

## ANALYSIS OF PATIENT SURVEY – JUNE 2015

A patient survey was carried out during June 2015. The survey focused on GPs and our Advanced Nurse Practitioners, questionnaires were given out. 53 questionnaires were returned. The results are on a spreadsheet and are published on the surgery's website. A breakdown of the results is as follows:

1. The gender response was 23 females and 30 males.
2. The age groups of the respondents are: 18 and under - 5; 19-25 - 1; 26-35 - 7; 36-45 - 7; 46-55 - 8; 56-65 - 6; 66 and over - 19.
3. Ratings re respect for privacy: 37 Excellent; 12 Good 2 Adequate 2
4. Waiting longer than expected for an appointment: 8 out of 53 said yes to this.
5. Scheduling of appointment: 11 made their appointment at the surgery, 37 over the phone. Not all respondents answered this question.
6. Ease of booking over the phone: 27 - Easy; 11 - Could be better; 6 - Very difficult. Not all respondents answered this question.
7. Length of time to schedule appointment in surgery: Less than 2 minutes - 19; 3-5 minutes - 13; 6-9 minutes - 5. This question was not relevant to some respondents.
8. Helpfulness of person scheduling appointment: Very helpful - 36; Helpful - 14; Somewhat helpful - 1. Not all respondents answered this question.
9. Courteousness of receptionists: Very courteous - 36; Courteous - 14. Not all respondents answered this question.
10. Length of wait beyond appointment time: Less than 5 minutes - 21; 5-10 minutes - 19; 10-15 minutes - 8; 15-20 minutes - 1. 4 did not answer this question.
11. Ability to see GP of patient's choice: Yes - 25; No - 11 N/A - 17.
12. Enough time spent by GP on examination: Yes - 46; No - 3; N/A or no answer - 4.
13. Questions answered satisfactorily: Yes - 46; No - 3. 4 no answer given
14. Other comments:
  - ANP Gillie was very helpful Thanks
  - Due to the high turnover of doctors we really miss the continuity previously achieved
  - The Surgery is very helpful, the staff and doctors. When you phone for an appointment receptionists couldn't be more helpful & respectful
  - On the whole very satisfied
  - Why is the turnover of doctors in this practice so rapid. No one doctor seems to be there very long so there is no continuity of care
  - Very satisfied with how I've been looked after
  - Tried to book an appointment on automated system. Received message saying not working and would be put through to reception, however got stuck in continuous loop. Hung up redialed and went straight through to reception, so something might need looking at.

- The doctors are excellent at this practice , very professional & cheerful (amazing really with current pressures) It is difficult to book appointments for things that I would of previously gone to the walk in centre as the emergency/on the day appointments go very quickly. The phone system for appointments is much better , thank you
- Wish there were more available appointments for particular Gps
- 10 minute appointments are too small for questions/answers and admin required. Your doctors should be commended being able to stick anywhere near the timetable

72% of patients felt that respect for privacy was excellent, 25% felt that it was good; 3% felt it was adequate

Generally our patients are not waiting too long for appointments; however from comments above our doctors are professional and cheerful and quite often have patients with complex needs which means waiting times will rise. This also reflects for enough time spent by GP/ANP on examination, the figures are 66% said yes & 6% said no.

Patients are clearly happy with the helpfulness of the person scheduling their appointment. 68% stated they were very helpful, 26% helpful, 2% somewhat helpful. No patients chose the unhelpful option.

The courteousness question revealed that 68% of respondents found them very courteous and 26% chose the courteous option. No patient chose any negative responses.

It is clear that more patients prefer to book their appointments over the telephone (70% of respondents compared to 21% booking in the surgery), and thus we have instigated a new automatic telephone system which operates 24 hours a day, 7 days a week, to ensure that patients can book appointments more easily. This then links to the results to the question of ease of booking via the phone: 51% found this easy, 21% thought it could be better, 11% found it very difficult. We are constantly looking on how we improve the automated phone system, ensuring we get a balance of appointments booked in advanced & appointments released on the day.

The results and comments from the patient survey are encouraging, as commented we have had a change in doctors; however we are still providing a high level of care by the introduction of our Nurse Practitioners to work alongside the new Gps. We are facing ever changes to Gp surgeries so changes to ways of working are inevitable. Dr Holmes will be starting in September and has been doing some locum work previously at the surgery; so patients will be seeing a familiar face and we are also starting to have medical students to further enhance the practice.

NB: Please note that the percentage figures do relate to the fact that not all of the survey group answered all of the questions – thus a total of 100% is often not achieved for each question.