	32%	6%	2%	0%
Dr D	59%	33%	6%	2%	0%
Dr C	59%	28%	9%	4%	0%
NP L	68%	28%	4%	0%	0%
NP F	67%	33%	0%	0%	0%
<b>Average</b>	<b>63%</b>	<b>31%</b>	<b>5%</b>	<b>1%</b>	<b>0%</b>

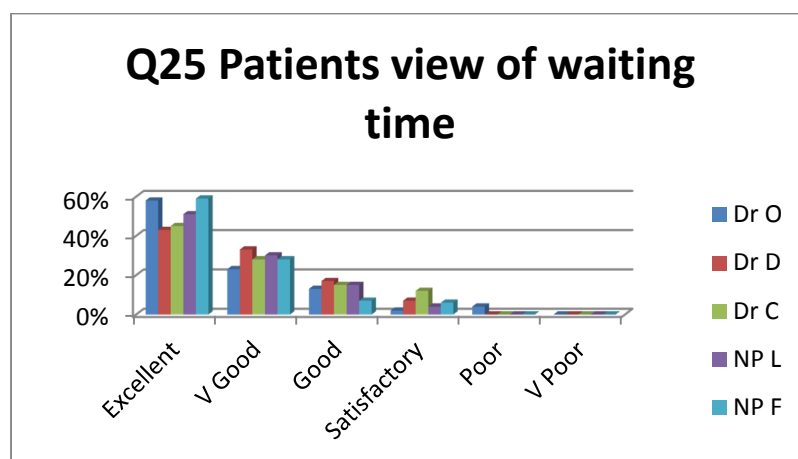
Benchmark\* 55.9% of patients usually between 5 and 15 minutes after their appointment time, and 27% wait over 15 minutes, and 9.4% wait less than 5 minutes



### Question 25

How do you rate how long you waited?

	Excellent	V Good	Good	Satisfactory	Poor	V Poor
Dr O	58%	23%	13%	2%	4%	0%
Dr D	43%	33%	17%	7%	0%	0%
Dr C	45%	28%	15%	12%	0%	0%
NP L	51%	30%	15%	4%	0%	0%
NP F	59%	28%	7%	6%	0%	0%
<b>Average</b>	<b>51%</b>	<b>28%</b>	<b>13%</b>	<b>10%</b>	<b>&lt;1%</b>	<b>0%</b>

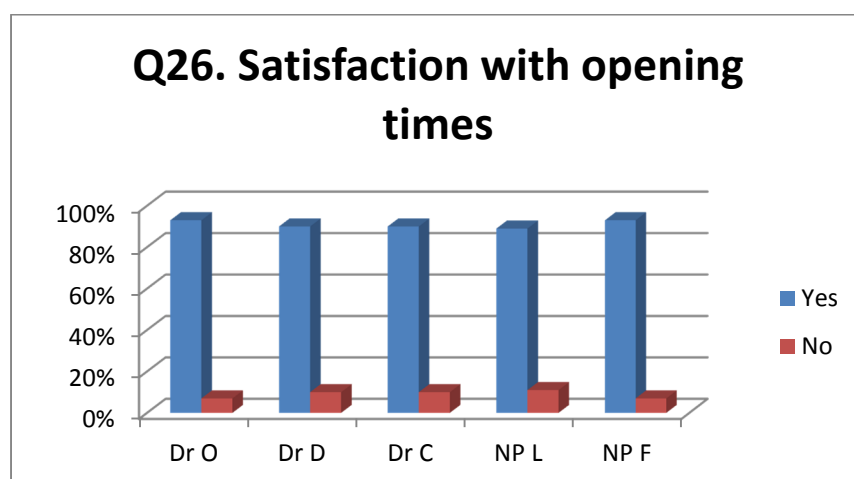


\*Benchmark taken from GP Survey Mori Poll, January 2015 12

### Question 26

Is your GP practice currently open at times that are convenient to you?

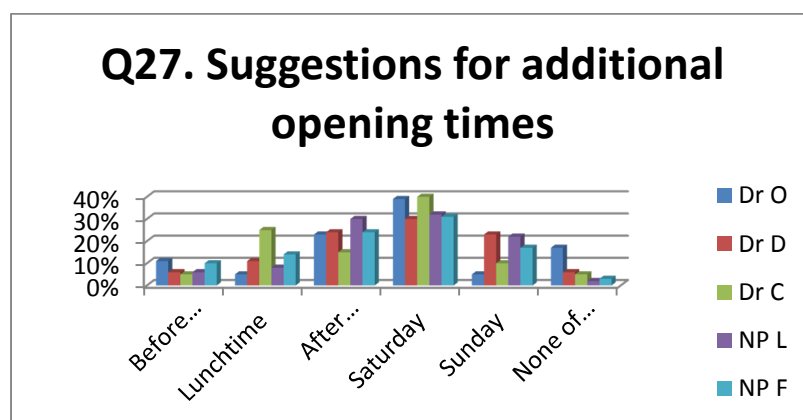
	Yes	No
Dr O	93%	7%
Dr D	90%	10%
Dr C	90%	10%
NP L	89%	11%
NP F	93%	7%
<b>Average</b>	<b>91%</b>	<b>9%</b>
Benchmark*	85.5%	



### Question 27

Which of the following additional opening hours would make it easier for you to see or speak to someone? These results are based on the 9% who said that the existing opening times are not convenient

	Before 8am	Lunchtime	After 6.30pm	Saturday	Sunday	None of these
Dr O	11%	5%	23%	39%	5%	17%
Dr D	6%	11%	24%	30%	23%	6%
Dr C	5%	25%	15%	40%	10%	5%
NP L	6%	8%	30%	32%	22%	2%
NP F	10%	14%	24%	31%	17%	3%
<b>Average</b>	<b>8%</b>	<b>13%</b>	<b>23%</b>	<b>34%</b>	<b>15%</b>	<b>7%</b>

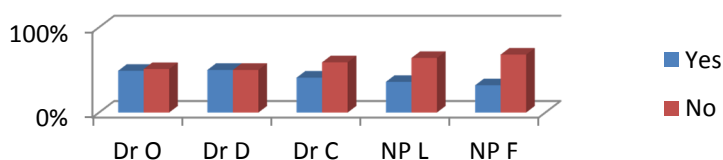


### Question 28

Is there a particular GP you prefer to see or speak to?

	Yes	No
Dr O	49%	51%
Dr D	50%	50%
Dr C	41%	59%
NP L	36%	64%
NP F	32%	68%
<b>Average</b>	<b>42%</b>	<b>58%</b>

### Q28. Patients who want to see/speak to a particular clinician

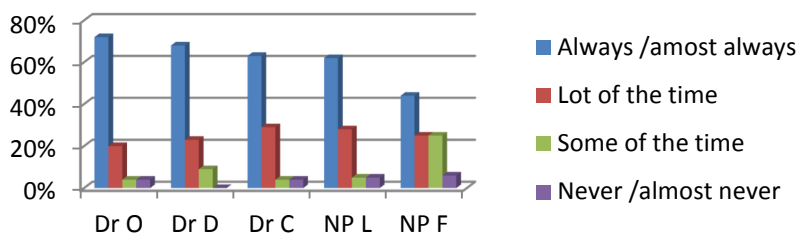


### Question 29

If yes, how often do you see or speak to the GP you prefer?

	Always /almost always	Lot of the time	Some of the time	Never /almost never
Dr O	72%	20%	4%	4%
Dr D	68%	23%	9%	0%
Dr C	63%	29%	4%	4%
NP L	62%	28%	5%	5%
NP F	44%	25%	25%	6%
<b>Average</b>	<b>62%</b>	<b>25%</b>	<b>9%</b>	<b>4%</b>
Benchmark*	37.2%	22.9%	31.4%	7.8%

### Q29. If "yes", how often the patient is able to do this



## Nurse Questions

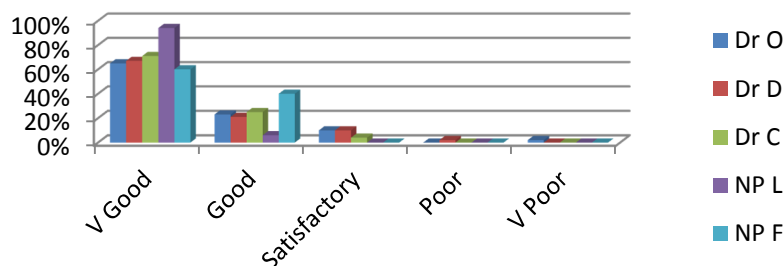
How good was the Nurse you last saw at:

### Question 30

Putting you at ease?

	V Good	Good	Satisfactory	Poor	V Poor
Dr O	65%	23%	10%	0%	2%
Dr D	67%	21%	10%	2%	0%
Dr C	71%	25%	4%	0%	0%
NP L	94%	6%	0%	0%	0%
NP F	60%	40%	0%	0%	0%
<b>Average</b>	<b>71%</b>	<b>23%</b>	<b>5%</b>	<b>&lt;1%</b>	<b>&lt;1%</b>

### Q30. Nurse - putting patients at ease

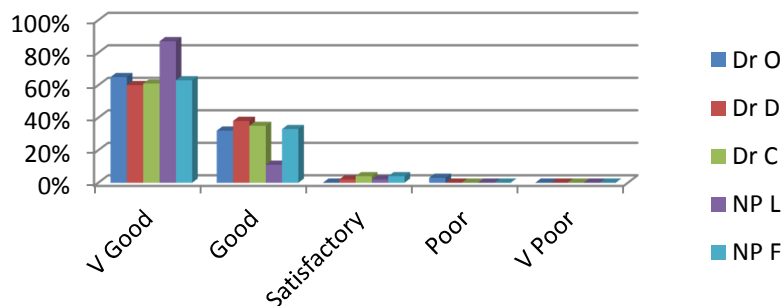


### Question 31

Giving you enough time?

	V Good	Good	Satisfactory	Poor	V Poor
Dr O	65%	32%	0%	3%	0%
Dr D	60%	38%	2%	0%	0%
Dr C	61%	35%	4%	0%	0%
NP L	87%	11%	2%	0%	0%
NP F	63%	33%	4%	0%	0%
<b>Average</b>	<b>67%</b>	<b>30%</b>	<b>2%</b>	<b>&lt;1%</b>	<b>0%</b>
Benchmark*	80.2%	(v good + good)			

### Q31. Nurse- giving enough time

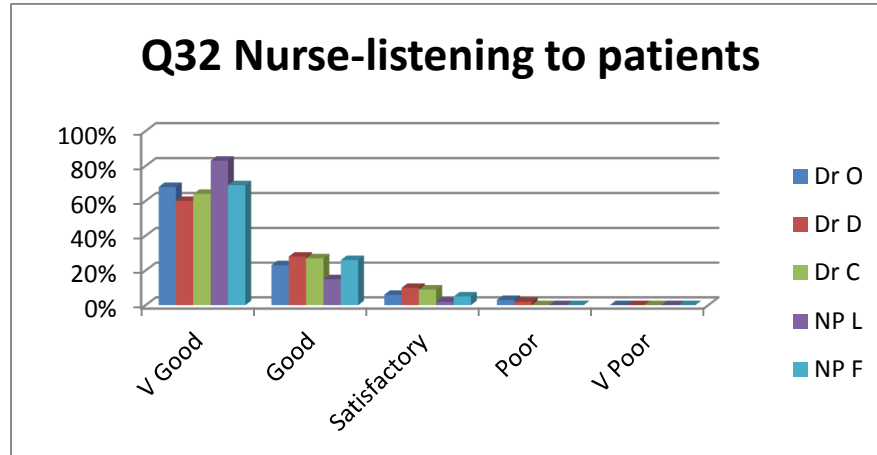


\*Benchmark taken from GP Survey Mori Poll, January 2015 15

### Question 32

Listening to you?

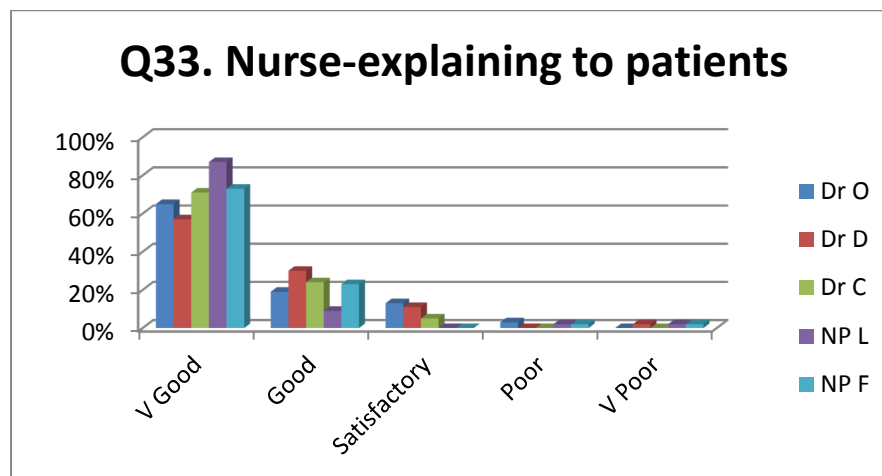
	V Good	Good	Satisfactory	Poor	V Poor
Dr O	68%	23%	6%	3%	0%
Dr D	60%	28%	10%	2%	0%
Dr C	64%	27%	9%	0%	0%
NP L	83%	15%	2%	0%	0%
NP F	69%	26%	5%	0%	0%
<b>Average</b>	<b>69%</b>	<b>24%</b>	<b>6%</b>	<b>1%</b>	<b>0%</b>
Benchmark*	79.1%	(v good + good)			



### Question 33

Explaining your condition and treatment?

	V Good	Good	Satisfactory	Poor	V Poor
Dr O	65%	19%	13%	3%	0%
Dr D	57%	30%	11%	0%	2%
Dr C	71%	24%	5%	0%	0%
NP L	87%	9%	0%	2%	2%
NP F	73%	23%	0%	2%	2%
<b>Average</b>	<b>71%</b>	<b>21%</b>	<b>6%</b>	<b>1%</b>	<b>1%</b>
Benchmark*	76.6%	(v good + good)			

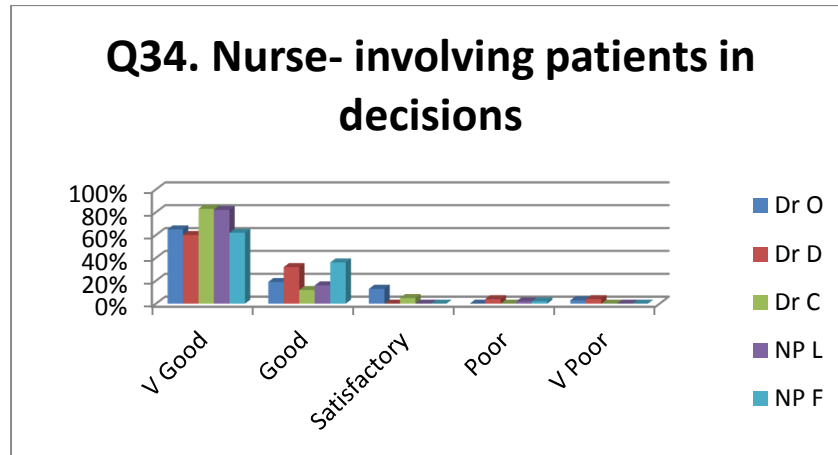




### Question 34

Involving you in decisions about your care?

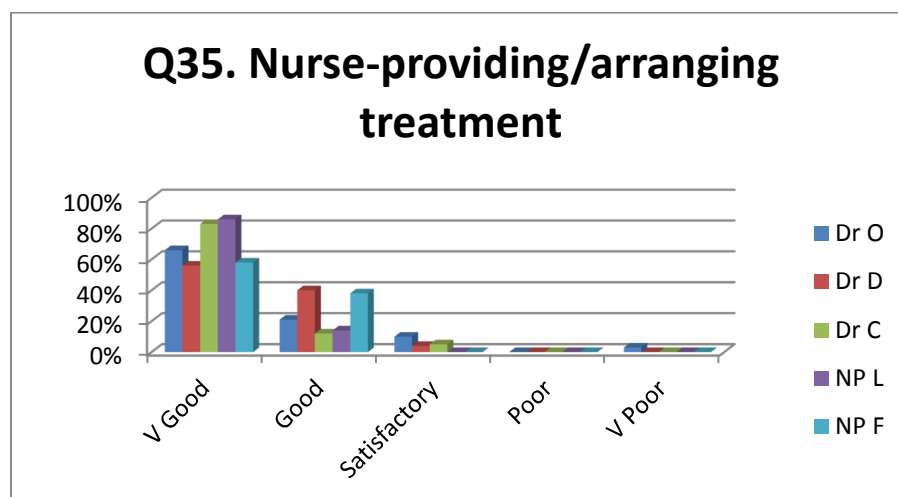
	V Good	Good	Satisfactory	Poor	V Poor
Dr O	65%	19%	13%	0%	3%
Dr D	60%	32%	0%	4%	4%
Dr C	83%	12%	5%	0%	0%
NP L	82%	16%	0%	2%	0%
NP F	62%	36%	0%	2%	0%
<b>Average</b>	<b>71%</b>	<b>23%</b>	<b>4%</b>	<b>1%</b>	<b>1%</b>
Benchmark*	66.2%	(v good + good)			



### Question 35

Providing or arranging treatment for you?

	V Good	Good	Satisfactory	Poor	V Poor
Dr O	66%	21%	10%	0%	3%
Dr D	56%	40%	4%	0%	0%
Dr C	83%	12%	5%	0%	0%
NP L	86%	14%	0%	0%	0%
NP F	58%	38%	0%	0%	0%
<b>Average</b>	<b>70%</b>	<b>25%</b>	<b>4%</b>	<b>0%</b>	<b>&lt;1%</b>

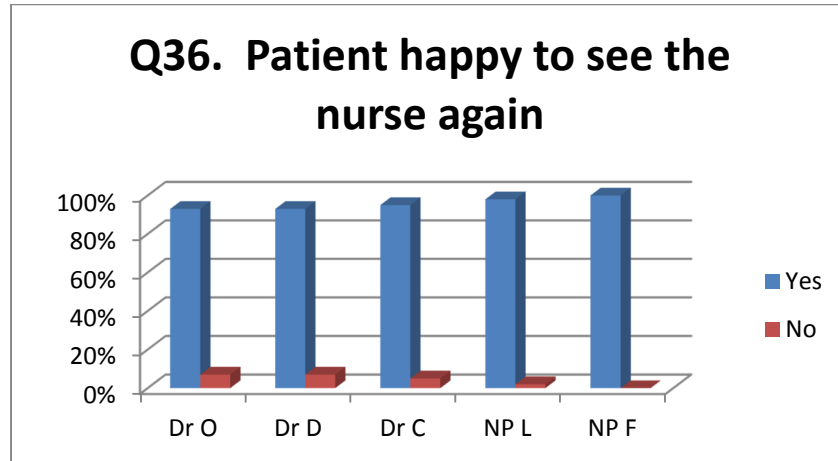


**Question 36**

Would you be completely happy to see this nurse again?

	Yes	No
Dr O	93%	7%
Dr D	93%	7%
Dr C	95%	5%
NP L	98%	2%
NP F	100%	0%
<b>Average</b>	<b>96%</b>	<b>4%</b>

Benchmark\*-trust and confidence in the nurse they saw – 85.5%

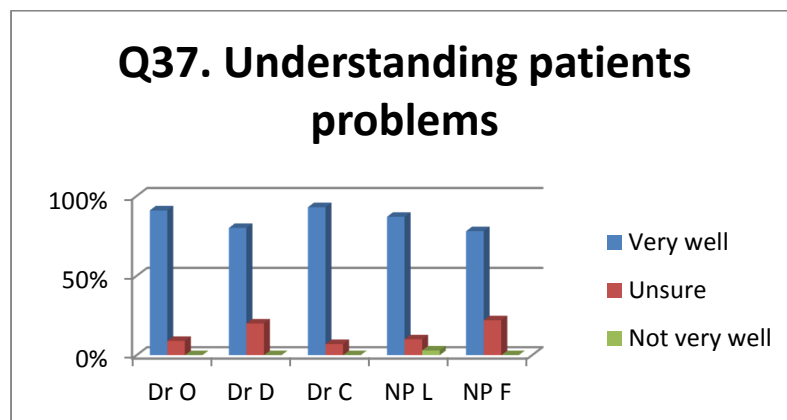


Thinking about the care you get from your doctors and nurses overall how well does the practice help you to:

**Question 37**

Understand your health problems?

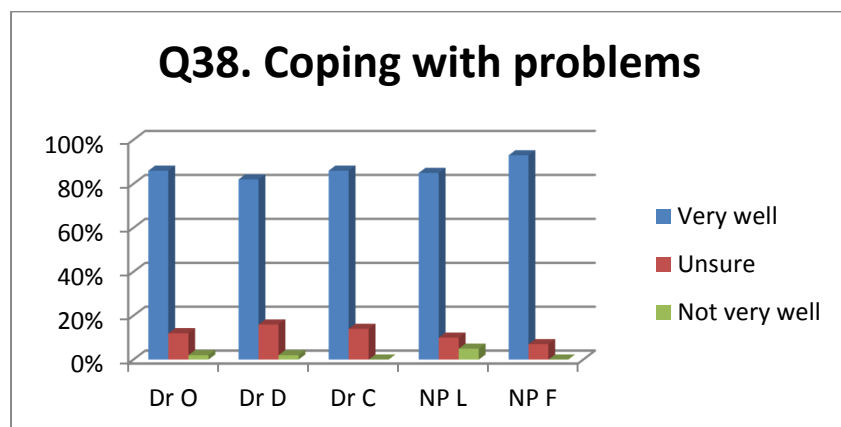
	Very well	Unsure	Not very well
Dr O	91%	9%	0%
Dr D	80%	20%	0%
Dr C	93%	7%	0%
NP L	87%	10%	3%
NP F	78%	22%	0%
<b>Average</b>	<b>86%</b>	<b>14%</b>	<b>&lt;1%</b>



### Question 38

Cope with your health problems?

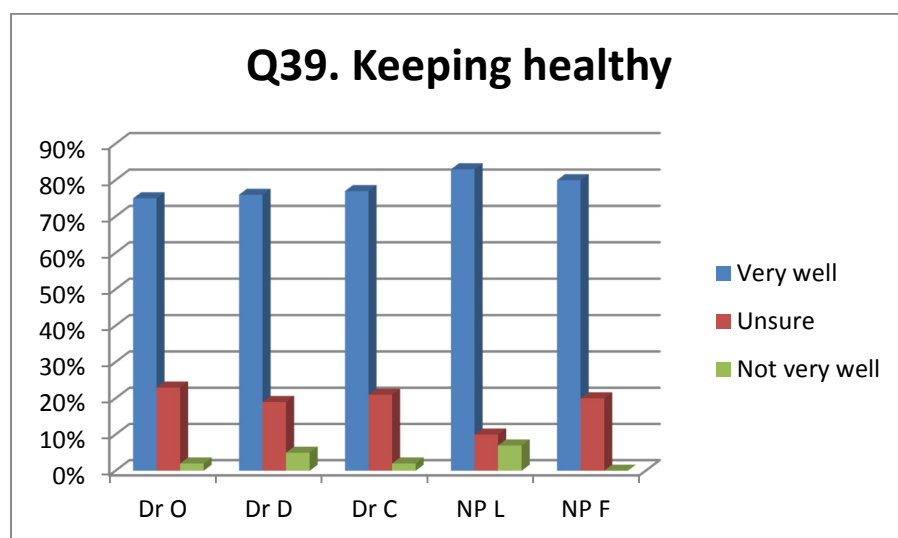
	Very well	Unsure	Not very well
Dr O	86%	12%	2%
Dr D	82%	16%	2%
Dr C	86%	14%	0%
NP L	85%	10%	5%
NP F	93%	7%	0%
<b>Average</b>	<b>86%</b>	<b>12%</b>	<b>2%</b>



### Question 39

Keep yourself healthy?

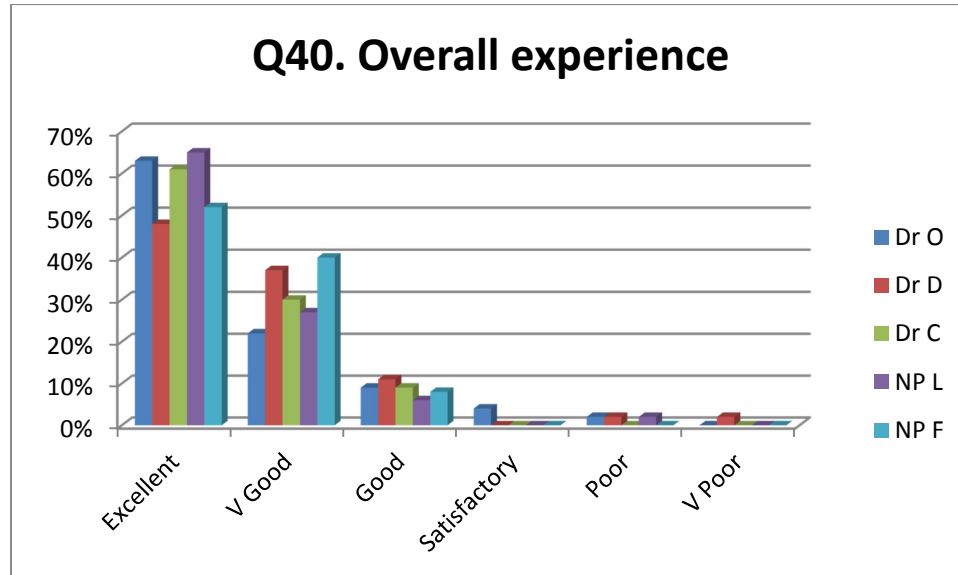
	Very well	Unsure	Not very well
Dr O	75%	23%	2%
Dr D	76%	19%	5%
Dr C	77%	21%	2%
NP L	83%	10%	7%
NP F	80%	20%	0%
<b>Average</b>	<b>78%</b>	<b>19%</b>	<b>3%</b>



### Question 40

Overall how would you describe your experience of your GP surgery?

	Excellent	V Good	Good	Satisfactory	Poor	V Poor
Dr O	63%	22%	9%	4%	2%	0%
Dr D	48%	37%	11%	0%	2%	2%
Dr C	61%	30%	9%	0%	0%	0%
NP L	65%	27%	6%	0%	2%	0%
NP F	52%	40%	8%	0%	0%	0%
<b>Average</b>	<b>58%</b>	<b>31%</b>	<b>8%</b>	<b>&lt;1%</b>	<b>1%</b>	<b>&lt;1%</b>



### Question 41

Would you recommend your GP surgery to someone who has just moved to your local area?

	Extremely likely	Likely	Neither	Unlikely	Extremely unlikely	Don't know
Dr O	65%	21%	4%	2%	2%	6%
Dr D	54%	24%	12%	0%	2%	6%
Dr C	63%	30%	7%	0%	0%	0%
NP L	62%	28%	4%	2%	4%	0%
NP F	50%	36%	10%	0%	4%	0%
<b>Average</b>	<b>60%</b>	<b>28%</b>	<b>7%</b>	<b>&lt;1%</b>	<b>2%</b>	<b>2%</b>
Benchmark*	78%	(E likely + likely)				



\*Benchmark taken from GP Survey Mori Poll, January 2015 20

## Patient Demographics

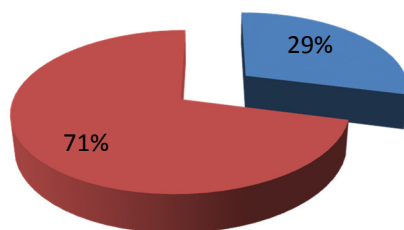
### Question 42

Are you?

	Male	Female
Dr O	38%	62%
Dr D	32%	68%
Dr C	37%	63%
NP L	19%	81%
NP F	21%	79%
<b>Average</b>	<b>29%</b>	<b>71%</b>

### Q42 Sex of patient

■ Male ■ Female



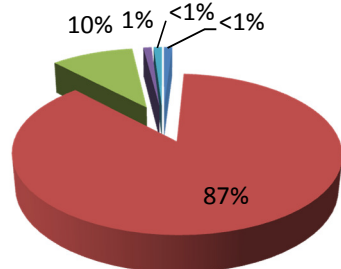
### Question 43

How old are you?

	<16	16-44	45-64	65-74	>75
Dr O	0%	79%	17%	2%	2%
Dr D	0%	79%	17%	2%	2%
Dr C	0%	100%	0%	0%	0%
NP L	0%	78%	13%	9%	0%
NP F	4%	92%	4%	0%	0%
<b>Average</b>	<b>&lt;1%</b>	<b>87%</b>	<b>10%</b>	<b>1%</b>	<b>&lt;1%</b>

### Q43. Age

■ <16 ■ 16-44 ■ 45-64 ■ 65-74 ■ >75

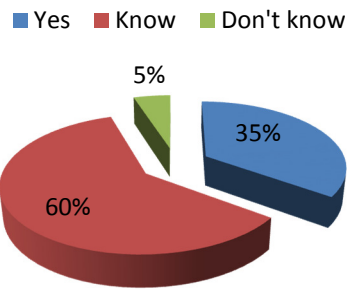


### Question 44

Do you have a long-standing health condition?

	Yes	No	Don't know
Dr O	47%	51%	2%
Dr D	49%	47%	4%
Dr C	30%	59%	11%
NP L	26%	74%	0%
NP F	21%	69%	10%
<b>Average</b>	<b>35%</b>	<b>60%</b>	<b>5%</b>

### Q44. Patients who have long term medical conditions

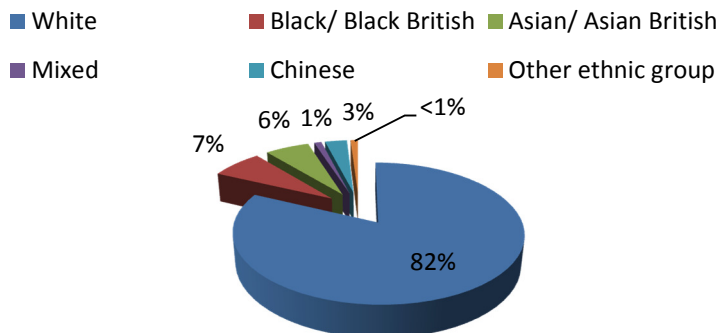


### Question 45

What is your ethnic group?

	White	Black/ Black British	Asian/ Asian British	Mixed	Chinese	Other ethnic group
Dr O	90%	6%	2%	0%	0%	2%
Dr D	91%	2%	0%	0%	7%	0%
Dr C	76%	8%	7%	0%	7%	2%
NP L	72%	4%	17%	7%	0%	0%
NP F	81%	9%	6%	2%	2%	0%
<b>Average</b>	<b>82%</b>	<b>7%</b>	<b>6%</b>	<b>1%</b>	<b>3%</b>	<b>&lt;1%</b>

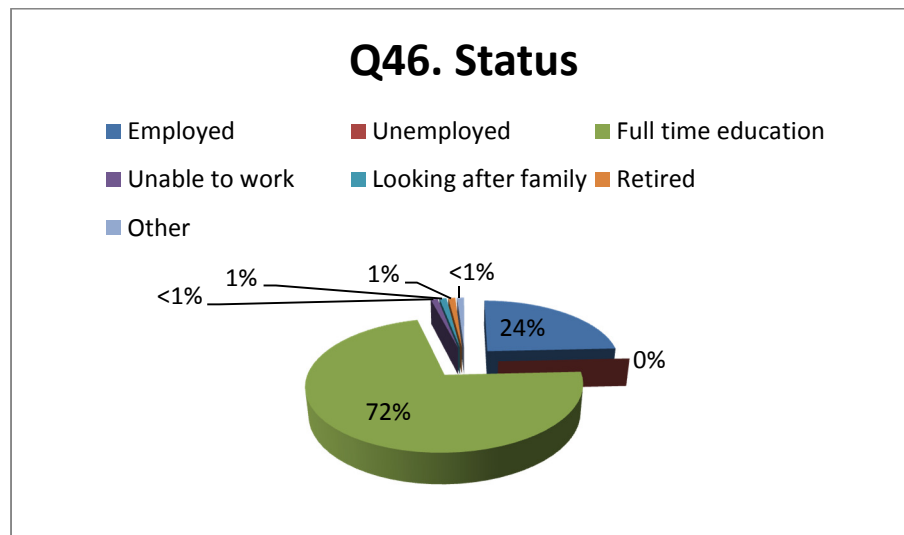
### Q45. Ethnicity



### Question 46

Which of the following best describes you?

	Employed	Unemployed	Full time education	Unable to work	Looking after family	Retired	Other
Dr O	29%	0%	63%	0%	2%	4%	2%
Dr D	15%	0%	77%	2%	2%	4%	0%
Dr C	27%	0%	73%	0%	0%	0%	0%
NP L	26%	0%	65%	0%	4%	5%	0%
NP F	21%	0%	79%	0%	0%	0%	0%
<b>Average</b>	<b>24%</b>	<b>0%</b>	<b>71%</b>	<b>&lt;1%</b>	<b>1%</b>	<b>1%</b>	<b>&lt;1%</b>



### Patient comments

Dr O'Byrne's questionnaires:

- We have moved around this country and the USA and never had such an outstanding practice. We are very very lucky and appreciate it
- Very happy with the practice
- Helpful and put me at ease
- Very helpful and friendly
- Best GP practice I've been at so far
- There is no option for my ethnic group Mixed white European and black African.
- I am seeing this GP about an ongoing medical condition and I trust that he is making the right decisions concerning my dosages of medication.
- I am taking regular medication which is normally not stocked in the dispensary in my GP practice. However, because I take this medication the dispensers are stocking it for me. This is a very sweet act from the practice and makes me like them more.
- Appointments are a little short.
- Very rushed and hurried.
- Works fine for me.

Dr Deaville's questionnaires:

- If only the rest of the NHS ran as well as this practice
- Always lovely and helpful
- Have to do my own medical diagnosis to get answers. It's hard work and feel like I am bothering them.

- Closing on Thursday pm -why? One can't be ill then?
- I have used my GP a number of years and have every confidence in her
- Excellent appointment
- Easy to get appointment plus on time. It would be nice to be able to book appointments at lunchtime when the surgery is closed. Décor a bit dated
- I had a problem which I came to see the GP about 10 times at Keele surgery. I finally went to see a GP at Greetland surgery I was transferred straight to a specialist. This took a year and half. After seeing the specialist (who was amazing) my problem was sorted straight a way
- Lovely woman very competent doctor who seems very friendly and approachable.
- Much better and faster service than back home.
- Dr Deaville makes me feel very comfortable and at ease making it very easy to open up to her and tell her what's wrong. She is also very good at explaining reason for treatment choice. Can get appointment very easily and see doctor very quickly which is very convenient.

Dr Clarson's questionnaires:

- No problems
- Very reassuring to me and family. Has been very very helpful.
- Very understanding and patient.
- Excellent Practice always made to feel comfortable, appointments easy to organise and the practice is a convenient location.
- Friendly and re-assuring.
- A brilliant surgery.
- Fantastic staff both medical and non-medical.
- Nice guy does his job.
- Good practice, past instance of rudeness from nurse or some staff. But good, convenient, service overall to be honest.
- Really friendly and puts me at ease as I am not particularly fond of coming to see doctors.
- Very good service, Lovely doctors and receptionists - always ease to get appointments.
- Friendly, effective and accommodating.
- Best GP Practice I've been at.
- Dr Clarson is a very good addition to the surgery he looks at you as a whole person not just the ailment you come in with.

Nurse Practitioner- Marilyn Liu's questionnaires:

- Always takes the time to listen and explain things
- Overall good service at this surgery
- Very accessible, never difficult to make a convenient appointment. Very supportive and encouraging.
- Very Friendly and encouraging.
- Really happy with the practice

Nurse Practitioner – Yvette Fawcett's questionnaires:

- No matter which family member it is and who ever we deal with at the surgery everyone is always so approachable and easy to get on with including, reception/admin, nurses, GP, and dispensers. I have also dealt with the midwife who is brilliant.
- Lovely nurse and explained everything in detail. Put me at ease!



## Summary of Findings

**Survey Done:** November 2014

**Number of Surveys:** 50 per clinician 250 in total

### Individual Clinician Questions

<b>GP Questions</b>	<b>Very good /good /yes</b>	<b>Satisfactory</b>	<b>Poor /Very poor /no</b>
Q1 Putting patient at ease	97%	2%	1%
Q2 Polite & considerate	98%	1%	1%
Q3 Listening	99%	1%	<1%
Q4 Giving enough time	98%	2%	<1%
Q5 Assessing condition	96%	2%	2%
Q6 Explaining	97%	2%	<1%
Q7 Involving in decisions	98%	2%	<1%
Q8 Provide/arrange treatment	95%	3%	<1%
Q9 GP is honest & trustworthy	99%		<1%
Q10 GP is confidential	99%		1%
Q11 Happy to see GP again	>99%	0%	<1%

The practice was happy with the average high results of all five clinician with average results between 95% and >99%.

### Reception/Access/Appointments

<b>Reception/Access/Appointments</b>	<b>Very/fairly /yes</b>	<b>Not very /not at all /no</b>
Q12 How helpful are receptionists	96%	4%
Q13 Ease to get through on phone	95%	5%
Q14 Ease to speak to Dr or nurse	90%	10%
Q15 Can you see a GP/NP urgently	84%	16%
Q16 Importance of advance booking	83%	17%
Q17 Ease of advance booking	99%	1%

<b>Booking of appointments</b>	<b>In person</b>	<b>By phone</b>	<b>Online</b>
Q18 How normally booked	28%	67%	5%
Q19 Would prefer to book	19%	49%	32%

<b>Booking appointments</b>	<b>Waiting days</b>			<b>Not needed</b>	<b>Satisfaction</b>		
	<b>same day</b>	<b>2-4 days</b>	<b>5 days or more</b>		<b>Excellent very good</b>	<b>Good satisfactory</b>	<b>Poor / very poor</b>
Q20/21 Waiting to see a particular Dr	67%	29%	2%	2%	89%	11%	<1%
Q22/23 Waiting to see any Dr	80%	17%	<1%	2%	87%	10%	<1%

The practice was very happy with all the results relating to questions 12 to 17, with the exception of question 15. The reason for only 84% of patients stating that they can see a clinician urgently is not known, as all of the patients who request urgent appointments are seen by a clinician on the same day, and none are advised to go to either the walk-in centres or A&E.

The majority of patients wish to make their appointments by phone. The result of 32% of patients wishing to make appointments online is surprising as the practice has actively encouraged patients to register to book appointments and order prescriptions online.

### Consultations/Opening Hours/Access to a GP

Consultations	<5mins	5-10 mins	11-20 mins	21-30 mins	Excellent very good	Good satisfactory	Poor very poor
Q24/25 Time to wait for consultation	63%	31%	5%	1%	79%	23%	<1%

	Yes	No
Q26 Convenient opening hours	91%	9%

	Before 8am	Lunchtime	After 6.30pm	Saturday	Sunday	None of these
Q27 Additional opening hours	8%	13%	23%	34%	15%	7%

	Yes	No	Always/ Almost always	Lot of the time	Some of the time	Never/ almost never
Q28 Particular GP you see	42%	58%				
Q29 How often this is done			62%	25%	9%	4%

The audit showed that 94% of patients waited for 10 minutes or less for their consultation when they had arrived at the surgery, with only 1% of patients waiting more than 20 minutes. It was disappointing to see that only 79% of patients thought that this service was excellent/very good as 63% of patients waited less than 5 minutes to be seen. It was agreed that the practice was happy with this outcome, as some patients do take longer than anticipated i.e. more than 10 minutes, and given the very high individual results in the satisfaction area, the practice has achieved a satisfactory balance.

91% of patients were happy with their consulting time, and only 9% stated that they required additional times to make the practice more accessible. These stated that they would like to be seen before 8am, at lunchtime and after 6.30pm. At present the practice opens every lunchtime and telephone, reception and appointments are available during these times. On three mornings every week the practice is open at 7.30am and on a Wednesday closes at 7.30pm with appointments available all day during these times. At present the practice has no plans to open during the weekend, as out of the 9% of patients who requested additional open times only 45% of these requested weekend opening (some patients said that they wanted both Saturday and Sunday, this in real terms equates to 9% of 250 patients i.e. 22 patients of which 45% wanted weekend opening, which equates to 9 out of the 250 surveyed). The survey has highlighted that opening hours need to be more clearly advertised more so that patients are aware that they are able to access the surgery during the times that they think that the practice is closed.

The survey showed that 42% of patients stated that they preferred to see a particular GP/Nurse Practitioner, and 62% of the time they always/almost always saw their preferred clinician, and 25% a lot of the time. The outcome of this was satisfactory as it was

recognised that due to holidays and rotas, not all patients were able to see their preferred clinician at a time of their choice, and had to see an alternative one instead

### General Nurse Questions

	Very good/ good/ yes	Satisfactory/ unsure	Poor/ very poor/ not very well
Q30 Putting patient at ease	94%	5%	1%
Q31 Giving enough time	97%	2%	<1%
Q32 Listening	93%	6%	1%
Q33 Explaining	92%	6%	2%
Q34 Involving in decisions	94%	4%	2%
Q35 Providing/arranging treatment	95%	4%	<1%
Q36- Happy to see again	96%		4%
Q37 Understand problems	86%	14%	<1%
Q38 Coping with problems	86%	12%	2%
Q39 Keeping healthy	78%	19%	3%

The practice was happy with the outcomes of these questions, with all the outcomes except “understanding problems” increasing from last year. As with last year the practice still has difficulty finding some up to date leaflets that are suitable for the younger patient population, and continues to purchase some that are not available free on the NHS that are more suitable to the student population.

## Patient Experience

	Excellent/ very good /yes	Good/ satisfactory	Poor/ very poor /no
Q40 Experience at the surgery	89%	9%	2%

	Extremely likely /likely	Neither	Unlikely/ extremely unlikely	Don't know
Q41 Would you recommend the surgery to someone	88%	7%	3%	2%

The practice felt that this was a very good result as the practice has increased its list size by approx. 1300 patients in the last year, therefore many will not have used all of the services yet, but will continue to work to improve these services

## Patient Demographics of Patients Surveyed

### Sex

Male: 29%                      Female: 71%

### Age

Aged <6 years                      <1%  
 Aged 16-44 years                      87%  
 Aged 45-64 years                      10%  
 Aged 65-74 years                      1%  
 Aged 75+ years                      <1%

### Long-standing health condition

Patients having long-standing health condition:                      35%  
 No long-standing health condition                      60%  
 Don't know if they have one                      5%

### Ethnicity

White                      82%  
 Black/Black British                      7%  
 Asian/Asian British                      6%  
 Mixed                      1%  
 Chinese                      3%  
 Other                      <1%

### Status

Employed (including full/part-time & self-employed)                      24%  
 Unemployed/looking for work                      0%  
 At school or in full time education                      71%  
 Unable to work due to long term sickness                      <1%  
 Looking after family/home                      1%  
 Retired from paid work                      1%  
 Other                      <1%

## Conclusion and Actions

This year the chair of the Patient Participation Group very kindly discussed and gave out the patient surveys in the waiting room. This enabled the patients to have more of an insight into the reasons for the survey, and to raise awareness of how important their feedback was. Last year the patient checking-in system had to be turned off during this time to enable the surveys to be given out, but this did not have to happen this year, which caused less confusion during the survey period.

Overall the practice was happy with the results of the survey, especially with the improvement in individual clinician's feedback. The Mori GP Patient Survey-January 2015 was used to benchmark the survey, and in the majority of cases the targets were met and in many cases exceed them greatly. The only one that the practice did not exceed was question 15, which referred to patients needing to see a clinician urgently on the same day. The benchmark for this was 85.4% and the practice average was 84%, which is disappointing, given the excess of appointments on most days. The feedback from the patients in the majority of cases was very positive. Unfortunately, one patient was unhappy with the outcome of her appointment, but the practice was unaware of this until the surveys were done.

A review of the signs will take place to ensure that all new patients will know where to wait, and ensure that the waiting area is clearly signposted.

Due to an increase in demand for appointments, a new GP Dr Clarson started in September 2014. It is felt that due to an increase of GP appointments and the successful introduction last year of phlebotomy clinics, this has influenced the improvement in the ratings with the increase of appointments.

The reception and access have improved, although the outcomes for contacting the surgery are not as high as it would like, it still exceeds the benchmarks.

The patients identified various additional opening times, some of the requested times are when the surgery was already open (early and late surgeries and lunchtimes). There are no plans in the near future to open during the weekends.

The practice has an ongoing issue with patients not registering for online services. It is hoped that now patient summaries are available online, these will encourage more patients to use the service. This is to be discussed again at the PPG, as the service is constantly advertised verbally and through posters all over the surgery, and on the practice website

The practice would like to thank all of the patients who took part in the survey, and encourage patients to give positive as well as negative feedback to help improve the service.

# Summary by Barbara Alexander, Chair of the PPG

## A VIEW FROM THE WAITING ROOM

NOVEMBER 2014

During the course of encouraging people to complete the questionnaire, some patients made spontaneous comments about the practice, as follows:

“Everyone knows that this is the best practice in the world, all my friends and neighbours say so too”

“At my old practice had to wait two weeks to get an appointment, the flexible appointment system here really helps me and my husband’

“Lovely woman, really good doctor”

“I’m a trainee medical student and I have just done a placement at X practice, this one is so much better”

“The niceness begins at the door, with the reception staff”

I took the opportunity to ask patients how they booked their appointments and many were unaware of the online booking system. Some said that they rang for appointments as that is what they did at home. Some accessed the website and there are two pre-registration screens:

On screen 1, slightly left of centre is the word APPOINTMENTS and underneath it says ‘see more’ Click on ‘see more’. This brings you to the second pre-registration screen, Screen2.

Screen 2 says: APPOINTMENTS: Ring our reception to book an appointment!

I acknowledge that for those who have registered, the six week expiry time for the password, user name etc. is a major obstacle which perhaps could be remedied by national representations. If it is thought necessary to increase the number of online bookings, perhaps a laptop demonstration in the waiting room to show the advantages of the system, may convince more patients to register. I would be willing to do this.

The health messages on the screen in the waiting room are lost unfortunately, (including the message that says: Please switch off your mobile phone.) This is because the majority of patients are looking at their phones until they are called in for their appointment!

Very few patients refused to complete the questionnaire; whichever organisation is responsible for its design could consider issuing completely separate questionnaires for doctors and one for nurses as it is somewhat confusing in its current format. Many patients did not know the name of the doctor or nurse that they were seeing and some thought Marilyn was a doctor. A few patients who were seeing a nurse insisted on completing a questionnaire for a doctor they had seen previously, so keen were they to make positive comments!

On the last day of the questionnaire, I was sitting downstairs, so as to apprehend Dr Clarkson’s patients and I watched some of the students whose first language is not English flounder around, not really knowing where they were to go and several of them went outside more than once to look at the arrivals screen and then went to the wrong waiting room, I wondered if it may be possible to provide information in the principal language of many of the international students. I thought it may speed things up and help the smooth running of the practice.

I would be willing to do it again this year but I would organise it differently and perhaps enlist the help of other members of the PPG. It was a fascinating experience and I thoroughly enjoyed it – thanks for having me.

Barbara Alexander  
January 2015

# **Actions**

## **Increase in available emergency appointments**

In January 2015 Dr Clarson is to increase his sessions by 2 per week. This will increase access.

Every day a small number of appointments to be blocked for emergencies, and released on the day, which will increase the amount of appointments available during that day

## **Understanding health problems**

The practice will attempt to search for information leaflets to be given to younger patients, to help them to understand their medical problems. This has been a problem in the past, as there is limited or no information available which is geared towards younger patients.

## **Patients unaware that Dr Clarson's consulting room is downstairs**

A sign has been attached to the checking in machine advising patients to use the downstairs waiting room if they have an appointment with Dr Clarson. Plans are in place to change the practice manager's room into another clinical room, which is next to the other clinical rooms. The patients seeing him will then wait with all of the other patients, and not need a different waiting room.

## **Checking in using a different language**

The practice has purchased a new checking in screen which enables patients to select a language of their choice to check in. The screen then gives them instructions of where to wait in their chosen language.

## **Increase patients using the on-line services**

This is to be discussed at the PPG, to establish if there are more ways to advertise this service, and get more people to use it