

Analysis of Patient Survey 2012/13

Accessing the Practice

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

80% in the previous 3 months
13% in the previous 3-6 months
6% more than 6 months ago

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

27% in person
79% by telephone
3% on line

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

31% in person
73% by telephone
1% by fax.
22% online
1% via Digital TV

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

22% saw a Nurse
60% saw a GP
12% saw a Nurse Practitioner

5. Getting through on the telephone

42% said Very Good
46% said Fairly Good
3% said Neither Good nor Poor
3% said Fairly Poor
0% said Very Poor
4% said they had not tried

6. Speaking to a Doctor on the telephone

39% said Very Good
18% said Fairly Good
2% said Neither Good nor Poor
0% said Fairly Poor
1% said Very Poor
35% said they had not tried

7. Speaking to a Nurse on the telephone

21% said Very Good
5% said Fairly Good
3% said Neither Good nor Poor
0% said Fairly Poor
0% said Very Poor
55% said they had not tried

8. Getting Test Results on the telephone

30% said Very Good
8% said Fairly Good
2% said Neither Good nor Poor
0% said Fairly Poor
2% said Very Poor
43% said they had not tried

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

50% said Yes
15% said No but they wanted to
13% said No but they were happy to wait
17% said they can't remember

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

58% Very Satisfied
31% Fairly Satisfied
4% Neither
2% Fairly Dissatisfied
3% Very Dissatisfied

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

24% Very Satisfied
43% Fairly Satisfied
8% Neither
12% Fairly Dissatisfied
5% Very Dissatisfied

12. How easy did you find getting into the Building?

82% Very Easy
11% Fairly Easy
0% Not very Easy
0% Not at all Easy

13. 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
51% Felt the wait was acceptable
16% Had to wait longer than acceptable
5% Can't remember

14. How would you rate the comfort of the Waiting Area?

53% Very Good
37% Fairly Good
5% Neither Good nor Poor
0% Fairly Poor
1% Very Poor

15. How would you rate the Cleanliness of the Health Centre?

77% Very Good
17% Fairly Good
0% Neither Good nor Poor
0% Fairly Poor
0% Very Poor

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

78% Yes, Definitely
15% To some extent
1% Not Really
0% Definitely Not

17. Were you treated with Dignity and Respect?

76% Yes, all of the time
16% Yes, some of the time
2% Not Really
0% Definitely Not

18. Were you given helpful Information about the different options, choices or treatments available to you?

25% Yes, in a printed leaflet or booklet
61% Yes, verbally (by a Health Professional)
4% No information was given
5% No, because no treatment or action was needed

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

57% Yes, Definitely
27% To some extent
1% Not Really
2% Definitely Not
4% No decisions had to be made

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

54% Yes, Definitely
28% To some extent
4% Not Really
0% Definitely Not
8% Don't know, Can't remember

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

- 67% Yes, Definitely
- 20% Yes, to some extent
- 3% Not Really
- 0% Definitely Not
- 0% Don't know, Can't remember
- 0% I did not need to discuss anything

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

- 71% Yes, Definitely
- 18% Yes, to some extent
- 2% Not Really
- 1% Definitely Not
- 1% Don't know, Can't remember
- 3% No treatment or action was needed

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

- 13% Not enough time
- 73% About the right amount of time
- 3% Too much time
- 1% Don't know, Can't remember

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

- 1% Yes (British Sign Language)
- 2% Yes, but I declined
- 3% No, I had to provide someone to interpret for me
- 81% Not applicable

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

- 73% Very satisfied
- 19% Fairly satisfied
- 1% Neither
- 1% Fairly dissatisfied
- 0% Very dissatisfied
- 1% Don't know

26. How helpful were the Receptionists?

- 71% Very helpful
- 23% Fairly helpful
- 2% Not very helpful
- 0% Not at all helpful
- 1% Not applicable

27. What Could be Better?

27a) Areas that are the most important to you – tick up to 5 boxes

- 24% Access to more diagnostic tests at the practice (blood tests etc.)
- 45% Access to see a GP at a time convenient to you
- 19% Access to a Nurse at the GP Practice
- 18% Access to screening programmes (e.g. Smears and bowel screening)
- 11% Alternative ways of booking appointments i.e. by text, online.
- 7% Access to interpretation and translation services
- 11% Appointment reminder system i.e. via text
- 51% Getting to see a GP urgently
- 13% Earlier opening hours in the week
- 12% Opening hours in the week
- 13% Opening hours at the weekend
- 25% Getting through on the phone to book an appointment
- 30% Being able to speak to a GP on the phone
- 7% Being able to speak to a nurse on the phone
- 21% Repeat prescriptions system
- 20% The friendliness and helpfulness of the receptionists
- 30% Length of time spent in the waiting room before seeing a GP
- 4% Other

27b) Areas where improvements could be made – tick up to 5 boxes

- 7% Access to more diagnostic tests at the practice (blood tests etc.)
- 9% Access to see a GP at a time convenient to you
- 4% Access to a Nurse at the GP Practice
- 8% Access to screening programmes (e.g. Smears and bowel screening)
- 9% Alternative ways of booking appointments i.e. by text, online.
- 2% Access to interpretation and translation services
- 9% Appointment reminder system i.e. via text
- 17% Getting to see a GP urgently
- 5% Earlier opening hours in the week
- 7% Opening hours in the week
- 10% Opening hours at the weekend
- 8% Getting through on the phone to book an appointment
- 5% Being able to speak to a GP on the phone
- 6% Being able to speak to a nurse on the phone
- 8% Repeat prescriptions system
- 8% The friendliness and helpfulness of the receptionists
- 20% Length of time spent in the waiting room before seeing a GP
- 1% Other

28. 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
0% chose a score of 2
0% chose a score of 3
0% chose a score of 4
2% chose a score of 5
0% chose a score of 6
6% chose a score of 7
21% chose a score of 8
19% chose a score of 9
46% chose a score of 10

29. Overall, how satisfied were you with the Service you Received?

62% Very Satisfied
23% Fairly Satisfied
2% Neither
0% Fairly Dissatisfied
0% Very Dissatisfied

Demographics of Patients completing the Questionnaires

30. Sex

62% were female
33% were male

31. Age

8% were aged 20-29
14% were aged 30 to 39
21% were aged 40 to 49
14% were aged 50 to 59
16% were aged 60 to 69
15% were aged 70 to 79
4% were aged 80 to 89

32. Ethnicity

90% were White British
4% were 'Other Ethnic Group'

33. Disability

9% said they had a physical impairment
2% said they had a hearing impairment
3% said they had a mental health condition
6% said they had a long-standing illness or health condition
4% said they had 'Other' disability

34. Religion

17% stated that they had no religion
59% stated they were Christian
2% stated that they were Buddhist

35. Sexual Orientation

73% stated that they were heterosexual

Summary

The Survey indicates that –

1. 80% 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 however 3% report that they book on-line and it is expected that this figure will rise significantly in future Patient Surveys as this service has only recently been introduced.
3. Most patients would prefer to book by telephone with 31% 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. 88% of patients found getting through on the telephone either ‘Very Good’ or ‘Fairly Good’
6. 57% of patients found speaking to a Doctor on the telephone either ‘Very Good’ or ‘Fairly Good’ with 35% not having tried. Only 1% said that they found this ‘Poor’ or ‘Very Poor’
7. 26% of patients found speaking to a Nurse on the telephone either ‘Very Good’ or ‘Fairly Good’ with 55% not having tried. No-one found this ‘Poor’ or ‘Very Poor’.
8. 38% of patients found getting test results on the telephone either ‘Very Good’ or ‘Fairly Good’ with 2% choosing ‘Very Poor’ and 43% not having tried.
9. 50% of patients had been able to be seen the same day or in the next 2 weekdays for an urgent appointment with 15% stating that they could not get an appointment but wanted to and 13% saying that they could not get an appointment but were happy to wait.
10. 89% of patients were either ‘Very Satisfied’ or ‘Fairly Satisfied’ with the opening hours of the practice with 5% either ‘Fairly Dissatisfied’ or ‘Very Dissatisfied’.

11. 67% of patients were either 'Very Satisfied' or 'Fairly Satisfied' with the car parking availability with 17% either 'Fairly Dissatisfied' or 'Very Dissatisfied'
12. 93% of patients found it either 'Very Easy' or 'Fairly Easy' to get into the building with no patients reporting any difficulty in gaining access.
13. 75% 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. 16% felt the wait was longer than acceptable.
14. 90% of patients rated the comfort of the waiting area as either 'Very Good' or 'Fairly Good' with 1% rating it as 'Very Poor'
15. 94% of patients rated the cleanliness of the Health Centre either 'Very Good' or 'Fairly Good' with no patients rating it as 'Fairly Poor' or 'Very Poor'.
16. 93% of patients reported that they had confidence and trust in the person that they saw with 1% reporting 'Not Really'.
17. 92% of patients reported that they were treated with dignity and respect with 2% stating 'Not Really'.
18. 86% of patients felt that they had been given helpful information about the different options, choices or treatments available to them with 4% 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. 82% of patients said that the person that they last saw knew about any previous care or treatment with 4% choosing 'Not Really'.
21. 87% of patients said that they had been given enough time to discuss their Health or Medical Condition with 3% stating 'Not Really'.
22. 89% said that the person that they saw explained the reasons for any treatment or action in a way that they could understand with 3% stating 'Not Really' or 'Definitely Not'.
23. 73% of patients felt that the length of time that their Health Professional spent with them was about right with 13% feeling that they had not had enough time and 3% feeling that they had had too much time.
24. 6% of patients needed interpreting support to communicate with 3% stating that this was offered and 3% stating that it was not offered and they had to provide their own interpreter.
25. 92% of patients were satisfied with the general condition of the practice building with 1% being 'Fairly Dissatisfied'.
26. 93% of patients said that they found the receptionists helpful with 2% stating that they were 'Not very helpful'.

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

- 51% Getting to see a GP urgently
- 45% Access to see a GP at a time convenient to you
- 30% Being able to speak to a GP on the phone
- 30% Length of time spent in the waiting room before seeing a GP
- 25% Getting through on the phone to book an appointment

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

- 20% Length of time spent in the waiting room before seeing a GP
- 17% Getting to see a GP urgently
- 10% Opening hours at the weekend
- 9% Access to see a GP at a time convenient to you
- 9% Appointment reminder system i.e. via text

28. Choosing a score between 0 and 10 as to whether patients would recommend the service to friends or colleagues...2% chose a score of 5 and 6% chose a score of 7 with 86% choosing a score of 8, 9 or 10.

29. 85% of patients were either 'Very Satisfied' or 'Fairly Satisfied' with the service that they received with no-one stating that they were Dissatisfied.

30. 62% of respondents were female and 33% were male.

31. 43% were aged between 20 and 49
49% were aged between 50 and 89

32. 90% were White British with 4% stating 'Other Ethnic Group'

33. 24% of patients classed themselves as having some form of impairment, mental or long-standing health condition or other disability.

34. 17% stated that they had no religion with 59% stating that they were Christian and 2% stated that they were Buddhist.

35. 73% said that they were heterosexual with no respondents stating any other sexual orientation.