

# Worden Medical Centre Patient Opinion Survey 2014

Number of Responses: **57**

The information that you provide is completely confidential and anonymous.

We are interested in your views and we will look more closely into any specific issues that arise from the questionnaire.

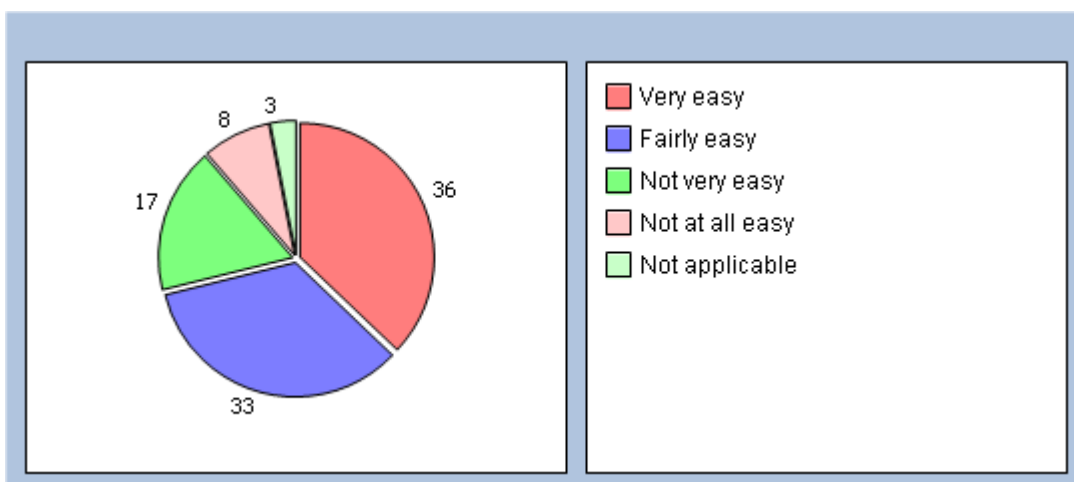
If you would like to be more involved we have a Patient Representation Group so that you can have your say. If you are happy for us to contact you regarding this please register via our website, or leave your contact details at reception.

Survey date: 20th January to 28th February 2014

## REGARDING APPOINTMENTS

### Q1 How easy is it for you to book an appointment more than 2 full days in advance with ANY GP?

Very easy **36%**  
Fairly easy **33%**  
Not very easy **17%**  
Not at all easy **8%**  
Not applicable **3%**

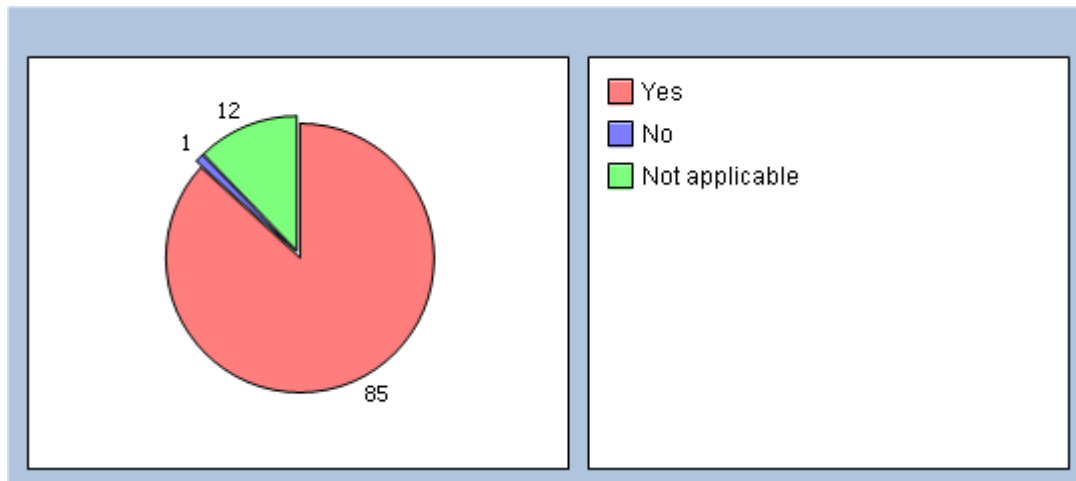


**Q2 When you need to see a GP urgently, are you normally seen or spoken to within 48 hours?**

Yes **85%**

No **1%**

Not applicable **12%**



**Q3 How easy is it to book more than 2 days in advance with your USUAL GP?**

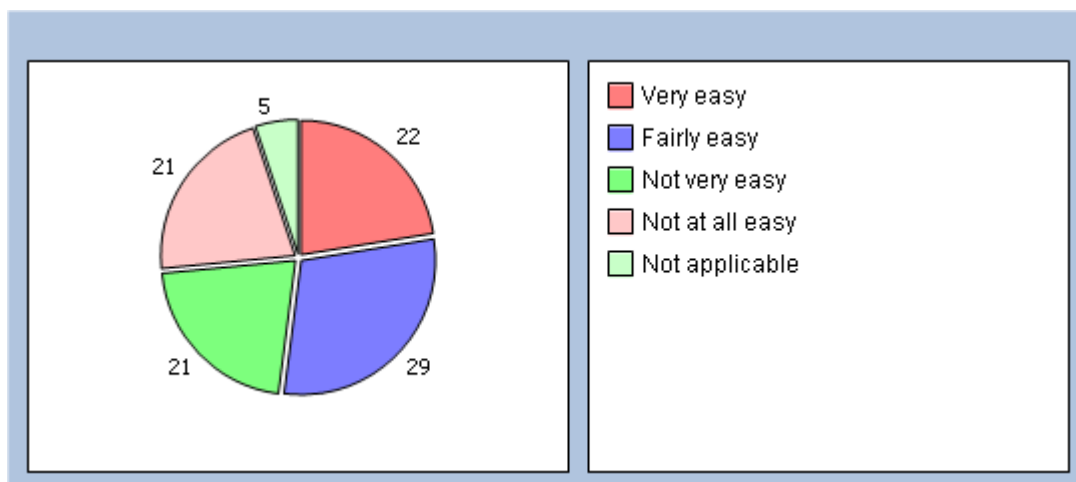
Very easy **22%**

Fairly easy **29%**

Not very easy **21%**

Not at all easy **21%**

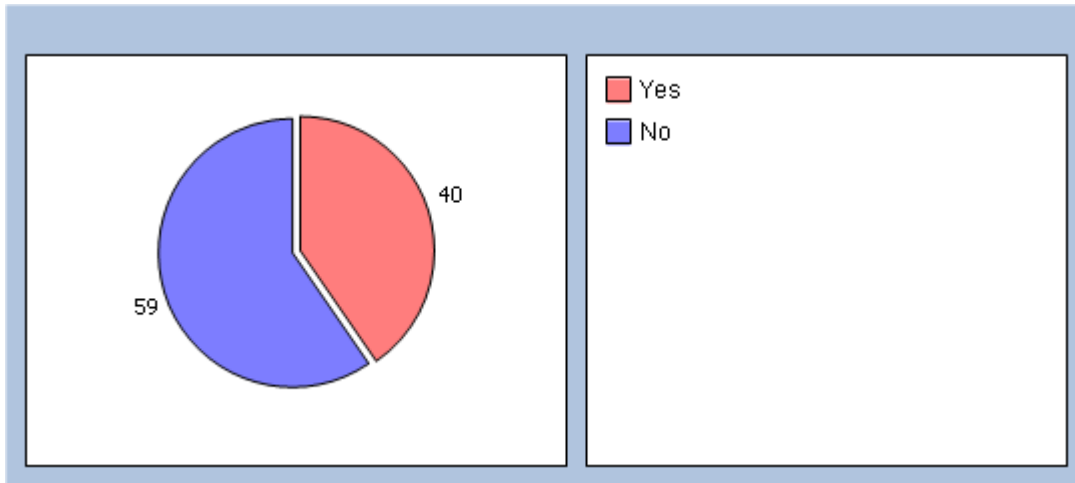
Not applicable **5%**



**Q4 Do you use the Online Repeat Prescription and/or Appointment Booking Service?**

Yes **40%**

No **59%**



**Q4a If you answered yes to Q4 - how do you find the Online Repeat Prescription Service?**

Very easy **15%**

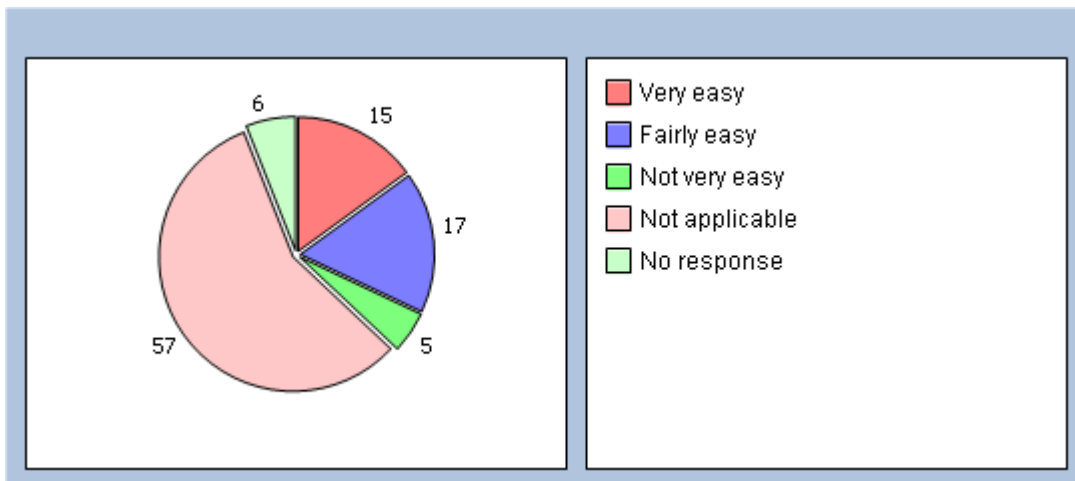
Fairly easy **17%**

Not very easy **5%**

Not at all easy **0%**

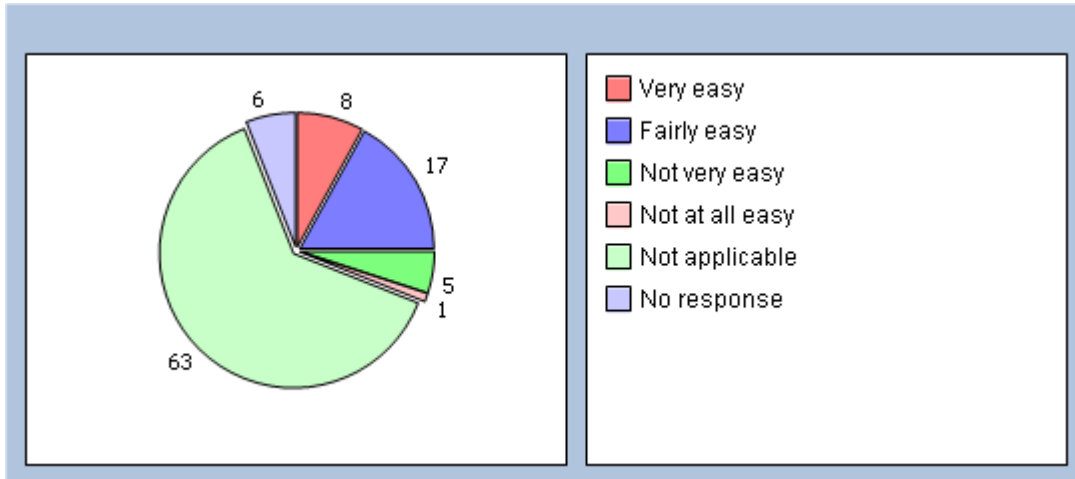
Not applicable **57%**

No response **6%**



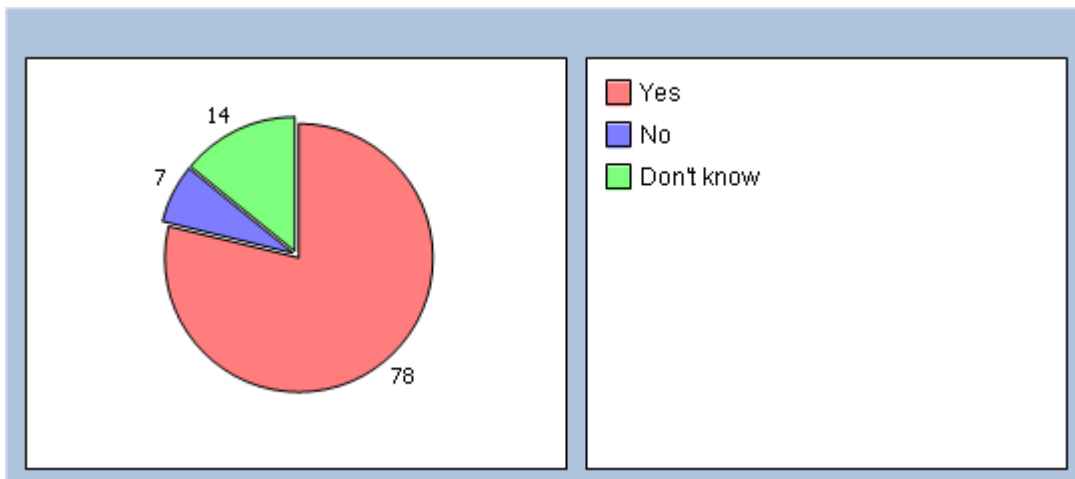
**Q4b If you answered yes to Q4 - how do you find the Online Appointment Booking Service?**

Very easy **8%**  
Fairly easy **17%**  
Not very easy **5%**  
Not at all easy **1%**  
Not applicable **63%**  
No response **6%**



**Q5 If they were available, would a 10 minute telephone consultation with a GP or Nurse be an option you would use?**

Yes **78%**  
No **7%**  
Don't know **14%**



**Any further comments on APPOINTMENTS? Please let us know of any good or bad experiences you have had.**

Had appointment with GP. Checked in on screen. Appt had changed to another GP ( one I did not want to see) 2 - Not told Dr Parker had retired or was about to retire. Felt like rug had been pulled from under my feet. Not good. Been GP for 27 years.

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All good

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Dr Reid is my GP but it is almost impossible to get an appointment with him. Also having problems getting my prescriptions in sync.

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Everything is good up to now

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I have seen the triage who was useless - I saw doctor after refusing to leave. The only reason I still attend this surgery is because of Dr Warner and not owing to the terrible service received when booking an appointment and the amount of time it takes to get seen. There are a couple of receptionists who would be better working as prison officers!

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I like to see usual GP but will see a few of the others. Some questions can't answer not well enough or can't remember

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Internet Explorer doesn't like Online Services had to go to Firefox

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Never had a problem for urgent appointment either with a GP or nurse. Can wait a few weeks for pre booked appointments with my GP - Dr Reid. I did use the online reordering prescription service - but could never get logged on and I always got an error message - so I dont use it now.

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On 9 out of 10 occasions I have recently been unable to get beyond the home page and have had to phone for an appointment. Today I couldn't book an appointment or even get on the Prescriptions page. This service is very hit and miss!

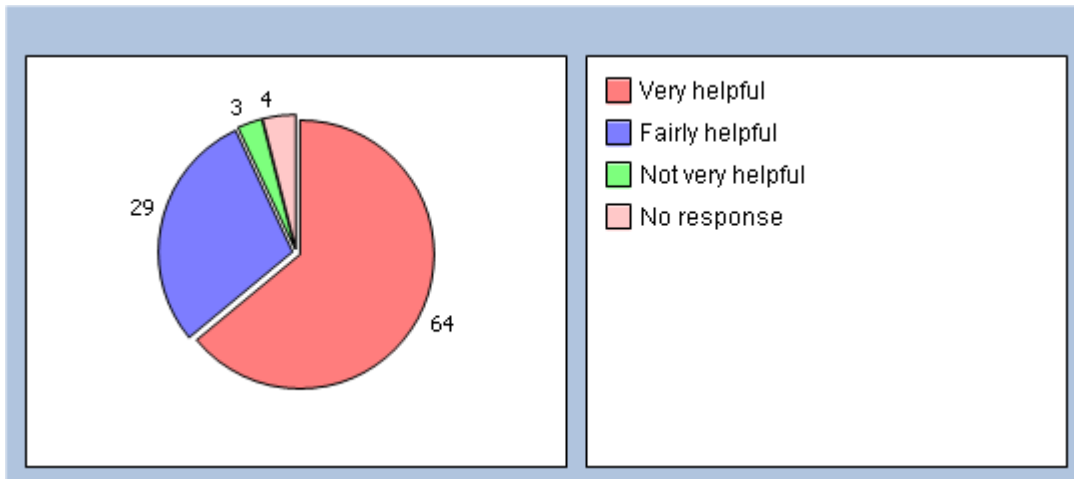
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Waiting time can sometimes still be an issue. Better than it used to be.

## RECEPTION ISSUES

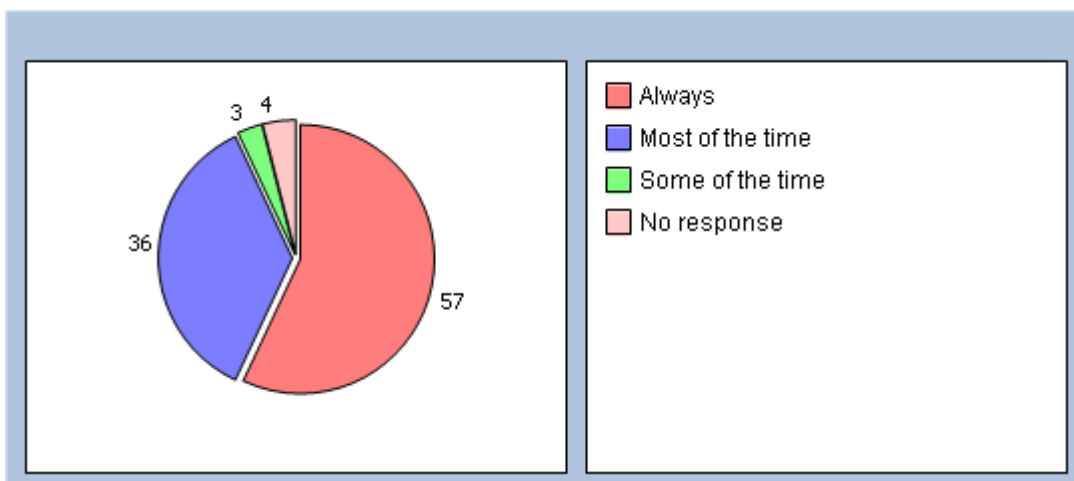
### Q6 On the whole how helpful do you find the receptionists at the surgery?

Very helpful **64%**  
Fairly helpful **29%**  
Not very helpful **3%**  
Not helpful at all **0%**  
No response **4%**



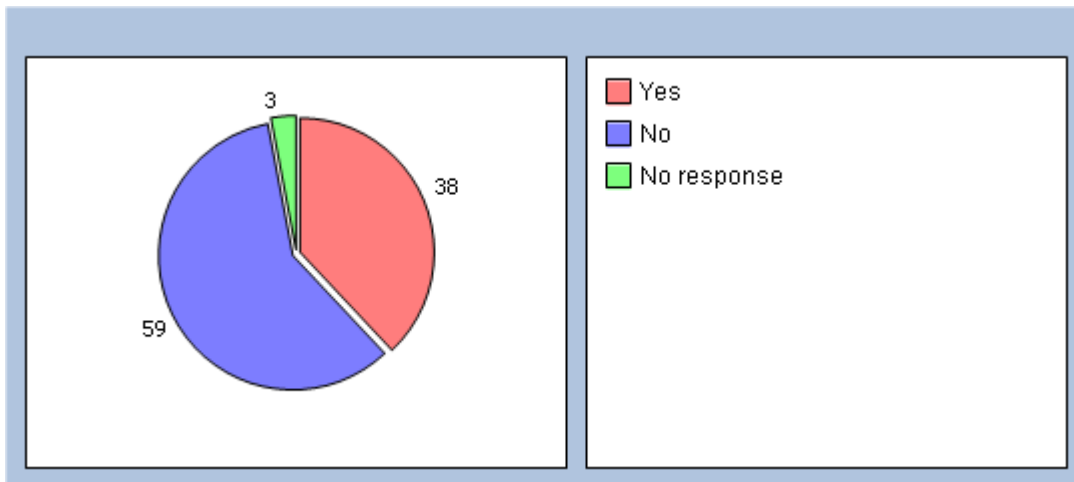
### Q7 Do you think the reception staff behave in a professional manner?

Always **57%**  
Most of the time **36%**  
Some of the time **3%**  
Never **0%**  
No response **4%**



**Q8 Do you think patient confidentiality is a problem in the reception area?**

Yes **38%**  
No **59%**  
No response **3%**



**Any further comments on RECEPTION ISSUES? Please let us know of any good or bad experiences you have had.**

A couple are lovely, a couple are horrid I have heard receptionist discussing patients confidential info ( including their name) and calling patients names. They are not the best!

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Generally friendly and helpful. I have overheard a seen ' reception staff' react inappropriately with 1 patient - when he had left the building. Sometimes it can feel like reception staff are grilling you. Overall though they are helpful and try to resolve problems.

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Got hung up on once!

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Maybe a booth to make confidentiality easier and less of a problem

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Music +++ Turn it off

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not enough privacy

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Nothing I can think of

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Occasionally have had difficulties with the odd receptionist especially regarding scripts

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Perhaps a screen to cover front of area with a gap to speak through to the patients. At the moment when you are in reception you can hear everything that is being said over the phone, test results and also from people over the counter.

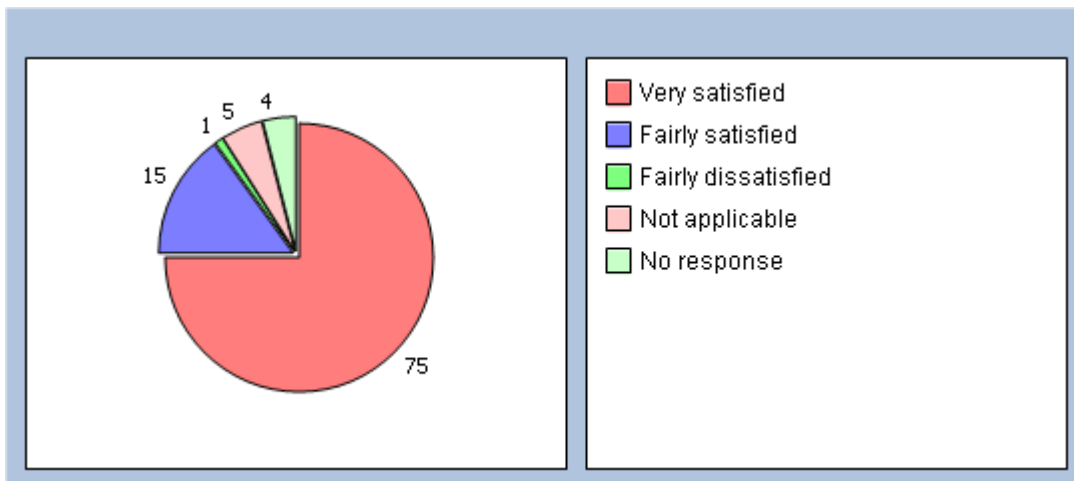
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Very happy

## REGARDING CLINICAL CARE

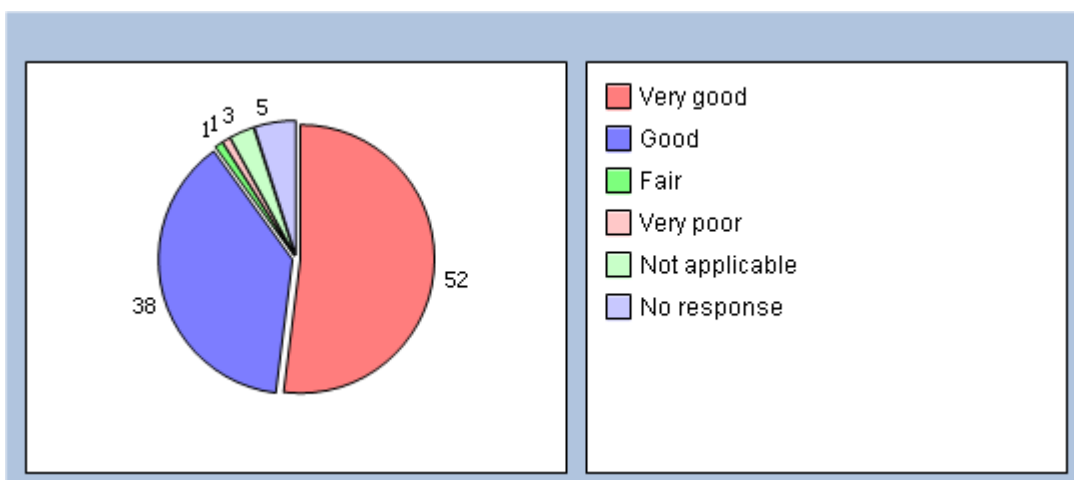
### Q9 How satisfied are you with the service you received from the GP/Nurse today or at your last consultation?

Very satisfied **75%**  
Fairly satisfied **15%**  
Neither satisfied nor dissatisfied **0%**  
Fairly dissatisfied **1%**  
Very dissatisfied **0%**  
Not applicable **5%**  
No response **4%**



### Q10 (1) Concerning your last consultation, how do you rate .... the time allowed for your consultation?

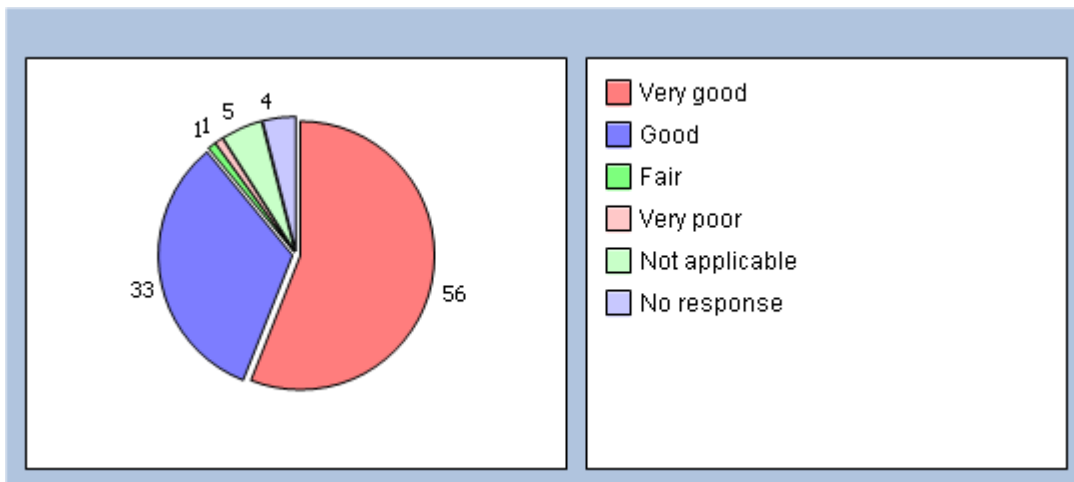
Very good **52%**  
Good **38%**  
Fair **1%**  
Poor **0%**  
Very poor **1%**  
Not applicable **3%**  
No response **5%**





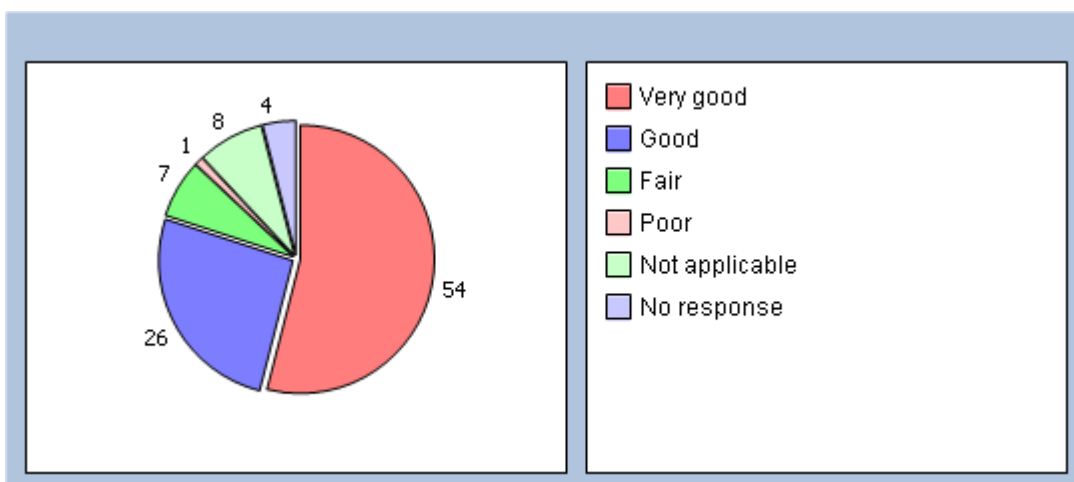
**Q10 (2) Concerning your last consultation, how do you rate .... how well you were listened to?**

Very good **56%**  
Good **33%**  
Fair **1%**  
Poor **0%**  
Very poor **1%**  
Not applicable **5%**  
No response **4%**



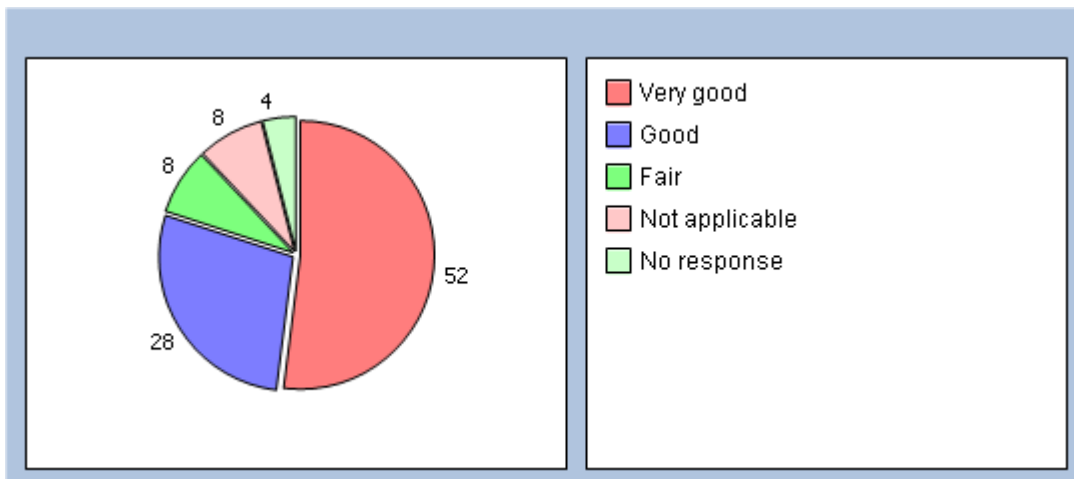
**Q10 (3) Concerning your last consultation, how do you rate .... explanation of tests and treatments?**

Very good **54%**  
Good **26%**  
Fair **7%**  
Poor **1%**  
Very poor **0%**  
Not applicable **8%**  
No response **4%**



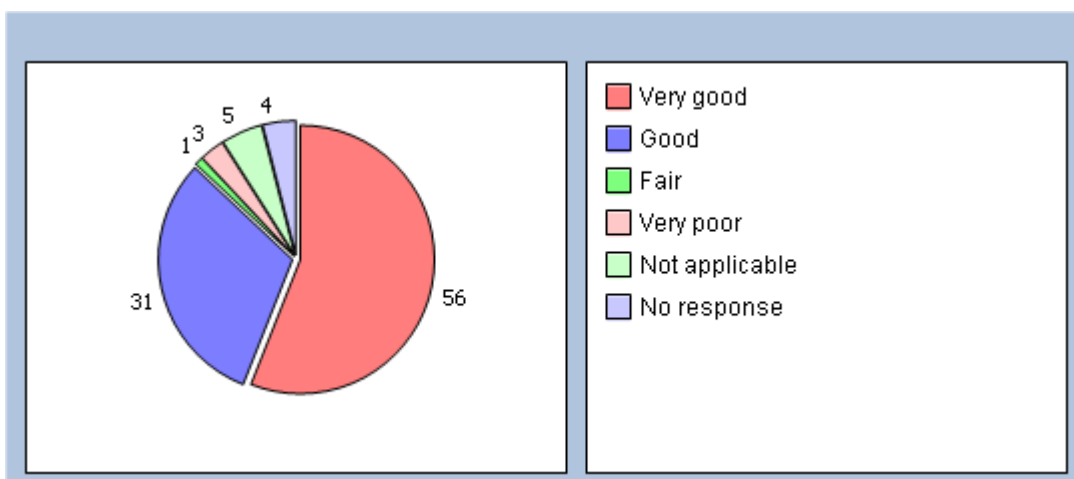
**Q10 (4) Concerning your last consultation, how do you rate .... our involving you in decisions made?**

Very good **52%**  
Good **28%**  
Fair **8%**  
Poor **0%**  
Very poor **0%**  
Not applicable **8%**  
No response **4%**



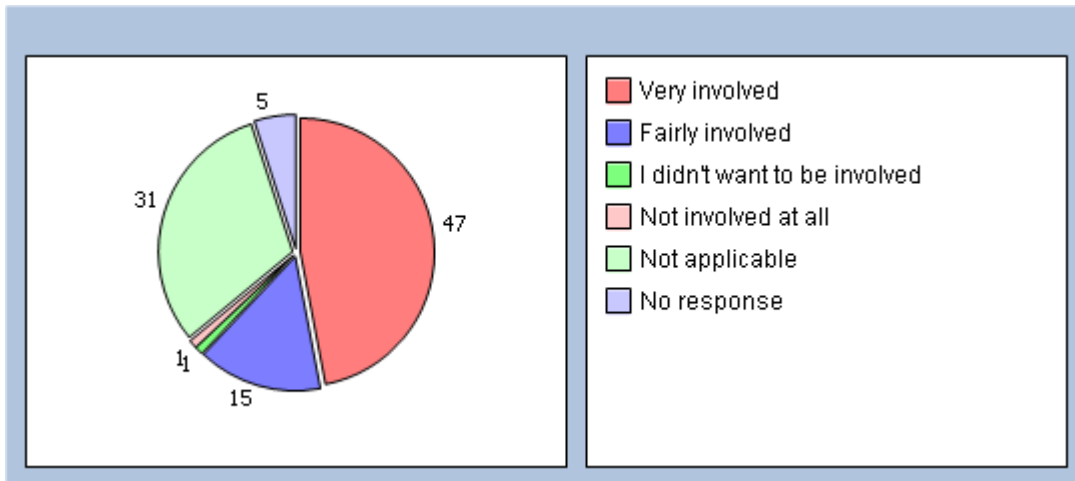
**Q10 (5) Concerning your last consultation, how do you rate .... your trust and confidence in the care you were given?**

Very good **56%**  
Good **31%**  
Fair **1%**  
Poor **0%**  
Very poor **3%**  
Not applicable **5%**  
No response **4%**



**Q11 If your GP has referred you for further treatment/secondary care, how much did he or she involve you in your choice or place of treatment?**

Very involved **47%**  
Fairly involved **15%**  
I didn't want to be involved **1%**  
Not involved at all **1%**  
Not applicable **31%**  
No response **5%**



**Any further comments on CLINICAL CARE? Please let us know of any good or bad experiences you have had.**

Dr Reid is excellent and knows my history and illness very well

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Dr Warner rocks! Don't ever let her leave

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Extremely happy with Dr warner

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Nothing

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Very happy with the service. I use the surgery a lot and always feel supported.

## OVERALL SATISFACTION

**Q12 Do you have any difficulty contacting the surgery generally by: (If you tick any of the first 3 options below, please give us more information or examples in the comments box below.)**

Telephone **29%**

Email **0%**

In person **8%**

Don't have any difficulty contacting the surgery **59%**

**Q13 In general how satisfied are you with the care you receive at the surgery?**

Very satisfied **71%**

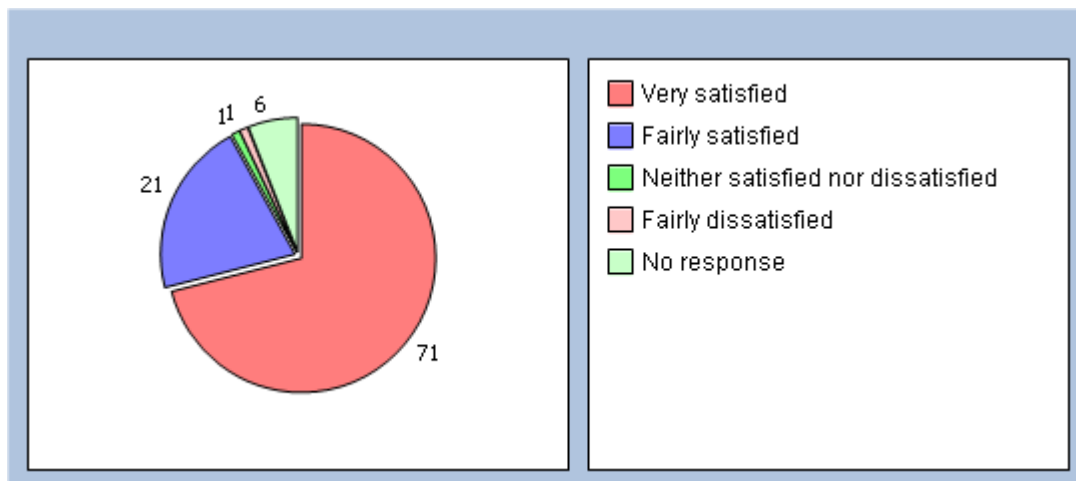
Fairly satisfied **21%**

Neither satisfied nor dissatisfied **1%**

Fairly dissatisfied **1%**

Very dissatisfied **0%**

No response **6%**



**Any further comments? Please let us know of any good or bad experiences you have had.**

All good

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Always a wait to speak to receptionist

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Constantly engaged.

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I am very satisfied once I am finally seen. The phone queues are bad and this annoys me because I have seen receptionists talking about their weekends when the phones are busy. I know they are ringing because the receptionists are moaning about it.

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I've never tried using email and I do not know who would read or deal with the message.

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Nothing to say

Sometimes at busy times it takes several minutes to talk to a receptionist. If I encounter a delay I usually try later.

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Telephone can be 15-20 mins to get through

This is my first appointment with this surgery so I cannot comment on all questions yet

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very hard to get through

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When I finally got through the phone cut off so had to re ring and was on phone 4 minutes before someone answered again.

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## ABOUT YOU

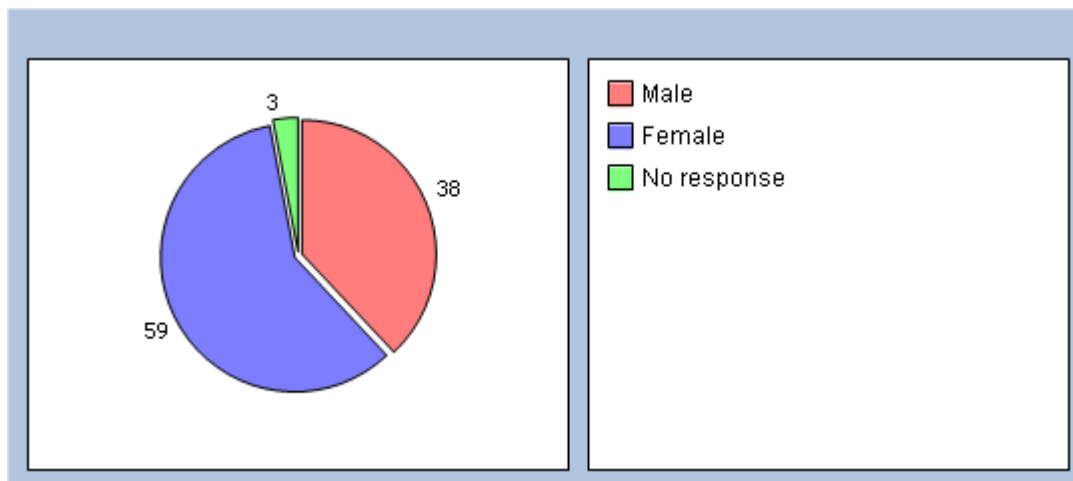
### Q14 Are you male or female?

Male **38%**

Female **59%**

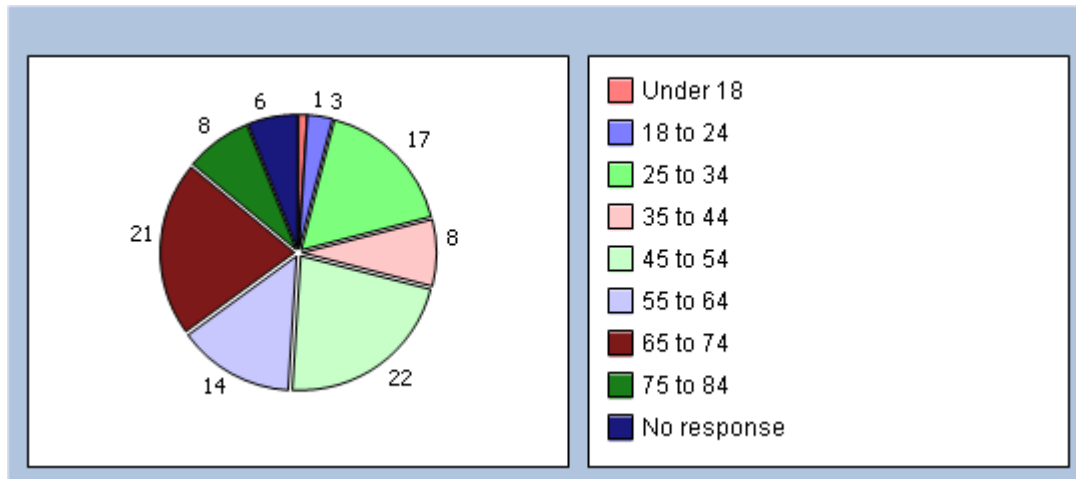
Other (including Transgender) **0%**

No response **3%**



### Q15 Your age

Under 18 **1%**  
18 to 24 **3%**  
25 to 34 **17%**  
35 to 44 **8%**  
45 to 54 **22%**  
55 to 64 **14%**  
65 to 74 **21%**  
75 to 84 **8%**  
85 or over **0%**  
No response **6%**



### Q16 Do you have a disability and /or a long-term health concern? (tick all that apply)

Yes, I have a physical or mental impairment **12%**  
No, I do not have a physical or mental impairment **31%**  
Yes, I have a long-term health condition **45%**  
No, I do not have a long-term health condition **24%**  
I prefer not to answer the question **8%**

### Q17 Your ethnic group

White British **98%**  
White Irish **0%**  
White Other **0%**  
Mixed White/Black African **0%**  
Mixed White/Black Carribean **0%**  
Mixed White/Asian **0%**  
Mixed Other **0%**  
Asian or Asian British - Indian **0%**  
Asian or Asian British - Pakistani **0%**  
Asian or Asian British - Bangladeshi **0%**  
Asian or Asian British - Other **0%**  
Black or Black British - Carribean **0%**  
Black or Black British - African **0%**  
Black or Black British - Other **0%**  
Chinese **0%**  
Any other ethnic group **0%**  
No response **2%**

**Q18 Which of the following best describes you?**

Employed (full or part time, including self employed) **47%**

Unemployed/looking for work **7%**

At school or in full time education **3%**

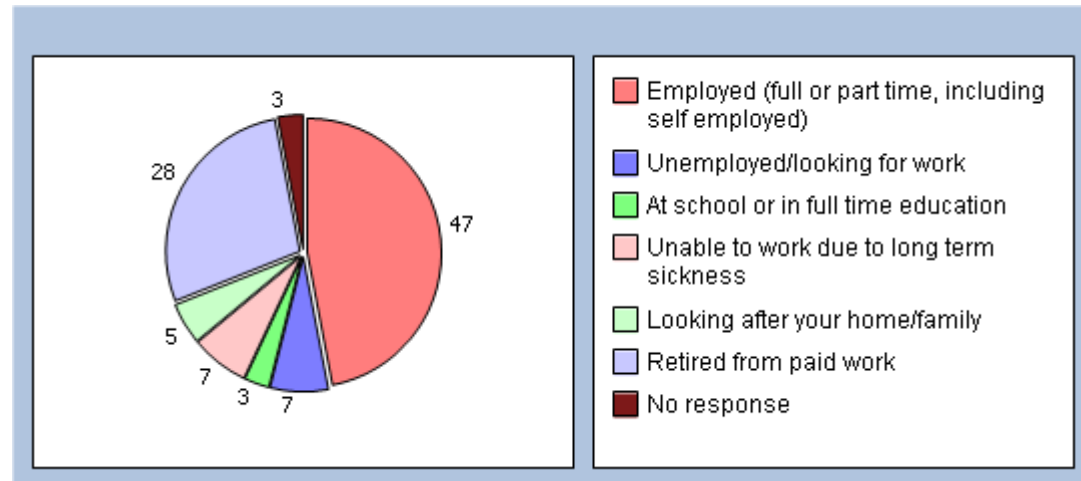
Unable to work due to long term sickness **7%**

Looking after your home/family **5%**

Retired from paid work **28%**

Other **0%**

No response **3%**



## Follow up of last year's survey 2013 – Action Plans

- Reception and admin staff have had a training session on:
  - Patient Care and Improving Patient Experience
  - The Importance of Maintaining Patient Confidentiality
- The verbal call system has not been re-installed due to many patients preferring just to have the visual call system.
- Online Bookings and Prescriptions are being used, but not really utilised as the practice anticipated.
- Telephone Consultations. This was not implemented last year, but following the 2014 survey results, this is a service we will look at providing,
- The telephone system has been upgraded to allow for queue caller, call recording and has an in built management system so that the calls can be managed more effectively, especially at busy times. This system will be in place from 25<sup>th</sup> March 2014.
- Appointments are staggered over the day – being available from 8.15am to 11.30am and then from 2.00pm to 5.40pm.

## Results and Responses to Comments – 2014 Survey

There has been an overall improvement in the 2014 survey against the 2013 survey, which is always very positive.

### Appointments

69% of patients feel it is very or fairly easy to make an appointment with any GP.

85% who need to see a GP urgently are seen or spoken to within 48 hours.

Only 51% of patients feel it is very or fairly easy to book more than 2 days in advance with their usual GP.

78% of patients would use a telephone consultation service

3 comments regarding the online booking service. This service will be changing in May 2014, which will hopefully make the system easier to use.

Issues with seeing own GP. There are some GPs who are booked up 6 weeks in advance. We do offer cancellations which are usually same day or within a couple of days. Possibly telephone consultations may reduce the need for some patients to book in an appointment and they would use a telephone consultation instead. As at 24<sup>th</sup> March appointments were available Friday 28<sup>th</sup> onwards to pre book in advance, although to be fair not all GPs were available on these dates.

Waiting times. Better than they used to be, but still can be improved.

### Reception Issues

93% of patients think the receptionists are very or fairly helpful, which is a vast improvement on 2013 and 93% think the receptionists behave in a professional manner always or most of the time, compared to 79% in 2013. 38% of patients still think confidentiality is an issue, which is similar to 2013. This should be an area the reception should be more aware of, following their update training at the end of 2013.

Receptionists – generally helpful and friendly, although apparently a ‘couple’ who aren’t..... If any staff are heard or seen to be acting inappropriately it will be discussed with them by a GP or Managers.

Confidentiality – have a booth or screen to cover the area, not enough privacy. The staff should be far more aware about what they repeat at the desk. They should not repeat names/addresses/clinical details which would identify a patient. The reception was redesigned to be more open, light and friendly, but patients can request a room where they can have a private discussion regarding a problem or treatment. There is a sign at the desk advising of this. When patients collect prescriptions, they are asked to repeat the first line of their address to ensure we are handing out the correct prescription. This is something to look at – possibly ask for DOB instead.



### **Regarding Clinical Care**

90% of patients are very or fairly satisfied with their care. Although this has reduced since last year, the number of patients fairly or very dissatisfied had dropped from 6% to 1%.

Time allowed, being listened to, explanation of tests, involvement in decisions made and trust and confidence are all similar to last year with between 87% and 90% of patients rating these as very good or good. Poor or very poor has reduced from between 3%-6% to between 1% and 3%, which is positive.

For referrals into secondary care, choice and place of treatment, the very or fairly involved has increased from 34% in 2013 to 62% in 2014, with not involved at all reducing to 1%, which are very positive results.

Most of the comments were positive about specific GPs and generally very happy with the clinical service.

### **Overall Satisfaction**

59% this year did not have any difficulty contacting the surgery, which has increased from 41% in 2013.

Those that did have difficulty, the telephones were the main problem. We are hoping that with the new telephone system, calls are directed effectively and the calls are answered and dealt with more efficiently. During very busy times ( 8am to 10am) the call handlers can be increased easily which will in turn reduce the amount of time a caller is held waiting. There will also be a caller queue which will say which position they are in, therefore giving the patients the option to wait or call back when the lines are less busy.

Email can be used as a form of communication. If an email is sent via the website, it is read by the Practice Manager or Assistant Manager.

There can be queues at the reception desk during the busy surgery hours, but using the self-check in system is just one way of avoiding standing in a queue. Also if possible, collecting prescriptions during the quieter times of the day is a good idea.

The number of patients who are very or fairly satisfied with the overall service is 92%, which is an improvement on last year's figure of 85%.

### **Action Plan**

In next 6 - 12 months

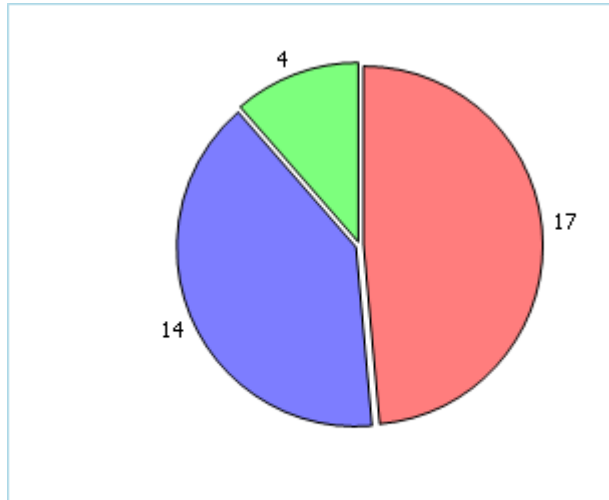
- Monitor the effectiveness of the new telephone system
- Look at providing telephone consultations and audit their use.
- Front line staff to have refresher training to ensure good patient experience and confidentiality is maintained.
- Re- audit in August 2014, to see the response and effectiveness to changes made.

### **Contact with the PRG**

A copy was emailed to the 35 members of the virtual PRG on Monday 24th March 2014 asking for feedback on the results, comments and action plans and any ideas they have to improve negative areas.

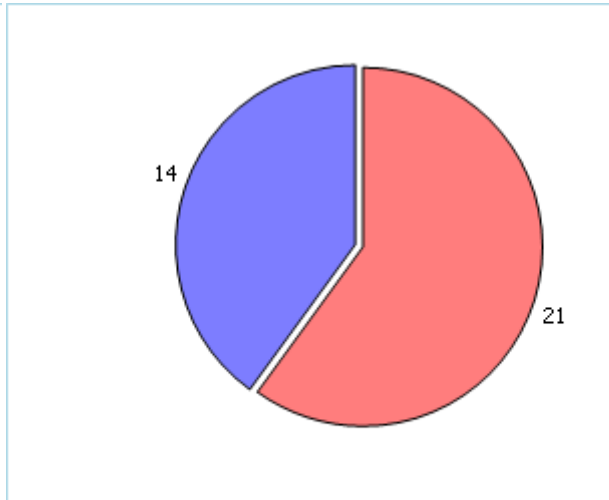
Distribution Details – Patient Representation Group. 35 members

Attendance



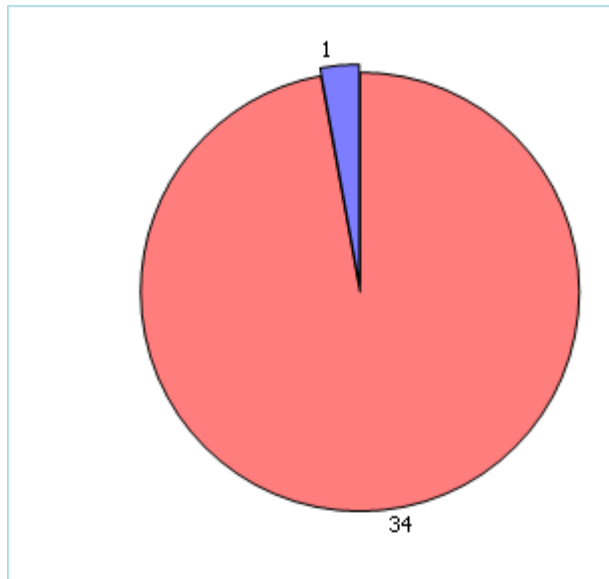
Often (17) Occasional (14)  
Very Rare (4)

Gender



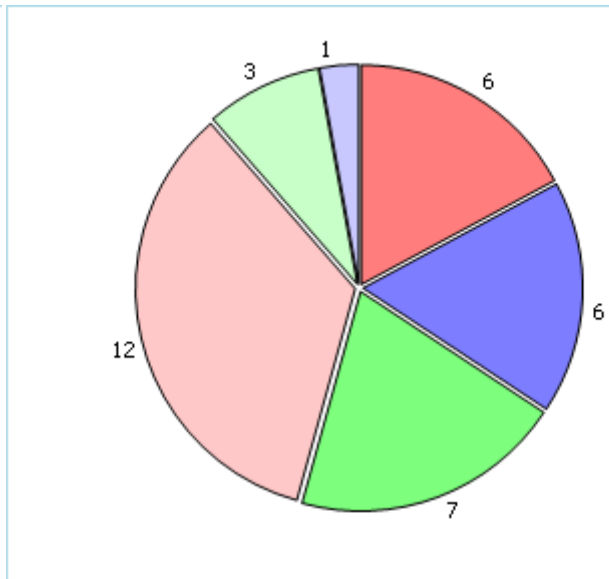
Female (21) Male (14)

Ethnicity



White British (34)  
White & Black Asian (1)

Age



25 - 34 (6)  
35 - 44 (6)  
45 - 54 (7)  
55 - 64 (12)  
65 - 74 (3)  
75 - 84 (1)

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## SURGERY DEMOGRAPHICS

**TOTAL PATIENTS** **12844**

Males: 6399

Females: 6445

**Ages:**

Under 25 3684

25 – 34 1284

35 – 44 1553

45 – 54 1779

55 – 64 1380

65 – 74 1280

75 – 84 763

Over 84 1121

**Ethnicity:**

White British 99%

Other 1%