

## Analysis of Patient Survey 2013/14

85 Questionnaires were handed out in Reception with 67 being returned.

### Accessing the Practice

#### **1. When did you last see a Doctor or Nurse at the Practice?**

82% in the previous 3 months  
4% in the previous 3-6 months  
14% more than 6 months ago

#### **2. How do you normally book your appointments to see a Doctor or Nurse?**

23% in person  
77% by telephone  
0% on line

#### **3. Which Methods would you prefer to use to book an appointment?**

22% in person  
56% by telephone  
0% by fax.  
22% online  
0% via Digital TV

#### **4. At your last visit did you see a GP, Nurse or Nurse Practitioner?**

22% saw a Nurse  
57% saw a GP  
21% saw a Nurse Practitioner

#### **5a. Getting through on the telephone ....**

52% said Very Good  
33% said Fairly Good  
9% said Neither Good nor Poor  
3% said Fairly Poor  
0% said Very Poor  
3% said they had not tried

#### **5b. Speaking to a Doctor on the telephone ....**

29% said Very Good  
13% said Fairly Good  
2% said Neither Good nor Poor  
0% said Fairly Poor  
0% said Very Poor  
56% said they had not tried

**5c. Speaking to a Nurse on the telephone ....**

15% said Very Good  
6% said Fairly Good  
0% said Neither Good nor Poor  
0% said Fairly Poor  
0% said Very Poor  
79% said they had not tried

**5d. Getting Test Results on the telephone ....**

22% said Very Good  
13% said Fairly Good  
2% said Neither Good nor Poor  
2% said Fairly Poor  
0% said Very Poor  
61% said they had not tried

**6. Last Time you tried to see a Doctor Urgently, were you able to be seen the same day or in the next 2 weekdays?**

66% said Yes  
22% said No but they wanted to  
11% said No but they were happy to wait  
1% said they can't remember

**7. How Satisfied are you with the Opening Hours of the Practice?**

52% Very Satisfied  
43% Fairly Satisfied  
1% Neither  
3% Fairly Dissatisfied  
1% Very Dissatisfied

**8. If you travelled by Car, How satisfied were you with the availability of Car Parking?**

12% Very Satisfied  
40% Fairly Satisfied  
10% Neither  
25% Fairly Dissatisfied  
12% Very Dissatisfied  
1% Don't Know

**9. How easy did you find getting into the Building?**

91% Very Easy  
8% Fairly Easy  
1% Not very Easy  
0% Not at all Easy

**10. How do you feel about your wait after registering at reception to be seen by a Health Care Professional?**

24% Didn't have to wait and were seen more or less at their appointment time  
57% Felt the wait was acceptable  
19% Had to wait longer than acceptable

0% Can't remember

**11. How would you rate the comfort of the Waiting Area?**

65% Very Good

31% Fairly Good

4% Neither Good nor Poor

0% Fairly Poor

0% Very Poor

**12. How would you rate the Cleanliness of the Health Centre?**

88% Very Good

12% Fairly Good

0% Neither Good nor Poor

0% Fairly Poor

0% Very Poor

**13. Did you have Confidence and Trust in the Person that you saw?**

80% Yes, Definitely

17% To some extent

3% Not Really

0% Definitely Not

**14. Were you treated with Dignity and Respect?**

91% Yes, all of the time

9% Yes, some of the time

0% Not Really

0% Definitely Not

**15. Were you given helpful information about the different options, choices or treatments available to you?**

28% Yes, in a printed leaflet or booklet

57% Yes, verbally (by a Health Professional)

9% No information was given

6% No, because no treatment or action was needed

**16. Were you involved as much as you wanted to be in decisions about your care and treatment?**

56% Yes, Definitely

31% To some extent

3% Not Really

0% Definitely Not

10% No decisions had to be made

**17. Did the person you saw on your last visit know about any previous care or treatment you had received?**

59% Yes, Definitely

30% To some extent

8% Not Really

0% Definitely Not

3% Don't know, Can't remember

**18. Were you given enough time to discuss your Health or Medical Condition?**

- 76% Yes, Definitely
- 14% Yes, to some extent
- 5% Not Really
- 2% Definitely Not
- 0% Don't know, Can't remember
- 3% I did not need to discuss anything

**19. Did the person you saw explain the reasons for any treatment or action in a way that you could understand?**

- 73% Yes, Definitely
- 21% Yes, to some extent
- 1% Not Really
- 0% Definitely Not
- 0% Don't know, Can't remember
- 5% No treatment or action was needed

**20. Overall, how do you feel about the length of time your Health Professional spent with you?**

- 1% Not enough time
- 95% About the right amount of time
- 1% Too much time
- 3% Don't know, Can't remember

**21. If you needed any interpreting support to communicate i.e. language or British Sign Language, was this provided / offered to you by the Practice?**

- 0% Yes (British Sign Language)
- 0% Yes, but I declined
- 1% No, I had to provide someone to interpret for me
- 99% Not applicable

**22. How satisfied or dissatisfied are you with the general condition of the practice building?**

- 78% Very satisfied
- 19% Fairly satisfied
- 3% Neither
- 0% Fairly dissatisfied
- 0% Very dissatisfied
- 0% Don't know

**23. How helpful were the Receptionists?**

- 73% Very helpful
- 22% Fairly helpful
- 5% Not very helpful
- 0% Not at all helpful
- 0% Not applicable

## **24. What Could be Better?**

### **24a) Areas that are the most important to you – tick up to 5 boxes**

- 5% Access to more diagnostic tests at the practice (blood tests etc.)
- 13% Access to see a GP at a time convenient to you
- 5% Access to a Nurse at the GP Practice
- 5% Access to screening programmes (e.g. Smears and bowel screening)
- 3% Alternative ways of booking appointments i.e. by text, online.
  - 1% Access to interpretation and translation services
- 4% Appointment reminder system i.e. via text
- 14% Getting to see a GP urgently
- 5% Earlier opening hours in the week
- 5% Opening hours in the week
- 10% Opening hours at the weekend
- 5% Getting through on the phone to book an appointment
- 6% Being able to speak to a GP on the phone
  - 1% Being able to speak to a nurse on the phone
- 8% Repeat prescriptions system
- 3% The friendliness and helpfulness of the receptionists
- 6% Length of time spent in the waiting room before seeing a GP
  - 1% Other

### **24b) Areas where improvements could be made – tick up to 5 boxes**

- 4% Access to more diagnostic tests at the practice (blood tests etc.)
- 10% Access to see a GP at a time convenient to you
- 3% Access to a Nurse at the GP Practice
- 3% Access to screening programmes (e.g. Smears and bowel screening)
- 5% Alternative ways of booking appointments i.e. by text, online.
- 0% Access to interpretation and translation services
- 1% Appointment reminder system i.e. via text
- 12% Getting to see a GP urgently
- 8% Earlier opening hours in the week
- 5% Opening hours in the week
- 13% Opening hours at the weekend
- 10% Getting through on the phone to book an appointment
- 3% Being able to speak to a GP on the phone
  - 1% Being able to speak to a nurse on the phone
- 6% Repeat prescriptions system
- 4% The friendliness and helpfulness of the receptionists
- 11% Length of time spent in the waiting room before seeing a GP
  - 1% Other

**25a. Would you recommend this Service to your Friends or Colleagues? Please answer on a scale of 0 to 10 where 0 is not at all likely and 10 is extremely likely**

0% chose a score of 0  
0% chose a score of 1  
1% chose a score of 2  
2% chose a score of 3  
3% chose a score of 4  
3% chose a score of 5  
0% chose a score of 6  
8% chose a score of 7  
22% chose a score of 8  
18% chose a score of 9  
43% chose a score of 10

**25b. Overall, how satisfied were you with the Service you Received?**

66% Very Satisfied  
30% Fairly Satisfied  
2% Neither  
2% Fairly Dissatisfied  
0% Very Dissatisfied

### **Demographics of Patients completing the Questionnaires**

**26a. Sex**

69% were female  
31% were male

**26b. Age**

7% were aged 20 to 29  
12% were aged 30 to 39  
19% were aged 40 to 49  
28% were aged 50 to 59  
19% were aged 60 to 69  
4% were aged 70 to 79  
2% were aged 80 to 89

**26c. Ethnicity**

99% were White British  
1% were 'Other Ethnic Group'

**26d. Disability**

20% said they had a physical impairment  
10% said they had a hearing impairment  
10% said they had a mental health condition  
30% said they had a long-standing illness or health condition  
30% said they had 'Other' disability

**26e. Religion**

19% stated that they had no religion

77% stated they were Christian

2% stated that they were Buddhist

2% stated that they were Hindu.

**27. Sexual Orientation**

100% stated that they were heterosexual

## **Summary**

The Survey indicates that –

1. 82% of respondents had attended the surgery in the last 3 months therefore their comments would be a true reflection of current service provision.
2. The vast majority of patients book appointments by telephone currently.
3. Most patients would prefer to book by telephone with 22% preferring to book in person and 22% preferring to book on–line which they can of course do now that the facility is available.
4. The clinician that most patients had seen last was a GP.
5. 85% of patients found getting through on the telephone either ‘Very Good’ or ‘Fairly Good’
6. 42% of patients found speaking to a Doctor on the telephone either ‘Very Good’ or ‘Fairly Good’ with 56% not having tried.
7. 21% of patients found speaking to a Nurse on the telephone either ‘Very Good’ or ‘Fairly Good’ with 79% not having tried. No-one found this ‘Poor’ or ‘Very Poor’.
8. 35% of patients found getting test results on the telephone either ‘Very Good’ or ‘Fairly Good’ with 2% choosing ‘Fairly Poor’ and 61% not having tried.
9. 66% of patients had been able to be seen the same day or in the next 2 weekdays for an urgent appointment with 22% stating that they could not get an appointment but wanted to and 11% saying that they could not get an appointment but were happy to wait.
10. 95% of patients were either ‘Very Satisfied’ or ‘Fairly Satisfied’ with the opening hours of the practice with 4% either ‘Fairly Dissatisfied’ or ‘Very Dissatisfied’.
11. 52% of patients were either ‘Very Satisfied’ or ‘Fairly Satisfied’ with the car parking availability with 37% either ‘Fairly Dissatisfied’ or ‘Very Dissatisfied’
12. 99% of patients found it either ‘Very Easy’ or ‘Fairly Easy’ to get into the building with 1% of patients reporting difficulty in gaining access.
13. 81% of patients either didn’t need to wait or found the wait acceptable after registering at reception to be seen by a Health Care Professional. 19% felt the wait was longer than acceptable.
14. 86% of patients rated the comfort of the waiting area as either ‘Very Good’ or ‘Fairly Good’ with no patients rating it as ‘Fairly Poor’ or ‘Very Poor’
15. 100% of patients rated the cleanliness of the Health Centre either ‘Very Good’ or ‘Fairly Good’.



16. 97% of patients reported that they had confidence and trust in the person that they saw with 3% reporting 'Not Really'.

17. 100% of patients reported that they were treated with dignity and respect.

18. 85% of patients felt that they had been given helpful information about the different options, choices or treatments available to them with 9% stating that 'No information was given'.

19. 84% of patients felt that they were involved as much as they wanted to be in decisions about their care and treatment with 3% choosing 'Not Really' or 'Definitely Not'.

20. 87% of patients said that the person that they last saw knew about any previous care or treatment with 3% choosing 'Not Really'.

21. 89% of patients said that they had been given enough time to discuss their Health or Medical Condition with 8% stating 'Not Really'.

22. 94% said that the person that they saw explained the reasons for any treatment or action in a way that they could understand with 5% stating that no treatment or action was needed.

23. 96% of patients felt that the length of time that their Health Professional spent with them was about right with 1% feeling that they had not had enough time and 1% feeling that they had had too much time.

24. 1% of patients needed interpreting support to communicate with 1% stating that it was not offered and they had to provide their own interpreter.

25. 97% of patients were satisfied with the general condition of the practice building with 0% being 'Fairly Dissatisfied' or 'Very Dissatisfied'.

26. 95% of patients said that they found the receptionists helpful with 5% stating that they were 'Not very helpful'.

27a) The top 5 areas chosen for being the most important to patients were ....

14% Getting to see a GP urgently

13% Access to see a GP at a time convenient to you

10% Opening hours at the weekend

8% Repeat Prescribing system

6% Length of time spent in the waiting room before seeing a GP

27b) The top 5 areas chosen where the most improvements could be made were ....

13% Opening hours at the weekend

12% Getting to see a GP urgently

11% Length of time spent in the waiting room before seeing a GP

10% Access to see a GP at a time convenient to you

8% Earlier opening hours in the week

28. Choosing a score between 0 and 10 as to whether patients would recommend the service to friends or colleagues...9% chose a score of 5 or less and 91% chose a score of 7 and above.
29. 96% of patients were either 'Very Satisfied' or 'Fairly Satisfied' with the service that they received with 21% stating that they were 'Fairly Dissatisfied'.
30. 69% of respondents were female and 31% were male.
31. 38% were aged between 20 and 49  
53% were aged between 50 and 89
32. 99% were White British with 1% stating 'Other Ethnic Group'
33. 15% of patients classed themselves as having some form of impairment, mental or long-standing health condition or other disability.
34. 19% stated that they had no religion with 77% stating that they were Christian, 2% stated that they were Buddhist and 2% stated that they were Hindu.
35. 100% said that they were heterosexual with no respondents stating any other sexual orientation.