

Patient Satisfaction Survey Report

Survey ran for 2 weeks from 7th – 18th January 2013.

This was regarding 'patient satisfaction' with the service 'on the day' and the clinician that they saw. It was not about the appointment system as this had been covered in a survey during November 2012.

11 GPs and 4 nurses were asked to give a survey sheet to each patient they saw; survey sheets were only given to patient's on the GP appointment list.

Childhood vaccination clinics and 'emergency surgery' sessions were not included as it was felt that the appt time was too short or it would be inappropriate.

1820 patients had been seen during the survey period

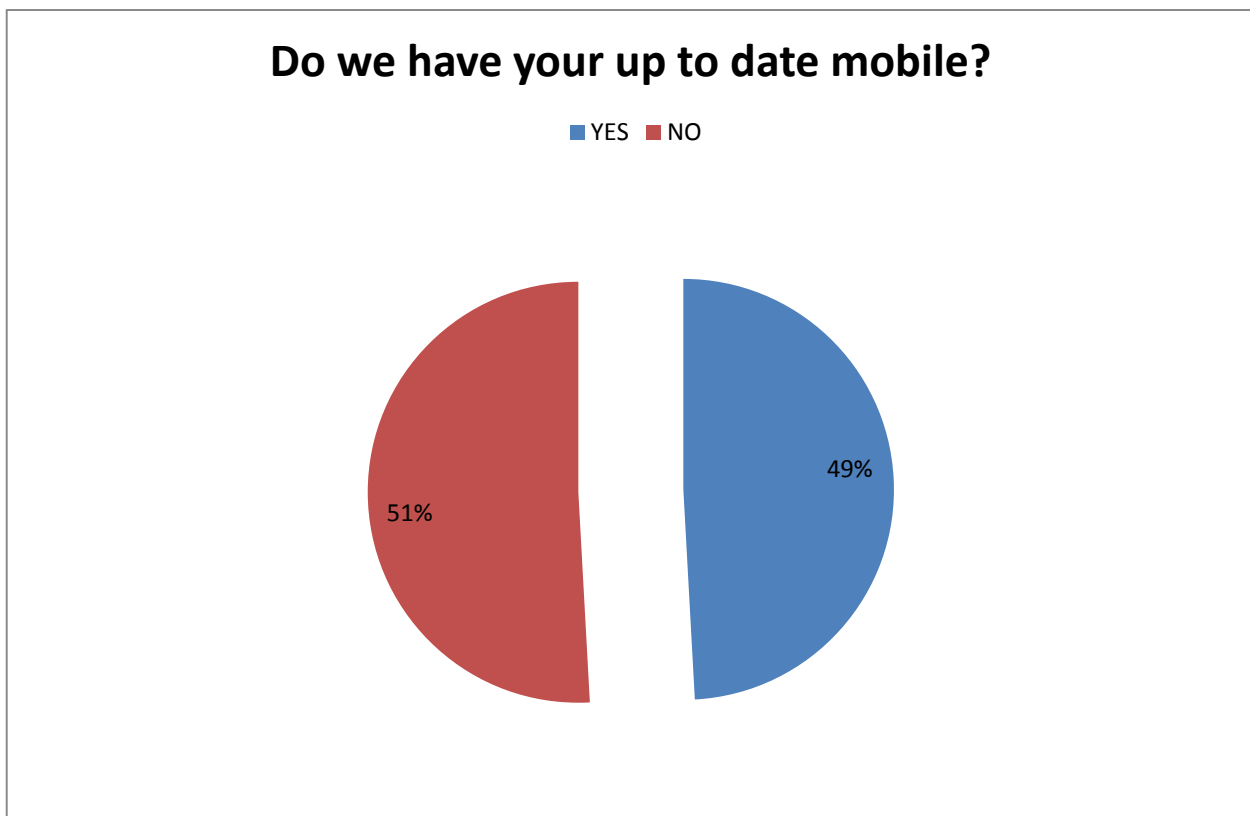
436 survey sheets returned from patients.

1384 had not returned their slips.

For reporting purposes scores of 4 & 5 will be grouped together as very good/excellent.

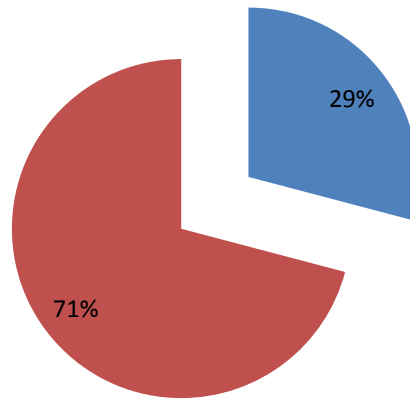
Mobile Phone data

It appears we have up to date mobile details for around 50% of our patients enabling them to take advantage of the SMS services we offer. However, fewer than this have received reminders; this will mainly be due to the appointments being booked 'on the day' and reminders are only sent to patients who have appointments three days in advance.



did you receive a text message from our automated system reminding you of your appointment?

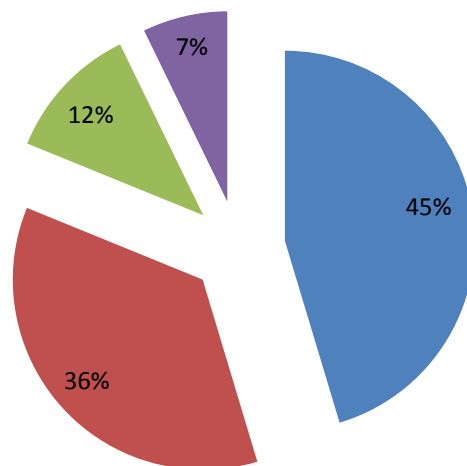
■ YES ■ NO



81% of patients had visited the practice less than 10 times during the last year; more than half that number had visited less than 5 times.

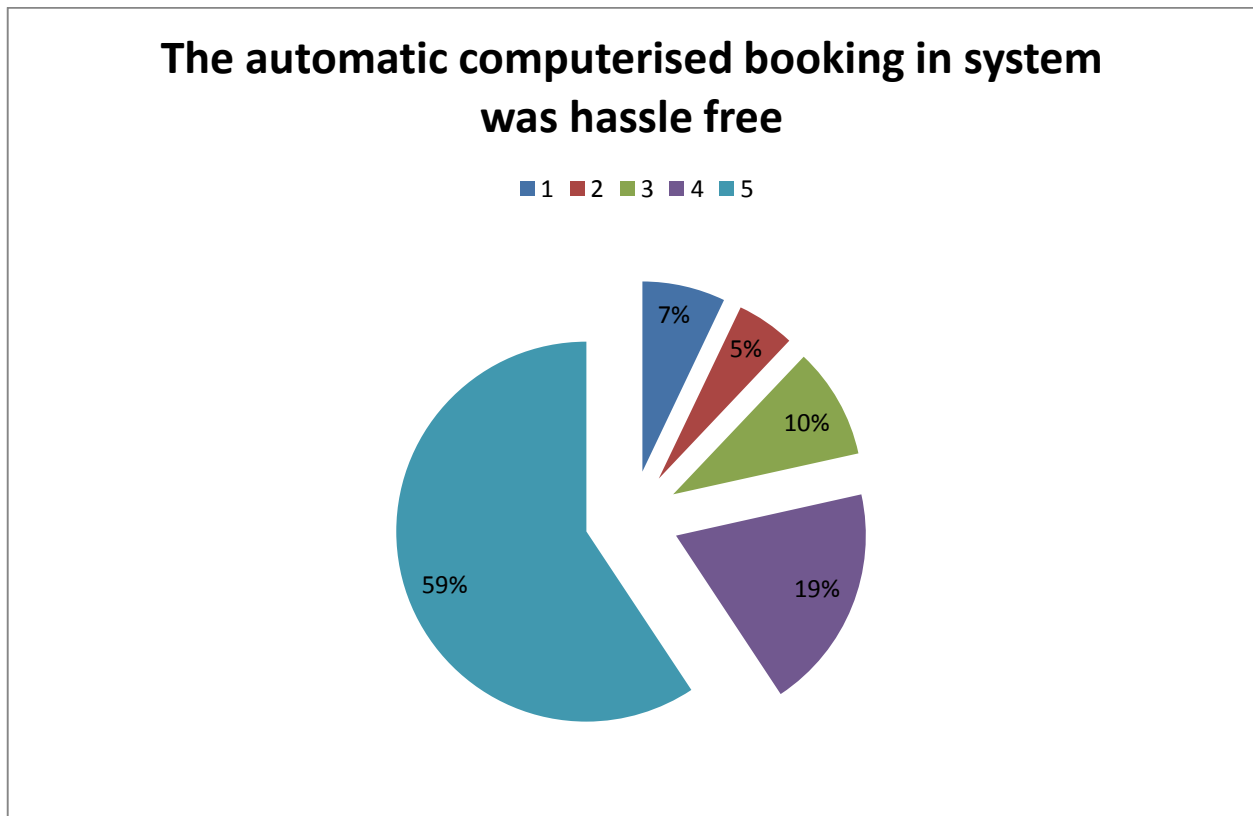
How many times have you visited the practice in the last 12 months?

■ 0-4 ■ 5-9 ■ 10-14 ■ 15+

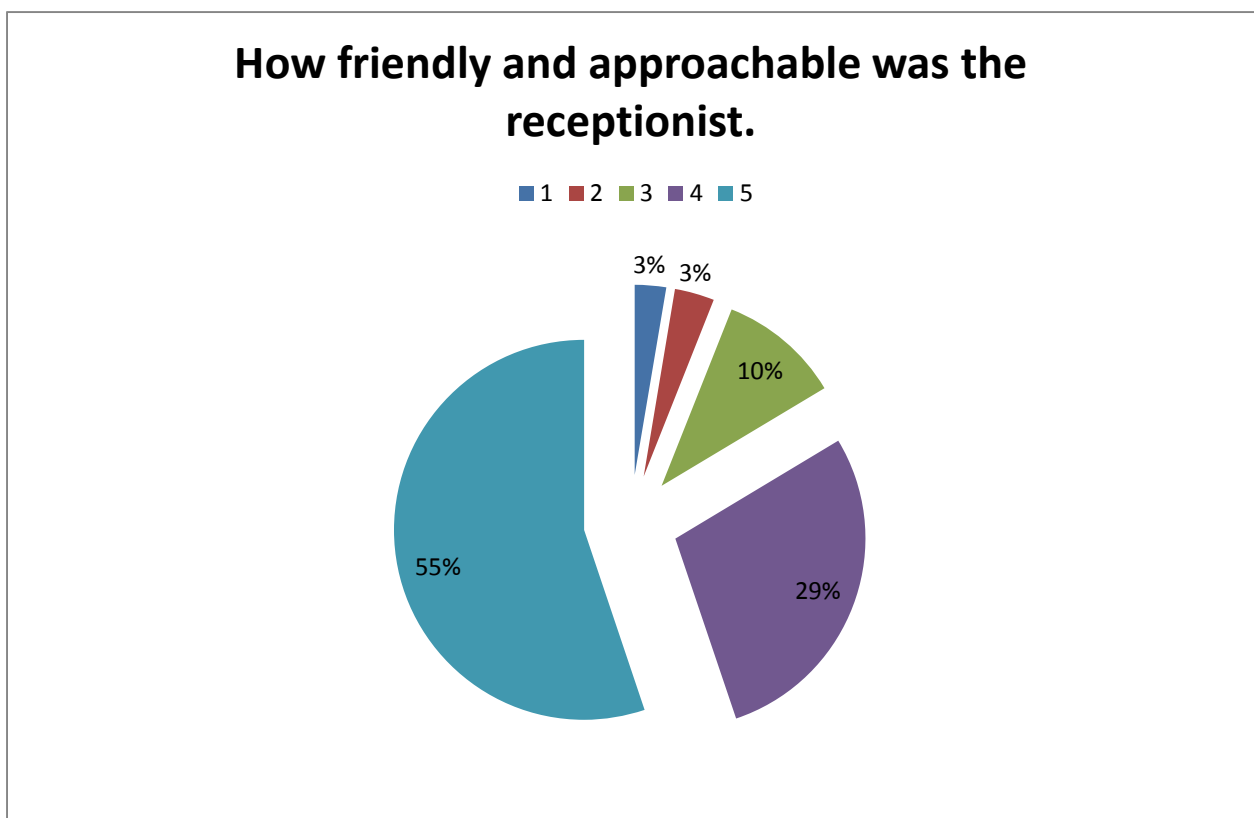


Reception Experience

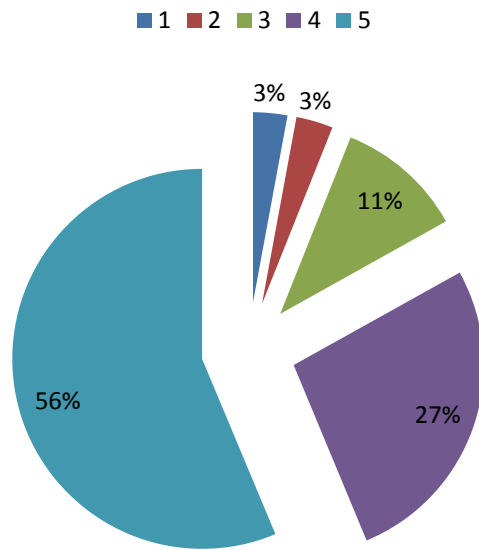
78% of patients reported that they found the computerised booking in system very good/excellent. Problems may be due to patients being early or late for appointments.



84% scored very good/excellent for this. The score for being helpful with specific needs was very similar.



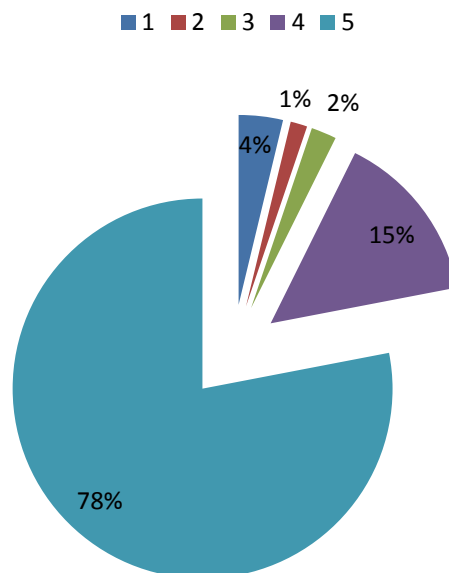
How helpful was the receptionist in dealing with your specific needs?



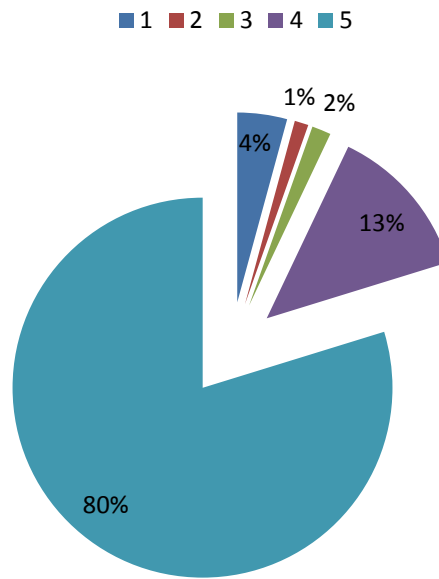
Doctors

93% returned very good/excellent across the three questions regarding GP consultations.

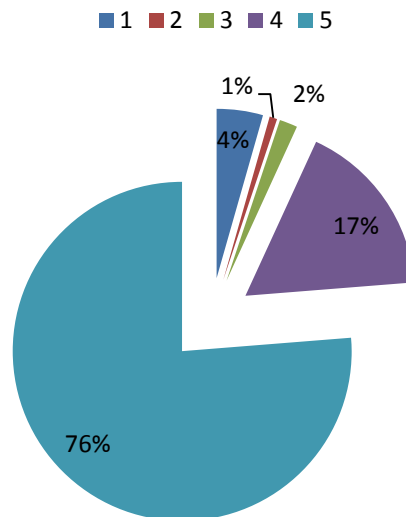
How well did the Doctor address your specific needs during your appointment?



How good was the doctor at listening to your needs and involving you in your care?

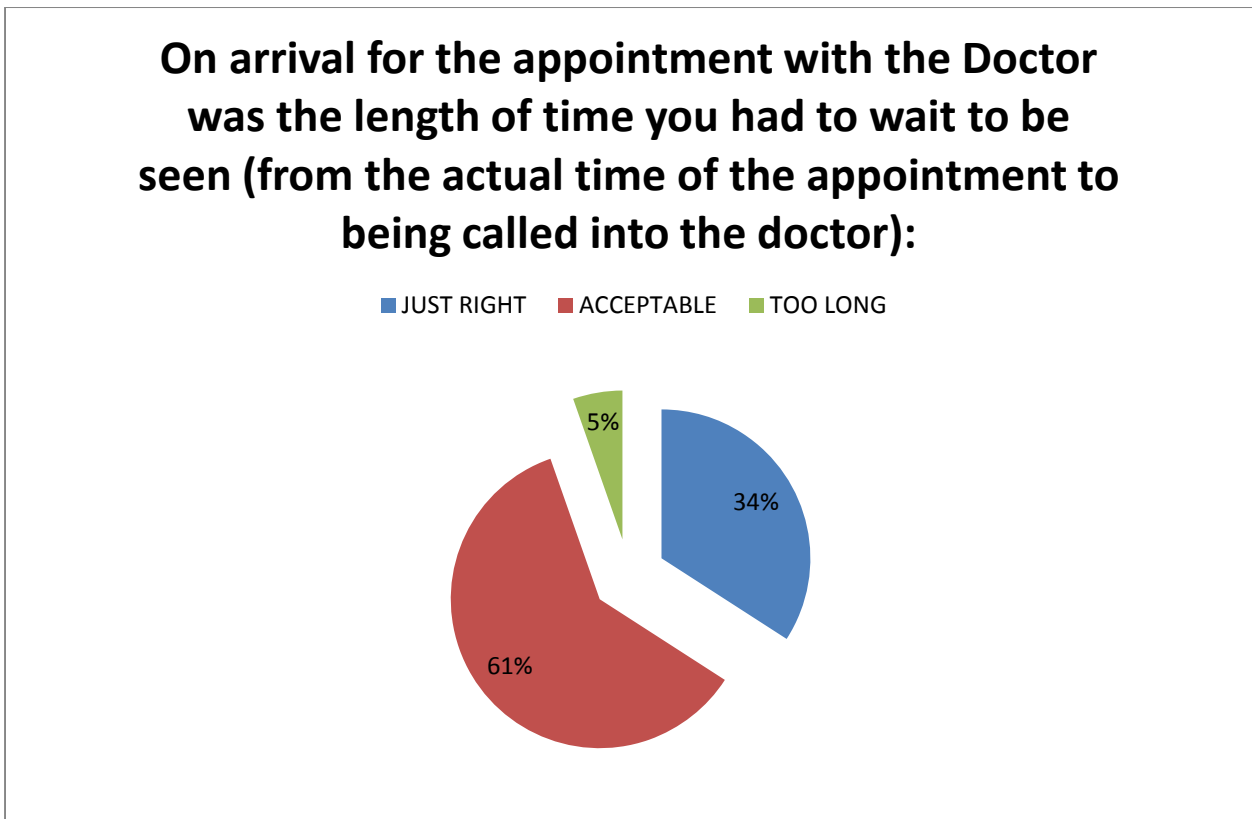


How good was the information given to you about the examinations or tests performed/requested during your visit?



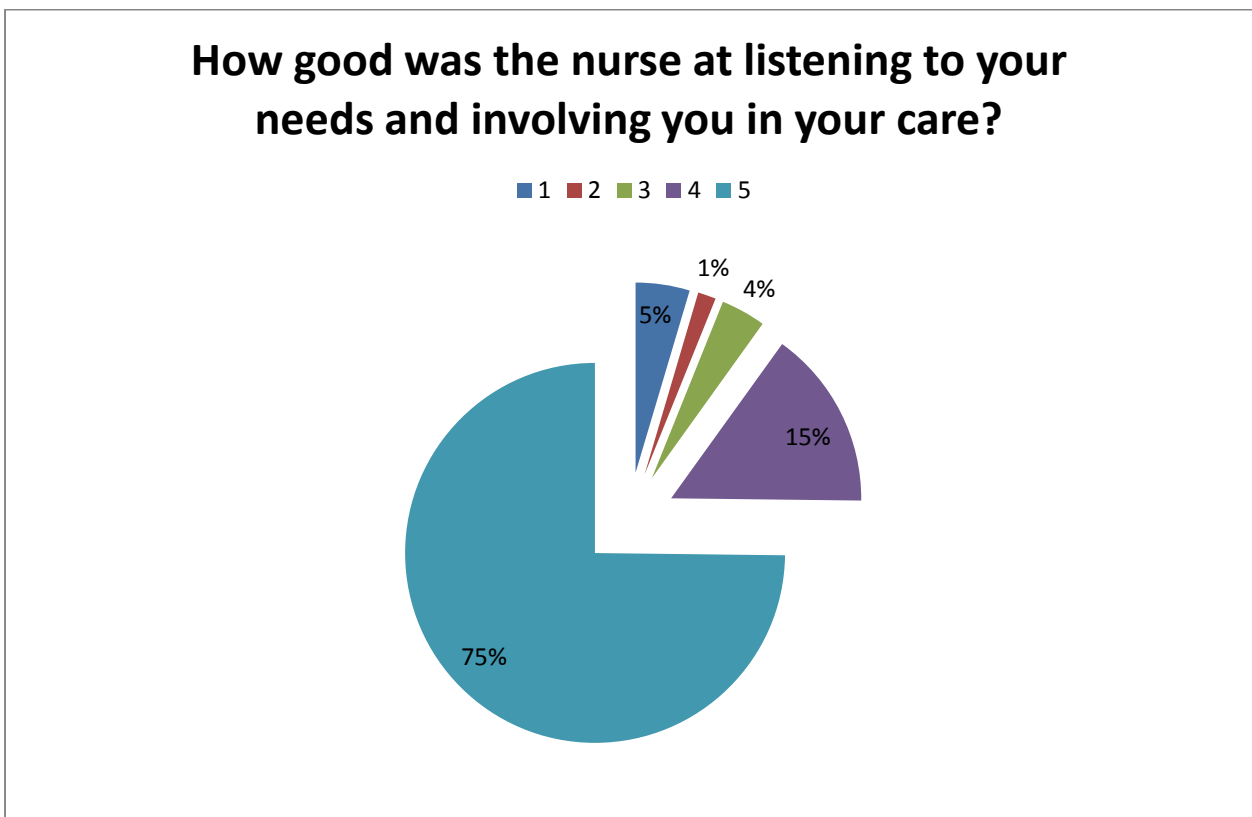
Waiting times

Only 5% of patients found that the waiting time in surgery was too long.



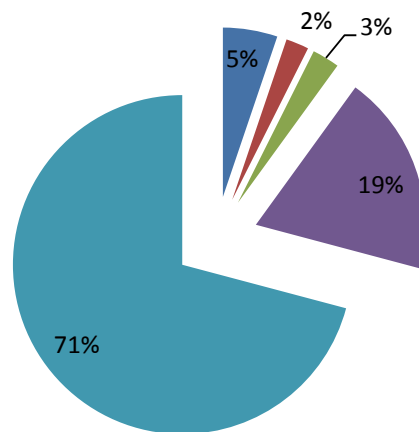
Practice Nurse

90% of patients returned very good/excellent across these questions.



How well did the nurse explain any tests requested or results given? (leave blank if not applicable)

■ 1 ■ 2 ■ 3 ■ 4 ■ 5

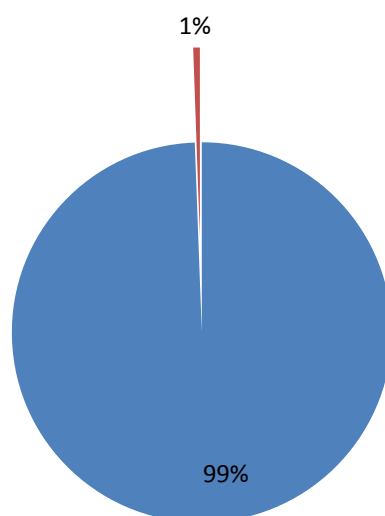


Dignity & Respect

Only 2 patients answered 'no' to this question..

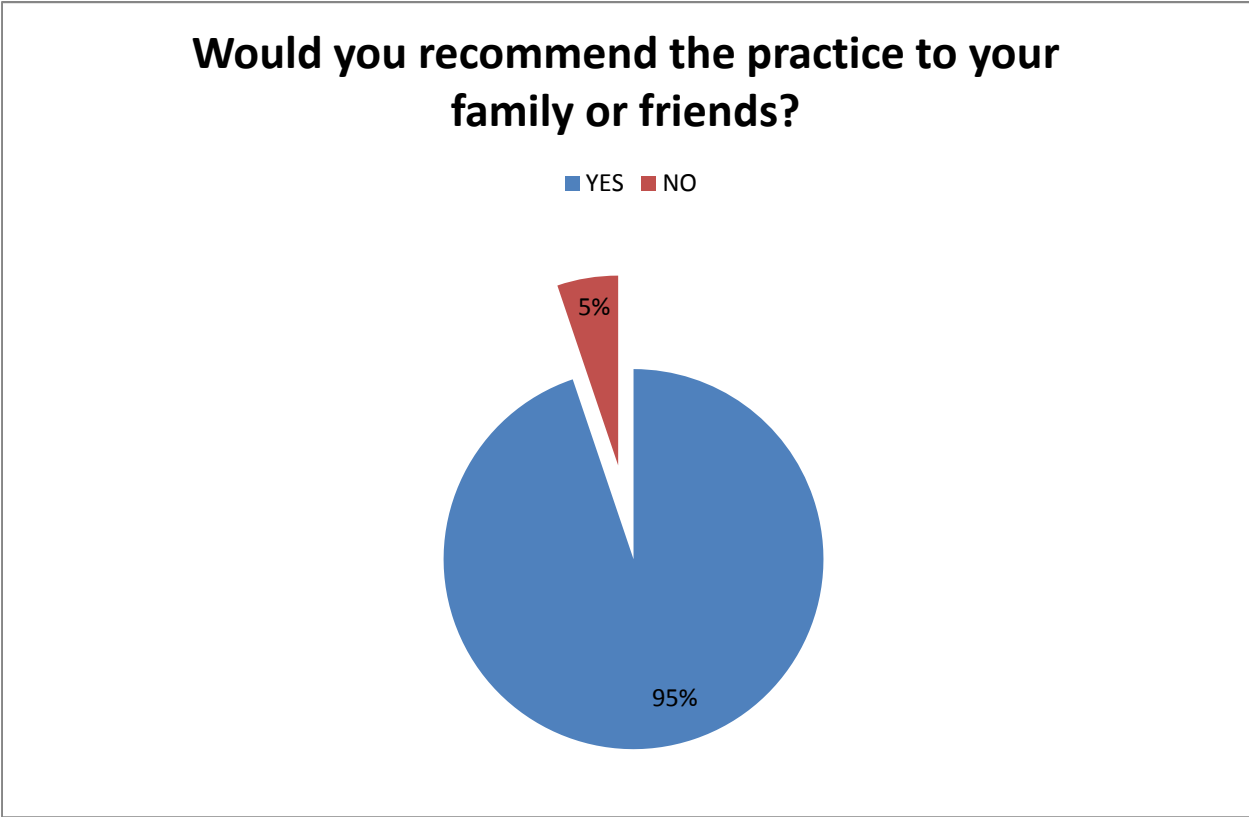
Do you feel that the clinician you have seen today treated you with dignity and respect?

■ YES ■ NO



Recommendation

Only 5% of patients said they would not recommend the practice, and 4% felt their experience was less than acceptable. On some sheets the reason given to score low or not to recommend was due to dissatisfaction with the current appointment system.



Comments

A total of 95 comments were received.

Out of the 95, 42 comments related to dissatisfaction with the appointment system.

Attitude

- *All staff are always very helpful and friendly and endeavour to meet medical and other needs. J*
- *Drs, nurse staff, reception always very caring and helpful. Thank you.*
- *Just carry on as you are. It's working well. It's a good practice. Thank you.*

Disability/premises

- *They do not allow or allocate for my disability (registered blind). There is no audible support what so ever.*
- *It is not very private when discussing matters with the receptionist. The outside path to the chemist is not lit very well. The old or infirm have problems on this short path. Maybe start with cutting the 6-7 foot trees down outside the chemist side door. the se obstruct the light from the chemist window.*
- *Waiting area scruffy.*
- *Shelter to park mobility scooters.*
- *It would be more comfortable especially in bad weather for a queue to form inside the surgery (before 8.30) instead of outside to make an appointment. The length of the queue was halfway on the car park this morning, more than one receptionist is definitely required.*

Results

- *Just a point - some of us are 'worriers' and need things explaining e.g. blood test results!*
- *Would appreciate brief notification of test results good or bad if budget allows.*