

CHURCH STREET PARTNERSHIP

PATIENT SURVEY RESULTS

The Patient Reference Group (PRG) carried out its second Patient Survey during the week beginning 6th January 2014 and distributed 490 questionnaires to the patients attending all three sites during that period. Patients were asked to fill out the forms while in the waiting areas or visiting the surgery and the completed questionnaires were then collected by members of the PRG during that patient's surgery visit.

The tables set out in this report give a picture of the views expressed by patients during that week of observation.

NUMBER OF PATIENTS SURVEYED

THORLEY	CHURCH ST	HAYMEADS	TOTAL
198	163	129	490

While 490 questionnaires were returned not all were fully completed. The analysis of the results is given below with additional text putting into context the views and opinions of those interviewed. All participants were happy to complete the questionnaires and welcomed the opportunity to give their views in quite forthright terms.

Main conclusions from the survey:

Overall, patients in the practice on all three sites expressed their satisfaction with the service provided by medical staff once they were in the surgery and sitting opposite the doctor or nurse. As exposed in the survey carried out last year there remains a high level of dissatisfaction with the appointment system and the long wait on the telephone to be answered by a receptionist. ***The PRG recommend that the practice consult an independent telecommunications expert to advise on changes to the current telephone system.*** While the PRG recognise that improvements have been made in the response time for telephone calls by the deployment of extra receptionists at peak times these improvements have yet to be reflected in the view of a majority of patients.

During the survey last year there was some minor criticism of reception staff, however, this year more patients have been unhappy with the attitude of some reception staff and the ***PRG would wish to see some investment in better training for these front line and first responders to patient enquiries.***

The three sites are valued by patients, especially Haymeads Open Access Appointment service.

As last year there are a number of patients who would prefer better continuity in seeing the same doctor or nurse when being treated for a continuing medical condition.

Again this year there is a concern about the cleanliness of Thorley surgery and the obvious need for redecoration not only at Thorley but also at Church Street surgery.

QUESTION 1 *Please circle your answer – circle more than 1 if appropriate*

What do you like about the surgery?

Good doctors Good nurses Local / convenient option Good to have 3 sites
 Haymeads open access appointments Friendly/helpful staff

ANSWER	SITE						TOTAL across all 3 sites	
	Thorley		Church Street		Haymeads		Number of responses	%
	Number of responses	%	Number of responses	%	Number of responses	%		
No response to question	0	0%	4	2%	3	2%	7	1%
Good doctors	121	61%	89	55%	68	53%	278	57%
Good nurses	92	46%	72	44%	48	37%	212	43%
Local / convenient option	112	57%	77	47%	55	43%	244	50%
Good to have 3 sites	97	49%	91	56%	52	40%	240	49%
Haymeads Open Access Appointments	71	36%	52	32%	61	47%	184	38%
Friendly/ helpful staff	49	25%	38	23%	42	33%	129	26%

N.B. This was a Multiple Choice / Multiple Answer question.

This was a multiple choice/multiple answer question. The encouraging factor was that patients felt the doctors were good at 57% and nurses at 43%. Patients appreciated having 3 sites. The majority of patients preferred Thorley surgery for its convenience of location.

QUESTION 2

Are you aware that nurses and healthcare assistants can be seen for certain conditions?

ANSWER	SITE						TOTAL across all 3 sites	
	Thorley		Church Street		Haymeads		Number of responses	%
	Number of responses	%	Number of responses	%	Number of responses	%		
No response to question	0	0%	0	0%	1	1%	1	0%
Yes	167	84%	139	85%	111	86%	417	85%
No	18	9%	13	8%	6	5%	37	8%
Not Sure	13	7%	11	7%	11	9%	35	7%

85% of patients were aware that nurses and healthcare assistants can be seen for certain conditions.

QUESTION 3

Which surgery do you usually attend?

ANSWER	SITE						Total across all 3 sites	
	Thorley		Church Street		Haymeads		Number of responses	%
	Number of responses	%	Number of responses	%	Number of responses	%		
No response to question	0	0%	0	0%	0	0%	0	0%
Haymeads Open Access	32	16%	22	13%	63	49%	117	24%
Thorley Health Centre	118	60%	38	23%	28	22%	184	38%
Church Street	26	13%	66	40%	24	19%	116	24%
Any	52	26%	55	34%	29	22%	136	28%

N.B. This was a Multiple Choice / Multiple Answer question.

Again the Thorley site was the preferred option at 38%. However, 28% had no particular preference and welcomed the fact that if they wanted to see a doctor on the day they were unwell they could do so by attending Haymeads Open Access Appointment surgery.

QUESTION 4

Why do you normally attend your usual surgery?

ANSWER	SITE						Total across all 3 sites	
	Thorley		Church Street		Haymeads		Number of responses	%
	Number of responses	%	Number of responses	%	Number of responses	%		
No response to question	6	3%	4	2%	3	2%	13	3%
Parking	60	30%	33	20%	24	19%	117	24%
Closest to home	101	51%	87	53%	60	47%	248	51%
Availability of appointments	66	33%	63	39%	65	50%	194	40%

N.B. This was a Multiple Choice / Multiple Answer question.

With reference to the normally attended surgery most opted, not surprisingly, for that nearest to their own home at 51%, although a significant number (40%) said availability of appointments was an important factor.

QUESTION 5

Do you use the Haymeads Open Access appointments?

Yes No If no, why?

ANSWER	SITE						Total across all 3 sites	
	Thorley		Church Street		Haymeads		Number of responses	%
	Number of responses	%	Number of responses	%	Number of responses	%		
No response to question	0	0%	2	1%	1	1%	3	1%
Yes	152	77%	129	79%	121	94%	402	82%
No	46	23%	32	20%	7	5%	85	17%

N.B. The two highlighted boxes for Haymeads indicate a discrepancy; perhaps those patients misunderstood the question.

Patients appeared to value the option of Haymeads Open Access appointments at 82% across all sites.

Do you use the Haymeads Open Access appointments?

If No, why?

The answers were very similar for both Questions 5 and 6 and comments are detailed under Question 6 (in fact some people just responded "see above" or "see below" for comments").

QUESTION 6

Do you prefer to use the Haymeads Open Access appointments?

Yes No If no, why?

ANSWER	SITE						Total across all 3 sites	
	Thorley		Church Street		Haymeads		Number of responses	%
	Number of responses	%	Number of responses	%	Number of responses	%		
No response to question	10	5%	11	7%	4	3%	25	5%
Yes	36	18%	35	21%	59	46%	130	27%
No	152	77%	117	72%	66	51%	335	68%

This highlights the fact that patients have very mixed views on their use of Haymeads as indicated in the comments below.

If No, why?

The answers for Question 6 were very similar to those for Question 5.

Most Frequent Comments:

<ul style="list-style-type: none"> • Long wait. • Waiting times difficult with small children. • Difficult to wait with work commitments. 	<ul style="list-style-type: none"> • Prefer to have actual appointment. • Prefer to choose which GP to see. • At least know will be seen today. 	<ul style="list-style-type: none"> • Prefer local surgery. • Too far to travel. • Difficult to get to if don't drive.
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QUESTION 7

Are you aware that you are given an estimated consultation time at the Haymeads Open Access appointments so there is no need to wait at the surgery?

ANSWER	SITE						Total across all 3 sites	
	Thorley		Church Street		Haymeads		Number of responses	%
	Number of responses	%	Number of responses	%	Number of responses	%		
No response to question	1	0%	1	1%	0	0%	2	0.4%
Yes, I was aware	134	68%	116	71%	116	90%	366	74.7%
No, I was not aware	63	32%	46	28%	13	10%	122	24.9%

N.B. Some percentages have been rounded up or down to make whole numbers.

Awareness of the fact that patients are given an estimated consultation time at Haymeads appeared not to be common knowledge. We will highlight this fact in our next Newsletter in the meantime it would be good if each surgery could carry a notice with this information.

QUESTION 8

Are you aware we have automated blood pressure machines at both Church Street Surgery & Thorley Health Centre?

ANSWER	ITE						Total across all 3 sites	
	Thorley		Church Street		Haymeads		Number of responses	%
	Number of responses	%	Number of responses	%	Number of responses	%		
No response to question	1	0%	0	0%	0	0%	1	0%
Yes, I was aware	152	77%	128	79%	96	74%	376	77%
No, I was not aware	45	23%	35	21%	33	26%	113	23%

77% of patients were aware of the automated blood pressure machines at both Church Street and Thorley surgeries.

QUESTION 9

If so, have you used either Church Street or Thorley's blood pressure machines?

ANSWER	SITE						Total across all 3 sites	
	Thorley		Church Street		Haymeads		Number of responses	%
	Number of responses	%	Number of responses	%	Number of responses	%		
No response to question	2	1%	5	3%	1	1%	9	2%
Yes – Church Street only	17	9%	46	28%	19	15%	82	17%
Yes – Thorley only	41	21%	10	6%	12	9%	63	13%
Yes – both locations	24	12%	20	12%	7	5%	51	10%
No	114	58%	82	50%	90	70%	286	58%

Regarding the use of the automated blood pressure machines 58% of patients had not used them.

QUESTION 10

Which method did you use to book this appointment?

ANSWER	SITE						Total across all 3 sites	
	Thorley		Church Street		Haymeads		Number of responses	%
	Number of responses	%	Number of responses	%	Number of responses	%		
No response to question	6	3%	0	0%	9	7%	15	3%
Phone - receptionist	70	35%	58	36%	22	17%	150	31%
Phone - automated	19	10%	15	9%	1	1%	35	7%
Online booking	64	32%	53	33%	3	2%	120	24%
In Person	31	16%	26	16%	91	71%	148	30%
Appointment made by Clinician as follow-up	8	4%	11	6%	3	2%	22	5%

It appeared that during the week of the survey 30% booked their appointment in person and 31% by phone with a receptionist. Reflecting on some of the comments made under Question 18 still indicates a high level of dissatisfaction with the appointment system.

QUESTION 11

What is your preferred method to book appointments?

ANSWER	SITE						Total across all 3 sites	
	Thorley		Church Street		Haymeads		Number of responses	%
	Number of responses	%	Number of responses	%	Number of responses	%		
No response to question	2	1%	0	0%	4	3%	6	1%
Phone - receptionist	79	40%	66	40%	70	54%	215	44%
Phone - automated	10	5%	7	4%	4	3%	21	4%
Online booking	66	33%	48	29%	24	19%	138	28%
In Person	30	15%	20	12%	31	24%	81	17%
Any Method	32	16%	23	14%	17	13%	72	15%

N.B. This was a Multiple Choice / Multiple Answer question.

The preferred method of booking an appointment is with the receptionist on the phone. While one or two people have commented that making appointments has got easier since last year it still remains one of the most irritating problems for a majority of patients.

QUESTION 12

Would the announcement of a queuing position be of benefit when you telephone the surgery and are on hold?

ANSWER	SITE						Total across all 3 sites	
	Thorley		Church Street		Haymeads		Number of responses	%
	Number of responses	%	Number of responses	%	Number of responses	%		
No response to question	4	2%	1	1%	4	3%	9	2%
Yes	167	84%	135	83%	111	86%	413	84%
No	27	14%	27	17%	14	11%	68	14%

84% of patients would welcome the introduction of information as to their place in the queue when waiting for the telephone to be answered.

QUESTION 13

Would you like to be able to book Nurse and / or Healthcare appointments on-line?

ANSWER	SITE						Total across all 3 sites	
	Thorley		Church Street		Haymeads		Number of responses	%
	Number of responses	%	Number of responses	%	Number of responses	%		
No response to question	13	7%	7	4%	6	5%	26	6%
Yes	141	71%	129	79%	90	70%	360	73%
No	44	22%	27	17%	33	26%	104	21%

73% of patients would like to book a nurse or healthcare assistant appointment on-line. The PRG has requested the practice investigate whether this option is available through the on-line booking system (EMIS) and if so, whether it is used in other practices effectively.

QUESTION 14

How long have you been registered with the practice?

ANSWER	SITE						Total across all 3 sites	
	Thorley		Church Street		Haymeads		Number of responses	%
	Number of responses	%	Number of responses	%	Number of responses	%		
No response to question	2	1%	2	1%	1	1%	5	1%
Less than 1 year	7	4%	12	7%	8	6%	27	6%
1-5 years	42	21%	32	20%	19	15%	93	19%
6-10 years	26	13%	25	15%	25	19%	76	15%
More than 10 years	121	61%	92	56%	76	59%	289	59%

The overwhelming majority of patients surveyed (59%) have been with the practice for more than 10 years while the next highest band was 1 – 5 years.

QUESTION 15

Which age group are you in?

ANSWER	SITE						Total across all 3 sites	
	Thorley		Church Street		Haymeads		Number of responses	%
	Number of responses	%	Number of responses	%	Number of responses	%		
No response to question	1	1%	3	2%	1	1%	5	1%
Under 5	0	0%	0	0%	1	1%	1	0%
6-18	4	2%	2	1%	4	3%	10	2%
19-35	36	18%	33	20%	26	20%	95	19%
36-60	94	47%	68	42%	57	44%	219	45%
61-80	53	27%	42	26%	33	26%	128	26%
81 or over	10	5%	15	9%	7	5%	32	7%

The majority during the week of the survey showed the largest age group between 36-60 years with the next highest 61-80.

QUESTION 16

Are you Male or Female?

ANSWER	SITE						Total across all 3 sites	
	Thorley		Church Street		Haymeads		Number of responses	%
	Number of responses	%	Number of responses	%	Number of responses	%		
No response to question	2	1%	2	1%	1	1%	5	1%
Male	67	34%	39	24%	43	33%	149	30%
Female	129	65%	122	75%	85	66%	336	69%

The gender of those attending was divided at 69% female and 30% male. 1% did not answer this question.

QUESTION 17

Have you used NHS 111 and, if so, what was your experience?

ANSWER	SITE						Total across all 3 sites	
	Thorley		Church Street		Haymeads		Number of responses	%
	Number of responses	%	Number of responses	%	Number of responses	%		
No response to question	4	2%	5	3%	4	3%	13	3%
Yes	55	28%	35	21%	21	16%	111	23%
No	139	70%	123	75%	104	81%	366	74%

Only 23% had used the NHS 111 Service, out of these 76 people made comments: 72% were positive comments, 26% negative comments and 2% didn't know what NHS 111 was.

Examples of Comments:

<ul style="list-style-type: none"> • Very efficient and thorough. Arranged an emergency appointment. 	<ul style="list-style-type: none"> • Excellent, reassuring, gave advice. 	<ul style="list-style-type: none"> • Good advice.
<ul style="list-style-type: none"> • Not helpful. 	<ul style="list-style-type: none"> • Always ended up with same answer - go to hospital or GP. 	<ul style="list-style-type: none"> • Terrible.

QUESTION 18

Any further comments?

ANSWER	SITE						Total across all 3 sites	
	Thorley		Church Street		Haymeads		Number of responses	%
	Number of responses	%	Number of responses	%	Number of responses	%		
Yes	101	51%	73	45%	66	51%	240	49%
No	97	49%	90	55%	63	49%	250	51%

49% of those in the survey gave comments, examples of which are as follows:

POSITIVE COMMENTS

Very happy with service; Receptionist always polite and helpful; Church Street has definitely improved in answering phone calls; have no complaints; excellent service; Haymeads a "God send".

NEGATIVE COMMENTS

Too difficult to get appointments; more advanced bookings needed; very bad experience of getting through by phone; lack of consistency of seeing the same doctor when patient has long term condition and should be able to see same doctor. Several patients commented that receptionists were rude, abrupt and patronising; they were not very friendly or empathetic; a few felt some receptionists ignored them and were made to feel a nuisance; Thorley surgery could do with a good clean and new paint; this comment was also made in relation to Church Street looking a bit “tired” and in need of a face lift.

Examples of patients’ views written on the form:

Would be good to see doctor of choice, not wait so long for appointment, see same doctor for follow-up.

Like the surgery and doctors but don't like appointment booking system (difficult to phone at 8am with small children). Moved here last year, impressed with doctors have seen.

The comments have been grouped into categories. An approximate number and more detailed examples of comments within each category are given in the following Appendix.

APPENDIX

COMMENTS MADE BY PATIENTS TO QUESTION 18 Any Other Comments?

Question 18 Any Other Comments?

At Haymeads Health Centre 66 people made comments. Approximate number and examples of comments are below.

Positive Comments:	
<u>APPOINTMENT SYSTEM</u>	1
On-line booking of appointments good.	
<u>STAFF / THE PRACTICE</u>	7
Doctors actually very good.	
When get to see Doctor or nurse they are helpful.	
Been with surgery for long time, no complaints about medical service.	
Good doctors.	
Duty doctor was very good.	
Happy with staff and doctors at present, well run team.	
Doctors actually very good.	
<u>SITES</u>	7
Haymeads works well.	
Walk-in centre good but takes long time to be seen.	
Good job Haymeads Open Access as know you will be seen when you're ill.	
Haymeads walk-in centre excellent.	
Estimated time wait to see doctor at Open Access helpful.	
<u>OTHER COMMENTS</u>	
Offer fantastic service, no complaints.	
Negative Comments:	
<u>APPOINTMENT SYSTEM</u>	41
Difficult to get appointment.	
Too long hold on phone to answer.	
Never get through on phone at 8am, by time get through all appointments gone.	
Would be useful to have evening and Saturday appointments for people who work.	
Whoever thought of this appointment system should be sacked!	
Find on-line booking system difficult to use.	
<u>STAFF / THE PRACTICE</u>	8
Surly receptionist on duty today.	
Receptionists too slow at calling numbers at Haymeads.	
Some reception staff very curt and unhelpful.	
<u>SITES</u>	5
Need more doctors/nurses at Haymeads open access.	
Open Access difficult with small children.	
Haymeads - long wait (over 1 hour) to book in.	
Haymeads needs another receptionist as very, very busy.	
<u>CONTINUITY</u>	10
Prefer to see a specific GP.	
Would like to see same doctor for follow-up.	
<u>OTHER COMMENTS</u>	
Diabetic - need regular 6 month checks, but can't book in advance.	
Diabetic - need to see GP who specialises.	

Question 18 Any Other Comments?

At Thorley Health Centre 101 people made comments. Approximate number and examples of comments are below.

Positive Comments:	
<u>APPOINTMENT SYSTEM</u>	3
On-line booking system has improved the situation of getting appointments.	
Overall things have improved.	
Over last year found easier to get appointments on the day if needed.	
<u>STAFF / THE PRACTICE</u>	30
Doctors very friendly and professional.	
Happy with service from the surgery.	
Receptionists extremely kind and very efficient.	
Only had good experiences with the practice.	
Some receptionists pleasant.	
Receptionists clearly doing a difficult job at times.	
<u>SITES</u>	4
Haymeads Open Access very good.	
Open Access excellent service.	
Having 3 surgeries useful.	
<u>OTHER COMMENTS</u>	
First visit for 7 years. Excellent care and attention.	
Negative Comments:	
<u>APPOINTMENT SYSTEM</u>	61
Difficult to get appointments if working full-time.	
Long wait for appointments lets surgery down.	
Long wait on phone.	
Excessive number of messages on phone.	
Should be queuing number when waiting on phone.	
Appointments always running late, would be helpful to know delay.	
<u>STAFF / THE PRACTICE</u>	15
Several receptionists rude, abrupt and patronising.	
Some receptionists ignore you and are then unhelpful, feel like you're being a nuisance.	
Reception staff not very friendly or empathetic.	
<u>SITES</u>	10
Lack of privacy when booking appointments at Thorley.	
Haymeads difficult with small children.	
Difficult to get to surgeries if don't drive.	
Open Access should be open longer as sometimes difficult to get there before 10am.	
Thorley reception not clean (especially carpet).	
<u>CONTINUITY</u>	8
Need continuity of doctor for chronic conditions.	
Would like to see doctor of choice.	
Would be nice to see same midwife each time.	
<u>OTHER COMMENTS</u>	
Not good experience, would change practice if I could.	
Open surgery at Thorley needed as well.	
Would like to be able to book nurse on-line.	
Should be given a follow-up appointment when doctor asks to see you again.	

Question 18. Any Other Comments?

At Church Street 73 people made comments. Approximate number and examples of comments are below.

Positive Comments:	
<u>APPOINTMENT SYSTEM</u>	0
<u>STAFF / THE PRACTICE</u>	15
Very good. Medics kind and patient.	
Very happy with service. Receptionists always polite and helpful.	
Generally very happy with practice.	
Doctors have pleasant manner.	
Lovely doctors.	
Receptionists have greatly improved over last year or two.	
Everyone very helpful.	
Doctors and staff helpful.	
<u>SITES</u>	5
Church Street has definitely improved in answering phone calls.	
Now go to Haymeads if need emergency appointment.	
Haymeads good but too busy.	
Good can use Haymeads in emergency.	
Haymeads Open Access a "Godsend".	
<u>OTHER COMMENTS</u>	
Have no complaints (been here 4 years).	
Excellent service (people shouldn't moan about it, lucky to have it).	
Happy with the service.	
Very efficient service from all the practice.	
Negative Comments:	
<u>APPOINTMENT SYSTEM</u>	48
Difficult to get appointment.	
Difficult to book by phone - long wait for answer.	
More appointments needed more than 2 weeks.	
Regular follow-ups could be booked further in advance.	
Booking appointments a nightmare - by time get through at 8am all gone.	
<u>STAFF / THE PRACTICE</u>	10
Receptionists could smile a bit more and be more pleasant.	
Some Receptionists extremely unhelpful.	
Phone shut down at lunchtime very inconvenient.	
<u>SITES</u>	6
Waiting time has increased at Open Access.	
No lift at Church Street.	
Thorley surgery could do with good clean and new paint.	
Church Street needs car park.	
Church Street and Thorley need more modern facilities.	
Thorley needs larger waiting room.	
<u>CONTINUITY</u>	9
Lack of continuity of doctor.	
See different doctor each time and have to explain condition each time.	
<u>OTHER COMMENTS</u>	
No toys for children.	