

## **Practice Survey Results 2011/12**

### **Summary of Practice Report**

#### **Background**

The Practice survey was carried out across our two sites at Parker Drive Medical Centre and Manor Medical Centre during the weeks of 7<sup>th</sup> December - 23<sup>rd</sup> December 2011

The aim of the practice survey was to gather the views from our registered patients on the services we currently provide to see if there were any improvements to be made or if there were any suggestions for future developments within the practice.

The survey was designed in conjunction with our patient participation group where we looked at priority areas and these were mainly around access, the appointment system, consultations and overall experience/satisfaction of our practice.

#### **Statistics**

A total of 598 usable questionnaires were used to compile this report.

35.5% men, 64% women and 0.5% would rather not say

Ages ranged from 16 to 75+.

49% reported that they had a long-standing health condition.

561 who completed their ethnicity group - 51% white, 3% black or black British, 41% Asian or Asian British, 2% mixed, 1.5% other ethnic group, 1.5% would rather not say.

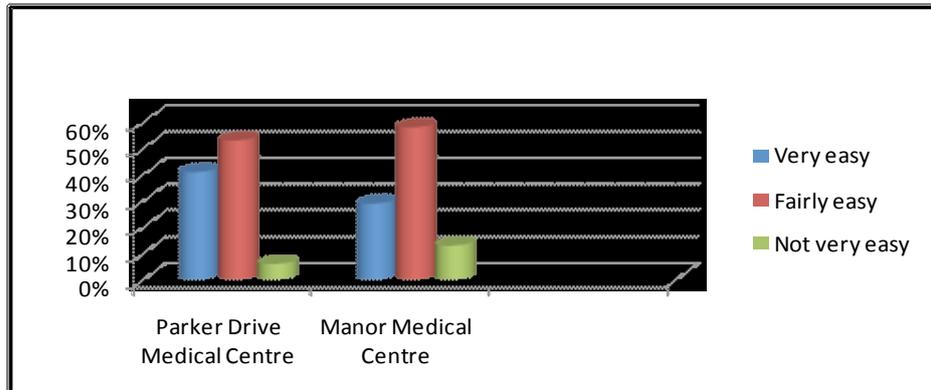
563 who completed what best describes them - 51% Employed, 6% unemployed, 2% full-time education, 9% long-term sick, 8% looking after family, 20% retired, 4% other

## Access

### Getting through on the telephone

**Parker** - 300 completed = 41% Very easy, 53% Fairly Easy, 6% Not very Easy

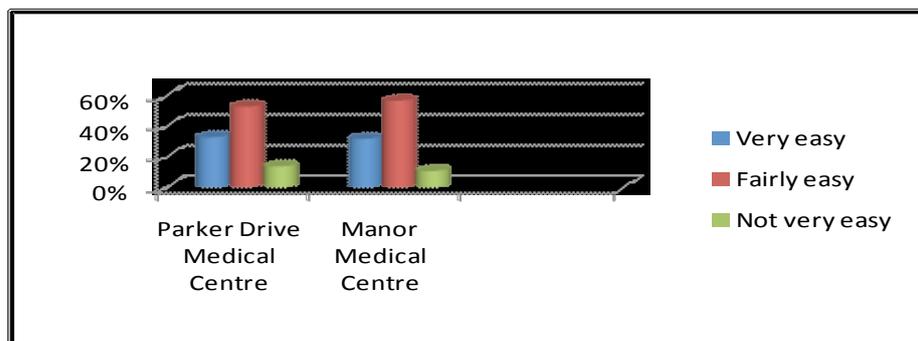
**Manor** - 298 completed = 29% Very easy, 58% Fairly Easy, 13% Not very Easy



### To speak to a doctor or nurse on the telephone

**Parker** - 283 completed = 33% Very Easy, 53%, Fairly Easy, 14% Not Very Easy

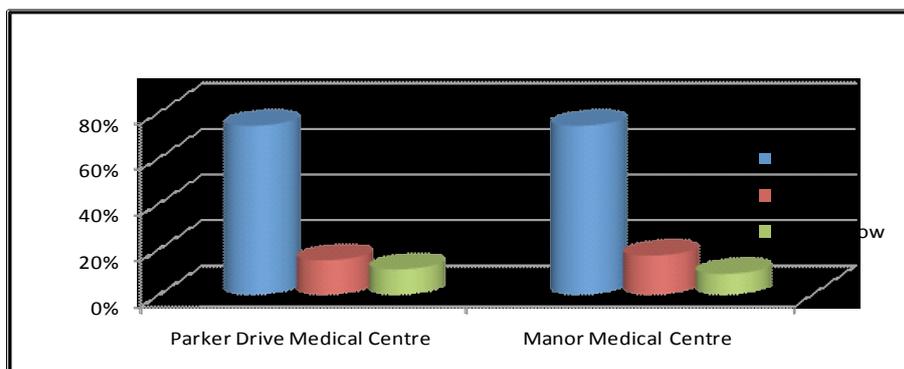
**Manor** - 281 completed = 32% Very Easy, 57%, Fairly Easy, 11% Not Very Easy



### To see a GP on the same day if urgent

**Parker** - 288 completed = 74% Yes, 15% No, 11% Don't Know

**Manor** - 292 completed = 74% Yes, 17% No, 9% Don't Know

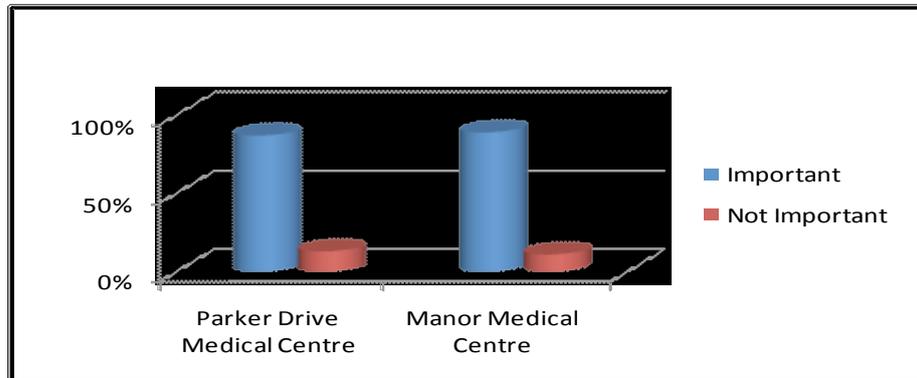


### To be able to pre-book appointments in advance

**Parker** - 291 completed = 87% Important, 13% Not Important

**Manor** - 299 completed = 89% Important, 11% Not Important

60% of the patients surveyed were aware that you could pre-book up to 4 weeks in advance.



75% of the patients surveyed normally book their appointments by telephone and 25% in person.

The preferred method was 63% by telephone, 23% in person and 14% On line (Not currently available)

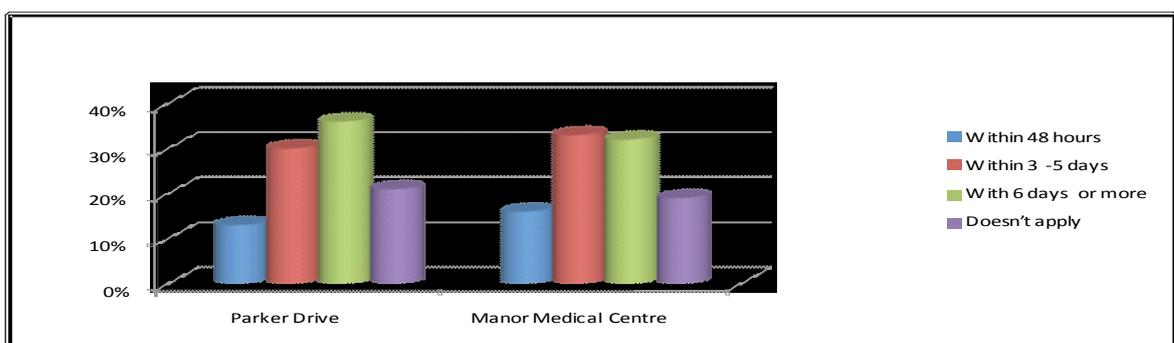
### To see a particular doctor of their choice for a routine appointment

**Parker** - 285 completed = 13% within 48 hours, 30% within 3-5 days, 36% within 6 days or more, 21% Doesn't Apply

273 completed = 36% found this to be good, 54% Fair, 10% Poor

**Manor** - 295 completed = 16% within 48 hours, 33% within 3-5 days, 32% within 6 days or more, 19% Doesn't Apply

284 completed = 48% found this to be good, 41% Fair, 11% Poor



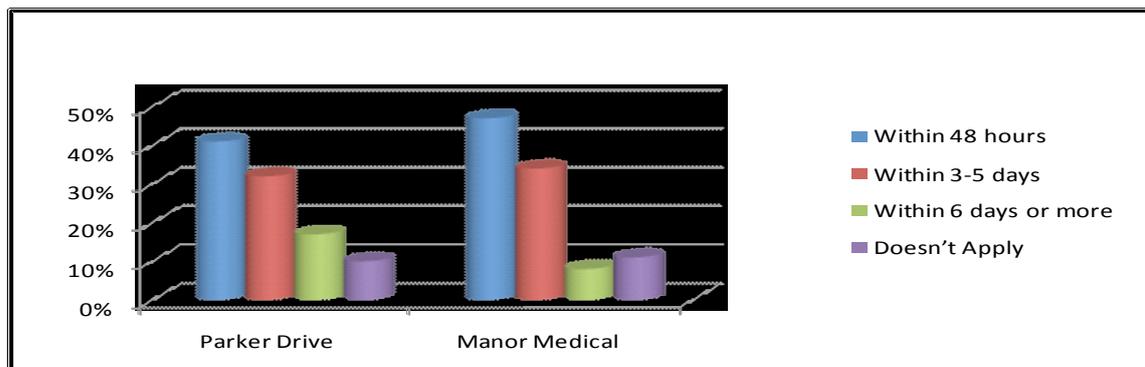
### To see any doctor for a routine appointment

**Parker** – 290 completed = 41% within 48 hours, 32% within 3-5 days, 17% within 6 days or more, 10% Doesn't Apply

286 completed = 55% found this to be good, 39% Fair, 6% Poor

**Manor** - 291 completed = 47% within 48 hours, 34% within 3-5 days, 8% within 6 days or more, 11% Doesn't Apply

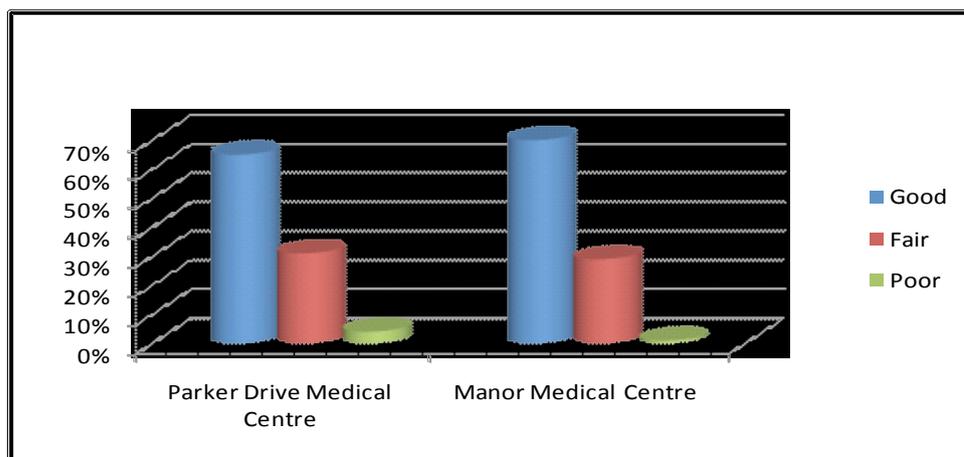
293 completed = 61% found this to be good, 35% Fair, 4% Poor



### Opening hours for appointments

**Parker** - 286 completed = 65% Good, 31% Fair, 4% Poor

**Manor** - 289 completed = 70% Good, 29% Fair, 1% Poor



### Waiting times for their Consultation to start

**Parker** – 286 completed = 65% On time, 8% Early, 27% Late

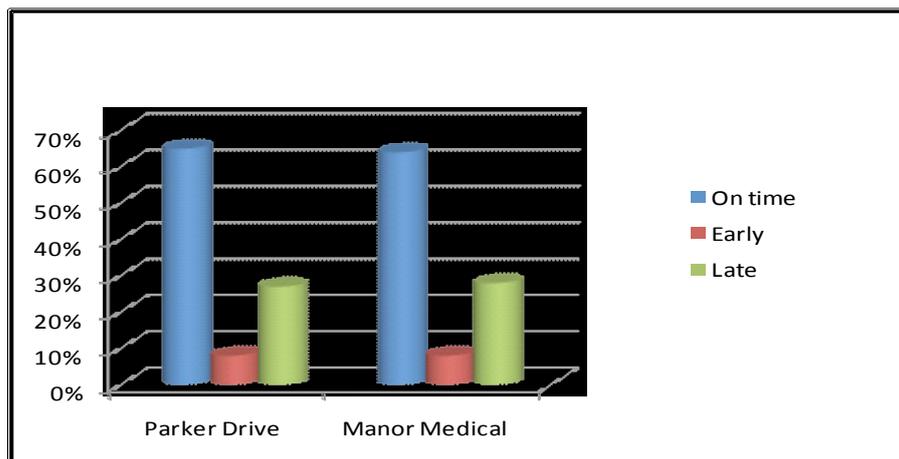
276 completed rating waiting time = 47% Good, 42% Fair, 11% Poor

Average waiting time was approx 10-15 mins

**Manor** - 290 completed = 64% On time, 8% Early, 28% Late

286 completed rating waiting time = 45% Good, 49% Fair, 6% Poor

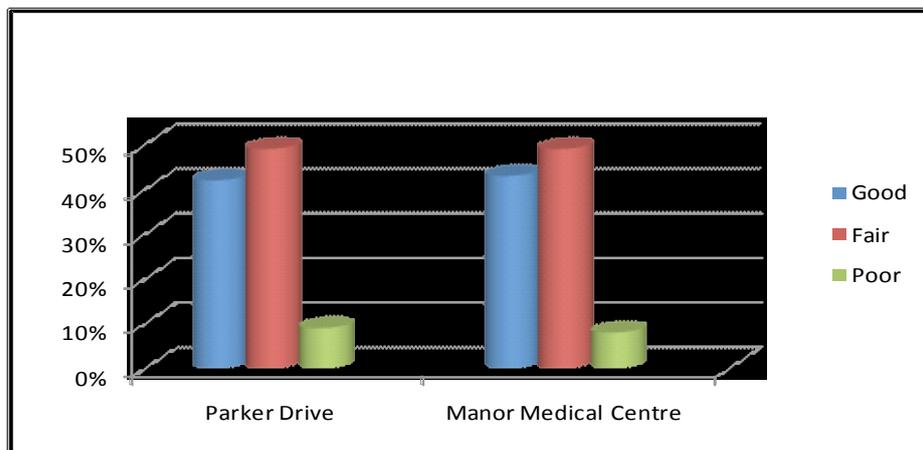
Average waiting time was approx 10-15 mins



### Rating the GP Out of Hours Service

**Parker** - 153 completed = 42% Good, 49% Fair, 9% Poor

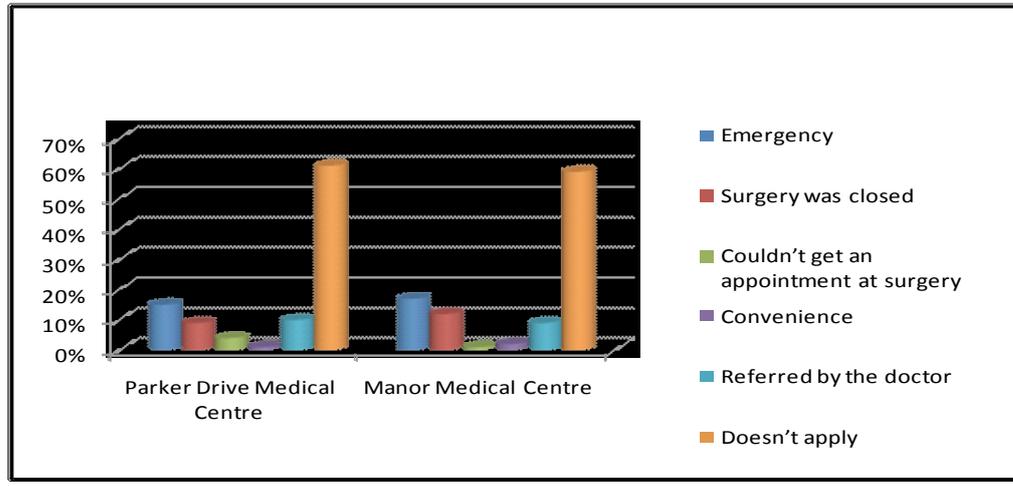
**Manor** - 168 completed = 43% Good, 49% Fair, 8% Poor



**Reasons for using A&E in last 12 months**

**Parker** - 241 completed = 15% Emergency, 9% Surgery was closed, 4% couldn't get an appointment at the surgery, 1% convenience, 10% referred by the doctor, 61% Doesn't Apply

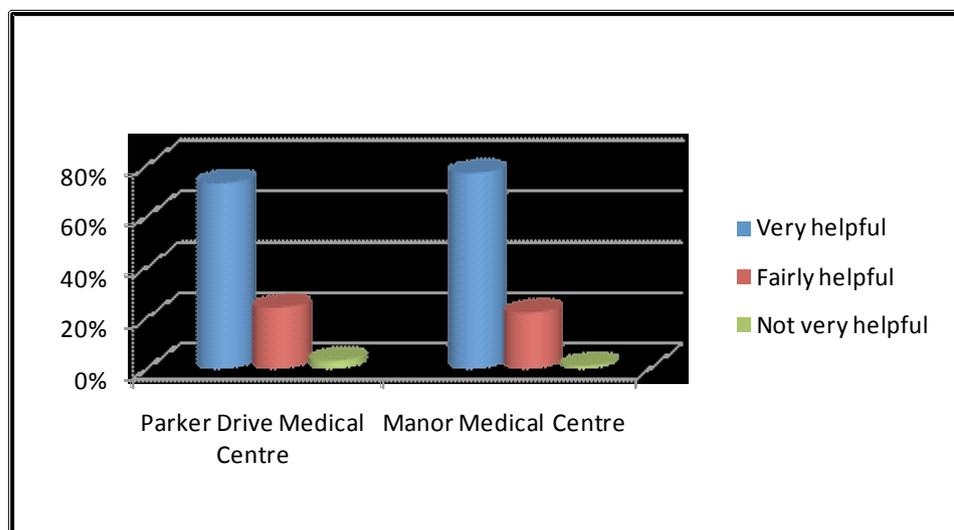
**Manor** - 245 completed = 17% Emergency, 12% Surgery was closed, 1% couldn't get an appointment at the surgery, 2% convenience, 9% referred by the doctor, 59% Doesn't Apply



**Helpfulness of receptionist**

**Parker** - 297 completed = 73% Very Helpful, 24% Fairly helpful, 3% Not very helpful

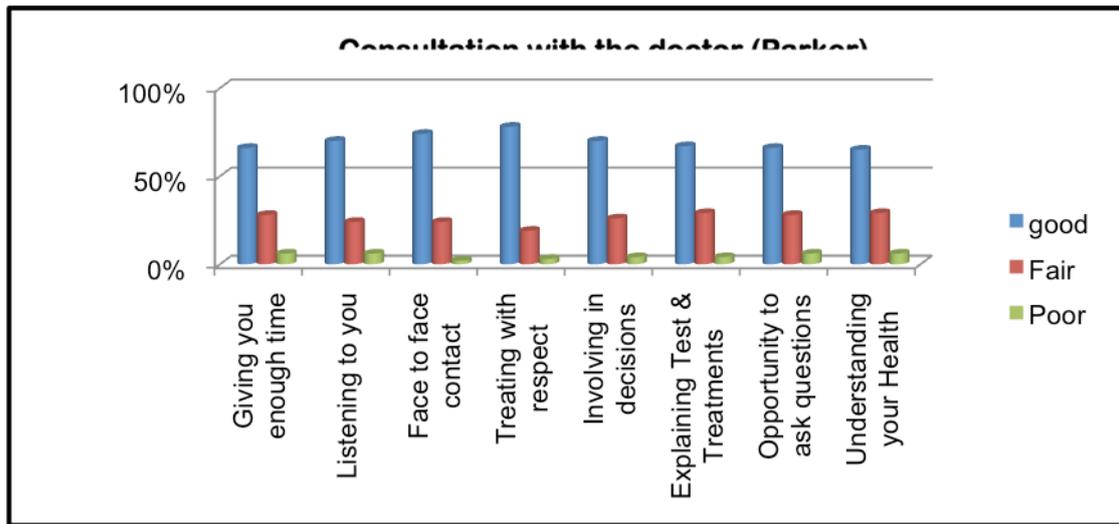
**Manor** -298 completed = 77% Very Helpful, 22% Fairly helpful, 1% Not very helpful



## Your Consultation with the Doctor

Parker - 250 completed

	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
<b>Giving you enough time</b>	<b>66%</b>	<b>28%</b>	<b>6%</b>
<b>Listening to you</b>	<b>70%</b>	<b>24%</b>	<b>6%</b>
<b>Face to Face contact</b>	<b>74%</b>	<b>24%</b>	<b>2%</b>
<b>Treating you with Respect, care, concern</b>	<b>78%</b>	<b>19%</b>	<b>3%</b>
<b>Involving you in decisions about your care</b>	<b>70%</b>	<b>26%</b>	<b>4%</b>
<b>Explaining Test &amp; Treatments</b>	<b>67%</b>	<b>29%</b>	<b>4%</b>
<b>Opportunity to ask questions</b>	<b>66%</b>	<b>28%</b>	<b>6%</b>
<b>Understanding your Health condition</b>	<b>65%</b>	<b>29%</b>	<b>6%</b>

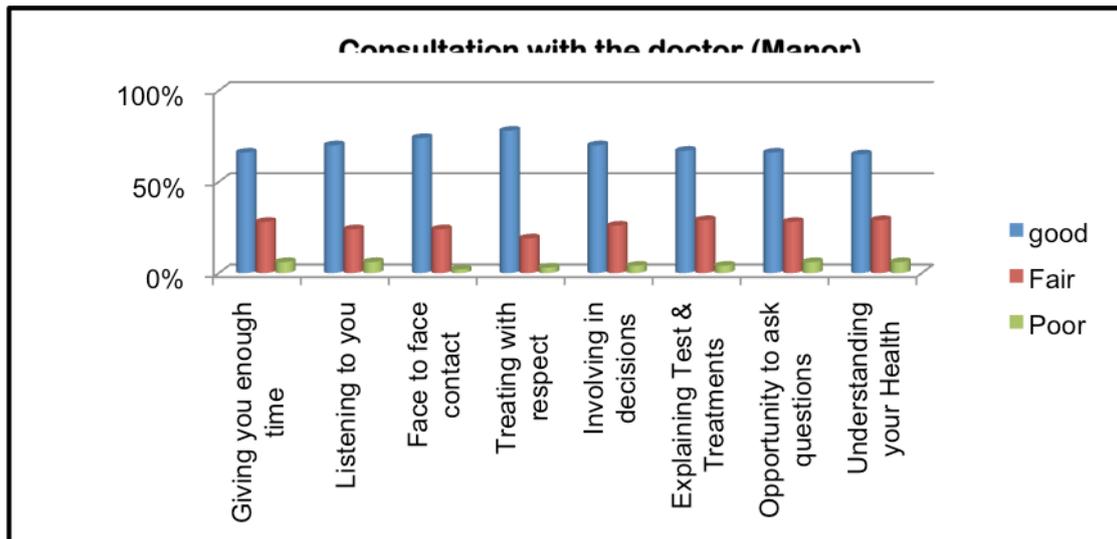


254 completed = 65% had trust in the doctor they saw or spoke to, 26% to some extent, 4% No trust and 5% were unsure

## Your Consultation with the Doctor

Manor - 268 completed

	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
<b>Giving you enough time</b>	<b>71%</b>	<b>25%</b>	<b>4%</b>
<b>Listening to you</b>	<b>77%</b>	<b>22%</b>	<b>1%</b>
<b>Face to Face contact</b>	<b>79%</b>	<b>19%</b>	<b>2%</b>
<b>Treating you with Respect, care, concern</b>	<b>81%</b>	<b>18%</b>	<b>1%</b>
<b>Involving you in decisions about your care</b>	<b>77%</b>	<b>20%</b>	<b>3%</b>
<b>Explaining Test &amp; Treatments</b>	<b>76%</b>	<b>21%</b>	<b>3%</b>
<b>Opportunity to ask questions</b>	<b>72%</b>	<b>24%</b>	<b>4%</b>
<b>Understanding your Health condition</b>	<b>74%</b>	<b>23%</b>	<b>3%</b>

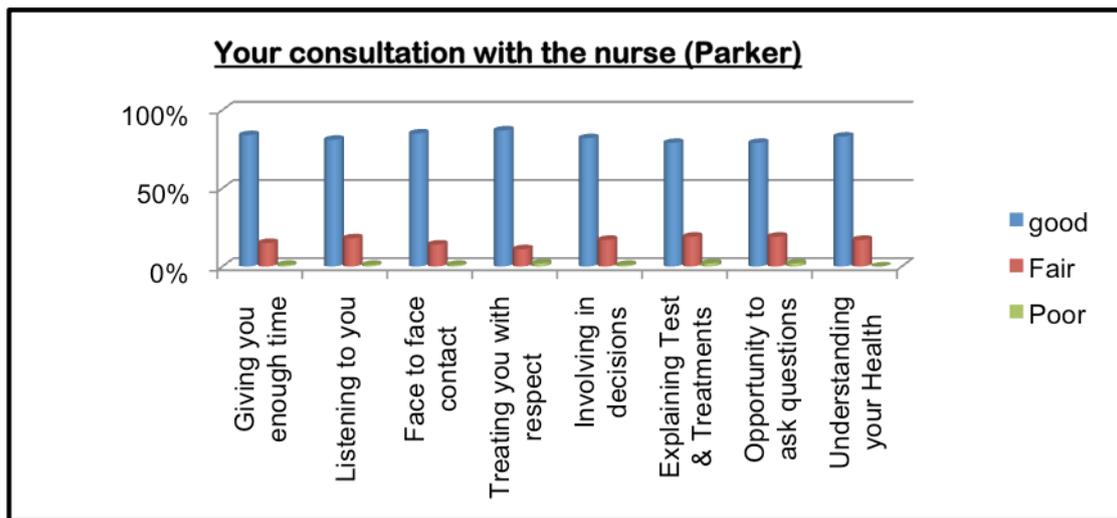


268 completed = 78% had trust in the doctor they saw or spoke to, 17% to some extent, 2% No trust and 3% were unsure.

## Your Consultation with the Nurse

Parker - 230 completed

	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
<b>Giving you enough time</b>	<b>84%</b>	<b>15%</b>	<b>1%</b>
<b>Listening to you</b>	<b>81%</b>	<b>18%</b>	<b>1%</b>
<b>Face to Face contact</b>	<b>85%</b>	<b>14%</b>	<b>1%</b>
<b>Treating you with Respect,care,concern</b>	<b>87%</b>	<b>11%</b>	<b>2%</b>
<b>Involving you in decisions about your care</b>	<b>82%</b>	<b>17%</b>	<b>1%</b>
<b>Explaining Test &amp; Treatments</b>	<b>79%</b>	<b>19%</b>	<b>2%</b>
<b>Opportunity to ask questions</b>	<b>79%</b>	<b>19%</b>	<b>2%</b>
<b>Understanding your Health condition</b>	<b>83%</b>	<b>17%</b>	<b>0%</b>

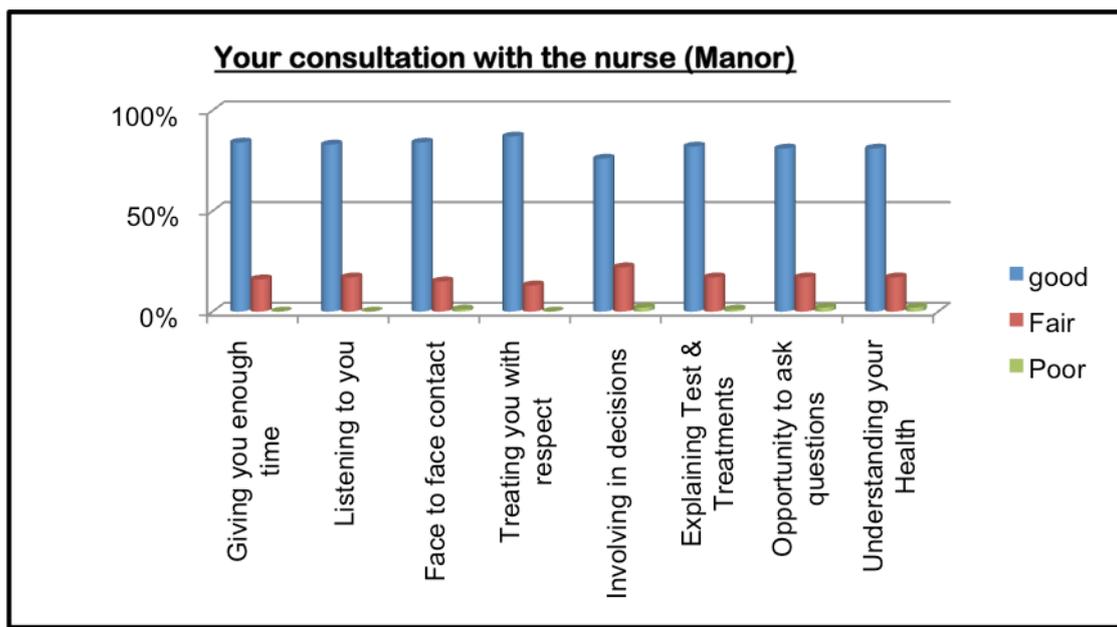


229 completed = 82% had trust in the nurse they saw or spoke to, 13% to some extent, 1% No trust and 4% were unsure.

## Your Consultation with the Nurse

Manor - 238 completed

	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
<b>Giving you enough time</b>	<b>84%</b>	<b>16%</b>	<b>0%</b>
<b>Listening to you</b>	<b>83%</b>	<b>17%</b>	<b>0%</b>
<b>Face to Face contact</b>	<b>84%</b>	<b>15%</b>	<b>1%</b>
<b>Treating you with Respect, care, concern</b>	<b>87%</b>	<b>13%</b>	<b>0%</b>
<b>Involving you in decisions about your care</b>	<b>76%</b>	<b>22%</b>	<b>2%</b>
<b>Explaining Test &amp; Treatments</b>	<b>82%</b>	<b>17%</b>	<b>1%</b>
<b>Opportunity to ask questions</b>	<b>81%</b>	<b>17%</b>	<b>2%</b>
<b>Understanding your Health condition</b>	<b>81%</b>	<b>17%</b>	<b>2%</b>



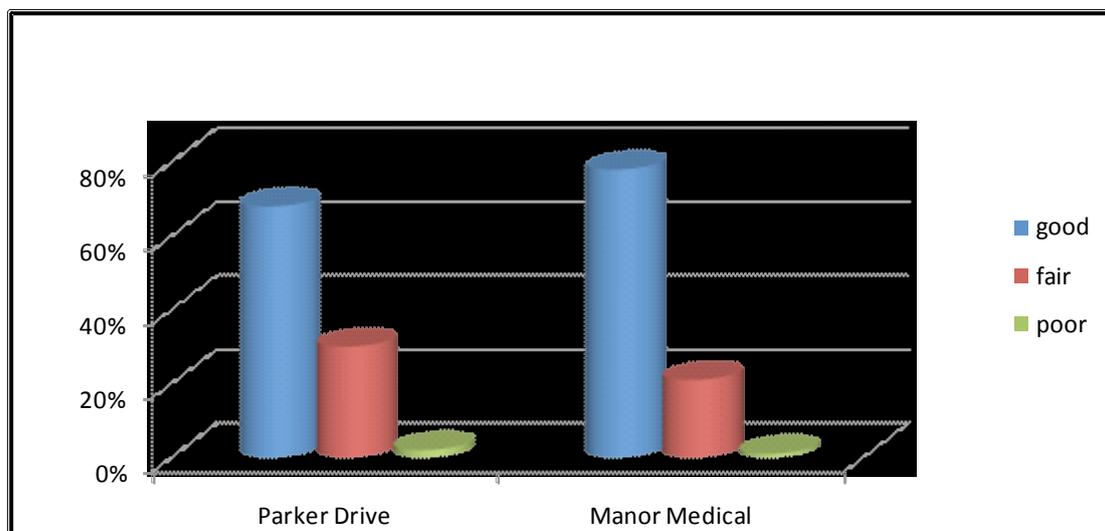
242 completed = 82% had trust in the nurse they saw or spoke to, 15% to some extent, 2% No trust and 1% were unsure.

## OVERALL SATISFACTION

### Experience of our Surgery

**Parker** - 285 completed = 68% Good, 30% Fair, 2% Poor

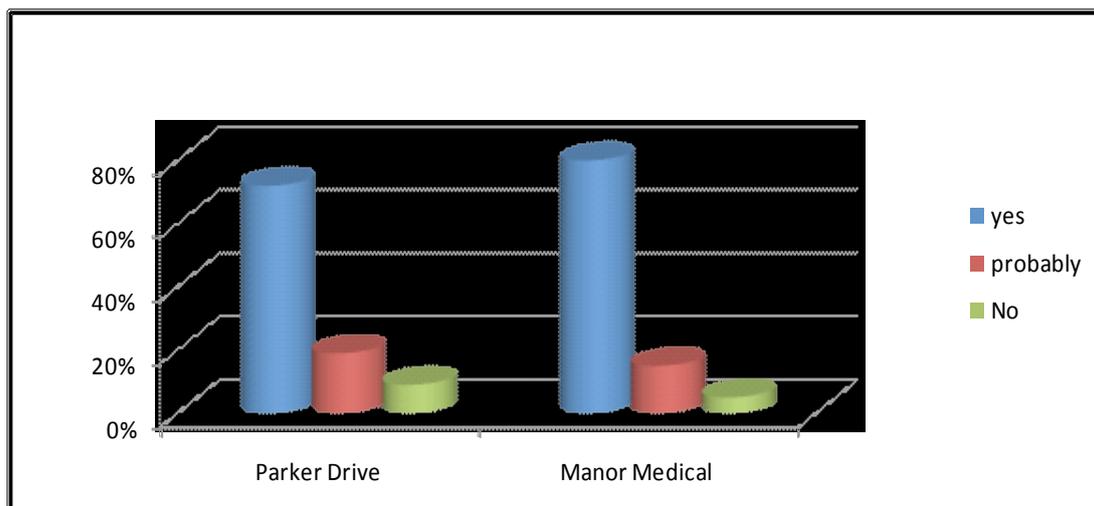
**Manor** - 286 completed = 78% Good, 21% Fair, 1% Poor



### Recommend our surgery to someone who has just moved to the area

**Parker** - 283 completed = 72% Yes, 19% Probably, 9% No

**Manor** - 286 completed = 80% Yes, 15% Probably, 5% No



## **Patients comments taken from the surveys about their healthcare**

### **Positives**

Happy with the service

Receptionists excellent, helpful, polite and friendly

Telephone consultations

Greatly improved since last survey

No complaints in any dept

Good service, Access and facilities

I would recommend this surgery to anyone its brill

The surgery and staff have improved immensely

My doctor very professional and always available to talk about any health issue also with my family

Very well known for great GP's and excellent services

Dr X brilliant

Can't get better practice and service than I've got

You all work very hard – I'm pleased

Surgery offers many services unlike my old doctor

Dr X is very caring and understanding

Dr X is a very caring doctor

Text messages to confirm appointments is excellent

New extension/building improved layout

Lift allows access for me

Reception is run professionally

Very pleased with the treatment given by Dr X

Everything is very good I would not go anywhere else – thank you

Dr X and Dr X very good

Special thank you to Dr X and nurses

Practice is very clean and patients are looked after well

Staff willing to go that extra mile for you

Very good service, helpful and understanding

Glad you are there keep up the good work

I have been with this practice since I was born and find the services outstanding, my partner is under a different surgery that doesn't come close to the standards of this surgery.

All staff, nurses and doctors have been very good even when the pressure of their routines do not fall into place. I think they are all wonderful.

Dr X has been fantastic in supporting me

When I took ill 2 years ago everyone was very supportive, I didn't have to wait long to see a consultant either.

I cant thank everyone enough for looking after me

Been more approachable in the last 6 months

Doctor listen to what you have to say

Waiting time Ok

Access to doctors is good

I used the service for an accident at work and the nurse saw me straight away you cant get better than that

The general service both in terms of access and communication is excellent and I'm happy this is my nearest GP Surgery

## **Negatives**

I don't understand how the practice operates appointments and hours of opening  
Quality, Communication and time is poor  
I want an appointment with the doctor I want as and when required  
Staff need to understand that they need to accommodate patients in an emergency  
The only reason I felt I was treated with respect was because I had my advocate with me  
I find it difficult seeing so many different doctors  
08 number especially from mobile not convenient  
Doctors need to know each other skills and advise patients if some can be done at the practice  
Some doctors should check properly the patient and not to dispatch them quick, also  
Dr X should learn how to speak with patients and is very rude  
Phones very busy can't get through  
Self checking in to actually work  
Privacy with receptionist as a couple shout out inappropriate or private comments and information  
Not enough female GP's or they seem to do a very limited service.  
In my old practice I was able to pre-book my next depo injection after last one received  
Registration process to be more flexible- wife's paperwork is with the home office  
Some doctors do not listen to the patient and respond  
Receptionist asking what the problem is before deciding to give you an appointment or not  
Never had a doctor that has said "are there any questions you would like to ask?"  
Dr X does not listen to you and speaks over you and gives an incorrect diagnosis  
One doctor was very sharp on the telephone patient was very nervous as had not spoken to her before  
Dr X doesn't always have time to listen to you  
No continuity of care with same GP  
One receptionist in particular is very rude, blunt and unwelcoming  
Surgery protocols need to be communicated between doctors and nurses to avoid patient confusions  
Unhappy with recent consultation with locum doctor - now been addressed with own regular doctor  
Doctors do not know how you feel and don't care - feel like a number they don't have time for you  
and have made their mind up about you before hand  
Access to Dr X could be better  
Receptionist should not be asking what the problem is  
Try to be flexible and helpful  
Some receptionists are unapproachable  
INR patient was missed for one year should have regular warfarin checks  
Queuing system on phones a problem  
Emergency appt availability a problem

## **Patients Suggestions For Improvements**

Would like easier telephone access  
Cultural mix of doctors would be appreciated  
less focus on computer  
more seating space  
Magazines and leaflets in waiting room please  
need to accommodate those who work 9-5

Order prescriptions on-line

Fair system of queuing to speak to receptionist

Surgeries to be open on a Sunday

Like to be able to see the same doctor all the time

If appt cannot be given to that specific doctor then that doctor should call the patient back

Doors to doctors rooms need opening wider for wheelchairs, prefer automatic door or a buzzer that opens door so patient can go on their own

Need more appointments for weekend for non- booked emergencies

Request for Saturday opening at Parker Drive

Open one night later per week

Notice is displayed about DNA's- so why not cross them off your list after 3 missed appointments

Continuity of care with same GP

Length of waiting time for an appt can be up to 2 weeks needs to be improved if not urgent

Give employed people more flexibility when it comes to appointments

Problems with disabled parking - non disabled people parking - there should be notice up threatening to wheel clamp

Parking problems Parker Drive