

The Strand Medical Centre



2014

Patient Satisfaction Survey Results

And

Patient Reference Group (PRG) Briefing Report

And

Action Plan

Agreed at PRG Meeting 24th March 2014

Acknowledgement

Thanks to all our patients who invested their time in completing a paper questionnaire this is much appreciated and please be assured we will listen to what you have said and endeavour to improve the services our Practice provides over the next 12 months.

Kind Regards

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§ Dr Helen Alexander

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1. Background

The Practice is committed to delivering high quality service to all its patients.

The Practice values the excellent relationship it has with its patients and is keen to engage further and to identify if the service it provides could be improved further.

A key part of this engagement strategy is the development of a Patient Participation Group (PPG) also known as a Patient Reference Group (PRG). For consistency from now on in this document this group will be referred to as our PRG.

This document was discussed and its Action Plan agreed at a meeting of the Practice's PRG on Monday 24th March 2014.

2. Patient Survey 2014 - Methodology

The Practice conducted a paper based survey during week commencing Monday 5th March 2014.

The survey was made freely available in our waiting room for patient to pick-up and was also given out by Doctors Nurses and our Reception Team.

All feedback has been handled anonymously

For information during the week of the survey the Practice offered nearly 440 GP appointments, over 80 nurse appointments and nearly 70 Health Care Assistant (HCA) appointments.

Unfortunately, included within these appointments are a number for which patients did not attend which resulted in 22 lost GP appointments, 10 lost Nurse appointments and 27 lost HCA appointments.

The number of patients who participated in the survey was 81 which is equivalent to 17% of those patients who had appointments at the surgery over the 5 days of the survey.

3. Overview Of Results

The headline statistical results are that;

52% of patients, who gave, experienced based feedback, believe that access to a Doctor or Nurse at the Practice ranges from good to excellent

67% of patients, who gave, experienced based feedback, believe that their experience of obtaining a repeat prescription ranged from good to excellent

75% of patients, who gave experienced based feedback, believe that obtaining test results from us ranged from good to excellent

68% of Patients, who gave experienced based feedback, believe that our staff give good to excellent service

64% of patients, who gave experience based feedback, would give an overall rating to the Practice ranging from good to excellent.

70% of patients who completed the Survey are female and **30%** are male

Whilst these topline results are encouraging some of the underlying results are less so and have enabled the identification of a number of areas where there maybe scope to improve our service over the next 12 months and these will now be prioritised accordingly.

4. Detailed Quantitative Survey Results

The following 10 questions were asked regarding patients access to a Doctor or a Nurse at The Practice.

1. Speed at which the telephone was answered initially
2. Speed at which the telephone was answered if call transferred
3. Length of time you had to wait for an appointment
4. Convenience of day and time of your appointment
5. Seeing the Doctor of your choice
6. Length of time waiting to check in with Reception
7. Length of time waiting to see the Doctor or Nurse
8. Opportunity of speaking to a Doctor or Nurse on the telephone when necessary
9. Opportunity of obtaining a home visit when necessary
10. Level of satisfaction with the out of hours service(GoToDoc)

The following table contains the percentage rating given by patients responding to these questions in the survey;

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
No Experience	0	19	3	3	6	11	10	29	56	46
Poor	40	24	47	17	24	10	24	22	8	12
Fair	24	23	15	26	18	15	12	10	8	11
Good	14	13	10	22	18	22	24	16	8	10
Very Good	18	17	15	22	21	23	21	15	14	16
Excellent	4	4	10	10	13	19	9	8	6	5

The following pie chart totals all the patient responses given to all questions in this section of the survey.



The following 3 questions were asked regarding patients experience of obtaining repeat prescriptions;

11. Prescription ready on time
12. Prescription correctly issued
13. Handling of any queries

The following table contains the percentage ratings given by patients responding to these questions in the survey;

	Q11	Q12	Q13
No Experience	18	18	23
Poor	8	10	13
Fair	10	8	9
Good	18	19	22
Very Good	24	25	22
Excellent	22	20	11

The following pie chart totals all the patient responses given to all questions in this section of the survey.



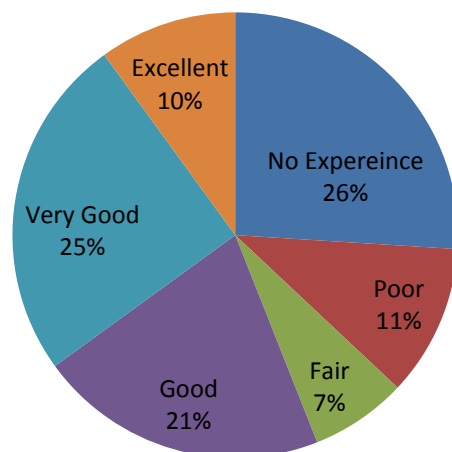
The following 4 questions were asked regarding patients experience of obtaining test results;

14. Were you told when to contact us for your results?
15. Results available when you contacted us?
16. Level of satisfaction with the amount of information provided
17. Level of satisfaction with the manner in which the result was given

The following table contains the percentage ratings given by patients responding to these questions in the survey;

	14	15	16	17
No Experience	28	25	24	27
Poor	13	9	11	9
Fair	4	11	6	11
Good	19	20	25	16
Very Good	28	25	22	23
Excellent	8	10	12	14

The following pie chart totals all the patient responses given to all questions in this section of the survey.



The following 4 questions were asked regarding patients experience of our staff;

18. The information provided by the Reception staff
19. The helpfulness of the Reception staff
20. The information provided by other staff
21. The helpfulness of other staff

The following table contains the percentage ratings given by patients responding to these questions in the survey;

	Q18	Q19	Q20	Q21
No Experience	13	6	23	27
Poor	20	22	11	5
Fair	13	10	10	10
Good	18	16	20	20
Very Good	25	33	25	27
Excellent	11	13	11	11

The following pie chart totals all the patient responses given to all questions in this section of the survey.

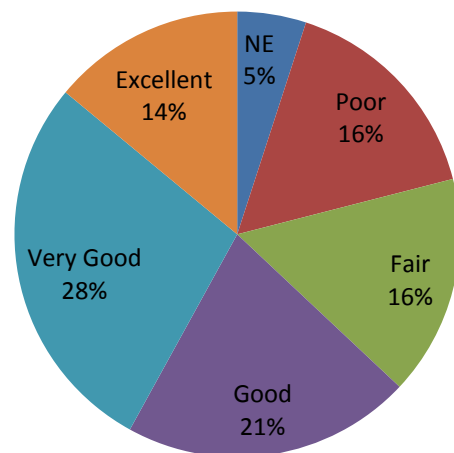


Patients were asked to give an overall rating for the Practice.

The following table contains the percentage ratings given by patients responding to this question in the survey;

	Q22
No Experience(NE)	5
Poor	16
Fair	16
Good	21
Very Good	28
Excellent	14

The following pie chart totals all the patient responses given to all questions in this section of the survey.



5. The Following are the Qualitative freeform comments offered by Patients on their survey forms

There needs to be more Practice Nurse time and days available/monthly diary available. Yearly would be even better
Emergency apts availability poor
Reception staff are very "curt" and seem unhelpful, if I ring for Dr apt, they need to know ALL details -to me that is PRIVATE
Near impossible to get through on phone at 8.30am, then near a month to wait to see GP
Most satisfactory with Practice, Reception and Medical Staff
Overall satisfaction is Going Down
Doctors and staff have always been very supportive, helpful and understanding
Very poor service and this has not changed throughout my visits, doctors are very good. However the reception staff in my opinion lack basic skills and communication with dealing with people
Never any available appointments, either over phone, internet or when ask at reception, always have to wait for diary to open
Can never get an appointment, either at desk, phone or internet booking. Diaries always full or never open. Worst system I have ever encountered. Does not follow NHS guidelines of being able to book appointment with a doctor. This needs to be addressed. Time waiting once here is a Joke, waiting over 30 mins over appointment time.
People don't answer the phone quick enough
I am aware how busy staff are, I was a receptionist in 2 busy hospitals, However I feel in general your reception staff could be Friendlier and more approachable and less officious
Can never get an appointment, it's a nightmare ringing up of a morning.
Can never get an appointment of a morning
Have to wait at least 20 minutes before phone gets answered, However if we ever need emergency appointment we usually get one.
Always have to wait for an appointment over two weeks
Length of time you have to wait to see doctor, could be dead, or better by the time you get appointment
Everyone is very helpful
Waste of time phoning at 8.30am
Every time I phone this surgery I can never get through, I'm sure this will be reflected on the overall feedback of the surgery
Took 3 weeks to see a nurse, 2 weeks to see a Doctor and I have been waiting over 30 mins in reception to have my appointment!
Not good to have to wait a fortnight for an appointment!
Seems to get slower & harder to see a Doctor and a least a 2,3 weeks wait
The phone system or receptionist- you choose- is extremely frustrating. Waiting ages for a phone to be answered then waiting ages for an appointment!
Nice friendly service caring doctors. Do need to look at the appointments system though. Could a sit and wait surgery work -it did in my previous surgery!
Can we have some music in the waiting room I can hear everything the Receptionists are talking about
Why can you not get an urgent appointment in the afternoons?
I'm happy I get to see the same Doctor more than once so much better than my previous Practice
Can we have a drinks machines in the waiting area
Can't we have sky sports on the telly in the waiting room
I don't know how the Receptionists put up with some of the rudeness I have seen from other patients towards them - they deserve a medal

6. Priorities Identified

The following priorities have been agreed with the Practice's PRG, as a result of the survey;

1. Getting through on the phones
2. Availability of GP appointments
3. Customer Care Skills

7. Agreed Action Plan

The following action Plan has been agreed with the Practice's PRG

Patients said..	Our Plan	Measure Of Success
<p>"We can't Get through at 8.30 am"</p> <p>We are always being asked to ring back"</p>	<ul style="list-style-type: none"> • Liaise with our phones provider ensure we are using the full potential of the system we have • Publicise date that the next batch of appointments become bookable – reduce needs for patients to keep ringing back- could it be on the same date each month ? • Publicise "Patient Partner" More. • Use website more reduce need for patient to ring the Practice with routine queries 	<p>Improved survey results in 12 months' time</p>
<p>"We can't get an appointment with a Doctor"</p>	<ul style="list-style-type: none"> • Increase number GP session • Convert admin space into clinical space • Promote greater confidence in self-care for patients • Work with the CCG to review other appointment models eg "sit and wait", triage , phone consults • Introduce text reminder to reduce number of appointments lost due to none attendance by patients 	<p>Offering more appointments, Improved survey results in 12 months time.</p>
<p>"Improve your customer care skills still further"</p>	<ul style="list-style-type: none"> • Run customer care training workshops for our whole team 	<p>Improved survey results in 12 months' time.</p>

8. Next Steps

This document having been agreed by the Practice's PRG will now be freely available from the Practice's website. Progress towards its agreed Action Plan will now be reviewed at quarterly meeting of the PRG