

# **Patient Satisfaction Survey Report March 2013**

## **Background Information:-**

The Practice Manager met with the Patient Group Members on January 28<sup>th</sup> and a discussion was held on the issues that everyone felt were priority for the survey this year. After some debate the group were satisfied that they had a survey that was specific to our practice and its patients in today's climate, and that it followed on from last years practice developments and activity. The survey was conducted both in-house and online using our website [www.seasidemedicalcentre.co.uk](http://www.seasidemedicalcentre.co.uk) in the 3 week period from 18th February to 22nd March 2013.

In-house surveys were carried out by the Patient Group who attended the practice on several dates, working in the morning and afternoon and for one evening while there was an evening surgery running. They asked patients to complete the questionnaire which was then posted into a collection box. The members of the PPG made themselves available to assist in the completion of the questionnaire without influencing any answers.

The online survey was located on the home page of our practice website. Surveys were collated on the website using a survey collation tool; in-house surveys were also fed into this tool to give the overall patient response.

Our online newsletter which featured survey information was sent to approximately 300 patients who had signed up to receiving it.

The Practice Manager and the Patient Participation Group met again on March 27<sup>th</sup> and the collation of the survey responses were shared and discussed at length. The Group agreed how they thought the Practice should respond to the survey results and an action plan was agreed by all present which can be seen at the end of this report. Team members also had input into the action plan.

## **Survey Responses:-**

412 Surveys were completed which represents 3.4% of the practice list of patients. The practice prepared 350 paper copies of the questionnaire, 315 were given out and 307 were returned completed. This represents a 97% completion rate. 105 were completed on line.

The 18 missing questionnaires were taken away to complete but were not returned.

There was a very good representation from all age groups, male and female with a larger percentage of younger patients filling the survey out compared to last year.

Note: Not all questions were answered on every survey.

The responses were very interesting and helpful. They have been discussed with the Practice Team and the Patient Participation Group.

Our Patient Participation Group is a good representation of our patients. They are a diverse group in age, sex, and ethnicity. Some of our members work and some actively engage in various local volunteer groups and hobbies. We have some carers in our group and all of our members live locally.

To ensure our patient group is representative of our patients our doctors initially asked patients personally to join our group. Over the years we have found it increasingly difficult to ensure commitment from younger patients to attend meetings in the evening so we have set up a virtual patients group on our website. One of our members who attends our monthly meetings is now responsible for communicating with the virtual group to update them and get

feedback and views. The virtual group have a younger profile, most of them have been recruited through our recent survey however, and we will continue to actively work towards increasing the number of face to face and virtual group members throughout the year by advertising on our notice board, handing out leaflets, our practice booklet and website. We have had 2 new members join our meetings this year and many patients requesting our newsletter be sent electronically which we have done.

### **Since last year we have actioned the following based on your survey responses in 2012:**

- a) The practice has introduced a system that enables patients to book appointments over the telephone on an automated appointment system, and also to book appointments on our website [www.seasidemedicalcentre.co.uk](http://www.seasidemedicalcentre.co.uk).
- b) The practice has introduced repeat prescriptions online
- c) The phone-in consultation service for patients who may find it helpful to speak to a doctor over the phone first which is between 8am and 9am Monday to Friday has been developed. The feedback from patients has been very positive.
- d) We have new headers on our notice boards to ensure information is organised and clear.
- e) Our Patient Group have created 2 folders that hold information on Support Groups and general clubs, activities and services in our area that may be of help and interest to patients.
- f) The patient group personally contacted patients that had shown an interest in either joining the patient group or learning about the work that the group is doing. We had two new members as a result.
- g) We have introduced a new Patient Group notice board and information desk in the reception area of the practice.

### **A Breakdown of Responses to the Survey Questions in 2013:-**

The results were very interesting and helpful. They have been discussed with the practice team and the Patient Participation Group.

Note: The Practice is open from 8.30am-5.30pm Monday – Friday with evening surgeries running on Tuesday and Thursday evenings from 6.30pm – 8.00pm.

The Practice is open throughout lunchtime.

Appointments can be made by phone and in person, and on our automated phone system or on-line 24 hours a day.

There is a phone triage service with a GP from 8am-9am every morning.

A summary of the results and outcomes/actions is outlined at the end of this report.

#### **A. About the Practice**

##### **1. Your level of satisfaction with the Practice's opening hours**

Below Average 2%  
Average 37%  
Above Average 59%  
No response 2%

##### **2. Ease of contacting the Practice Reception on the telephone**

Below Average 7%  
Average 48%

Above Average 42%  
No response 3%

**3. Ease of making an appointment by telephone**

Below Average 8%  
Average 46%  
Above Average 43%  
No response 3%

**4. Ease of making an appointment using the automated telephone system**

Below Average 14%  
Average 29%  
Above Average 17%  
No response 40%

**5. Ease of making an appointment using the on-line booking system**

Below Average 5%  
Average 20%  
Above Average 15%  
No response 60%

**6. Ease of requesting repeat prescriptions on-line**

Below Average 3%  
Average 13%  
Above Average 36%  
No response 48%

**7. Ease of talking to a GP at phone-in time 8am-9am**

Below Average 2%  
Average 25%  
Above Average 33%  
No response 40%

**8. Ease of using the front door to enter the Practice**

Below Average 10%  
Average 44%  
Above Average 42%  
No response 4%

**9. Length of time waiting to be seen by Receptionists at the desk**

Below Average 2%  
Average 49%  
Above Average 43%  
No response 6%

**10. Length of time waiting in the Practice for your appointment**

Below Average 8%  
Average 58%  
Above Average 27%  
No response 7%

**11. The manner in which you were treated by the Reception staff**

Below Average 3%

Average 29%  
Above Average 63%  
No response 5%

**12. Level of satisfaction in the way you receive and understand your test results**

Below Average 2%  
Average 42%  
Above Average 45%  
No response 11%

**13. Respect shown for your privacy and confidentiality**

Below Average 2%  
Average 23%  
Above Average 68%  
No response 7%

**14. Information provided by the Practice about its services**

Below Average 3%  
Average 44%  
Above Average 43%  
No response 10%

**15. Level of satisfaction with the repeat prescription service**

Below Average 2%  
Average 27%  
Above Average 56%  
No response 15%

**B. About the services offered by the Practice: do you know the Practice offers...**

**GP appointments on Tuesday and Thursday evenings**

Yes 44%  
No 38%  
No response 18%

**Automated telephone booking 24 hours a day**

Yes 56%  
No 25%  
No response 19%

**On-line appointment booking 24 hours a day**

Yes 48%  
No 31%  
No response 21%

**Anti-coagulation Monitoring**

Yes 24%  
No 52%  
No response 24%

**Respiratory Management - Asthma and Chronic Obstructive Pulmonary Disease (COPD)**

Yes 32%

No 45%  
No response 23%

### **Hypertension and Blood Pressure Management**

Yes 44%  
No 36%  
No response 20%

### **Diabetic Reviews**

Yes 45%  
No 32%  
No response 23%

### **Diabetic Clinic**

Yes 47%  
No 29%  
No response 24%

### **Foreign Travel vaccinations**

Yes 66%  
No 13%  
No response 21%

### **Flu Prevention vaccinations**

Yes 77%  
No 4%  
No response 19%

### **Family Planning**

Yes 59%  
No 17%  
No response 24%

### **Sexual Health advice**

Yes 50%  
No 25%  
No response 25%

### **Chlamydia Screening**

Yes 43%  
No 32%  
No response 25%

### **Cervical Screening**

Yes 61%  
No 13%  
No response 26%

### **Blood tests**

Yes 77%  
No 5%  
No response 18%

**Wound Care**

Yes 57%

No 21%

No response 22%

**Ear Syringing**

Yes 59%

No 20%

No response 21%

**Wart Clinic**

Yes 40%

No 37%

No response 23%

**Acupuncture**

Yes 25%

No 53%

No response 22%

**Joint Manipulation Clinic**

Yes 23%

No 54%

No response 23%

**Wellness Clinic**

Yes 29%

No 46%

No response 25%

**Patient Participation Group contactable at their desk in the Practice or at [seasidemedicalcentre.co.uk](http://seasidemedicalcentre.co.uk) with any comments you may have.**

Yes 19%

No 40%

No response 41%

**A Summary of the Survey Responses and Subsequent Outcomes/Actions:-****A. About the practice**

**Summary:** The survey showed that patients are generally satisfied with opening hours, access to making an appointment, ordering repeat prescriptions, accessing a GP on the phone, understanding test results, confidentially communication and the manner in which they are treated.

**Outcome:** The practice will focus on further and improved promotion of the early morning phone triage service, on-line repeat prescriptions and also appointment bookings on-line as a large percentage of patients were not aware of these services and how to access them.

**B. About the services offered at Seaside Medical Centre**

**Summary:** A number of patients didn't know about certain services that we offer at the practice.

**Outcome:** We will be improving the ways we communicate each service to our patients focusing on sexual health, acupuncture, joint manipulation, wellness clinics and the work of the Patient Participation Group.

### **C. What other services do you feel seaside medical centre should offer?**

**Summary:** Podiatry, Massage, Counselling and Minor Injuries/Dressings/Ist Aid were suggested. Two patients suggested a second female GP.

**Outcome:** We have a podiatrist working at the Practice 2 days per week and a Councillor one day per week, a GP needs to refer patients for both or alternatively patients can use the service, however there is a charge as non referrals are considered private work. We will endeavour to communicate this to patients more effectively.

Our two practice nurses will be changing their finish times from 5pm to 5.30pm on a Mon-Thurs to look after any Ist Aid, Dressings and Minor Injuries that come in to the surgery during that time. This service will be offered throughout the day also.

We have a second female GP joining us in September for a year.

### **D. Is there anything you would like to see more or less of in the waiting rooms?**

**Summary:** Your responses were – music, more toys, children’s books, WIFI, more up-to-date reading materials, drinks machines, separate waiting rooms for children.

**Outcome:**

We will purchase more books and aim and to improve the offering for children in our waiting rooms, in line with Care Quality Commission standards.

We are working on improving the reading materials available to you and researching if we can introduce WIFI for patient use

Unfortunately we do not have the space for larger or additional waiting areas. We do not have the necessary funding for drinks machines at the present time but water is always available for patients on request.

### **E. What topics would you like to see covered in our patient educational talks?**

**Summary:** Healthy lifestyle; healthy eating; nutrition and diabetes; Nutrition and Children with ADHD; Support for Carers; Support for families with disabled children and children with learning disabilities; Coping with children with behavioural issues; Autism; Joint Care; Coping with Tremors; Thyroid.

**Outcome:** We will aim to schedule informative talks by experts on all of these topics. Watch our Patient Group notice board for information on the next talk in May.

Thank you to the patient group members who have put so much time and enthusiasm into both carrying out this survey and reviewing it, it is greatly appreciated.

Thank you also to those patients who took part. We will be focusing on delivering the outcomes/actions in the coming months and will update you on progress in our quarterly newsletters.

Please visit our Patient Group Desk or our website to give us feedback or suggestions throughout the year.