

Woodsetton Medical Centre

Patient Satisfaction Report

April 2014



Solutions 2 All

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Background

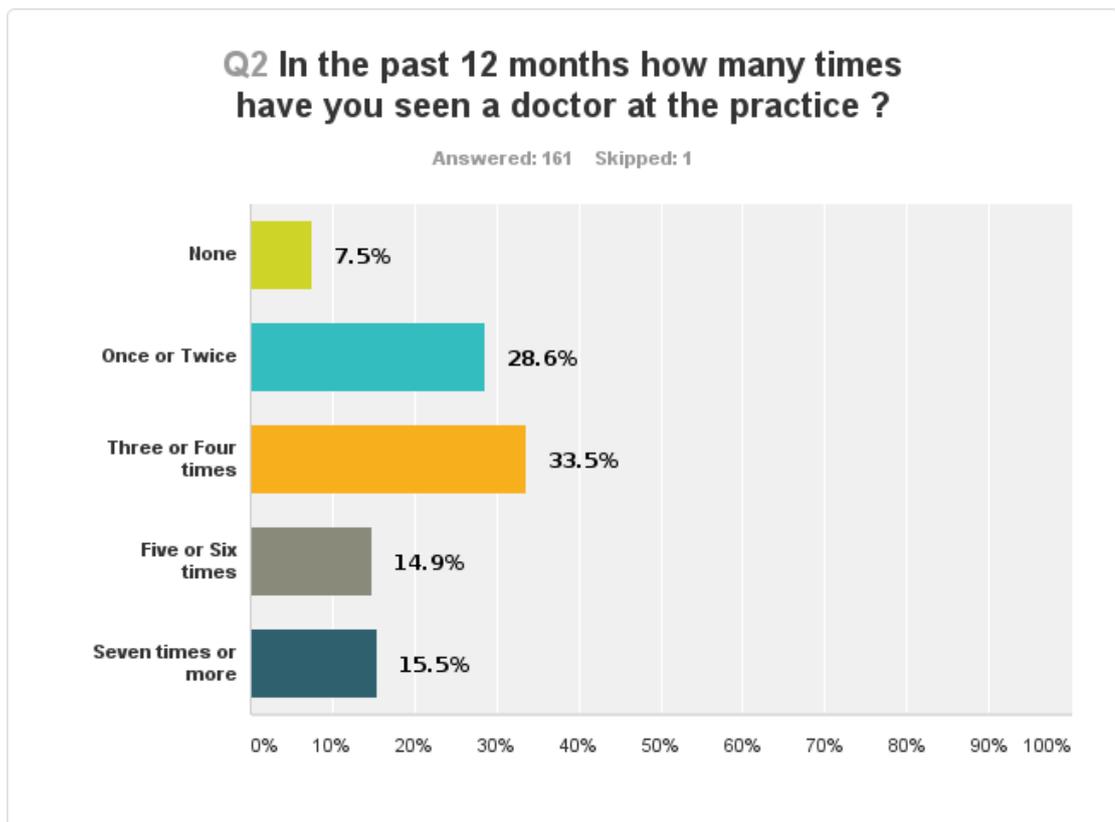
Woodsetton Medical Centre has recently commissioned Solution 2 All, an independent survey company, to gather feedback from patients. Results to a study such as this are an extremely valuable source of information and will assist with improving services at a local level whilst also ensuring patients receive high levels of healthcare at the centre. This is the first study of this nature and results will form act as a baseline for future research studies.

Methodology

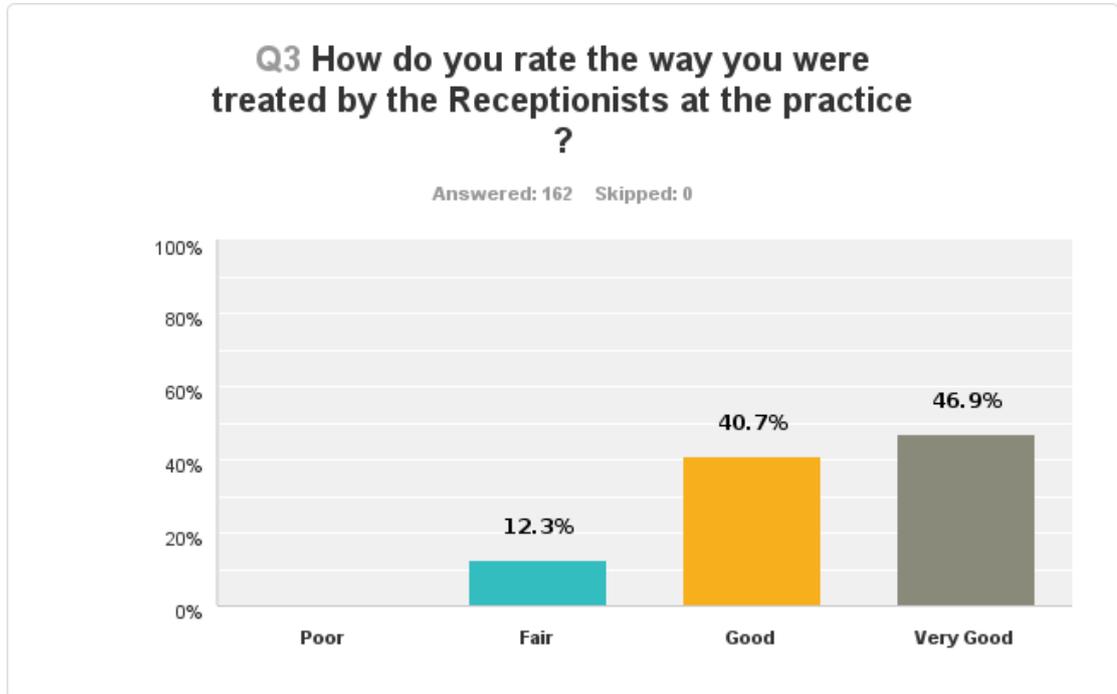
A paper survey methodology has been adopted and a total of **162** surveys have been completed during April 2014. Respondents completed surveys whilst visiting the medical centre. A copy of the survey can be found in Appendix A of this report.

Key Findings

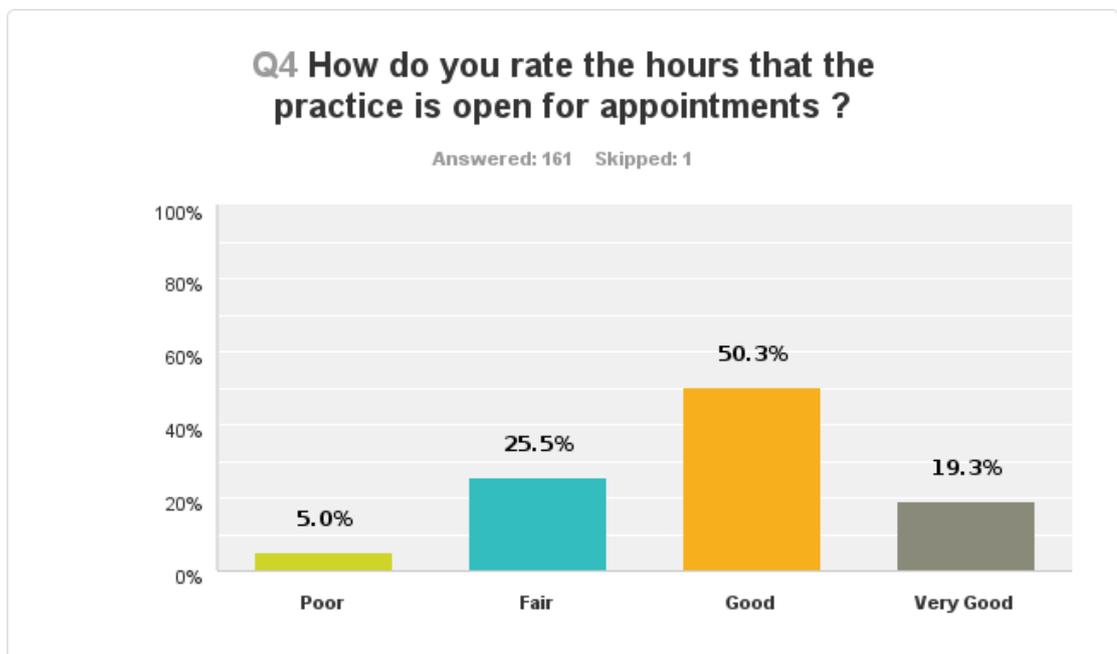
- Patients were asked in the last 12 months, how many times have you seen a doctor at the practice. Results show a third (33.5%) have visited three or four times, 28.6% have visited once or twice, 15.5% have visited seven times or more, 14.9% of respondents have visited five or six times. This leaves 7.5% who have not visited the practice in the last 12 months. Full results to this question can be seen in the graph below.



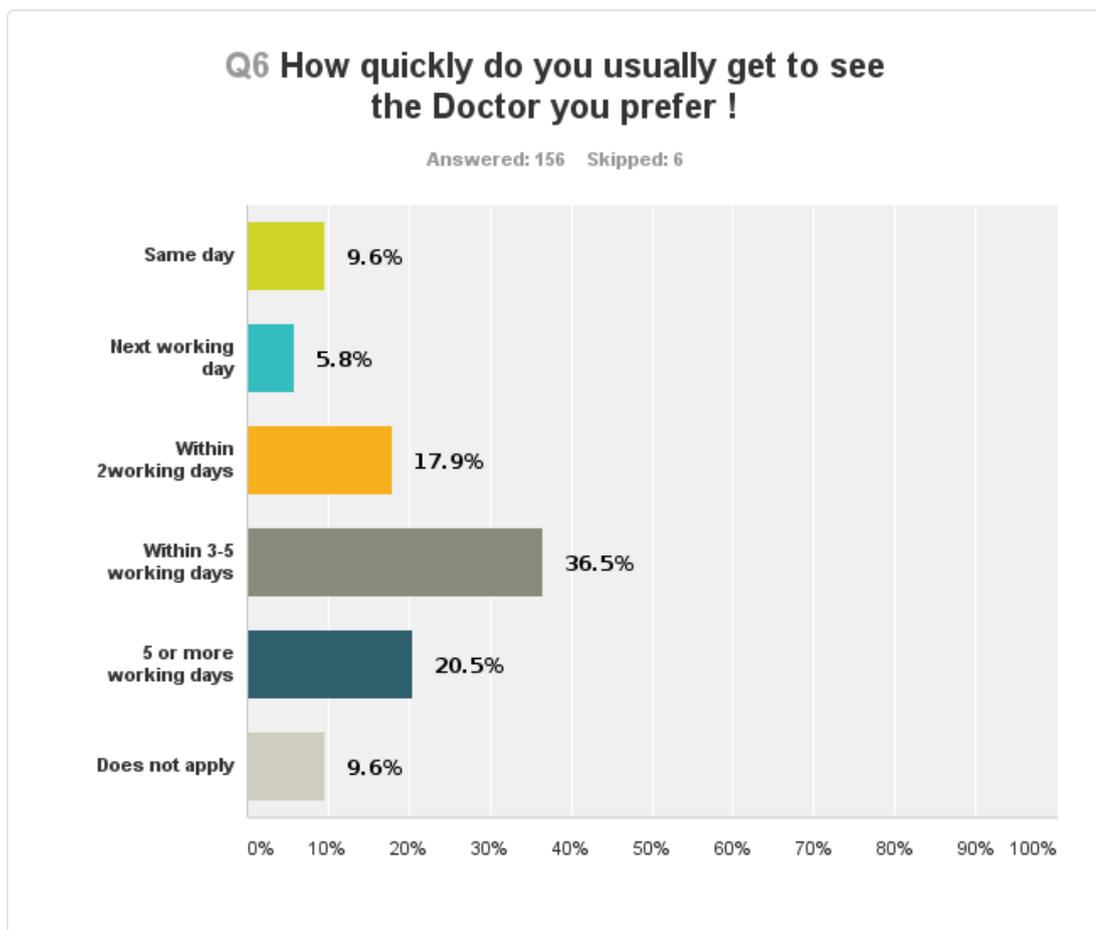
- Respondents were asked to rate the way they were treated by the Receptionists at the practice, results show 87.7% rated the Receptionist as 'good' or 'very good', this is a very good result. This leaves just 12.3% (or 20 respondents) who rated the way the Receptionist as 'fair'. Please see the graph below for full results.



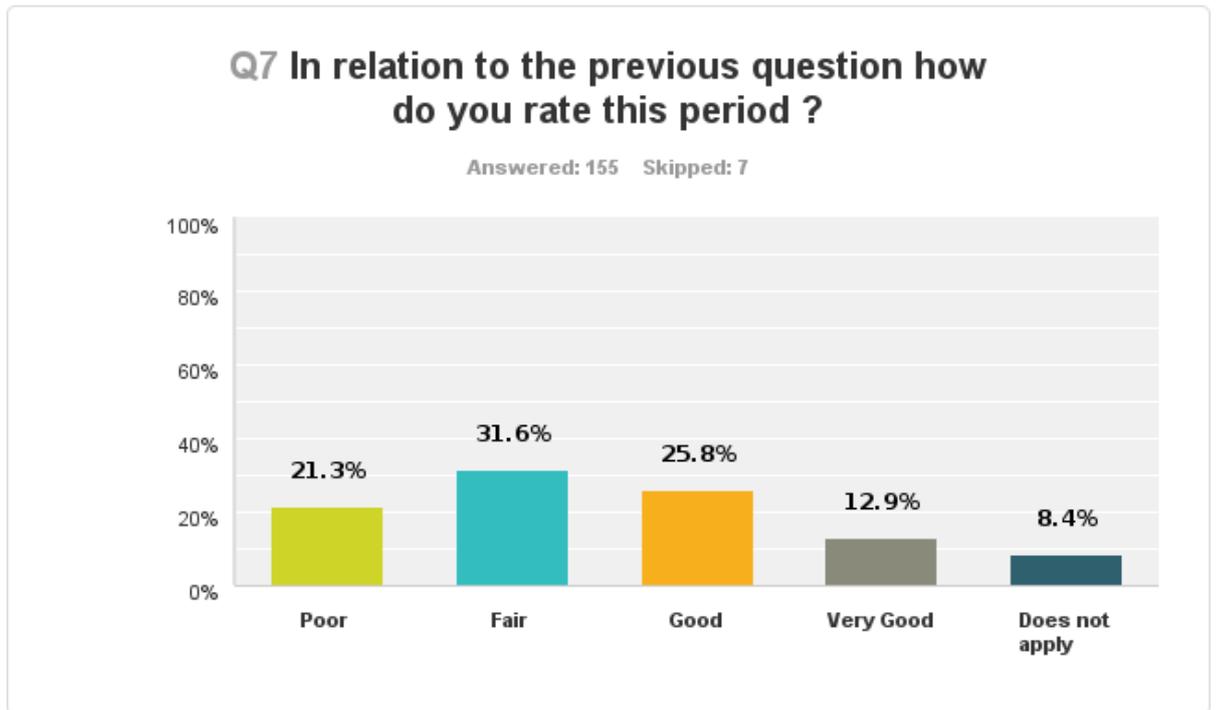
- 69.6% of respondents rate the hours the practice is open for appointments as 'good' or 'very good'. A quarter (25.5%) rate the hours that the practice is open for appointments as 'fair', leaving just 5.0% of respondents rating the times as 'poor'.



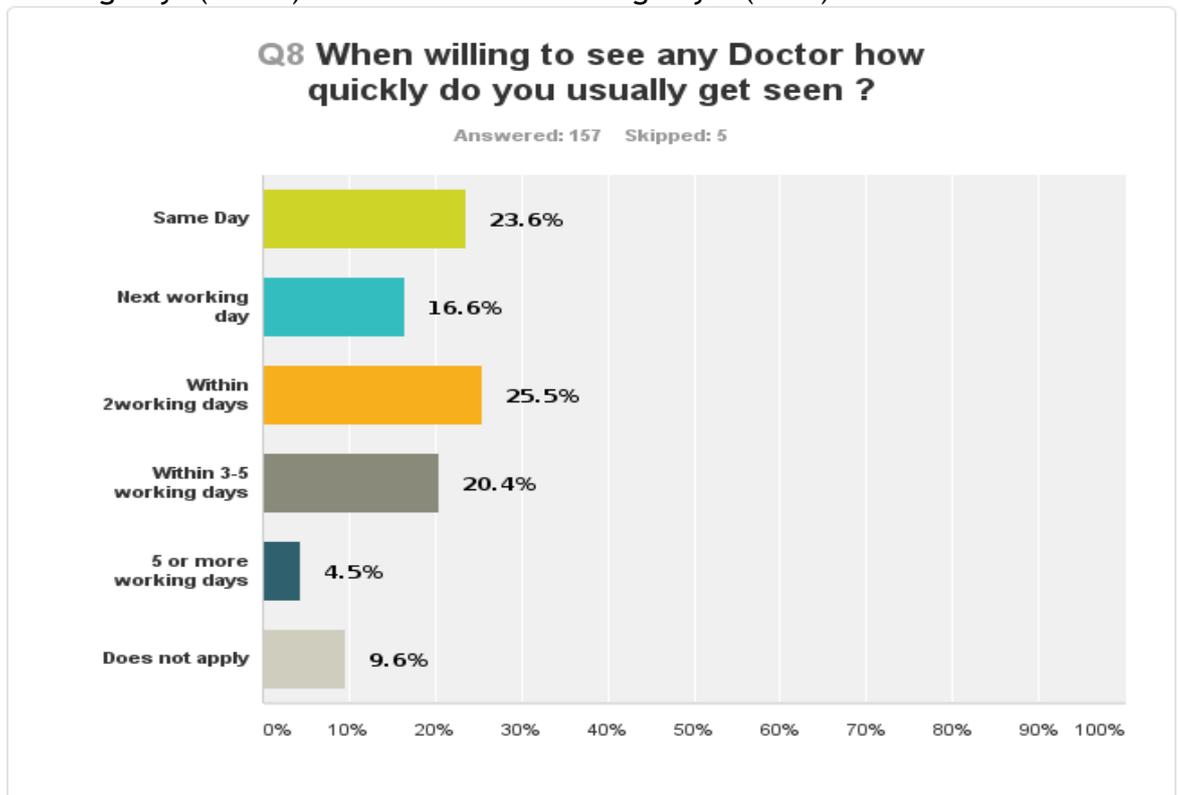
- Respondents were asked what additional opening hours patients would like, results show weekends with 72 responses, evenings with 51 responses, early morning with 20 responses and lunchtimes with 16 responses in total make up the results to this question. It is also worth noting, there were 45 responses to 'none I am satisfied'. This question is a multiple choice style question; hence the large number of responses for all available categories.
- 'Within 3 to 5 working days' with 36.5% is the top response when respondents were asked how quickly they usually get to see the Doctor they prefer. '5 or more working days' is the second most popular response with 20.5%, this is followed by 17.9% for 'within 2 working days', one in ten (9.6%) stated 'same day' and finally, 5.8% stated 'next working day'. One In ten (9.6%) also stated 'does not apply' to this question. Please see the graph below for full results.



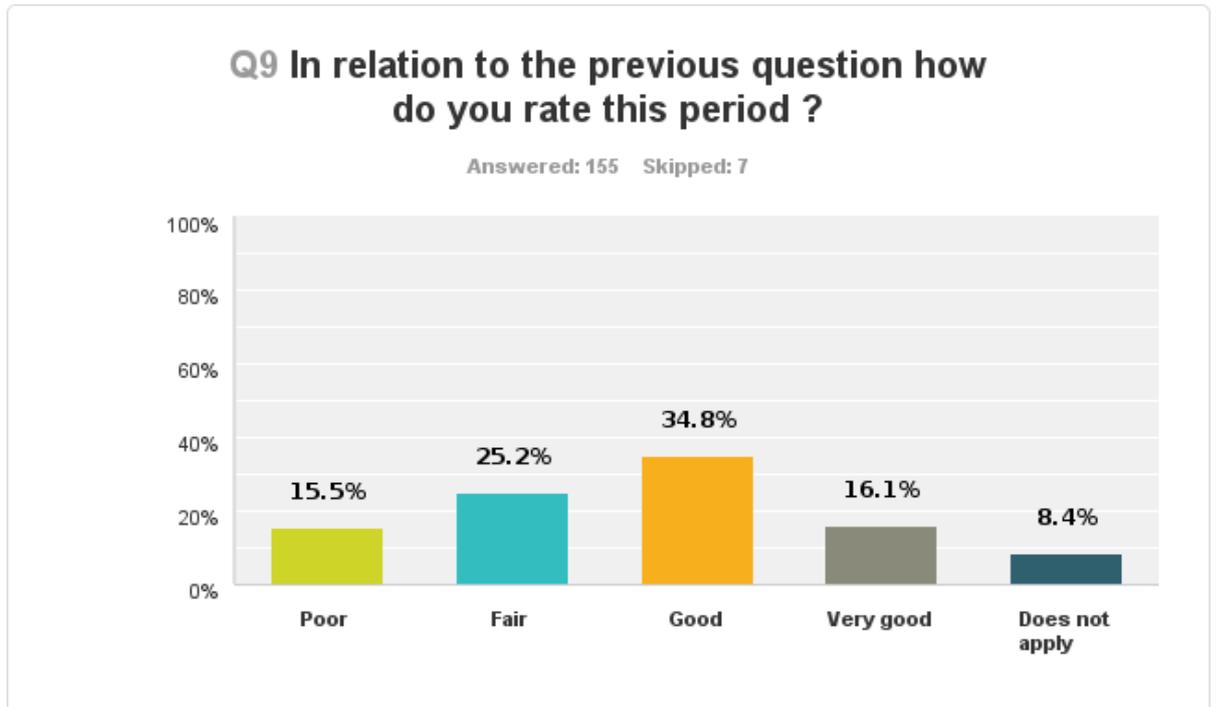
- Four in ten (38.7%) rate the time period the previous question as ‘good’ or ‘very good’. This leaves 31.6% who rated this question as ‘fair’ and one in five (21.3%) as ‘poor’. Finally, 8.4% selected ‘does not apply’.



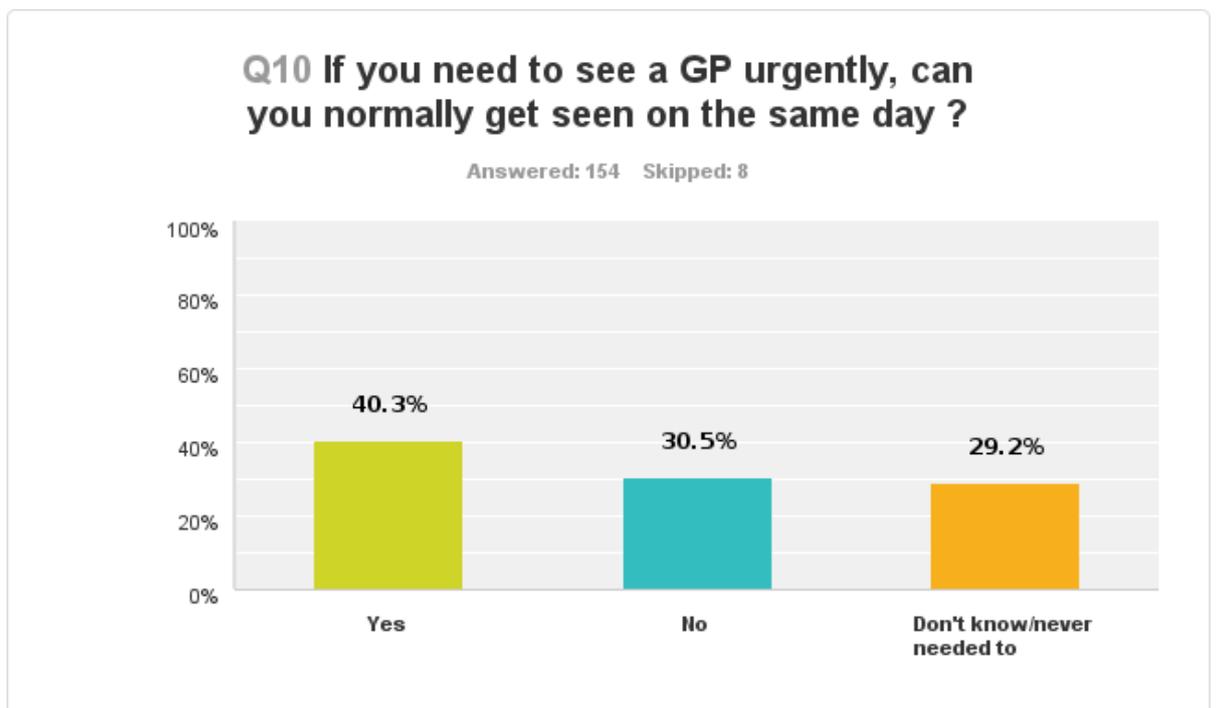
- A quarter (25.5%) of respondents stated ‘within 2 working days’ when asked when willing to see any Doctor, how quickly do you usually get seen. This was followed by ‘same day’ (23.6%), ‘within 3-5 working days’ (20.4%), ‘next working day’ (16.6%) and ‘5 or more working days’ (4.5%).



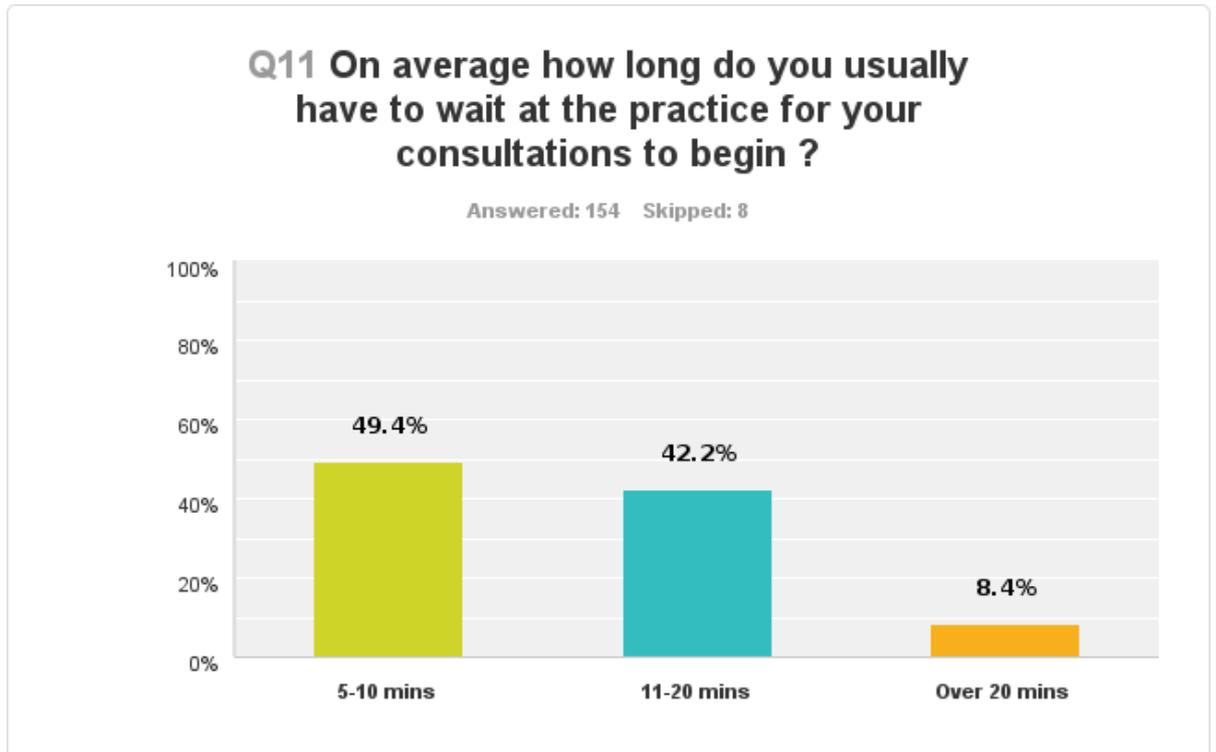
- Half (50.9%) of respondents rated 'good' or 'very good' in terms of rating the time period in the previous question. A quarter (25.2%) rated the time period as 'fair', whilst 15.5% rated the timeframe as 'poor'. Please see graph below for full results.



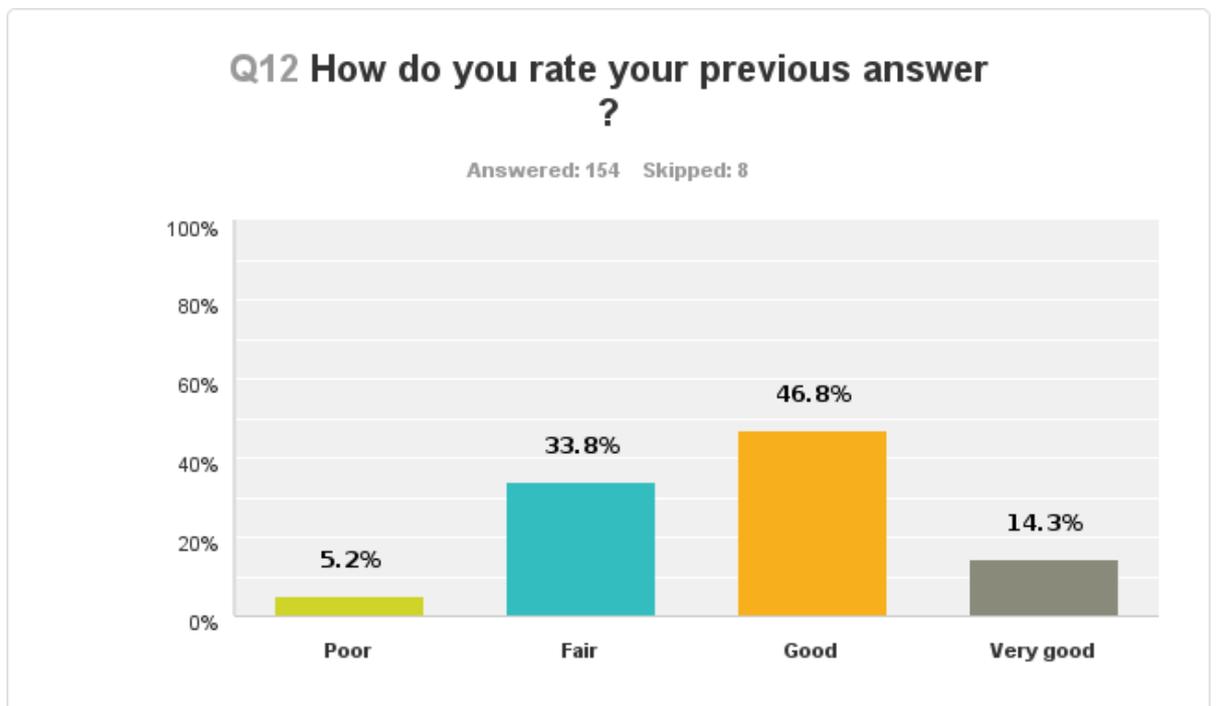
- Respondents were asked if they needed to see a GP urgently, can they normally get seen on the same day. Two in five (40.3%) of respondents stated 'yes', leaving 30.5% who stated 'no' and 29.2% who have never 'needed to or who don't know'.



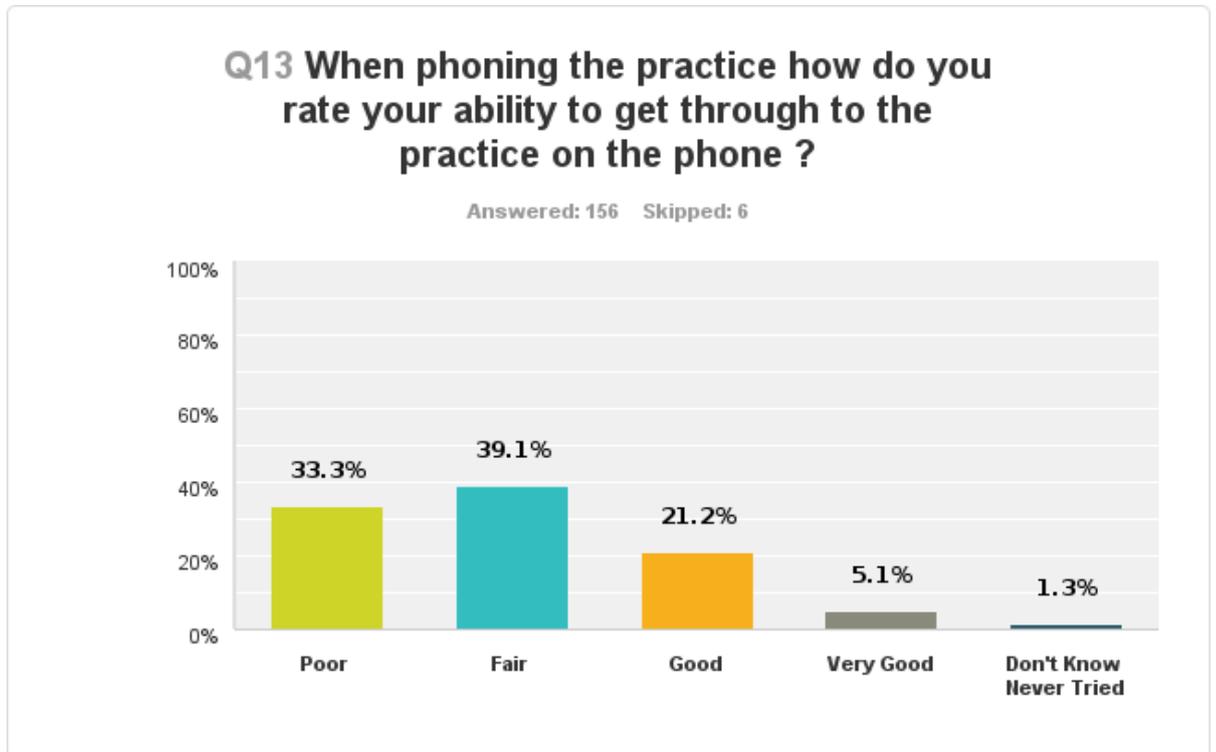
- Half (49.4%) of respondents stated they wait ‘between 5 and 10 minutes’ at the practice for their consultations to begin, this leaves 42.2% who stated ‘between 11 and 20 minutes’ and finally, just 8.4% who stated ‘over 20 minutes’.



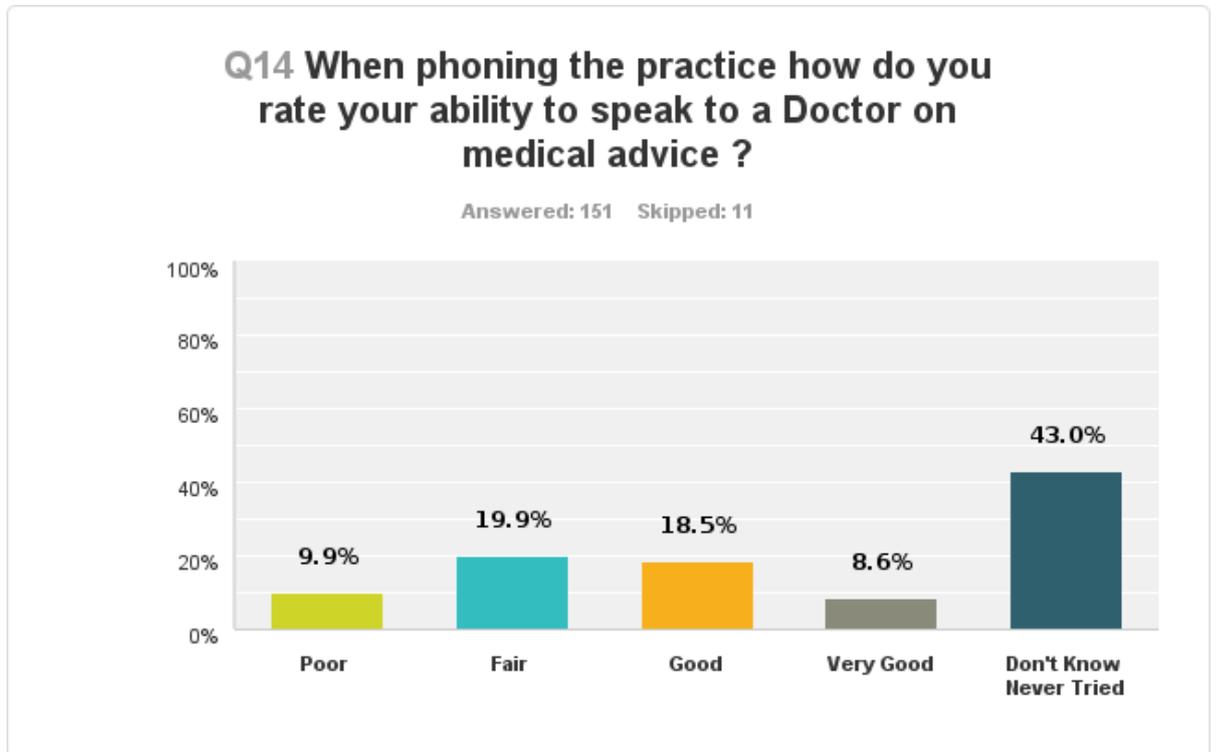
- Three in five (61.1%) respondents rated either ‘good’ or ‘very good’ in relation to the response to the previous question. This leaves a third (33.8%) of respondents who rated ‘fair’ and 5.2% as ‘poor’. Please see graph below for full results.



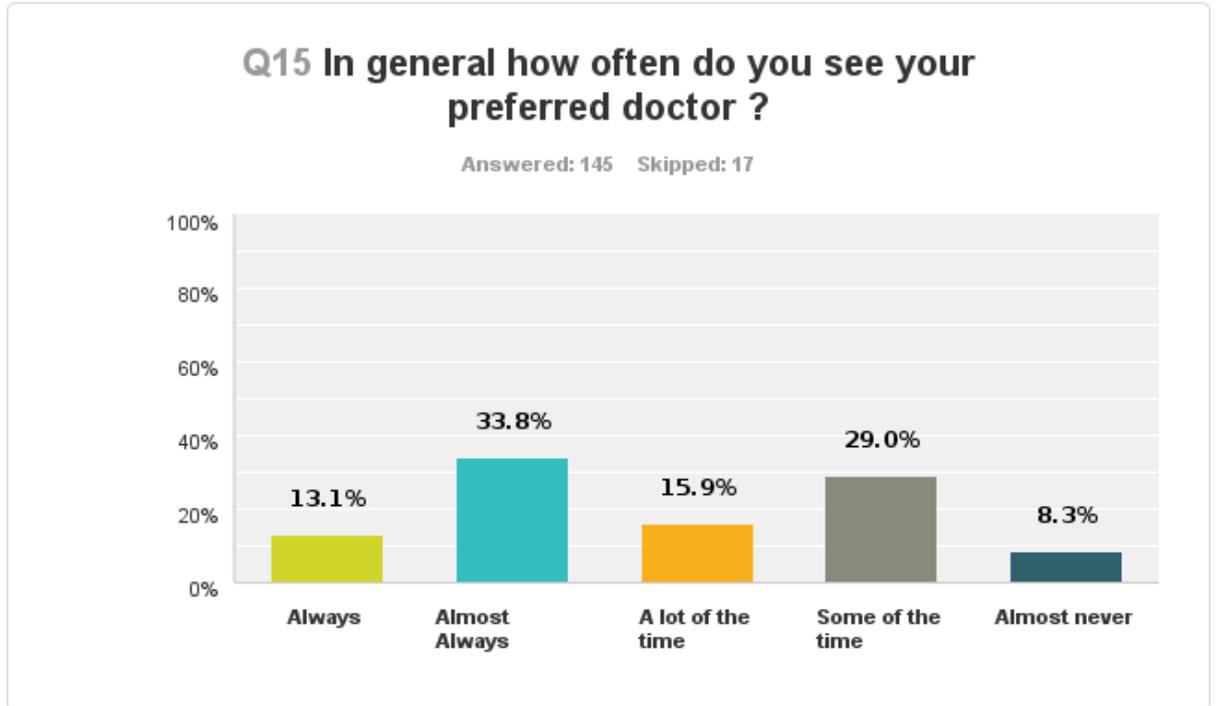
- A quarter (26.3%) of respondents rated the practice as either 'good' or 'very good' in terms of the ability to get through to the practice on the phone. This leaves a high percentage (39.1%) stating 'fair' and a third (33.3%) stating it is 'poor' getting through to the practice via the telephone. Results to this question are quite low and it is recommended the practice investigate this further in order to initiate service improvement activity.



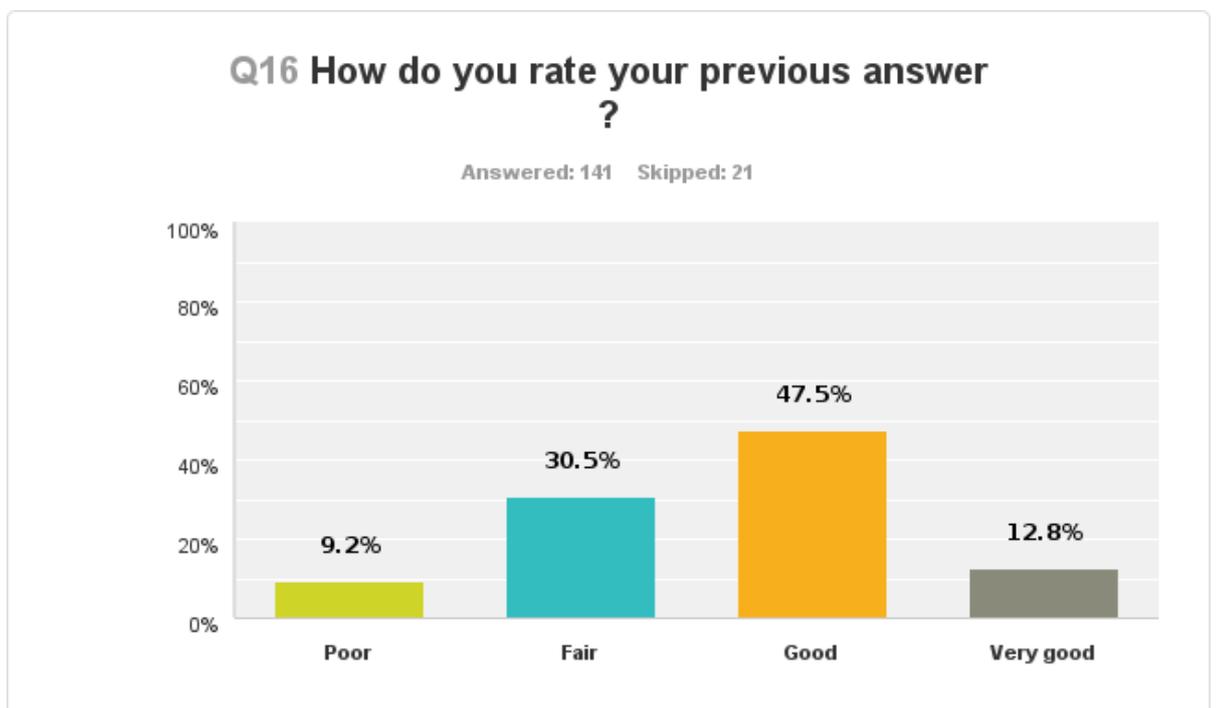
- Results in relation to when telephoning the practice and speaking to a Doctor on medical advice are interesting with a very high percentage (43.0%) stating they 'don't know' or have 'never tried'. Almost three in ten (27.1%) rated either 'good' or 'very good', leaving one in five (19.9%) who stated 'fair' and one in ten (9.9%) who rated 'poor'. Please use caution when interpreting these results due to the large number of 'don't know/never tried' responses.



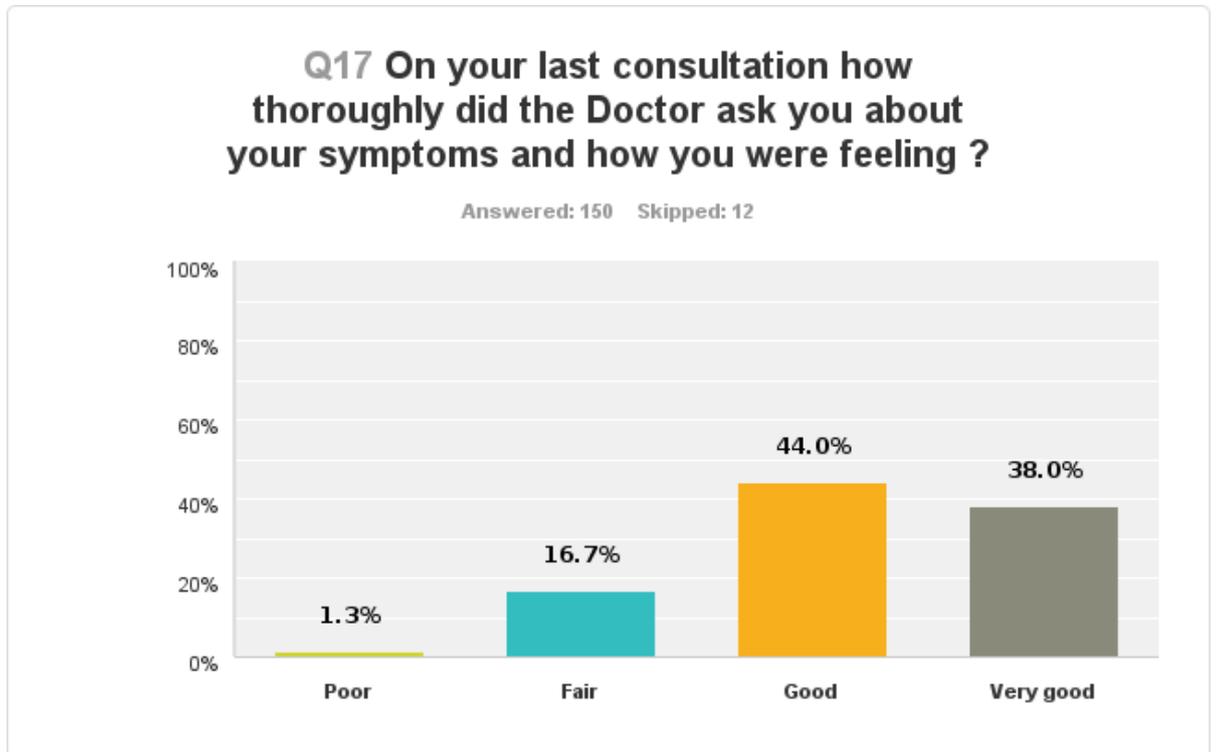
- Respondents were asked how often they see their preferred Doctor. Results show 62.8% of respondents see their preferred Doctor 'always', 'almost always' or 'a lot of the time'. This leaves three in ten (29.0%) who stated 'some of the time' and just 8.3% who stated 'almost never'. Please see full results below.



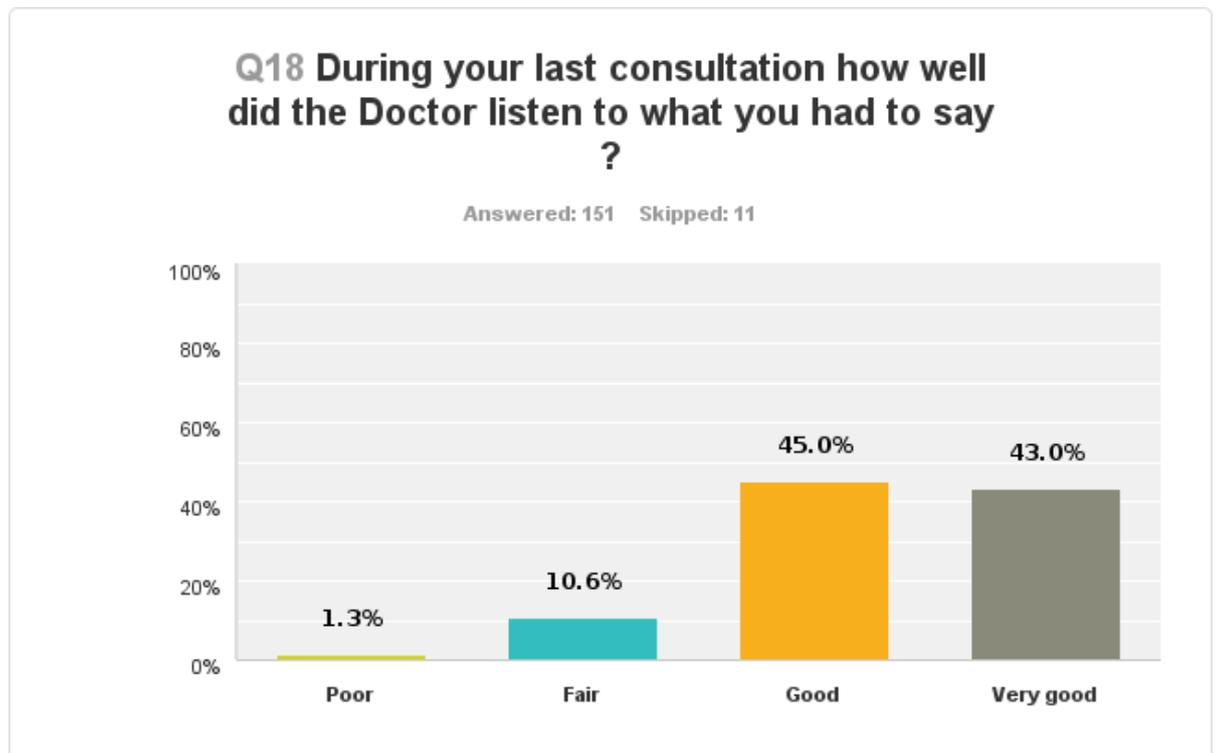
- Three in five (60.3%) respondents rate either 'good' or 'very good' to the previous question (seeing preferred Doctor). This leaves a third (30.5%) rating as 'fair' and just 9.2% rating as 'poor'.



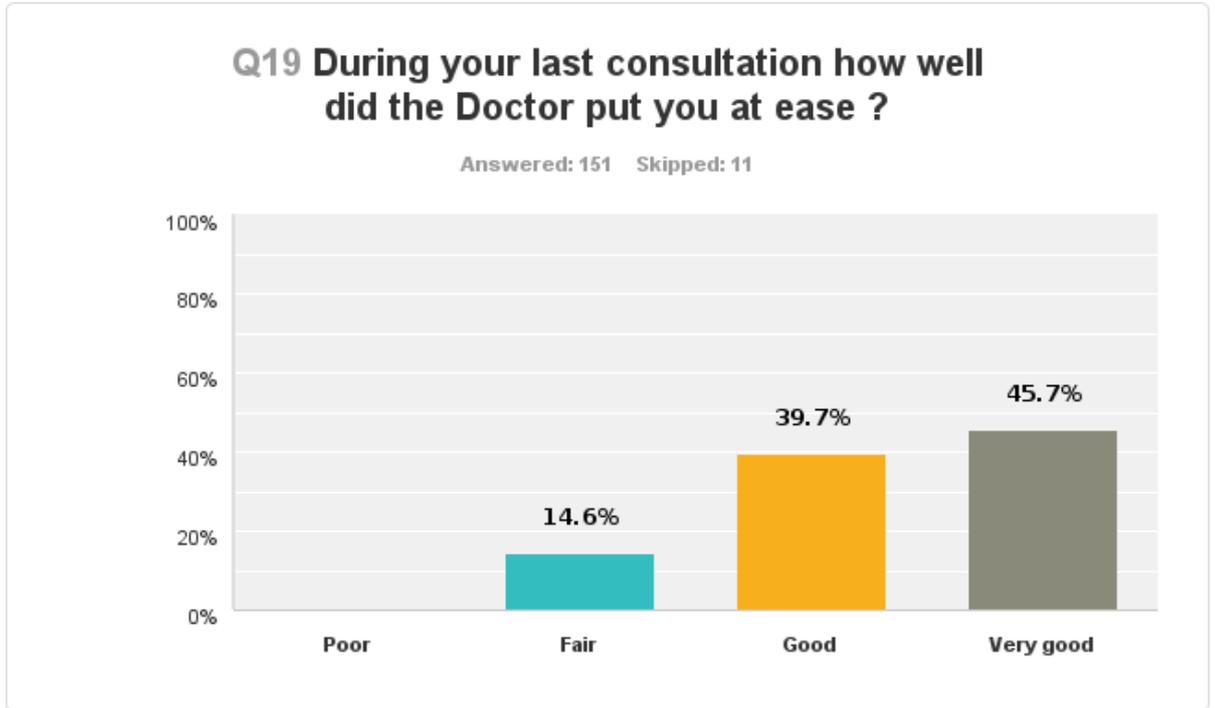
- Four in five (82.0%) respondents stated they felt the Doctor was ‘good’ or ‘very good’ in terms of how thoroughly the Doctor asked about symptoms and how the patient was feeling during the last consultation. This result leaves just 18.0% who rated this aspect of service as either ‘poor’ (1.3%) or ‘fair’ (16.7%). This is an excellent result. Full results to this question can be seen in the graph below.



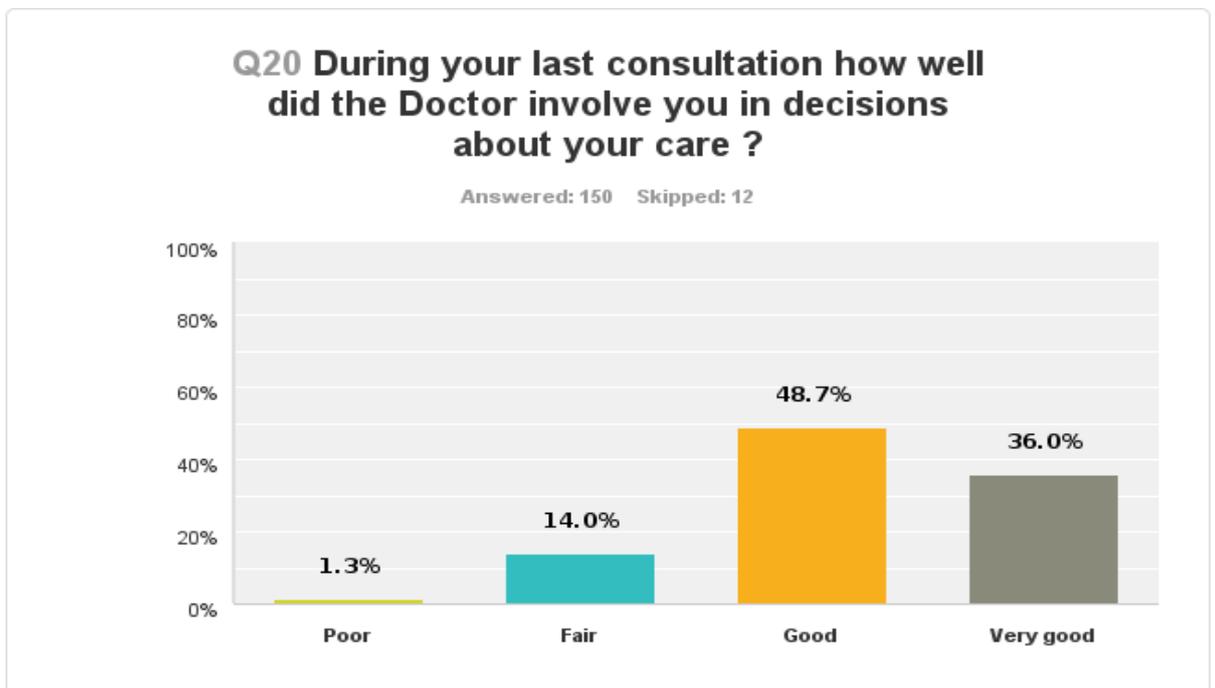
- Again, an excellent result is around how well the Doctor listened to what the patient had to say with 88.0% of respondents rating this aspect of service as either 'good' or 'very good'. This is an excellent result and evidences the excellent listening skills of Doctors at the Practice.



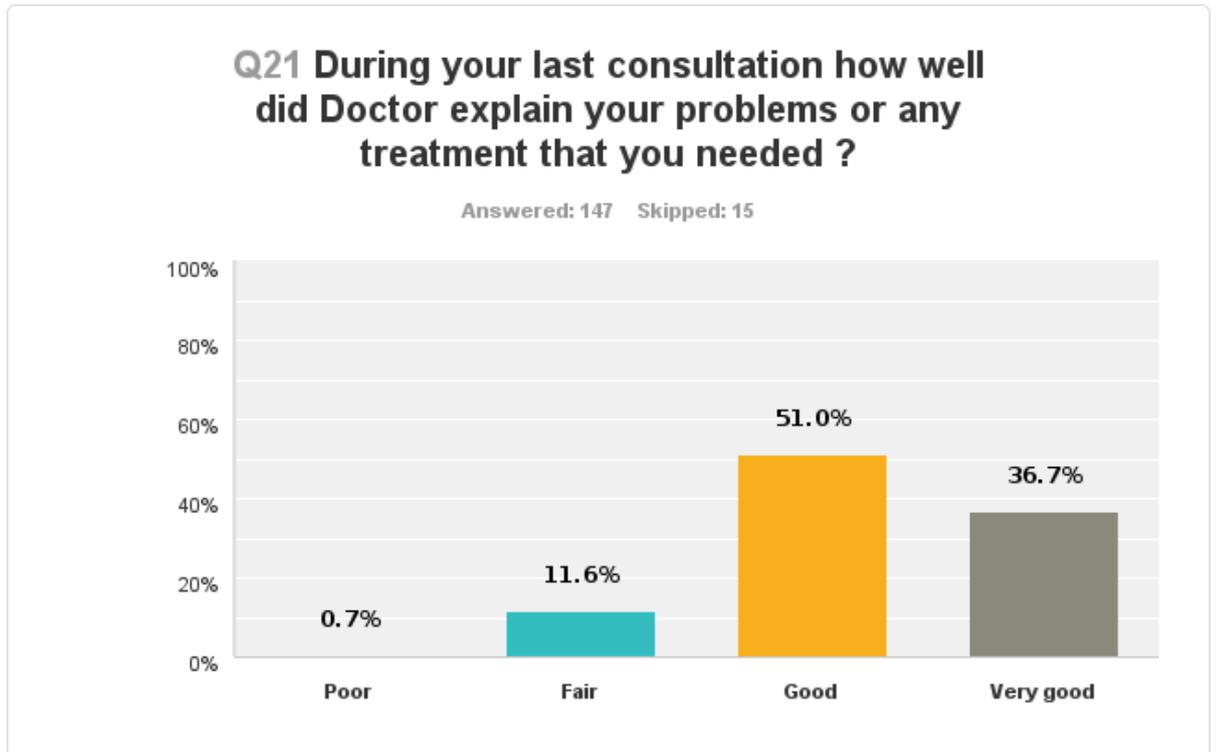
- 85.4% of respondents rated the Doctor during the last consultation as either 'good' or 'very good' in terms of putting the patient at ease. This is an excellent result and one that the centre should be proud of. Please see the graph below for full responses.



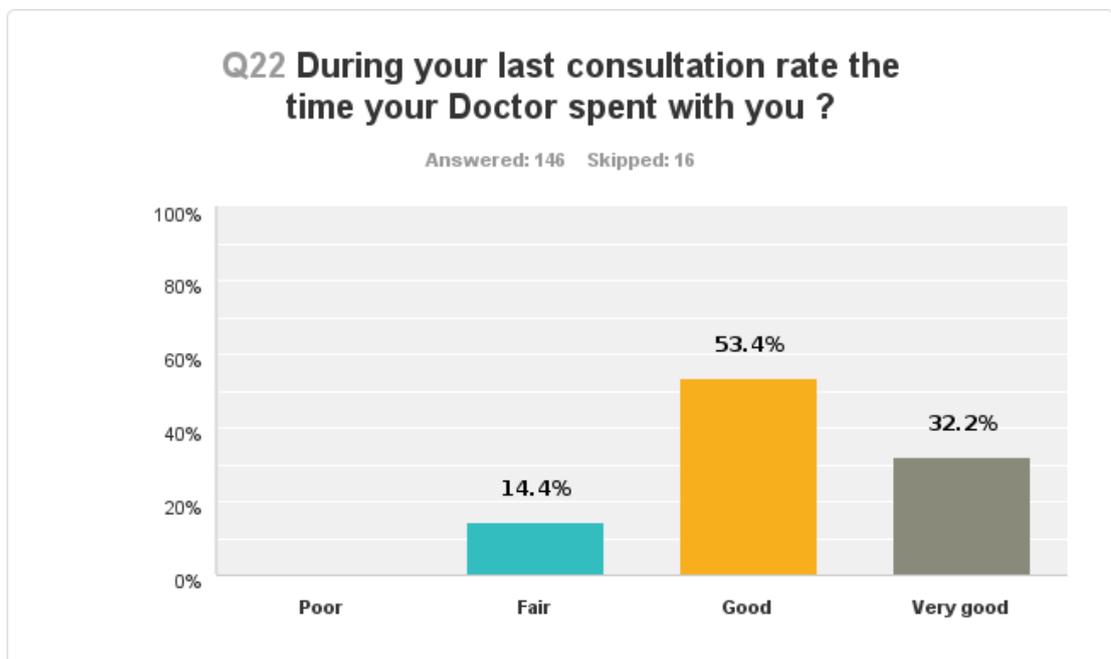
- A high percentage of respondents (84.7%) rated the Doctor as either 'good' or 'very good' in terms of involving the patient in decisions about the individuals care. This leaves just 15.3% who rated this question as 'poor' or 'fair'.



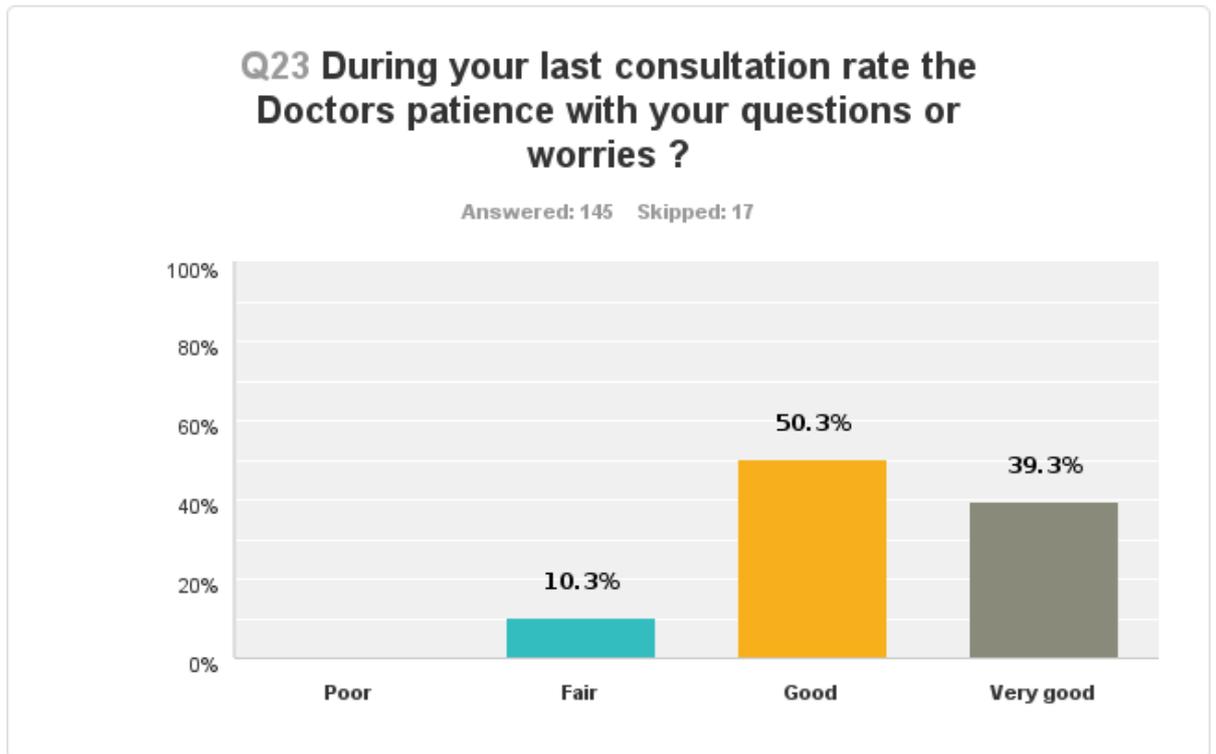
- Almost nine in ten (87.7%) respondents rated the Doctor as either 'good' or 'very good' in terms of explaining problems to any treatment needed during the last consultation. It is positive to see just 0.7% (or one respondent) rating this aspect of service as 'poor'.



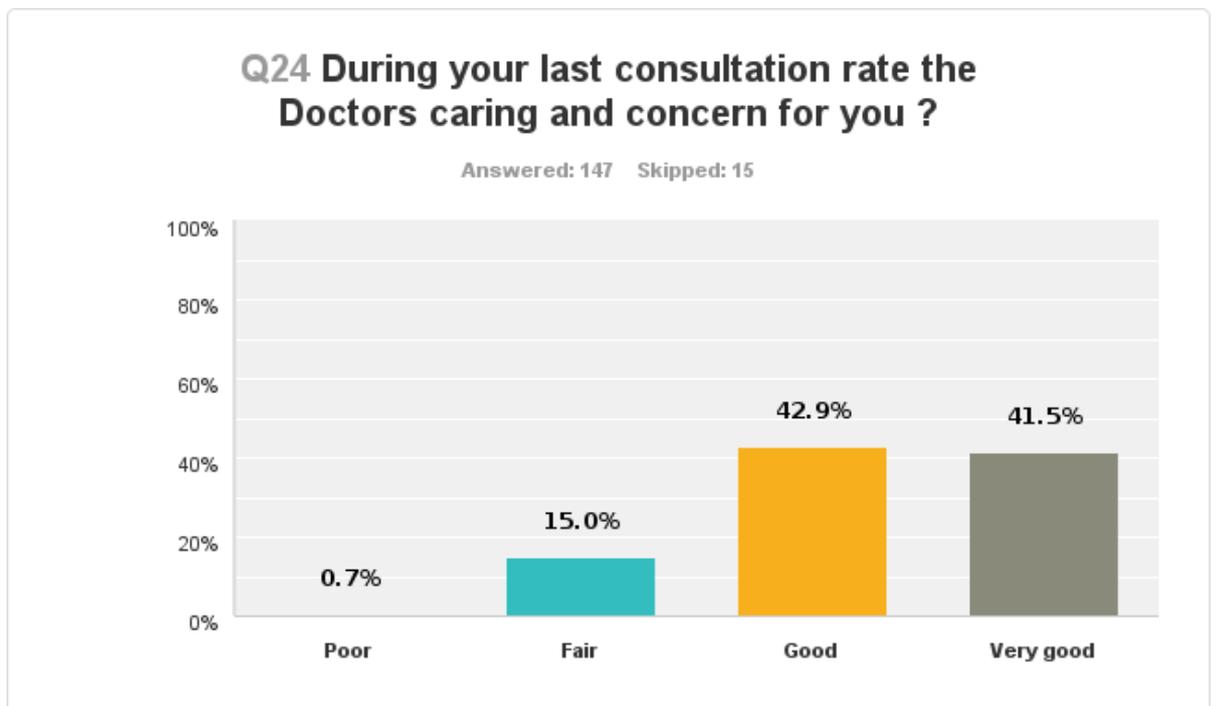
- 85.6% of respondents stated that during the last consultation that the Doctor spent adequate time with them. This result leaves just 14.4% who rated 'fair' to this measure.



- Another excellent result to the study is around the Doctors patience with any questions or worries (during the last consultation). Results show 89.7% of respondents rated this aspect of service as either 'good' or 'very good'.



- Results show 84.3% of all respondents rated 'good' or 'very good' in terms of the Doctors showing care and showing concern during the previous consultation. This is a very good result and one in which the centre can use to further enhance and provide an excellent service to the local community.



Please see **Appendix B** for results to questions in relation to respondents previous experience at the practice split by Doctor/Nurse. Please use caution when interpreting the results for the Nurse as there are a relative low number of responses covering the Nurse (11) when compared to Doctors.

Demographics

- A total of 60.7% of respondents were female, leaving 39.3 of respondents being male
- 98.0% of respondents are White, leaving just 2.0% who are BME
- 100.0% of respondents feel the centre only uses personal information in providing health care to themselves and their families. This is an excellent result and proves the centre instils complete confidence in patients.

Patient comments

Respondents to the survey were asked “Do you have any other comments, questions, or concerns?” A full list of patient responses are below;

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|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Appointment system has deteriorated in recent months. Previously it was excellent. |
| Some of my friends have regular health checks when over 65. I wonder if this practice is considering that. |
| Getting an appointment is extremely difficult at times. I have tried since Thursday to get a same day appointment, it is now Wednesday. A six day wait to see a doctor is appalling in my opinion and this is a common occurrence when trying to make an appointment for myself and family. |
| An evening surgery would be good for a working man like myself. |
| No one comes back to you with X-ray results. |
| Poor phone contacts. |
| Would be nice to book for late appointment's in advance and not have to ring the same day or after 4pm. |
| I work in the NHS and I think that this is a good surgery but its frustrating ringing continually from 8.30am to get an apt when I'm at work. Appt system is poor. |
| I have always found Dr Read very very good, can't fault him. |
| See Q10 - Not always |
| To see the GP I want to see would be good |
| See Q15 - Don't have preferred Doctor |
| See Q 15 - Don't have any preference |
| See Q 11. One has to appreciate that some patients have complex problems and it is difficult for the Doctor to adhere to specific appointment times |
| Could not find a better Doctor than Suresh |
| Would like anti bacterial gel in reception |
| Been trying to see any Doctor for 3 days |
| See Q13 - Tried for 45mins to get an appointment - line constantly busy |
| see Q15 - I do not have a preferred Doctor |
| No |
| No |
| See Q15. Do not have a preference to which doctor I see |
| Make more appointments for emergency for kids available - See Q 10 Depends on getting an emergency appointment in the morning. Phones are very busy |
| Well satisfied |

Respondents were asked “Is there anything particularly good about your health care?” again, full responses are below;

| |
|--------------------------------------------------------------------------------------------------------------------------------------------------|
| Very good staff that are interested in my health, |
| Receptionists very helpful. |
| Speedy time to see your doctor. |
| Always been looked after. |
| Friendly. |
| Very good. |
| The doctor I see is particularly good I feel confident in him (Dr Read). He seems to be interested and keen to find a diagnosis for the problem. |
| Friendly staff. |
| Doctors here are great if you can get to see them. |
| Whenever I have to get my daughter an appointment most receptionists go out their way to try to get her one. |
| Always a high standard. |
| Dr Read very good all round. |
| The doctor I saw was very good. |
| Overall I'm pleased to be at this practice. |
| Yes Dr Read. |
| That they get me in at last minute for my dressing change. |
| Close to home |
| Diabetes Care |
| Consistent |
| Its local |
| All Good |
| Good |
| It ok |
| Good service from GP |
| They do minor surgery |
| The treatment you receive from the staff |
| Don't have to long for an appointment |

Respondents were asked “Is there anything that could be improved?”, full responses are below;-

| |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Take into consideration everything I tell them. |
| More late/evening appointments. |
| Very few appointments available also hard to get through on phone. |
| Stop having to phone at 8.30am with lots of others for appointments. |
| Appointments available. |
| Time in surgery waiting to be called to see doctor. |
| Phone lines, more lines. Hours extended. |
| Appointments - especially for children. |
| Appointment availability. I had to constantly ring the appointments number for 25 minutes to get an appointment which is really bad but need to see a doctor urgently so no choice. There are too many people that miss appointments so maybe something could be done about this as it doesn't help other patients and must be very frustrating to the doctors and staff at the centre. |
| When making an appointment. |
| Reception - Mainly how long phone line is engaged for, should really be easier to get through. |

| |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Why can't an appointment be made over the phone at all times during working hours. |
| Introduction of a telephone queuing system rather than phones constantly being engaged then no appointments when you eventually get through. Priority should be given to babies also. |
| Later opening times for people at work. |
| Open weekends, more phone lines. |
| Maybe. |
| Appointments near the day you phone. |
| Phone lines would be nice to be left on hold in a queue rather than line busy. |
| More appointments. |
| Appt system. |
| Answering phones a little quicker?? |
| When appointments can't be made the telephone service with a doctor could improve |
| Quicker Appointments to see GP I request |
| Booking appointments e.g. Have a queue system for booking appointments when calling in. |
| Requesting repeat prescriptions procedures |
| Have had problems getting appointment for minor surgery |
| Not a thing |
| Opening Hours |
| Time for working people would be great, e.g. appointments |
| Being a fairly new patient I don't feel understood |
| Time for available appointments |
| Easier Access to appointment - Much too long to get through |
| More staff on phones or more than 1 line |
| ok |
| No |
| Telephone system |
| No |
| Being seen at the time of appointment, always late seeing patients. No point of appointments otherwise |
| I am quite satisfied |

Finally, respondents were asked if they had any other comments? E.g. cleanliness of surgery, access, waiting room, information on notice boards. Full comments can be seen below.

| |
|------------------------------------------------------------------|
| Very good. |
| Good info on notice boards. |
| Very clean. |
| Very well run surgery, don't spoil it with unnecessary red tape. |
| Always clean. |
| Always clean and tidy. |
| Very good. |
| Very good. |
| The nurses are also very good and always pleasant. |
| Very clean, nice waiting area. Information boards are ok. |
| Generally very happy with the surgery as a whole. |
| Very clean Doctors, polite staff. |
| Very clean and tidy. |
| Very clean. |
| All good. |
| Spotless, Nurses also very professional. |

| |
|--------------------------------------------------------------------------------|
| Nice clean and friendly surgery. |
| Good |
| Surgery always clean, staff always helpful |
| Always very clean and helpful |
| Always Clean and comfortable |
| Surgery is nice and clean |
| Clean & Tidy |
| Surgery is clean, notice boards helpful |
| Clean |
| Ok |
| Notice board could be better organised, separate medical and other information |
| Lovely customer relations from the surgery |
| Very Clean always |
| The waiting room and toilets are always clean & tidy |
| Lovely Surgery |
| Everything is great. |

Final comments and recommendations

Overall, results achieved during this study are excellent and ones that Woodsetton Medical Centre should be proud of. Results in relation to satisfaction levels with the care received at the Surgery during the last appointment are a clear positive. It is recommended the results are communicated internally in order to share with staff, key stakeholders and patients.

Appointments and booking appointments are a clear issue for respondents. The ease of booking and the length of time waiting to book an appointment over the telephone are areas that require improvement in order to increase ratings. The following comment highlights this point ***“Getting an appointment is extremely difficult at times. I have tried since Thursday to get a same day appointment, it is now Wednesday. A six day wait to see a doctor is appalling in my opinion and this is a common occurrence when trying to make an appointment for myself and family”***

Patient comments are extremely positive with regards to the centre and the level of care received. The following comments highlight this point ***“Very good staff that are interested in my health”*** and ***“Spotless, Nurses also very professional”***

Finally, it is also recommended that the Centre builds on the information already gathered and conducts a further patient survey in twelve months time in order to measure the impact of any service improvement activity that takes place in the coming months.