

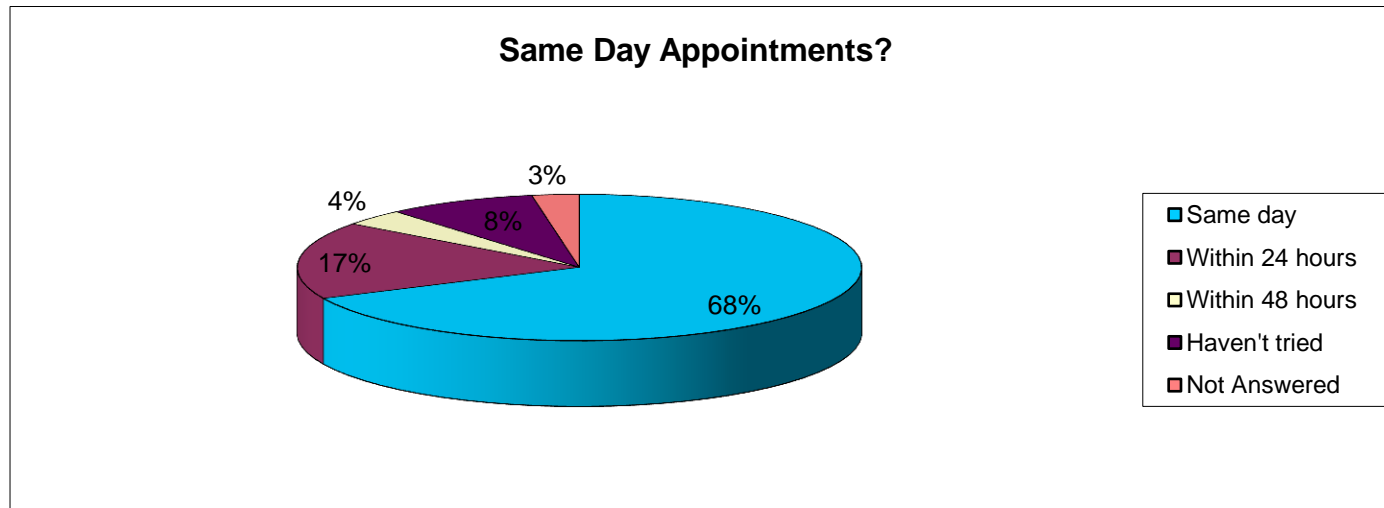
PATIENT PRACTICE SURVEY FEEDBACK SUMMARY 2014-15

Dr H R McMurray & Dr M A Kurian surgery March 2015

1. APPOINTMENTS

1. When needing an urgent appointment - were you able to see a Doctor on

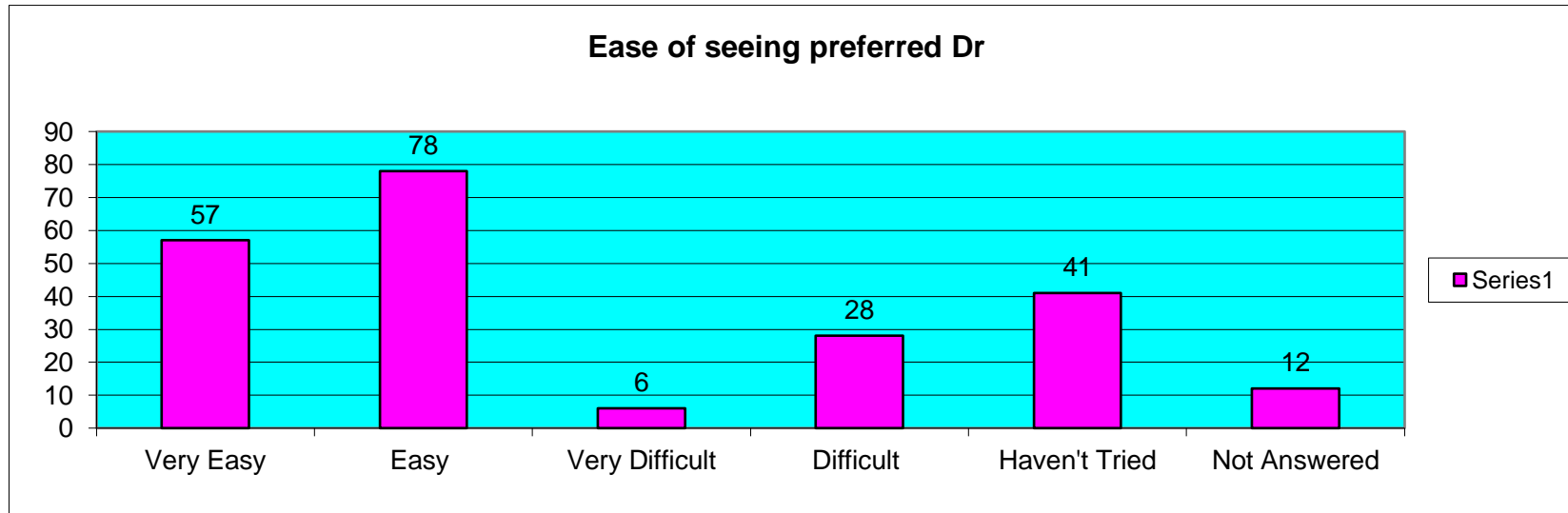
Same day	Within 24 hours	Within 48 hours	Haven't tried	Not Answered	Total Responses
151	38	8	19	6	222



Overall we have a very positive response in that 67% of respondents were able to see a Dr on the same day
Note we have slightly changed the question this time and when you add "within 24 & 48 hours" this increases the % to 88%
So compared to last year this is an improvement of 5% of patients who can see a Dr within 48 hours
Whilst we have made some progress, the main criticism expressed is frustration that you can't advance or pre-book appointments and if you don't phone before 9am - it is unlikely you will get an appointment at all

2. How easy is it to get an appointment to see your preferred Doctor?

Very Easy	Easy	Very Difficult	Difficult	Haven't Tried	Not Answered	Total Responses
57	78	6	28	41	12	222



60% of all respondents found it "easy" or "very easy" to see their preferred Dr, up 5% since last years survey

Only 15% found it difficult or very difficult (compared to 22% last year) another 18% hadn't tried.

The issue of not seeing preferred Dr and therefore lack of continuity is raised every year, although a smaller proportion this time:-

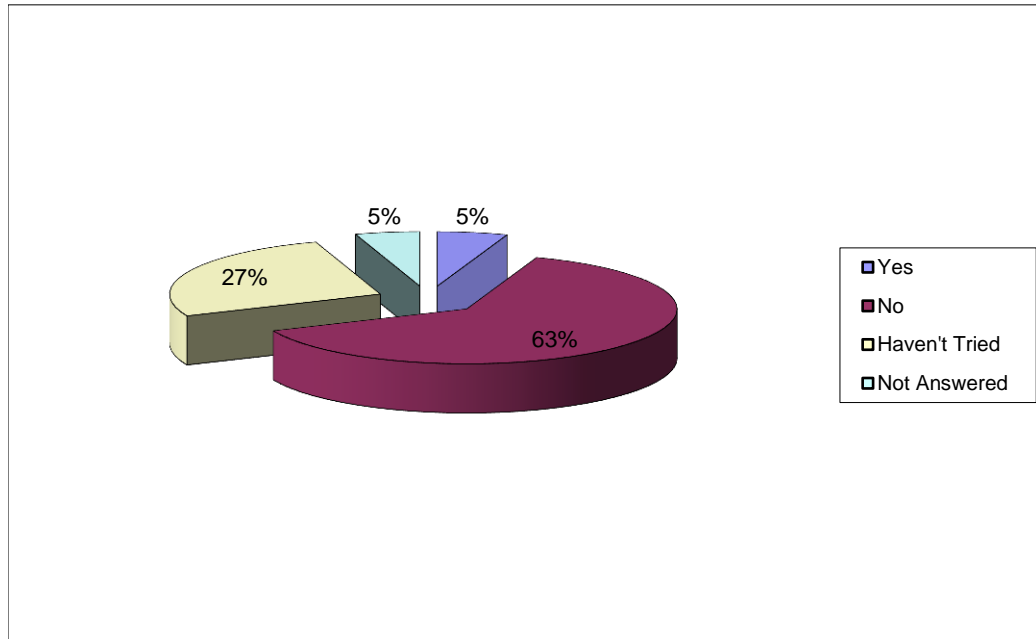
Only several complained that they never see preferred Dr - a couple complained about seeing a nurse practitioner instead.

Again requests were made to be able to pre-book to see preferred Dr. Also patients are unaware of which Dr attends which day.

Only a couple complained about lack of a male Dr this time.

3. Have you used the Online appointment service (System Online)?

Yes	No	Haven't Tried	Not Answered	Total Responses	
	12	140	59	11	222

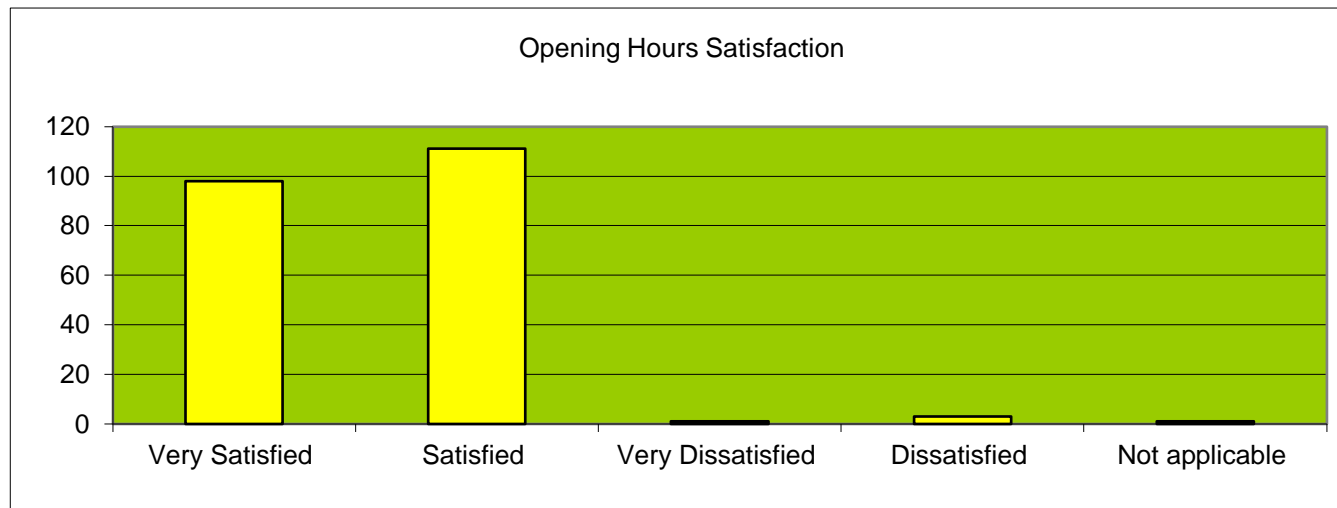


This question has highlighted that only a very small percentage of our patients (5%) use our online appointment system. 63% declared that they had not used the online system for whatever reason and a further 27% haven't tried. Many comments cited showed a lack of awareness of the online appointment system and some commented on a lack of personal online facilities to use this system. Publicity could help highlight this service and as always with technology, a soft launch to test the system isn't a bad thing!

4. OPENING HOURS

How Satisfied are you with the Practice opening hours?

Very Satisfied	Satisfied	Very Dissatisfied	Dissatisfied	Not applicable	Not Answered	Total Responses
98	111	1	3	1	8	222

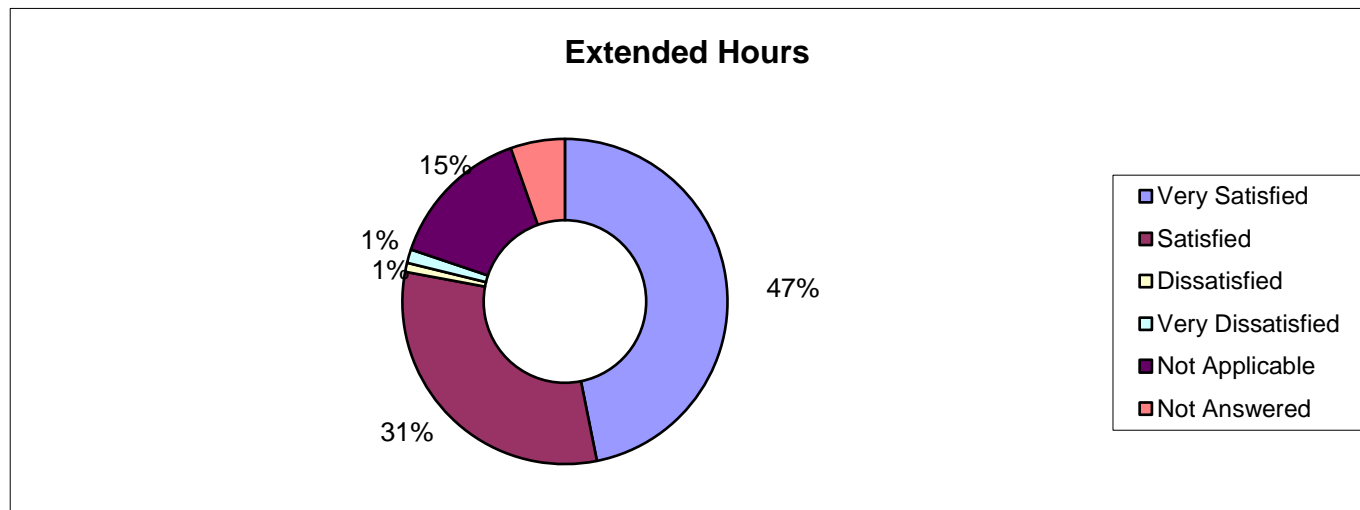


The vast majority (97%) of respondents (taking out "not answered") are "very satisfied" or "satisfied" with the surgery opening hours. This is even an increase on last years 92%, which highlights the extended and flexible hours subsequently introduced are making a positive impact. That said one of the most common feedback points raised was around "more appointments" "extended hours" and "weekend cover" A number of patients also commented that they were unaware of the Practice Extended hours policy.

5. EXTENDED HOURS

How satisfied are you with the Practice's extended hours?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Answered	Total Responses
104	69	2	3	32	12	222



Most people are very satisfied/satisfied with Extended Hours (79%) no real change on last year.

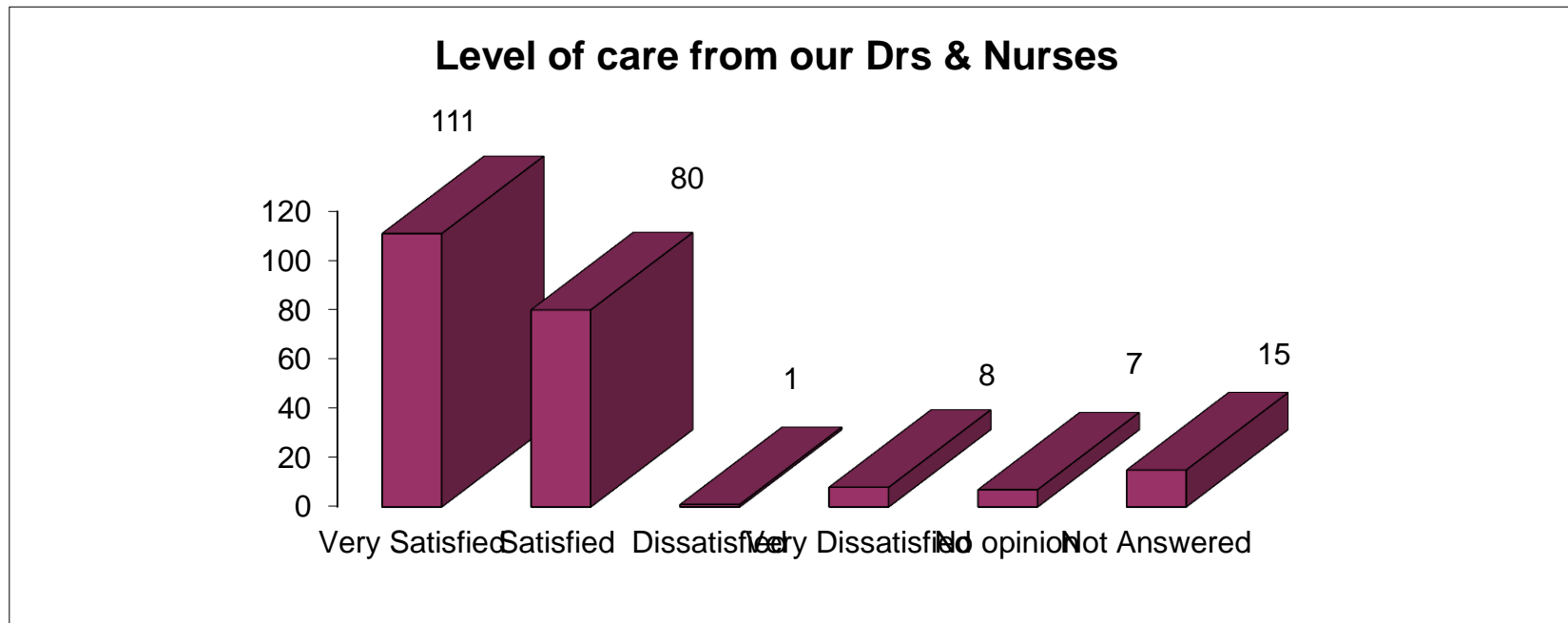
There were also a number of respondents who were unaware of extended hours. Nearly 15% don't think they're applicable.

As mentioned earlier a handful of patients asked for "more appointments" "extended hours" and "weekend cover"

6. CLINICAL CARE

How satisfied are you with the level of care provided by our Doctors and Nurses in helping you with your condition?

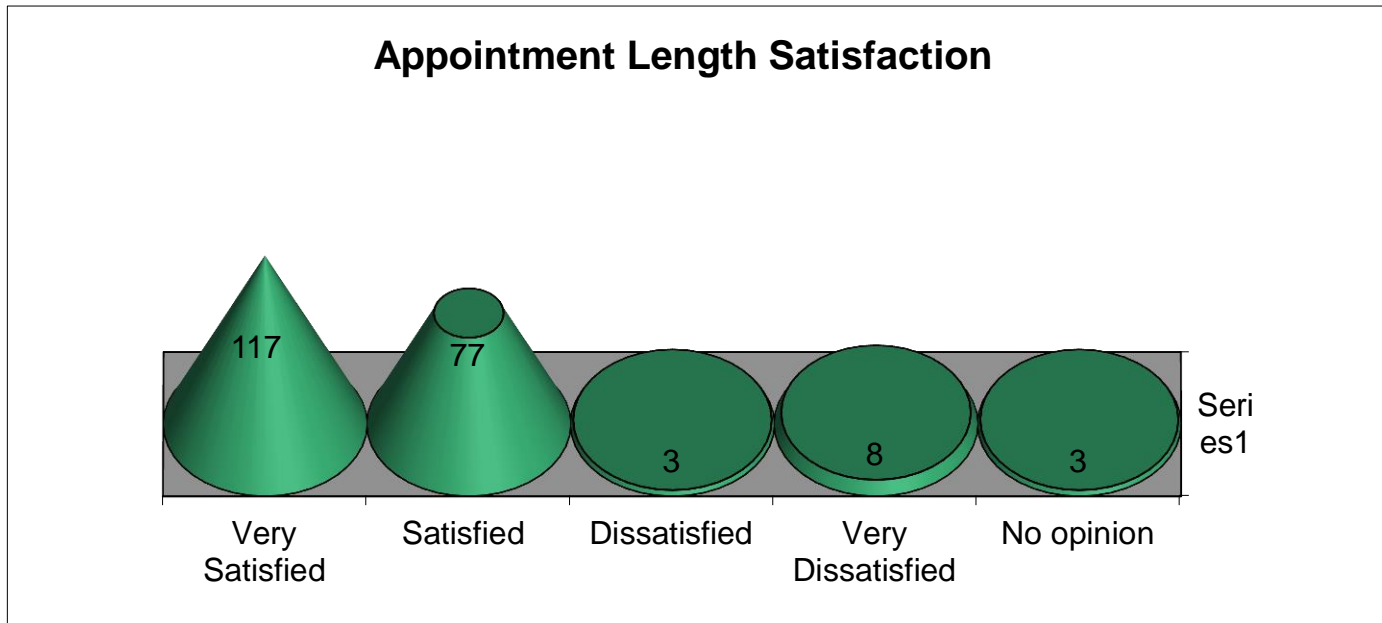
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No opinion	Not Answered	Total Responses
111	80	1	8	7	15	222



Overall lots of positive comments made regarding the good level of care provided by Drs and nurses. 50% very satisfied down 4% but combined with "satisfied" gives us an overall 86% satisfaction rate, the same as last year. This is still a very good score on a key area. Of the 4% dissatisfied patients either no specific comments had been made, 2 cited lack of diagnosis, 1 lack of "empathy" 3 lack of progress/rushed.

7. How satisfied are you that your appointments with the Doctor/Nurse were long enough to give sufficient time to fully discuss and help treat your condition?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No opinion	Not answered	Total Responses
117	77	3	8	3	14	222

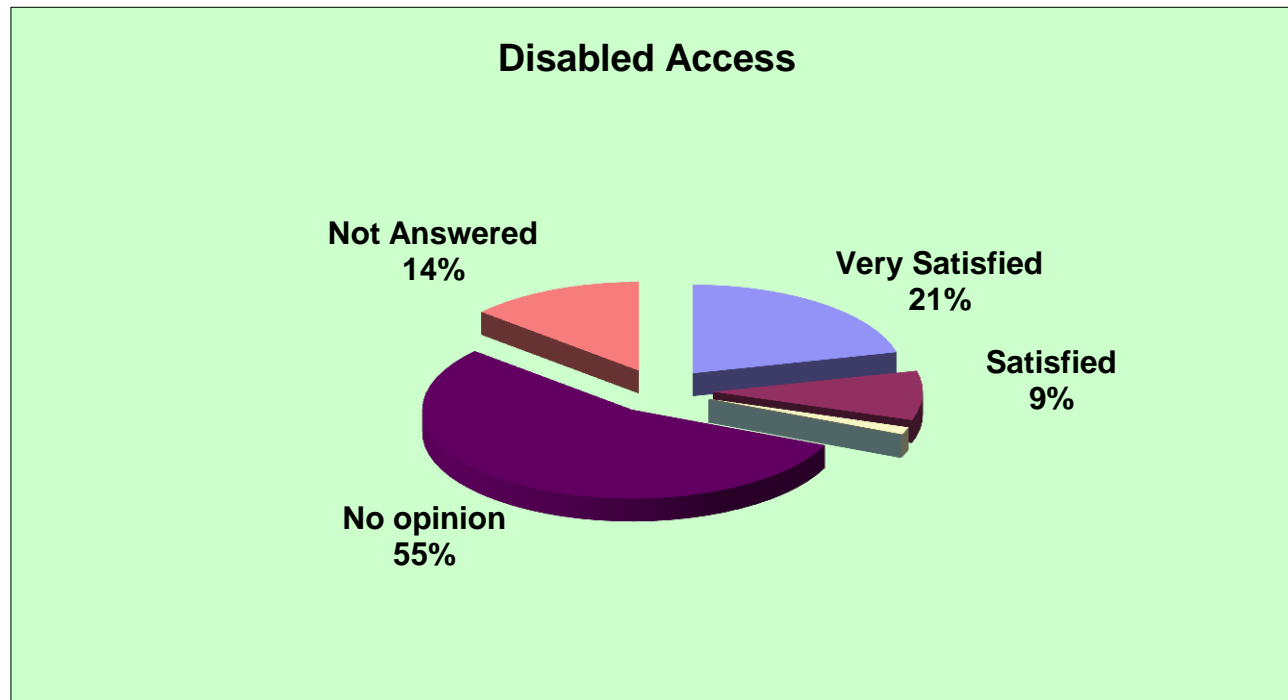


88% of all respondents were either "Very Satisfied" or "Satisfied" with time allocated at appointments to discuss and help treat their conditions. This is unchanged from last time. Whilst 8 patients are "very dissatisfied" & 3 "dissatisfied", this is an improvement from last time (from 8% to 5%). There are quite a number of comments about longer appointments required, particularly with complicated and multiple issues. A couple of complaints about the time it takes to get an appointment with nurse/bloods etc also raised again.

8. ACCESS

If you have a disability; how do you find the access into the Practice and inside the building itself?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No opinion	Not Answered	Total Responses
47	20	3	0	122	30	222

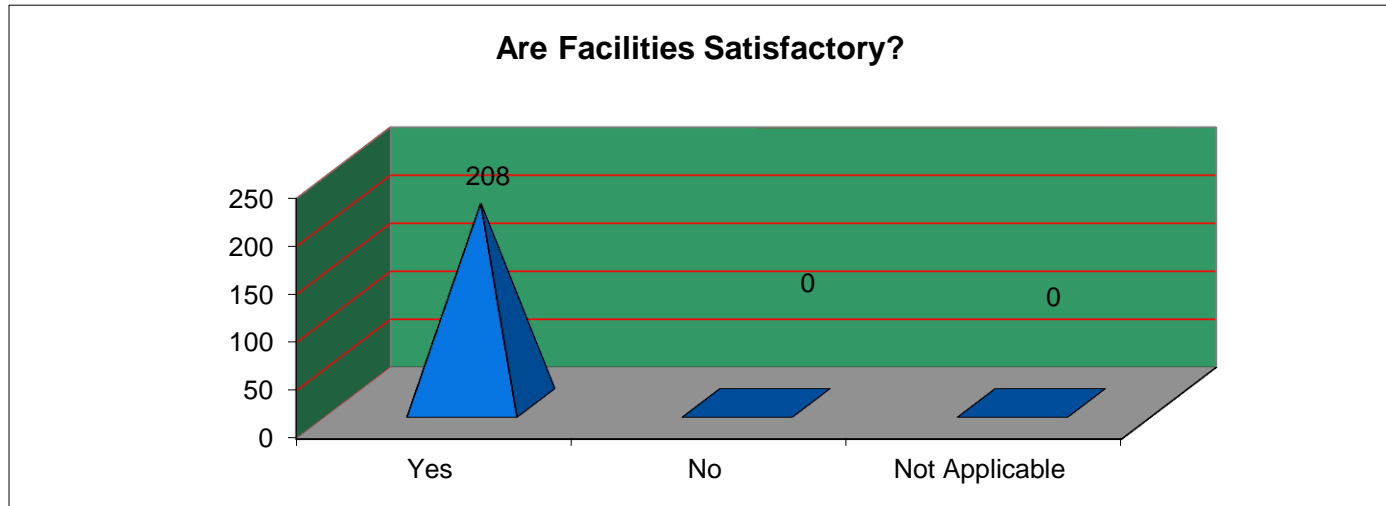


30% responded that "Access" was satisfactory, but as 69% had no opinion or didn't answer, means this is virtually 99% satisfaction and the 3 patients "dissatisfied" represents remaining 1%. The need for more "disabled parking" was raised a small number of times.

9. FACILITIES

Are you satisfied with the facilities on offer at our surgeries? e.g. toilets, waiting room etc

Yes	No	Not Applicable	Not answered	Total Responses
208	0	0	14	222



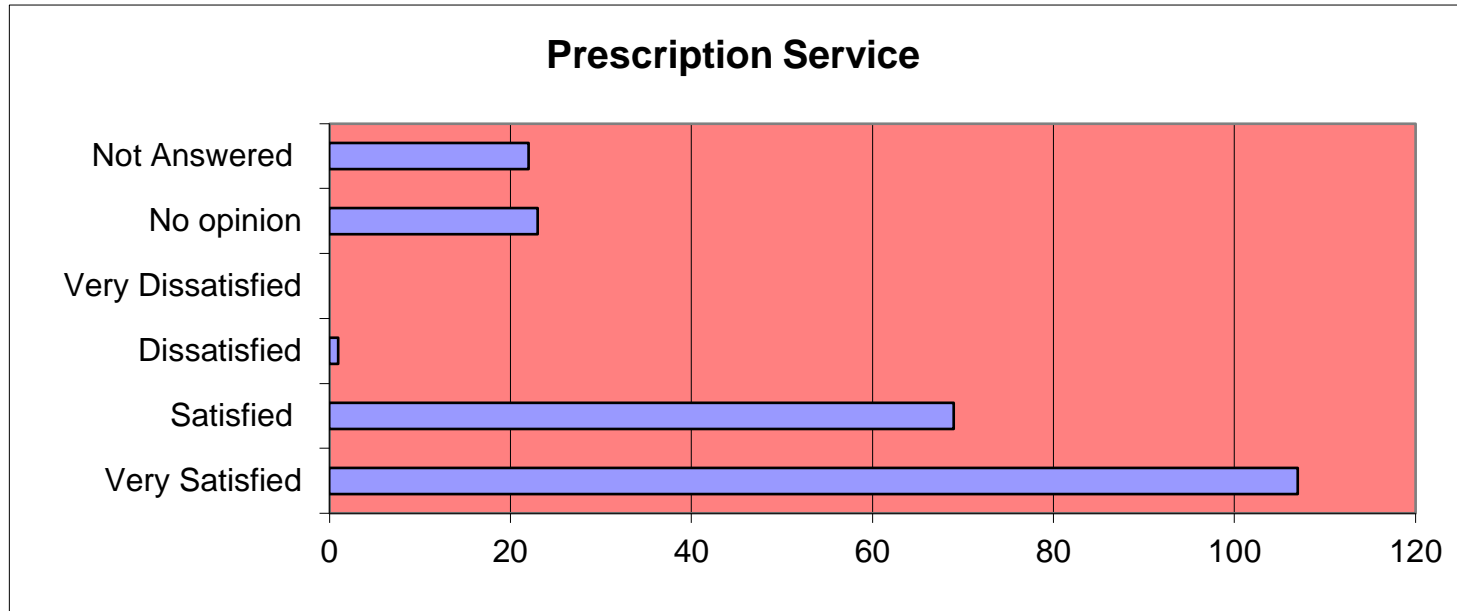
Very good satisfaction rate for overall facilities, in fact no one "dissatisfied"

Only a few comments, mainly to say facilities were "good"& "clean", others included, "not intimidating" "too warm" "more pamphlets" & "change the music"

10. PRESCRIPTIONS

Are you satisfied with the prescription ordering and collecting service?

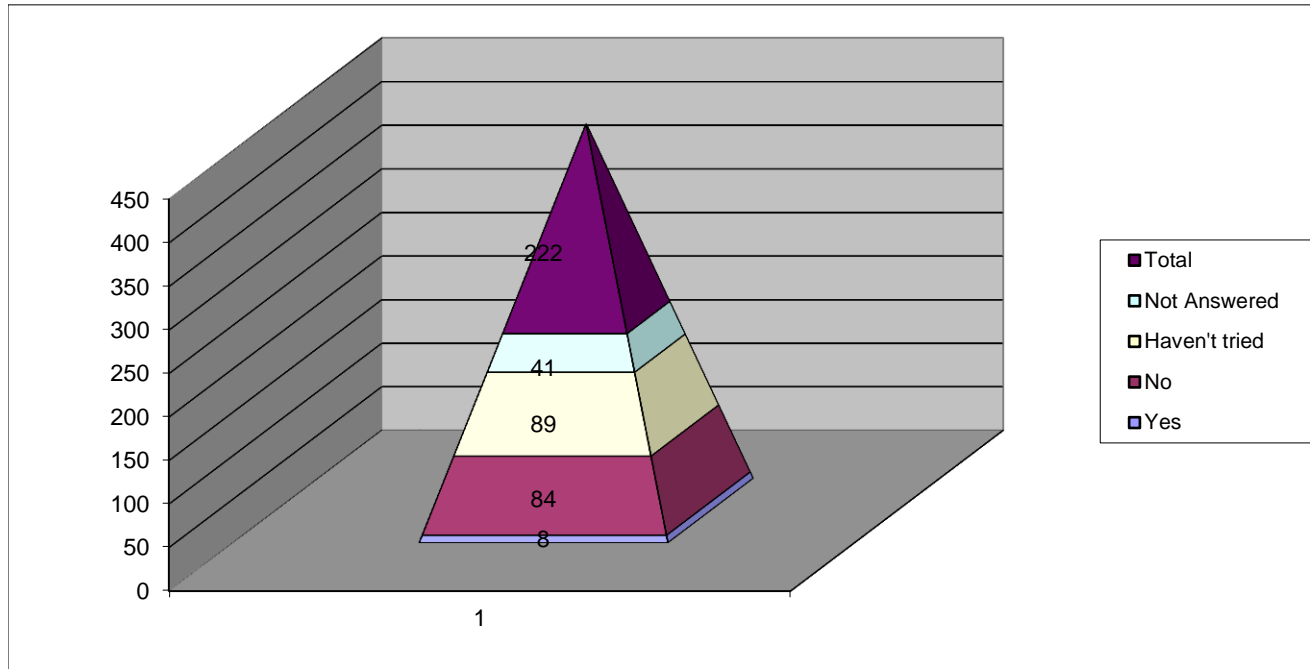
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No opinion	Not Answered	Total Responses
107	69	1	0	23	22	222



Whilst 79% of patients are "very satisfied"(48%) or "satisfied" (31%) with prescriptions, 20% had "no opinion" or didn't answer, so - actually only 1 person was "dissatisfied".

11. ONLINE ORDERING

Yes	No	Haven't tried	Not Answered	Total
8	84	89	41	222



Only 8 patients or 3% of respondents order online. The vast majority, haven't tried. Of those that did order online, the feedback was very positive/easy to use etc. Perhaps another area to promote more widely.

General Comments and Action Plan

Overall another positive survey and some of the issues from previous surveys seem to have been addressed.

It is worth pointing out that in terms of frequency of comments, the main comments brought up are positive, ie how "good", "excellent" the service is, how nice the staff are etc (37 comments in total) and this should be fed back to all staff.

After that "Can't get through to make an appointment" is the next major comment (about 25), "ring after 8.30am and you can't get an appointment" etc

A number of patients asked to be able to book in advance.

A number of patients asked for extended hours/weekend appointments etc and employ more Drs

6 patients made positive comments about online bookings and a similar number positive about online prescriptions

A small number of patients complained about waiting times for Nurse appointments/bloods etc

Some of the issues raised no doubt have significant financial implications and addressing them will be difficult but some are just raising awareness issues and something as simple as a newsletter or details on the practice answer-machine message may go some way to informing patients of the additional services on offer.

The survey size was a bit smaller (down by 33)

70% of the respondents were female and over 65 years - 16% in the 25 to 45 age range - just 3% aged 17-24 yrs

Most of the respondents visited the practice more than 4 times a year.

Virtually 100% White British - just 1 white Irish patient.

End 16 March 2015