

The GP Patient Survey 2012 Results

Q1 When did you last see a Doctor at the surgery?

In the past 3 months	69
Between 3 and 6 months	17
More than 6 months ago	14
I have never been seen at this surgery before	0

Q2 Which of the following methods would you prefer to use to book an appointment at the surgery? Please tick all the boxes that apply

In person	42
By phone	67
By fax	6
Online	14
No preference	3

Q3 In the past 6 months how easy have you found the following? Please put a tick in one box for each row

	Haven't tried	Very Easy	Fairly Easy	Not very easy	Not at all easy	Don't know
Getting through on the phone	17	65	15	3	0	0
Speaking to a Doctor on the phone	33	11	3	26	18	9
Speaking to a Nurse on the phone	35	8	10	30	10	7
Obtaining test results by phone	26	25	28	15	3	3

Q4 How clean is the GP surgery?

Very clean	61
Quite clean	36
Not very clean	3
Not at all clean	0
Don't know	0

Q5 In the reception area can other patients overhear what you are saying to the receptionist?

Yes, but don't mind	64
Yes, and I am not happy about it	25
No, other patients cannot hear	11

Q6 There is a new door for confidential discussion or for the use of less able patients. Have you seen this or have you been offered the use of it?

Yes	50
No	50

If "Yes" did you find it useful

Yes	73
No	27

If "No" will you ask to use it if you need it?

Yes	100
No	0

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Q7 How helpful do you find the receptionists at the surgery?

Very	55
Quite	27
Not very	14
Not at all	0

Q8 How satisfied are you with the opening hours at the surgery?

Very	72
Fairly	17
Neither satisfied nor dissatisfied	8
Quite dissatisfied	0
Very dissatisfied	0
Don't know opening hours	3*

*NB: New Patients did not know opening hours.

Q9 Do you know when the surgery open....*Please put a tick in each row*

	Yes	No
Before 8am?	36	58
At lunchtime?	83	8
After 6.30pm?	39	55
On Saturdays?	12	78
On Sundays?	12	78

Q10 Did you know we have a late surgery for the GP and Nurse on Monday evenings?

Yes	69
No	31

If the answer is "Yes" is it useful for you?

Yes	88
No	12

If the answer is "Yes" why is it useful?

The reason for the evening surgery being useful was because of work commitments/college

Q11 How easy is it to get an appointment with the Practice Nurse at the surgery?

Haven't tried	0
Very	44
Quite	44
Not very	12
Not at all	0
Don't know	0

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Q12 The last time you saw the Practice Nurse at the surgery how good was the nurse at each of the following? *Please put a tick in one box for each row*

	<i>Very good</i>	Good	<i>Neither good nor poor</i>	Poor	Very poor	Doesn't apply
Giving you enough time	69	28	0	3	0	0
Asking about your symptoms	47	47	6	0	0	0
Listening	50	34	16	0	0	0
Explaining test results and treatments	42	42	3	3	0	6
Involving you in decisions about your care	44	39	6	6	0	3
Treating you with care and concern	56	33	0	0	0	0
Taking you problems seriously	50	36	0	0	0	0

Q13 In general how satisfied are you with the care you get at the surgery?

Very	69
Quite	20
Neither satisfied nor dissatisfied	8
Quite dissatisfied	3
Very dissatisfied	0

Q14 Would you recommend the surgery to someone who has just moved to this locality?

Yes	64
Might	22
Not sure	11
Probably not	0
Definitely not	3
Don't know	0

Q15 Do you have any long standing health problem, disability or infirmity?

Please include anything that has troubled you over a period of time or that is likely to affect you over a period of time.

Yes	50
No	50
If you have answered "Yes" please explain briefly in the space below.	
Wide variety of health problems listed	

Q16 Have you had discussions in the past 12 months with a doctor or nurse about how best to deal with your health problems?

Yes	67
No	33

If you answered "NO is there a reason? If so please specify briefly below

Only one reply which stated that they felt it was not necessary

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Q17 If you did have any discussions.....

	Yes	No	Don't know	N/A
Did the doctor or nurse take notice of your views about how to deal with your health problem?	96	4	0	0
Did the doctor or nurse give you information about the things you might do to deal with your health problem?	96	4	0	0
Did you and the doctor or nurse agree how best to manage your health problem?	79	21	0	0
	Yes	No	Don't know	N/A
Did the doctor or nurse give you a written document about the discussions you had about managing your health problem?	25	42	13	0
Would you have liked a written plan summarising your discussion with the doctor or nurse?	54	29	17	0
Did the doctor or nurse ever mention that you had something called a care plan?	45	42	13	0

The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential

Q18 How old are you?

Under 18	7
18-24	8
25-34	25
35-44	11
45-54	18
55-64	8
65-74	15
75-84	8
85 and over	0

Q19 Which of these describes what you are doing at the present? *If more than one applies please only tick the main one ONLY.*

Full time paid work (30 hours or more per week)	36
Part time paid work (under 30 hours per week)	25
Fulltime education at school, college or university	3
Unemployed	6
Permanently sick or disabled	9
Fully retired from work	21
Looking after the home	0
Doing something else	0

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Q20 Do you have any of the following conditions? *Please tick all that apply to you*

Deafness or severe hearing impairment	5
Blindness or severe visual impairment	0
Any condition that substantially limits one or more basic physical activities, such as walking, climbing stairs, lifting or carrying	22
A learning difficulty	0
A long standing psychological or emotional condition	17
Other, including any long standing illness	47
I do not have a long standing illness	50
I have a carer	3

Q21 Are you a carer for someone?

Yes	11
No	89

Q22 *If you answered "YES" to question 21 please answer this next question. If you said "NO" please go to question 23*

a) Does the person or persons you care for live with you?

Yes	75
No	25

b) Do you know how to get help and support as a carer?

Yes	100
No	*

*NB Some answered that they did know how to get help and support as a carer even though they were not carers now. There is a special "Carers" board in the waiting area

Q23 What is your Ethnicity? Please enter it below *(Are you British, Asian, Chinese, Caribbean, Mixed or other ethnic group)*

British 94%: Asian 3%: Mixed 3%

Q24 Have you seen our Practice Leaflet?

Yes	58
No	42

If so was it useful?

Yes	100
No	0

Q25 Have you seen our Practice website?

Yes	42
No	58

If so was it useful?

Yes	100
No	0

Q26. Is there anything else you would like to comment on about the practice? If so please add it here.

1. **Friendly Practice.**
2. **Following surgery visits Dr arranged promptly follow up investigations to help in diagnosis of problem. No need to constantly ask these to be done.**
3. **Manager is pleasant, wonderful. An inspiration to the Practice. Always happy to help. Would not be the same without her.**
4. **Great Manager.**
5. **I am a new patient and was unable to answer all of the questions.**
6. **I have always been treated with the utmost respect. The Receptionists are always helpful and Dr Iqbal is always willing to listen to my problems. An exceptional surgery.**
7. **Reception staff not as good.**
8. **I find it good.**
9. **Receptionists show room for improvement.**
10. **I overheard receptionists discussing patient's problems**
11. **Receptionists need training. Can be very blunt spoken. Good Manager. She sorted out my problems when no-one else could. She is very efficient.**
12. **Already recommended the surgery to someone. A great surgery.**
13. **No problems. I have nothing but praise for everyone at the surgery and the services you provide. Manager is great.**
14. **Good Manager always happy**
15. **Good.**
16. **Good Practice. Management is good**

REPORT

It was decided to shorten the survey from last year and ask some specific questions to see if there was any improvement in areas of concern from last year. The Practice Nurse was new this year so a full set of questions were asked about her.

50 Questionnaires were handed out randomly at the front desk, and 36 were returned ie 72% were returned. More people answered all questions this year than last year. There was an area for comments added this year and there were 16 comments made out of the 36 replies

The results obtained were very similar to last year. It was interesting to note that more people were interested in on-line booking of appointments that last year. Confidentiality at the front desk had been a serious problem last year. There were similar results this year. After the survey last year the Practice made an area just off reception for confidential discussions and for the use of any disabled person/relative. Half knew about this and half did not know . 100% of those who were unaware of this area said that they would use it now that they knew about it should they need it. As a practice we need to make this area widely known and the reception staff must offer its use to patients and relatives.

It was interesting to note that the efforts made to ensure patients and relatives were more aware of the opening hours that there was a better result this year. It is amazing that still a small minority think we are open at weekends! As some new patients admitted that they did not know the opening hours it is essential that all new patients are given a copy of the Practice Leaflet. Quite a large percentage of our patients still do not know about the late surgery. Reception staff to ensure they inform patients of this late surgery when offering appointments.

We had a new Practice Nurse this year after our longstanding nurse retired. The answers to the questions specifically about the nurse showed that most people who see her are very satisfied with the way she treats them. This is reassuring to us as our previous nurse got a good report last year.

A good percentage of patients are very happy with the service they receive and would recommend the practice to someone else. This is reassuring. The cleanliness of the Practice also had a good report which was better than last year.

There was a good variety of chronic diseases reported. The practice has a "Carers" noticeboard and some people stated that even though they were not carers at the moment they did know how to obtain help.

The Ethnicity of the patients taking part in the survey was representative of our practice population and the age range was well covered.

Only 58% of the replies said that they had seen the Practice Leaflet, but 100% of them said it was useful. More leaflets need to be given out. There will soon be a Practice Newsletter provided which will be useful to pass on new things for patients. 42% of the replies said that they had seen the website and again 100% of these thought it was useful. This is very reassuring as a practice.

The chance to make any comments was provided this year. There were 16 comments. It seems from looking at all the comments that the main problem is with the reception staff. This indicates that the training is not adequate and this will have to be addressed very quickly.

Reception staff need to be supported by the management and clinical staff to help them achieve the high standards expected of them by the practice and our patients.

An action plan to look at our weak areas needs to be put together, so that we can implement it and move forward.

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