

## **Summary of Upper Gordon Road Patient Participation Survey** **March 2014**

### **Methodology**

A full in depth survey was available on line for just over two months. Ninety patients kindly completed the survey, a few of which handed in hard copy to the reception desk.

50% of respondents were female and 47% male. 70% were in the 45 to 74 age grouping, with 14% under 44 and 12% over 75. It was important that 68% had long-standing health conditions and therefore regularly used the surgery. 92% were ethnically 'white'. Economic status was split with 36% employed and 48% retired from paid employment. Quite a proportion of the sample were retired and that would also reflect on a greater use of our services.

The purpose of this survey was to collate patient views in order to create a plan of action fully involving patients in our future services.

The survey results are to be brought to the patient participation group meeting to be held shortly. It is at this meeting the practice action plan will be formalised.

### **Results of Survey – 'About Your Visit to the GP'**

#### **The Doctors**

As expected the highest number of patient responses were for those visiting the Surgery's Partners. This may well have been due to patient's loyalty to their usual doctor, enhanced over time. Or it may just have been due to random availability of appointment slots.

It was encouraging and enlightening to see that the categories of 'good' and 'very good' for the question regarding whether the doctor put each patient 'at ease', hit a percentage satisfaction of 88%.

Very similar scores were given for the politeness of the doctor, the GP giving enough time and also listening to the patient. These categories together contribute to patients feeling valued and fully involved in consulting with the clinician.

Both figures for patient confidence in assessing the medical condition and explaining any diagnosis held 85% satisfaction. This

shows of the survey respondents most were content with the clinical service.

Decisions about care and arranging treatment were 76% and 77% respectively. Often appointments on referral can not be as soon as requested and sometimes clinical advice does not produce the outcome desired by the patient. Even so, high seventy scores were submitted.

Lastly with regard to our Partners and Salaried GPs patient confidence in their honesty and trustworthiness, confidence to see the same doctor again and general all round confidence in the clinical staff scored in the nineties.

### **Receptionist and Appointments**

Generally the respondents found the reception staff helpful (88%), ease of booking on the phone was 71%, with ability to speak to the doctor or nurse scoring 63% satisfaction.

Patients stating the ease of seeing the doctor on the same day was 43%, but a very high importance was put on being able to book appointments ahead and the ease of booking ahead was given an 85% satisfaction level.

76% of respondents book their appointments by phone.

Most patients that wished to be seen quickly were in fact seen, and over 70% satisfaction was stated regarding getting the appointment required.

Waiting Times:

5 mins – 21%

5-10 mins – 44%

11-20 mins – 28%

This shows that 65% of the respondents reported waiting between five and ten minutes.

Contentment with current opening times scored 76%, with some patients stating that they would also like appointments after 6.30pm and on a Saturday. Upper Gordon Road Surgery prides itself on offering both late appointments and some bookable on Saturday mornings.

70% of patients do select the doctor they wish to talk to and mostly they speak to that doctor when requested.

### **Nurse Appointments**

Nurses scored 74% for putting patients at ease and giving enough time to each patient. Similar scores were for their listening skills and explaining the clinical condition involved. Including patients fully in decisions, and arranging treatment, did not score as highly, but it should be stated that many other factors are involved with these particular categories. It is not always possible to arrange treatment at a convenient time, and decisions about care are directed by clinical knowledge.

75% were happy to see the same nurse again.

### **General Questions**

The practice was considered very helpful in aiding understanding about health problems, coping with individual's health problems and keeping healthy generally. ( A range of 68-85%, with a number of patients not being sure of how to answer these questions.)

Overall the experience of attending this surgery was graded good to excellent by 88% and the same high figure was reported in answer to whether the patients would recommend the surgery to others.

### **Conclusions**

Clinicians received high satisfaction levels and very high satisfaction levels for trust and confidence.

Patients mostly saw or spoke to the doctor of their choice.

Booking by phone was the favoured method but this could be time consuming.

Respondents were mostly mid-age range and ethnically categorised as 'white', a high proportion were retired.

It would seem that Health Promotion would be welcomed as quite a few answers stated 'unsure' with regard to the success of the practice in these areas.

## **Patient Comments**

Over 30 patients praised the practice and the staff within.

Comments such as:

- Caring Considerate and Helpful
- Nice and polite and very approachable
- Complete confidence in the team
- I am massively impressed
- I could not ask more from a GP
- I am very pleased with all aspects of my care
- Fully satisfied with the attention I receive
- Practice is very good
- 28 years of excellent health care
- Very fortunate to be one of the patients
- Every effort is made
- Very happy with the service and facilities
- Happy with the service
- Pleased with the specialist support I receive
- Reception staff so helpful
- I feel very lucky
- GPs helpful and knowledgeable
- No complaints
- The best in Camberley
- Surgery and staff are excellent
- Top marks for everyone
- Receptionist the most helpful I have encountered
- I am fortunate, excellent treatment
- You are excellent
- The practice is very good
- Very happy with the practice and all
- Very professional
- Very impressed

Patients that were not happy raised such points as:

- Treatment not fully explained
- I needed extra support
- Bit rushed

- Good hygiene important
- Waited three weeks for an appointment
- Need more support for those suffering with depression
- Difficult to get an appointment
- Receptionists unhelpful

**Summary:**

Substantially more words of praise were received than complaining comments. The positive statements tended to speak about experiences over time, whereas the negative were often related to a one off experience.

It would appear that of this small sample group, patients are extremely satisfied with the service we offer.

**Recommendations**

This summary is to be used as the basis for discussion at the face to face Patient Participation Group Meeting in order to formulate an Action Plan to guide the practice's improvement over the forthcoming year.