

PATIENT SURVEY – OCT 2012  
REPORT – APRIL 2013

Summary of responses

Sadly the response rate to our second annual survey was not as good as the first. The overall response total was 138. The age and sex demographics are representative of the practice as a whole and all results have been tabulated in the appended file.

Question 1 Do you use the telephone to contact the surgery? If so is it answered promptly and was the person Sympathetic?

120/130 agreed very strongly that the telephone was answered promptly and in a sympathetic manner.

Question 2 Do you make appointments with the doctor? If so do you get an appointment roughly when you want it and see the doctor you want?

105/123 Agreed that the appointment was timely and with the person they wanted.

Question 3 How do you rate the service you receive at the dispensary? Were the staff polite and helpful?

133/138 agreed strongly with these statements

Question 4 How do you rate the service provided by the phlebotomy and nursing teams? Were you seen promptly and were they polite?

120/125 agreed strongly that they were indeed efficient friendly and polite.

Question 5 How do you rate the service you received from the doctors, did they listen, did they have enough time and did you understand what was discussed?

129/136 Agreed strongly that the service was very good or excellent.

Question 6 Regarding the Secretarial staff, were they polite, sympathetic, helpful and easy to understand?

56/67 agreed strongly that they were indeed polite, helpful and easy to understand.

Question 7 the health centre was clean and tidy according to 131/140

Question 8 – How are the waiting room facilities? 121/138 found the experience in the waiting room positive but this was the question that drew the most comments and the most negative scores.

Discussion

Firstly the response rate was disappointing. Given the efforts made by everyone in the ppg to get the survey to the patients using paper, advertising and the internet was massive. But we live in a survey weary society. Ours is just one of many "important survey to improve service provision". The secret of getting people to fill surveys in is to make any change that arises for the better – very visible.

Overall every response was over 90% positive and this is pleasing. This years survey was designed to try and get a little more range in responses introducing questions with several parts. The comments reflected this as some comments answered each part differently and this made the response process more complicated and some may have answered with a different level of satisfaction had the questions been simpler.

The comments also on the whole were positive. The themes were –

The screen in the waiting room for many was a negative experience. The impersonality of it, the conflicting messages and the publishing of names on it people felt were patronising, confusing and ill thought out and there was a worry about confidentiality. I am not sure how a doctor coming to the door and calling for a patient as opposed to a screen noise and name differs. On the other hand some felt that the information it provided as useful.

The wait time has clearly improved following the employment of temporary doctors after last years survey. Although comments said this had improved there was a feeling that for some doctors this could be a little better. This we will address by changing our medical staffing structure again – Dr Fairweather is going half time and we will employ a full time salaried GP . the aim is to improve appointment availability and look to the long term with this new Dr taking (hopefully) a full time partnership role. Ironically the best comments were reserved for a Dr that retired 13 years ago. Another conclusion could be that the perception of service may well be improved if we all retire.

The carpark and appointments need to be discussed again as the car parking features in the comments. We need to revisit the drinks dispenser.