

Aims and Method

Aim for carrying out the Survey

To look at the levels of patient satisfaction with the Practice and how we can make improvements to give patients a better level of service

Survey Method

The practice carried out the survey over a 4 week period in March and April 2016

The survey was carried out in practice. 211 patient questionnaires

were completed pre and post consultation, using the Practice Patient Questionnaire.

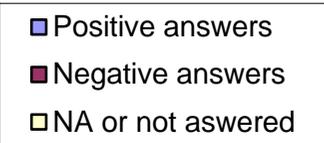
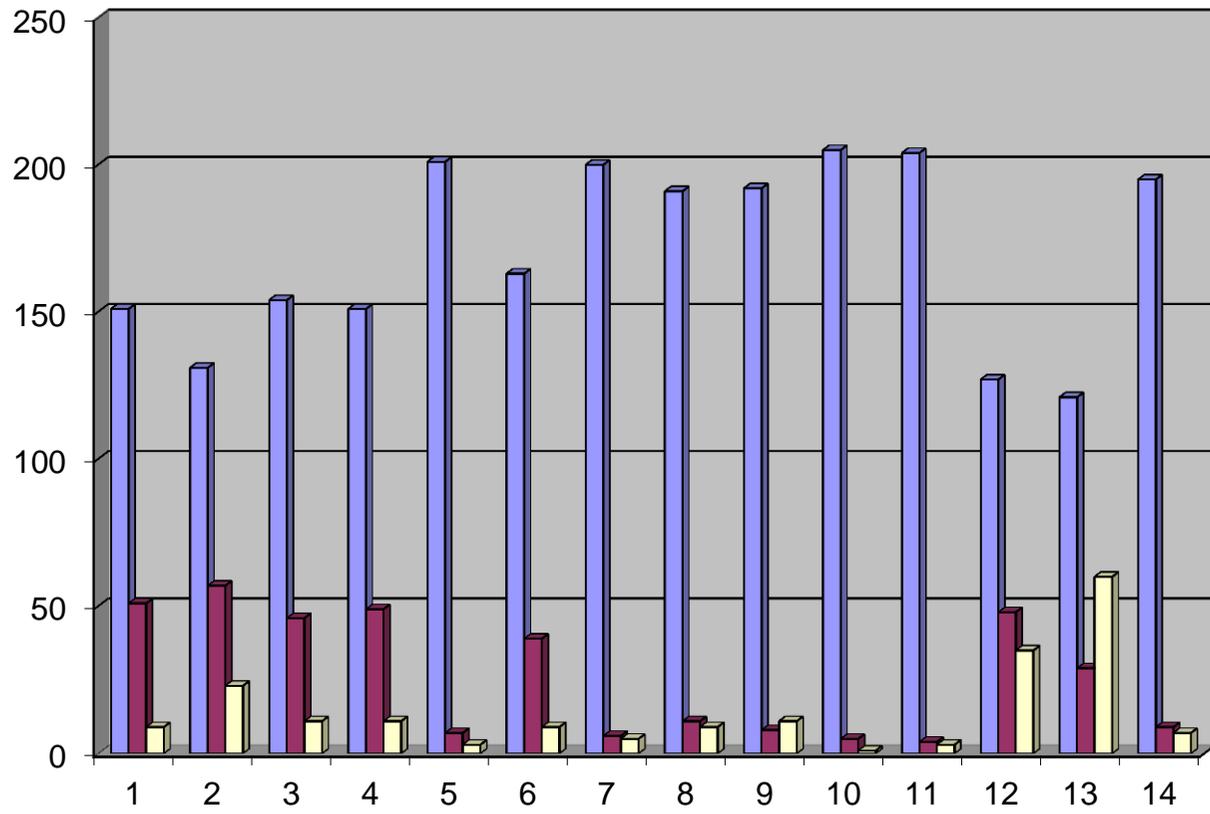
Patients were randomly selected to reflect the practice profile by age, sex etc.

covering surgeries on each day of the week to provide a representative sample from both nursing and GP consultations.

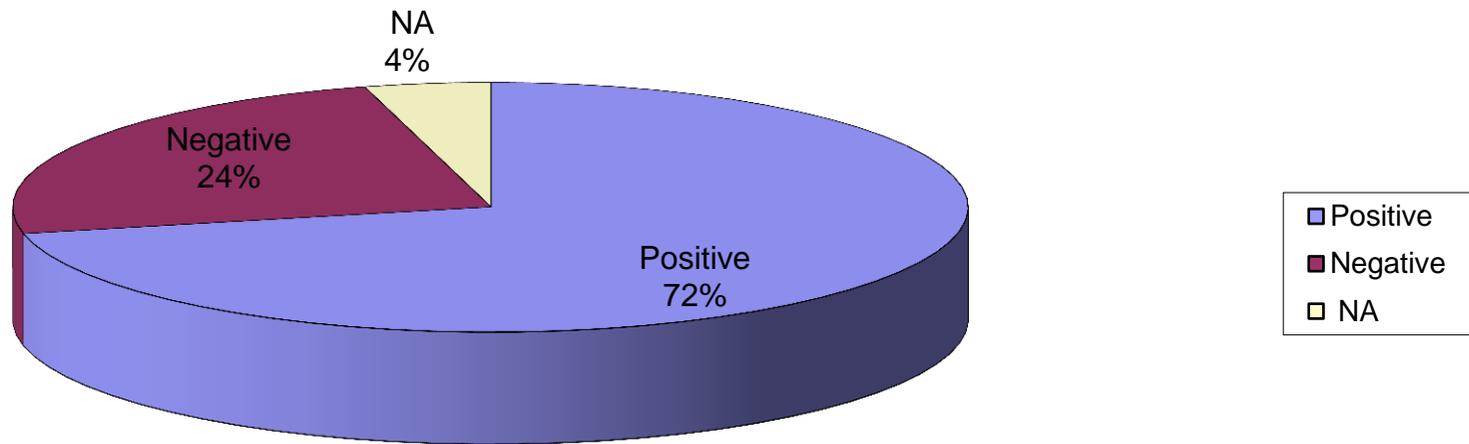
Data was collected and analysed and improvement plan was created.

We asked the following questions

		Positive	Negative	N/A / Not answered
Do you think the appointment system in the practice works to the needs of the patient?	Q1	151	51	9
Did you see the Doctor of your choice ?	Q2	131	57	23
Were you kept waiting for longer than 20 minutes	Q3	154	46	11
In the Reception Area, can other patients overhear what you say to the Receptionist?	Q4	151	49	11
Did you find the receptionists helpful and friendly ?	Q5	201	7	3
Are you aware there are clinics that you can attend on a regular basis for some chronic conditions such as diabetes?	Q6	163	39	9
Did you find the Doctor and Nurses friendly and put you at ease during your consultation?	Q7	200	6	5
Were you given opportunity to ask questions	Q8	191	11	9
Were you consulted in the decision of how you will be treated?	Q9	192	8	11
Did you think the Practice was clean?	Q10	205	5	1
Do you find the Practice welcoming and comfortable?	Q11	204	4	3
Are you aware how to make a complaint if you felt you needed to?	Q12	127	48	35
Is there a leaflet displayed in the waiting room that you can read about confidentiality and data protection	Q13	121	29	60
Would you recommend this Practice to your friends and family?	Q14	195	9	7



Percentage of Positive to Negative answers



Patients comments

A selection of positive and negative comments made by patients that reflect the majority of overall comments made

Positive

Lots of patients commented that the staff were very friendly with named staff mentioned several times including Karen, Dr Kalhan, Dr Burrell, Jan and Jackie

Several patients said they always get same day appointments

1 patient said the nurses were excellent at putting them at ease

2 Patients commented about the books and flowers in the waiting room that made the practice welcoming

Patients commented on awareness to diabetic and asthma clinics

1 patient commented that Angela was brilliant when consulted in the decision of their treatment

Several patients commented they would make a complaint by contacting the practice manager

Patient commented "Brilliant practice! Drs and staff are professional and great - really thorough "

Negative

Several patients commented that there was no privacy at the desk and 1 patient said that the radio was on very loud

1 patient asked if there was a room to discuss private matters and several commented that there was no private space

1 patient commented that receptionist was a bit sharp

Some patients commented that they did not like call back system and

found it difficult to wait by a phone and a frustrating system

1 patient commented that they felt their consultation was rushed and only a 10 minute time slot

Patient said the practice was welcoming but not comfortable

A patient said they would like to be able to choose their doctor and always have the same one so they are confident that they know them

1 patient commented that all the receptionist were helpful and friendly

except one and they would not recommend to family and friends with current appointment system

SUMMARY REPORT

There were more positive than negative answers given

High percentage of negative answers and therefore a need to improve included :

- 51 patients did not think that the appointment system worked to the needs of the patient
- 57 patients did not see the doctor of their choice
- 46 patients waited longer than 20 minutes for their appointment
- 49 patients thought that could be overheard at the reception desk
- 39 patients were not aware of clinics they could attend for chronic conditions
- 48 patients did not know how to make a complaint if they needed to
- 29 patients did not know there was a leaflet about data protection and confidentiality

High percentage of positive answers that showed the practice is successful were :

- 201 patients thought the receptionists were friendly and helpful
- 200 patients thought the nurses and doctors put them at ease during their consultation
- 191 patients were you given opportunity to ask questions about their treatment?
- 192 patients were consulted in the decision of how they will be treated?
- 204 patients thought the Practice was clean
- 205 patients found the Practice welcoming and comfortable
- 195 Would recommend this Practice to their friends and family

IMPROVEMENT PLAN	Delegated person	Deadline	Date completed
Actions to be addressed at staff meetings and Patient groups and timelines set for improvement			
1 Look at ways to improve the appointment system to meet the needs of the patient			
2 Look at ways in which patients would see the doctor of their choice or ways of discussing with the patient if the doctor of choice was not available			
3 Discuss ways in which the patients waiting times could be improved			
4 Look at ways where patients could not be overheard at the reception desk			
5 Provide ways in which patients become aware of clinics they could attend for chronic conditions			
6 Provide information leaflets or posters to show patients how to make a complaint if they needed to			
7 Provide a data protection or confidentiality leaflet for patients			
8 Repeat the same survey in 12 months time to measure improvements			