

Dr H R McMurray & Dr M Kurian | Emmett Carr Surgery

PATIENT PRACTICE SURVEY

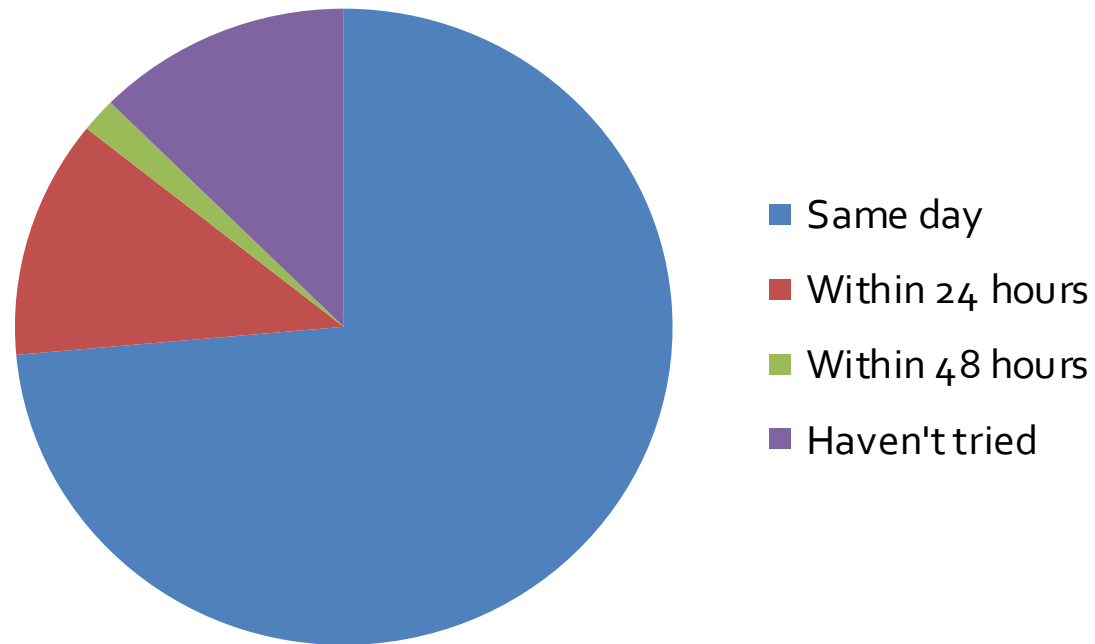
2015 / 2016

please return to the reception desk before you leave the surgery

Thank You

When needing and urgent appointment, were you able to see a doctor....

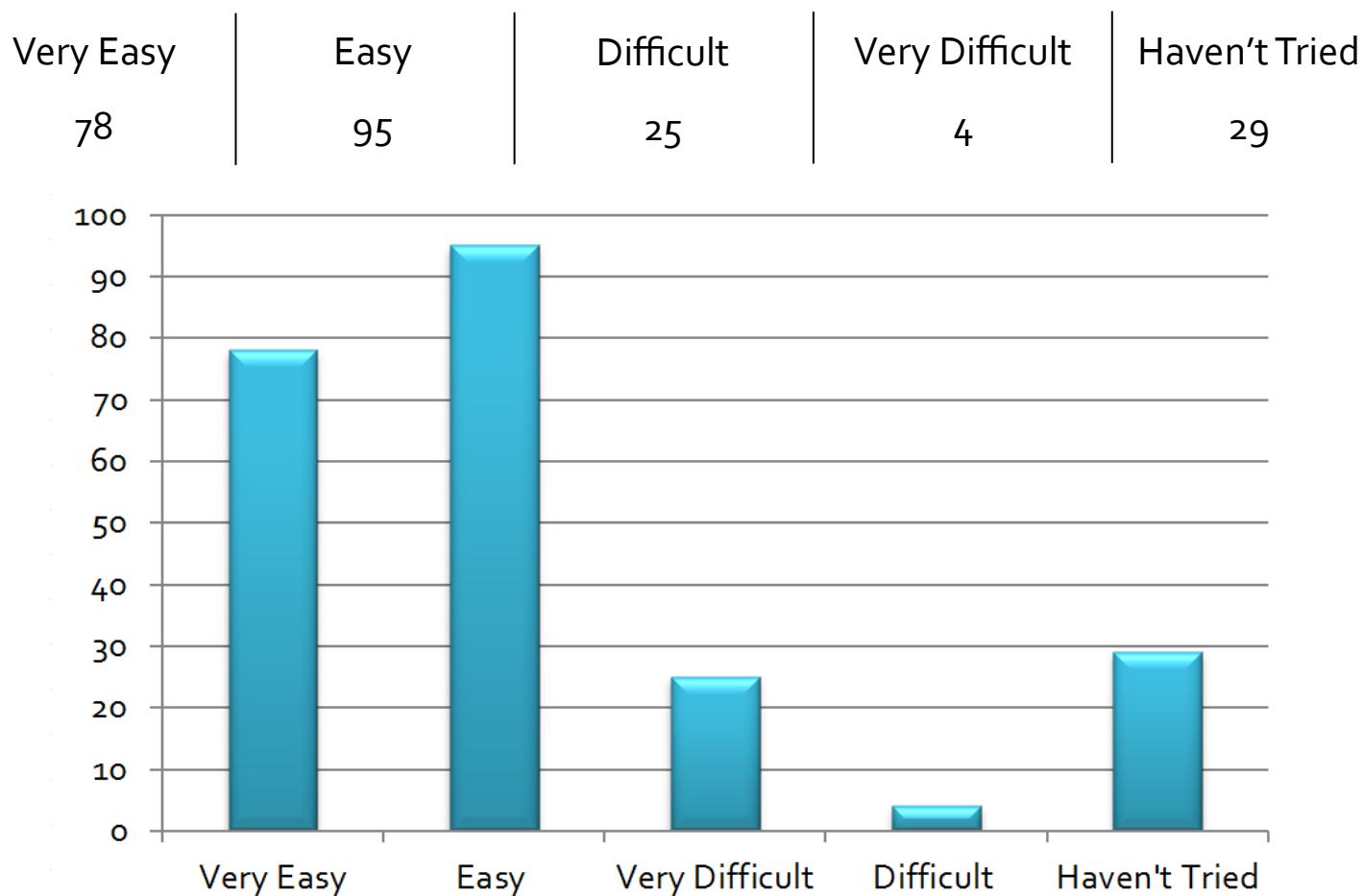
The Same Day	Within 24 hours	Within 48 hours	Haven't Tried
170	28	4	29



74% of patients were seen the same day (68% of patients in 2014/15), 12% of patients were seen within 24 hours (17% of patients in 2014/15) and 2% of patients were seen within 48 hours (4% of patients in 2014/15).

Although last years survey results for this question were impressive, the increase in the number of patients seen the same day and the decrease in the patients being seen within 24 hours or 48 hours suggests that when patients are needing an urgent appointment they are being seen more promptly in 2015/16 than they were in 2014/15 which shows the practice is running a more efficient service.

How easy is it to get an appointment with your preferred Doctor?

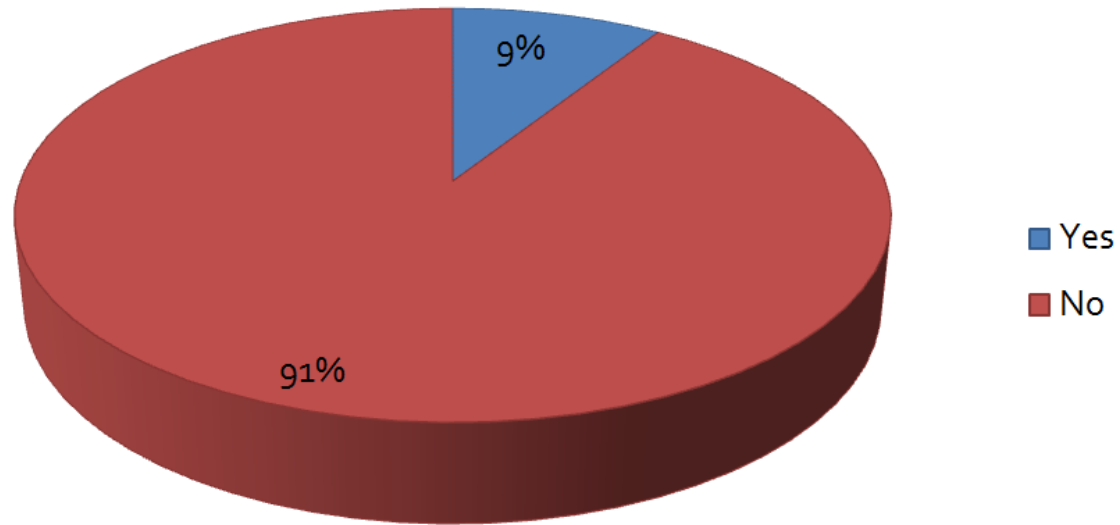


75% of patients asked found it 'Very Easy' and 'Easy' to see their preferred Doctor, this is an increase of 15% when compared with last year's survey results. 13% of patients asked found it 'Very Difficult' or 'Difficult' to see their preferred Doctor which is a reduction of 2% when compared with last year's survey.

This improvement may be due to Dr Kurian returning her regular sessions since June 2015 after being on long term sick leave. This means that the amount of Locum doctors used has been reduced allowing patients to continue to see their regular / preferred GP where possible also meaning that a continuation of care is being maintained where possible.

Have you used the online appointment booking service (SystemOnline) ?

Yes	No
21	210

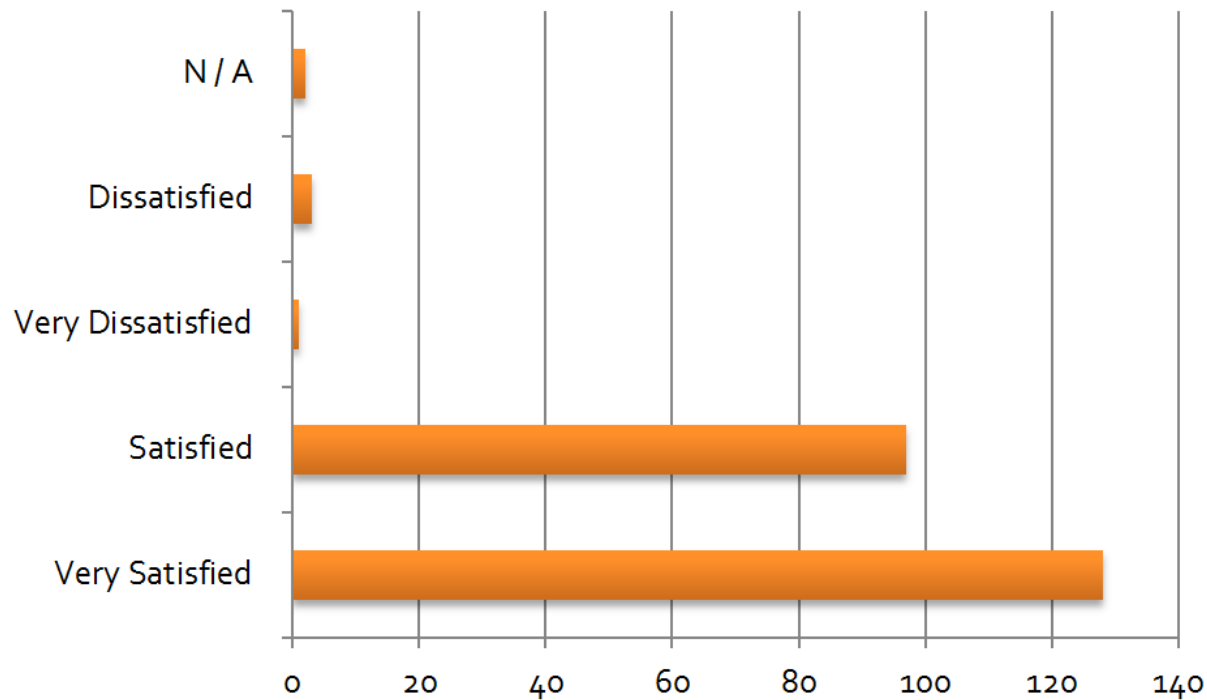


The low number of patients currently using this service is proportionate to the total number of patients currently signed up to this service. There is a slight increase in the usage when compared with last year's survey. Since last year's survey the practice has placed more posters in the waiting rooms of both sites advertising this service.

It has now been decided by the PPG that the online services will also be advertised/promoted in the Practice's quarterly newsletter which will hopefully increase the amount of patients who use the service.

How satisfied are you with the practice opening hours?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N / A
128	97	3	1	2



When compared with last years figures the overall percentage of patients for all responses have more or less stayed the same. There has however been a slight increase in the number of patient who are 'Very Satisfied' with the practice opening hours when compared with last years survey figures.

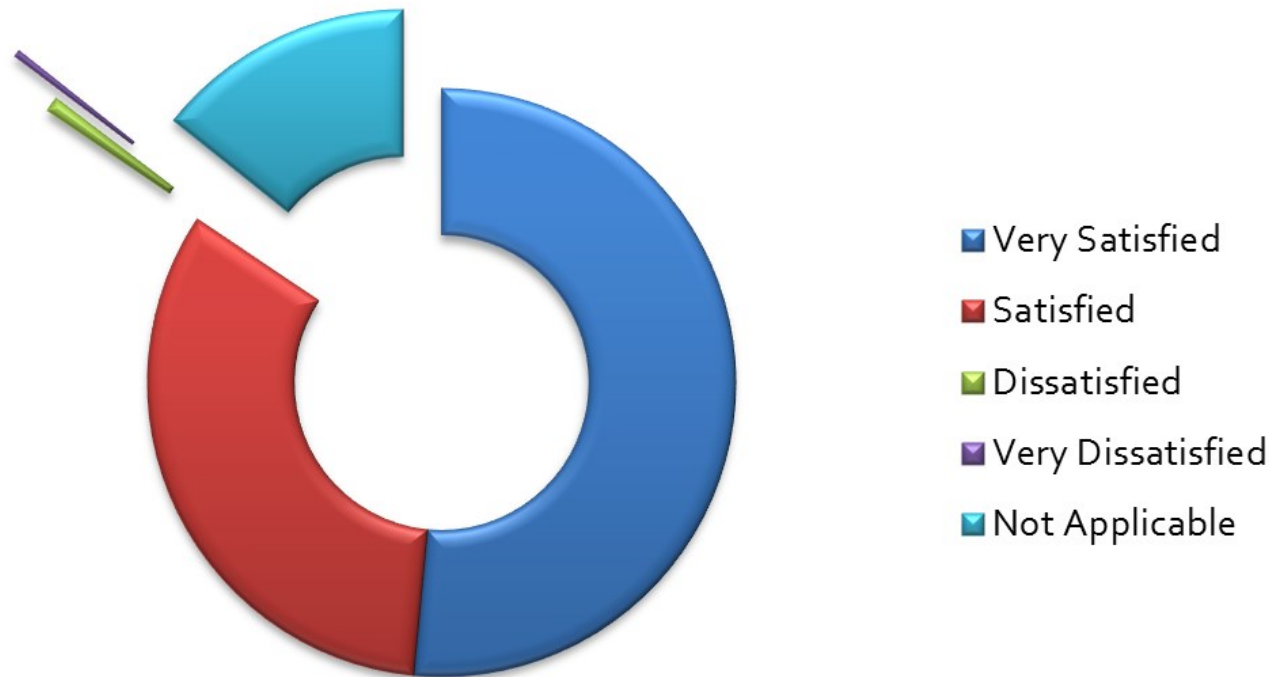
A few patients have mentioned the answerphone was still operational at the displayed opening hours. At Renishaw the telephones are on an automatic release via BT at 8am . The staff at Eckington surgery switch the telephones at 8.30am . Both sites are monitored by the practice manager. Realistically it is impossible to time check our telephones against the perceived time of all of our patients but the practice manager is happy to investigate any individual concerns that are brought to her attention

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

Wednesday 7am to 8am at Eckington, with 2 GP's

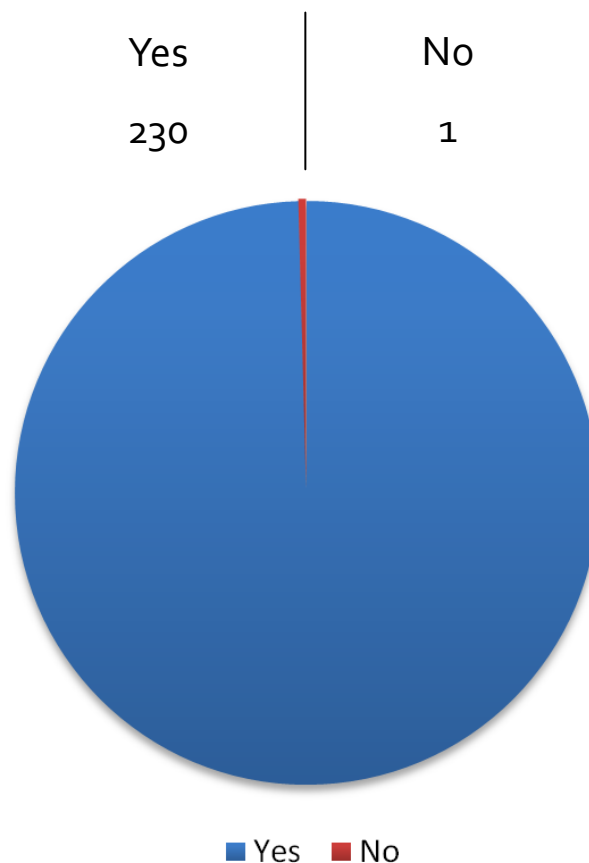
Wednesday 6.30pm to 7.30pm at Renishaw, with Nurse

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N / A
119	76	2	1	33



A combined total of 85% of patients are Very Satisfied or Satisfied and increase of 6% when compared with last years results.

There continues to be a number of patients who are still unaware of the practices extended hours. Although it is mentioned in the practice leaflet, on the NHS Choices website and posters have been put up in both waiting rooms, it has been decided by the PPG that the practices extended hours will also be advertised/promoted in the Practice's quarterly newsletter which will hopefully increase the amount of patients aware of this service.

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

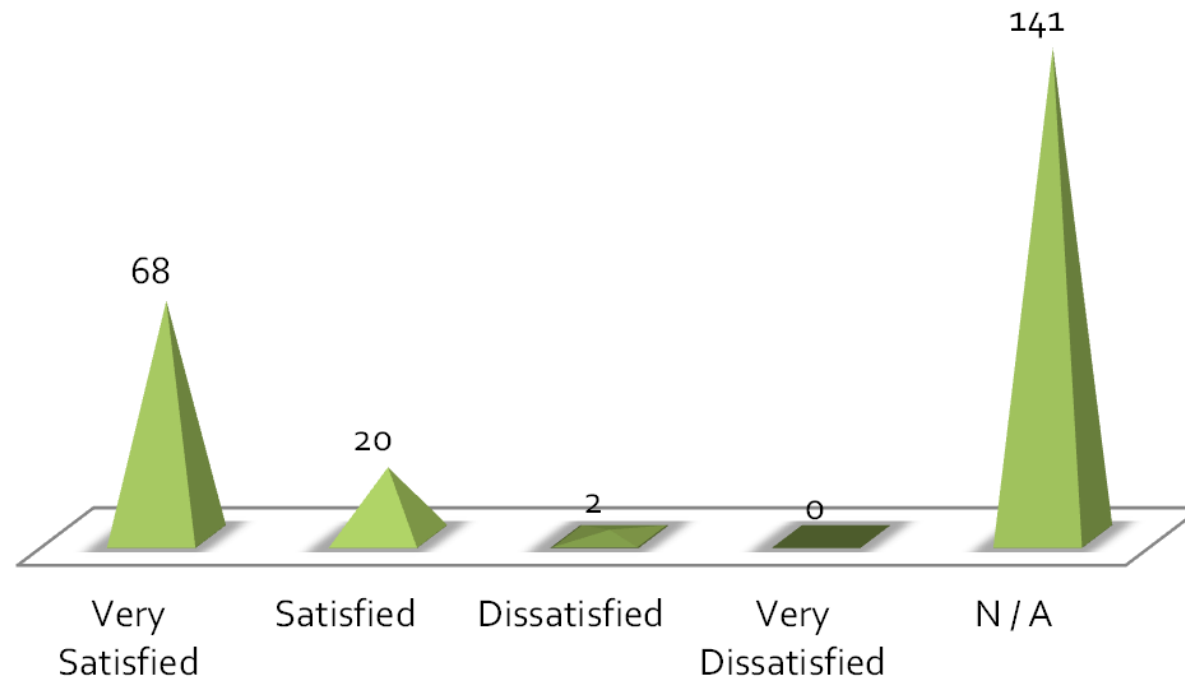
Overall patients are Very Satisfied with the facilities offered at both sites. Unfortunately, the survey form which expressed dissatisfaction with the facilities, there were no comments left to suggest where improvement was required. However, There were a few suggestions made on other surveys to further improve our facilities. The most frequently mentioned items were improved parking and different music being played in the waiting rooms.

Unfortunately the parking at both sites cannot be improved due to lack of space, at the Renishaw surgery the practice ensures that between the hours of 8am and 6.30pm, local residents refrain from using the car park to improve parking capacity.

Due to a substantial increase in the license costs the practice has been unable to renew the music licenses, as an alternative we are playing uncopyrighted music in the waiting rooms, for which a license is not required. This has been the case for the past 18 months at both sites. However, at Eckington surgery, DCHS who own the building has kindly offered to pay for the licenses which allows copyrighted music and radio to be played in the waiting room.

If you have a disability, how do you find the access in to the practice and inside the building itself?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N / A
68	20	2	0	141

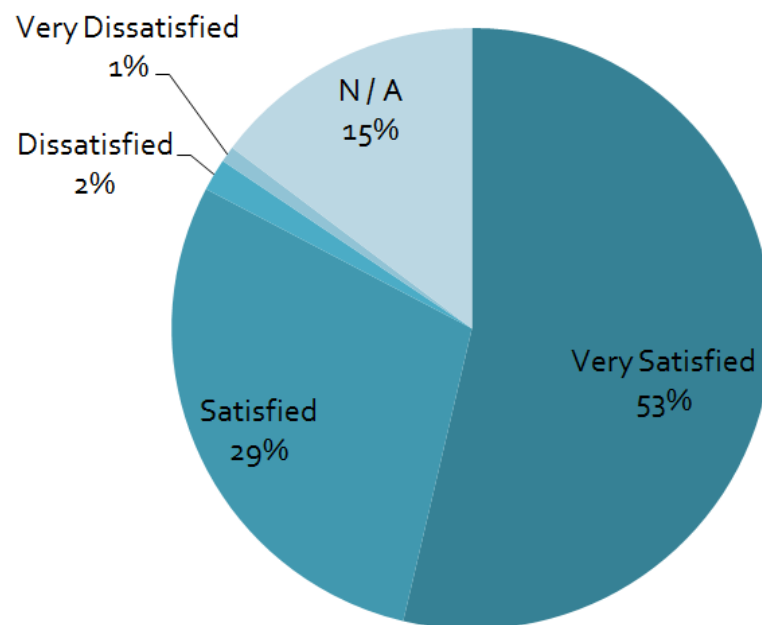


38% of patients asked were 'Very Satisfied' or 'Satisfied' with access to the building and inside the building itself and as this question was 'Not Applicable' to 61% of patients, this means there is virtually a 99% satisfaction rate.

Unfortunately the surveys which showed dissatisfaction, did not leave a comments on the survey indicating the problems they were experiencing. However, We have identified that there is a potential problem with the location of the light switch and towel dispenser . The practice is looking into refurbishing the disable toilet and rectifying these problems in the near future. In the meantime, a sign has been put up on the entrance to the disabled toilet advising patients who are experiencing difficulty reaching the light switch to ask a member of staff who will be happy to help.

How satisfied are you with the prescription ordering and collecting service?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N / A
124	67	4	2	34

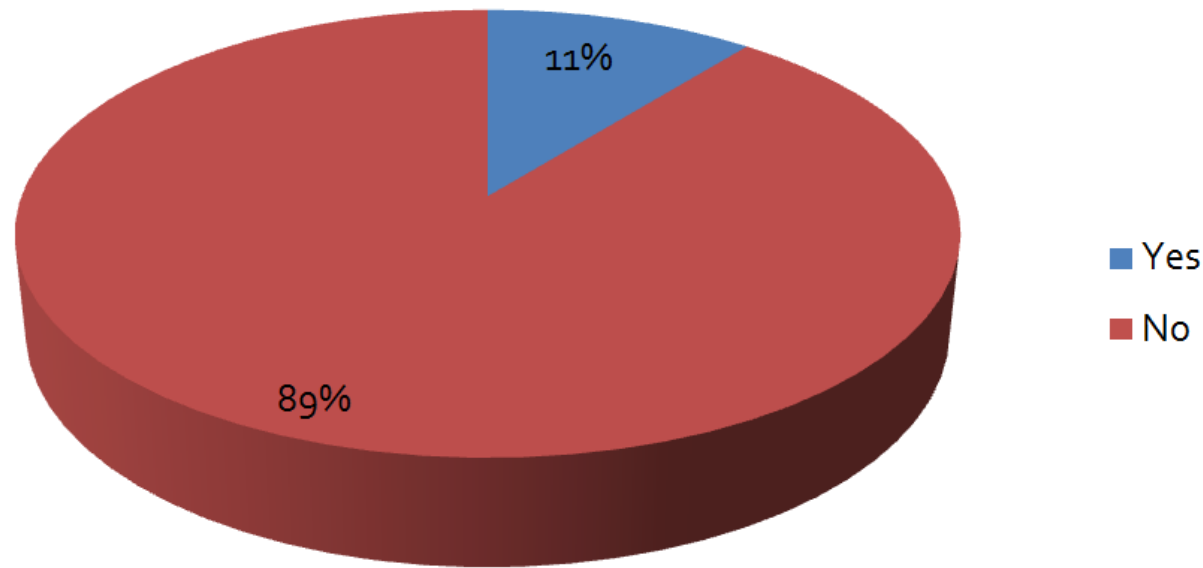


53% of patients were 'Very Satisfied' along with 29% of patients being 'Satisfied' meaning an overall total of 82%, an increase of 3% when compared with last year's figure of 79%.

3% of patients were either 'Dissatisfied' or 'Very Dissatisfied' with the prescription ordering or collecting service. Unfortunately, there were no comments left on these surveys suggesting what problems had been encountered or improvement that could be made.

Have you used the online prescription ordering service (SystemOnline)?

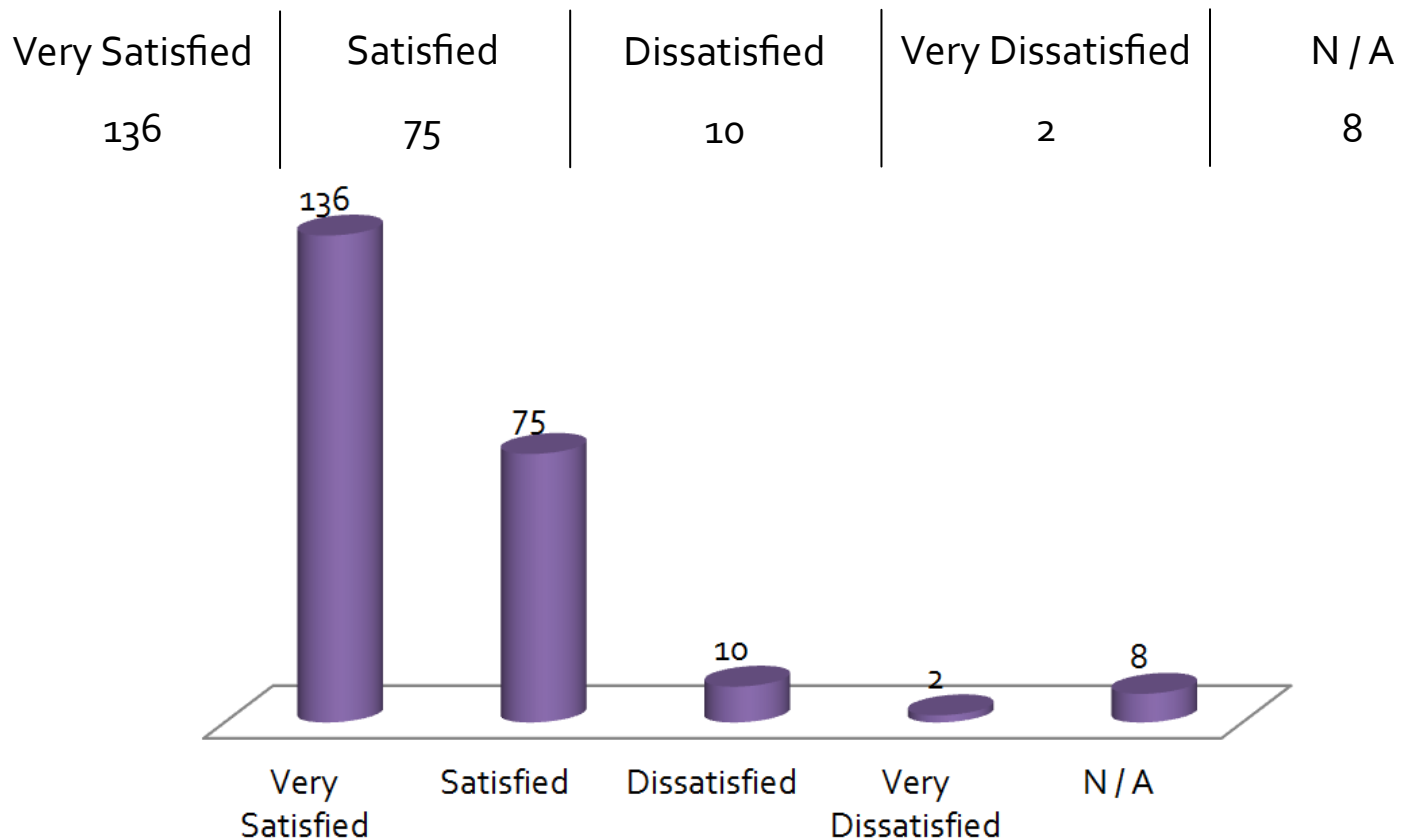
Yes	No
25	206



As with the online booking service, the low number of patients currently using this service is proportionate to the total number of patients currently signed up to this service. There is again a slight increase in the usage when compared with last years survey. Since last years survey the practice has placed more posters in the waiting rooms of both sites advertising this service.

It has now been decided by the PPG that the online services will also be advertised/promoted in the Practice's quarterly newsletter which will hopefully increase the amount of patients who use the service.

How satisfied are you with the level of care provided by our doctor's and nurse's in helping you with your condition?



An impressive 92% of patients are either 'Very Satisfied' or 'Satisfied' with the level of care provided by our Doctors and Nurses at the practice. This is an increase of 6% when compared with last years result of 86%.

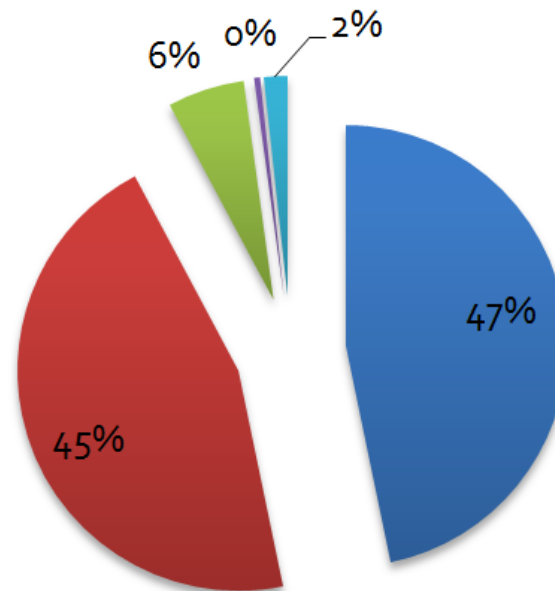
4 % of patients were 'Dissatisfied' and 1% of patients were 'Very Dissatisfied' with the level of care provided by the Doctors or Nurses at the practice. Although not all of the responses may be relevant to this, a few patients did mention they felt 'rushed' during their doctors appointment, but didn't specify the length of time of their appointment or should have been. Patients are usually advised that if they have a few issues they wish to speak to the doctor about they can request a double appointment (20 minutes instead of 10 minutes) when they are booking in. This may reduce the feeling of being rushed and would allow the doctor to address the problems in question. A poster is displayed in both reception areas to advise patients of this.

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?

***One problem per 10 minute appointment**

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N / A
108	105	13	1	4

■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied ■ N / A



47% of patients were 'Very Satisfied' and 45% of patients were 'Satisfied' that their appointment time was long enough to fully discuss and help treat their condition, an overall total of 92%, an increase of 4% compared to the previous survey.

As in the previous question, a handful of patients mentioned about 'making doctors appointments longer'. If a patient feels they need longer to speak with the Doctor or that 10 minutes be enough time to discuss their problems, a double appointment can be requested (20 minutes rather than 10 minutes) at the time of booking.

The 2016 / 2017 Patient Practice Survey will be available for you to complete from May 2016 to February 2017.

Thank You
