

## Station Drive Practice Survey Feedback 2011

Participants: 312

During the first week of November 2011 Station Drive Patient Participation Group asked patients to complete a two part survey about the practice and the services it offers its patients. The survey was developed and questions produced by a small working group which regularly took soundings from the Patient Participation group which approved the final format.

The first part of the survey concerned the practice, receptionists and the services offered.

The second part of the survey comprised a questionnaire using standard GPAQ questions which attempted to quantify elements of the care offered by doctors and nurses.

In total more than 300 respondents took part in the survey and as a first step in the analysis I was asked to analyse the data and collate the results to try and allow the practice and the clinicians to be able to carefully look at patient response.

I have been training in the Practice as a final year medical student with Keele University. I was asked to collate response and also provide an independent mechanism to deliver comparative data back to the individual clinicians.

Over the following pages I have highlighted your responses and added some of the comments you made. This should give everyone a good indication of how the practice is doing and how it can work towards better patient care.

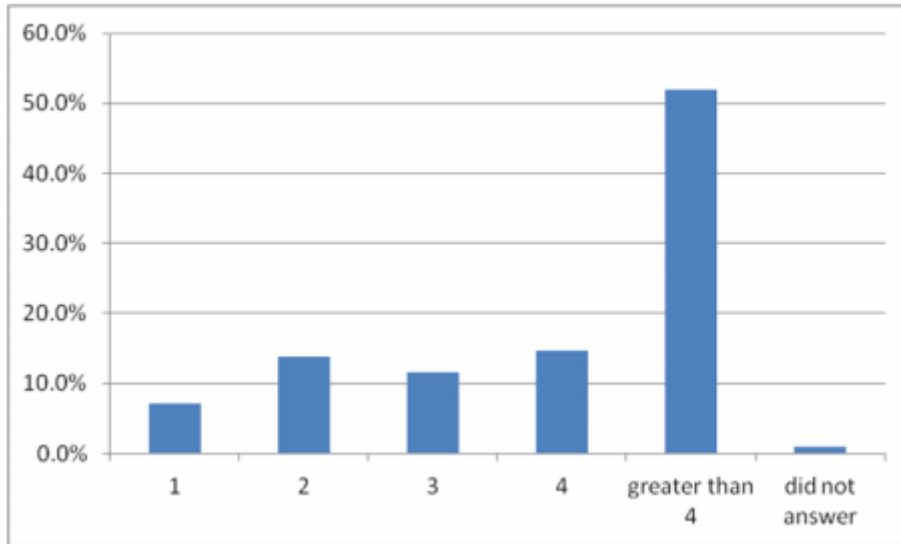
The value of all patient feedback is becoming increasingly important. As we strive to improve practice and meet demanding NHS standards. The practice states its commitment to patient centred care.

I believe that this survey is an important part of the feedback it should receive and as such hope that my brief analysis may help both the Practice and the Patient Participation Group consider what can be improved.

Jonathan Broad November 2011

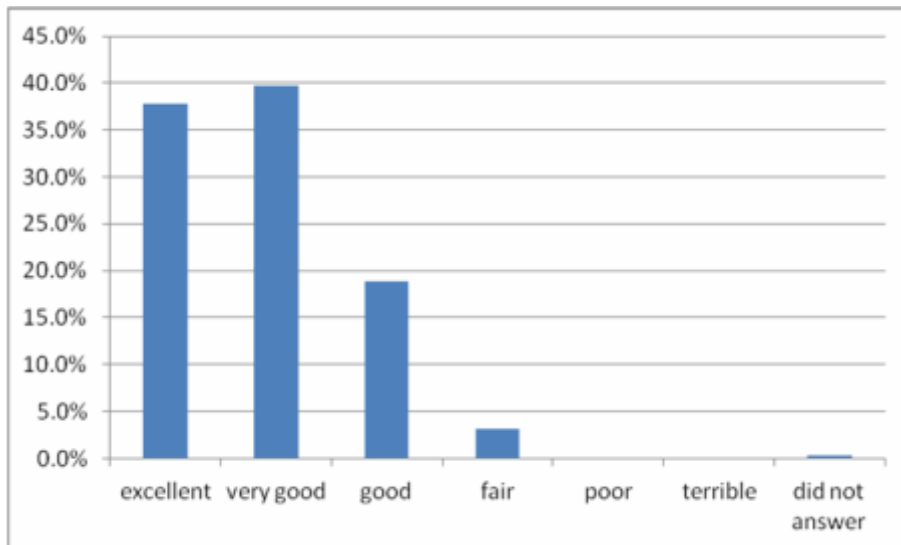
The first question asked was about how many times respondents visit their doctor yearly. This helps us to put some of our other answers into greater perspective.

**In the past year, how many times have you seen a doctor or nurse?**

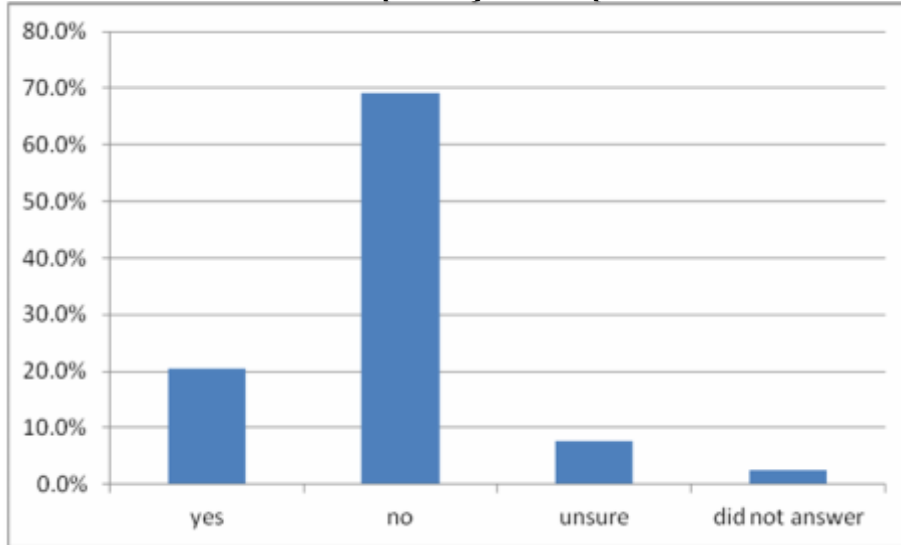


**Reception**

**How do you rate the way you are treated by receptionists at your practice?**



**Do you feel the need for better privacy at reception?**

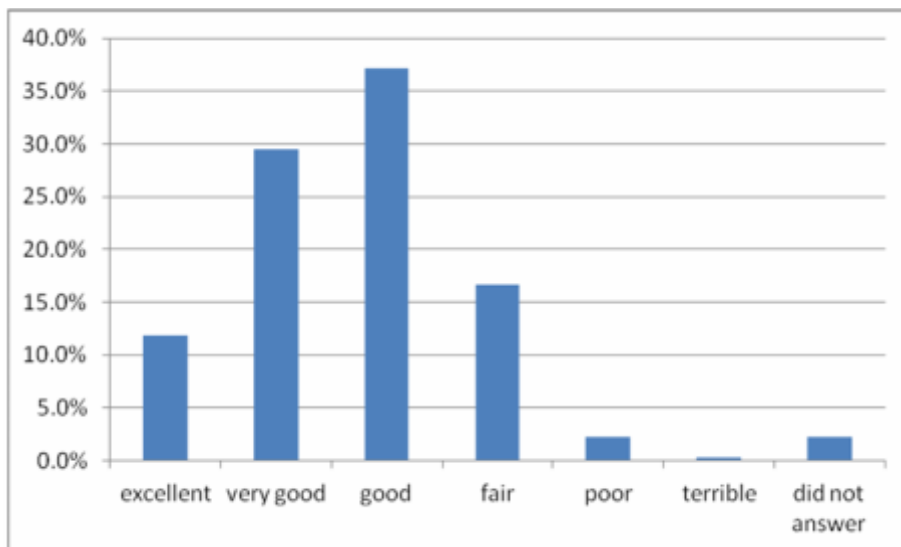


**Your Comments:**

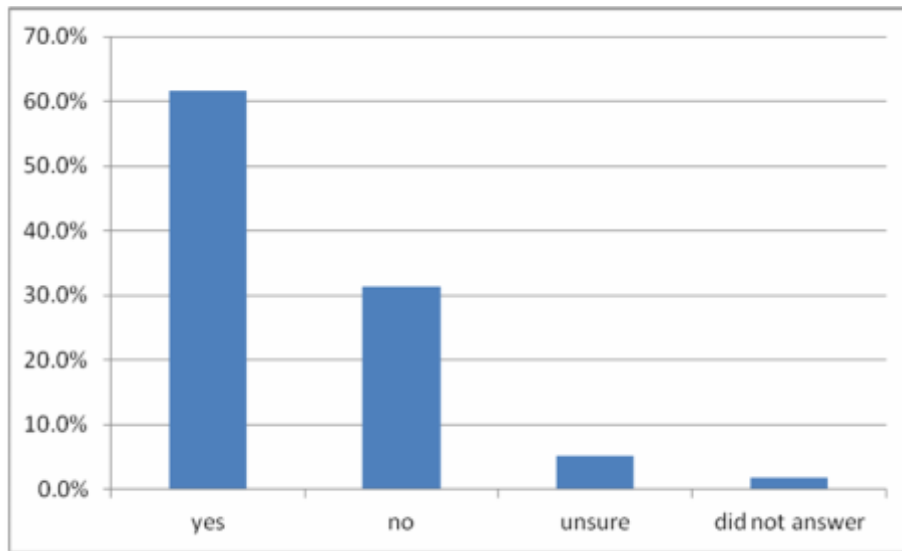
- I find the reception staff very helpful and the nurses/GPs professional caring and supportive. We are lucky to have such a lovely practice.
- In my experience I always receive an excellent service from staff
- medical office staff are great
- Receptionists are great, caring and patient
- The service is excellent but doctors and reception staff are overworked

**Opening Hours:**

**How do you rate the hours that the practice is open for appointments?**



**Are you aware of the early morning and evening opening?**

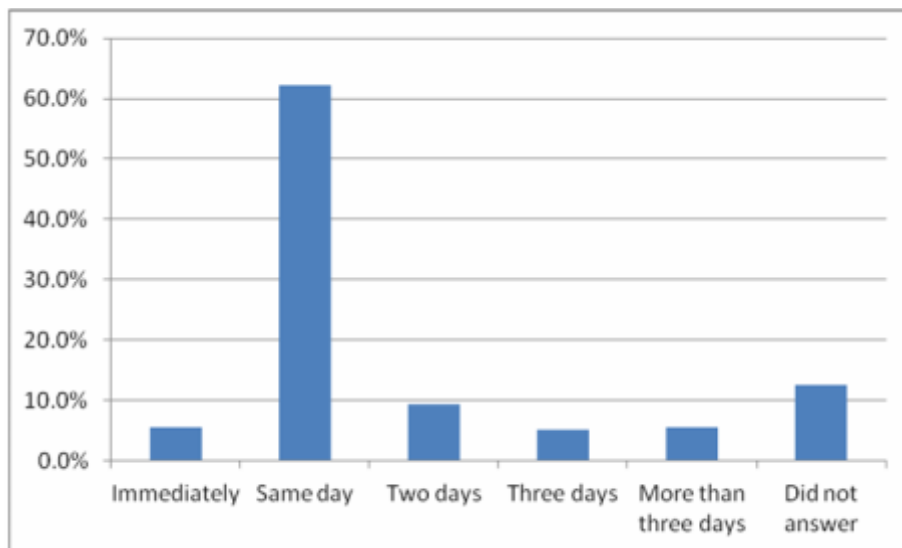


**Your Comments:**

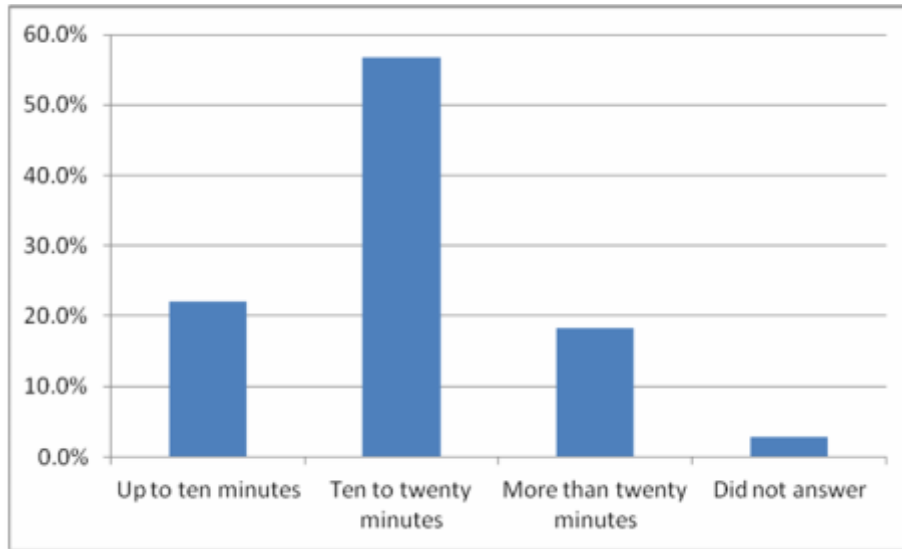
- A Saturday surgery would be desirable.
- Still no sign of weekend appointments

**Appointments:**

If you need to see a GP or nurse urgently, how long do you have to wait?



**How long after the appointment time do you usually have to wait at the practice for your consultations to begin?**

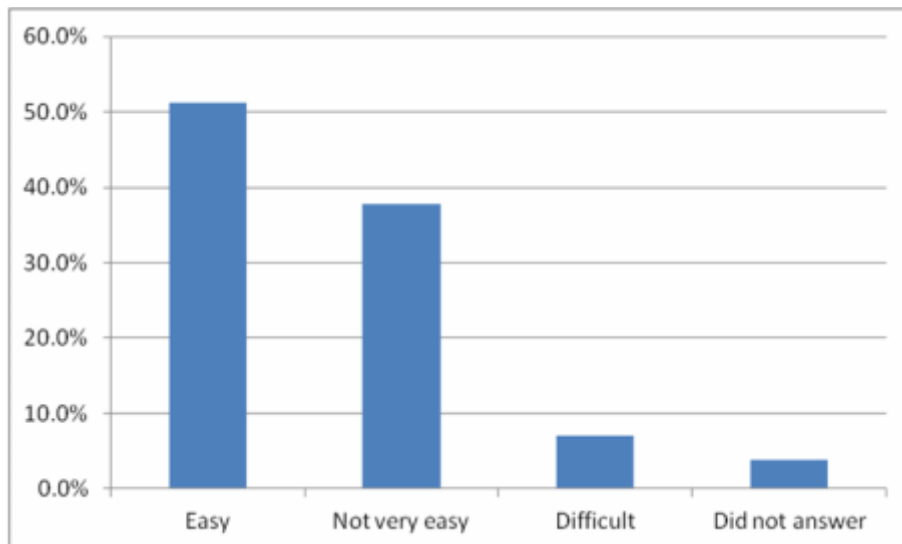


**Your Comments:**

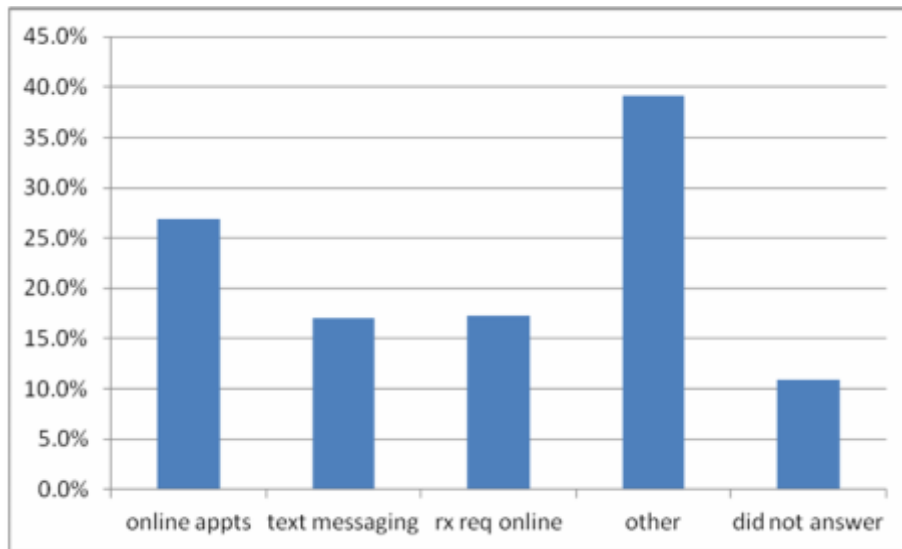
- Wait depends on doctor
- On one occasion I had to wait over an hour to see a Dr for a short appointment that wasn't good enough.
- Excellent staff and excellent service. The duty Dr system is ideal as it allows urgent appointments to be seen quickly.
- I have occasionally needed an urgent appointment and been fobbed off about no appointments being available.
- Occasionally not able to get an appointment for several days

**Contacting the Surgery**

**How easy is it to get through to the practice on the phone?**



**For booking appointments, organising prescriptions or receiving messages If you had the choice which would you use:**



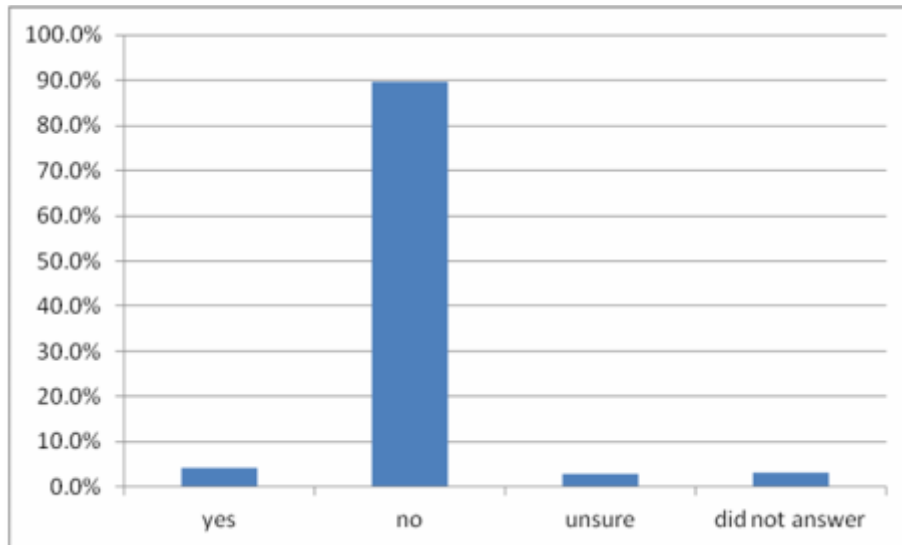
(nb. >100% due to many people selecting online appointments and online prescription (rx) requests)

**Your Comments:**

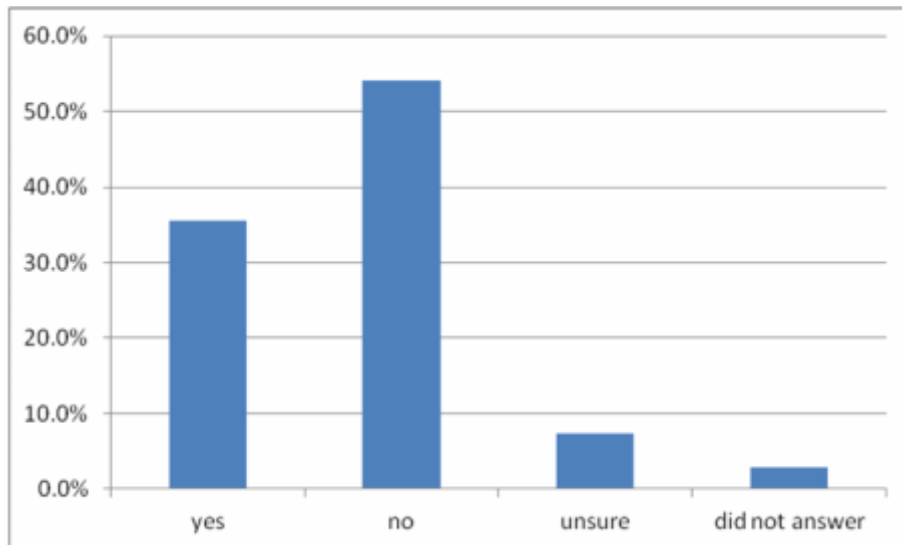
- Difficult to get through to make appointments, particularly with certain doctors.
- Getting through in the morning is impossible
- Please improve the appointment making process! I lose the will to live trying on the phone, only to find no appointments are available.
- Telephone access depends on what day you ring.

**Closing Questions:**

**Have you had cause for concern or wanted to raise concerns or complaints?**



**Are you aware of the Patient Participation Group?**



### **Other Comments**

- Appointments have become difficult to get. Otherwise the service is excellent.
- Find it frustrating that you can have to wait 2-3 weeks to see a doctor
- I hope that with the new facility being built that a clinic will remain in the town
- It is not always possible to see a nurse on the same day
- Length of routine appts usually 2 weeks.
- never any appointments if it's non urgent but needs to be seen asap eg eye infection (poor if affects children)
- The organisation of flu jabs was excellent
- Waiting 6-8 days to get an apt with usual Dr
- Better car park.
- Music in the waiting room would be great. Also digital screen with healthcare adverts
- Music in the waiting room would be nice
- Poor level of lighting in reception-lights not working, poor décor = gloomy
- Pull in by entrance for disabled drop off would be good.
- There is too much unnecessary junk (ie leaflets) in reception.

**Recommendation:**

The Practice and the Patient Participation Group need to consider this data and plan actions I would propose a simple approach as below:

**What are we going to do?**

Reception  
Opening Hours  
Appointments  
Contacting the surgery  
Anything Else

## Station Drive Patient Consultation Feedback

Total Consultations Reviewed: 261

Doctors Consultations: 176

Nurses/HCA Consultations: 66

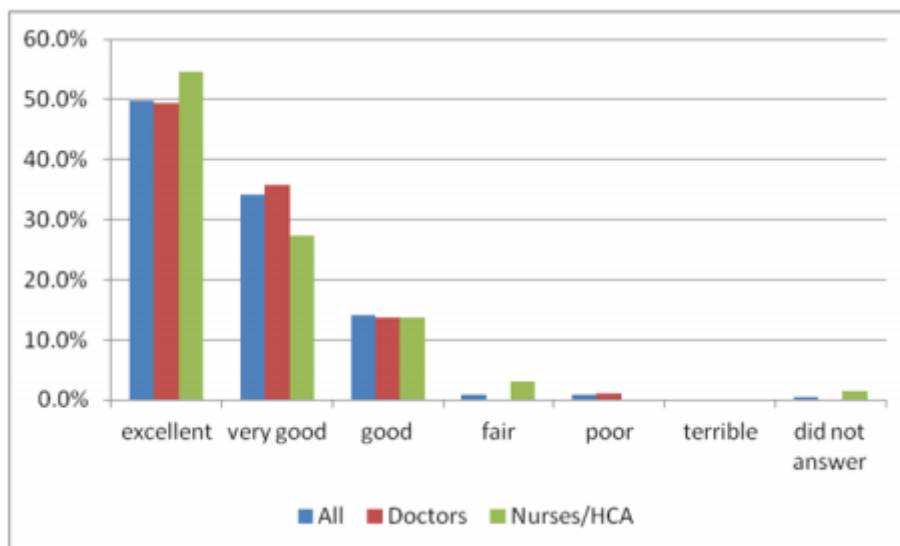
(Unknown Practitioner: 19)

The second part of our survey considered the specific consultation that the participant had with a member of staff that day. The surgery was once again delighted to have over 250 respondents and this part of the survey has been used to provide important personal feedback to GPs, nurses and healthcare assistants.

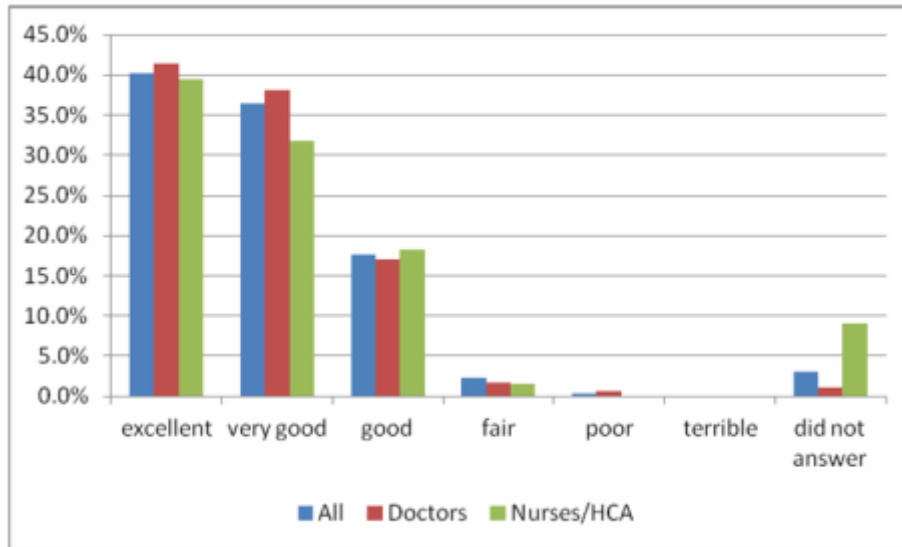
Whilst this second part of the survey is primarily aimed at providing personal feedback to practitioners, it is also useful to look at how the practitioners are performing on average. The illustrations here highlight how well the Practice is doing and I hope they continue to reflect and improve on practice with the aid of this feedback.

I feel these questions covered most important aspects of all consultations and that patients were given ample opportunity to voice their thoughts. Further feedback is nonetheless welcome at any time.

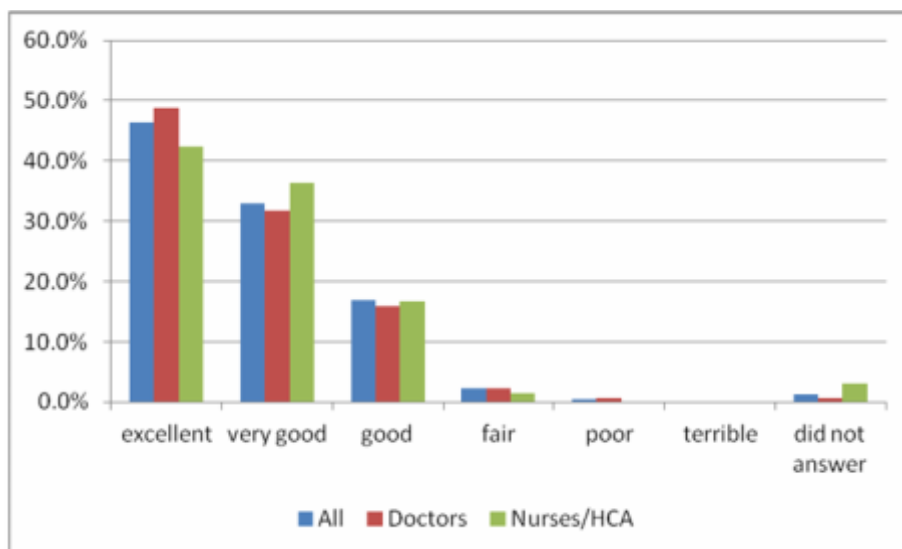
### How thorough the doctor/nurse was?



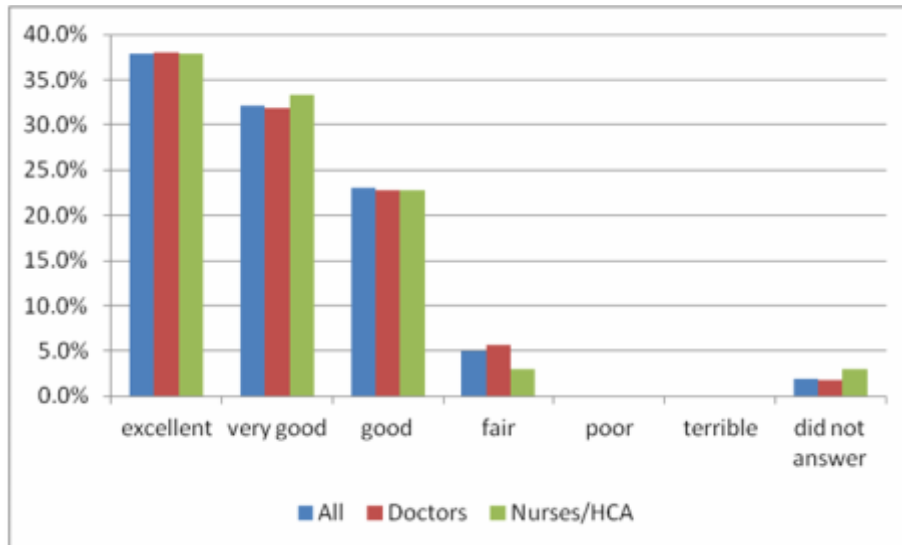
**How much the doctor/nurse involved you in decisions about your care?**



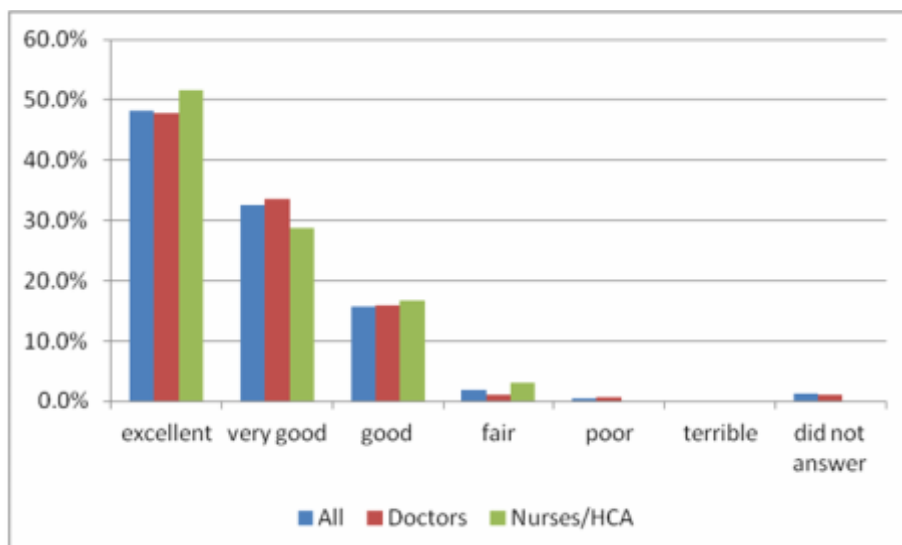
**How well the doctor/nurse explained your problems or any treatment that you need?**



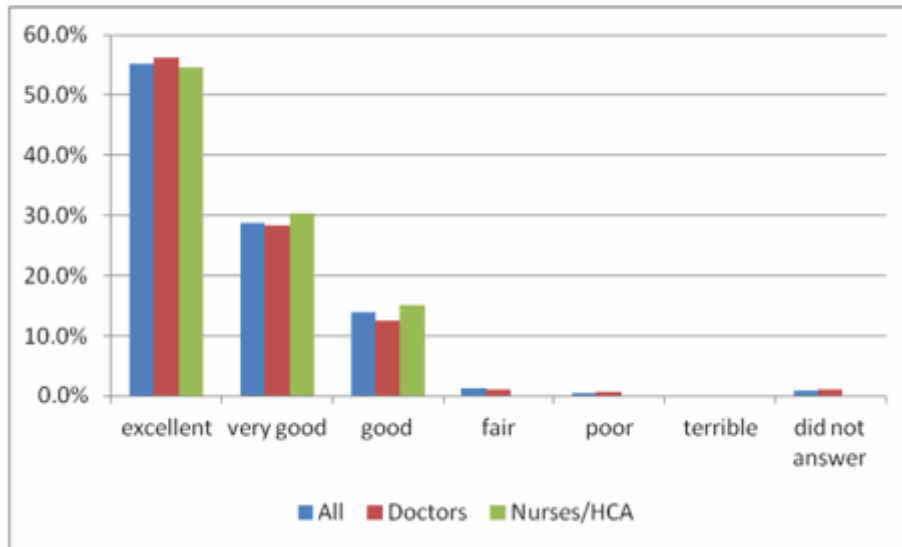
**The amount of time your doctor/nurse spent with you today?**



**The doctor/nurse's caring and concern for you?**



**Overall how would you rate the doctor/nurse you saw today**



**General comments about our practitioners:**

- Doctor is brilliant, always given best care. We hugely appreciate this.
- The Doctor is very thorough and I would very much miss her services were she to leave. She always has time for her patients, although waiting times have occasionally been an issue
- All consultations either with a doctor or nurse are always very thorough and helpful.
- I have never expected miracles but do appreciate the care and commitment shown by NHS professionals
- The doctor I saw last did not listen to me and did not seem to understand or care about what I was saying. Would not want to see them again. (not done about today's apt)
- Calm manner and never feel rushed. Treated as an individual.
- The Dr makes you feel that you are made very welcome and at ease. If you feel you may be wasting her time she reassures you.

**My Comments:**

Whilst clinicians were delighted to receive so much positive feedback, the few negative comments were taken seriously, fed back and reflected upon. It is important that we all continue to reflect and develop our practice in order to better patient care.

The individual doctors will take the results and feedback forward to their annual Appraisal and I am sure this will allow them to consider any additional training or courses. All clinicians have been provided with their "personal" statistics.