

# Southernhay House Surgery Patient Questionnaire 2014

## The Results

### Developing the Questionnaire

In 2012 we formed a Patient Participation Group (PPG). A group of our patients were able to give us some really useful feedback about the practice and the services that we offer from the patients' perspective. With their help we developed a patient questionnaire to review the services provided at our 2 surgery sites and find out what our patients thought of them. After all, you are the reason we do what we do, and we want to offer you the best service we can.

Using the information from our 2 previous surveys coupled with current feedback from our PPG we developed our 2014 survey. Much of the content remained the same as we felt that the survey originally developed with our PPG was very comprehensive and it is extremely useful for us to compare the results over the last 3 years. We did however add a few questions relating to our online services and text messaging as this is something that seems to be more and more popular with patients in their increasingly busy lives. We want to make our services as easily accessible as we can for our patients by offering a variety of contact methods.

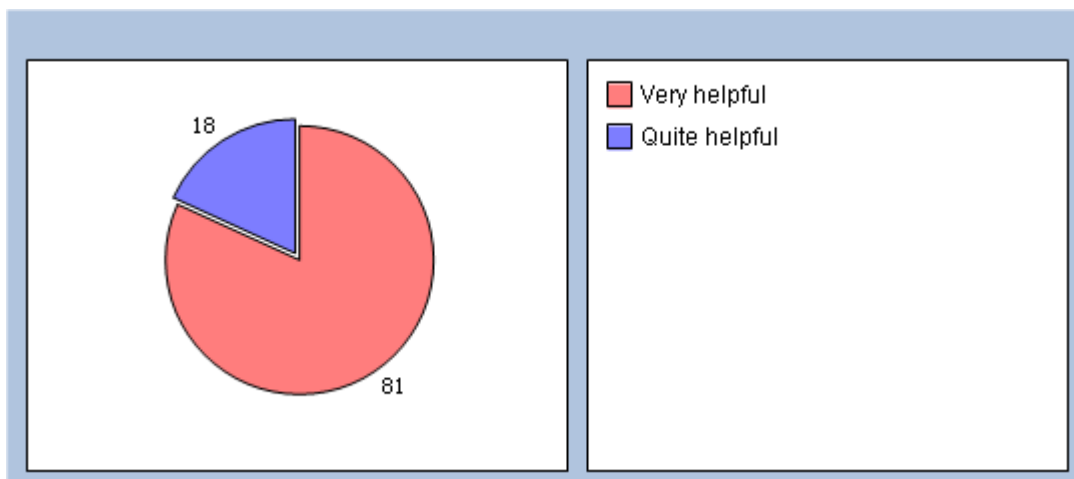
We displayed posters advertising the questionnaire around the surgeries and messages were attached to all prescriptions we issued during January/February. Collection boxes were provided at both surgeries so patients could leave their completed questionnaire anonymously. The questionnaire was available for patients to complete for 4 weeks in hardcopy at the surgery and on our practice website where we used our own website survey tool provided by MSW. After this period, we collected the results, which are broken down over the next seventeen pages.

## Southernhay House Patient Survey 2014

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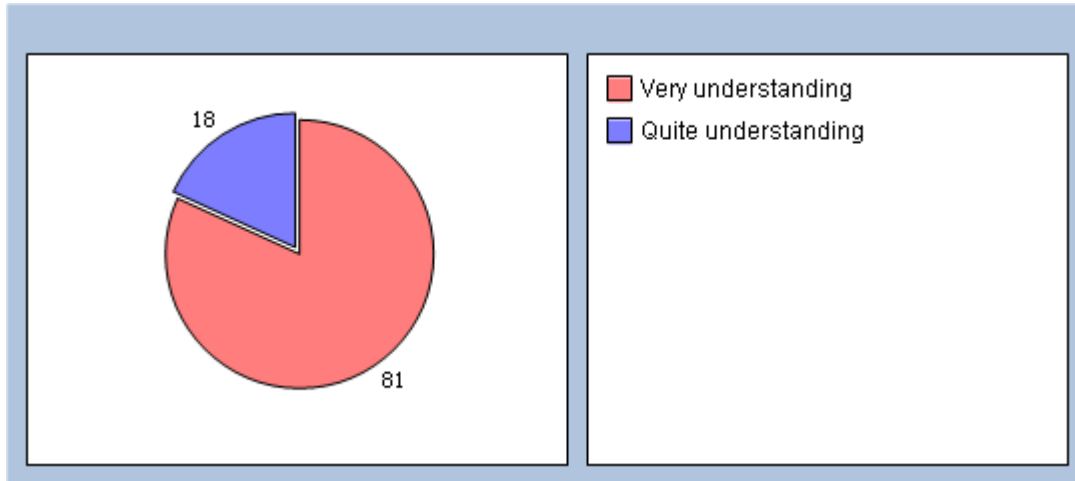
#### How helpful are the receptionists at the surgery?

Very helpful **81%**  
Quite helpful **18%**  
Not very helpful **0%**  
Not at all helpful **0%**  
Don't know/Doesn't apply **0%**



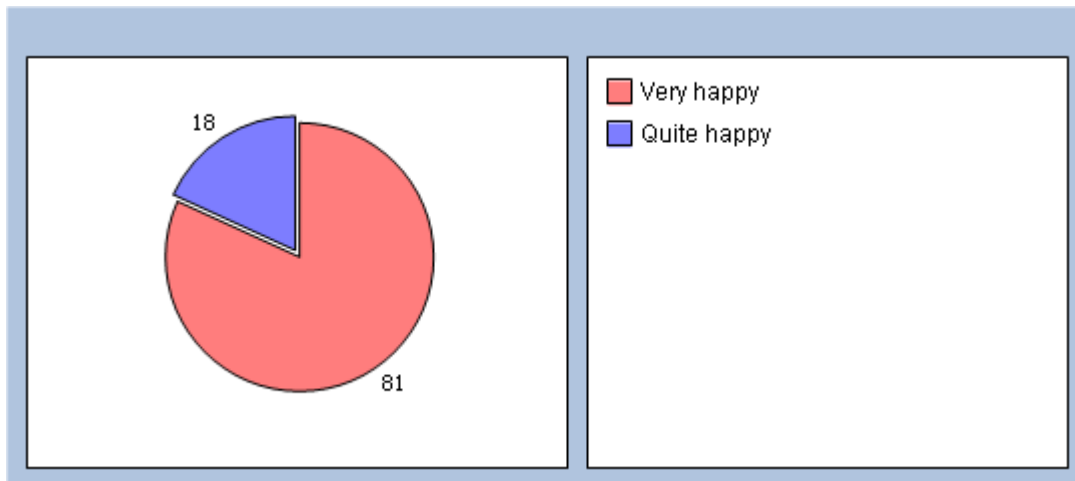
**How understanding of your needs is your doctor?**

Very understanding **81%**  
Quite understanding **18%**  
Not very understanding **0%**  
Not at all understanding **0%**  
Don't know/Doesn't apply **0%**



**How happy are you with the treatment you receive from your doctor?**

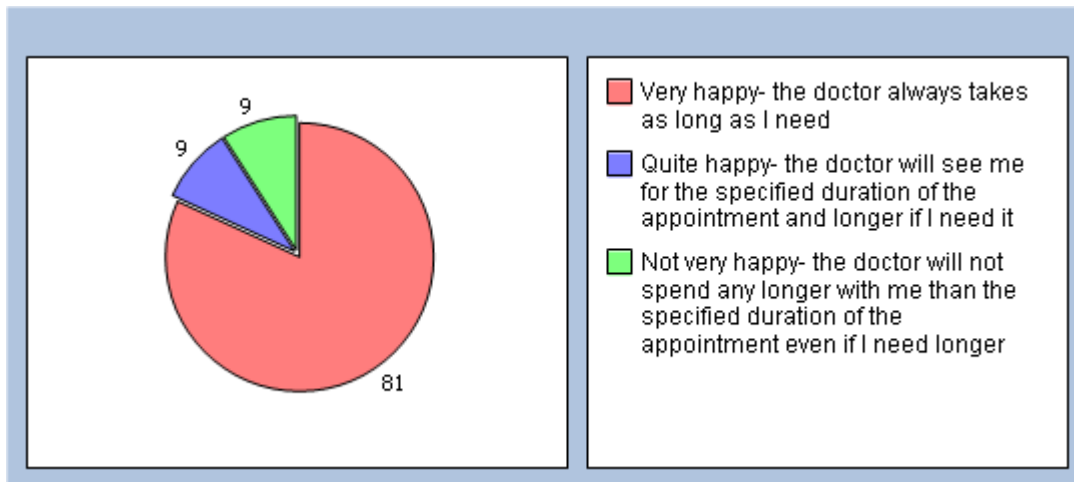
Very happy **81%**  
Quite happy **18%**  
Not very happy **0%**  
Very unhappy **0%**  
Don't know/Doesn't apply **0%**



**How happy are you with the amount of time your doctor dedicates to your consultations?**

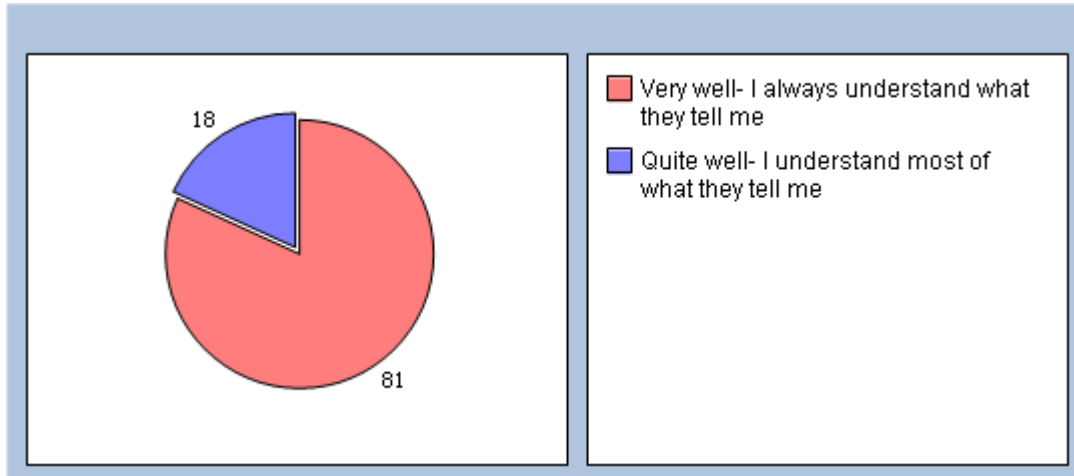
Very happy- the doctor always takes as long as I need **81%**  
Quite happy- the doctor will see me for the specified duration of the appointment and longer if I need it **9%**  
Not very happy- the doctor will not spend any longer with me than the specified duration of the appointment even if I need longer **9%**

Not at all happy- the doctor will spend less time with me than the specified duration of the appointment and I feel rushed **0%**  
Don't know/Doesn't apply **0%**



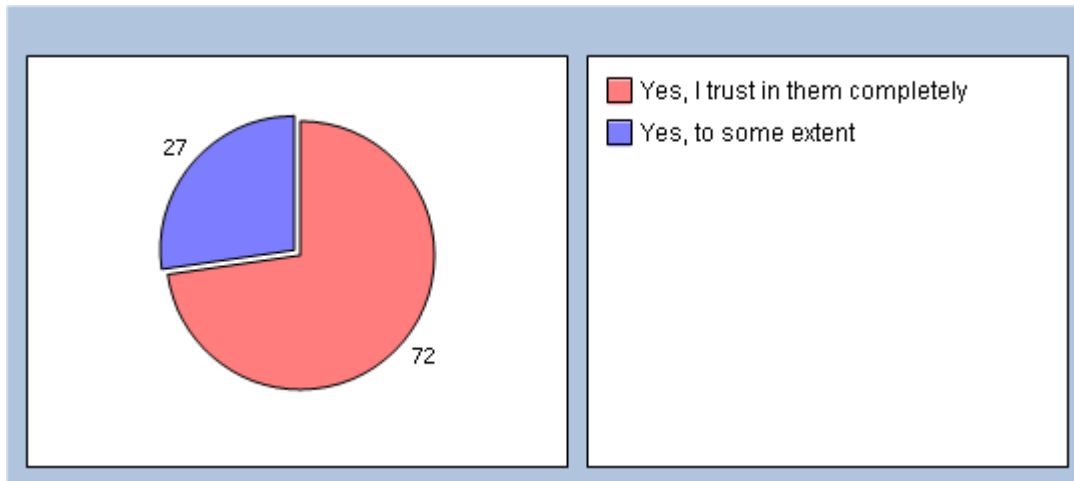
**How well does your doctor explain diagnoses' to you?**

Very well- I always understand what they tell me **81%**  
Quite well- I understand most of what they tell me **18%**  
Not very well- I have difficulty understanding what they tell me **0%**  
Not at all well- I never understand what they tell me **0%**  
Don't know/Doesn't apply **0%**



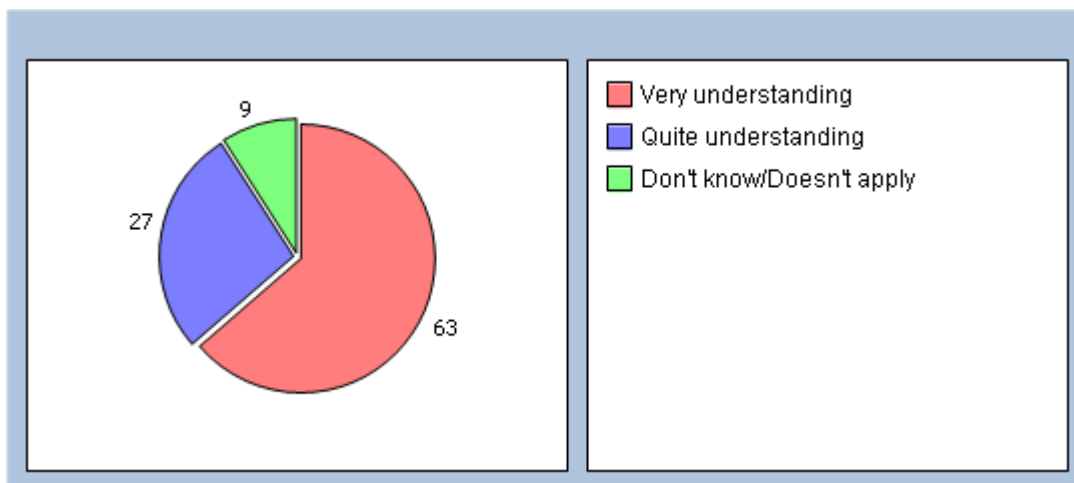
**Do you have confidence in your doctor?**

Yes, I trust in them completely **72%**  
Yes, to some extent **27%**  
No, I have little confidence in my doctor **0%**  
No, I have no confidence in my doctor **0%**  
Don't know/Doesn't apply **0%**



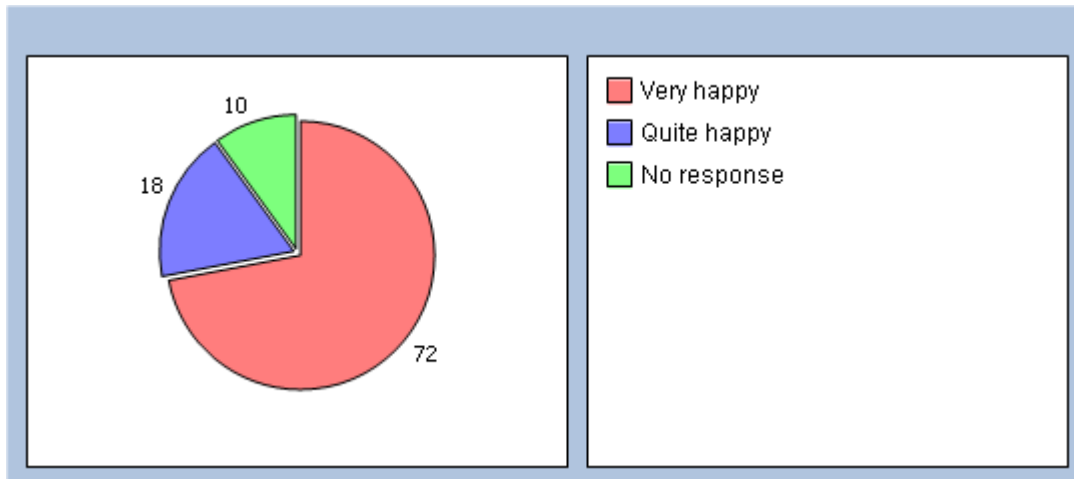
**How understanding of your needs is the nurse?**

Very understanding **63%**  
 Quite understanding **27%**  
 Not very understanding **0%**  
 Not at all understanding **0%**  
 Don't know/Doesn't apply **9%**



**How happy are you with the treatment you receive from the nurse?**

Very happy **72%**  
 Quite happy **18%**  
 Not very happy **0%**  
 Very unhappy **0%**  
 Don't know/Doesn't apply **0%**  
 No response **10%**



**How happy are you with the amount of time the nurse dedicates to your consultations?**

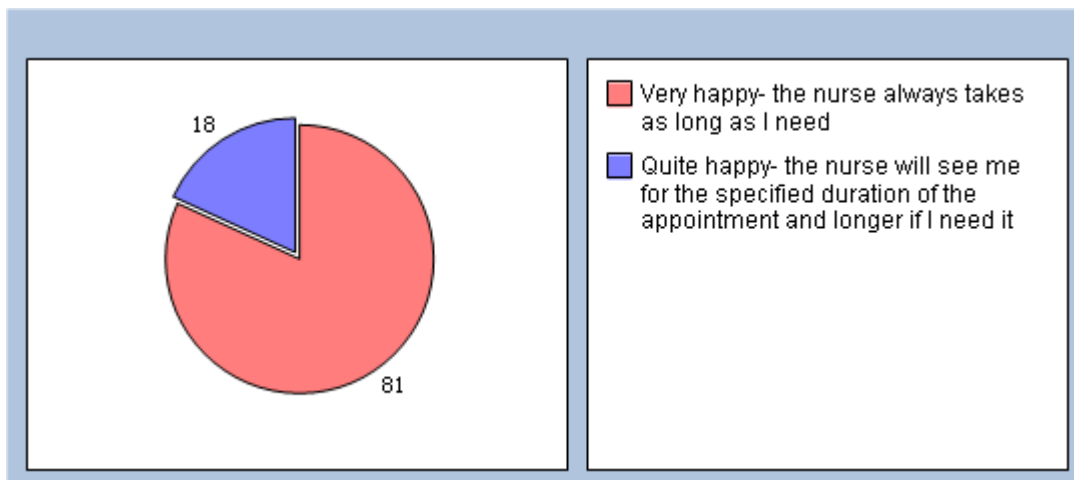
Very happy- the nurse always takes as long as I need **81%**

Quite happy- the nurse will see me for the specified duration of the appointment and longer if I need it **18%**

Not very happy- the nurse will not spend any longer with me than the specified duration of the appointment even if I need longer **0%**

Not at all happy- the nurse will spend less time with me than the specified duration of the appointment and I feel rushed **0%**

Don't know/Doesn't apply **0%**



**Do you have confidence in the nurse?**

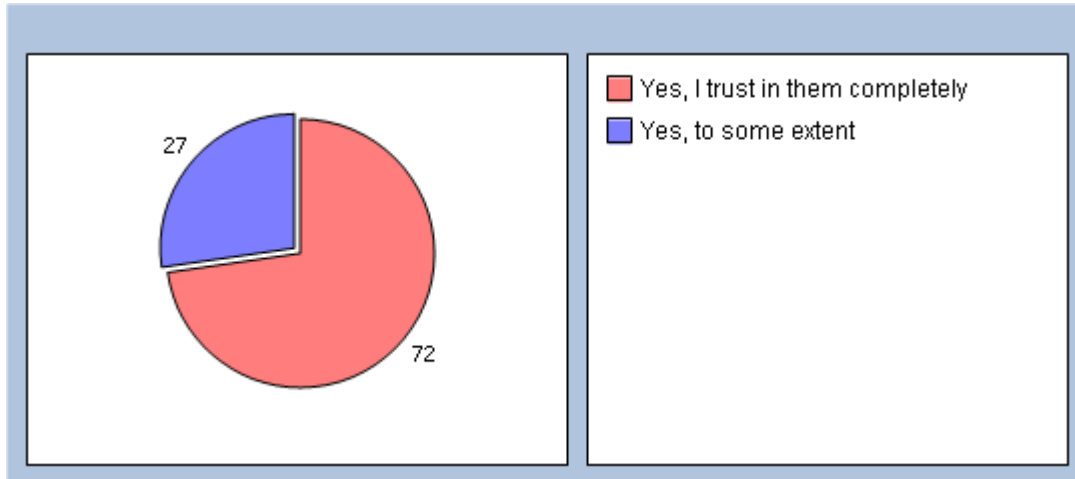
Yes, I trust in them completely **72%**

Yes, to some extent **27%**

No, I have little confidence in the nurse **0%**

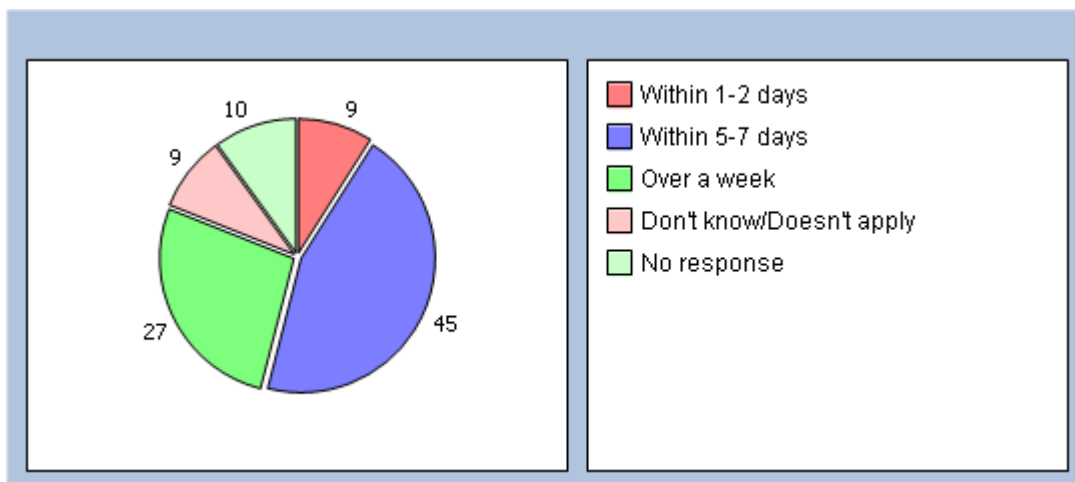
No, I have no confidence in the nurse **0%**

Don't know/Doesn't apply **0%**



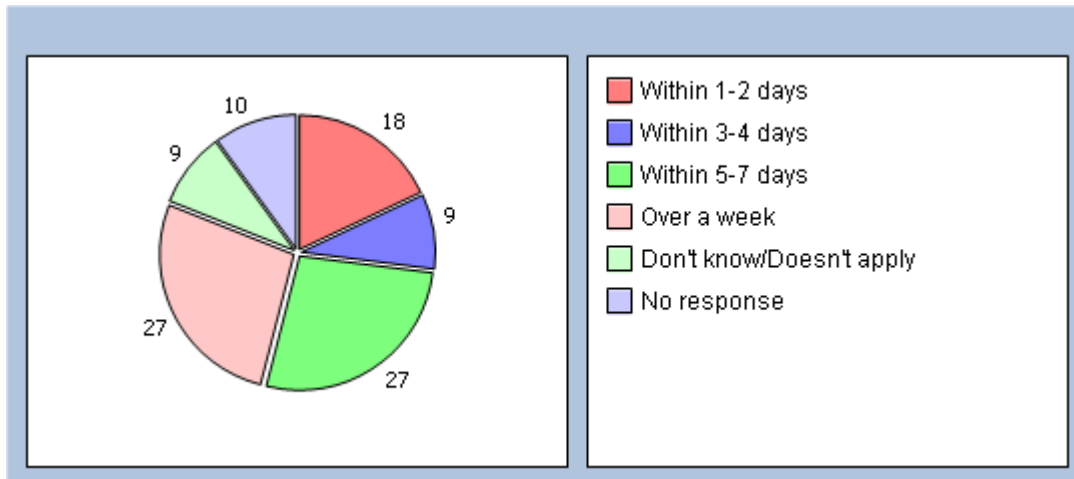
**How long do you normally have to wait to get a routine appointment with a doctor?**

Same day **0%**  
 Within 1-2 days **9%**  
 Within 3-4 days **0%**  
 Within 5-7 days **45%**  
 Over a week **27%**  
 Don't know/Doesn't apply **9%**  
 No response **10%**



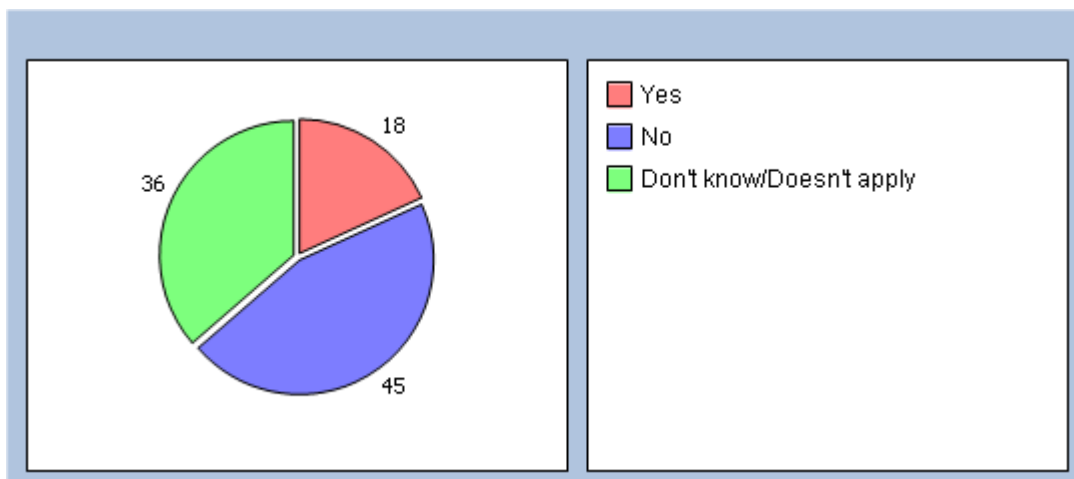
**How long do you normally have to wait to get a routine appointment with a nurse?**

Same day **0%**  
 Within 1-2 days **18%**  
 Within 3-4 days **9%**  
 Within 5-7 days **27%**  
 Over a week **27%**  
 Don't know/Doesn't apply **9%**  
 No response **10%**



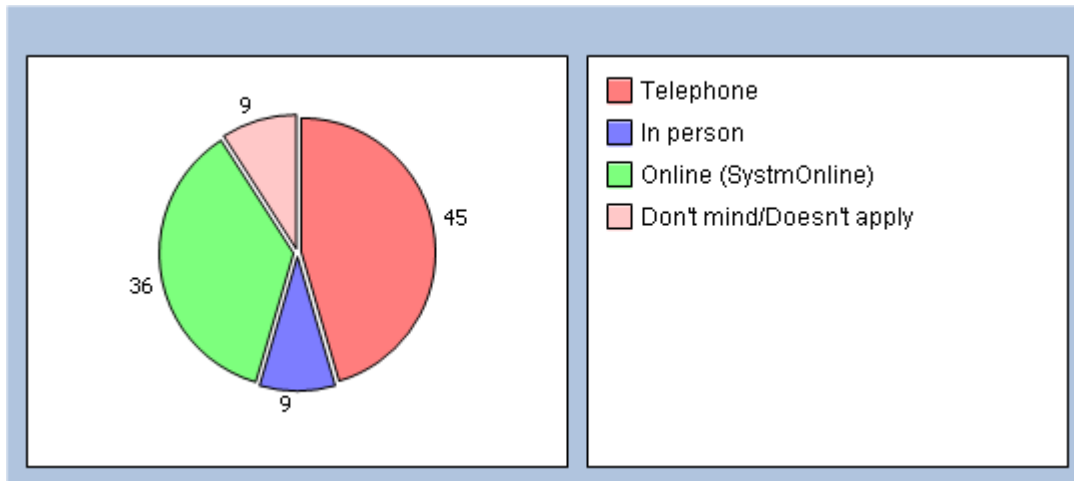
**Would you be happy to wait a longer amount of days for an appointment if it meant longer appointments and being seen on time?**

Yes **18%**  
 No **45%**  
 Don't know/Doesn't apply **36%**



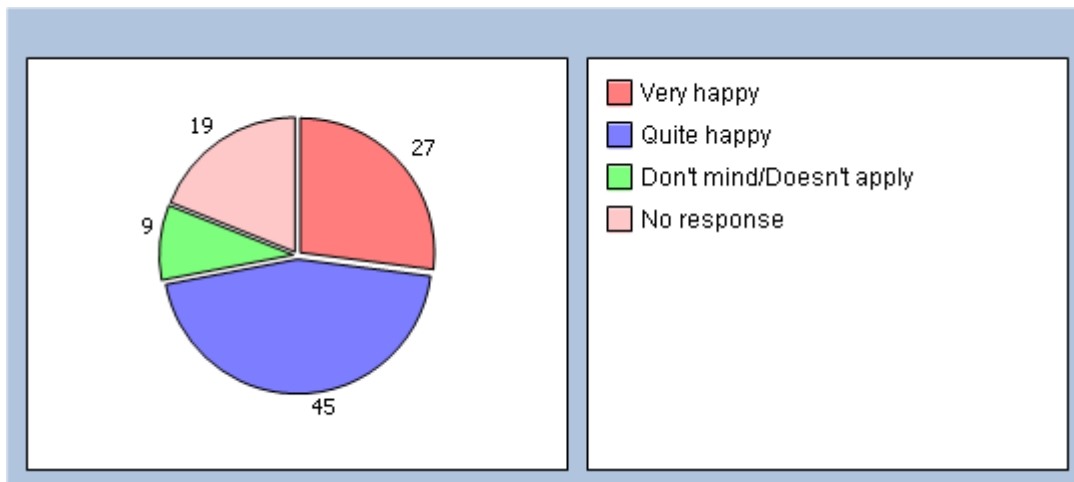
**Which of the following methods would you prefer to use to book appointments?**

Telephone **45%**  
 In person **9%**  
 Online (SystemOnline) **36%**  
 Don't mind/Doesn't apply **9%**



**How happy are you with the new automated phone system?**

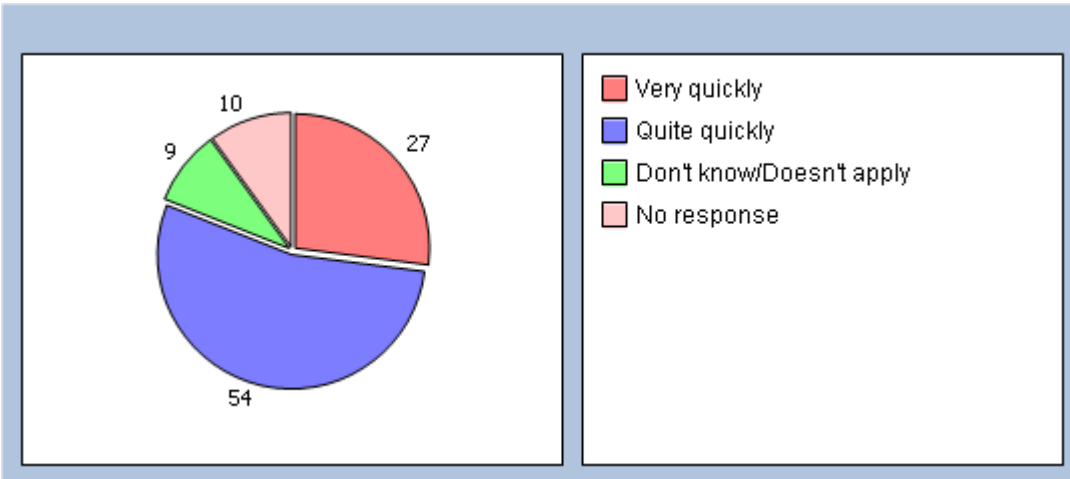
Very happy **27%**  
 Quite happy **45%**  
 Not very happy **0%**  
 Very unhappy **0%**  
 Don't mind/Doesn't apply **9%**  
 No response **19%**



**How quickly is your telephone call normally answered from the queuing system?**

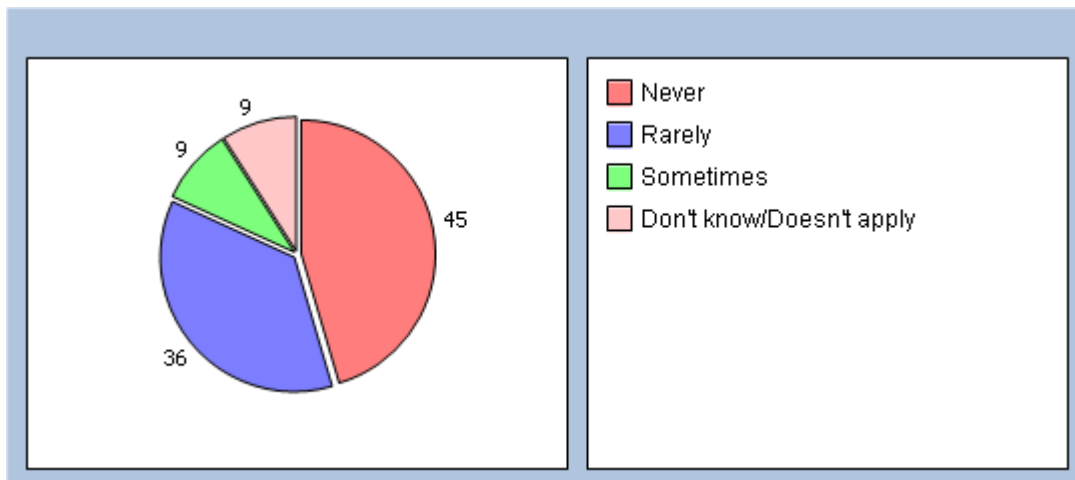
Very quickly **27%**  
 Quite quickly **54%**  
 Not very quickly **0%**  
 Not at all quickly **0%**  
 Don't know/Doesn't apply **9%**  
 No response **10%**





**Since our new automated telephone system was introduced in January 2013, how often when you call is the line engaged?**

- Never **45%**
- Rarely **36%**
- Sometimes **9%**
- Often **0%**
- Always **0%**
- Don't know/Doesn't apply **9%**



**Are there any particular times of the day when you normally find it difficult to get through on the telephone? (Tick all that apply)**

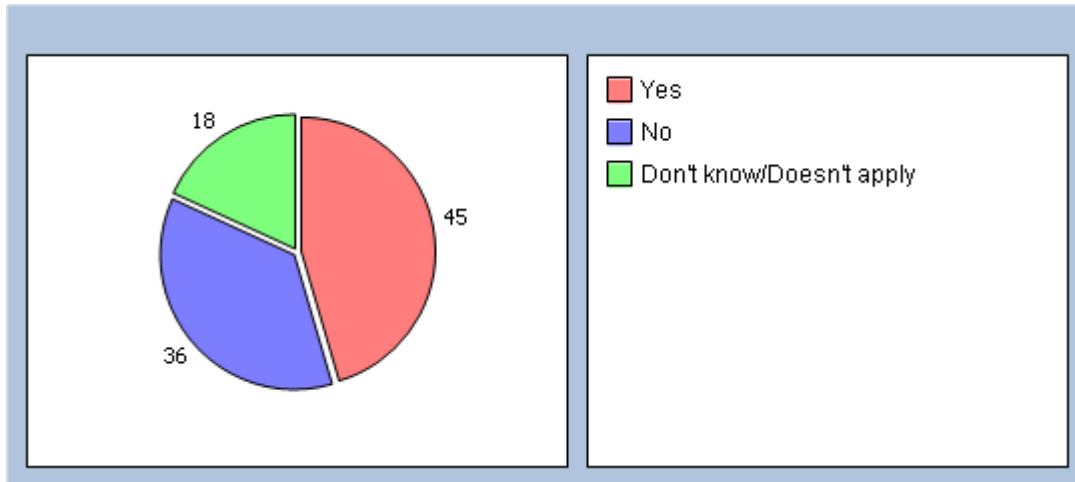
- Early Morning **45%**
- Mid to late morning **9%**
- Lunchtime **9%**
- Afternoon **0%**
- Early evening **0%**

**Would it benefit you to be able to book, cancel, check and change appointments 24 hours a day, 7 days a week instead of waiting until the surgery is open?**

Yes **45%**

No **36%**

Don't know/Doesn't apply **18%**



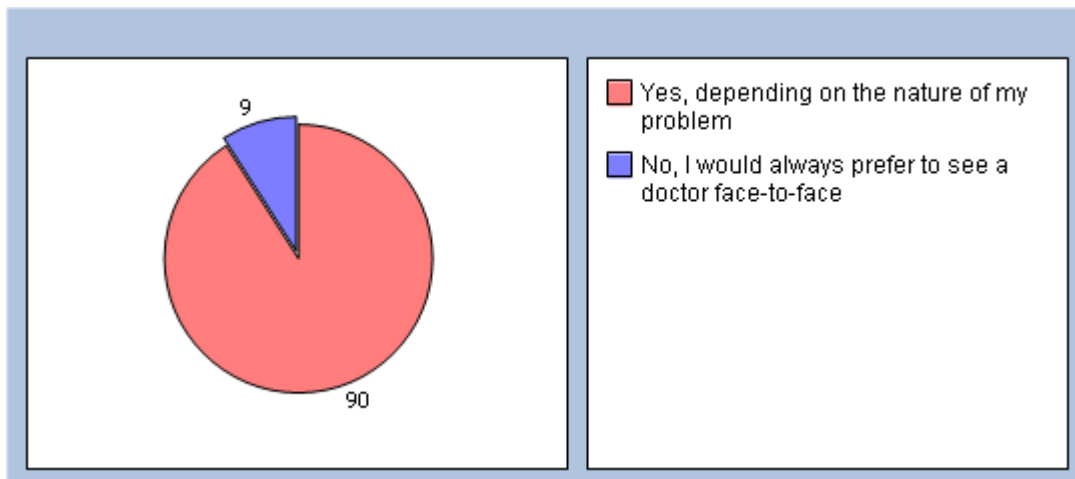
**Would you like to be able to have a telephone consultation with a doctor instead of having to come into the surgery for an appointment?**

Yes, I would always prefer to do this **0%**

Yes, depending on the nature of my problem **90%**

No, I would always prefer to see a doctor face-to-face **9%**

Don't know/Doesn't apply **0%**



**Overall, how happy are you with the surgery's repeat prescription service?**

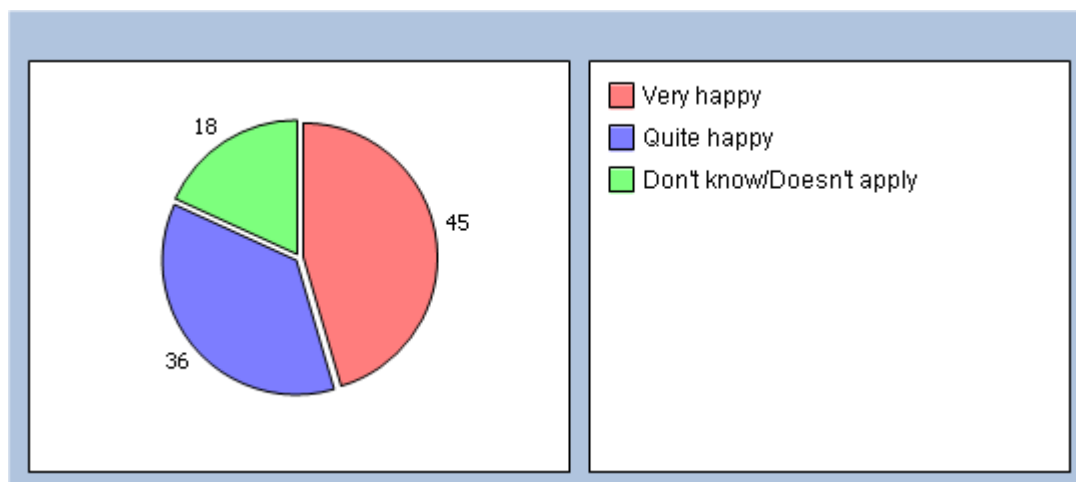
Very happy **45%**

Quite happy **36%**

Not very happy **0%**

Very unhappy **0%**

Don't know/Doesn't apply **18%**



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**Have you used any of the surgery's online services (SystmOnline)? Tick all that apply**

Ordering prescriptions **36%**

Booking/Cancelling appointments **18%**

**Did you find it easy to set up and use?**

**Comments:**

**Fairly easy. The information given was pretty good. I find it does log you out very quickly; to start with, I was uncertain as to whether my request had been received because it logged me out and I had to start again. I didn't know whether it would double up on all the prescriptions. Now I am more familiar with the site I know to have all the information I need to hand when I log on, otherwise it logs you out after a short time of inactivity.**

**Response from Surgery:** The system will automatically log you out if left open purely as a safety measure so that no one can view your personal information.

If you are ever in doubt as to whether your request has been submitted, we are happy to check this for you. Contact the surgery on 01392 211266 option 2 for prescription.

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**Had problems, so stopped and use pharmacy now.**

**Response from Surgery:** We are sorry to hear that you had problems using SystmOnline and if you want to try again then we will do all we can to support you in setting the system up.

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**Very easy to use.**

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**Yes it is fine - as long as I remember my login!**

**Response from Surgery:** Very easily done! SystmOnline users will be able to reset their password after 13.02.14

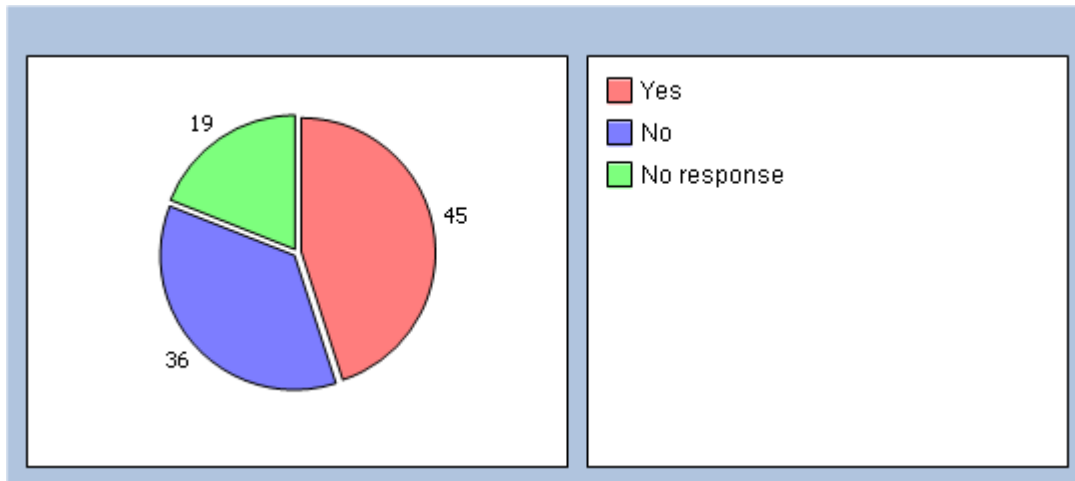
Patients will be able to reset their SystmOnline password by clicking on the link on the login page, then submitting their username and verified email address.

Failing that, if you do forget your login again, please do contact the surgery and we can generate a new password which you can then change to something memorable when you next log in.

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**Have you used the surgery's text messaging service to send appointment confirmation and reminders?**

Yes **45%**  
No **36%**  
No response **19%**



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**Did you find this useful?**

**Comments:**

***It is a good reminder.***

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***Very useful***

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***Yes - however a text is send as soon as the appointment is booked as a reminder service it may be more beneficial to send a text the day of the appointment.***

**Response from Surgery:** As you rightly say, the appointment confirmation is sent as soon as the appointment is booked however; a reminder should be sent to your mobile phone the day before your appointment so we will look at the system to check that everything is working as it should.

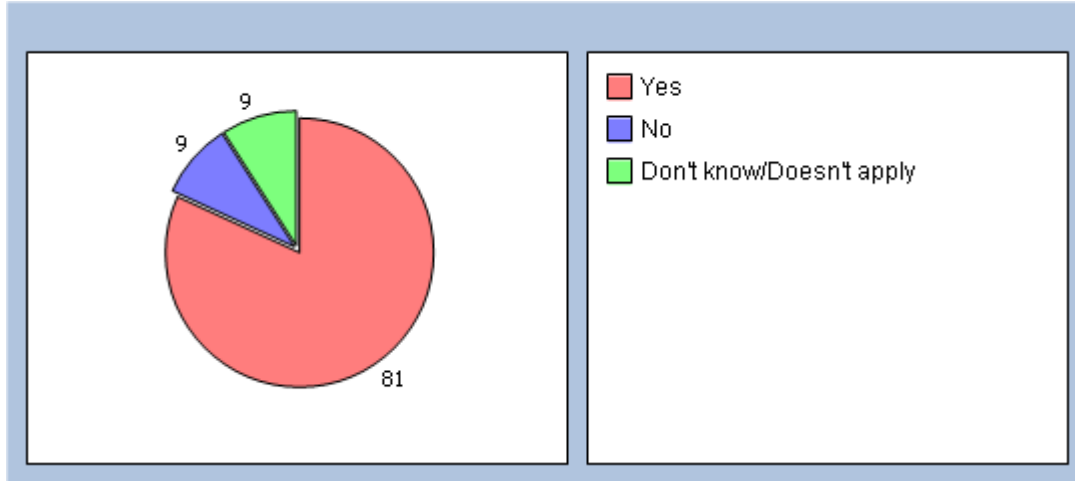
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**Yes**

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**Are you happy with Southernhay House Surgery's opening times?(8.30-19.30 Monday, Wednesday & Thursday, 8:30-18:00 Tuesday & Friday)**

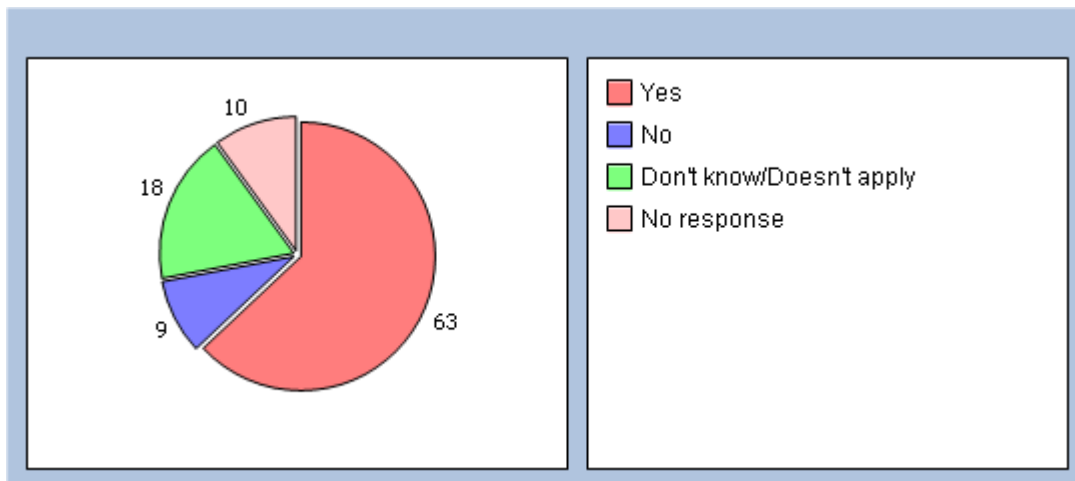
Yes **81%**  
No **9%**  
Don't know/Doesn't apply **9%**



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**Are you happy with Whipton Branch Surgery's opening times?(08.30-16.30 Monday, Thursday & Friday, 08.30-19:30 Tuesday, 08.30-17.00 Wednesday)**

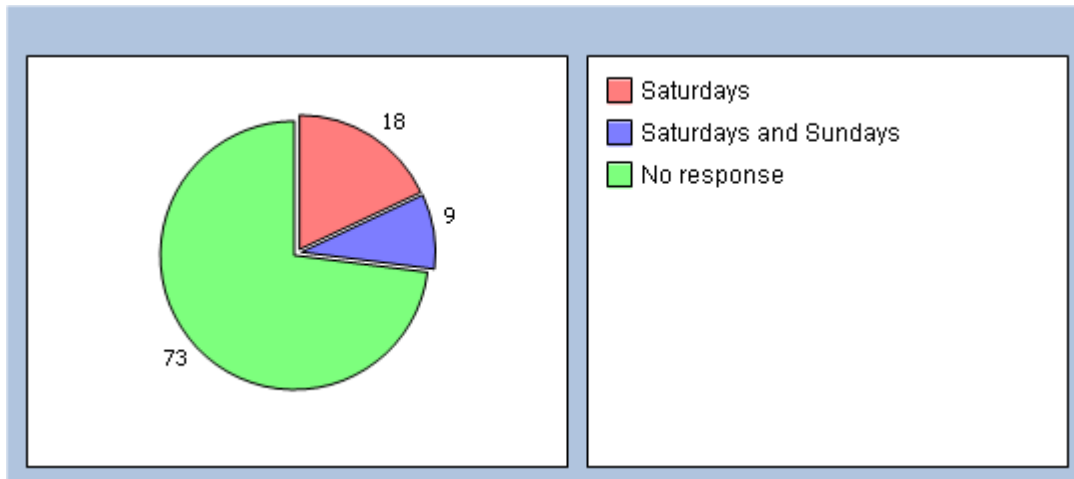
Yes **63%**  
No **9%**  
Don't know/Doesn't apply **18%**  
No response **10%**



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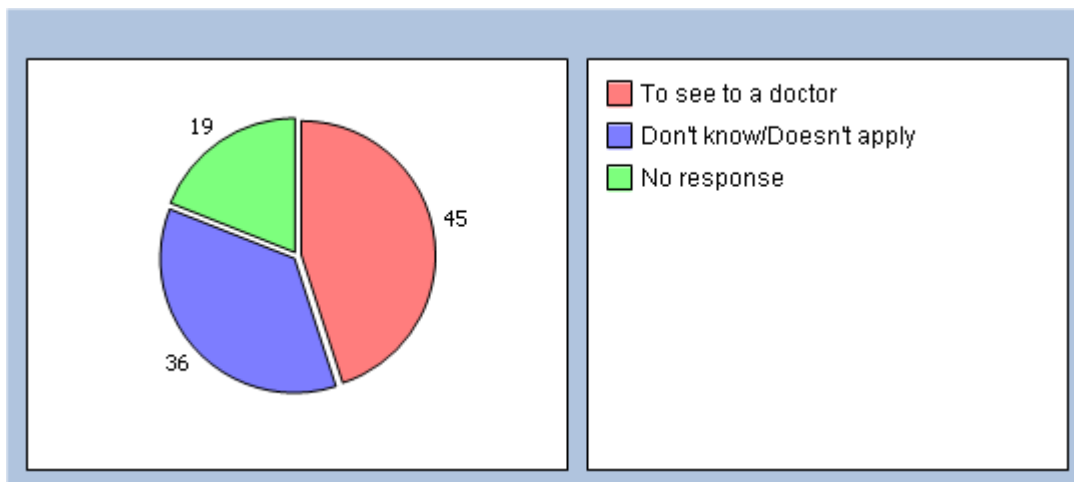
**If you are unhappy with the surgery's opening hours, what additional opening hours would you prefer?**

Late evenings (Past 7.30pm) **0%**  
Saturdays **18%**  
Saturdays and Sundays **9%**  
No response **73%**



**If you were coming into the surgery during these additional hours, what do you think the reason/s would be? (Tick all that apply)**

- To book an appointment with the doctor **0%**
- To see to a doctor **45%**
- To book an appointment with the nurse **0%**
- To see to a nurse **0%**
- To request a prescription **0%**
- To cancel an appointment **0%**
- Don't know/Doesn't apply **36%**
- No response **19%**



**Would you find it useful to email the surgery and if so please state which services you would use this for (booking appointments, ordering prescriptions etc)?**

**Comments**

*Doesn't apply to me*

***I would prefer to phone for appointments and speak to someone, or use SystemOnline for ordering prescriptions.***

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**No**

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**Ordering prescriptions**

**Response from Surgery:** *This can be done via Systmonline – please contact the surgery if you would like to use this service.*

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**Prescription enquires Arrange telephone consultation with doctor**

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**Yes - booking appointments/ordering prescriptions would be ideal.**

**Response from Surgery:** This can be done via Systmonline – please contact the surgery if you would like to use this service.

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**Yes, for bookings**

**Response from Surgery:** This can be done via Systmonline – please contact the surgery if you would like to use this service.



We provided space on the questionnaire for our patients to leave any comments, suggestions or complaints they had. Because the questionnaire was anonymous, we are unable to reply directly to those who left suggestions and complaints. We would like to take this opportunity to respond to these comments below:

***Although I find it easier to use the phone, and the automated system is an improvement, I'm often uncertain as to which option I should choose. I realise you can't list everything, but I have found choosing "all other matters" or "admin" hasn't been the right option. I'm trying to remember what I was phoning for when this applied - I think it was to leave a message for the doctor, but I'm not sure, it was several months ago.***

**Press 1 for Appointments** – for booking, checking the time of or cancelling appointments, also for visit requests.

**Press 2 for Prescription Queries** –queries only we do not take requests over the phone.

**Press 3 for Results** – To obtain your test results. Please only select this option after 2pm

**Press 4 for the Admin and Secretarial Team**, this is for medical reports and if you have a query about your referral to hospital.

**Press 5 for all other enquiries** e.g. leaving messages for doctors, enquiring about registering at the practice,

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***I am very satisfied with the service I have received over the last 7.5 years. When I***

***listen to other people talking about their GP practice experiences I am always grateful I am with this practice as I can book in advance if needed and not be put into some triage system on the day. Thank you very much.***

**Response from Surgery:** *Thank you very much for your comments. The team at the surgery do try very hard to provide the best service they can to our patients and it's always nice to hear positive comments*

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***have always been very satisfied with the help, attention and care given to me over the past 70 years***

**Response from Surgery:** *Thank you. Your comments will be shared with the team who always appreciate positive feedback.*

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***I have been given an appointment to see Dr Lavender on Friday in lieu of Dr Bates - but I don't know anything about Dr Lavender, whose name does not appear on your gatepost! I am glad that provision has been made for the patients that do not have access to your website and will call at reception after 31st March to view the report.***

**Response from Surgery:** *The doctors listed on the outside of our buildings are the Partners in the practice – Dr Leger, Dr Bates, Dr Knowles and Dr Fearn-Smith. We also have Dr Farrell, Dr Scott and Dr Lavender who work at the practice. In addition to this when a doctor is away from the practice we often have a locum GP that covers the clinics.*

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***Please choose your receptionists very carefully as they have access to patient records, so no nosy-parkers or malicious busybodies! I have no confidence at all in the Phlebotomist(s) as they give painful injections!***

**Response from Surgery:** *We feel our recruitment procedures are very robust and confidentiality is of utmost importance to us and this is covered in our induction program and at regular intervals during a person's employment.*

*Our Phlebotomist only takes blood. Our Nurses take blood and administer injections in addition to many other procedures.*

*We're sorry you have experienced discomfort when having an injection. Different people can react differently to different injections at different times. Some people can have a particular injection at one point in time and find it uncomfortable and the same injection at a later date and have no problem at all.*

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***Prescriptions - reception are quick. Automated phones- It's a pain going through all the numbers each time I'd rather just ring and get contact with someone straight away. Most of the time it rings for ages but if reception are busy, that's the way it goes! Don't have any complaints, I hear friends talking about the problems at their surgeries and in all the years I have been coming here I realise how lucky I am to be a patient here. Well done.***

**Response from Surgery:** *Thank you for your comments; we're pleased to hear you like being a patient here.*

*We do try to answer calls as soon as possible and in the last year the number of lines we have has increased considerably so we have more staff than before answering the phones.*

*We did produce an aide memoire for the phone options and will circulate this again in the near future.*



***I find the services and the understanding of all members of the surgery to be first class however; I would like to see contact for help to be made easier out of surgery hours. You are all first class – thank you.***

**Response from Surgery:** Thank you, it is always good to hear positive feedback from our patients and *your comments will be shared with the team.*

We do try to publicise the out of hours contact numbers for our patients prominently in the surgery and we make these numbers available on all closure signs, our practice leaflet, our surgery website and on our out of hours phone message.

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The surgery would like to thank our patients for these positive comments.

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### **Discussing the results**

Once the results of the questionnaire were collected, they were sent to the members of the PPG to give them the opportunity to comment and feedback on the survey results.

We are pleased to report that in the following areas, we had a rise in positive feedback from last year: Reception, Doctors, Nurses, Opening hours,

We were very happy with the positive feedback we received regarding **Reception**, the **Doctors**, the **Nurses**, **Opening Hours**. Because we had high percentages of positive results in all of these topics, we felt that at present we didn't need to review or change anything in these areas. \*\*These questions will always remain as the main part of any subsequent patient questionnaires so that we can endeavour to maintain these results and, of course, informal feedback from you is welcomed at any time.

**Telephones** had been our main concern from the 2012 results but we are happy to report a continued improvement from last year's results in the time that patients waited for their call to be answered and the number of occasions that they encountered an engaged tone.

**Prescriptions** services dropped very slightly from last year's report but we hope that with increased publicity and use of SystemOnline as an alternate way of submitting a prescription when the surgery is closed, that this will improve the prescription service for our patients. **Please ask at reception if you would like to sign up to this service.**

The subject which caused us most concern was **Appointments**. It was decided that because there was an increase in the waiting time for Doctors and Nurses appointments that this would be our main areas of focus.

### **Appointments - our response**

It is widely misconceived that the reason patients have to wait so long for a routine doctor or nurse appointment is that there are not enough clinical staff for the amount of patients we have. In actual fact, the surgery has a sufficient number of doctors and nurses for our practice population. We believe that the most significant factor for the long waiting time for an appointment is due to patients not turning up to appointments.

We plan to tackle this with further publicising of Systemonline as an alternate way of booking and cancelling appointments (this can be managed out of surgery hours) as well as the mobile text messaging service which will confirm an appointment at the time of booking and send a reminder to the patient the day before the appointment. With these two systems in place we hope to see a

decrease in the amount of missed appointments, which unfortunately amounts to a large number of lost clinical hours over a week and is often the reason for a lack of appointments being available in under 5 days of a request. **Please ask at reception if you would like to sign up to either of these services.**

We at the surgery do understand that it is easy to forget appointments and it is more than likely that we have all done this at some point! We think it would be useful to find out the reasons why patients miss appointments; to identify those who may need reminding when they have an appointment. Therefore reception will ask those who regularly miss appointments the reason why when they contact the surgery. The aforementioned text service could be helpful to these patients.

If the doctors feel it is appropriate, they may also contact patients that **frequently** miss their appointments in an attempt to offer options of support, for example sending information about signing up to our reminder service and Sysonline (so that appointments can be cancelled in a variety of ways that best suit the patient). This in turn should lead to appointments being released for other patients to book.

For example, during the week beginning 27th February 2012, 39 nurses' appointments were missed totalling **6 hours 35 minutes** of clinic time, 23 doctors' appointments were missed totalling **5 hours and 30 minutes** and 2 midwife appointments were missed totalling **40 minutes**. There was a potential for 54 more patients to be seen during this week, but these appointments were wasted because of non-attendance of patients who failed to cancel their unwanted appointments. We also have to assume that a lot of these patients will still need to be seen and therefore will go on to book further appointments and cause further waiting times.

**Summary of action to be taken:**

- Reception to ask patients the reason why when they miss an appointment
- Text message reminder service to be implemented with patient consent
- GPs may choose to raise non-attendances with frequent non-attenders to offer options of support

**Thank you**

**We would like to thank all of our patients who took the questionnaire and gave us their thoughts and suggestions, and the members of the Patient Participation Group, who have helped us decide on how we can improve our services. We welcome feedback from our patients at any time, so if you have something to add about any of the areas covered in this report, or something else entirely, we would love to hear from you.**

**If you would like to join our Patient Participation Group, please ask for a form at reception.**