

MARPLE COTTAGE SURGERY

Marple Cottage Surgery Patient Questionnaire Results 2011-2012

Please find below summary of results from Patient Questionnaire campaign
November 2011 – February 2012.

Total number of respondents: 319

187 completed online questionnaires

132 completed paper copies in practice or returned by post

Notes:

In most cases tables will show both number of respondents and percentage of responses.

Not all questions were answered.

*Where comparable questions were asked in a poll conducted via **MORI survey*** (January 10 – December 2010) the comparative results are shown via bar chart.*

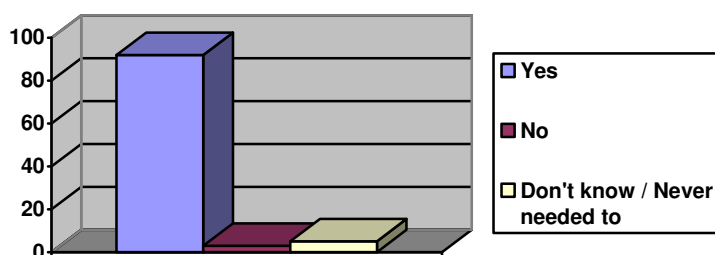
** Department of Health national postal survey conducted throughout the year*

Getting an appointment

**Q1. Think about the last time you tried to see a doctor fairly quickly.
Were you able to see a doctor on the same day or in the next 2 weekdays the practice was open?**

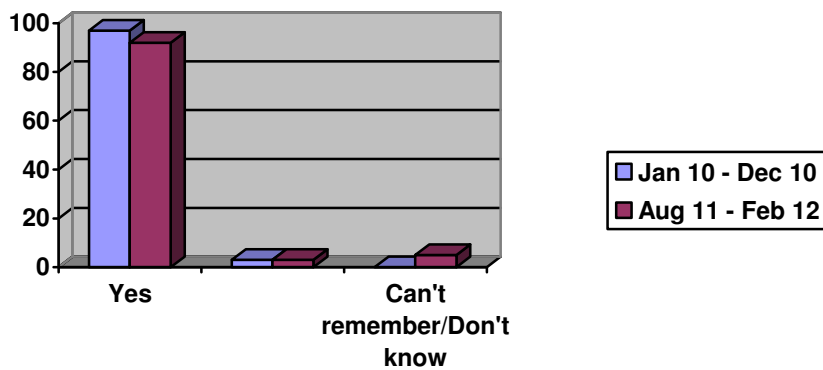
	No. of responses	% total of responses
Yes	293	92%
No	10	3%
Don't know / Never needed to	16	5%

% of respondents



Comparison against MORI survey (2010; Department of Health national postal survey)

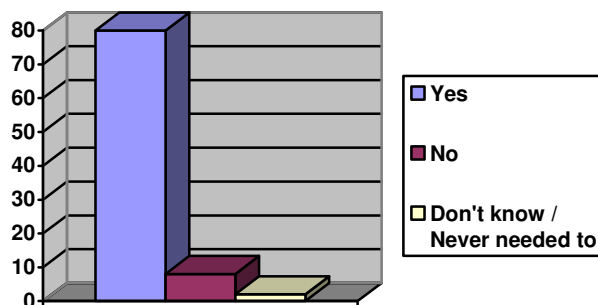
% of respondents



Q2. Last time you tried to, were you able to get an appointment needed with a doctor more than 2 full weekdays in advance?

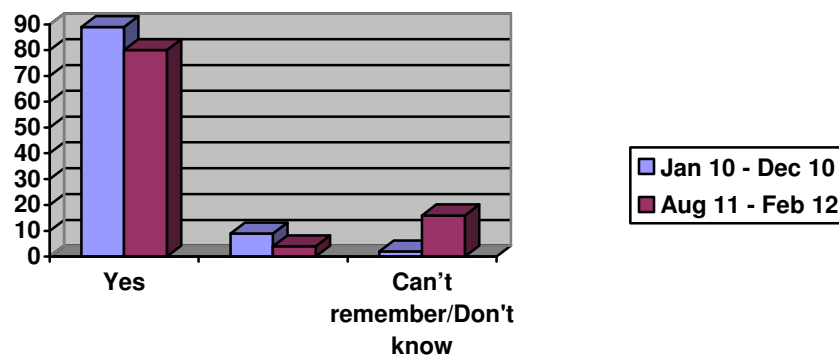
	No. of responses	% total of responses
Yes	252	80%
No	13	4%
Don't know / Never needed to	52	16%

% of respondents



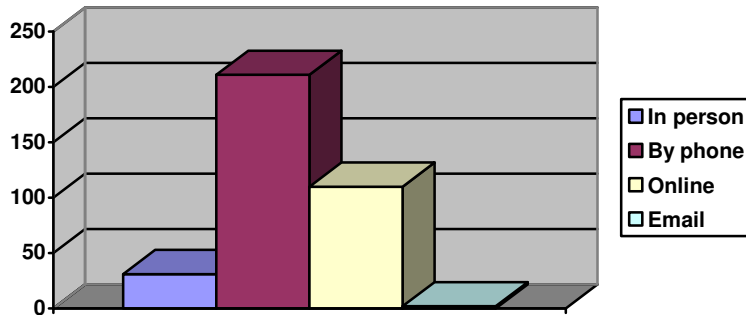
Comparison against MORI survey (2010)

% of respondents



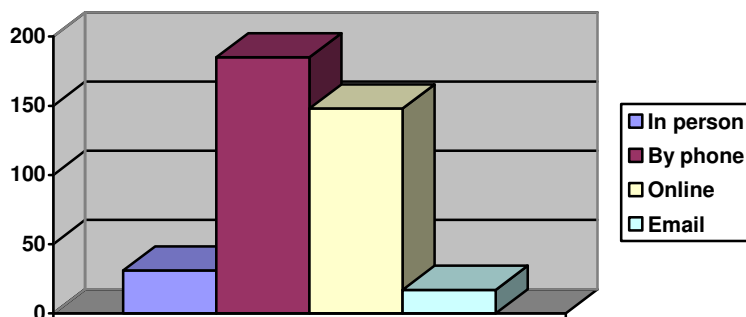
Q3. How do you normally book your appointments to see a doctor or nurse at the practice?

Multiple answers	No. of responses
In person	31
By phone	211
Online	110
Email	2



Q4. Which of the following methods would you PREFER to use to book appointments at the practice?

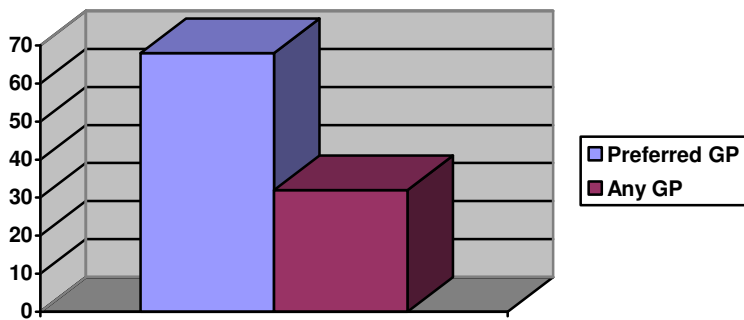
Multiple answers	No. of responses
In person	31
By phone	185
Online	148
Email	17



Q5. When booking an appointment do you have a PREFERRED GP or are you happy to see ANY GP?

	No. of responses	% total of responses
Preferred GP	218	68%
Any GP	102	32%

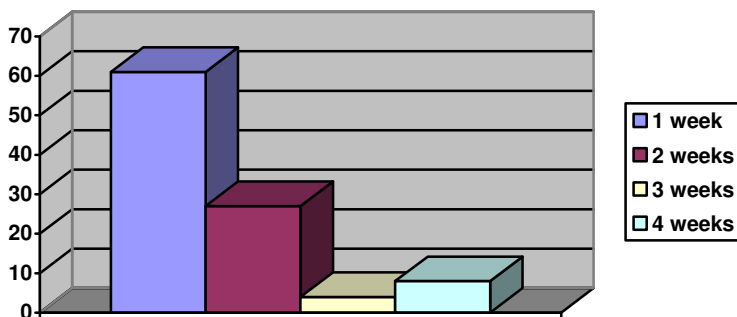
% of respondents



Q6. It is not always possible to see the same GP quickly (high demand for one GP is unsustainable; a GP can only see a finite number of patients each week). In your opinion how far ahead should someone be able to book ahead with the GP of their choice?

	No. of responses	% total of responses
1 week	195	61%
2 weeks	85	27%
3 weeks	13	4%
4 weeks	26	8%

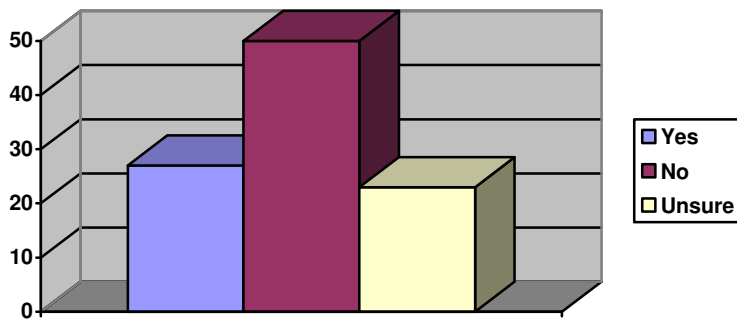
% of respondents



Q7. Some patients have suggested they would sometimes like to have “double” appointments ie 20mins instead of 10mins. Would you prefer longer appointments even if this meant that you were not able to get an appointment on the same or next day?

	No. of responses	% total of responses
Yes	85	27%
No	160	50%
Unsure	74	23%

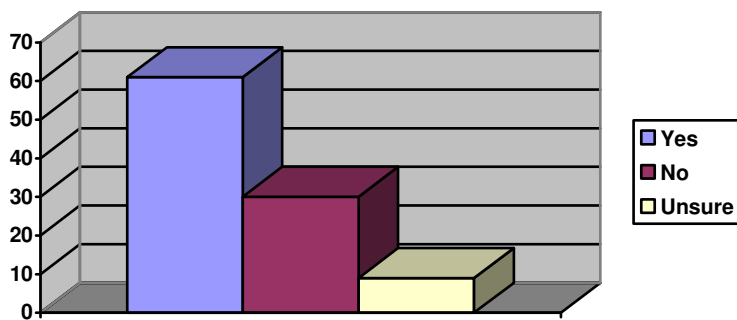
% of respondents



Q8. We currently have late evening appointments until 8pm on Tuesdays and Wednesdays. It has been suggested in the past that these appointments should be reserved only for working patients. Do you agree?

	No. of responses	% total of responses
Yes	194	61%
No	96	30%
Unsure	29	9%

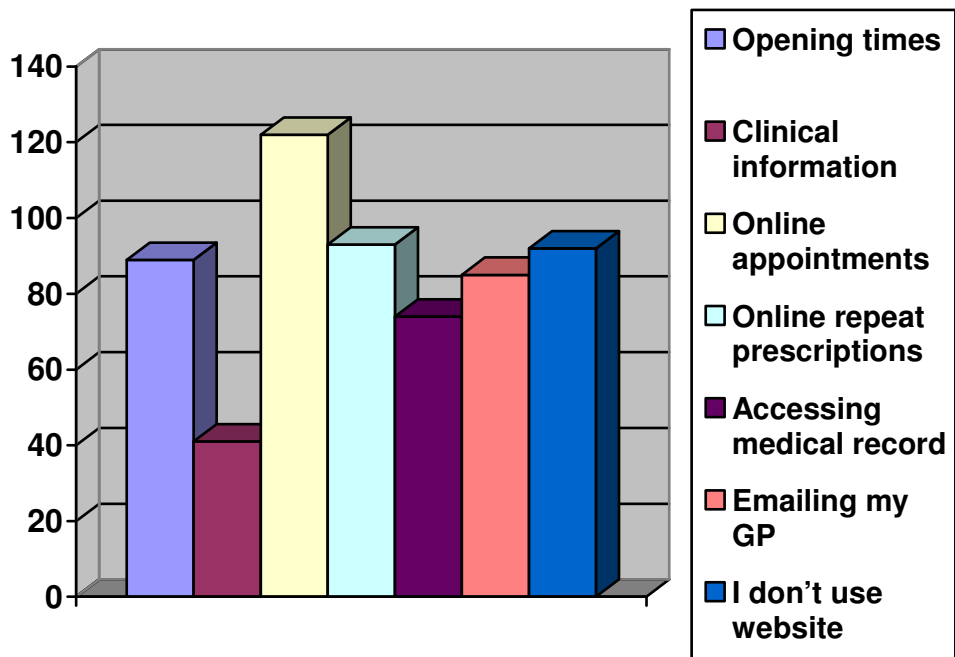
% of respondents



Online services

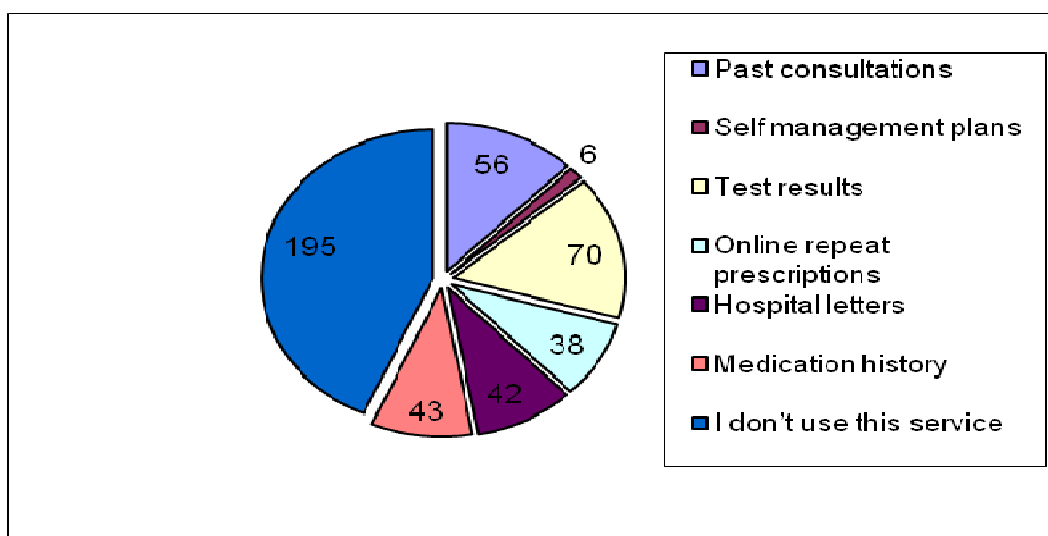
Q9. What do use the practice website for?

Multiple responses	No. of responses
Opening times	89
Clinical information	41
Online appointments	122
Online repeat prescriptions	93
Accessing medical records	74
Emailing your GP	85
I don't use the website	92



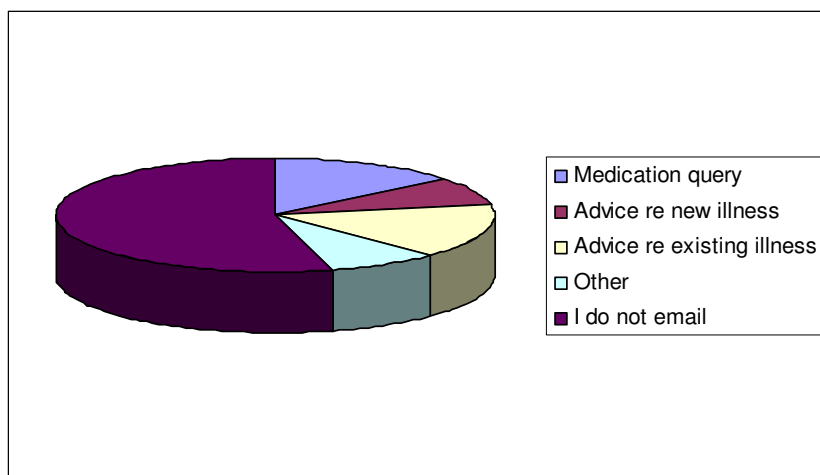
10. If you access your medical record online what do you look at?

Multiple responses	No. of responses
Past consultations	56
Self management plans	6
Test results	70
Online repeat prescriptions	38
Hospital letters	42
Medication history	43
I don't use this service	195



11. If you use the “email your doctor” service what is it for?

Multiple responses	No. of responses
Medication query	49
Advice re new illness	29
Advice re existing illness	53
Other	29
I do not email	190

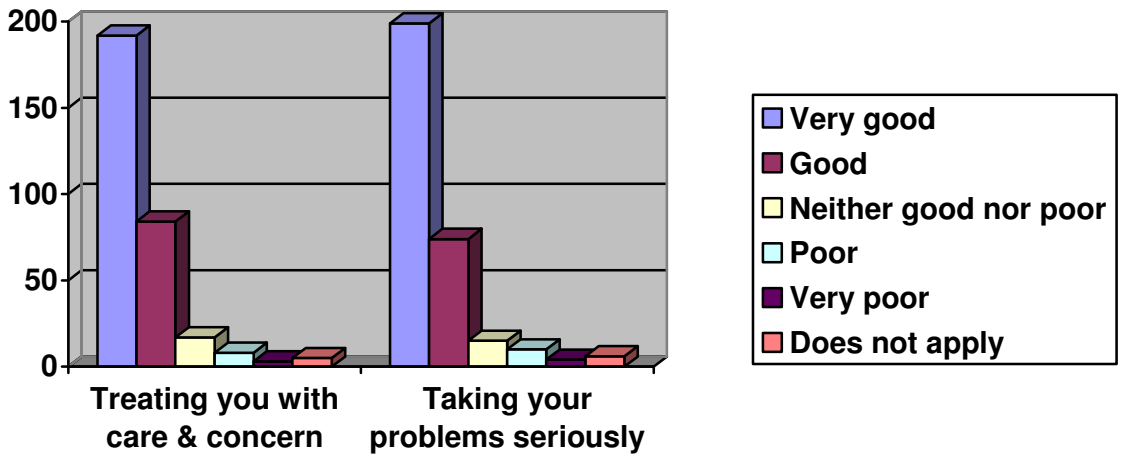
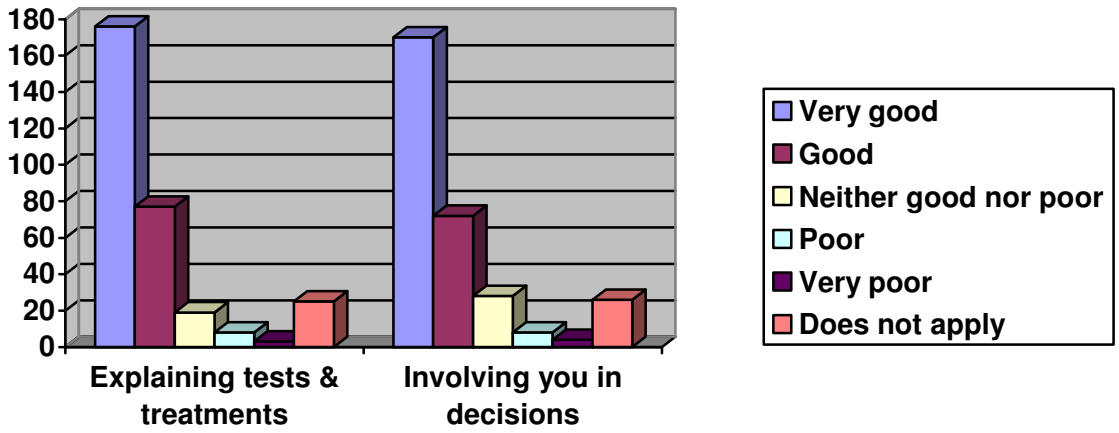
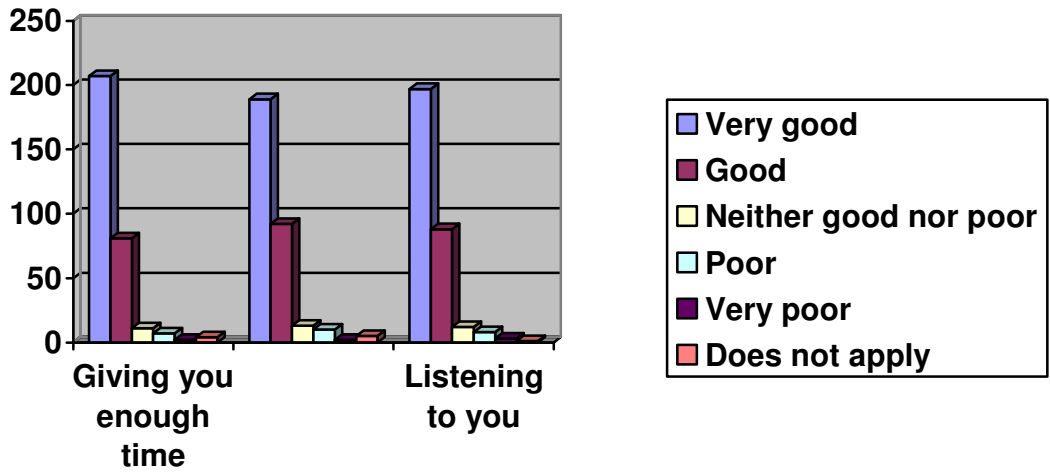


12. Last time you saw a doctor at the practice, how good was the doctor at:

No. of respondents

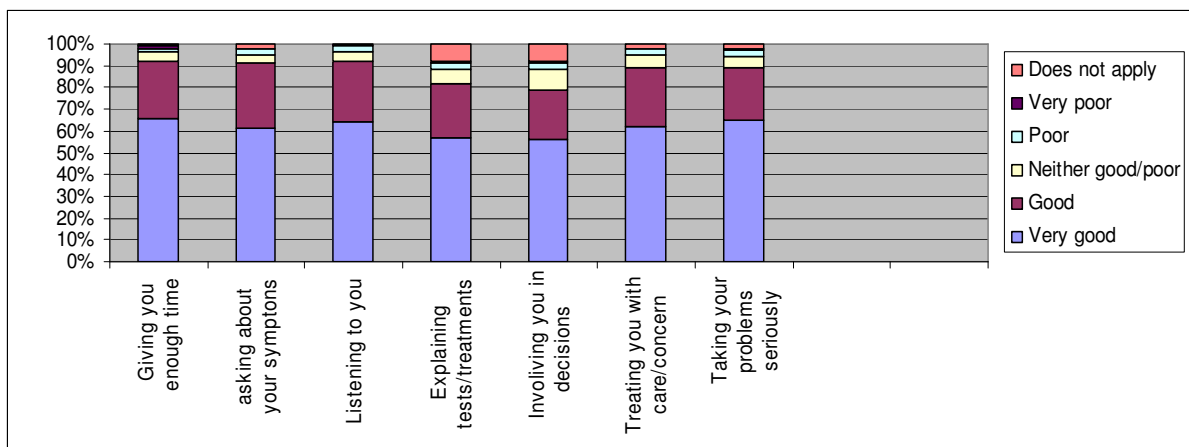
	Very good	Good	Neither good/poor	Poor	Very poor	Does not apply
Giving you enough time	207	81	11	7	2	4
asking about your symptoms	189	92	13	10	2	5
Listening to you	197	88	12	8	3	1
Explaining tests/treatments	176	77	19	8	3	0
Involving you in decisions	170	72	28	8	4	26
Treating you with care/concern	192	84	17	8	3	5
Taking your problems seriously	199	74	15	10	4	6

See graphs below



% of respondents	Very good	Good	Neither good/poor	Poor	Very poor	Does not apply
Giving you enough time (312)	66%	26%	4%	2%	1%	1%
asking about your symptoms (311)	61%	30%	4%	3%	0%	2%
Listening to you (309)	64%	28%	4%	3%	1%	0%
Explaining tests/treatments (308)	57%	25%	6%	3%	1%	8%
Involving you in decisions (308)	56%	23%	9%	3%	1%	8%
Treating you with care/concern (309)	62%	27%	6%	3%	0%	2%
Taking your problems seriously (308)	65%	24%	5%	3%	1%	2%

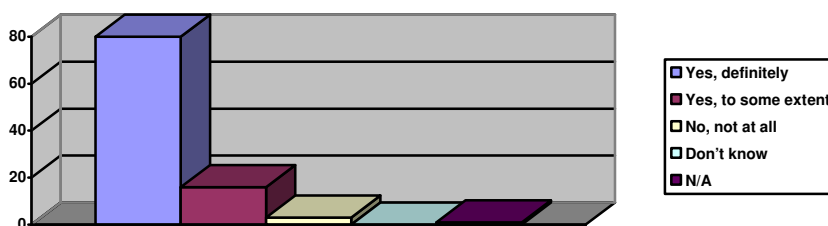
% of respondents



13. Thinking about the last time you saw a doctor at the practice did you have confidence in the doctor?

	No. of responses	% total of responses
Yes, definitely	250	80%
Yes, to some extent	49	16%
No, not at all	8	3%
Don't know, can't say	2	0%
N/A	3	1%

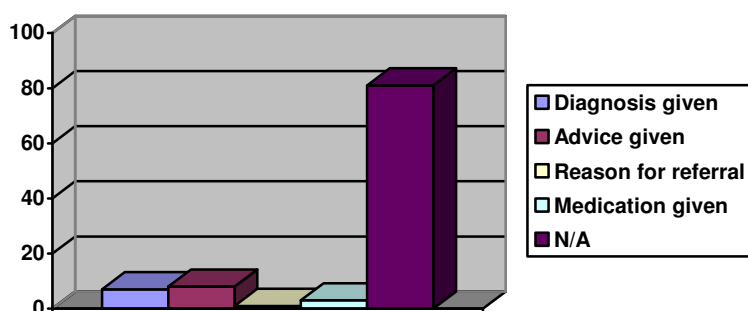
% of respondents



14. Was there anything you did not understand from the consultation?

	No. of responses	% total of responses
Diagnosis given	22	7%
Advice given	27	8%
Reason for referral	1	1%
Medication given	9	3%
N/A	259	81%

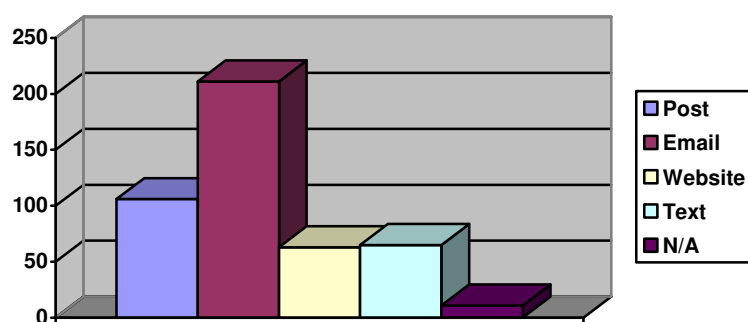
% of respondents



Improvement initiatives

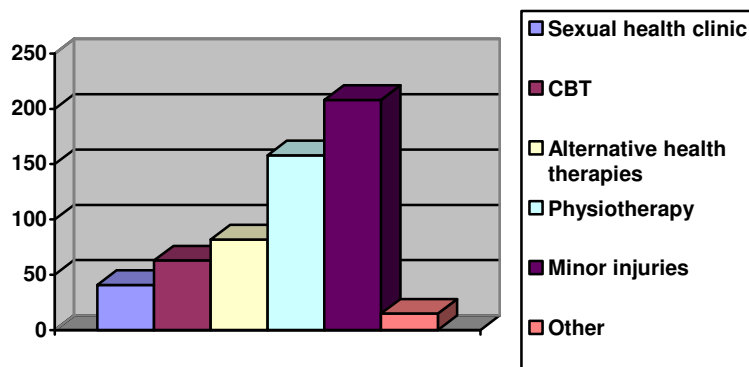
15. How do you want the practice to communicate / share information with you?

Multiple responses	No. of responses
Post	106
Email	211
Website	63
Text	65
N/A	11



16. Marple Cottage already provides a number of additional services e.g. Minor surgery, 24hr BP monitoring, ECG tests, etc. Which of the following services would you like to see provided at the practice?

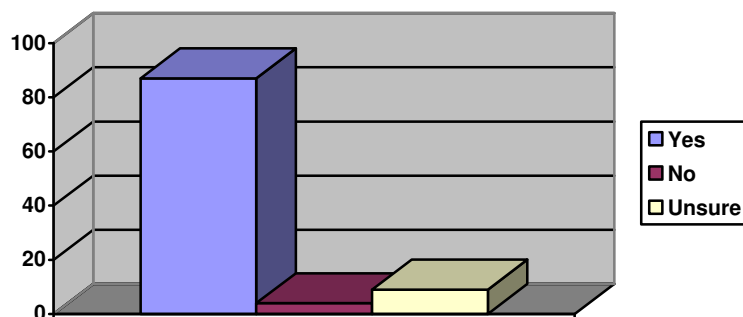
Multiple responses	No. of responses
Sexual health clinic	41
CBT	63
Alternative health therapies	82
Physiotherapy	158
Minor injuries service (instead of A&E)	208
Other	15



17. We are looking to send letters to patients via email rather than post (only to patients with email addresses!). Are you in support of this initiative?

	No. of responses	% total of responses
Yes	251	87%
No	12	%
Unsure	25	9%

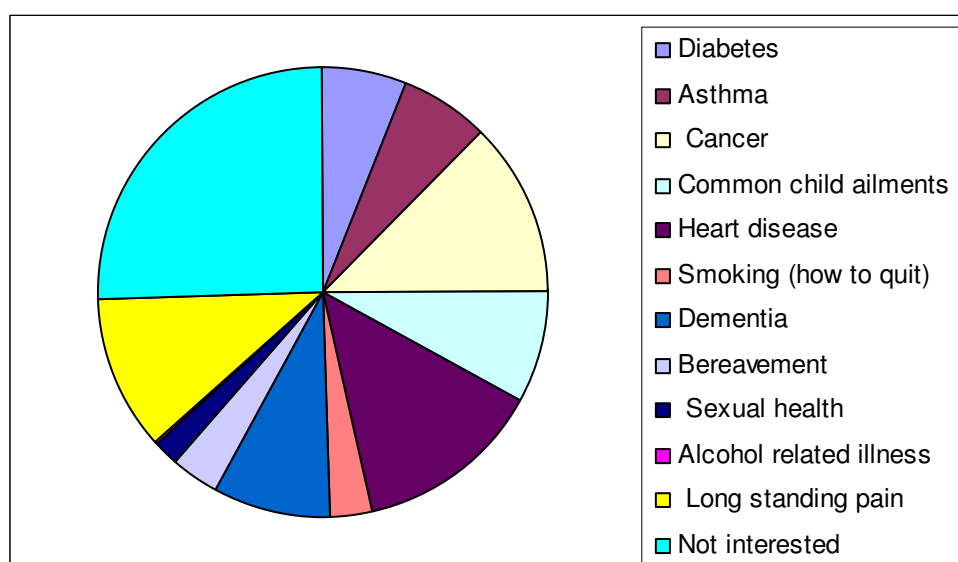
% of respondents



18. **Marple Cottage Patient Forum** have been proactively involved in organising health promotion events at the practice. Which health promotional events would you be likely to attend

Multiple responses	No. of responses
Diabetes	28
Asthma	29
Cancer	57
Common child ailments	36
Heart disease	60
Smoking (how to quit)	15
Dementia	37
Bereavement	17
Sexual health	7
Alcohol related illness	1
Long standing pain	51
Not interested	116

No. of respondents

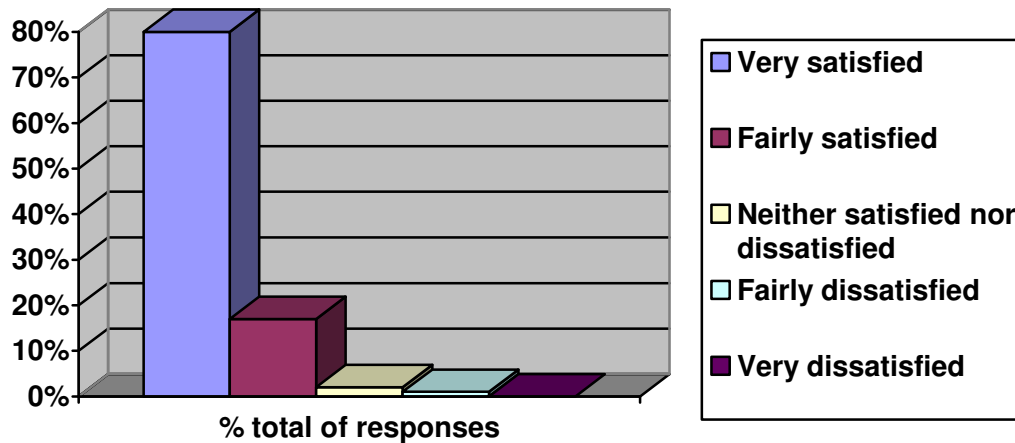


Overall satisfaction

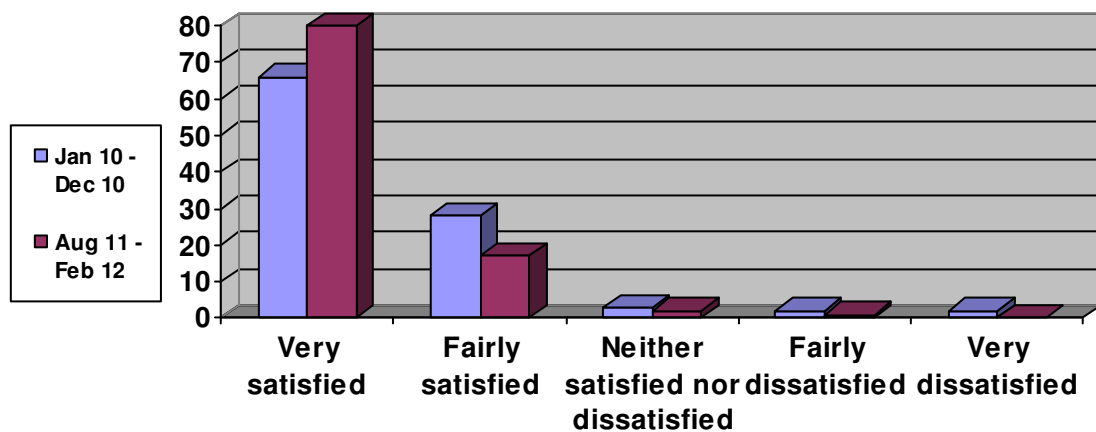
19. In general, how satisfied are you with the overall service you get at Marple Cottage Surgery?

	No. of responses	% total of responses
Very satisfied	251	80%
Fairly satisfied	54	17%
Neither satisfied nor dissatisfied	5	2%
Fairly dissatisfied	2	1%
Very dissatisfied	0	0%

Overall satisfaction - % of respondents



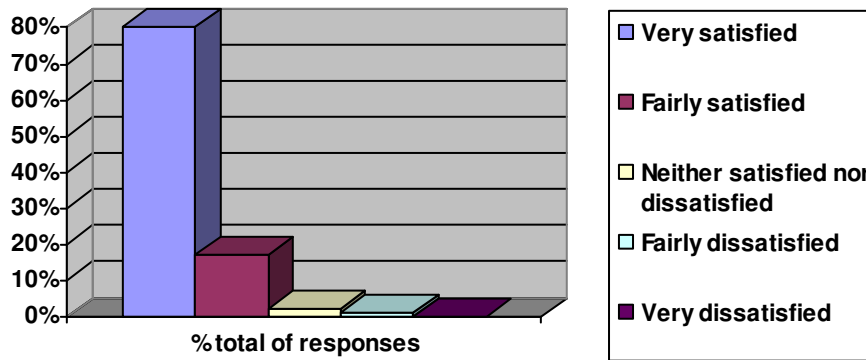
Comparison against MORI survey (2010)
% of respondents



These results show an increase in number of patients rating their overall satisfaction as “Very satisfied”, with a 3% increase to 97% satisfaction for patients rating satisfaction as ‘Very Satisfied’ or ‘Fairly satisfied’.

20. Would you recommend Marple Cottage surgery to someone who has just moved to the local area?

	No. of responses	% total of responses
Yes, definitely	248	80%
Yes, probably	54	17%
Not sure	6	2%
No, probably not	5	1%
No, definitely not	0	0%



21. What do you think would help to improve the service / patient experience at Marple Cottage Surgery?

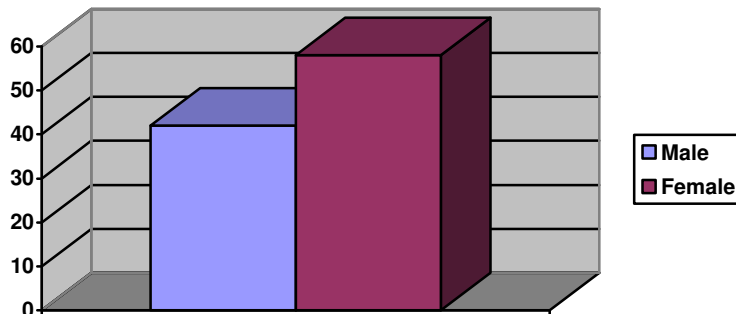
See appendix A

Demographics

22. Are you male or female

	No. of responses	% total of responses
Male	133	42%
Female	186	58%

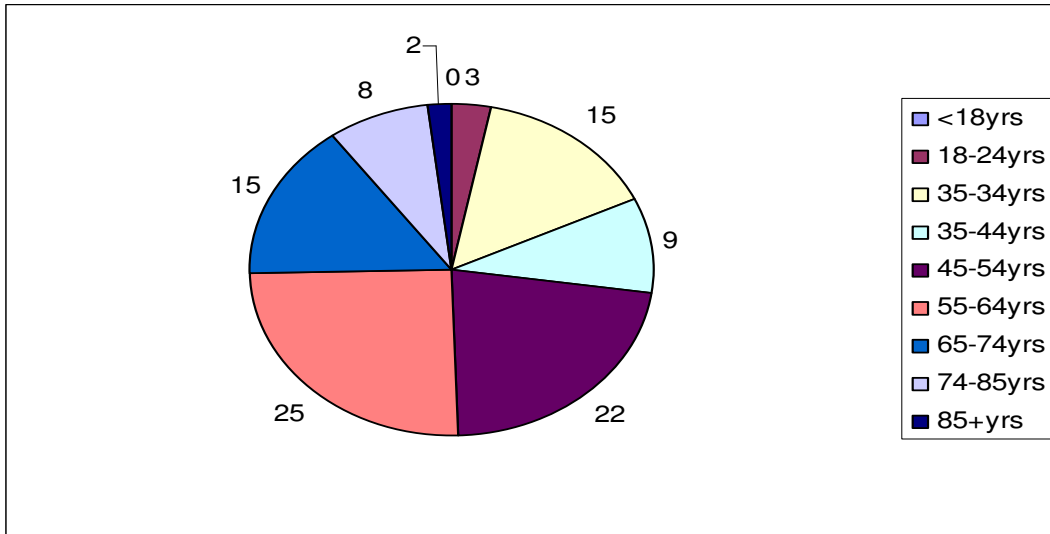
% of respondents



23. How old are you?

	No. of responses	% total of responses
<18yrs	1	0%
18-24yrs	8	3%
25-34yrs	47	15%
35-44yrs	30	9%
45-54yrs	71	22%
55-64yrs	81	25%
65-74yrs	49	15%
74-85yrs	27	8%
85yr & over	5	2%

Age - % of respondents



Appendix A

Q21 What do you think would help improve the service / patient experience at Marple Cottage Surgery?

Individual patient comments (anonymised and unedited) with practice responses (when appropriate)

Feedback / praise

Marple Cottage Surgery is undoubtedly the best in the area. Patients are seen usually within 24hours and possibly 'same day'. This practice has improved year on year over the last 10 years

Nothing. Marple Cottage is fantastic. I wish my past doctors surgeries were more like this.

So far so good

Can't think of anything better than how I personally have been treated

I've thought hard about this and the only thing I can come up with is a wider range of magazines!

Carry on as present. Great service

Customer Service / Patient experience

Only been patient short while but very pleased with all aspects. Very professional

I think the service we get is very good

I am happy with every aspect of the surgery

Difficult! Always receive excellent service

I cannot see the need for any change in anyway to the way the surgery is already managed

I cannot speak highly enough about our practice. When I hear of people out of the district having to phone every day at 8am to get an appointment lottery. Excellent staff attitude at reception. Helpful on phone.

I've always been happy with the service at this surgery

Everything satisfactory at present

Practice response:

Thank you. Positive feedback as above really gives the whole team a real boost.

Customer service / patient experience

Better phone service ie dislike answer machine as think I will not get a reply.

Faster answering of the phone

Speed of answering the phone.

Practice Response: We implemented a telephone demand analysis project in December 2011 to assess the volume of calls. We found an overall increase in telephone calls and have increased number of staff available to answer calls during peak hours e.g. 8.30 – 11:30.

However we are now analysing the type of call e.g. appointment request, query etc. Obviously the more patients who use alternative means of communication with the practice e.g. email, online appointment booking etc, the less telephone calls we receive and the faster we can answer the telephone.

Not all the reception staff are easy to deal with. Some are excellent and very helpful. There are a couple who lack skills in dealing with the general public.

Practice response: We aim to provide a professional and efficient service for all patients, and invest resources in weekly training for the reception team. Customer service is an important part of the training, but unlike some sectors e.g. retail, we can't operate a "customer is always right" policy as we simply are bound by rules and policies e.g. confidentiality, that make this untenable. Nevertheless we will always do our best to help.

A interesting article regarding GP receptionists can be found at the following link: <http://www.dailymail.co.uk/health/article-2081457/There-good-reason-GP-receptionists-grumpy.html>

Staff should ask if patients have any difficulties climbing stairs before booking appointments with doctors on 1st floor.

Practice response: this has been fed back to reception team to implement

In my experience only, that when the Doctor/Nurse you should be seeing has gone home ill etc. that you are not obliged to see another Doctor in place of, as the replacement Doctor maybe one you find rude and generally unpleasant.

For patients to be informed if a gp is running late

Practice response: We do have a policy to inform patients if a doctor is running late, but sometimes this is not equitably applied e.g. patient arriving at the practice may be informed but patient already in the waiting room may not be updated as reception team busy answering phones. We will try to improve this.

Within Cottage, I remain unconvinced about the level of privacy when patients are at reception. Receptionists are open, naturally courteous and tactful, but I would pity-say- the deaf old patient wishing to convey and receive information on haemorrhoids. Nevertheless Cottage is far and away the best practice we have ever been with!

Practice response: Privacy and confidentiality are important to us. We have, with the advice/support of the Patient Forum, implemented initiatives to help improve this such as installing a privacy screen between reception and the waiting area, and playing music in the waiting rooms so that conversations at the desk are less easy to hear.

However, there is always the possibility that the person at the desk may be overheard by either the patient who is also being dealt with at the desk (we have two receptionists at the reception to avoid queues) and / or someone waiting to be dealt with at reception.

We have posters on the reception desk advising that patients can request to speak to someone in a private room if necessary and we have a policy that reception will, whilst on the telephone, avoid identifying patient details.

Any other practicable suggestions would be welcome.

The email Newsletter has been very helpful and so is this questionnaire. I am becoming aware of services which I did not realize were provided, so more publicity of what is on offer would be good. If one is lucky enough not to visit the surgery often then one can miss out on information. The Newsletter is helpful in giving info. I did not realize that minor surgery was available...more details please.

Email communication. Newsletter, maybe quarterly, updating / reminding patients of Services available at MCS.

Practice response: We intend to continue the quarterly newsletter.

Tea and biscuits

Practice response: That would be nice! Custard Creams or Rich Tea??

More toys/book for children when waiting to see a doctor

Practice response: we limit the number of books /toys at the practice as it is difficult to adhere to specific health and safety and infection control rules.

Operational

My only concern is the practice does not become a "victim of it's own success" and is able to cope with the demand of additional patients. In particular the ability to obtain an appointment within a day of asking for an appointment

More evening appointments.

Practice response: Around 20% of our GP appointments are after 17:00, and we run two evening surgeries on Tuesday and Wednesday until 20:00.

Should be able to apply to make appointments, etc. online rather than completing a form

Practice response: Online appointments are available, but one must register to use the service.

Midwife running evening clinics too

Practice response: The midwife service is managed by Stockport Foundation Trust rather than the practice but we will ensure this message is passed on

Change horrible 'beep' in waiting room to something less strident

I couldn't get nurse appointment online and couldn't get a late appointment so had to have time off work which loses me money.

Practice response: We acknowledge the benefit of evening nurse appointments and piloted a scheme offering these and Saturday mornings. We stopped the service as the demand was lower than during the normal working hours but we will review this again. (Note: Nurse appointments are not available to book online. We have raised this for many years with the Clinical Supplier who manages the online booking system but it has never been developed).

Double appointments to go through test results from stepping hill. Counselling , History reviews, future health issues, fitness

Re. question 7, the option of longer appointment times when necessary. Maintain a balance of male & female GP's available daily.

I think that double appointment times would reduce the waiting time when patients over run - however these may not be required and time wasted... Unfortunately patients do not always know how long their consultation may take and may over/under estimate time required.

Practice response: We intend to pilot longer appointments as per post questionnaire action plan

When positive results from hospital lab test are received they should be replayed to patient – not just bad news

Practice response: It is unfeasible to contact all patients with all test results in terms of the necessary time / resources required. Our policy is to contact patients with blood test results when action is required. This procedure should be discussed with patients at the time of the blood test and what action, if any, is required if the test results are normal. If the results show

Longer appointments – ie not feeling “rushed” when speaking to a doctor.

Easier access to preferred doctor, longer appointments

Quicker email replies

Practice response: We intend to respond to emails within 24 hours. If your query is more urgent we suggest ringing the practice

Saturday morning appointments are good for employed patients

Email is good to communicate with doctor but also a phone consultation may work sometimes.

Being able to get a repeat prescription on the spot instead of having to leave the request and come back 2 day later to collect it (I keep forgetting to come back on time!)

Practice response: GPs are required to check a prescription request before signing, to assess usage etc. This takes times, and consequently it is not possible to have prescription signed “on the spot”

Prescriptions available over the phone.

Practice response: Many years ago we stopped accepting medication requests over the phone (as did many practices) as it is clinical unsafe, and also causes delays in answering the telephone. We have implemented numerous alternatives including email, fax, online, pharmacy to request on patient behalf

The only comment that I could make is the recent decision not to allow prescriptions to be for more than one month. If patients are on medication which is for long term use even if these could be made for 3months it would be financially benefit patients.

Practice response: Unfortunately this is a government policy that all prescriptions should only be issued for 1 month at a time. One of the reasons for this is to avoid stockpiling and wastage of medicines.

Patients over 60 do not pay for prescriptions and we are happy to issue a batch prescription for 6x1 month prescriptions to be stored at the pharmacy of your choice which can be dispensed as required.

For patients under 60 although there would be a prescription cost each month it is possible to buy a pre-payment certificate to reduce the overall cost.

Premises

Install screen in area near nurses room to inform when it is there turn as some people sit there when other part of waiting room near reception is busy.

Install screens providing health information in waiting areas

Practice response: At present we do not having funding to install new call waiting systems

Provide a better range of information booklets such as Arthritis UK

More privacy at the reception desk,

more privacy at reception

Better Disabled Access

Practice response: At present the entrance from Church Street is our DDA compliant access. We would like to improve access from the car park and have bid for funding in January 2012.

Better parking facilities - possibly parking in Conservative Club?

As to patient experience the waiting area is very sterile and there is little privacy at the reception area.

A free drinks machine so when they are running late at least you can get a drink.

Coffee machine!!

Newspapers rather than predominantly female orientated magazines

more boards calling next patient in, rather than doctor having to come out of room

Better access to upstairs,

Installation of a lift to access the upper floor

Practice response: We did investigate the feasibility of a lift but it was deemed very difficult due to the layout of the building, and very expensive.

Consequently we ensure a room on the ground floor is available if a patient finds it difficult to go upstairs.

Clinical

Results of CVS should be communicated to the patient in all cases rather than by exception.

Increased emphasis on allowing patients to manage their own medical conditions

More emphasis on listening and interacting with the patient before turning to the computer screen.

Appreciation that some patients are deaf when calling for the next patient ... especially for flu jabs when the waiting room can be noisy.

Undoubtedly all the minor stuff that take patients to Stepping Hill for tedious journeys and long waits there would far better done in a joint centre for all Marple GPs here. Sometimes of course the initial consultation would still lead to immediate referral to the hospital.

More awareness of all staff re ME / CFS it's diagnosis/management and local support available for patients. Please can Stockport ME group display information?

Need to improve understanding of and ability to support people with mental health issues. More around lifestyle support to improve the health and well being of patients in terms of diet, physical activity and a broader range of psychological interventions not just cbt.

Issue prescriptions for more than one month at a time for patients who need to take the medication and will not waist the tablets

More fully qualified GPs. I feel that inexperienced doctors are not always satisfactory.

Continuity of GP's available. Availability of Senior GP's.

I tend to see a different doctor each time I visit, so I don't feel able to build a doctor/patient relationship, and if it is for the same problem, I have to explain again.

Also different doctors can give different advice re the same problem which can be confusing.

Practice response: All of the above have been taken to Clinical Team Focus Meeting for discussion / consideration.