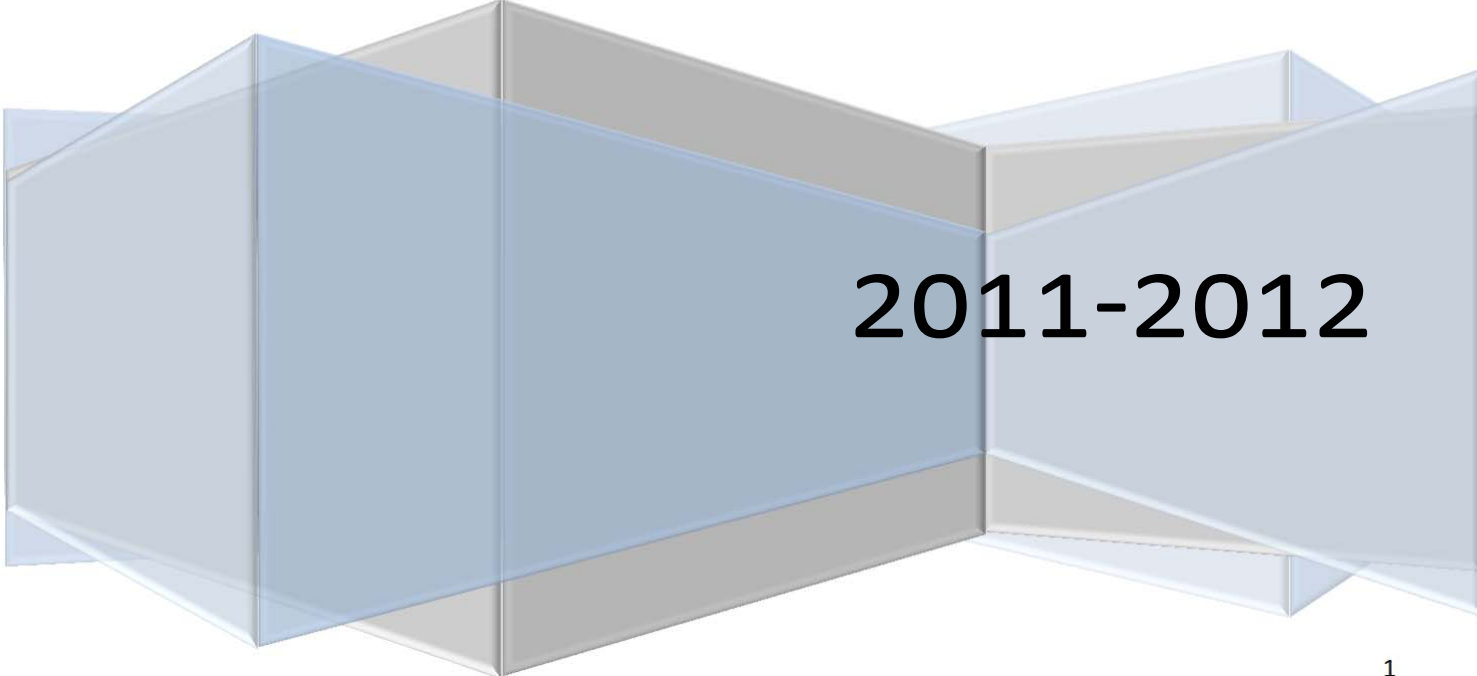


Dr Astbury & Partners

Patient Satisfaction Survey

Report



2011-2012

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Management Summary

The Patient Satisfaction Survey took place during January and February 2012. All of the Patient Participation Group and Patient Reference Group were offered the opportunity to complete the survey either by hard copy or email. Additionally the practice requested randomly, c50 patients for each full time doctor to complete the survey. In total 544 surveys were completed and the practice would like to thank all those patients for taking part. The survey has proved extremely useful in helping the practice to put together the Development Action Plan which appears in appendix 1 of this document.

Just under two thirds of the patients completing the survey were female and there was an excellent mix of age groups.

The areas the survey covered and the questions in the survey were developed and agreed with the Patient Participation Group who have also helped to produce the Development Action Plan.

An overview of the various areas appears below and the body of the report contains an analysis of the results of each question asked.

Reception (100 comments)

99% of patients found the receptionists to be either very helpful or fairly helpful which is very encouraging. Over half of the comments relating to the receptionists found them to be helpful and friendly.

11% of the comments thought the receptionists could be more helpful. 19% of the comments thought there was variability between receptionists and between Harlestone Road and the Duston Medical Centre sites.

Much of this variability will be removed when we move to St Luke's Primary Care Centre and in the meantime we have arranged a training workshop which all receptionists will attend.

Telephones (116 comments)

65% of patients felt that it was very easy or easy to get through on the telephones. The comments suggested that the ease of getting through depended on the time of day and which site. Many felt the lines were too busy. St Luke's will have a new phone system with a dedicated telephone team.

Appointments (76 comments)

85% of patients found the current system to be very convenient or convenient. 80% thought that 48 hour appointments were either very important or important. There was a wide range of comments relating to appointments, some very positive and some who felt that the system did not work for them. The practice is currently reviewing its appointment system.

Doctors – How quickly does the patients get seen (80 comments)

27% of patients usually get see within 1 – 4 days and 36% were seen in 5 days or more. 59% felt this was excellent, very good or good. 13% felt the system for seeing their doctor was fine, 38% felt the system was not ok. The practice will be reviewing the appointments system (see above).

Opening Times (16 comments)

91% of patients thought that the opening times were either excellent, very good or good. There were few comments, most of which related to other issues e.g. appointments, telephones

Premises (56 comments)

74% of patients rated the premises as excellent, very good or good. Some felt the magazines could be improved, as could the decoration and the child play areas.

New Developments (94 comments)

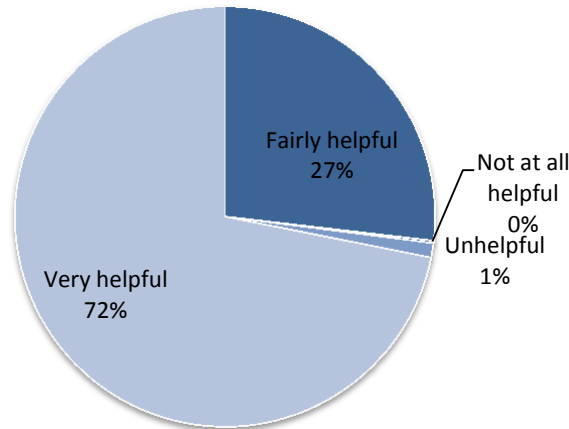
81% of patients felt that the various developments which have taken place over the last 5 years were either very helpful or fairly helpful. When asked what patients would like to see at the new surgery, many wanted physiotherapy and podiatry, whilst others wanted a pharmacy, counselling services, a dentist and opticians. The practice wishes to have as wide a range of facilities as possible and is working to this end.

PATIENT EXPERIENCE

Reception & Telephones

How helpful do you find the receptionists at the surgery?

Answer	Number of Responses
Very helpful	391
Fairly helpful	146
Unhelpful	6
Not at all helpful	1



COMMENTS ON RECEPTION (100)

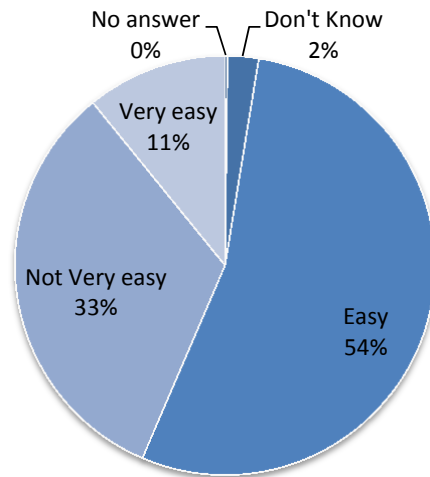
- Patients were also invited to comment on the levels of help provided by receptionists.
- Of the 544 patients who filled in this part of the survey, 100 also added a written comment.

Summary of comments	Comments	Sample comments
Considered receptionists to be helpful and friendly	51	<p>They are always unhurried and give you time to explain.</p> <p>Better and more helpful of late.</p> <p>Face to face excellent.</p> <p>With very few exceptions I have found staff really helpful and understanding and I appreciate this.</p>

Found that the level of helpfulness depends on which receptionist you meet	19	Some are much more helpful than others
Thought receptionists could be more helpful	11	Sometimes they come across as a bit standoffish and make you feel that you are a hindrance to them. Need to be more friendly.
Found one site to be more helpful than the other.	5	Generally Duston surgery is more helpful, shows more empathy and guidance.
Felt they should provide more information on appointments.	4	More information about the booking system would help.
Other comments	10	Ask always what is wrong even though this is personal and I want only to discuss it with a doctor.

How easy is it to get through to someone at the surgery on the phone?

Answer	Number of Responses
Very Easy	59
Easy	293
Not Very Easy	178
Don't Know	13
No Answer	1



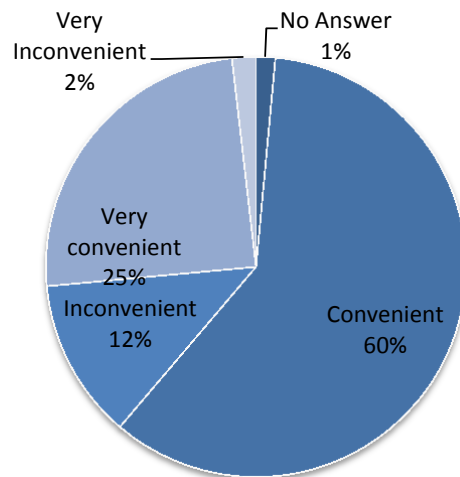
COMMENTS ON PHONES (116)

Summary of comments	Comments	Sample comments
The ease of getting through depends on the time of day. It is more difficult to get through early in the morning.	46	Vary dependant on the time of day. Sometimes long waiting time before answering. Perhaps peak times could be identified and the number of lines/staff could be matched accordingly. Obviously busy at times. It is becoming more busy more often. Depending on time, 8 to 8.30 not good.
The lines are too busy	39	Always engaged. Lines were constantly busy today. Better to visit surgery than phone. The phone is engaged a lot and if you are working it is difficult to book an appointment
Other comments	14	I book on-line so it is easy. Does not help only one person on the phone and dealing with in-coming patients.
Does not like auto attendant.	7	Such long messages on the answerphone keep people waiting.
No problem	6	Recent experiences excellent.
Preferred calling a particular surgery	4	It is always easy ringing Harlestone Road. Duston surgery usually busy tone.

Appointments

The surgery offers an appointment system where, depending on the day of the week, a set number of appointments are bookable on the day, 48 hours in advance, in an emergency and the rest are available up to 5 weeks in advance. How do you find this system?

Answer	Number of Responses
Very Convenient	134
Convenient	325
Inconvenient	67
Very Inconvenient	10
No Answer	8



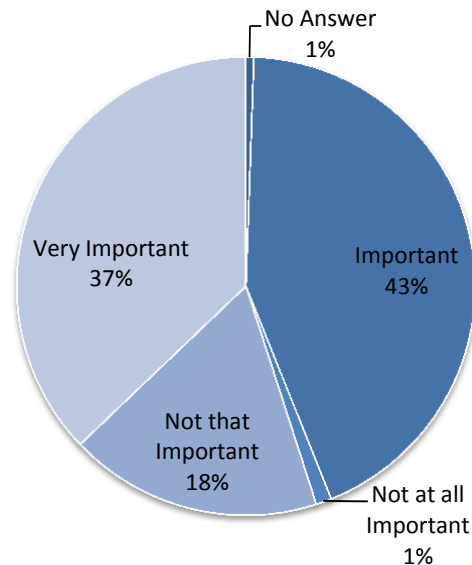
COMMENTS ON APPOINTMENTS (76)

Summary of comments	Number	Sample comments
Felt that the appointment system did not work for them	17	<p>Trying to book an appointment with a certain doctor is practically impossible within a reasonable length of time. This applies to nurse appointments too.</p> <p>Appointments should not be booked so far ahead. I have to wait up to 8 weeks to see my doctor unless it is an emergency.</p>
Believe that the wait for routine appointments was too long.	14	<p>Fine for emergencies but impossible to get a routine appointment , takes about 4 weeks in advance.</p> <p>5 weeks is a bit excessive and not all are urgent as the 48 hour list. A compromise would be helpful</p>
Some suggested a triage system or systems operated at surgeries elsewhere.	7	<p>Have more GPs in attendance operating a triage system that treats patients according to their complaint.</p>

Several patients were not fully aware of how the system operates.	5	Convenient for children's appointments.
Were of the opinion that 48 hour and emergency slots are helpful	4	48 hour appointments are good if you are well enough to phone at 7.00
Felt that the appointment system worked for them	4	I have always been able to book a short-term appointment when needed.
Would like to see more weekend and evening appointments available.	3	Maybe more evening & weekend appointments would help.
Other comments	22	I know it is difficult but being the patients at times it is very difficult if you are in pain. In theory it is quite good. However, unless you seem quite ill to the receptionist it is a rigmarole trying to book on the day. Ability to book emergency appointments on-line would be useful.

How important is it to you to be able to book appointments more than 48 hours in advance?

Answer	Number of Responses
Very Important	202
Important	236
Not that Important	97
Not at all Important	6
No Answer	3

*COMMENTS ON ADVANCED BOOKING (71)*

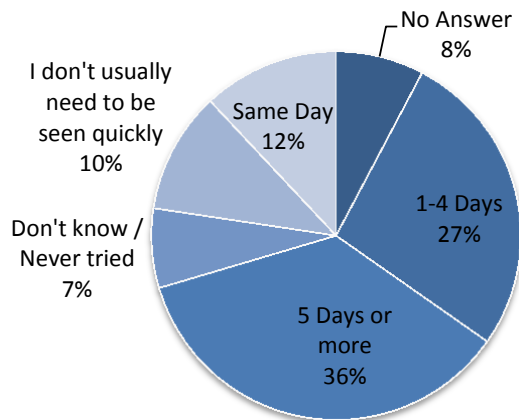
Summary of comments	Number	Sample comments
Being able to book more than 48 hours in advance is very useful to fit with working arrangements.	15	I work in Birmingham and commute by train and don't drive. To plan an appointment is a great help.
The priority should always be for emergency / same day appointments	15	I need an appointment when I am sick, on that day. I do not plan to know if I am going to be sick in 48 hours time. If something is wrong you like to be seen quickly even if it is not an emergency.
Other comments	17	I have never needed to do this. This surgery is very good at helping patients. Not something that usually concerns me but this may be very important to someone who needs regular scheduled appointments.
It is useful to be able to book more than 48 hours in advance for childcare or family reasons.	8	May need to make childcare arrangements. I am a carer and it is important to make arrangements in advance for care.
These appointments allow planning around existing arrangements.	7	If the doctor wants me to make a return visit. I have a very full diary and need to programme appointments accordingly.

Generally in favour of this facility.	6	Both systems are necessary, some you can plan for, some you cannot.
Does not fit in with appointments suggested by doctor.	3	Frustrating when the doctor asks you to come back in 3 weeks and you cannot.

Clinicians

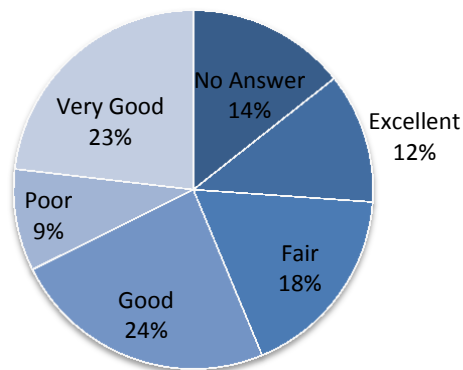
When you wish to see a particular / any doctor, how quickly do you usually get seen?

Answer	Number of Responses
Same day	65
1-4 days	147
5 days or more	194
I don't usually need to be seen quickly	58
Don't Know / Never Tried	38
No Answer	42



How do you rate this?

Answer	Number of Responses
Excellent	64
Very Good	126
Good	130
Fair	96
Poor	50
No Answer	78



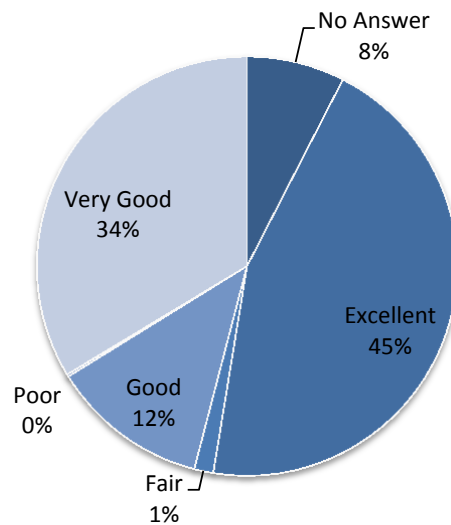
COMMENTS ON DOCTORS (80)

Summary of comments	Number	Sample comments
Other comments	28	<p>Excellent balance between seeing a particular doctor or any doctor.</p> <p>To see any doctor is very good but does not enable you to see someone who knows you personally.</p> <p>It can take a while to see popular doctors.</p> <p>Very accommodating.</p> <p>Rarely get the doctor I want.</p>
Some regard the system for seeing a doctor or the length of wait was not acceptable	21	<p>It is not usually quick, it is either at least 2 weeks or have to ring back for 48 hour or emergency appointment. It's pretty confusing.</p> <p>Usually 4 weeks. Far too long.</p> <p>It is shameful we can't keep one doctor, it is very annoying.</p> <p>The time limit should be halved.</p>
Other consider the system for seeing their own doctor or waiting time to see him is fine.	10	<p>Sometimes causes a lack of consistency if you need to be seen in an emergency but a good system.</p> <p>A great service when you need it most.</p>
Preferred to wait to see their own doctor.	9	<p>I usually book the same doctor for regular appointments and these are booked in advance but 48 hour appointments are very good.</p>
Some did not mind seeing any doctor.	6	<p>Don't mind who I see.</p> <p>I have always seen any doctor.</p>
Expect to be seen on the same day	6	<p>Same day needed with children.</p>

Opening Times

The surgery offers extended opening times from 7am until 8pm. How do you rate these opening times?

Answer	Number of Responses
Excellent	245
Very Good	183
Good	66
Fair	8
Poor	1
No Answer	41



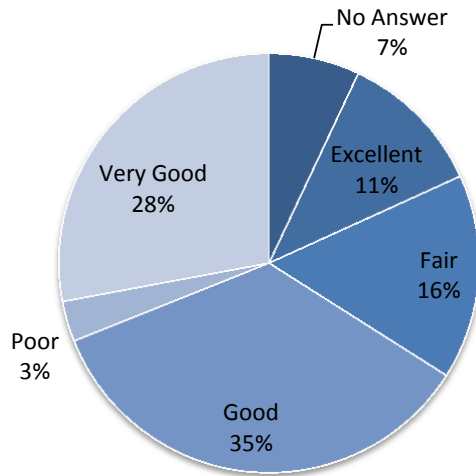
COMMENTS ON OPENING TIMES (16)

Summary of comments	Number	Sample comments
Appreciate this system	4	I can access GP whilst partner stays at home with baby before he goes work.
Good only if you can get an appointment	4	The times are not the issue. It's the availability of the GPs
Other comments	7	Not suitable for elderly alone. (It would) be more convenient if earlier and later e.g. 7am to 7pm?
Difficulty obtaining early or late appointments.	1	But I never seem to be offered early or late.

Premises

How do you rate the waiting area at the surgery including music played, magazines, toys, seating?

Answer	Number of Responses
Excellent	61
Very Good	152
Good	190
Fair	86
Poor	17
No Answer	38



COMMENTS ON WAITING AREA (56)

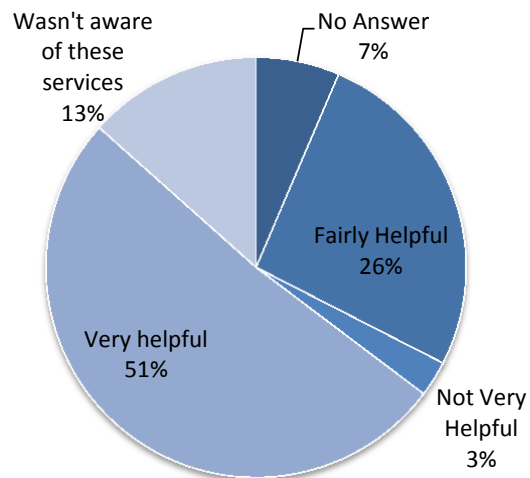
Summary of comments	Number	Sample comments
Requested more toys or suggested ideas about the play area.	14	Could do with more toys, otherwise good. More toys would be good for young age group. Easier if the play area was sectioned and fenced. Not toddler friendly.
Other comments	19	Needs updating but hopefully the new surgery will be more modern. Too many notices therefore don't see any. The toilets could be improved. Toys, magazines etc. are germ zones handled by patients.
Would like to see more current and a wider selection of magazines.	9	Magazine variation. Up to date magazines. More magazines to cover all ages.

Commented on the standard of decoration and lighting.	9	Reception could be brighter and friendlier. More space and better lighting needed. A few primary colours would help.
Would prefer music to be played, tv to be working including health promotion material.	8	Tv needs to be on, maybe giving updates of the practice or show scenes of Northants. Easy listening music would be nice.
Considered seating is in need of attention.	4	Torn seats & poorly decorated. Lack of paint and new seats?
Good patient call system is desirable.	2	At Duston it can be difficult hearing doctors call you when it is busy.

Developments

Over the past 5 years the practice has offered services that improve the experience of its patients. These include offering appointments that can be booked on-line 24/7, making repeat prescriptions available on-line, free text reminder service for appointments, self-check in service at reception. How would you rate these services?

Answer	Number of Responses
Very helpful	279
Fairly helpful	142
Not Very Helpful	15
Wasn't aware of these services	73
No Answer	35



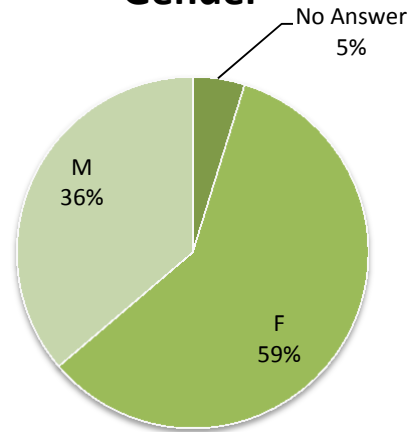
COMMENTS ON DEVELOPMENTS (94)

Summary of comments	Number	Sample comments
Physiotherapy	57	
Podiatry	31	
Other	25	Reflexology Relaxation group Minor surgery Occupational therapy X-ray Occupational therapy
Pharmacy	7	
Counselling	4	
Dentist/optician	4	
Chiroprody	2	

DEMOGRAPHICS

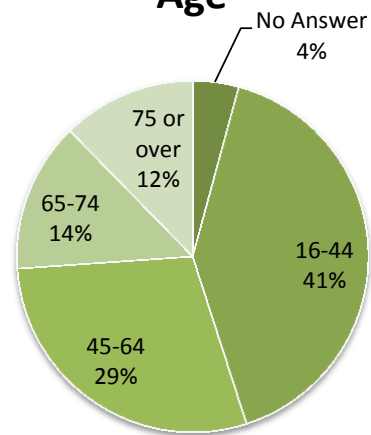
Female	321
Male	197
No Answer	26

Gender



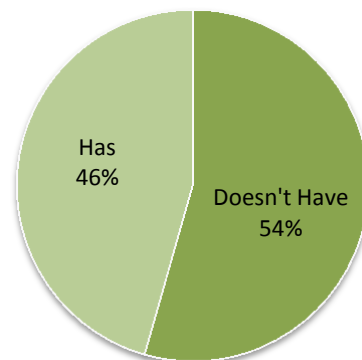
16-44	222
45-64	157
65-74	75
75 or over	67
No Answer	23

Age

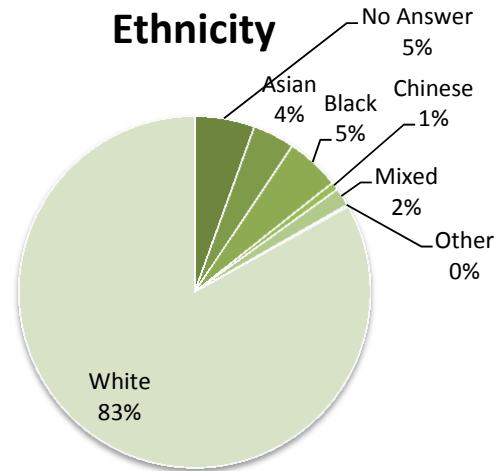


Long Standing Health Condition

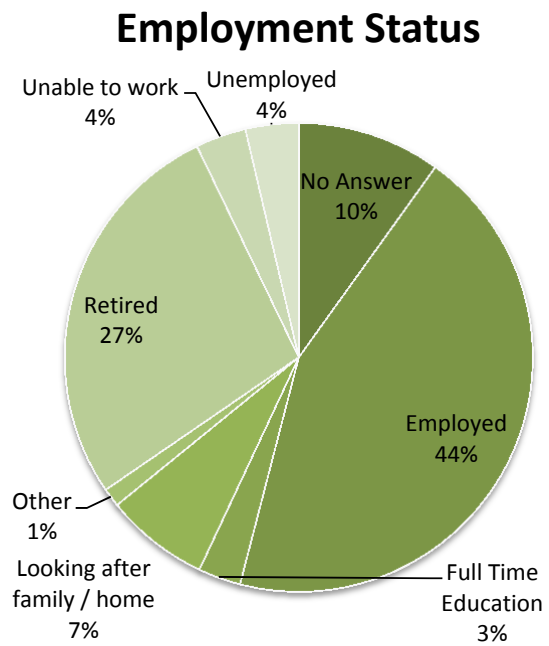
Has	296
Doesn't Have	248



Asian	21
Black	27
Chinese	4
Mixed	9
Other	1
White	452
No Answer	



Employed	240
Full Time Education	16
Looking after family / home	39
Other	7
Retired	149
Unable to work	19
Unemployed	20
No Answer	54



Appendix 1: Development Opportunities

Area	Action Required	Timescales	Success Criteria/ Measured By	Date Completed	Current Position/Comments	Lead
Reception	Workshop arranged with BMI Healthcare	Qtr 2 2012	Improved empathy and friendliness. Measured by new questionnaire Qtr 4 2012			MS
Telephones	New system to be installed at St Luke's	Qtr 3/4 2012	Patients can get through to the practice more quickly, less waiting time. Reduce/ avoid engaged signal. measured by new system and questionnaire Qtr 4 2012			GJ
Telephones	Dedicated telephone team at St Luke's	Qtr 3/4 2012	Patients can get through to the practice more quickly, less waiting time. Reduce/ avoid engaged signal. measured by new system and questionnaire Qtr 4 2012			GJ

Area	Action Required	Timescales	Success Criteria/ Measured By	Date Completed	Current Position/Comments	Lead
Appointments	Full review of Appointment System	Qtr 1/2 2012	Patients able to get the appointments they want more quickly. Measured by new questionnaire Qtr 4 2012		.	GJ
Doctor Availability	Will be reviewed with the appointment system	Qtr 2 2012	Patients able to get the appointments they want more quickly. Measured by new questionnaire Qtr 4 2012			GJ/MS
Developments	Recruit a wide range of facilities	Qtr 2/3 2012	The number of new facilities available at St Luke's when it opens.			GJ

Notes

- The analysis of the Patient Questionnaire and the above action plan have been discussed and agreed at a Practice Meeting
- It was further discussed with the Patient Participation Group
- High level details of the results of the Patient Questionnaire will appear in the next edition of the Patient Newsletter
- The full report will be published on the practice website
- A copy of the full report will be available on request from reception