

## Patient Satisfaction Survey 2018

Dear patient

For those who took part in the survey we would like to thank you for your time and contribution. Without your voice, we cannot listen to opinion with how we can improve as a service

The overall satisfaction on the survey in **2017 was 90.4%**, and the results show that the **2018 satisfaction has increased to 93.6%**

The year 2017 has seen significant change to The Neville Family Medical Centre; with **increased opening hours** from 8am until 6.30pm Monday through to Friday; and for the first time in the practice history this now includes **Wednesday afternoons**

We have also **engaged in the community** by the promotion of healthy living with Mount Carmel Primary School, by donating sports clothing to the school; and we are looking to potentially replicate this in other local schools in 2018.

We believe that it is important to promote healthy living and exercise not only within the walls of the surgery, but also in the community with the people who will shape our tomorrow, as well as today.

We are now looking to move forward even more still and develop the practice further to enhance your experience here as a registered patient.

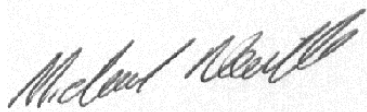
### **Plans that are already going to happen to the premises in 2018 include:**

1. Renovation of the Patient car park, including the removal of trees, new fencing and the resurfacing and line painting of car park itself.
2. "Face lift" – painting of the practice inside and out
3. New patient toilet to include baby changing facilities, and general modernisation
4. New automatic front door to the building
5. Increased GP sessions
  - From February 2018, we will also have a GP working on a Wednesday afternoon
  - From April 2018, we will be joined by Dr Michal Szypulski (known as Dr Michal!), who will be working Wednesday morning and afternoon (**therefore totalling two more GP sessions than we currently offer**)

We have compiled the results of the survey below, and all comments will be taken into consideration when discussing potential future changes as a partnership organisation.

Most comments received were statements, however some comments made in the anonymous feedback also warranted response, and so they have been included in the report also

I hope the below offers an insightful read into the opinions of our service which, since 1932, have been centred around offering you as a registered patient a safe, effective, well led and responsive service to your needs, as much as allows within the current healthcare system



Mike Neville  
Managing Partner

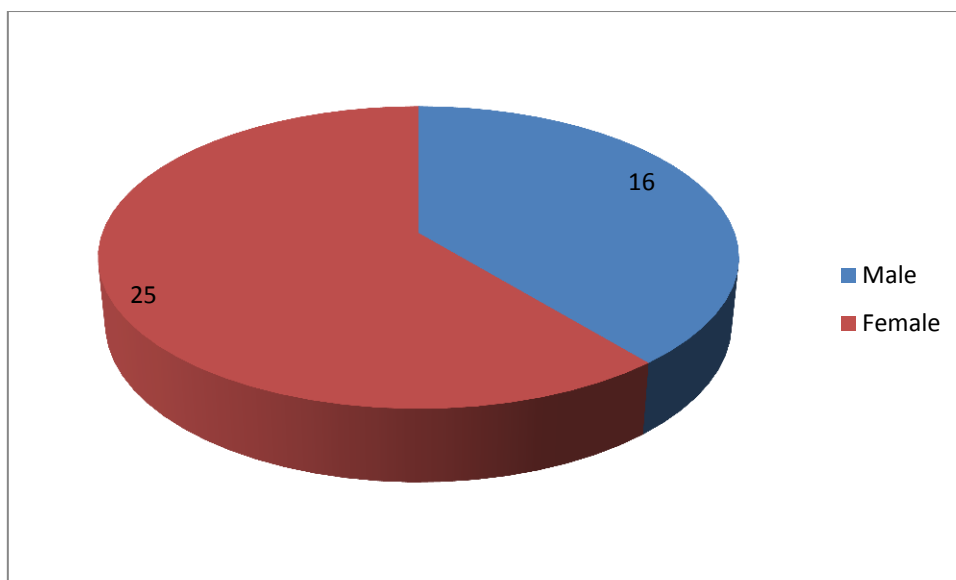
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## Section 1 – Demography

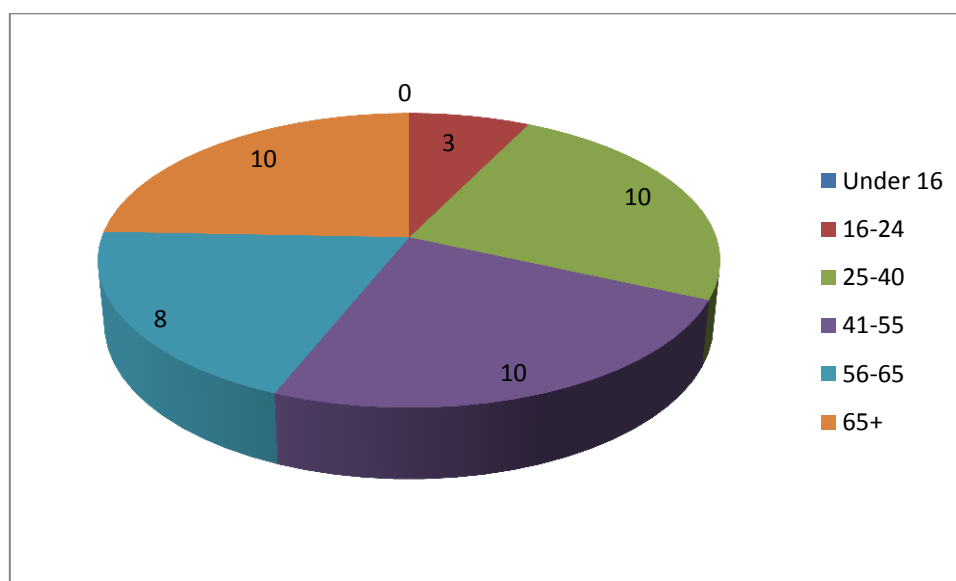
### 1) Gender

Male	16	Female	25
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### 2) Age range

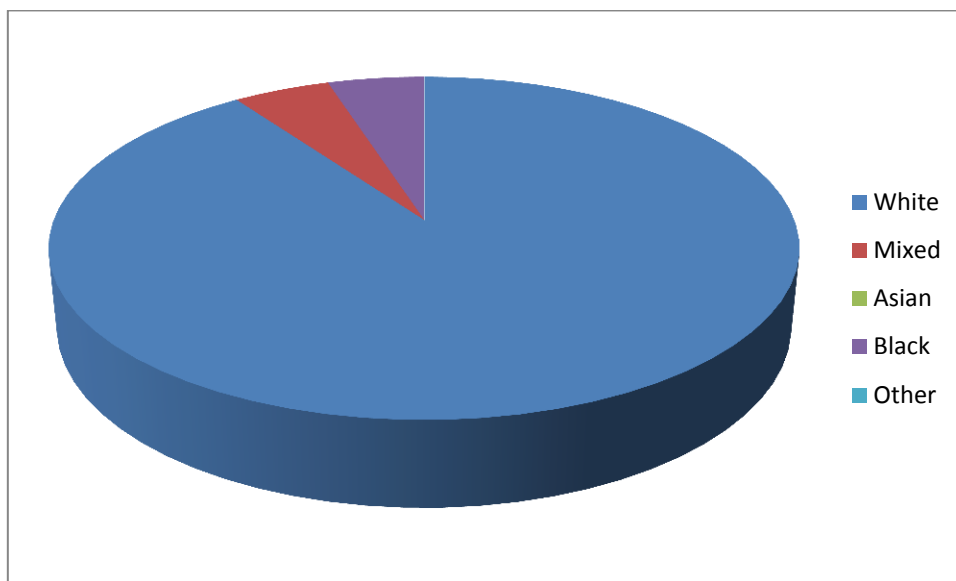
Under 16	0	16-24	3	25-40	10
41-55	10	56-65	8	65+	10



### 3) Ethnicity

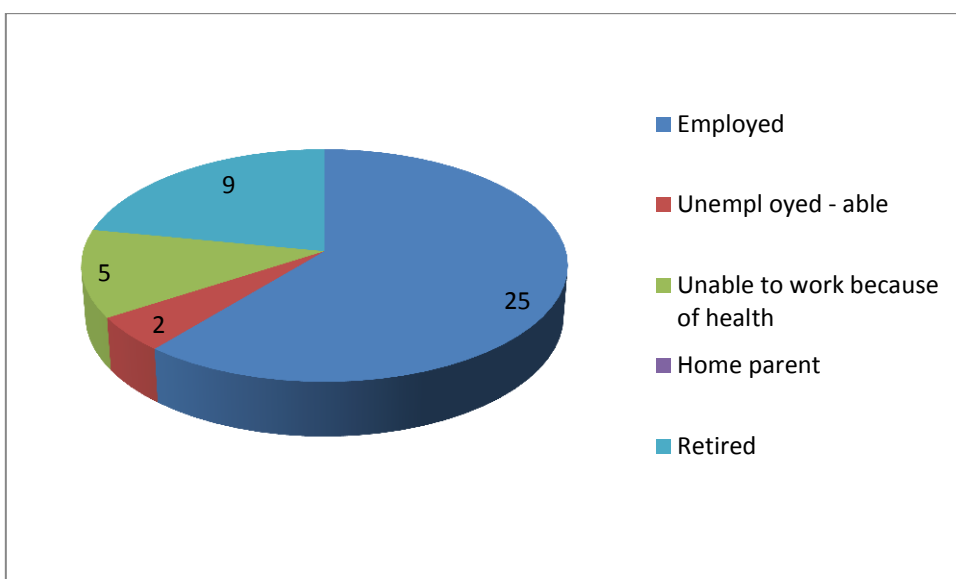
White	British	36	Mixed	W&B Car	2	Asian	Indian		Black	African	2	Other	Arab	
	Irish			W&B Afr			Pakistani			Caribb			Other	
	Gypsy			W& A			Banglad			Other				
	Other	1		Other			Chinese							
							Other							

Other category comments: 1 x Czech



### 4) Employment Status

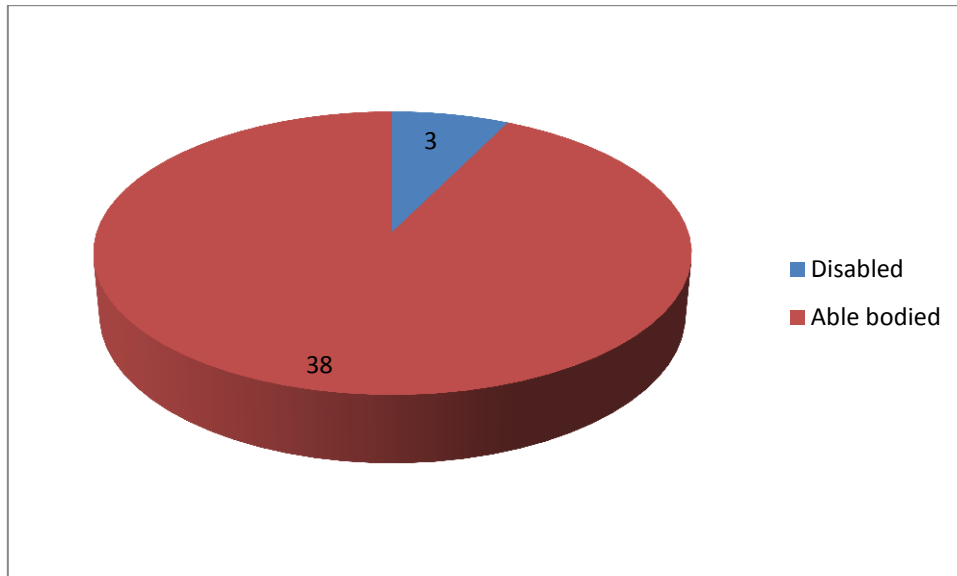
Employed	47	Unemployed - able	2	Unable to work due to health	9
Stay-at-home Parent	1	Retired	7		



**5) Do you consider yourself disabled?**

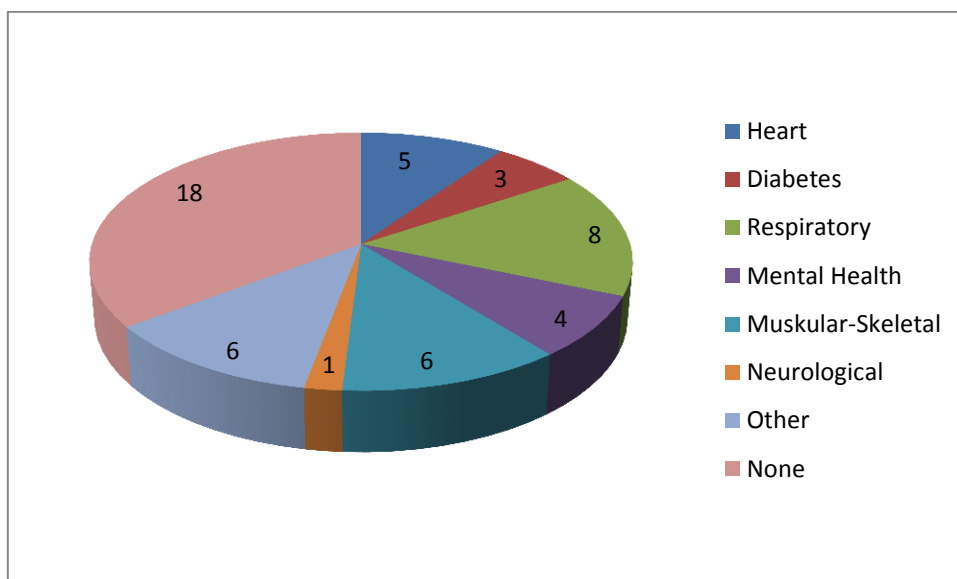
Yes	3	No	38
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**Category of disability:** 2 x Physical health, 1 x mental health



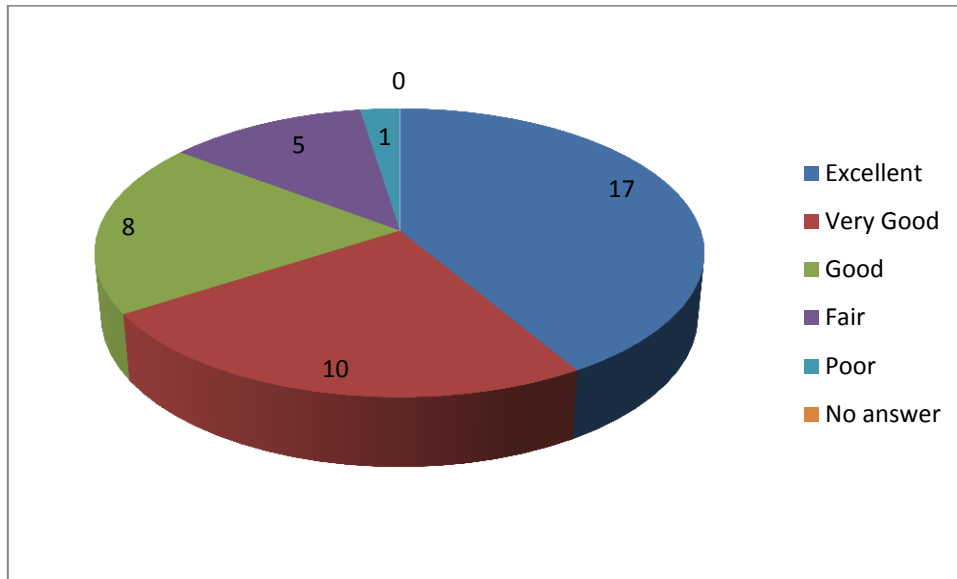
**6) Do you suffer from a Long Term Condition?**

Heart	Diabetes	Respiratory	MH	Muscular Skeletal	Neurological	Other	None
5	3	8	4	6	1	6	18

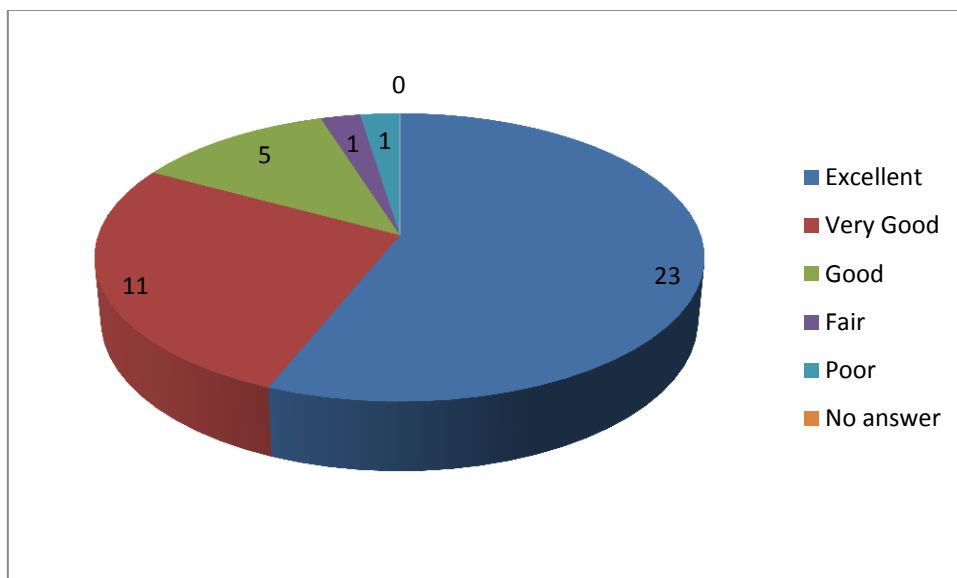


## Section 2 – Our performance

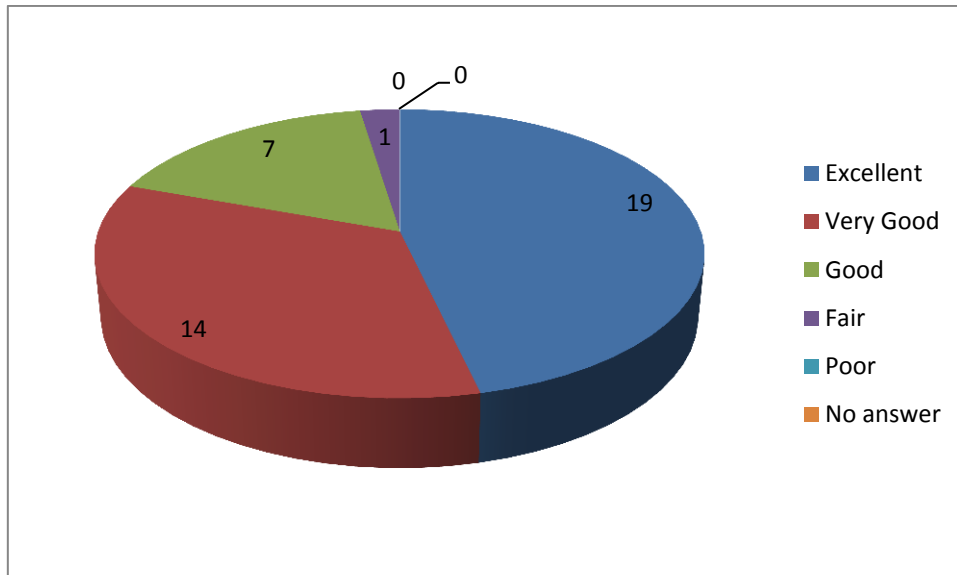
Area	Excellent	Very Good	Good	Fair	Poor	No answer
Ability to get through by telephone	17	10	8	5	1	0



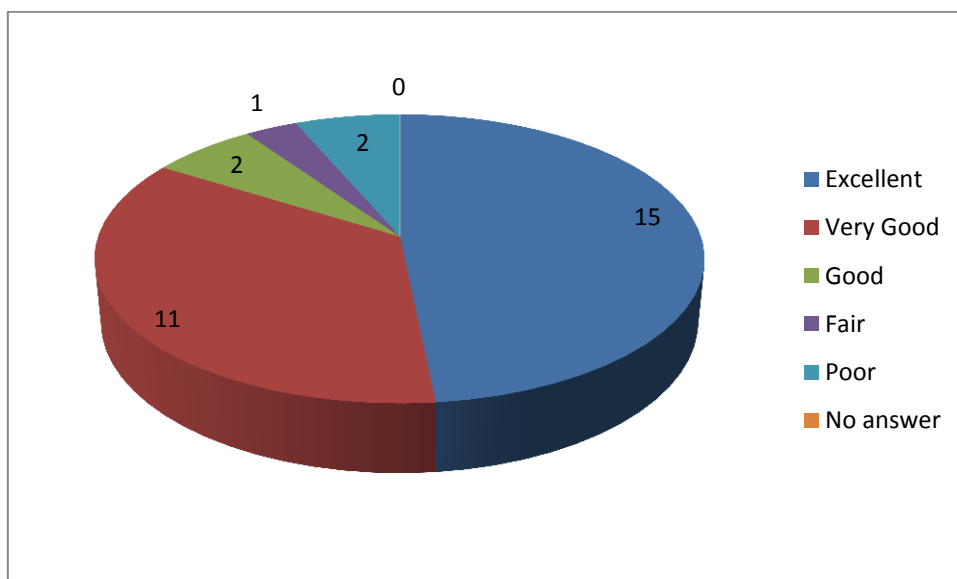
Area	Excellent	Very Good	Good	Fair	Poor	No answer
How helpful are the receptionists	23	11	5	1	1	0



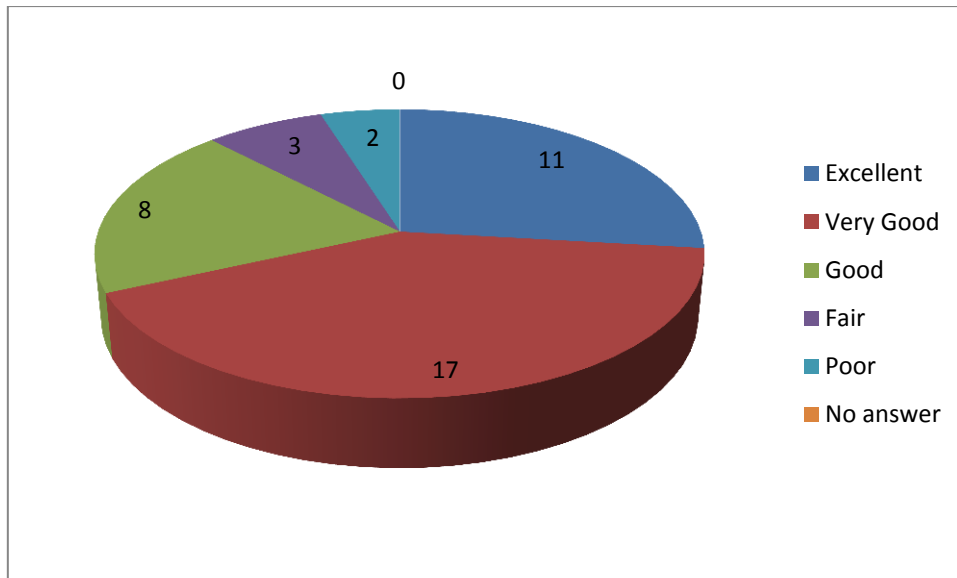
Area	Excellent	Very Good	Good	Fair	Poor	No answer
Opening hours of the practice	19	14	7	1	0	0



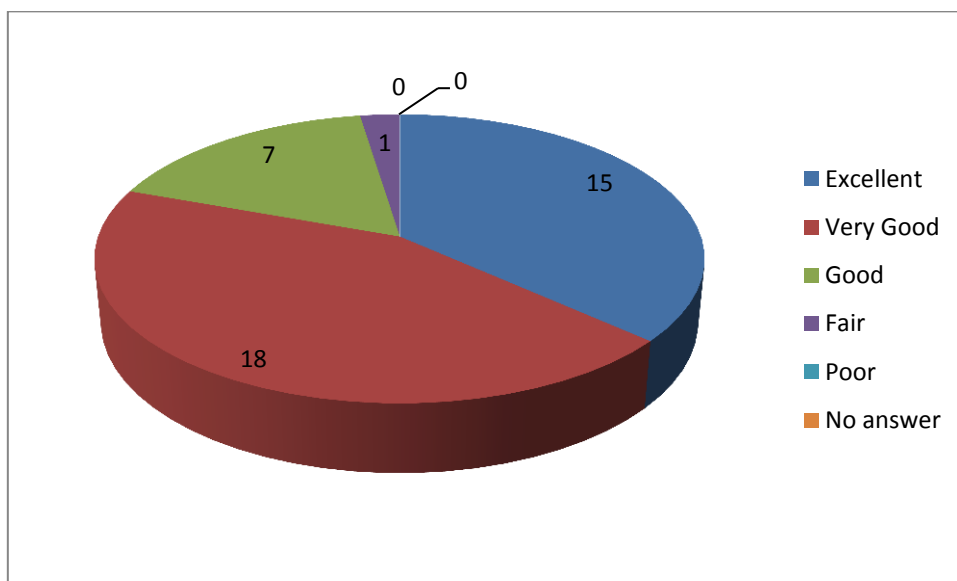
Area	Excellent	Very Good	Good	Fair	Poor	No answer
How easy it is to see a Doctor	15	11	2	1	2	0



Area	Excellent	Very Good	Good	Fair	Poor	No answer
Waiting times	11	17	8	3	2	0

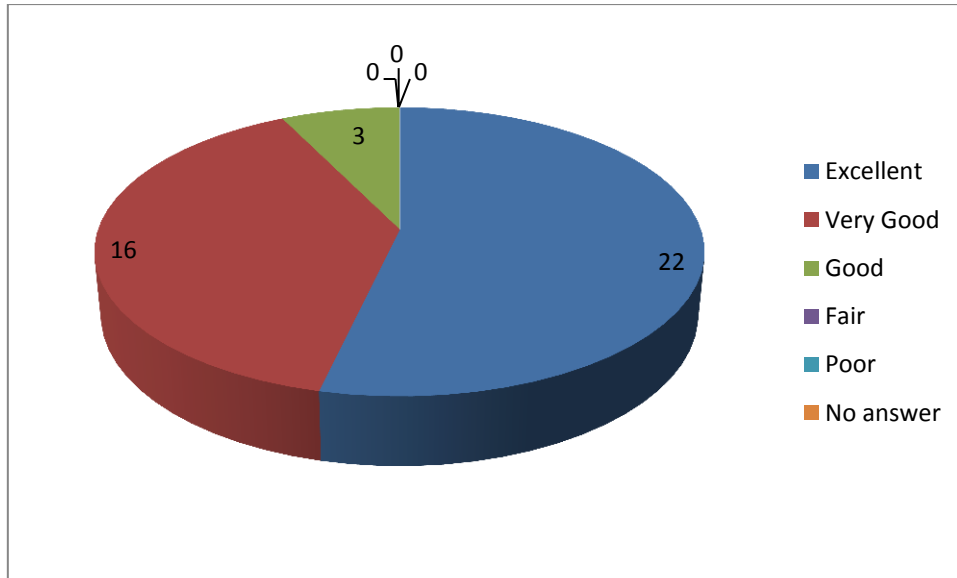


Area	Excellent	Very Good	Good	Fair	Poor	No answer
Quality of care by Doctor during consultation	15	18	7	1	0	0

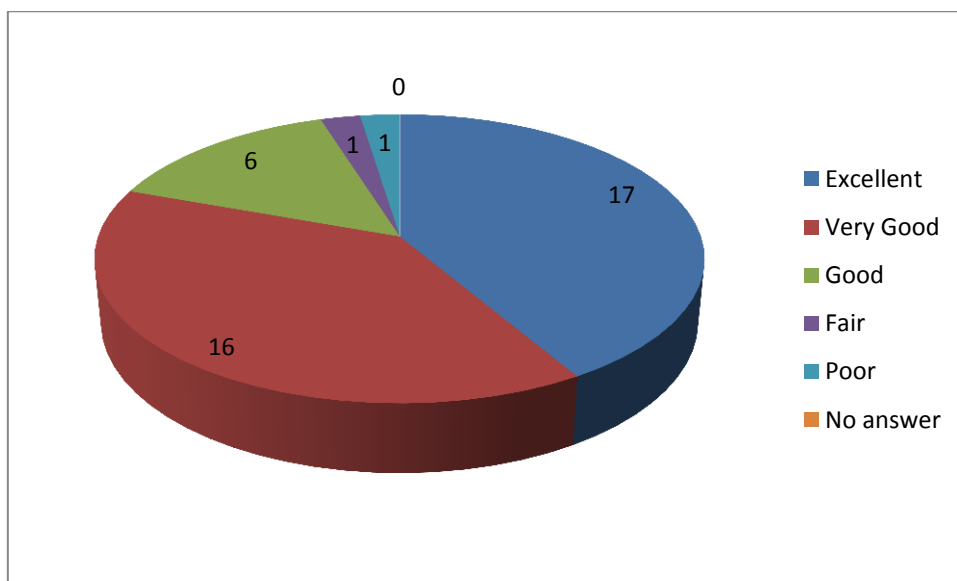




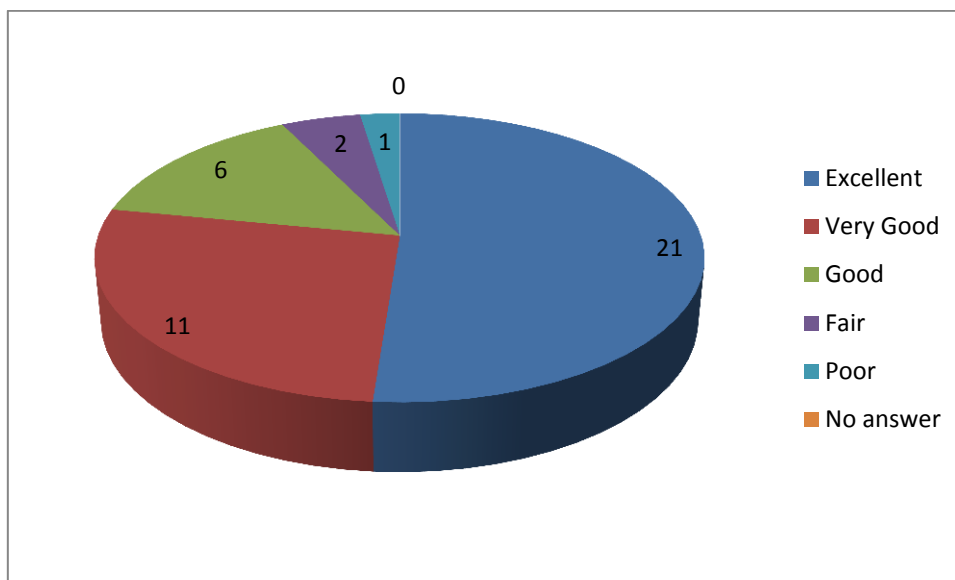
Area	Excellent	Very Good	Good	Fair	Poor	No answer
Quality of care by Nurse during consultation	22	16	3	0	0	0



Area	Excellent	Very Good	Good	Fair	Poor	No answer
Quality of the services provided by the Surgery	17	16	6	1	1	0

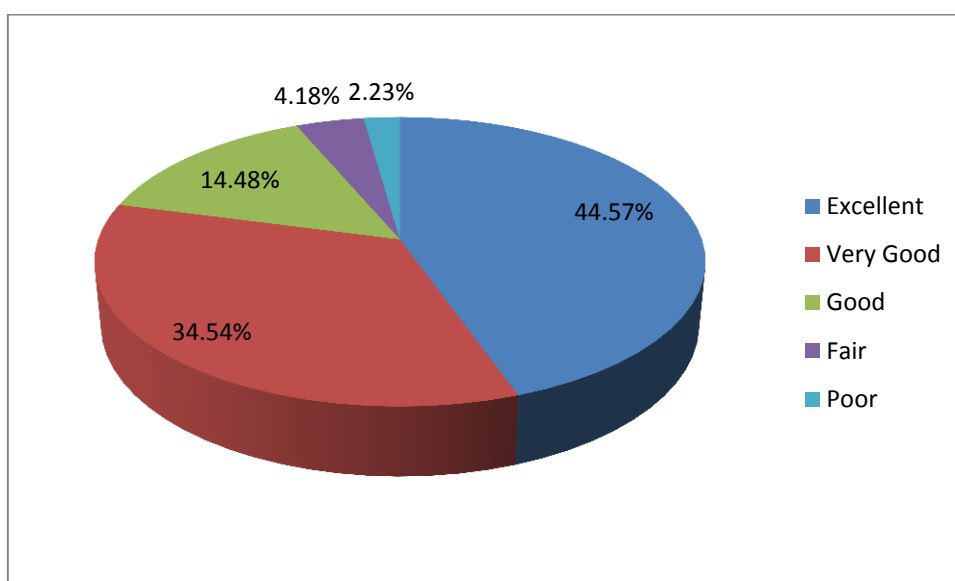


Area	Excellent	Very Good	Good	Fair	Poor	No answer
Accessibility of the practice (how easy is it to get treated/ order your prescription etc)	21	11	6	2	1	0



## Overall satisfaction of the practice services

Excellent	Very Good	Good	Fair	Poor
44.57%	34.54%	14.48%	4.18%	2.23%



Overall satisfaction shows a **93.59% satisfaction rate** of the service users noting good or above across all queried categories

### **Section 3 –Comments and questions made about the practice**

- 1. The practice appears to be going from strength to strength and a lot of good changes have already been made**
- 2. Always helpful, no problems with appointments**
- 3. A good service with helpful staff**
- 4. Staff are excellent and very helpful; Doctors and Nurses are very easy to talk**
- 5. Very happy with the service at the medical centre**
- 6. I am very happy with most of the service I receive, most of the receptionists are very helpful.**
- 7. Not very happy with the phone system. All you get is press 1 or 2. One night I was trying for an hour to speak to a receptionist**

Thank you for bringing this to our attention. As you may have recognised when you now call the practice, the telephony system received a long over-due upgrade; with the last one being over a decade ago!

Like with any new system, we always envisaged that there may be teething problems with the set up, and we are working with the telephony to iron out some technical issues.

It is worth noting however that the reason why the options were put in to action was so that you would be able to speak to an individual best suited to deal with your queries. E.g. regarding a referral; booking an appointment; to query test results; or to speak to a receptionist.

There are currently multiple phone lines set up to be able to answer the phone depending on your query, however we will continue to work with the telephony company to minimise the potential of the above query happening in the future

- 8. I am more than pleased with Dr Fazal after Dr Neville. I never thought I would find another like him and until now I haven't. I cannot praise him enough, pleasant, kind and caring. Very pleased and think the late Dr Neville would be too.**
- 9. I receive a very good service from all medical staff**
- 10. I think there is a lot of time restrictions as to when to come into the surgery to get an appointment. Patients should be able to get slots over the phone. This enables us to have an estimated waiting time.**

Patients are able to receive a set time over the phone for all afternoon appointments, and the phone lines open at 8am for these appointments

Regarding the morning surgery, we did actually trial this suggestion previously, however we found that it increased the number of people who did not turn up to the timed appointment; which in turn created less availability for patients who needed to be seen.

If you were a patient here back in 2013, you may remember that we underwent a project to reduce the number of appointments not attended by patients, which reduced the number of appointments not attended by 40%!

Once booked into morning surgery, you of course have the option to go away either back home, or to another location, rather than having to wait in the waiting room for that time period.

There are reports up and down the country of people having to wait weeks to see a GP. Although you may have to wait slightly longer in the open surgery in the morning, it has resulted in the following statistics for GP appointments over the past three months:

Month	Appointments Available	Appointments Not used	Appointments Booked & patient Did Not Attend
Nov-17	812	55	20
Dec-17	748	98	23
Jan-18	794	29	8

**11. Ordering prescriptions online as a worker is an excellent service**

**12. Sometimes it is embarrassing being asked what the reason for the appointment is when there is a room full of people and there is not enough confidentiality (x2)**

This point has been raised previously. The reason why the question is asked is to ensure that you are not wasting both yours and the clinicians time by seeing the wrong person; as different clinicians deal with certain things that others cannot.

The other reason is that it is asked in the open surgery in the morning is that our nurse, Lynn, triages the list based on the information entered on to the clinical appointments system. As Lynn can prescribe certain medications, she can sometimes deal with the ailment faster so you do not have to wait as long to be treated.

We do however understand that you may not feel comfortable in stating your reason to the reception team, especially if the waiting room is not empty, which is why we always give the option for you to say that it is personal; and no further questions are asked.

**13. I think that if the Doctor wants to discuss results/ treatment of previous tested then appointments should be made available for this. Patients have already gone through the system with the problem and undergone hospital visits**

Thanks you for this suggestion, I will ensure that it is discussed at both the next Patient Participation Group meeting, as well as the next Senior Management meeting to discuss feasibility of this being actioned.

**14. Waiting during morning surgery can cause frustrations amongst patients and that is when people usually complain. Not sure of any way to help this though. Some people do not have the option to go and come back and I have waited two hours on my last visit**

**15. The service continues to be of both an excellent and high standard**