

Linden Medical Group – Patient Survey 2011

Background

The 2011 Patient Survey is an 'in house' survey which was designed following input from the Patient Involvement Group and the GP's. It was decided to offer patient's the choice of completing a paper survey, or an 'on line' version which could be accessed via the Practice website. The 'on line' survey tool was operated through the Survey Monkey website, which is a company specialising in web based survey solutions.

The following topics were covered in the survey: -

Appointment booking system and Reception

Attending the Practice

Missed appointments

Urgent Care

The survey ran from 26 September 2011 until 31 October 2011.

Survey Content

13 Questions were asked and a total of 349 Patients took part (264 paper surveys and 85 on line). Taking into account the practice registered patient numbers of approximately 13,700 the margin for error in this survey is calculated at +/- 5%.

The questions asked are as follows, complete with a brief summary of the results: -

Section 1 - Appointment booking system and reception

Question 1 - How do you rate the way you were treated by the receptionists at this practice?

Result - 89.7% of respondents thought the way that they had been treated by the receptionist were either: - good, very good or excellent.

Question 2 - Are you aware that you can now book appointments 'on line' via the practice website?

Result - 79.1% of respondents did know that they could book appointments on line. The remaining participants now know that they need to register for this service at reception.

Question 3 - Were you offered an appointment for a suitably convenient time?

Result - 86.3% of respondents agreed that they had been offered an appointment for a suitably convenient time.

Section 2 - Attending the Practice

Question 4 - When arriving at the surgery, did you use the self booking system?

Result - 63.2% of respondents used the self booking system.

Question 5 - If so, did you find it easy to use?

Result - 94.2% of respondents found the self booking system easy to use.

Question 6 - Would you agree that the surgery premises are welcoming, clean, tidy and well maintained?

Result - 98.1% of respondents agree that the surgery premises are welcoming, clean, tidy and well maintained.

Question 7 - How would you rate the overall general condition of the premises?

Result - 96.8% of respondents thought that the overall general condition of the premises were either: - Good, very good or excellent

Section 3 - Each month up to 250 patients miss appointments which causes the practice difficulty in offering sufficient appointments and for patients in getting appointments

Question 8 - Have you ever missed an appointment without notifying the practice in advance?

Result - 16.7% of respondents had missed an appointment without notifying the practice in advance.

Question 9 - If so why (if no please leave this question blank)

Result -	<i>I forgot</i>	28.6%
	<i>I had recovered</i>	3.6%
	<i>Wrong date or time noted</i>	33.9%
	<i>Unexpected work or other appointment</i>	5.4%
	<i>I was delayed in traffic</i>	7.1%
	<i>Other</i>	21.4%

Question 10 - Are you aware that the Practice can offer a text message reminder service?

Result - 57% of respondents are aware that the practice can offer a text message reminder service. The remaining respondents have been informed as to how to register for this service should they wish to do so.

Section 4 - Urgent care

Question 11 - If you need to see a doctor or nurse practitioner on the same day, have you managed to get an appointment on that day?

Result - 64.8% of respondents reported that they had managed to see a doctor or nurse practitioner on the same day.

Question 12 - If not, what did you then do?

<i>Result -</i>	<i>Accept an appointment for a later date</i>	<i>72.3%</i>
	<i>Contact NHS direct</i>	<i>4.5%</i>
	<i>Contact 'Out of Hours' Service</i>	<i>6.3%</i>
	<i>Attend A&E (casualty)</i>	<i>4.5%</i>
	<i>Didn't get to see a clinician</i>	<i>7.1%</i>
	<i>Discussed problem with pharmacist</i>	<i>5.4%</i>

Question 13 - If you need to see a clinician urgently, would you prefer to (please rank in order of preference i.e. 1 = first choice 4 = last choice): -

Book an appointment for later that day?

Result - 208 of 322 participants selected this option as their first choice

Have a clinician telephone and offer an appointment later that day?

Result - 88 of 205 participants selected this option as their second choice

Attend the surgery without an appointment and wait in turn to be seen?

Result - 75 of 200 participants selected this option as their fourth choice

Attend the surgery to see a triage nurse who will either deal with the problem, or if appropriate offer an appointment for you to see a doctor or nurse?

Result - 113 of 203 participants selected this option as their third choice

Patients were also asked to make any comments should they wish to do so. Samples of the responses are as follows: -

The staff were excellent. The only reason I gave a poor mark was as I was disappointed that after 50 years I have to find a new surgery.

At all times I have been treated with respect & courtesy by all the staff here.

Think trying to make app on the phone around working hours is a nightmare! Think you should review your booking system for same day app.

I am very pleased with the service and the way I have been dealt with. On my visits the doctors and staff are very efficient and kind and cheerful.

Very helpful receptionists (though it can take quite some time to get through on the telephone). Doctor always readily explain and advise on symptoms. All much appreciated.

I am happy with the service.

Best doctors I have had or been with.

Nothing to add to ticks in boxes. They say it all.

Receptionists sometimes seem very officious and don't listen to what you are asking.

The majority of comments are positive, although several respondents mentioned experiencing frustration with the telephone system and booking appointments. Several respondents made derogatory comments about staff attitude, yet several others made quite positive remarks.

In Summary

This survey has highlighted many positive points within the practice as well as bringing to light topics that need to be reviewed by management and/or discussed by the Patient Participation Group.