

Keele Practice
Patient Satisfaction Survey 2013 to 2014
Summary of Findings

Date of Survey: Week beginning 6 November 2013

Number of Surveys: 50 per GP- 100 in total

GP Questions

GP Questions	Very good /good /yes	Satisfactory	Poor /Very poor /no	N/A
Q1 Putting patient at ease	93%	7%	0%	0%
Q2 Polite & considerate	99%	1%	0%	0%
Q3 Listening	96%	4%	0%	0%
Q4 Giving enough time	95%	4%	1%	0%
Q5 Assessing condition	93%	4%	2%	1%
Q6 Explaining	89%	5%	0%	6%
Q7 Involving in decisions	90%	6%	0%	4%
Q8 Provide/arrange treatment	88%	4%	1%	7%
Q9 GP is honest & trustworthy	100%		0%	0%
Q10 GP is confidential	100%		0%	0%
Q11 Happy to see GP again	99%	0%	1%	0%

The practice was happy with the high results of both GP's having an average results of between 88% and 100%, although in the 88 and 89% cases, 6 and 7% of patients did not feel that this question was applicable to them.

Reception/Access/Appointments

Reception/Access/Appointments	Very/fairly /yes	Not very /not at all /no	Don't know /haven't tried
Q12 How helpful are receptionists	78%	2%	0%
Q13 Ease to get through on phone	77%	5%	19%
Q14 Ease to speak to Dr or nurse	48%	3%	48%
Q15 Can you see a GP urgently	56%	9%	35%
Q16 Importance of advance booking	92%	8%	0%
Q17 Ease of advance booking	87%	4%	10%

Booking of appointments	In person	By phone	Online	N/A
Q18 How normally booked	35%	60%	6%	0%
Q19 Would prefer to book	24%	50%	27%	1%

Booking appointments	Waiting days				Satisfaction			
	same day	2-4 days	3-5 days	N/A	Excellent very good	Good satisfactory	Poor / very poor	N/A
Q20/21 Waiting to see a particular Dr	62%	20%	1%	17%	81%	15%	2%	1%
Q22/23 Waiting to see any Dr	70%	15%	0%	15%	79%	13%	6%	9%

Although the results of between 48% and 78% seemed satisfactory, this did not seem to provide an accurate result as the patients that had not used the service was high, which impacted negatively on the results. If the don't know/haven't tried were taken out of the calculation and the results based on actual patient experience these then increased the results as follows:

Q13: 77% increased to 94%; Q14: 48% increased to 94%; Q15: 56% increased to 86%; Q17: 87% increased to 96%; Q20: 62% increased to 75%; Q21: 70% increased to 82%

The practice was very happy with these results, and the satisfaction results for Q20 and Q22 reflected these more accurate results.

There has been a recent change in reception staff that are not familiar with a general practice environment and are still training, and it would be expected that next year these results would increase to reflect their increased experience.

The practice does provide online booking, but although this has been promoted on the website and within the practice, patients seem to express an interest, but do not register on-line to use this service. This has been discussed at the Patient Participation Group.

Consultations/Opening Hours/Access to a GP

Consultations	<5mins	5-10 mins	11-20 mins	>20 mins	no set time	Excellent very good	Good satisfactory	Poor very poor	N/A
Q24/25 Time to wait for consultation	61%	31%	7%	0%	1%	79%	13%	6%	1%

	Yes	No	Don't know
Q26 Convenient opening hours	83%	4%	14%

	Before 8am	Lunchtime	After 6.30pm	Saturday	Sunday	None of these
Q27 Additional opening hours	8%	11%	24%	38%	12%	9%

	Yes	No	Only 1 GP	Always/Almost always	Lot of the time	Some of the time	Never/almost never	Not tried
Q28 Particular GP you see	45%	54%	1%					
Q29 How often this is done				46%	30%	12%	4%	9%

The audit showed that 92% of patients waited for 10 minutes or less for their consultation when they had arrived at the surgery, with no patients waiting more than 20 minutes. It was agreed that this was very good, given that each patient had 10 minutes allocated to them, and some patients took longer than this which accounted for the 8% that were not seen within 10 minutes of arrival.

83% of patients were happy with their consulting time, and the 17% which stated that they required additional times to make the practice more accessible stated that they would like to be seen before 8am, at lunchtime and after 6.30pm. At present the practice opens every lunchtime and telephone, reception and appointments are available during these times. Every Wednesday the practice is open between 7.30am and 7.30pm with appointments all day during these times. At present the practice has no plans to open during the weekend, as out of the 17% of patients who requested additional open times only 38% of these requested weekend opening (some patients said that they wanted both Saturday and Sunday, so this is actually less than 38%). This has shown that opening hours need to be advertised more so that patients are aware that they are able to access a GP more than they think.

45% of patients stated that they preferred to see a particular GP, and of this 45%, 46% always/almost always saw their preferred GP, and 30% a lot of the time. The practice was happy with this, as it is accepted that not everyone can see their preferred GP all of the time due to holidays, GP schedules, patient preferred appointment times etc.

Nurse Questions

	Very good/ good/ yes	Satisfactory/ unsure	Poor/ very poor/ not very well	N/A
Q30 Putting patient at ease	86%	5%	4%	5%
Q31 Giving enough time	87%	7%	0%	6%
Q32 Listening	86%	6%	3%	5%
Q33 Explaining	82%	5%	4%	9%
Q34 Involving in decisions	83%	5%	3%	9%
Q35 Providing/arranging treatment	79%	5%	4%	12%
Q36- Happy to see again	94%		6%	
Q37 Understand problems	96%	16%	1%	3%
Q38 Coping with problems	78%	17%	2%	6%
Q39 Keeping healthy	75%	18%	1%	8%

The practice was happy with the outcomes of these questions. Unfortunately 48% of patients surveyed did not answer these questions, therefore the answers above are based on the 52% that did answer. This may be due to the survey taking place in November, and some of the patients may have been new to the practice and had not yet used the services that the Nurse Practitioners provide. The practice has had difficulty finding some up to date leaflets that are suitable for the younger patient population, and has purchased any that have been available that are suitable, rather than using the free ones that are provided by the NHS which do not seem to communicate information adequately to the student patients.

Patient Experience

	Excellent/ very good /yes	Good/ satisfactory	Poor/ very poor /no	Don't know
Q40 Experience at the surgery	88%	13%	0%	
Q41 Recommend to someone	95%		1%	4%

The practice felt that this was a very good result, and will continue to work to keep the high standards of the service that is provided, and where possible improve these.

Patient Demographics of Patients Surveyed

Sex

Male: 31% Female: 69%

Age

Aged <6 years 0%
 Aged 16-44 years 88%
 Aged 45-64 years 9%
 Aged 65-74 years 3%
 Aged 75+ years 1%

Long-standing health condition

Patients having long-standing health condition: 39%
 No long-standing health condition 53%
 Don't know if they have one 9%

Ethnicity

White 81%
 Black/Black British 3%
 Asian/Asian British 8%
 Mixed 4%
 Chinese 2%
 Other 2%

Status

Employed (including full/part-time & self-employed) 20%
 Unemployed/looking for work 2%
 At school or in full time education 74%
 Unable to work due to long term sickness 1%
 Looking after family/home 0%
 Retired from paid work 2%
 Other 1%

Conclusion and Actions

Overall the practice was happy with the results of the patient survey. The feedback from the patients in the majority of cases was very positive. Unfortunately, one patient anonymously identified a grievance that she felt that he/she had with the surgery, but had not approached the practice about this. The practice encourages any patient who is not happy with the service that they have received to contact the Practice Manager who will attempt to resolve any issues, and apologise if necessary. This helps to identify and improve anything that is not up to standard.

Unfortunately the electronic checking-in system was turned off during the survey to enable questionnaires to be given out to either Dr O'Byrne's or Dr Deaville's patients. It is in use at all other times, so the practice apologises for any inconvenience on those days.

A review of the signs will take place to ensure that all new patients will know where to wait, and ensure that the waiting area is clearly signposted.

Due to an increase in demand for Nurse Practitioner appointments, two phlebotomy clinics have been introduced on a Tuesday and Friday mornings. These will free-up appointments for the Nurse Practitioners. These clinics have been very successful, and additional appointments have been added to meet the demand of patients wanting to attend these clinics instead of going to the outreach phlebotomy clinics. In January it is planned that an additional clinic will be introduced on a Thursday morning. Patients are given the choice of booking into one of these clinics, or going to an outreach clinic. The nearest one is at Bradwell Hospital which provides a walk-in clinic every week day.

A concern that has been identified by the survey is either the patients perspective of the service that is expected, or that the questions asked are confusing. It was noted on a few occasions that some patients have had same day appointments for non-urgent problems, have been seen within 5 minutes of arriving for their consultation time, and in some cases with a GP of their choice, and have ticked that they felt that the service that had been provided is either poor, very poor or satisfactory. If patients do feel that this is correct we would welcome any suggestions or discussions to help improve the service that is being provided, this can then be discussed within the practice and also with the Patient Participation Group, to make the necessary changes. If it was felt that the questions were confusing please contact the practice manager, who will attempt to find an alternative survey for next year.

The score on the helpfulness of the receptionists was reasonably high and was satisfactory, but hopefully next year will improve when the new staff become more experienced and more training had been given. This should also cover the confidentiality concerns raised by one patients comment.

Patients only responded to about half of the nurse questions, as they had not been seen at this practice by a nurse during the last 6 months. It is proposed that next year the survey is done in January, which may improve the responses as more new patients may have seen one of the nurses by then.

The patients identified various additional opening times, some of the requested times are when the surgery was already open (early and late surgeries and lunchtimes). The opening times will be advertised on the Jayex electronic information board and put into the newsletter. There are no plans in the near future to open during the weekends.

Patients stated that they would like the option of booking on-line. The system is in place to do this, but the uptake response of patients to register for the service is very low. The system for booking appointments and for ordering prescriptions online is to be promoted in the practice newsletter, and patients encouraged by all staff to register.

The practice thanks all of the patients who took part in the survey, and would welcome any new ideas to help improve the surgery.