

Evergreen House Surgery

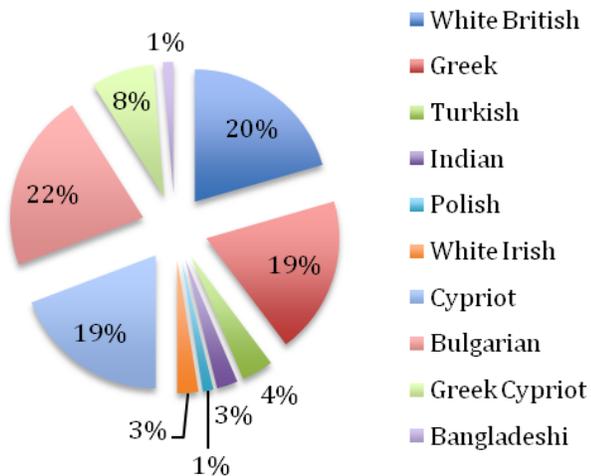


Patient satisfaction survey results January 2014

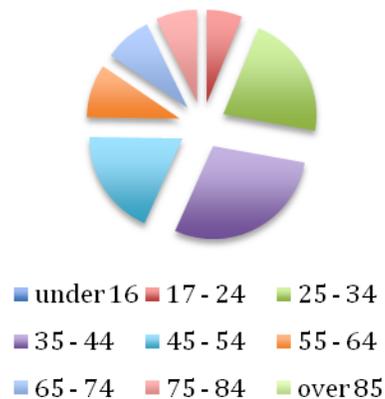
A total of 100 questionnaires were given out to patients attending the surgery, of which 94 were completed in full. The completion rate was an improvement on previous years and can be linked to the fact that staff spent more time helping patients and physically collecting the forms from patients. Data was collated from all 100 questionnaires.

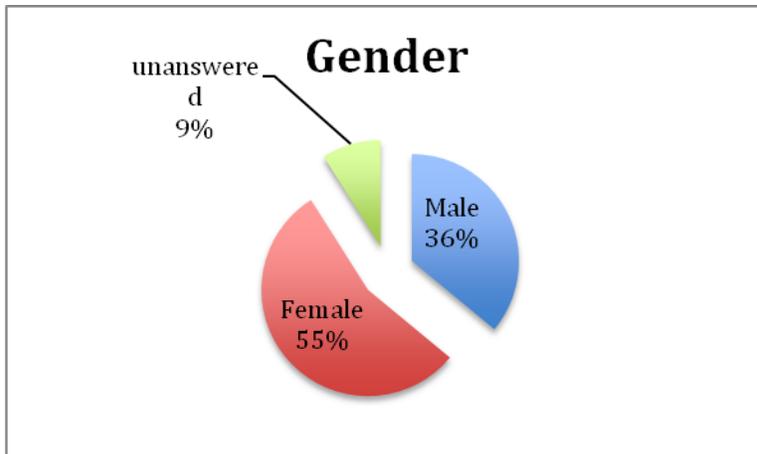
Age range, gender and nationality of respondents can be seen below. The data shows a good cross section of patients which was felt to be representative of the practice population.

Ethnic Background



Age range

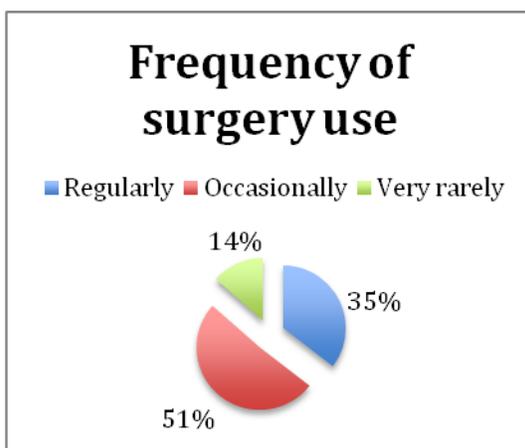




Patients were asked how easy they found entry into the building and were also asked to comment on the cleanliness of the surgery. Feedback from both of these questions was positive. 95% of patients found it either very easy or fairly easy to get into the building. 2% answered it was not very easy; of which 1 person stated she had problems with her pushchair.

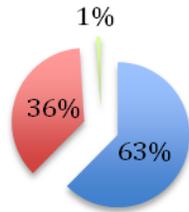
83% answered the surgery was very clean and 14% that it was fairly clean.

Patients were asked a number of questions relating to making appointments, how frequently they used the surgery and how satisfied were they with the clinician they saw. They were also asked to comment on the helpfulness of the reception staff. The results are seen below.



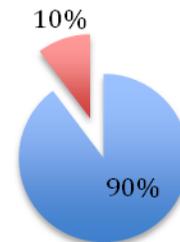
Satisfied with clinical advice

Very satisfied Satisfied
Not satisfied



Helpfulness of receptionists

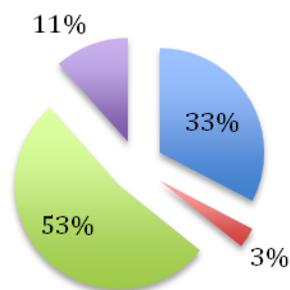
Very Fairly



There was a question in relation to confidentiality in the waiting area. Patients were asked if they felt others could overhear them when they were speaking at reception. Only 3% of patients reported that yes they could be heard and were not happy about it.

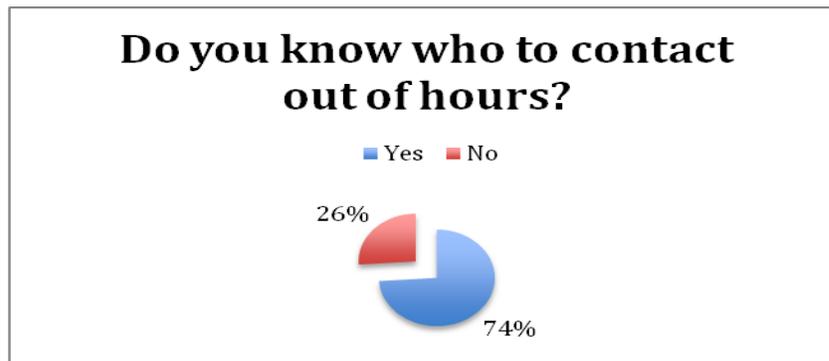
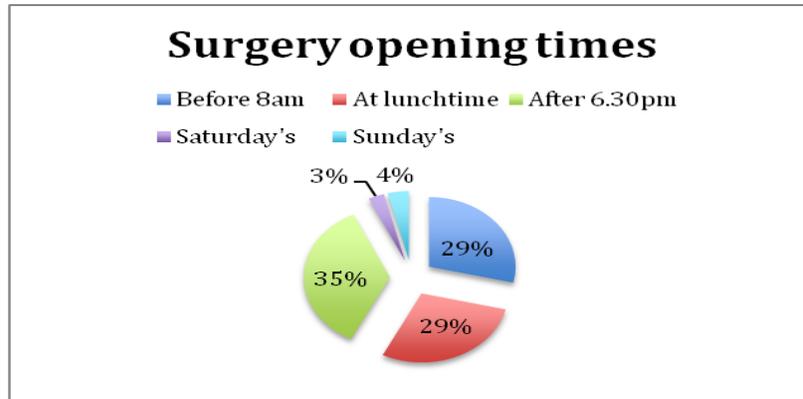
Confidentiality at reception

Yes but don't mind Yes and am not happy
No others cannot hear Don't know



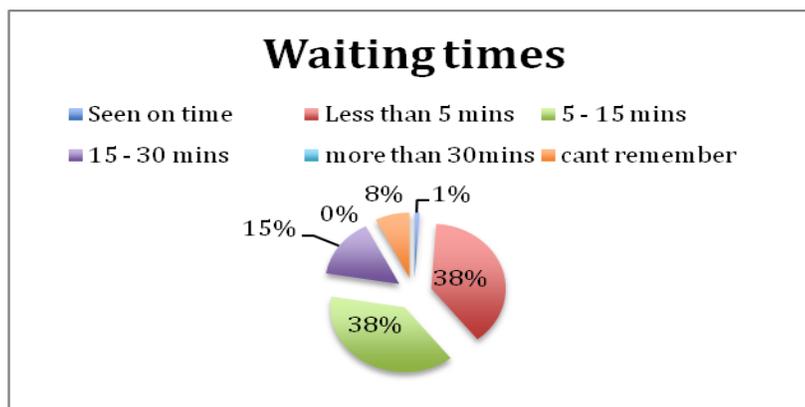
Opening times.

There seemed to be confusion in relation to both the opening hours of the surgery and also what to do out of hours.

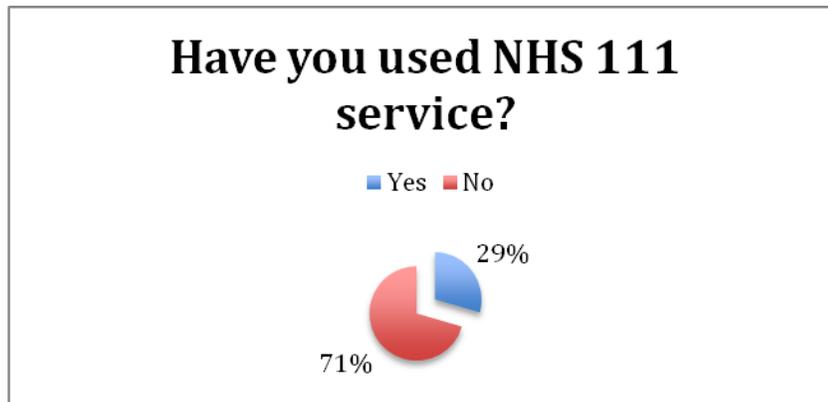


From those patients surveyed, 76% were seen within 15 minutes of their appointment time. 15% waited between 15 – 30 minutes, 1% waited over 30 minutes and 8% couldn't remember.

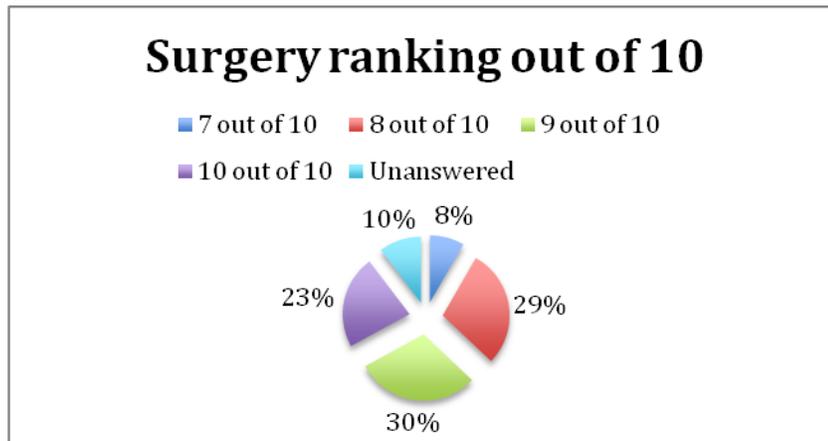
7% felt they waited a bit too long.



Following discussion with the Patient Reference Group (PRG) it was agreed to include a question about the NHS 111 service which commenced in April 2013



The PRG also suggested asking patients to rank their satisfaction with the surgery out of a possible 10 points.



Summary.

Analysis of the results showed a varied cross section of patients from mixed age ranges. The questionnaires were given out randomly to patients attending the surgery and therefore do not take into account patients receiving either home visits or telephone advice. A number were also given to non English speaking patients who were assisted by reception staff able to speak their language.

Accessibility, cleanliness and helpfulness of the reception staff were all scored consistently highly. Confidentiality in the waiting area had a mixed response. 53% felt other patients could not overhear them and 36% felt they could be overheard, although from this number 3 patients were not happy about it whilst the remainder didn't mind. 11% were unsure.

89% of respondents either saw the clinician of their choice or indicated they didn't mind who they saw. 5% did not see the clinician they wanted to see. 95% were satisfied with the advice given, with 1% dissatisfied. The dissatisfied patients did not indicate which clinician or why.

Opening hours and care out of hours proved to be the biggest issue identified as it has been in previous surveys. 74% knew what to do during the out of hours period and although this was a significant increase from last years survey, only 29% had used the NHS 111 service. 29% thought the surgery was open before 8am and 7% thought it was open at weekends.

53% ranked their satisfaction of the surgery as 9 or 10. No one scored the surgery less than 7 out of 10.

Action points

1. Circulate and discuss the results to members of the PRG.
2. Feedback to staff and patients the results of the survey.
3. Upload survey results onto the surgery website.
4. The out of hours service is currently advertised on the surgery website, patient information leaflet and the external door to the building. Further action needs to be taken to raise the profile of the service offered out of hours and when it is appropriate for patients to go to A&E. Patients should also be encouraged to use the 111 service for non – emergency advice.
5. There needs to be more clarity of the surgery opening hours and of what patients can expect during these hours.
6. Review confidentiality within the practice.
7. Repeat survey time scale to be advised.