Patient Survey Results

Dr Julian Mahadana’s Practice

Report Date: January 2014
Report Written By: Jo Roberts
1.0 Introduction
The practice carried out a patient survey during the months of November and December 2013, and January 2014 as the best way to assess patients’ views over a wide range of specific issues, with a view to improving patient satisfaction. The practice received feedback from ninety one patients.

2.0 Evaluation
2.1 Question ratings

Table 1: Distribution of ratings by percentage (to the nearest percentage)

<table>
<thead>
<tr>
<th>Question</th>
<th>Blank %</th>
<th>Poor %</th>
<th>Fair %</th>
<th>Good %</th>
<th>Very Good %</th>
<th>Excellent %</th>
<th>N/A %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1) Opening Hours</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>15</td>
<td>21</td>
<td>61</td>
<td>0</td>
</tr>
<tr>
<td>Q2) Telephone Access</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>15</td>
<td>14</td>
<td>68</td>
<td>1</td>
</tr>
<tr>
<td>Q3) Seeing Dr/ Nurse 48/24 hours</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>13</td>
<td>16</td>
<td>68</td>
<td>0</td>
</tr>
<tr>
<td>Q4) Seeing Dr/ Nurse of choice</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>11</td>
<td>18</td>
<td>65</td>
<td>1</td>
</tr>
<tr>
<td>Q5) Able to book advanced appointments</td>
<td>3</td>
<td>0</td>
<td>3</td>
<td>12</td>
<td>11</td>
<td>70</td>
<td>1</td>
</tr>
<tr>
<td>Q6) Information of Services</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>10</td>
<td>19</td>
<td>65</td>
<td>2</td>
</tr>
<tr>
<td>Q7) Comfort of waiting room</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>20</td>
<td>20</td>
<td>57</td>
<td>0</td>
</tr>
<tr>
<td>Q8) Satisfaction with the doctor</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>10</td>
<td>25</td>
<td>62</td>
<td>0</td>
</tr>
<tr>
<td>Q9) Doctor’s explanations</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>11</td>
<td>18</td>
<td>67</td>
<td>3</td>
</tr>
<tr>
<td>Q10) Confidence in ability</td>
<td>3</td>
<td>0</td>
<td>1</td>
<td>9</td>
<td>24</td>
<td>63</td>
<td>0</td>
</tr>
<tr>
<td>Q11) Express concerns</td>
<td>3</td>
<td>0</td>
<td>2</td>
<td>7</td>
<td>23</td>
<td>59</td>
<td>6</td>
</tr>
<tr>
<td>Q12) Continuity of Care</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>9</td>
<td>32</td>
<td>52</td>
<td>3</td>
</tr>
<tr>
<td>Q13) Recommendation about doctor</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>7</td>
<td>29</td>
<td>61</td>
<td>1</td>
</tr>
<tr>
<td>Q14) Consideration</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>10</td>
<td>27</td>
<td>57</td>
<td>4</td>
</tr>
<tr>
<td>Q15) Reception staff manner</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>14</td>
<td>78</td>
<td>0</td>
</tr>
<tr>
<td>Q16) Respect for privacy</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>10</td>
<td>18</td>
<td>71</td>
<td>0</td>
</tr>
<tr>
<td>Q17) Complaints/ Compliments</td>
<td>1</td>
<td>0</td>
<td>3</td>
<td>15</td>
<td>24</td>
<td>38</td>
<td>19</td>
</tr>
<tr>
<td>Q18) Illness prevention</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>16</td>
<td>23</td>
<td>54</td>
<td>3</td>
</tr>
<tr>
<td>Q19) Reminder systems</td>
<td>3</td>
<td>0</td>
<td>1</td>
<td>19</td>
<td>15</td>
<td>52</td>
<td>10</td>
</tr>
</tbody>
</table>
Chart 1: Patient responses to being able to see a doctor or nurse within 24 or 48 hours

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Fair</th>
<th>Good</th>
<th>Very Good</th>
<th>Excellent</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>1%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>69%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Chart 2: The recommendation patients would make about the doctors is:

The practice is keen to involve patients in any developments or service improvements and welcomes patients to the Patient Participation Group. As increasing patient communication has been a key priority for the group over the last six months, it was felt a question pertaining to access to our practice website would assist us in terms of a best approach to communicating with our population.

Table 2

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes (%)</th>
<th>No (%)</th>
<th>Maybe (%)</th>
<th>Blank (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q20) Contacted for opinion</td>
<td>41</td>
<td>20</td>
<td>37</td>
<td>2</td>
</tr>
<tr>
<td>Q21) Accessing websites</td>
<td>39</td>
<td>27</td>
<td>31</td>
<td>3</td>
</tr>
</tbody>
</table>
The results for question 21 above indicate the percentage of patients who will, or will at least consider accessing the practice websites. These numbers confirm how important it is for the practice to maintain up to date information on the practice websites and for this to be a key focus for the patient participation group.

2.2 Patient Responses to Accident and Emergency attendances

Question 22 provided a free text component for patients to help the practice better understand what are the deciding factors for patients to attend Accident and Emergency Departments. Categorised according to age and gender.

**Male Under 25**
- Doctors not open or advised to go
- Fatality or if surgery was closed
- Bad accident only
- Pain/bad head injury
- After surgery is shut
- Opening hours and severity of symptoms
- If it’s an emergency (broken bones)
- Out of hours
- When surgery is closed
- Injury not an illness
- Clinic closed
- Only if it was something our practice was not able to handle
- Not stated- Emergency only

**Female Under 25**
- When doctor’s is shut
- Depends how much pain you are in
- Fatality or if surgery was closed
- If problem too serious then I would go to A&E
- After hours
- Only at weekend
- Need medical help urgently/ no appointments available and doctors closed
- Only in an emergency
- When I needed help/ the degree of my complaint
- Doctors closed or Receptionist advised A&E when asked
- Only if surgery is not open
- Chest pain, hard to breathe
- Emergency
- If surgery was closed
- Out of hours or at weekends
- When surgery isn’t open
- Surgery Closed
- Middle of the night
- Appointments
- If one of my children were ill or in pain
- Depending upon condition, especially kids. Opening hours availability
- Only attend A&E if I think an x-ray is required or on a weekend
- Not stated 26-59 if I was in severe pain/ needed to be seen straight away
- When the illness or accident needs instant attention and would get worse if left until the next day.
- Closed surgery (weekends)
2.2 Patient Responses to Accident and Emergency attendances continued...
Female 60+ Real emergency
Female 60+ For immediate help
Female 60+ Depends
Female 60+ When surgery is closed
Female 60+ Depends on urgency and severity of illness
Female 60+ If I knew that I would have to go to A&E i.e. broken leg etc.

2.3 Patient suggestions and comments for improvements

Question 23 provided a free text component for patients to make suggestions for service development and make any other comments, categorised according to age and gender.

Female 26-59 Coffee Machine
Female 26-59 Doing a good service, keep up the good work
Female 60+ Physio, Podiatry
Female 26-59 Out of hours practice
Female 26-59 Minor surgery, late night appointments, weekend availability, sexual health clinics
Male 26-59 After hours doctor
Male 26-59 To get seen there and then instead of waiting for an appointment
Male 60+ It’s fine just the way it is
Male 60+ Hearing aid battery change

2.4 Scores according to patient demographic category; age, gender, years attending and ethnicity.

Table 3: Number of years patients have been attending the practice.

<table>
<thead>
<tr>
<th>Years attending</th>
<th>Less than 5</th>
<th>5-10</th>
<th>More than 10</th>
<th>Not stated</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
</tbody>
</table>
Ethnicity Breakdown (percentage):
Mixed White and Black African: 1%
Mixed White and Black Caribbean: 2%
White Other: 1%
Black Caribbean: 1%
Malaysian British: 1%
White British: 82%
White Irish: 4%
Somali: 1%
Yemeni: 1%
Black Other: 1%
Black British: 1%
Not Stated: 4%

ACTION PLAN AS FORMULATED IN THE PATIENT PARTICIPATION GROUP

THURSDAY 30th JANUARY 2014

A small Patient Group met to review the results of the survey and formulate an action plan as shown below

1) Increase awareness of services on site as suggestions for improvement mentioned services already on site.
   E.g Phlebotomy, Podiatry, Physiotherapy, Ante-natal, Health Trainer
   a. Action through posters, use of the right hand side of prescriptions, notice board, leaflets at reception and opportunistic promotion by staff especially reception staff.
   b. RESPONSIBLE MEMBER :- Clare Martin
   c. REVIEW DATE :- 12 months

2) Increase awareness of out of hours service as feedback from survey suggested large proportion of A+E attendance were due to the practice being closed – Advice to use practice number and calls will be forwarded to the dedicated out of hours service. Increased awareness on right hand side of scripts informing patients.
   a. Action through posters, use of the right hand side of prescriptions, notice board, leaflets at reception and opportunistic promotion by staff especially reception staff.
   b. RESPONSIBLE MEMBER :- Dr Julian
   c. REVIEW DATE :- 12 months
3) Increase awareness of community services e.g. Community respiratory team
   a. Action through posters, use of the right hand side of prescriptions, notice board, leaflets at reception and opportunistic promotion by staff especially reception staff.
   b. RESPONSIBLE MEMBER :- Practice Nurse Lorraine Coogan
   c. REVIEW DATE :- 12 months

4) Increase awareness of screening – Breast screening due this summer on a 3 yearly cycle. Importance of bowel cancer screening.
   a. Action through posters, use of the right hand side of prescriptions, notice board, leaflets at reception and opportunistic promotion by staff especially reception staff.
   b. RESPONSIBLE MEMBER :- Paula Hatch – PPG Members volunteered to promote amidst their social circles
   c. REVIEW DATE :- 12 months

In general terms :-

5) Increase the use of the practice noticeboard and website.

6) Continuing recruitment to the Patient Participation Group.

10th February 2014