

# WORDEN MEDICAL CENTRE

## PATIENT OPINION SURVEY 2015

### Survey Results

Number of Responses: **29**

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.

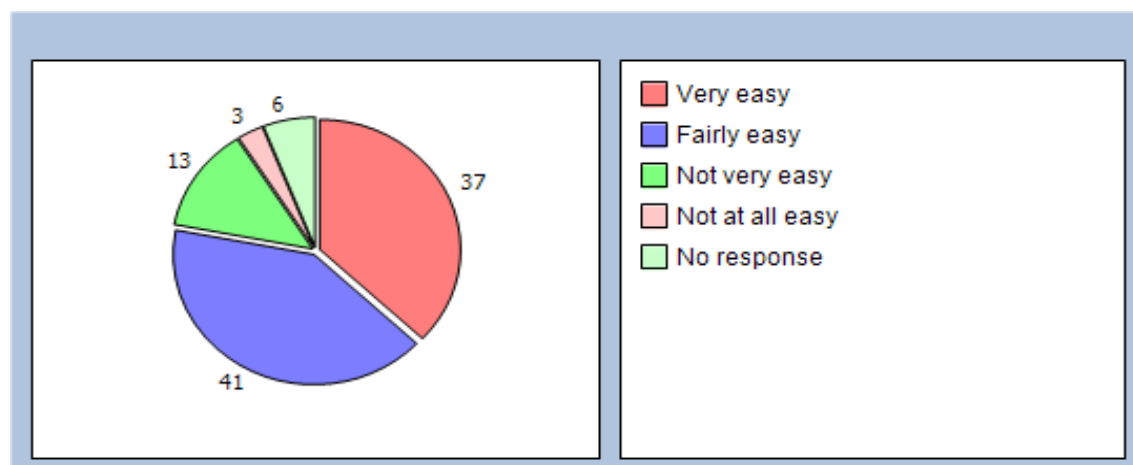
If you would like to be more involved we have a Patient Representation Group so that you can have your say. If you are happy for us to contact you regarding this please register via our website, or leave your contact details at reception.

Survey closed: 11<sup>th</sup> March 2015

### REGARDING APPOINTMENTS

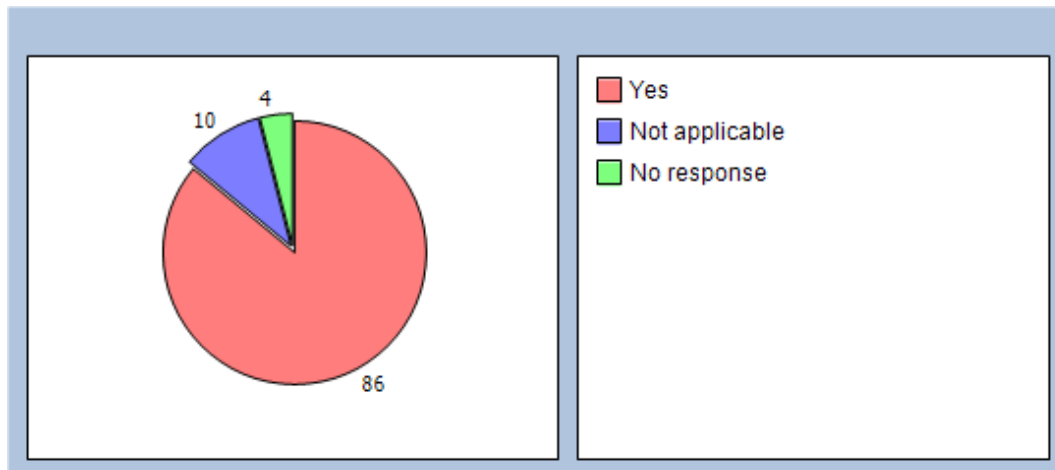
#### Q1 How easy is it for you to book an appointment more than 2 full days in advance with ANY GP?

Very easy 37%  
Fairly easy 41%  
Not very easy 13%  
Not at all easy 3%  
Not applicable 0%  
No response 6%



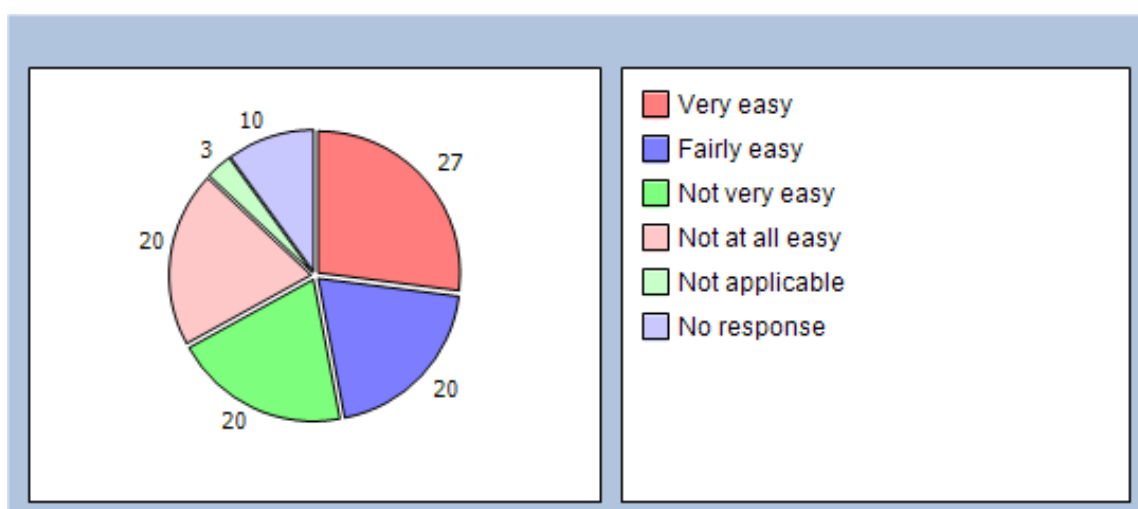
**Q2 When you need to see a GP urgently, are you normally seen or spoken to within 48 hours?**

Yes 86%  
No 0%  
Not applicable 10%  
No response 4%



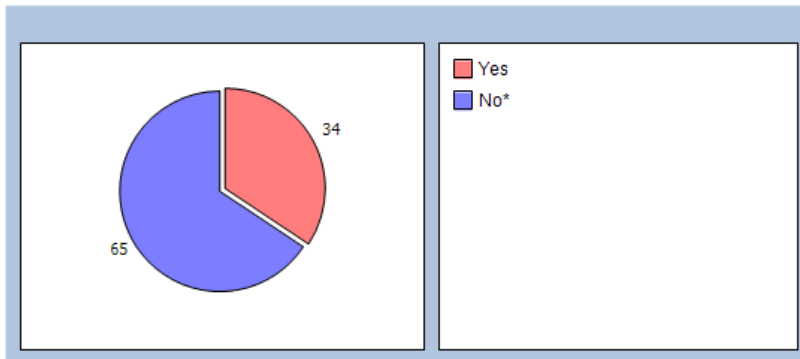
**Q3 How easy is it to book more than 2 days in advance with your USUAL GP?**

Very easy 27%  
Fairly easy 20%  
Not very easy 20%  
Not at all easy 20%  
Not applicable 3%  
No response 10%



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

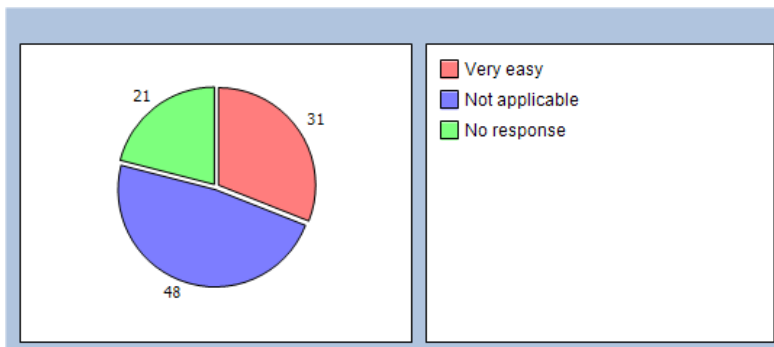
Yes 34%  
No\* 65%



\*If you wish to register for this service, please contact the surgery or go to the website [www.wordenmc.net](http://www.wordenmc.net) and on right hand side go into Patient Online Services.

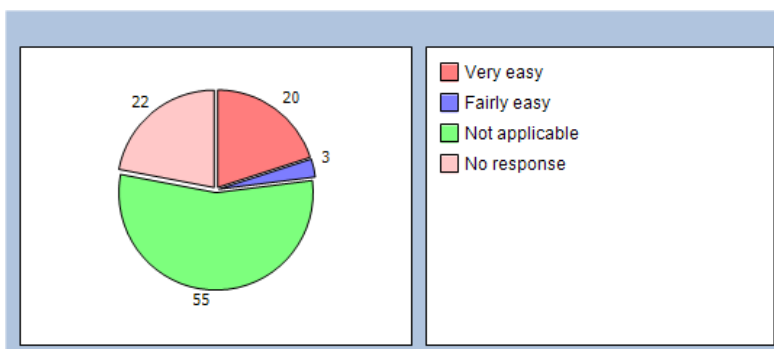
**Q4a If you answered yes to Q4 - how do you find the Online Repeat Prescription Service?**

Very easy 31%  
Fairly easy 0%  
Not very easy 0%  
Not at all easy 0%  
Not applicable 48%  
No response 21%



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

Very easy 20%  
Fairly easy 3%  
Not very easy 0%  
Not at all easy 0%  
Not applicable 55%  
No response 22%



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

Always been fairly satisfied

---

Could you make a field within the prescription ordering area to ask for any items not on the repeat prescription list. You cannot order another item without ordering your prescription. This would save having to ring the receptionist.

---

I always manage to get an appointment for my children when they're ill, even if the GP has to stay late ( Dr Reid)

---

I have always been offered an appropriate appointment either via GP, Nurse or phone

---

Only just registered with Patient Online. Will be more efficient in future when I get an opportunity to use it.

---

Q3 - I do not have a usual GP since Dr Parker retired I have never been informed of an allocation. I think this is very poor practice

**RECEPTION AND TELEPHONE ISSUES**

**Q5 On the whole how helpful do you find the receptionists at the surgery?**

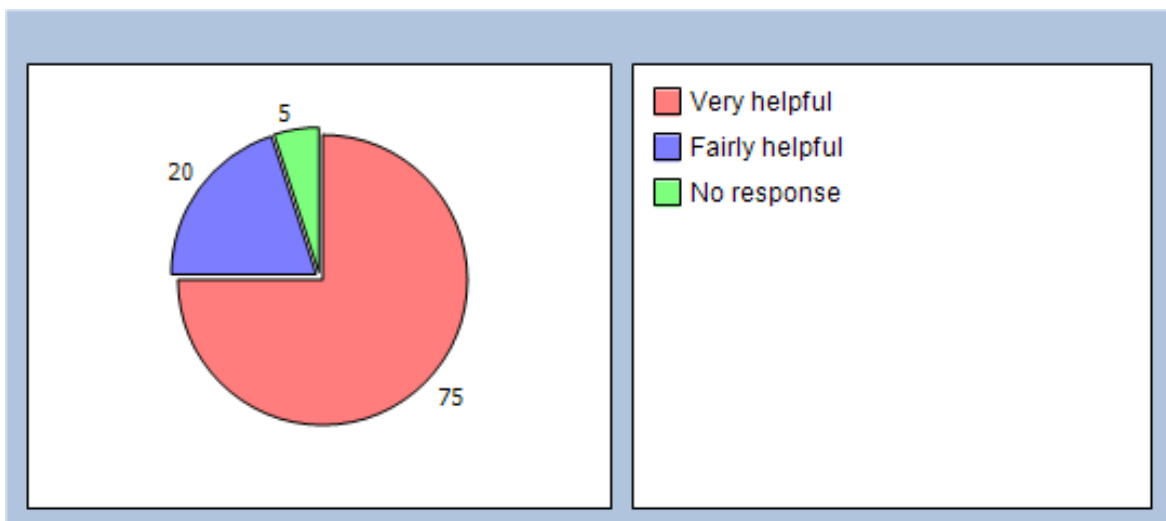
Very helpful 75%

Fairly helpful 20%

Not very helpful 0%

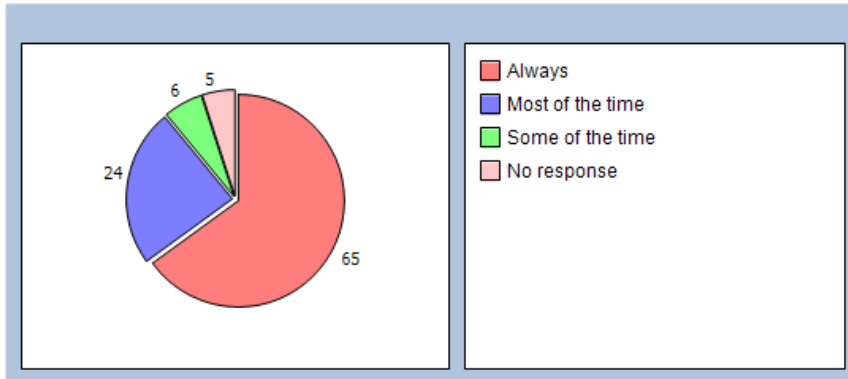
Not helpful at all 0%

No response 5%



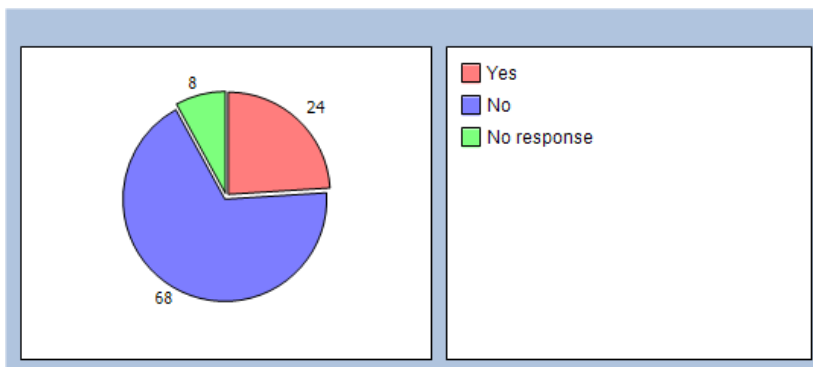
**Q6 Do you think the reception staff behave in a professional manner?**

Always 65%  
Most of the time 24%  
Some of the time 6%  
Never 0%  
No response 5%



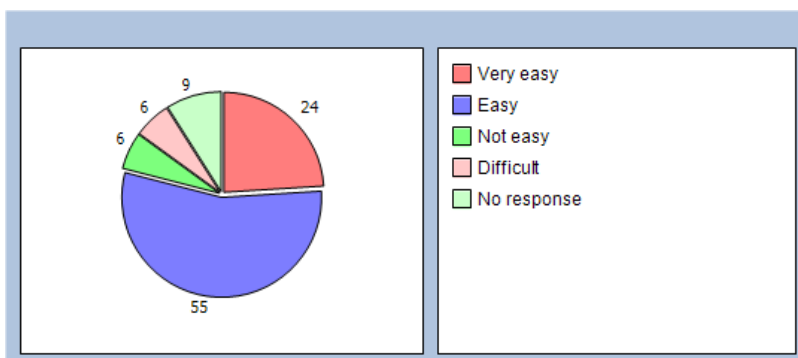
**Q7 Do you think patient confidentiality is a problem in the reception area?**

Yes 24%  
No 68%  
No response 8%



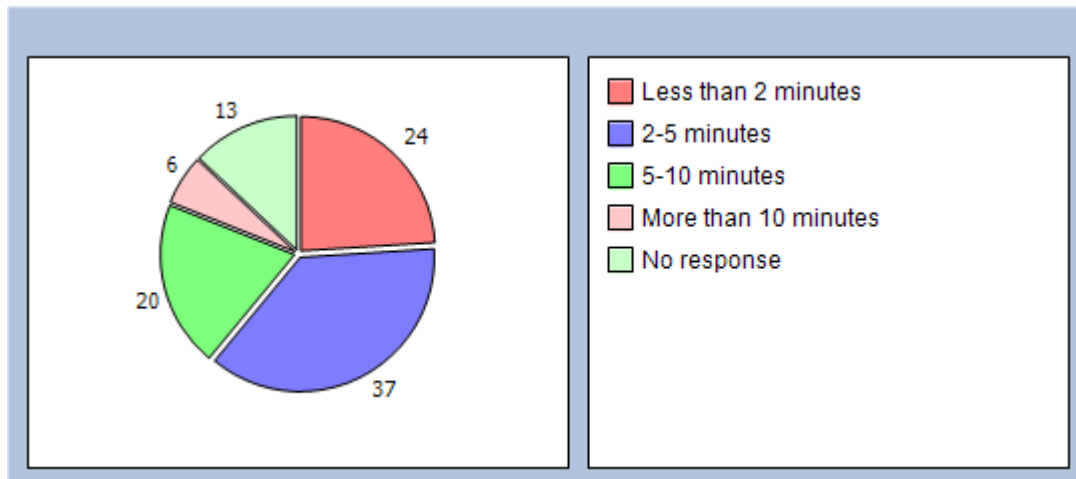
**Q8 Following the installation of our new telephone system, how do you find contacting the surgery?**

Very easy 24%  
Easy 55%  
Not easy 6%  
Difficult 6%  
No response 9%



**Q9 Thinking about the last time you called the surgery, what was the length of time you were on hold before your call was answered?**

Less than 2 minutes 24%  
2-5 minutes 37%  
5-10 minutes 20%  
More than 10 minutes 6%  
No response 13%



**Q10 What day of the week was the call made and approximately what time?**

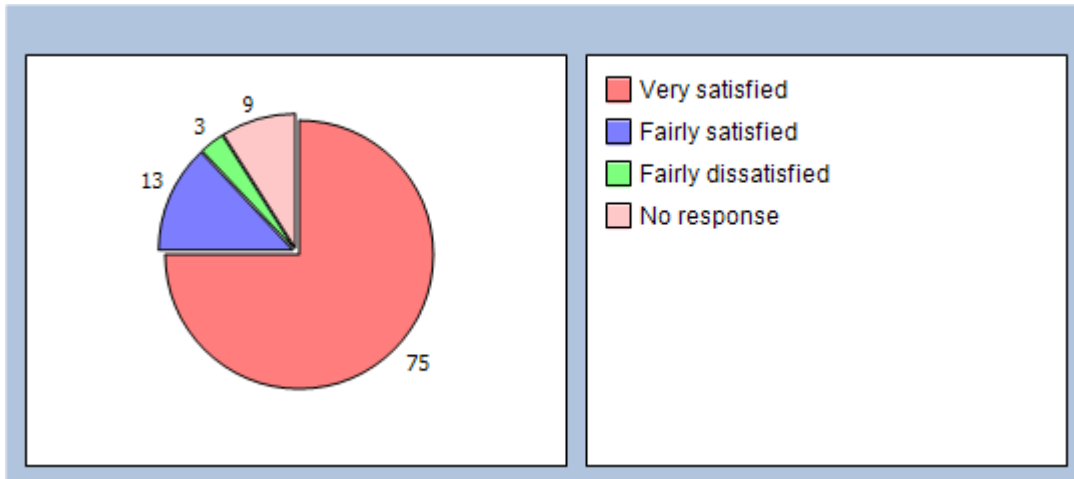
**Any further comments on RECEPTION or TELEPHONE ISSUES? Please let us know of any good or bad experiences you have had.**

Please see Results and Responses to comments in relation to telephone data.

## REGARDING CLINICAL CARE

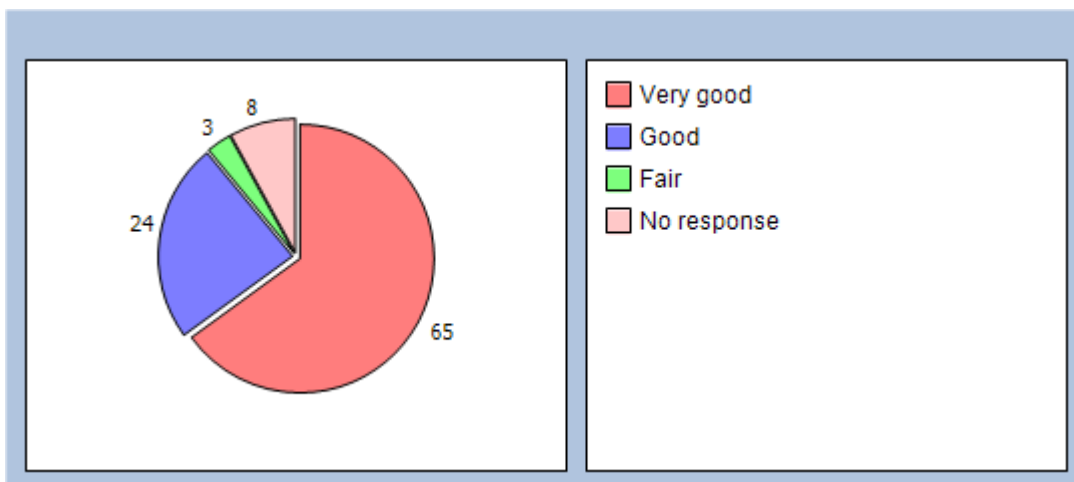
### Q11 How satisfied are you with the service you received from the GP/Nurse today or at your last consultation?

Very satisfied 75%  
Fairly satisfied 13%  
Neither satisfied nor dissatisfied 0%  
Fairly dissatisfied 3%  
Very dissatisfied 0%  
Not applicable 0%  
No response 9%



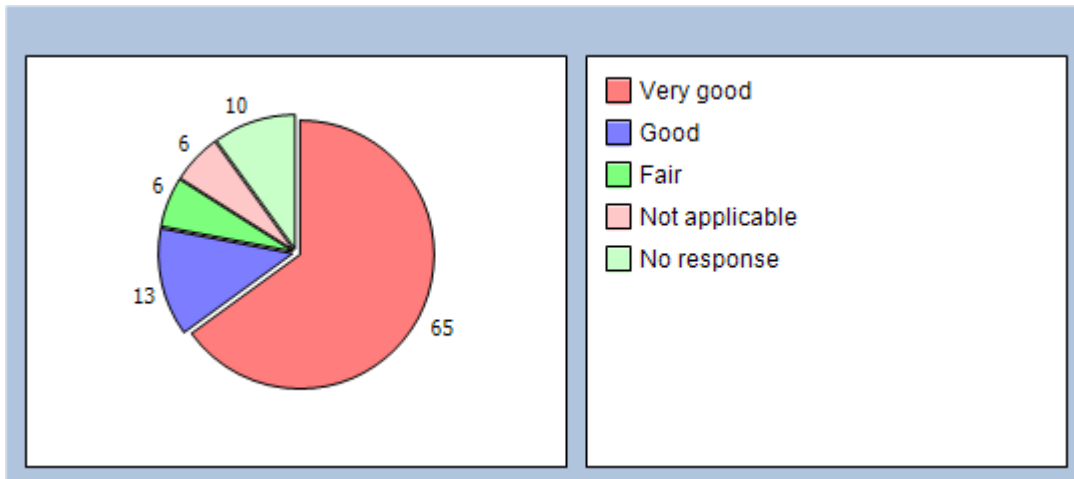
### Q12 (1) Concerning your last consultation, how do you rate .... the time allowed for your consultation?

Very good 65%  
Good 24%  
Fair 3%  
Poor 0%  
Very poor 0%  
Not applicable 0%  
No response 8%



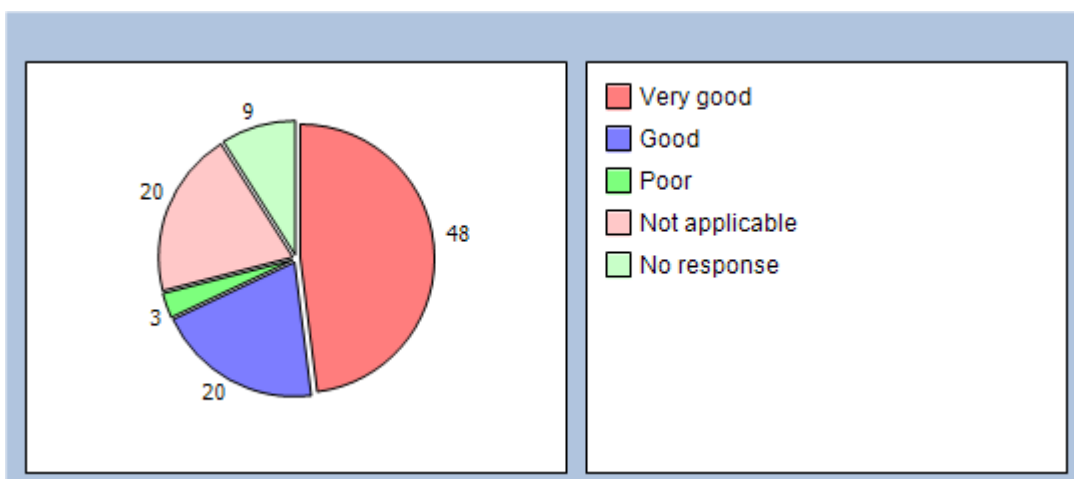
**Q12 (2) Concerning your last consultation, how do you rate .... how well you were listened to?**

Very good 65%  
Good 13%  
Fair 6%  
Poor 0%  
Very poor 0%  
Not applicable 6%  
No response 10%



**Q12 (3) Concerning your last consultation, how do you rate .... explanation of tests and treatments?**

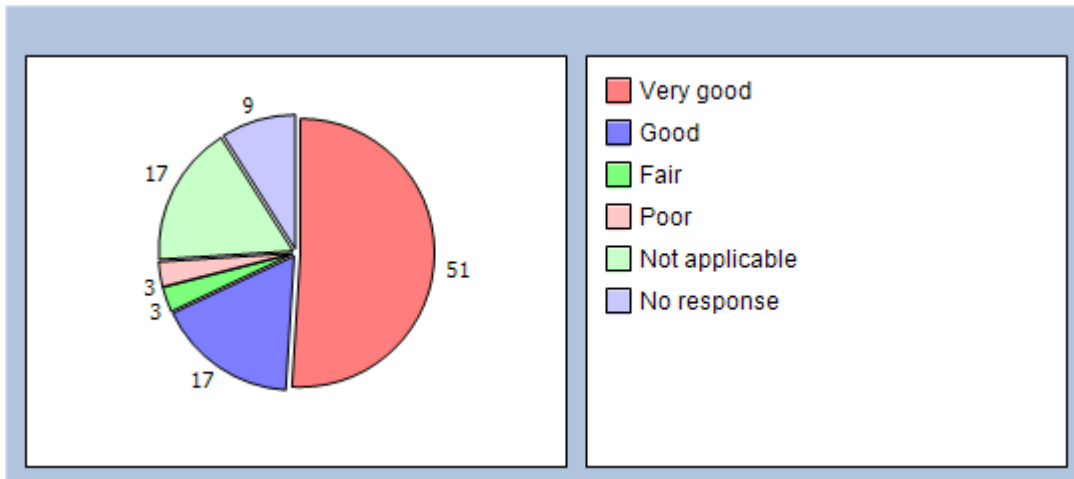
Very good 48%  
Good 20%  
Fair 0%  
Poor 3%  
Very poor 0%  
Not applicable 20%  
No response 9%





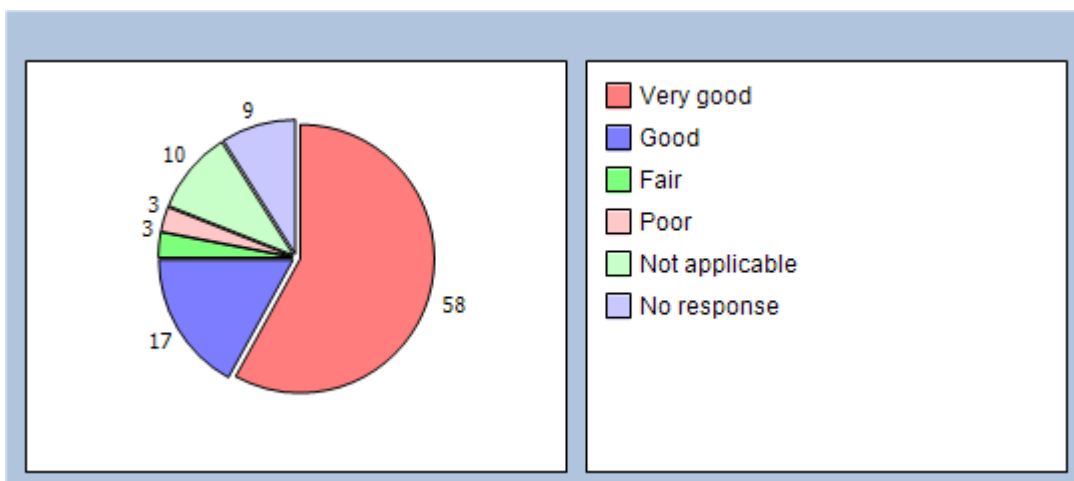
**Q12 (4) Concerning your last consultation, how do you rate .... our involving you in decisions made?**

Very good 51%  
Good 17%  
Fair 3%  
Poor 3%  
Very poor 0%  
Not applicable 17%  
No response 9%



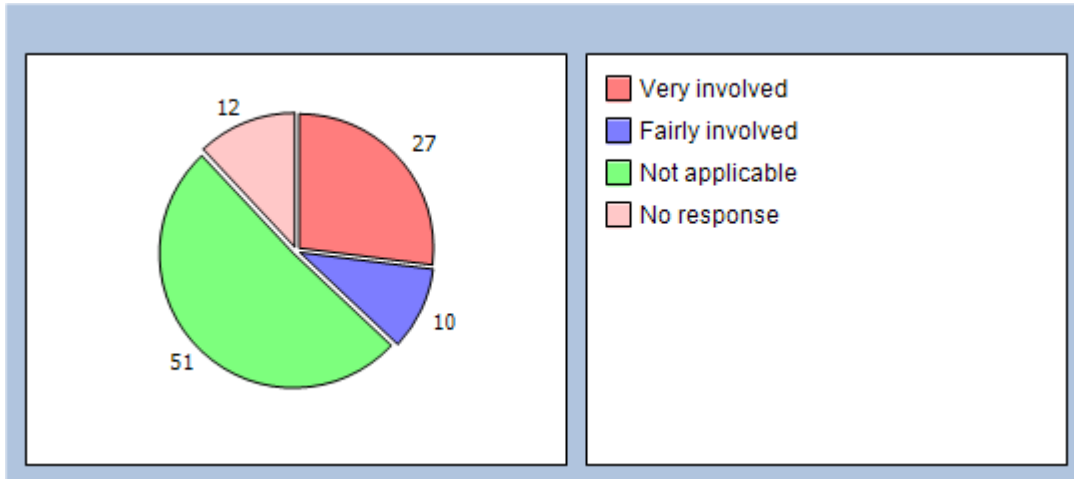
**Q12 (5) Concerning your last consultation, how do you rate .... your trust and confidence in the care you were given?**

Very good 58%  
Good 17%  
Fair 3%  
Poor 3%  
Very poor 0%  
Not applicable 10%  
No response 9%



**Q13 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 27%  
Fairly involved 10%  
I didn't want to be involved 0%  
Not involved at all 0%  
Not applicable 51%  
No response 12%



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

As am over 65 the minister of state says I should have an individual GP reviewing my health. This has never happened. Not invited for a flu jab until I asked. Other preventative campaigns not offered eg: AAA. Not proactive

---

Made appt for me in surgery here next week

---

Never had a problem

---

No comments. Very satisfied.

---

Some of the nurses need to explain procedures in more detail and need to listen to concerns of patient

---

There is no praise high enough for Dr Warner. She has supported my husband and I for 3 years through devastating personal circumstances. We owe our lives to her, and that's no exaggeration. She has been a tower of strength through our psychological problems as well as our numerous physical ailments. We thank her

---

Very happy with assistance given

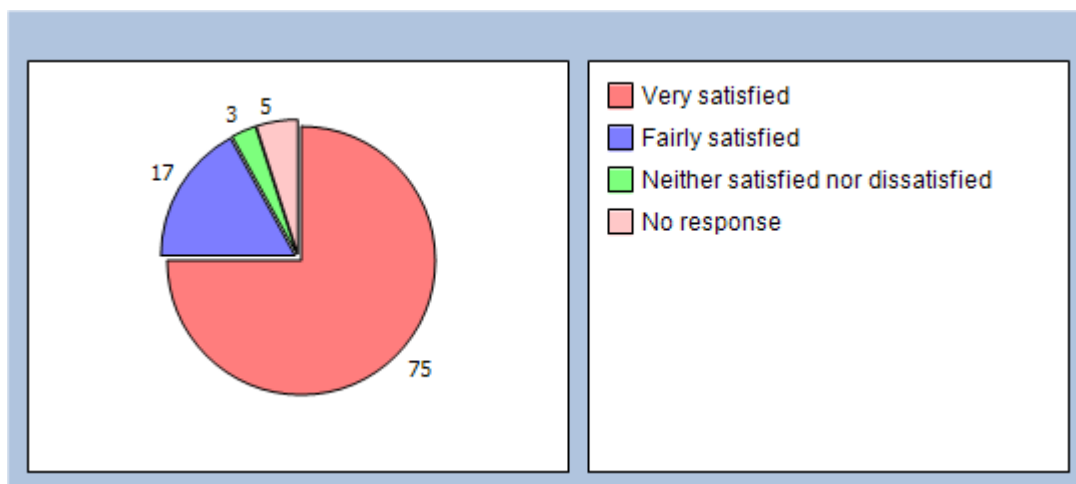
## COMMUNICATION AND OVERALL SATISFACTION

**Q14 Please tick below the ways you would like the surgery to communicate general information with patients. You can tick more than one.**

Noticeboards/Posters 51%  
Website 48%  
Newsletter 41%  
Social Media - eg Facebook 17%

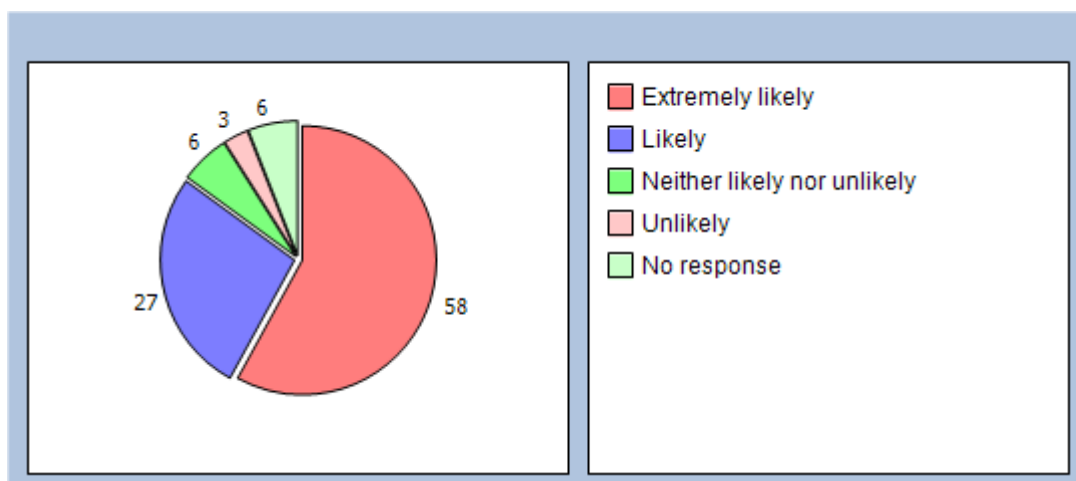
**Q15 In general how satisfied are you with the care you receive at the surgery?**

Very satisfied 75%  
Fairly satisfied 17%  
Neither satisfied nor dissatisfied 3%  
Fairly dissatisfied 0%  
Very dissatisfied 0%  
No response 5%



**Q16 How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?**

Extremely likely 58%  
Likely 27%  
Neither likely nor unlikely 6%  
Unlikely 3%  
Extremely unlikely 0%  
Don't know 0%  
No response 6%



**If we could change one thing about your care or treatment to improve your experience, what would it be?**

Develop the special relationship between GP and patient. Put more emphasis on prevention

---

Make appointments longterm and not have to wait - can be forgotten

---

More doctors

---

None. I am happy with the service given

---

To be looked at as a "whole", when visiting a GP or nurse.

---

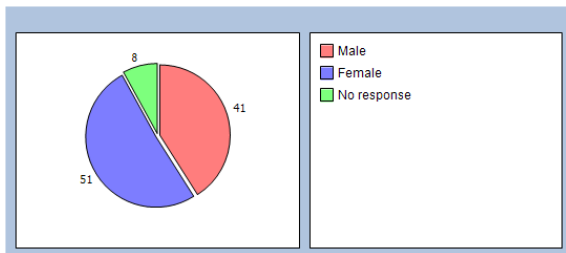
You are perfect Please don't change

---

**ABOUT YOU**

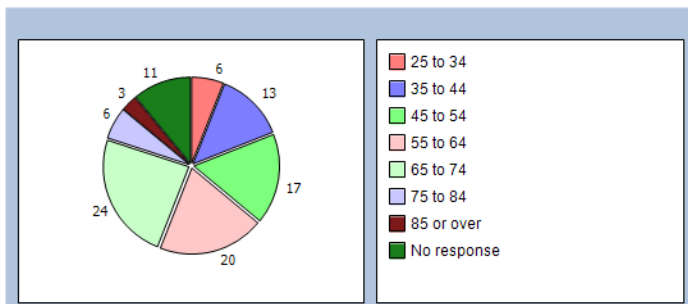
**Q17 Are you male or female?**

Male 41%  
 Female 51%  
 Other (including Transgender) 0%  
 No response 8%



**Q18 Your age**

Under 18 0%  
 18 to 24 0%  
 25 to 34 6%  
 35 to 44 13%  
 45 to 54 17%  
 55 to 64 20%  
 65 to 74 24%  
 75 to 84 6%  
 85 or over 3%  
 No response 11%

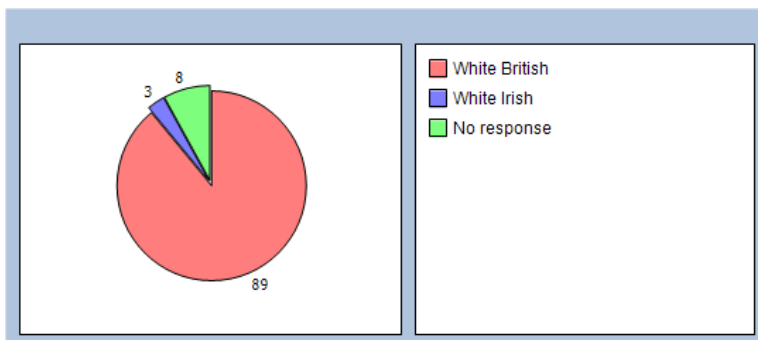


**Q19 Do you have a disability and /or a long-term health concern? (tick all that apply)**

Yes, I have a physical or mental impairment 13%  
 No, I do not have a physical or mental impairment 20%  
 Yes, I have a long-term health condition 48%  
 No, I do not have a long-term health condition 27%  
 I prefer not to answer the question 6%

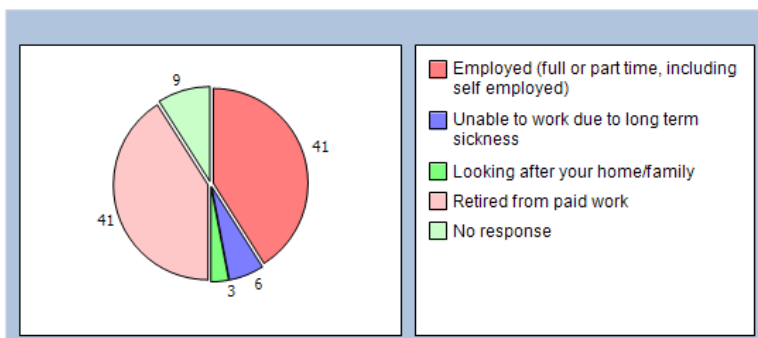
**Q20 Your ethnic group**

White British 89%  
 White Irish 3%  
 White Other 0%  
 Mixed White/Black African 0%  
 Mixed White/Black Carribbean 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 - Carribbean 0%  
 Black or Black British - African 0%  
 Black or Black British - Other 0%  
 Chinese 0%  
 Any other ethnic group 0%  
 No response 8%



**Q21 Which of the following best describes you?**

Employed (full or part time, including self employed) 41%  
 Unemployed/looking for work 0%  
 At school or in full time education 0%  
 Unable to work due to long term sickness 6%  
 Looking after your home/family 3%  
 Retired from paid work 41%  
 Other 0%  
 No response 9%



## Follow up of last year's survey 2014 – Action Plans

- Front line staff had refresher course on 17<sup>th</sup> February regarding signposting for appointment effectiveness, customer service and confidentiality.
- Provided telephone consultations from mid January 2015, which have proved a great success. They are especially good for providing patients with results of tests, without the need to come into surgery for a consultation.
- The telephone system was replaced in March 2014 and the results from this survey are in the main positive.

## Results and Responses to Comments – 2015 Survey

Again this year there does seem to be a more positive response to the practice. There are not as many negative comments and the results do show improvement in most areas. However due to quite a high % of 'not answered or not applicable' some comparisons do look skewed.

### Appointments

78% of patients feel it is very or fairly easy to make an appointment with any GP.

86% who need to see a GP urgently are seen or spoken to within 48 hours.

Only 47% of patients feel it is very or fairly easy to book more than 2 days in advance with their usual GP. This has reduced from 51% last year. It will be interesting to see if having telephone consultations available has an effect on this figure next year.

Really only 1 negative comment which was that a patient doesn't have a usual GP since Dr Parker retired ( which was 2012)., and has never been informed of an allocation. We would not write out to patients advising of re-allocation as this is generally not the usual doctor patients see anyway. Patients are 'registered' with a GP, but can see who they wish.

There is a drop in the number of patients using online bookings and prescription ordering.

### Reception Issues

95% of patients think the receptionists are very or fairly helpful, which is a slight improvement on 2014 and 89% think the receptionists behave in a professional manner always or most of the time, compared to 83% in 2014, which is a slight reduction. 24% of patients still think confidentiality is an issue, which is reduced from 2014. The reception staff have had a recent refresher update on customer service, confidentiality to remind them of behaving professionally, courteously and confidentially.

Receptionists – No negative comments regarding the reception staff, all very positive comments which is really good.

Confidentiality – As part of our business plans for 2015/16, we are looking into reconfiguring the admin areas behind reception and it is becoming more apparent that the telephones should be located away from the reception desk area.

Telephone – 79% of patients feel the new system is very easy or easy to use.

Out of 15 responses giving the length of call/time and date:

27% of calls answered in less than 2 minutes ( Monday, Thursday, Friday )

40% of calls answered 2 -5 minutes ( Monday/Tuesday AM, Weds PM)

27% of calls answered 5-10 minutes ( 8.30am various days)

6% of calls answered longer than 10 minutes ( Tuesday 10am)

### **Regarding Clinical Care**

88% of patients are very or fairly satisfied with their care. This has reduced since last year and in-line with that the % of fairly dissatisfied has increased to 3%.

Time allowed, being listened to, explanation of tests, involvement in decisions made and trust and confidence are all similar to last year with between 68% and 89% of patients rating these as very good or good. Poor or remains between 1% and 3%. There was a high % of patients answered not applicable or no response to these questions,

For referrals into secondary care, choice and place of treatment, the very or fairly involved has decreased from 62% in 2014 to 37% in 2015. 63% of patients answered not applicable or no response.

There were a couple of negative comments this year:

As a person over 65 should have an individual GP reviewing my health – it is actually over 75's who are allocated a named GP and care co-ordinator.

Not invited for a flu jab – reminder letters were not sent out this year and the practice chose to advertise the flu vaccinations via posters and website. We did send out reminder letters in December to those patients who hadn't come in for their flu vaccinations by that stage.

### **Communication and Overall Satisfaction**

The number of patients who are very or fairly satisfied with the overall service is 92%, which the same as 2014.

Communication – Looking at the figures, noticeboards/posters, website and newsletter are the 3 favourable forms of communication.

### **Family and Friends – Q16**

85% of respondents would be extremely likely or likely to recommend the practice to friends or family. 3% unlikely to recommend, 6% neither likely or unlikely to recommend and 6 % no response.

### **Action Plan**

In next 6 - 12 months

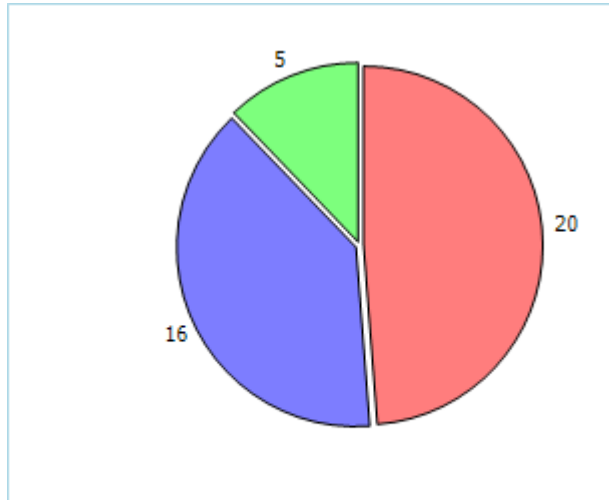
- Continue to monitor the effectiveness of the new telephone system and make improvements where necessary. Look at time taken to answer to see if we can improve.
- Promote the Patient Online Services for appointments, repeat prescriptions and viewing of medical records.
- Continue to update reception staff with confidentiality, customer care training.
- Re assess the survey questions with possibility of taking out some of the not applicable answers.
- Re structure administration areas to move telephones from the front desk to a more private area.

### **Contact with the PRG**

A copy was emailed to the 41 members of the virtual PRG on Tuesday 17th March 2015 asking for feedback on the results, comments and action plans and any ideas they have to improve negative areas.

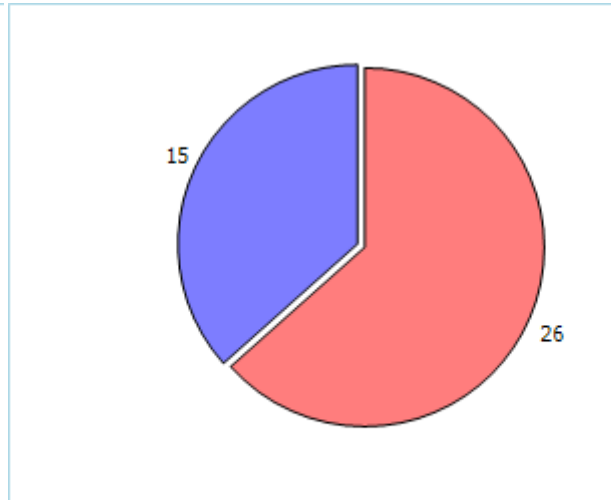
Distribution Details – Patient Representation Group. 41 members

Attendance



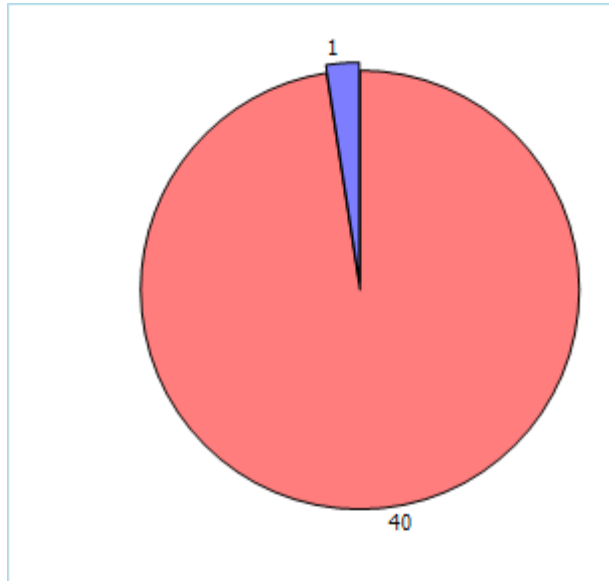
Often (20) Occasional (16)  
Very Rare (5)

Gender



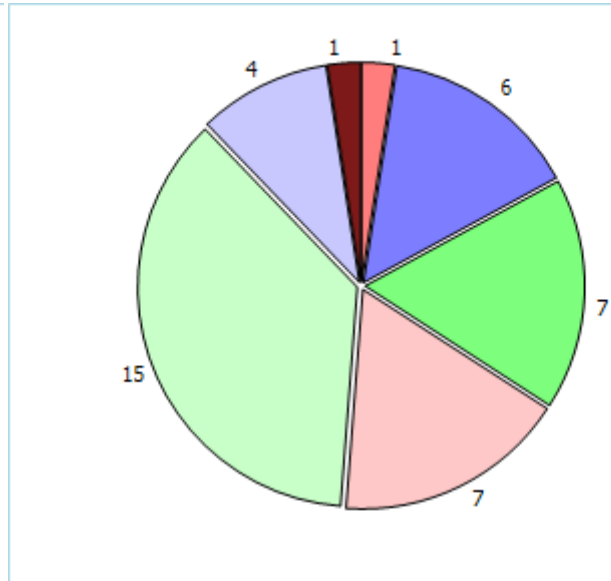
Female (26) Male (15)

Ethnicity



White British (40)  
White & Black Asian (1)

Age



17 - 24 (1)  
25 - 34 (6)  
35 - 44 (7)  
45 - 54 (7)  
55 - 64 (15)  
65 - 74 (4)  
75 - 84 (1)



---

## **SURGERY DEMOGRAPHICS**

**TOTAL PATIENTS** **12777**

Males: 6365

Females: 6412

**Ages:**

Under 25 3665

25 – 34 1415

35 – 44 1689

45 – 54 1971

55 – 64 1532

65 – 74 1407

Over 75 1098

**Ethnicity:**

White British 99%

Other 1%