

Southernhay House Surgery Patient Questionnaire 2013

The Results

Developing the Questionnaire

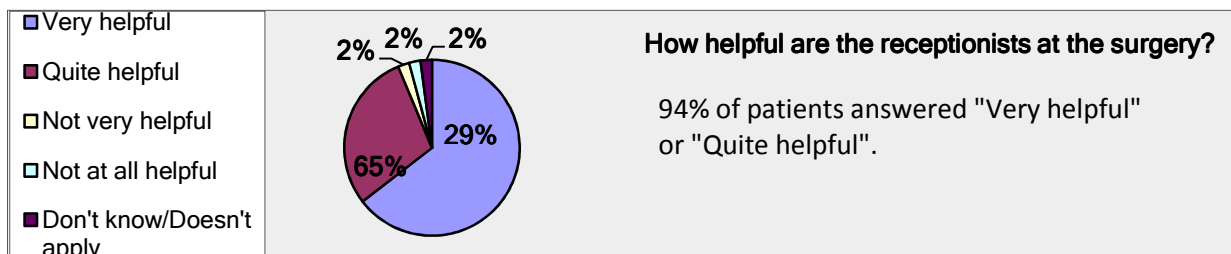
Last year we formed a Patient Participation Group (PPG). A group of our patients were able to give us really useful feedback about the practice and the services that we offer from the patients' perspective. With their help we developed a patient questionnaire to review the services provided at our 2 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.

We made very few changes to the questionnaire this year as we felt that the one originally developed with our PPG was very comprehensive. We did however make some changes in order to compare the results of our new telephone system which was updated at the end of last year as a direct result of the 2012 questionnaire. Our PPG were asked to complete the survey and give us their feedback before it was distributed.

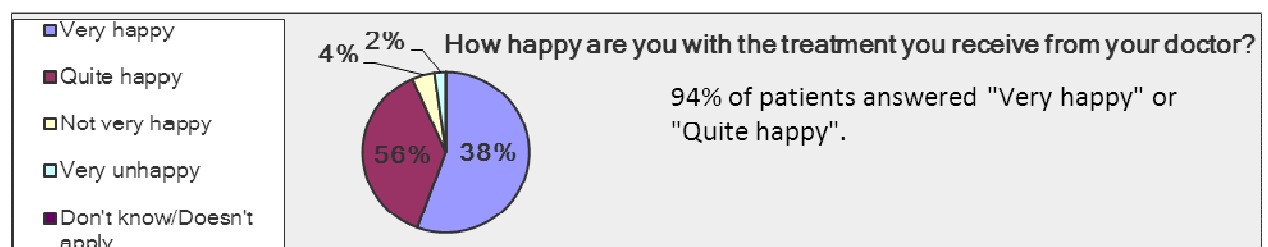
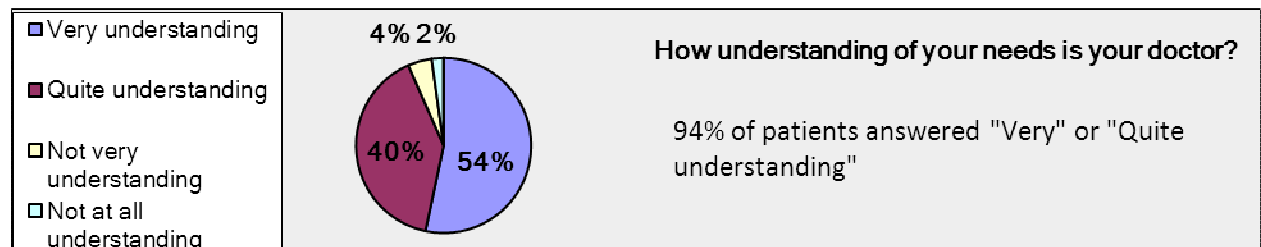
We displayed posters advertising the questionnaire around the surgeries and flyers were attached to all prescriptions we issued. Boxes were provided at both surgeries so patients could leave their completed questionnaire anonymously. The questionnaire was available for patients to complete for 4 weeks in hardcopy at the surgery and on our practice website where we used the survey tool Survey Monkey. After this period, we collected the results, which are broken down over the next eight pages.

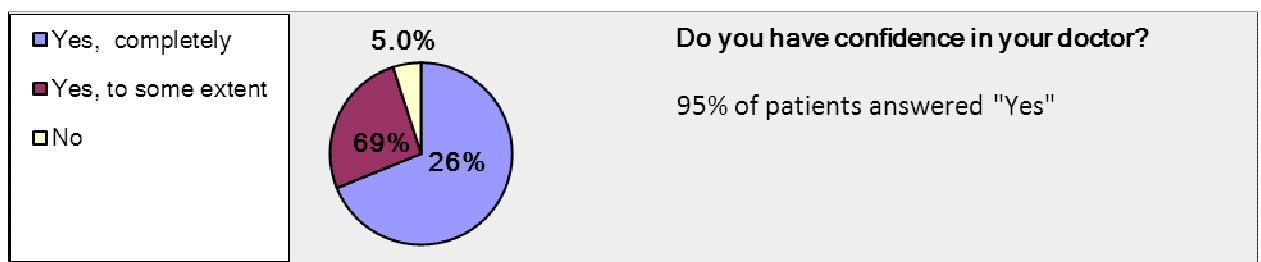
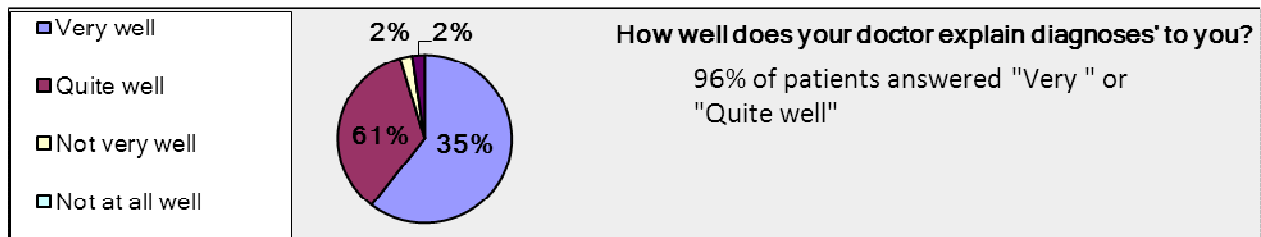
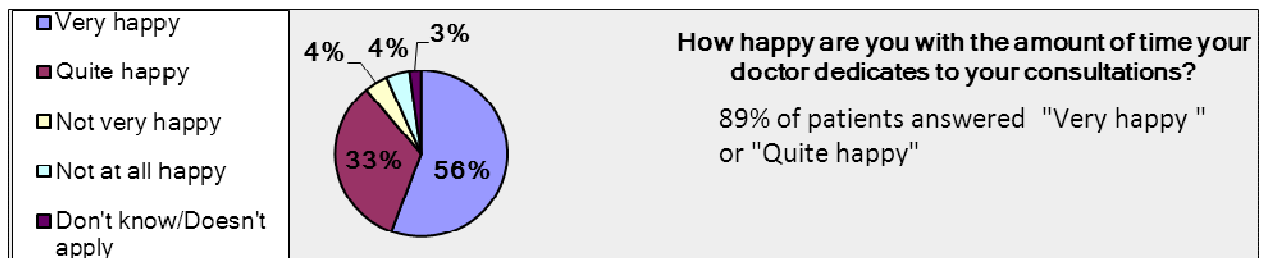
The Results

Reception

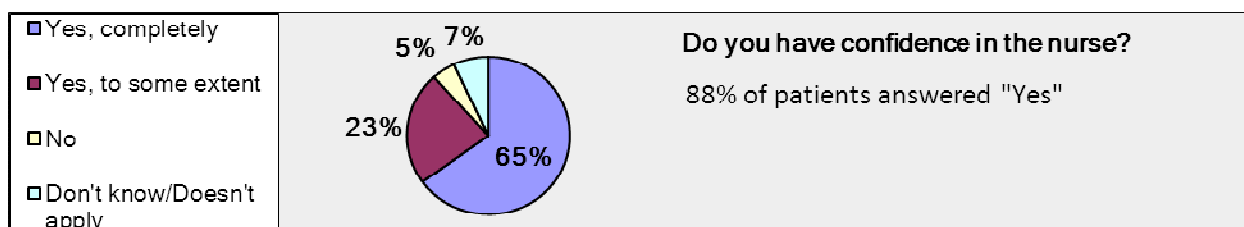
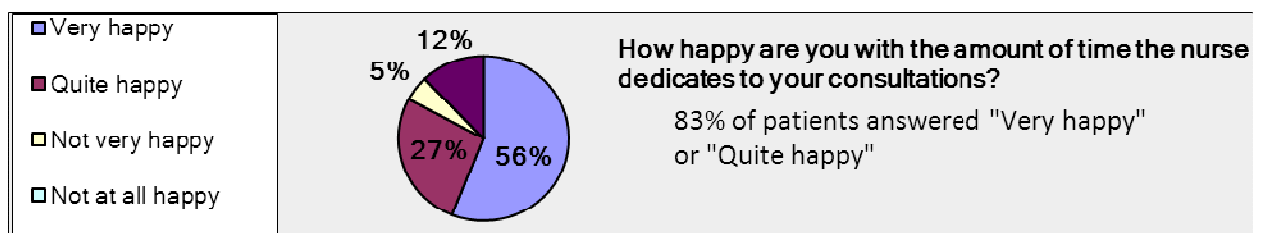
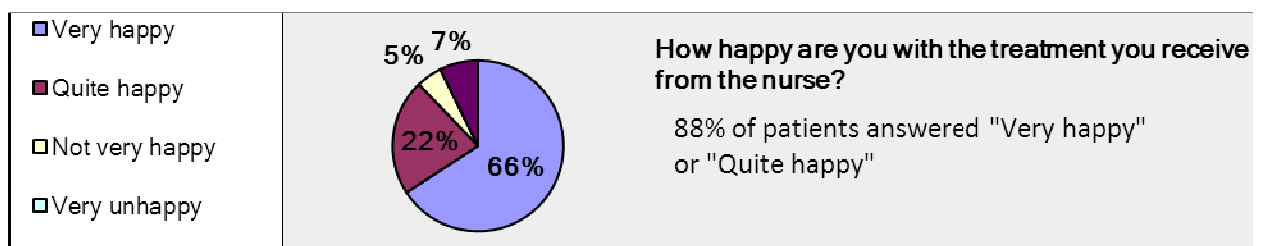
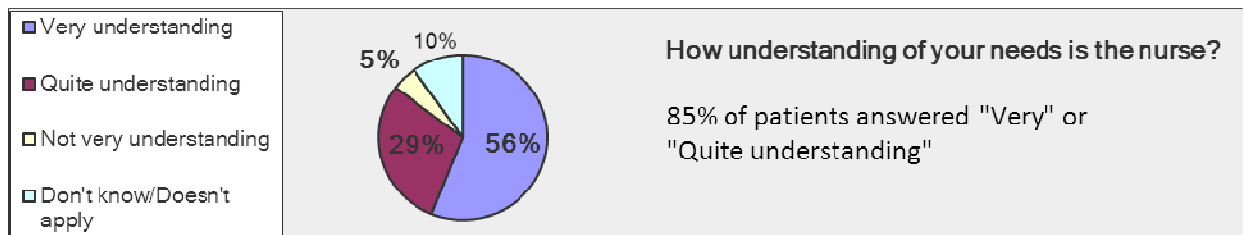


Doctors

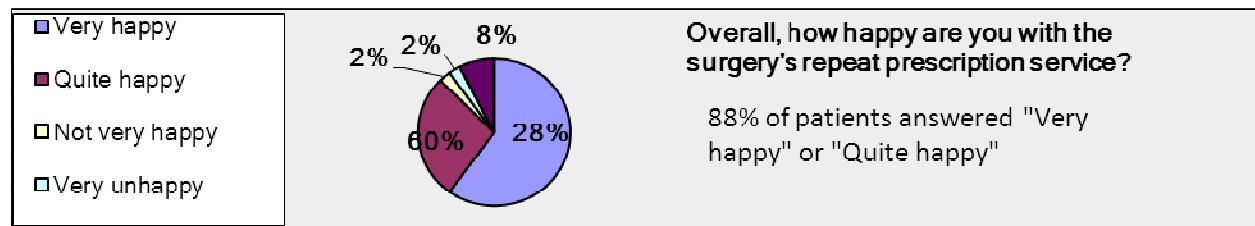




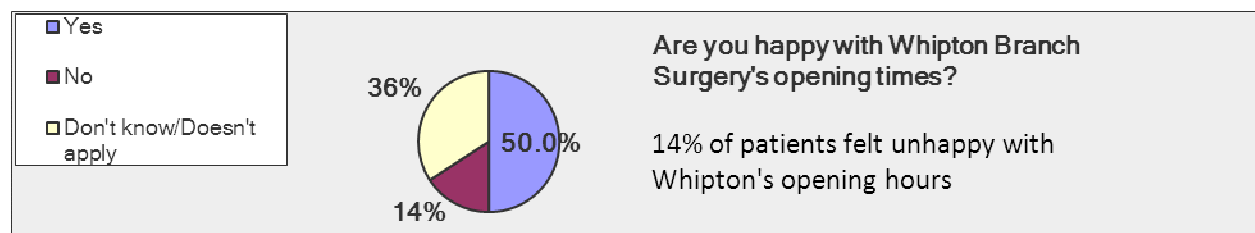
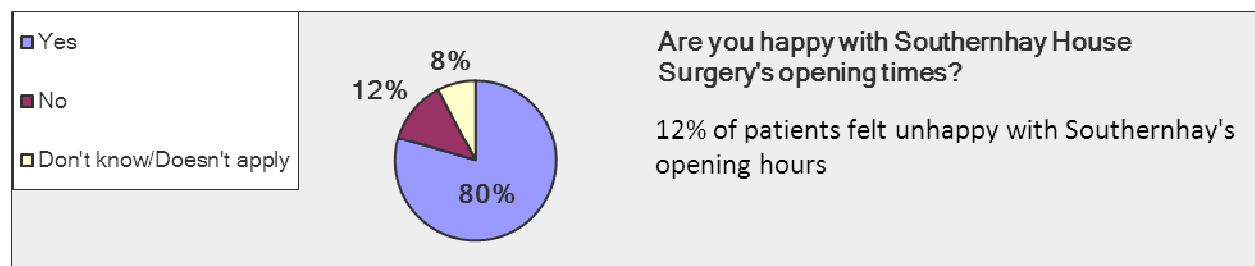
Nurses



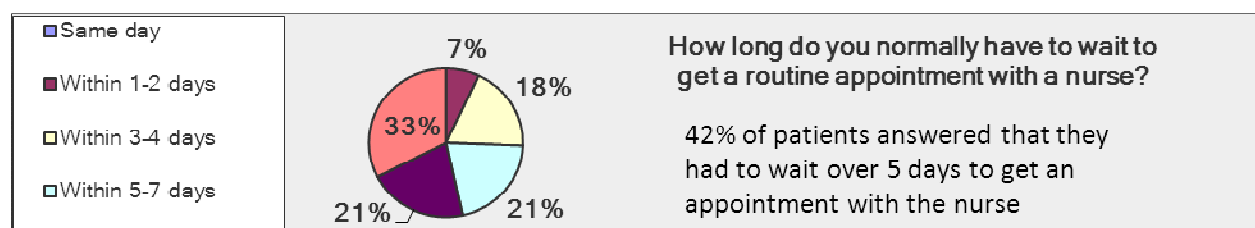
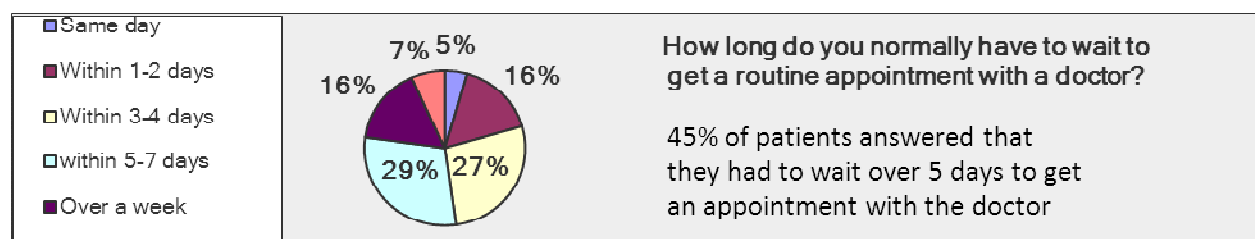
Prescriptions



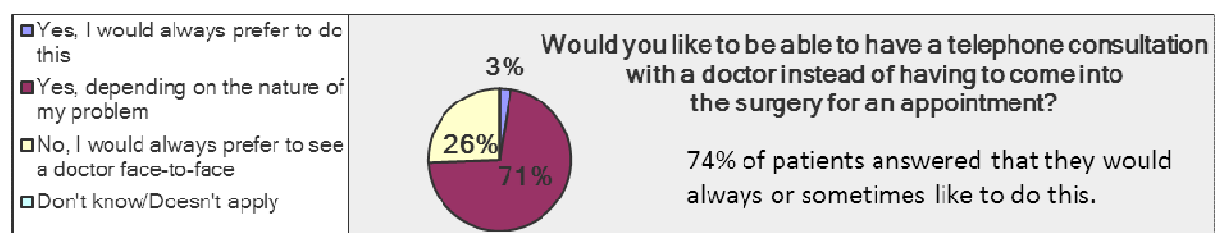
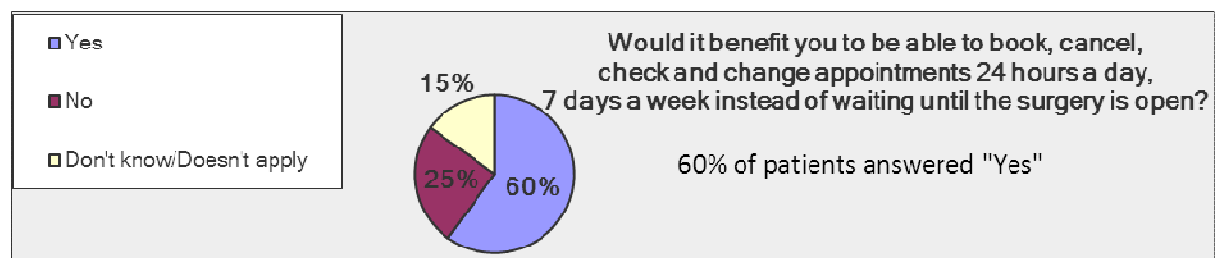
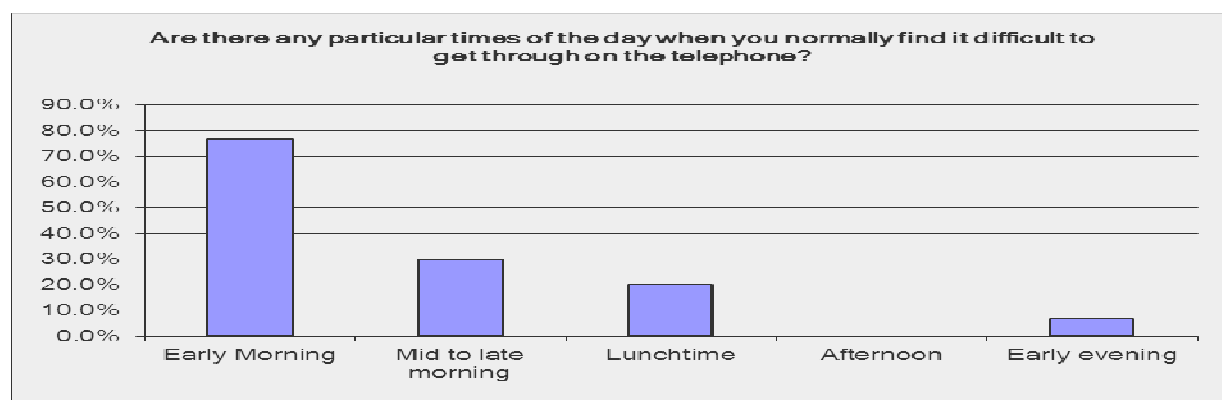
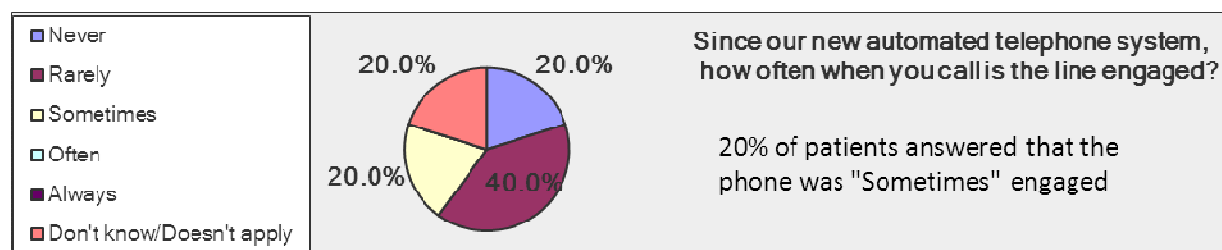
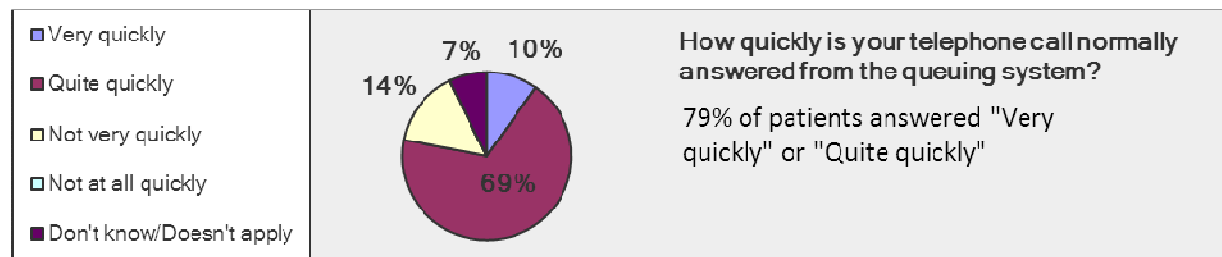
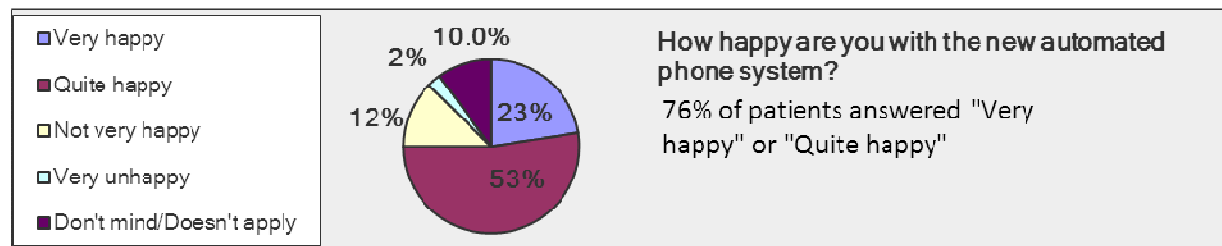
Surgery Opening Hours



Appointments



Telephones



Additional comments

We wanted the Patient Questionnaire to be an opportunity for our patients to tell us their views on the surgery, whether they are good or bad. We cannot answer patients' comments directly as the questionnaire was anonymous but we would like to take this opportunity to respond to these comments below:

I can get a same day appointment if I say it's urgent or 5-7 days if not urgent.

The surgery will always offer a same day appointment if you consider it is urgent to be seen and we are pleased to see a reduction in the number of patients that responded to the survey saying they have to wait 5 or more days for an appointment.

I never get to see my own doctor much.

All patients are able to see any particular doctor if they wish and we hope you understand that there may be a slightly longer waiting time if this is the case. We would like to reassure you that all of our doctors are dedicated to offering you the best care possible. All have access to your full medical history so that they can understand your health needs and offer you the most appropriate treatment.

I had some bad experience with a nurse when my son was under her care but that was just once so wouldn't like to comment.

We are never happy to hear of a bad experience with any of our staff whether they are clinical or non-clinical staff and would ask that any such experience is conveyed to the practice manager in writing to be looked at.

It would be useful to be able to pick up repeat prescriptions at weekends.

We try wherever possible to be open at convenient times for the collection of prescriptions for example, we do not close during lunchtime except when we have staff training which is always advertised in advance at the surgery. If you are not able to collect your prescription during the surgeries opening hours then you can opt to have your prescription delivered to a pharmacy that is open for collections at the weekend. A list of the pharmacies that offer this service to our patients is available at the reception.

I've not found it difficult to get through on the phone.

We are so pleased to hear that the new phone system is proving to be a success; we will be continually monitoring the system to make sure this remains the case and welcome any feedback.

Other comments regarding the new automated service:

If it is imposed I have no opinion

Still getting used to the new system but found it problem free so far.

This is great news and we hope it will continue like this but please do feedback on this and any other matter that you feel needs addressing.

My parents had to phone the out of hours - phoned surgery for number and could hardly hear the message, not clear enough.

This is obviously a problem and we will listen again to the recorded message to see where we can make improvements and get this rerecorded as soon as possible.

A comparison from last year's survey

Question	2012 Result – Positive %	2013 Result – Positive %
How helpful are the Receptionists	96%	94%
How understanding of your needs is your Dr	89%	94%
How happy are you with the treatment you receive from your doctor?	92%	94%
How happy are you with the amount of time your doctor dedicates to your consultations	92%	89%
How well does your doctor explain diagnoses' to you?	85%	96%
Do you have confidence in your doctor?	93%	95%
How understanding of your needs is the nurse?	81%	85%
How happy are you with the treatment you receive from the nurse?	81%	88%
How happy are you with the amount of time the nurse dedicates to your consultations?	82%	83%
Do you have confidence in the nurse?	83%	88%
Overall, how happy are you with the surgery's repeat prescription service?	76%	88%
Are you happy with Southernhay House Surgery's opening times?	94%	88%
Are you happy with Whipton Branch Surgery's opening times?	91%	86%
How long do you normally have to wait to get a routine appointment with a doctor?	69% waiting over 5 days	45% waiting over 5 days
How long do you normally have to wait to get a routine appointment with a nurse?	54% waiting over 5 days	42% waiting over 5 days

Would you be happy to wait a longer amount of days for an appointment if it meant longer appointment time slots and being seen on time?	13% said Yes	30% said Yes
How quickly is your telephone call normally answered from the queuing system?	67% (quickly or quite quickly)	79% (quickly or quite quickly)
How often when you call is the line engaged?	83% (sometimes, often or always engaged)	20% (sometimes engaged)
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?	50% Yes	60% Yes
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?	52% (always or sometimes, depending on the nature of the problem)	74% (always or sometimes, depending on the nature of the problem)

Discussing the results with the Patient Participation Group

Once the results of the questionnaire were collected, they were sent to the members of the PPG who were given the opportunity to give us their opinion on the areas that needed addressing the most.

We are pleased to report that there were no areas where there was a significant drop in positive feedback from last year.

We were very happy with the positive feedback we received regarding **Reception**, the **Doctors**, the **Nurses**, and **Prescriptions**. 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 and Appointments had been our main concern from last year results but we are happy to report a significant drop in the time that patients waited for their call to be answered and the number of occasions that they encountered an engaged tone.

The time that patients have to wait to get a clinicians appointment has also improved in line with our expectations as a result of the changes we have made over the past year. We plan to keep a close eye on this and hope to continue to see a steady improvement.

What's next?

There have been no major concerns identified by the 2013 patient questionnaire so we have decided to continue with our plans to look into online booking and to continue to communicate the beneficial services that are available to you such as the SMS text messaging service and online prescriptions.

Surgery Website

We are launching a new surgery website in April which will have a lot of useful information, downloads and links. We really want to make the most of the website to reach as many of you as possible and publicise the services that are available to you.

What's changed?

We wanted to make you aware of the services we trialled and the changes that were made last year as a result of the 2012 questionnaire.

- **A new telephone system** was installed at the end of 2012 which gives the patient an automated option choice so that they can choose the option most relevant to their query. Early feedback from this year's questionnaire has been extremely positive. See details in the 2013 report above.
- **A text message service** has been enabled which reminds patients when they have an appointment and reduce non-attendances. We have updated our New Patient Registration Form so that any new patients joining the surgery are invited to sign up to the SMS service and the service is publicised at both surgery sites for existing patients to sign up. We also advertise this service on repeat prescriptions.
- **Online appointment booking**, this will become available on our new surgery website in the future.
- **Telephone triaging**. This was trialled for a short period of time and the results proved inconclusive. It is something we may consider revisiting in the future.
- **A 24/7 appointment queries service**. As with all new systems it takes a little time for everyone to get used to it, therefore, it was decided to let the new telephone system bed in before implementing another new service. Due to the increase in interest from the patients responding to the survey we be looking at this service and the cost implications again in the future.

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 been invaluable in developing the questionnaire and helping to improve the surgeries 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.