



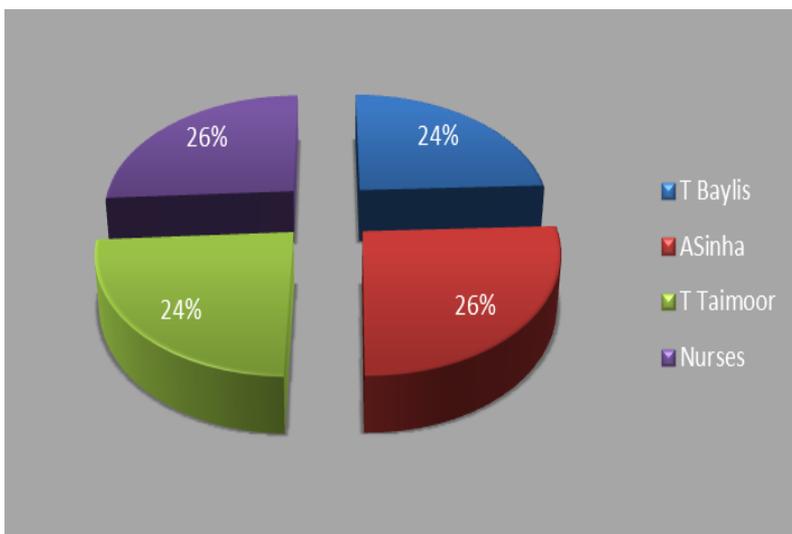
## Dickens Place Patient Questionnaire

A questionnaire of patients registered with Dickens Place Surgery was carried out 28<sup>th</sup> May to 8<sup>th</sup> June 2012. The aim of the questionnaire was to collect data from a sample of the surgery's patients on their overall experience within the surgery environment, so that improvements could be made if possible.

A sample of 181 anonymous patients completed the questionnaire for this evaluation. They were either seen by one of the 3 partners: Dr. T Baylis, Dr. A Sinha, and Dr. T Taimoor or by a Nurse.

19 patients who were given a questionnaire did not respond, as a percentage this was 9%.

The graph below shows the % split of completed questionnaires by clinician.



The questionnaire began with some basic details from the responding patient regarding their: ethnicity, age, gender and whether they have a disability. It should be also noted that not all of the participants submitted personal data however, this represented a tiny % which was likely due to simple human error, unwilling to share personal information or patients trying to ensure anonymity.

These questions identified the following:

93% of responders classed themselves as White with Asian and Black responders contributing 3% each in completed questionnaires and those classed with mixed ethnicity concluding the breakdown with 1%.

- The overall age of patients that responded across the 4 clinicians was 51 years old.
- In terms of gender split: 56% were female and 44% were male.
- The question on disability revealed 36% of those patients that responded classed themselves to have a disability.

# The Questionnaire Analysis

The patients were now asked their opinions on a variety of areas around their visit on that particular day when seeing the given clinician.

## Appointments

**Question 1 tackled whether patients were satisfied with the surgery's opening hours. The patient could answer Poor, Fair, Good and Very Good.**

- Less than 1% answered poor
- 9% believe opening hours are fair
- The majority at 51% said they were good
- Whilst 39% said they were very good

90% of patients are satisfied with the current opening hours offered by the surgery.

**Question 2 considered the ease of contacting the surgery via telephone. The patient could answer Poor, Fair, Good and Very Good.**

- 2% of patients answered poor
- 16% said contacting the surgery via telephone was fair
- 52% said it was good
- 31% answered very good

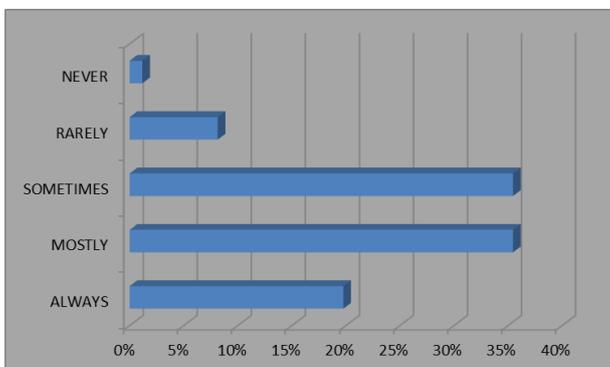
83% felt that the ease of contacting the surgery via telephone was good or very good.

**Question 3 asked patients whether they would use internet appointment booking if available. They could answer Yes or No.**

- 64% of patients confirmed they would use this facility if it became available

**Question 4 is broken down into two parts with the initial question looking at patient choice around their chosen clinician being available and the final part then rating this level of choice.**

- 20% stated they always saw their clinician of choice
- 35% said they did mostly and the same number saying they did sometimes
- 8% felt they had this choice rarely
- And 1% said they never were able to see their clinician of choice
- 



The ratings then reflected as below:

- 3% of patients felt that this should be rated poor and 19% felt choice was fair
- At 78% the vast majority felt that the availability of their chosen clinician could be rated good or very good
- Therefore 97% of patients felt things were at least fair or were happy with this overall

**Question 5 is still on the area of appointments and asks the patient how quickly they get to see ANY GP and then follows on asking them to rate this.**

- 73% said in their experience that they could see any clinician in 2 days or less
- Whilst 27% believed they needed to book 3 to 5 days before to see a GP
- 97% of patients rated this as fair or better when asked

**Question 6 asks whether the patient was aware they could book on the day emergency appointments.**

- 82% said they were aware that they could book a same day urgent appointment

## **Reception**

**Question 7 asks the patient to rate the Reception, answering Poor, Fair, Good or Very Good.**

- The reception team was rated extremely well with 94% of patients saying they were either good or very good
- Not one patient rated the reception team poor
- 6% rated them fair

**Question 8 looks at waiting times and asks the patient how long after their appointment time they normally wait; it then asks them to rate this.**

- Overall 60% said that they were normally seen between 5-15 minutes from their appointment time
- 34% said they normally had to wait 15 to 30 minutes
- 6% said it normally took more than 30 minutes

The ratings show that there is some dissatisfaction regarding waiting times.

## **Consultation**

**The remaining 7 questions were about the actual consultation, with the first 5 looking at the patient to clinician experience, answering Poor, Fair, Good and Very Good.**

**Question 9 asked how thorough did the clinician ask about symptoms and how the patient was feeling**

- 5% rated fair
- 37% rated good
- 58% rated very good

**Question 10 asked how well the clinician explained the problem/treatment needed**

- 4% rated fair
- 40% rated good
- 56% rated very good

**Question 11 asked how well the clinician treated the patient with care and concern**

- 4% rated fair
- 34% rated good
- 62% rated very good

**Question 12 asked how well the clinician listened**

- 4% rated fair
- 35% rated good
- 61% rated very good

**Question 13 asked how satisfied the patient was with the length of the consultation**

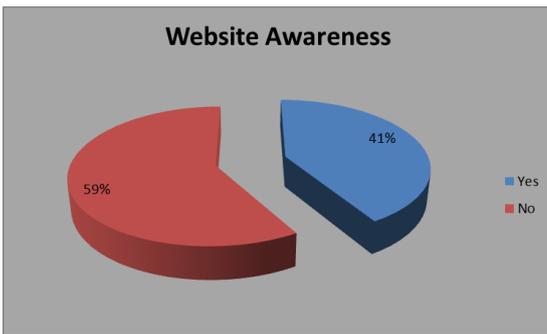
- 4% rated fair
- 48% rated good
- 48% rated very good

**Question 14 asked how the quality of care is that we provide**

- 3% rated fair
- 40% rated good
- 57% rated very good

**Question 15 asked patients whether they knew if the surgery had a website.**

- 59% said yes they were aware
- 41% said no



**The Final question asked the patients whether they would be willing to participate in the surgery patient participation group.**

- 19% of patients said they would consider joining and putting their views across.

**We would like to thank patients who responded to our recent survey. Your contribution is very much appreciated.**

## Comments and responses

The Patient Participation Group has ten members who meet bi-monthly. The meetings enable patients to express their views on our services and discuss and agree plans to make improvements. We are always looking for new members to join the group. If you are interested please visit our website [www.dickensplacesurgery.co.uk](http://www.dickensplacesurgery.co.uk) or ask our receptionists for an application form.

### **Patient Survey**

The Practice designed a survey for completion by our registered patients. The Patient Participation Group were consulted on the content of the survey and adjustments were made. Once approved by the Group, the survey was made available to patients attending the surgery between May 28<sup>th</sup> until June 8th.

Based on the response from the survey and discussion with the PPG, an action plan will be implemented.

### **Improve Telephone Access to the Surgery.**

#### **Some patients commented:**

17% felt it was difficult to contact the surgery via the phone.

#### **Our response:**

Although we have a relatively new telephone system, there are always two receptionists on duty during our busiest times, we will explore further how we can improve this service and will address this issue with our reception team. We may consider in the future introducing on-line booking for some daily appointments so as to improve telephone access.

### **Waiting time for your consultation**

#### **Some patients commented:**

11% were unhappy at the time spent waiting to see a GP or Nurse.

#### **Our response:**

We will review ways to reduce delays in the coming months. However, given the high satisfaction score, the practice approach of allowing patient's time appears preferable to strict timekeeping. We will ask our receptionists to inform patients of delays.

### **Confusion regarding appointments**

#### **Some patients commented:**

27% believed they needed to book 3-5 days in advance of seeing a GP.

#### **Our response:**

The Practice has a variety of appointments and needs to improve communication. We are currently updating our website, practice leaflet, notice board and newsletters so as to inform our patients of all our services, including booking appointments.

## **Website**

### **Some patients commented:**

59% were not aware of our website

### **Our response:**

We aim to advertise this facility more strenuously within the surgery.

## **Patient Participation Group**

### **Some patients commented:**

19% said they would consider joining the PPG.

### **Our response:**

We have advertised the PPG within the surgery, on our website, on repeat prescriptions, on our newsletters and via the Newlands Spring Primary School Newsletter. We are keen to engage with our patients and aim to recruit more members in the future.