

Patient Satisfaction Survey Report March 2012

Background Information:-

The survey was conducted both in-house and online using our website www.seasidemedicalcentre.co.uk in the 4 week period from 20th February to 28th March 2012. The in-house survey was carried out from February 20th - 25th while the survey was available to fill out online from February 20th – March 28th.

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 100 patients who had signed up to receiving it.

Survey Responses:-

357 Surveys were completed which represents 3% of the practice list of patients.

17 Surveys were completed on-line.

The practice prepared 360 paper copies of the questionnaire, 340 were completed. This represents a 94% completion rate.

Of the 20 missing questionnaires, several papers were discarded as not many questions were answered on them. Some questionnaires were taken away to complete but were not returned.

36% of responses were from male patients and 59% female. There was a very good representation from all age groups, less so from under 18s and over 85s.

Note: Not all questions were answered on every survey. Some questions had the option of multiple answers.

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.

A Breakdown of Responses to the Survey Questions:-

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

A. Appointments

Q1. How do you normally book your appointments to see a doctor or nurse at the Surgery?

In person 15%
By telephone 91%
Other 0%

Q2. Which of the following methods would you prefer to use to book an appointment at the Surgery?

In person 19%
By telephone 74%
By automated telephone system 24hrs a day 18%
Online 28%
No preference 6%

Q3. Which of the following methods would you prefer to use to order a repeat subscription?

In person 38%
By automated telephone system 24hrs a day 25%
Online 39%
No preference 16%

B. Getting through on the phone

Q1. In the past 6 months how easy have you found the following?

Getting through on the phone

Very easy 22%
Fairly easy 45%
Not very easy 19%
Not at all easy 7%
Don't know 1%

Speaking to a doctor on the phone

Very easy 12%
Fairly easy 27%
Not very easy 7%
Not at all easy 4%
Don't know 28%

Speaking to a nurse on the phone

Very easy 12%
Fairly easy 15%
Not very easy 4%
Not at all easy 2%
Don't know 33%

Obtaining test results by phone

Very easy 21%

Fairly easy 21%
Not very easy 4%
Not at all easy 2%
Don't know 20%

C. Seeing a doctor

Q1. In the past 6 months have you tried to see a doctor fairly quickly? By fairly quickly we mean on the same day or in the next two weekdays that the Health Centre was open.

Yes 78%
No 15%
Can't remember 1%

Q2. In circumstances where you need to see a doctor fairly quickly, would you be satisfied to speak to a doctor over the telephone in the morning between 8am and 9am?

Yes 83%
No 11%

D. Arriving for your appointment

Q1. How easy do you find getting into the building through our front doors at the surgery?

Very easy 70%
Fairly easy 19%
Not very easy 5%
Not at all easy 1%

Q2. How helpful do you find the receptionists at the Surgery?

Very 73%
Fairly 22%
Not very 1%

E. Opening Hours

Q1. How satisfied are you with the opening hours at the surgery?

Very 53%
Fairly 33%
Neither satisfied nor dissatisfied 5%
Quite dissatisfied 3%
Very dissatisfied 0%
Don't know opening hours 0%

**Q2. As far as you know is the surgery open
Before 9am?**

Yes 71%
No 6%
Sometimes 2%
Don't know 14%

At lunchtime?

Yes 32%
No 11%
Sometimes 2%
Don't know 31%

After 6.30pm?

Yes 19%

No 14%

Sometimes 13%

Don't know 30%

F. Communication

Q1. Which of the following do you use to find out information about the surgery and the services it offers?

Website 21%

Practice booklet 18%

Newsletter 1%

Notice boards 40%

Q2. Is there a particular Support Group that you would like to see set up at your surgery?

Diabetes 10%

Dementia/Mental health 18%

Stroke 6%

Other (please name)

Q3. This practice has a very active Patient Group who works alongside the practice team aiming to meet the needs of its patients. Would you like to join our patient group?

I would be interested in attending meetings 8%

I would like to join on-line 5%

I would like to be kept up to date by email 12%

I would like to be kept up to date on the patient group notice board 14%

None of the above 33%

G. Some questions about you

Q1. Are you male or female?

Male 36%

Female 59%

Q2. How old are you?

Under 18 1%

18-24 8%

25-34 15%

35-44 14%

45-54 17%

55-64 11%

65-74 15%

75-84 11%

85 and over 2%

Q3. What is your ethnic group?

British 83%

Irish 1%

Any other white background 6%

OVERALL

Q1. Did you feel you were treated with respect and dignity while you were in the surgery?

Yes, always 87%

Yes, sometimes 7%

No 0%

Q2. How would you rate the care you received?

Excellent 60%

Very good 26%

Good 7%

Fair 1%

A Summary of the Survey Responses and Subsequent Outcomes:-

A. Appointments

Summary: Although 91% of patients booked their appointment by telephone and 15% in person, 46% of those patients would also like to have access to booking their appointments on an automated telephone system and/or online.

64% of patients would like to be able to order a repeat prescription on an automated phone system and/or online.

Outcome - Appointment Bookings: The practice will introduce a system that will enable patients to book appointments over the telephone on an automated appointment system, and also to book appointments on our website www.seasidemedicalcentre.co.uk. This will be implemented throughout April and May 2012.

Outcome - Repeat Prescriptions: The practice has just introduced repeat prescriptions online, and will look into introducing a system to order repeat prescriptions on an automated phone system with a view to launching this later in the year.

B. Getting Through on the phone

Summary: 19% of patients said that they have not found it very easy to get through on the phone.

Only a small percentage found it difficult to speak to a doctor or nurse on the phone and to obtain test results.

Outcome: With 19% of patients finding it difficult to get through on the phone we need to offer our patients alternative ways of booking appointments. The introduction of an automated phone system and on-line system for booking appointments will hopefully resolve this issue.

C. Seeing a Doctor

Summary: 78% of patients reported that they have tried to see a doctor fairly quickly in the past 6 months. 83% of those patients said that they would be satisfied to speak to a doctor over the phone between 8am and 9am in those circumstances.

Outcome: We have recently introduced a phone-in consultation service for patients who may find it helpful to speak to a doctor over the phone first. This is between 8am and 9am Monday to Friday. Due to the results of this survey we will be increasing the number of doctors available to take these calls every morning.

D. Arriving for your appointment

Summary: Only 5% of patients said that they found it 'not very easy' to get into the building through our front doors. We decided to include this question in our survey because we had

received a number of comments and complaints from patients who find it difficult to manage the doors. It should be noted that the Patient Group observed a number of patients needing help through both sets of doors at the entrance. Patients who tended to need help had walking sticks, prams, wheelchairs or were frail.

Outcome: It has been agreed that we should monitor patient feedback throughout the coming year, and to research any funding that might be available should the patient group feel that introducing automatic doors would be a help to patients in the future.

Summary: 73% found the reception team very helpful while 22% found them to be fairly helpful. 1% said they were not very helpful.

Outcome: The reception team, although delighted with this positive feedback, will continue to work on improving patient service wherever possible.

E. Opening Hours

Our opening hours are 8.30am – 5.30pm Monday to Friday. The practice is open throughout lunchtime.

We also open on a Tuesday and Thursday evening for pre-booked appointments from 6.30pm – 8.00pm

Summary: 53% said they were very satisfied while 33% were fairly and 3% were quite dissatisfied with our opening hours. It was noted that a number of patients who reported that they were fairly satisfied or quite dissatisfied did not know that we were open before 9am and for evening surgeries. Only 19% of patients surveyed knew that we were open in the evening while only 14% knew that we were open before 9am.

Outcome: It is clear that we need to improve our communication to patients with regard to the services we offer and our opening times. We have recently updated our website and are currently updating our practice booklet and notice boards to improve on this.

F. Communication

Summary: Patients reported that they use our notice boards, practice booklet and website as a means of finding out information. Notice boards were the most popular means with a practice newsletter being the least popular.

18% of patients surveyed were interested in a Dementia/Mental Health Support group, 10% in Diabetes and 6% in Stroke.

A total of 39% of patients were interested in either joining or receiving information from the Patient Group.

Outcome: We have ordered new headers for our notice boards so that the information is organised and clear. Members of our patient group are helping with keeping all of the information up to date and replenished.

A new version of our practice booklet will be available throughout April & May and updated again in September & October.

Our Patient Group will be gathering information on Dementia, Diabetes and Stroke Support Groups in our area to share with the patients that have expressed an interest in joining one. The patient group will be personally contacting those patients that have shown an interest in either joining the patient group or learning about the work that the group is doing.

We will be introducing a new Patient Group notice board in a prominent place in the practice where the patient group will keep everyone up to date.

H. Overall

Summary: 87% of patients felt that they were treated with respect and dignity and 7% said they felt that sometimes they were.

86% rated their care as excellent or very good, 7% good and 1% fair.

Outcome: The practice team are very pleased with these responses and will continue to strive to meet the needs of our patients and our community.

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.