

Patient Satisfaction Survey Report 2014

The survey ran for 6 weeks from 20th December 2013 to 31st January 2014.

11 GPs and 4 nurses were asked to give out survey sheets to patients. Survey sheets were also given out by the reception desk, were available for completion in the waiting room and at local chemists. Members of our patient group distributed forms in their local area.

The survey was added to the practice website. Links to the practice website were displayed on the Warrington Clinical Commissioning website. Information on the availability of the survey was posted on social media by the CCG and Healthwatch. The practice invited 2142 patients via text messages to complete the survey.

A group of patients had also written in to the practice regarding the appointment system. A copy of the survey was posted out to each of these households.

During the survey period 28.83% (4327) of the practice population had a survey questionnaire to complete. Of these 15.96% (691) of patients returned a completed survey form.

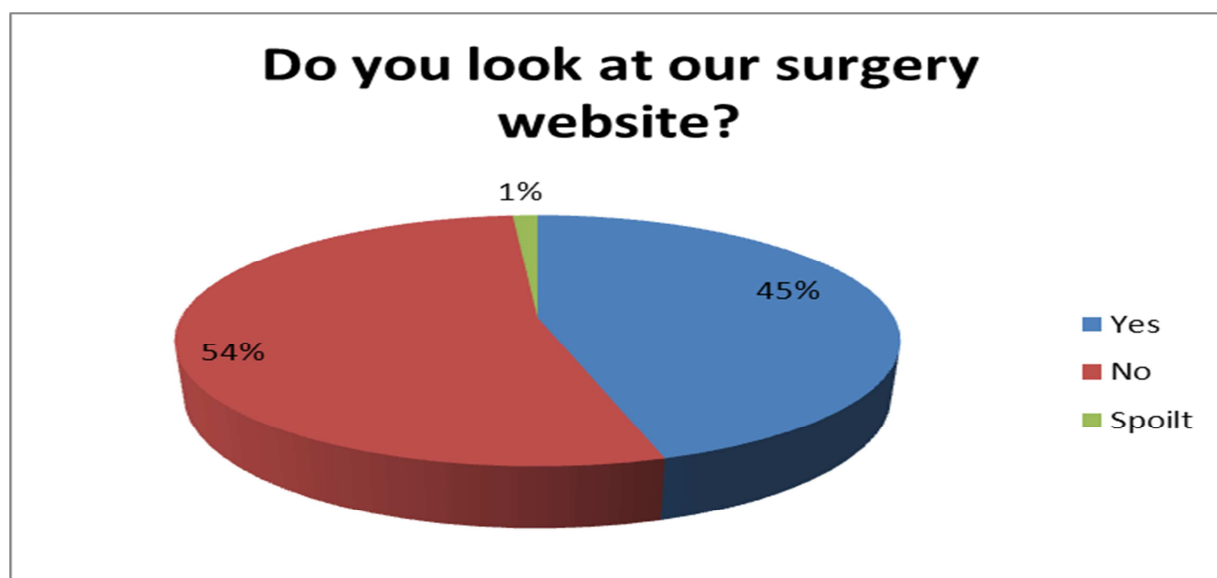
In addition during the survey period the practice recorded **8814** hits on its website but only **69** survey sheets were completed online.

Practice systems

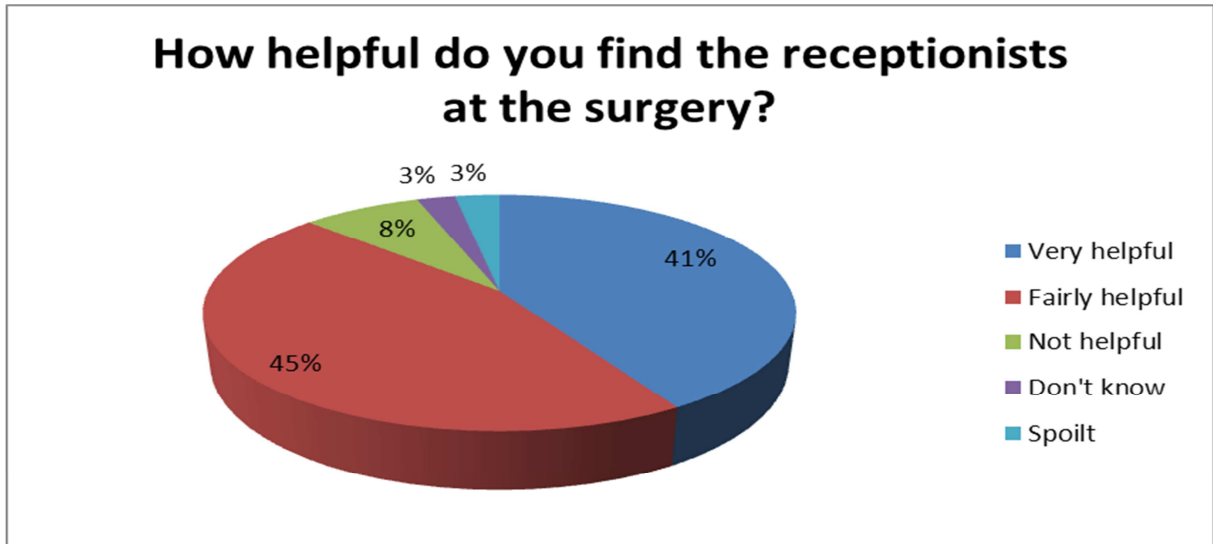
29% said they found it easy or very easy to contact the practice by telephone but 68% said that they found it difficult



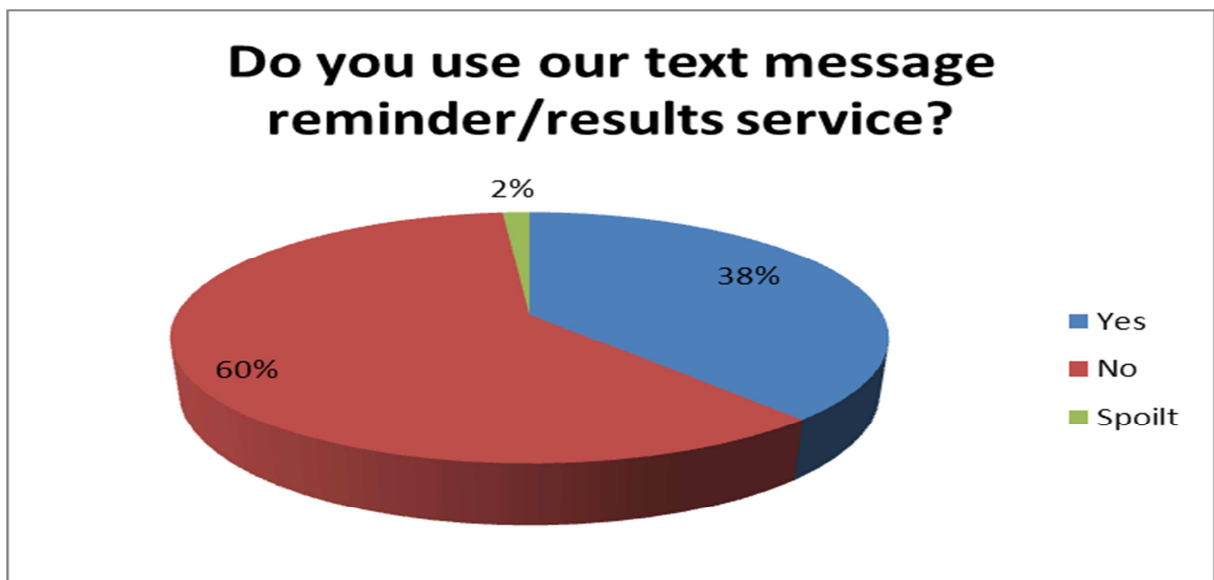
45% of patients used the practice website but 54% had never looked at it



86% of patients found the receptionist to be very or fairly helpful and only 8% found them not helpful

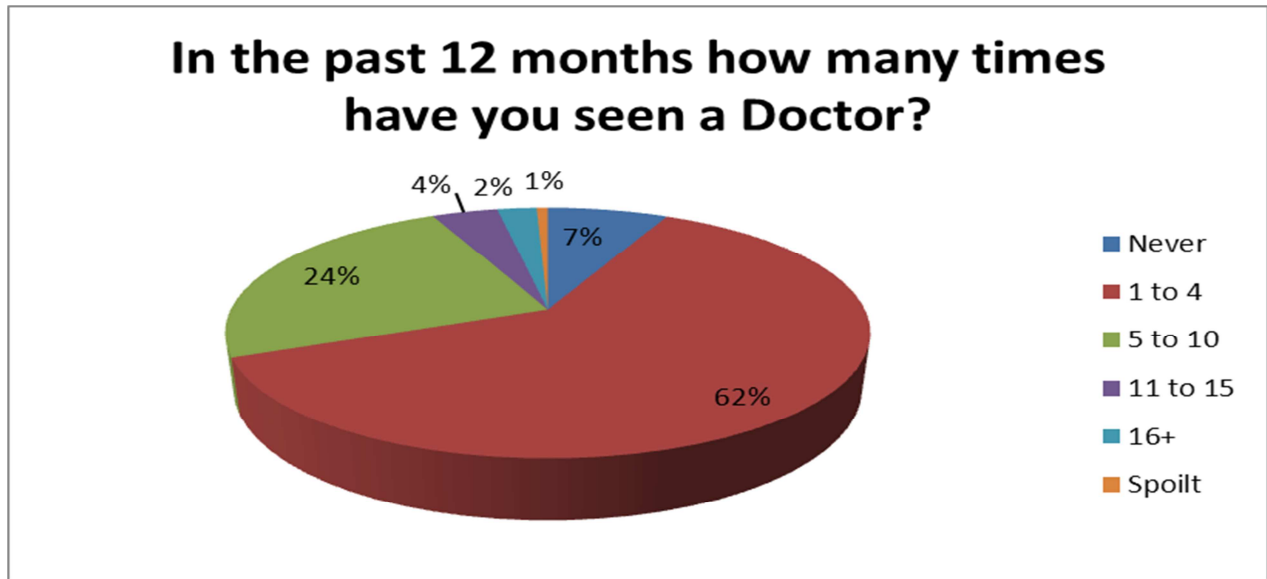


38% of patients surveyed said that they used the practice text message reminder/result service. However 60% did not use this service. The practice with the help of our PPG has recently conducted a recruitment drive to obtain consent and encourage use of text messaging. Whilst there has been an improvement in take up we clearly have some way to go to meet the governments targets to encourage/make better use of IT

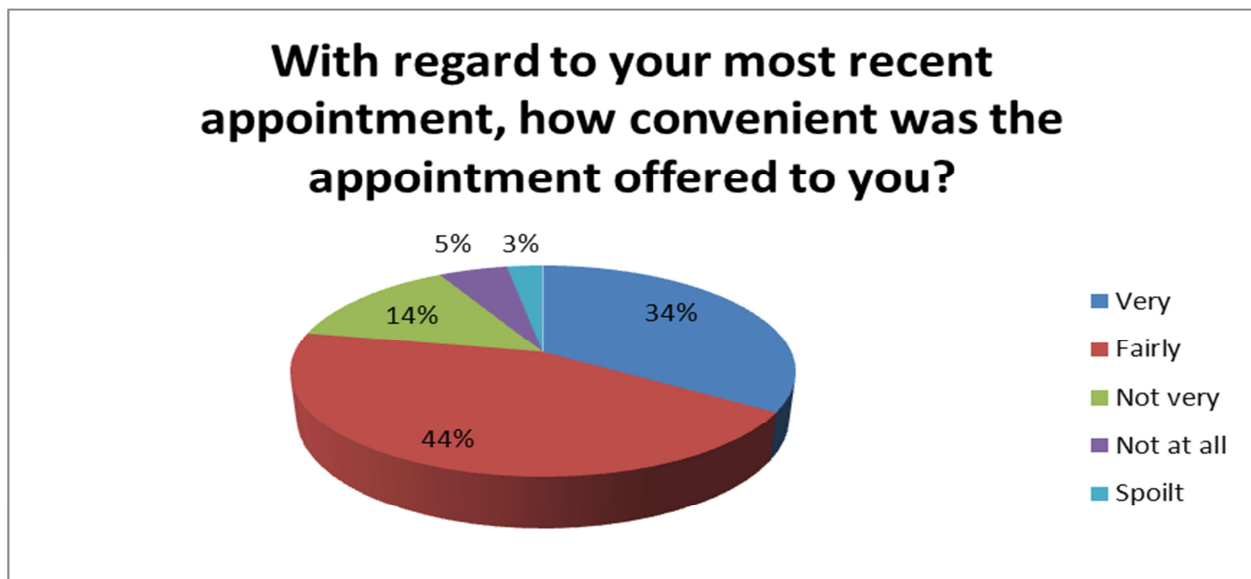


Seeing a doctor

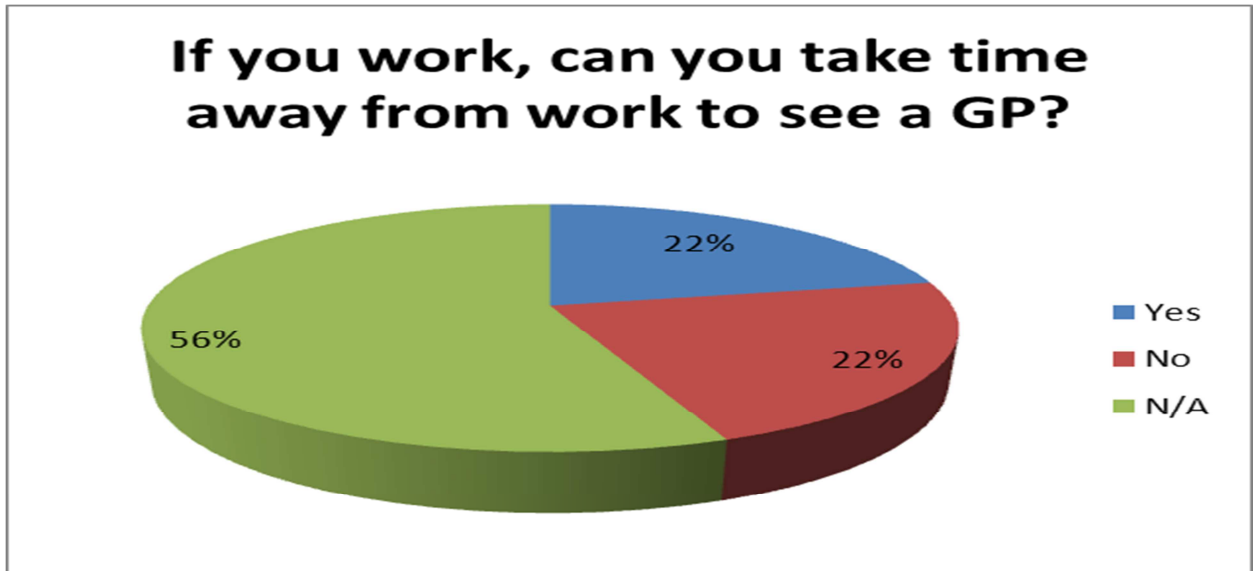
62% of patients reported that they had seen a GP between 1 and 4 times in the past 12 months.



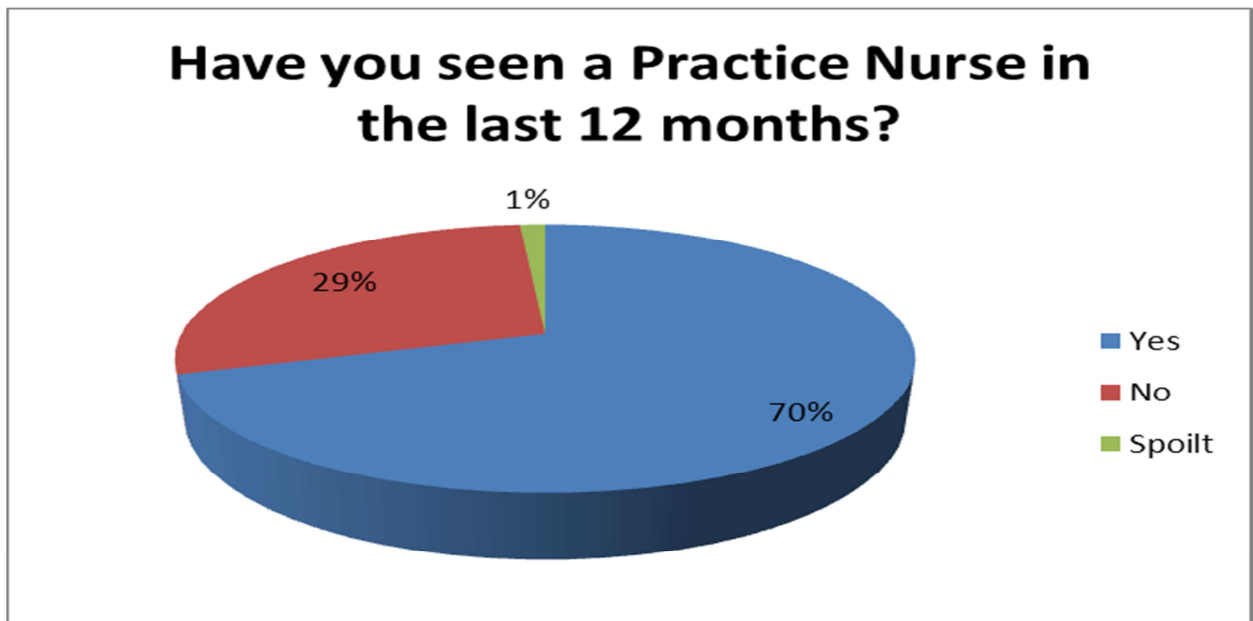
78% of patients surveyed said that the appointment offered to them was very or fairly convenient and only 14% said it was not convenient. It is good to see that the majority of patients are pleased with this service.



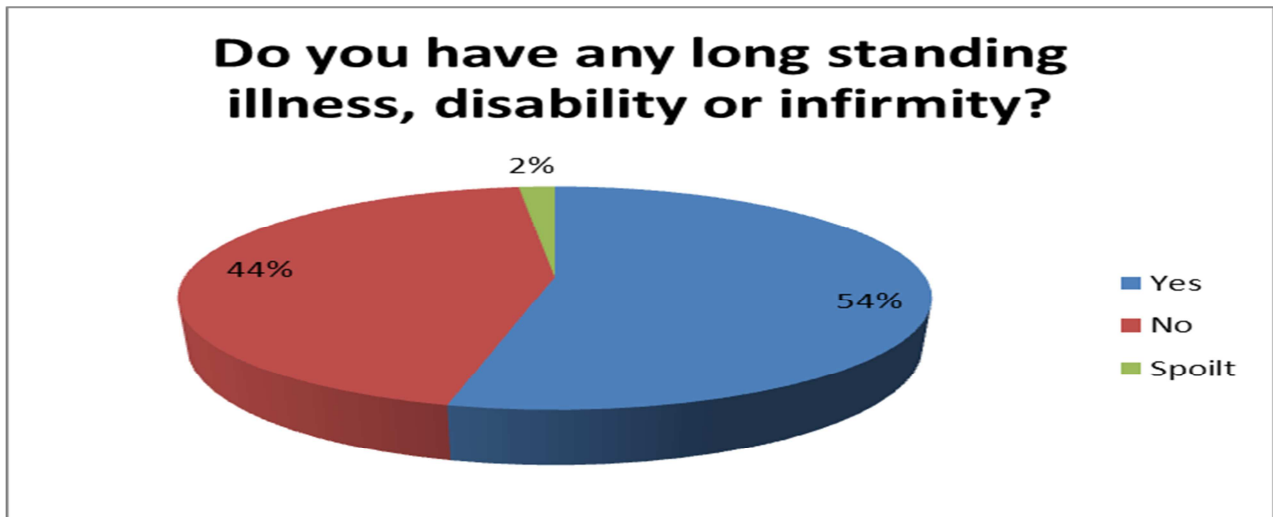
Only 22% of patients indicated they can take time off work to see a GP and 22% indicated they could not. However 56% of patients indicated taking time off work was not applicable to them, which, looking at the age range i.e 55 to 85+ for the majority that completed the survey it would lead us to believe that these are more likely to be retired and as such would not need to take time off work.



70% of patient have seen the practice nurse in the last twelve months. This indicates that the practice nurse services are well utilised by those who completed the survey.

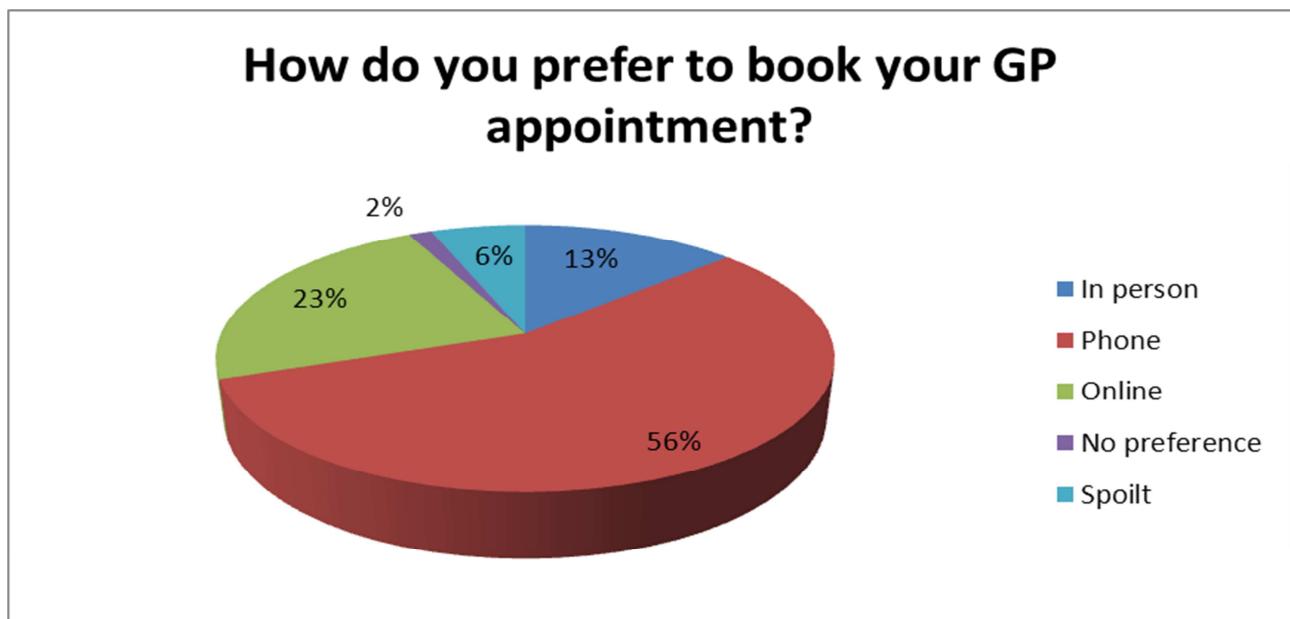


44% of patients surveyed do not have a longstanding condition/disability but 54% of patients do. This would correlate with the fact that the practice does have an aging population



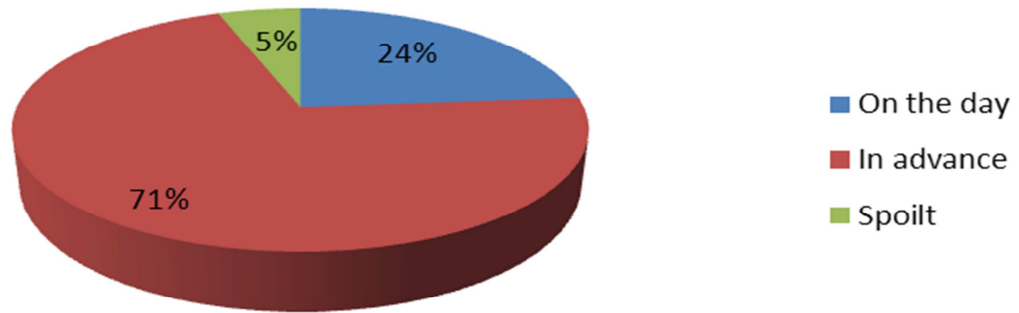
Future planning

56% of patients indicated that they preferred to book on the telephone with a further 23% online. This split may relate to the fact that we have an aging population and as a consequence such patients may not have easy access to a computer. However in an effort to free up phone lines and meet the government targets to make better use of IT we need to encourage better use of our online facilities.



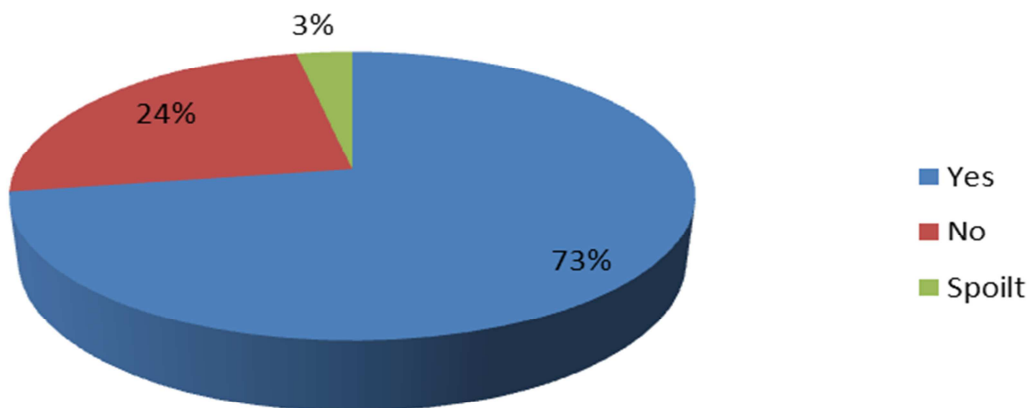
71% of patients told us that they wanted to be able to book their appointment in advance with only 24% preferring to book on the day. However this is in direct contrast to the results of previous surveys where patients indicated they wished to be seen on the day and not have to wait. It would appear that either system will not fulfil patients' needs and so the Practice needs to look at various options with the aim of improving the service for patients.

When booking a routine appointment which is most important to you, the ability to book



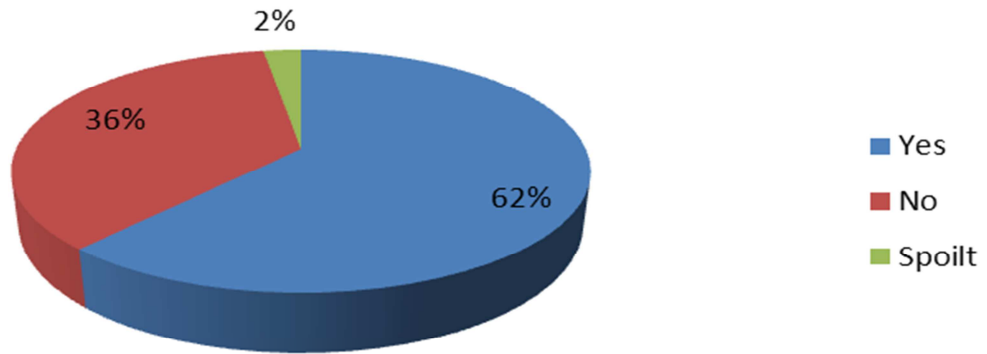
73% of patients surveyed indicated that they would be happy to have a telephone consultation with a GP. Increasing telephone consultations would benefit patients by being able to speak to the GP and enabling them to discuss symptoms and receive appropriate medical advice quickly and conveniently without the patient having to make the time to attend the surgery. GP's and patients could agree if they need to be physically seen.

Would be happy to be consulted by the doctor by phone?



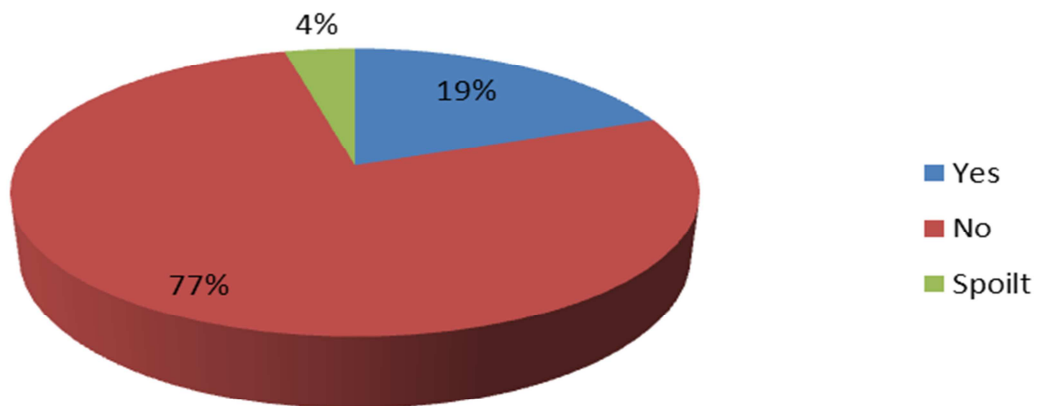
62% of patients would be happy for the receptionist to request basic information regarding their request for an appointment. If the practice were to implement this system we would develop protocols for receptionists to work to so that appropriate and relevant information was collected regarding the symptoms etc. This would allow the GP to prioritise their patients and to be better prepared when they speak to/see the patient

If your problem is clinical would you be happy for the receptionist to request basic symptoms?



77% of patients would not object to being asked if their problem was new or existing. This would enable us to where possible book the patient in with the same GP to ensure continuity of care.

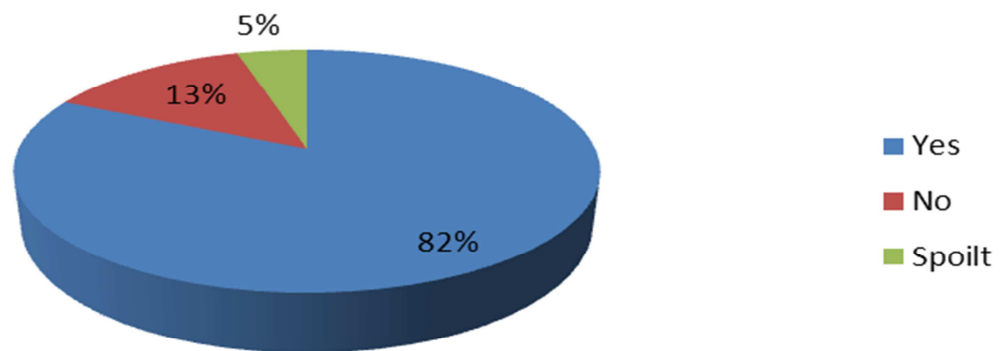
Would you object to being asked if your problem was new or existing?



82% of patients who completed the survey indicated that they would be happy to give the receptionist brief details of the reason they wished to see a GP. This would enable the staff member to sign post the patient to the most appropriate service (see below) and free up GP appointments for those with a clinical need. Examples of alternatives the practice can offer:

- Nurse
- Insurance desk re forms/medicals
- Prescription desk re repeat prescriptions and/or queries re prescriptions
- Secretary re referral enquiries
- Community services

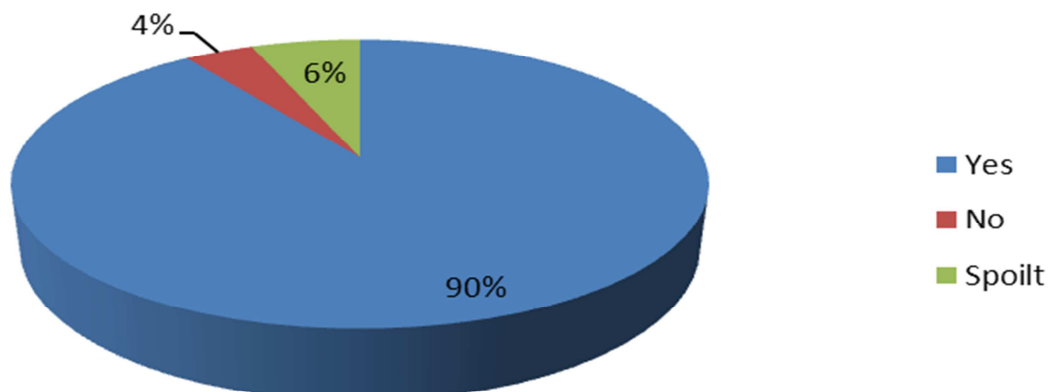
Are willing to provide the receptionist with brief details about your request to see a GP?



90% of patients who completed the survey would be happy to receive non clinical advice from a receptionist. Again this would enable the staff member to sign post the patient to the most appropriate service (see below) and free up GP appointments for those with a clinical need. Examples of other services:

- Nurse
- Insurance clerks
- Prescription clerks
- Secretary
- Community services

Would you be happy to receive non clinical advice from the receptionist?



Demographic information.

55% of those surveyed were female and 37% male

