**PALATINE GROUP PRACTICE**

**2014. Survey Analysis – PRG Report**

**Background**

The Patient Representative Group (PRG) members altered slightly this year - all active members were contacted and asked to let me know if they wished to be removed from the group, this coupled with some patients who have now left the practice means we now have 18 members in our group which we felt was an adequate number to proceed. Communication with the PRG is via email, and telephone (all members were given direct access to Practice Managers telephone number).

The demographics of those recruited were as representative as possible given the volunteers available.

**Survey**

**From 1st Draft to Final agreed Survey**

It was the intention to cover the following topics

* Information sharing
* Communication – getting through to the Practice by phone, and helpfulness of call handler
* Experience at last appointment
* Medical tests and results reporting
* Prescribing
* Gathering opinion on our status as a Training Practice.
* Overall satisfaction
* Demographics

The 1st draft of the survey was emailed to PRG and comments and ideas were invited. The PRG were asked if they felt questions were fair and unbiased and if there were any additional area’s they would like addressed.

This resulted in including some additional questions and some re-wording of the 1st draft.

The finalised survey was handed our randomly at Reception desk over a number of days. 190 responses were collected.

The results were then entered into an online survey toolkit to analyse. The results and outcomes are shown below :-

**Survey Results 2014**

**Question 1**

|  |
| --- |
| **I am completing this survey on behalf of** |
| **Answer Options** | **Response Percent** | **Response Count** |
| self | 95.7% | 180 |
| minor in my care | 2.1% | 4 |
| adult that I care for | 2.1% | 4 |
| ***answered question*** | **188** |
| ***skipped question*** | **2** |

**Question 2**

|  |
| --- |
| **Approximately how often have you contacted this Practice in the last 12 months (either for yourself or for someone you look after)** |
| **Answer Options** | **Response Percent** | **Response Count** |
| Once | 6.5% | 12 |
| 2-4 times | 40.5% | 75 |
| 5-10 times | 33.5% | 62 |
| more than 10 times | 15.1% | 28 |
| can't remember | 4.3% | 8 |
| ***answered question*** | **185** |
| ***skipped question*** | **5** |

**Question 3**

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| --- |
| **Thinking of the last time you contacted this practice by phone, how easy was it for you to get through?** |
| **Answer Options** | **Response Percent** | **Response Count** |
| Very easy | 39.9% | 75 |
| Fairly easy | 51.1% | 96 |
| Not easy | 7.4% | 14 |
| I haven't tried to phone | 1.1% | 2 |
| Can't remember/don't know | 0.5% | 1 |
| ***answered question*** | **188** |
| ***skipped question*** | **2** |

91% of patients find it fairly or very easy to get through to the Practice. It could be assumed that in the morning, typically our busiest time of the day may result in difficulty in getting through; however it is our policy that all ‘back office’ staff regardless of their duties prioritise answering the phones from 8.30 – 9.30 or until such times as demand decreases.

**Question 4**

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| **Thinking of the last time you phoned the Practice, how helpful was the person who answered the phone** |
| **Answer Options** | **Response Percent** | **Response Count** |
| Very helpful | 85.1% | 160 |
| Fairly helpful | 13.3% | 25 |
| Not very helpful | 1.1% | 2 |
| Not at all helpful | 0.0% | 0 |
| Can't remember/don't know | 0.5% | 1 |
| ***answered question*** | **188** |
| ***skipped question*** | **2** |

98.9% of patients find our call handlers either fairly or very helpful.

**Patients were invited to leave any comments regarding Question 4:**

|  |
| --- |
| Difficult to get through first thing |
| I wanted a repeat prescription, the receptionist got me an appointment for same day instead, I called at 9.40 am so was pleased to get an appointment same day. |
| receptionists are always polite and kind and don’t waste time helping you |
| Very, very helpful always |
| I was advised to take action on describing my problem; the advice was clear and logical - very grateful. |
| staff are always helpful and polite |
| everyone has been more than helpful to me, a big thank you to them all |
| always very helpful courteous, good listeners, easy quick to get through |
| no problem at all |
| no complaints whatsoever |
| you need a second number |
| Have always found reception staff helpful and caring. |
| All staff are always very helpful |
| Reception staff are always friendly cheerful + helpful. Never had any other response than this. |
| staff always try to get me an appointment that suits, especially when my children need to be seen |
| reception is always very helpful |
| Response from receptionists is mixed; some are very helpful, some can be very terse and make you feel that they're doing you a favour; mostly helpful. |
| the new receptionists and remaining old receptionists are lovely and helpful |
| Person answering sounded very rushed and hung up before I could ask a second question. |
| receptionist staff are always helpful and very kind |
| I did not want an appointment to save space for someone else so asked for a call back; polite staff and very helpful |
| always polite and helpful |
| 1st class |
| The first person I spoke to was ok but not very accommodating even after i explained what was required. Second person was good and very helpful. |
| Staff are always helpful and polite |
| Has improved from years past when person was very unfit |
| It would be good to ask what the appointment relates to so the Doctors have a better idea beforehand; would help with timing too. |
| More than 10 minutes for an appointment; approx. 20 minutes required |
| Sometime I have in the past had to explain my symptoms over the phone which on occasion I haven’t liked. |
| Excellent care, also obtain an appointment really quickly |

Findings - We gratefully acknowledge the largely positive feedback, however we are disappointed by one or two negative comments, we always strive for 100% positive feedback in this area so any negative comments will be discussed at annual appraisals coming up soon.

**Question 5**

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| **Have you seen a doctor/nurse (clinician) in the last 12 months? Please answer this question about your last consultation specifically: (how much do you agree or disagree with each of the following)** |
| **Answer Options** | **Strongly agree** | **Agree** | **Neither agree nor disagree** | **Disagree** | **Strongly disagree** | **Response Count** |
| The clinician listened to me | 109 | 60 | 3 | 0 | 1 | 173 |
| I felt that the clinician had all the information needed to treat me | 95 | 61 | 8 | 6 | 0 | 170 |
| The clinician took account of the things that matter to me | 93 | 61 | 10 | 3 | 0 | 167 |
| The clinician talked in a way that helped me understand my condition and treatment | 105 | 50 | 10 | 2 | 1 | 168 |
| I feel confident in the clinician's ability to treat me | 104 | 52 | 11 | 1 | 1 | 169 |
| I had enough time with the clinician | 104 | 55 | 4 | 4 | 0 | 167 |
| ***answered question*** | **173** |
| ***skipped question*** | **17** |

**Question 6**

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| **Thinking about the last time you had a blood test, x-ray or any other test arranged, how much do you agree or disagree with the following:** |
| **Answer Options** | **Strongly agree** | **Agree** | **Neither agree nor disagree** | **Disagree** | **Strongly disagree** | **I haven't had any tests arranged** | **Response Count** |
| It was explained to me why a test was needed | 91 | 57 | 3 | 2 | 0 | 12 | 165 |
| It was explained to me that I was responsible for contacting the Practice for my result  | 71 | 55 | 11 | 10 | 3 | 12 | 162 |
| The results were explained to me in a way I could understand | 74 | 58 | 8 | 2 | 1 | 14 | 157 |
| ***answered question*** | **165** |
| ***skipped question*** | **25** |

Findings – We have devised a note that will be given to anyone who is being referred for

any tests to remind them to call for result, these findings will be communicated to all

Clinicians, so that improvements can be considered.

**Question 7**

|  |
| --- |
| **Thinking about the last time you were prescribed medicines, how much do you agree or disagree with the following** |
| **Answer Options** | **Strongly agree** | **Agree** | **Neither agree nor disagree** | **Disagree** | **Strongly disagree** | **I haven't been prescribed any medicines** | **Response Count** |
| It was easy enough for me to get my medicines | 97 | 66 | 5 | 6 | 1 | 7 | 182 |
| I knew enough about what my medicines were for | 108 | 58 | 4 | 0 | 0 | 7 | 177 |
| I knew enough about how and when to take my medicines | 114 | 55 | 2 | 0 | 0 | 7 | 178 |
| I knew enough about possible side effects of my medicines | 84 | 50 | 26 | 6 | 0 | 9 | 175 |
| I would know what to do if I had any problems with my medicines | 89 | 63 | 12 | 4 | 1 | 8 | 177 |
| I took my medicines as I was directed to | 103 | 59 | 5 | 1 | 0 | 7 | 175 |
| ***answered question*** | **182** |
| ***skipped question*** | **8** |

These findings will be communicated to all Clinicians so that improvements can be

considered.

**Question 8**

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| --- |
| **Did you know that we are a certified "Training Practice" that teaches GP Specialist trainees (doctors who have decided to become GP's)** |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes | 36.7% | 69 |
| No | 63.3% | 119 |
| ***answered question*** | **188** |
| ***skipped question*** | **2** |

**Question 9**

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| **Did you know that we also provide 4 week placements for 5th year medical students? (we provide a valuable insight into what becoming a GP is like, the 5th year medical student spends time observing the doctors, nurses and staff at work and also see some patients under close mentoring conditions with one of the doctors)** |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes | 24.9% | 46 |
| No | 75.1% | 139 |
| ***answered question*** | **185** |
| ***skipped question*** | **5** |

**Question 10**

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| --- |
| **Would you be happy to have the 5th year medical student observing your consultation with the doctor or nurse?** |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes | 61.0% | 114 |
| No | 9.6% | 18 |
| Maybe depending on my symptoms | 29.4% | 55 |
| ***answered question*** | **187** |
| ***skipped question*** | **3** |

**Question 11**

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| --- |
| **Would you be happy to attend whereby you would initially see the 5th year medical student on their own (at the end of the consultation you would be fully assessed by a mentoring doctor)** |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes | 50.3% | 93 |
| No | 14.6% | 27 |
| Maybe depending on my symptoms | 35.1% | 65 |
| ***answered question*** | **185** |
| ***skipped question*** | **5** |

Questions 8 to 11 (inclusive) were set to gather data to surrounding patient awareness regarding our ‘Training Practice’ status. The results show we should look at educating as many patients as possible. Although already detailed in the practice leaflet, we will also undergo an awareness campaign, to involve posters, flyers, to ensure up to date

information on the website (website undergoing major revamp currently), next newsletter

to focus primarily on this subject.

**Question 12**

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| **In general, how satisfied are you with the care and services Palatine Group Practice provides** |
| **Answer Options** | **Response Percent** | **Response Count** |
| Completely Satisfied | 50.8% | 95 |
| Very satisfied | 35.3% | 66 |
| Fairly satisfied | 10.2% | 19 |
| Neutral | 1.6% | 3 |
| Fairly dissatisfied | 1.1% | 2 |
| Very dissatisfied | 1.1% | 2 |
| ***answered question*** | **187** |
| ***skipped question*** | **3** |

Findings – very encouraging to know that overall satisfaction is 96%

**Question 13**

|  |
| --- |
| **Would you recommend Palatine Group Practice to someone who has just moved to the area?** |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes definitely | 66.1% | 125 |
| Yes probably | 26.5% | 50 |
| Not sure | 5.3% | 10 |
| Probably not | 1.1% | 2 |
| Definitely not | 1.1% | 2 |
| ***answered question*** | **189** |
| ***skipped question*** | **1** |

Findings – over 92% would recommend us to someone how moved to the area

**Question 14**

|  |  |
| --- | --- |
| **Any general comments. (patients were encouraged to be frank as survey anonymous however two comments were removed as were biased and unkind to a specific person/s and were very much minority opinion, or gave details of their own personal illnesses)** | **What can we do to help** |
| have to wait many days to see Dr Garvey | * We recognise that there can be a wait to see a named Doctor. If your Doctor specifically asks you to make a return appointment it is important that you book at reception on the way out, that way you can guarantee that your appointment is arranged for the time that best suits you.
* Emergency appointments are shared fairly amongst the Doctors so this will unfortunately mean that you may not get to see your Doctor of choice. The staff will however try to accommodate your Doctor of choice if at all possible,
* You can request a telephone consultation with your Doctor and the staff will put your Doctor of preference on your request, however again this is not always guaranteed (e.g. your Doctor of choice may not be available for telephone consultations due to other commitments, but someone will call you back)
 |
| sometimes it is hard to get an appointment with the same doctor |
| Continuity appears to be a problem. 1 problem 3 different doctors |
| the waiting time to get to see the doctor is totally unacceptable, I have had to wait 2 weeks or more than one occasion. |
| very difficult to get an appointment with named doctor |
| always delay in getting Dr Garvey but no difficulty if looking for anybody else |
| far too long to see the doctor |
| I find it difficult to make appointments, i have to ask my doctor weeks in advance |
| feel sometimes the waiting period to see your Dr of choice is too long |
| appointment system does seem difficult at times , The Doctors specifically asked to see my son on a particular day, but there was no appointments available, so I had to wait until the day, and take an emergency appointment - that can’t be right |
| difficult appointments with certain doctors |
| It would be nice to be able to have the same doctor with each appointment to have continuity. |
| Not always easy to get an appointment. |
| Long wait always to see Dr Garvey. As he knows my history i prefer to him but expect to have a 2 week wait if i need to. |
| Biggest problem is getting appointments. There is a usual two week or more wait unless you hassle for an emergency appointment. Appreciate that this is difficult to avoid especially if you want to stick with one clinician. |
| Difficulty getting a quick appointment with preferred Doctor; but usually another Doctor available. |
| Only problem is the waiting time and the lapse between ringing and getting an appointment with a doctor. |
| I sometime feel that it is difficult to get an appointment early enough that isn’t an emergency. Sometimes feel bad taking these appointments for an ear infection etc... |
|  |  |
| waiting times should be assessed- up to a half hour can be understandable, but 1hour, 1 hour + a bit far | * Unfortunately waiting times are always a very difficult area. It is about trying to find the balance between spending the necessary time with each patient to address their problem and keeping to a time scale. The most common suggestion is to lengthen appointment times for each patient, however this would result in being able to see fewer patients each day and at the moment meeting demand means the Doctors seeing many ‘extras’ daily. This is an area we constantly strive to improve and indeed the comments regarding wait times are greatly reduced from previous years. We try to inform patients on their arrival if their Doctor is running late, to give patient realistic information.
 |
| I have been roughly 4 times since joining practice twice reception had not booked me in causing delay, other times, have waited over an hour to be seen |
| Sometimes the waiting time can be a little bit too long, especially if you have to bet back to work. |
| Appointment times don’t match the time actually seen. I have waited nearly one hour past appointment time on one occasion. Could you consider evening surgeries? |
| amount of time spent in waiting room to see doctor takes a while |
| the appointment system whereby no one sees a doctor at their appointment time. Our time is valuable too |
| time waiting is sometimes long; if appointment at 10am still waiting at 10.25am |
|  |  |
| To be notified if the doctor is running late & roughly how long, children can find it very difficult just sat waiting; if we know then we can manage their expectations. | * Staff should be informing patients on arrival if their Doctor is running late, however this will be re-iterated to all.
 |
| not enough time with the doctor always rushed | * Normal appointment times are 10 minutes but if you feel you will need longer to discuss your problem with the Doctor you can book a 20 minute appointment
 |
| I have lost my faith in doctors I am not an unwell person but my ailments still mean a lot to me | * We have 5 Doctors and if you are unhappy with your care with any particular doctor you are perfectly within your right to see someone else.
 |
|  |  |
| wish the practice was nearer town | * The location choice was unfortunately out of our control, the building is owned by the health authority and the location was the only option that fitted with the limited health authority budget at the time
 |
| Location in Douglas or Onchan |
| Location of Palatine to Douglas or Onchan |
|  |  |
| More parking spaces needed | * We asked 200 patients in last year’s survey about parking, less than 1% of patients reported a difficulty in finding a space. We have recently noticed a rise in people using the car park when attending hospital; this is something that I will ask the hospital Estates department to look for a solution to this.
 |
|  |  |
| A quiet waiting area would be preferable or classical music rather than Manx, FM or Energy. Ill people don’t need pop music playing - go to surgery in London to see the difference. | * The radio provides some privacy at the reception desk and is set to Manx radio stations after multiple suggestions made in last year’s survey
 |
| Instead of Manx radio, would it not be better to have relaxing music playing in the background. |
|  |  |
| have complete confidence in the practice, online ordering of prescriptions + ability to e mail for some queries is great, Online appointment system would be good but understand why this may be difficult. | * It is anticipated that when our clinical system is upgraded (in the pipeline) we should then be able to offer an online appointment booking system
 |
|  |  |
| There has been a high turnover of GP’s in recent years which is unusual for palatine. Older patients especially like continuity. | * There have been two Partner changes in the last 4 years. We appreciate that the change can be difficult for some patients.
 |
|  |  |
| All excellent services | * We gratefully acknowledge all positive feedback.
 |
| Girls on desk are always brilliant, very friendly and approachable. |
| The service provided by Palatine Group Practice is excellent |
| I am quite happy with Palatine; everyone is very pleasant and helpful |
| Doctors are always professional and nurses; non-judgemental. |
| Always provided with good suitable help when attending appointments. |
| Palatine staff, doctors and nurses are always helpful and caring. Receptionists are the best on island, i have never felt the need to complain. |
| every doctor I have seen was excellent, but would prefer to be with one doctor |
| My doctor always takes the time to fit me in if needed |
| happy |
| A lot depends on the doctor, most have an excellent bedside manner but I am put off a bit by one locum who did everything well but was not reassuring to talk to. The practice doctors have been excellent to talk to. |
| Excellent Service. Always friendly |
| Reception staff are always pleasant and helpful both on the phone and in the waiting room which helps one to relax in worrying circumstances. How about penalising patients’ non-attendance with a taken fine going to charity? |
| all staff are very helpful, polite and caring |
| Good general group, good parking, very happy |
| I have been with the practice for over 20years and have no complaints at all |
| I am very happy |
| completely satisfied |

**Question 15**

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| **Is there anything you think is particularly good or that you wouldn’t want to be changed about the service you receive at the practice?** |
| I would not like to change anything |
| continuity with Drs |
| Dr Garvey has the best bedside manner, other doctors need to learn that people are vulnerable, when they are ill + and need a sympathetic ear. Other doctors should learn from him. Prefer to see same doctor each time if possible |
| yes if a Dr is treating you, staying with that Dr till better not getting passed around |
| receptionists very helpful |
| personal attention is good |
| the reception staff are excellent at listening, trying to accommodate & helping where possible, best service I’ve had at a doctors surgery well done ladies |
| it’s all good , everyone |
| I only joined in September 2013 |
| The doctors are always open and helpful, I changed to this practice from one that was poorly run, and where I received the wrong advice/treatment |
| the approachability of everyone + the standard of care i (and I mean care) given , THANK YOU |
|  I always had a great treatment and advice. My only criticism is the often longer than usual wait for my appointment but know this can’t be helped as other patients can cause appointments to over run  |
| The service you provide is good, so keep it way it is. |
| no changes needed |
| The care and helpfulness of all staff |
| Nurses are great. Dr Daniels, Dr Garvey, Dr Baker and Dr Cretney are great. |
| I see Kirsty monthly and she is excellent; goes above and beyond the call of duty. |
| the attentive secretary and GP's at palatine |
| Like to see Dr Daniels as he knows me, I am happy with the service |
| All staff from receptionists, doctors to nurses are extremely helpful and have expertise which gives you confidence. |
| Not that I can think of my regular doctor has been fantastic (Dr Hanaa) |
| majority of receptionists are very helpful and pleasant |
| receptionists are lovely and helpful |
| over the past 12 months all aspects have improved |

**Question 16**

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| **About you: Are you?** |
| **Answer Options** | **Response Percent** | **Response Count** |
| Male | 41.3% | 78 |
| Female | 58.7% | 111 |
| ***answered question*** | **189** |
| ***skipped question*** | **1** |

**Question 17**

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| --- |
| **What age range are you?** |
| **Answer Options** | **Response Percent** | **Response Count** |
| 17-24 | 6.9% | 13 |
| 25-34 | 10.6% | 20 |
| 35-44 | 16.4% | 31 |
| 45-54 | 18.5% | 35 |
| 55-64 | 20.6% | 39 |
| 65-74 | 14.8% | 28 |
| Over 75 | 12.2% | 23 |
| ***answered question*** | **189** |
| ***skipped question*** | **1** |

We would like to take this opportunity to thank everyone for their involvement and contribution. It is very much appreciated and helps us to try to improve our patient

services.

Thank you

Palatine Group Practice