

# **Patient Survey 2013/14**

Report for

Lister House Medical Centre

**Dr Cyrus Fernandes**



**Introduction**

This report details the findings from the Patient Survey conducted for ListerrMedical Centre by Membership Engagement Services (MES - a business of Electoral Reform Services Limited).

**Objectives**

The objective is to gain patient feedback on their last visit, as well as opinions on improvements they would like to see and how they would like to be involved with the practice in the future, in keeping with the Patient Participation Directed Enhanced Service (DES) requirements

**Methodology**

The questionnaire content was agreed with the practice to reflect local issues in accordance with the DES requirements. MES provided 500 paper copies and a link to an online version for distribution to patients.

Survey dates for this practice were 1<sup>st</sup> Sept to 2nd October 2013.

By this date a total of 455 completed questionnaires were received at MES and 49 internet submissions.

<b>Sample profile</b>	455
Paper	406
Internet	49
Male	158
Female	217
Under 18	17
18 - 34	89
35 - 54	129
Over 55	167
White	362
Mixed	12
Asian or Asian British	7
Black or Black British	14
Other Ethnic Group	2
Long Standing condition - Yes	172
Long Standing condition - No	119

These are the base numbers that apply to the charts within this report.

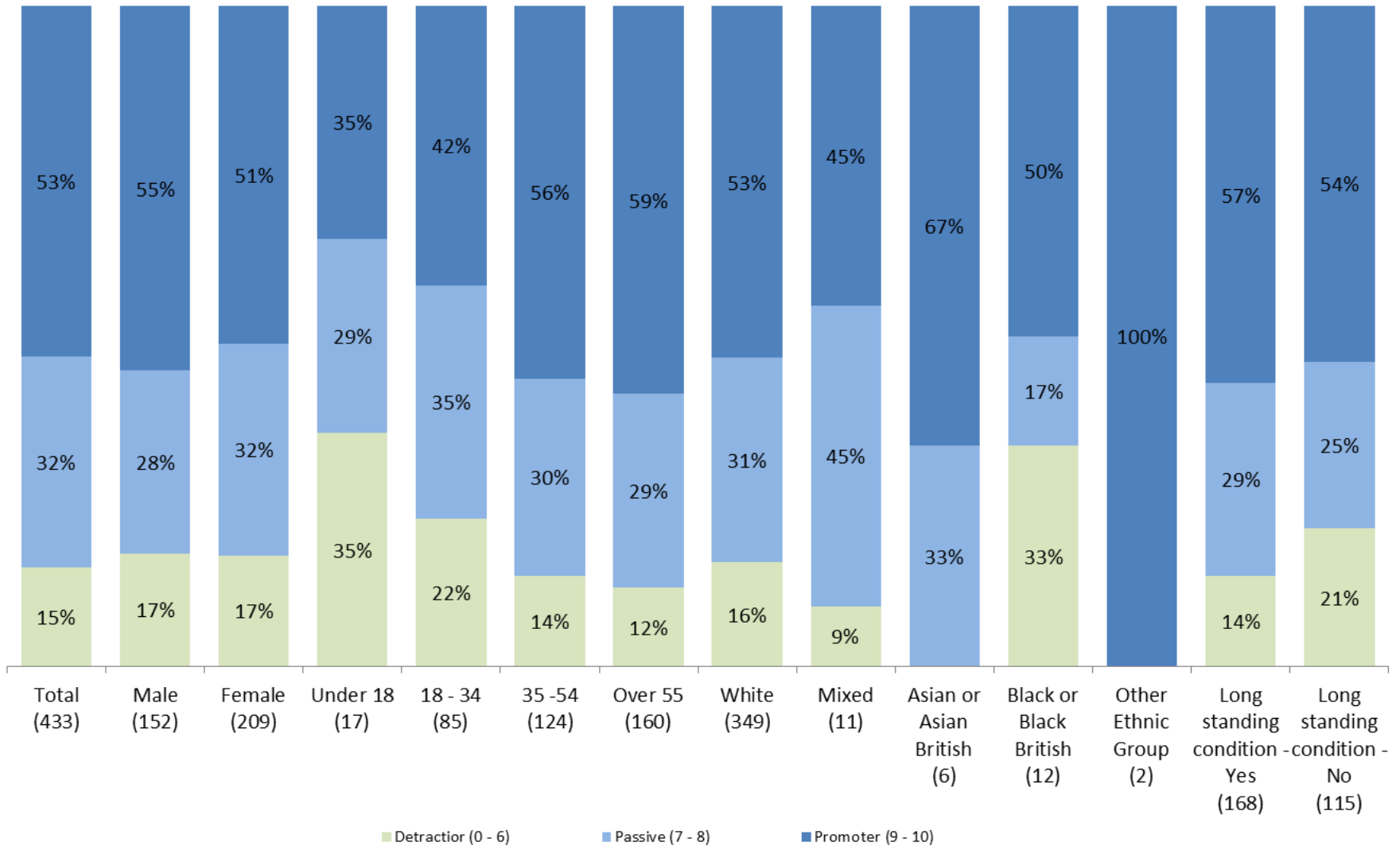
# Methodology

- August 2013- Patient Reference Group (PRG) and virtual Patient Reference Group (vPRG) informed of planned survey and in house publicity seeking comments on what patients would like to see added to questionnaire
- 3 week consultation period
- End of September 2013 agreed survey- repeat of last year- majority felt covered most areas
- First 3 weeks in October –field work(500 questionnaires distributed and online access.
- Data analysis by Electoral Reform Service

# Sample profile

- Male 158 Female 217
- <18 (17) 18-34 (89) 35-54 (129) 55> (167)
- White 362 Black 14 Asian 7 other 9
- Long standing medical condition 172
- No long standing medical condition 119

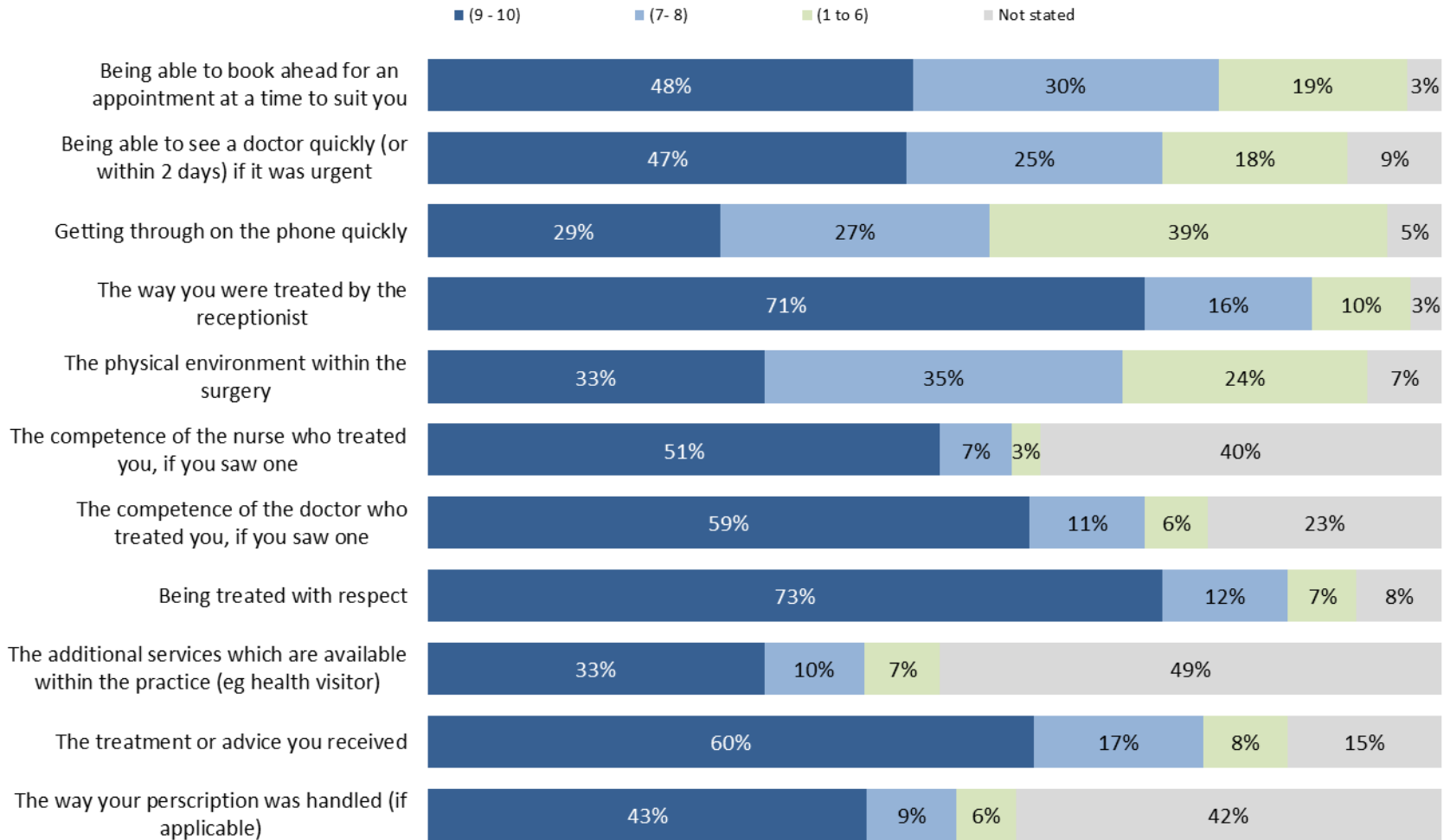
## How likely is it that you would recommend your GP practice to a friend?



# Comparisons with last year

- How Likely is it that you would recommend your GP practice to a friend ?- overall figures have increased from 81% satisfaction to 85% (all age groups)

## How would you rate your last visit to this surgery? (Score 1 - 10)



Base: All respondents; 455.

# Comparisons with last year

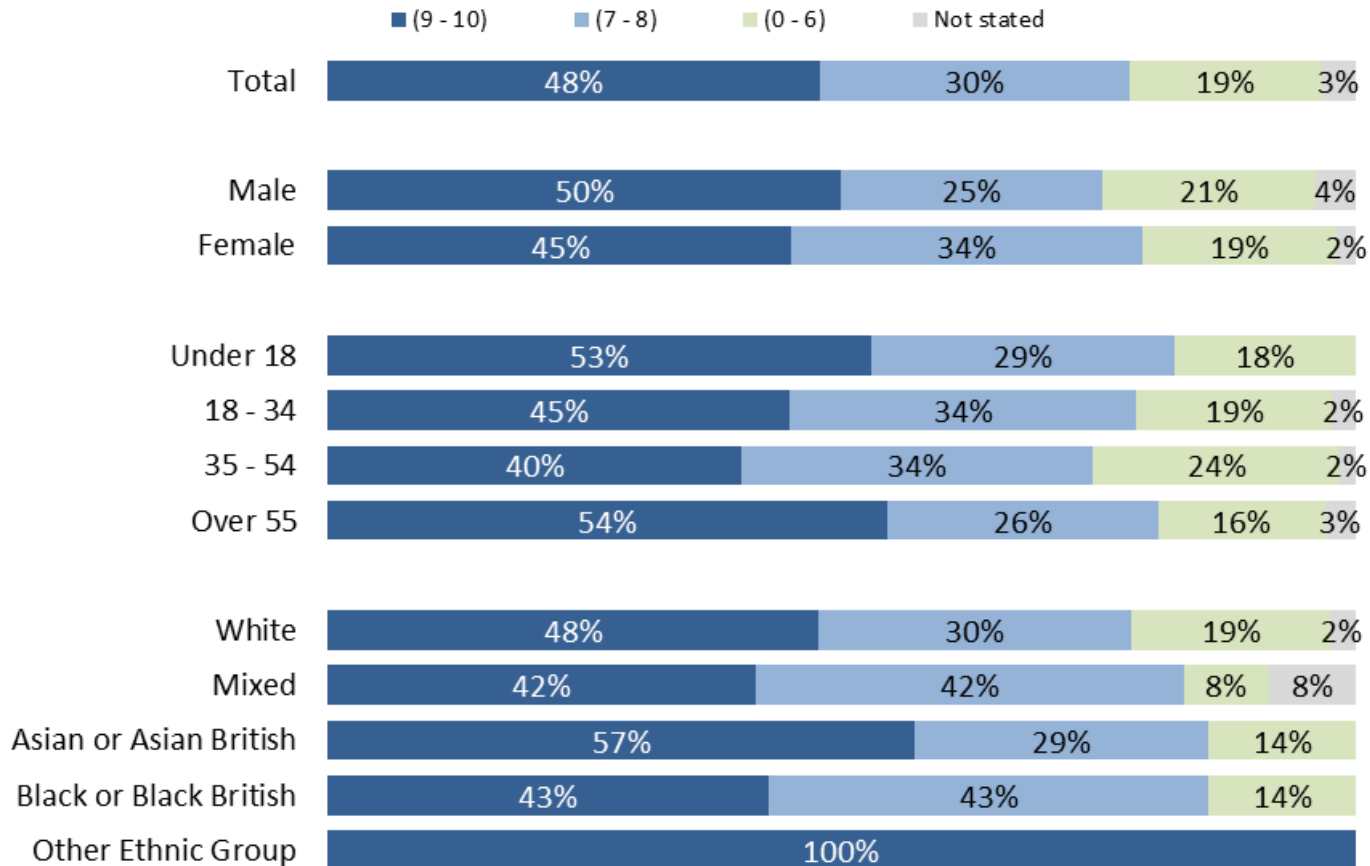
- How would you rate your last visit to the surgery?(all age groups)
- **Book ahead for an appointment 71%**  
(2012/13) increased satisfaction to 78%
- **See doctor quickly 68% increased to 72%**
- **Getting through on phone 51% increased to 56%**
- **Surgery environment 74% decreased to 68%**  
\*\*



# Comparisons-2

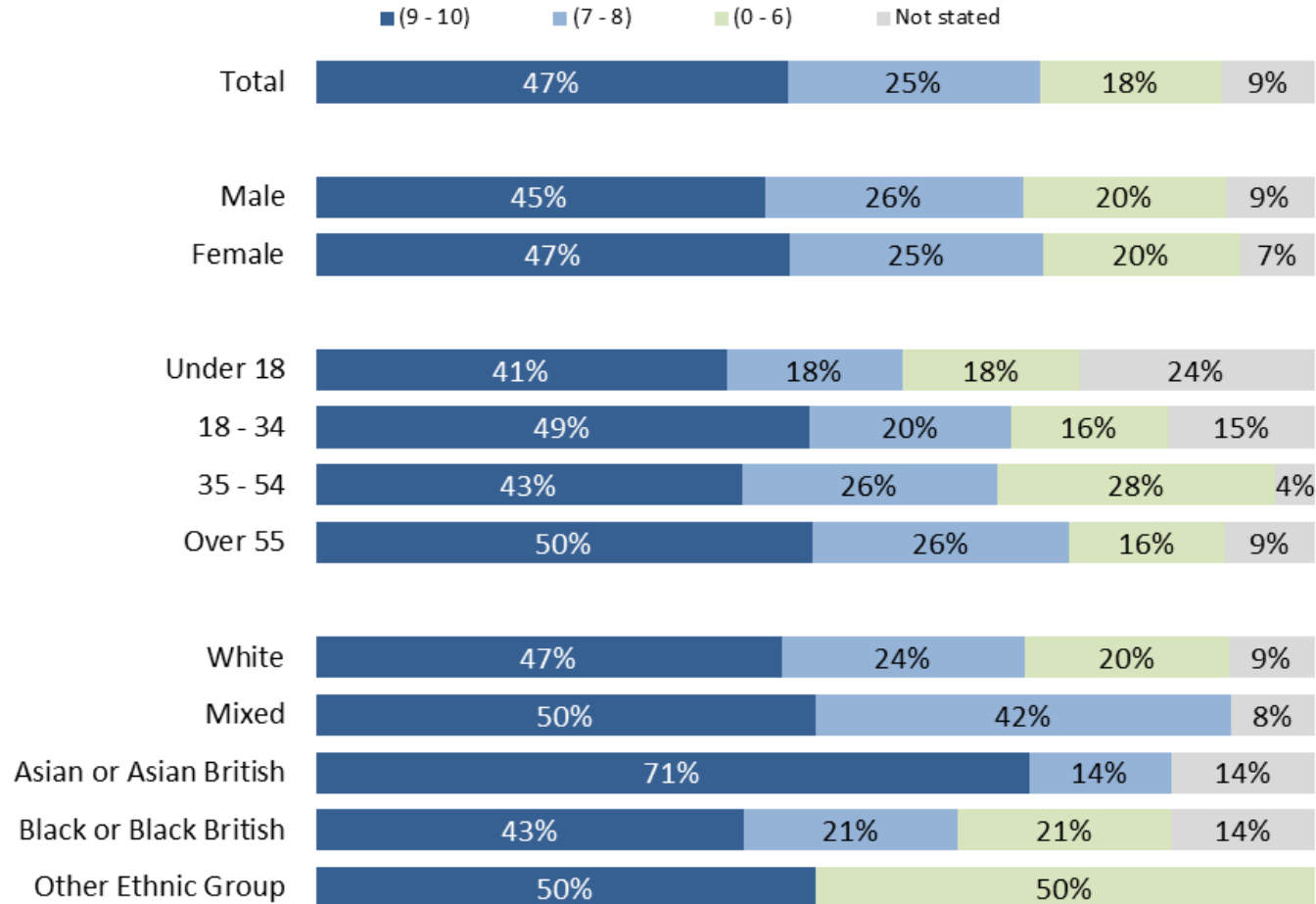
- **Competence of nurse 57% increased to 58%**
- **Competence of doctor 82% decreased to 70%\*\***
- **Treated with respect 90% decreased to 85%**
- **Additional services available within practice 48% decreased to 43%**
- **The treatment or advice received 62% increased to 77%**

## Being able to book ahead for an appointment at a time to suit you



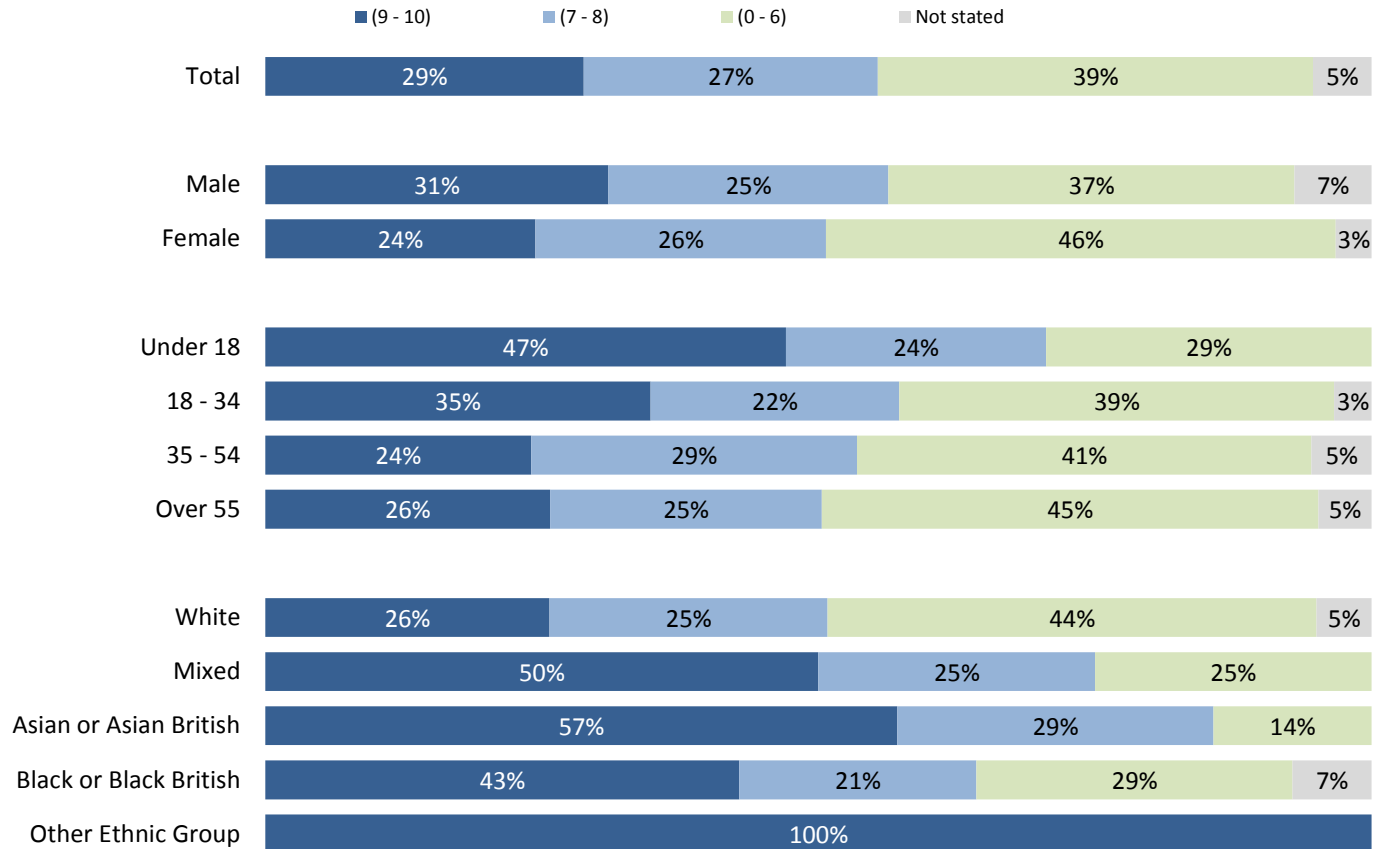
Base: All respondents: 455.

## Being able to see a doctor quickly (or within 2 days) if it was urgent



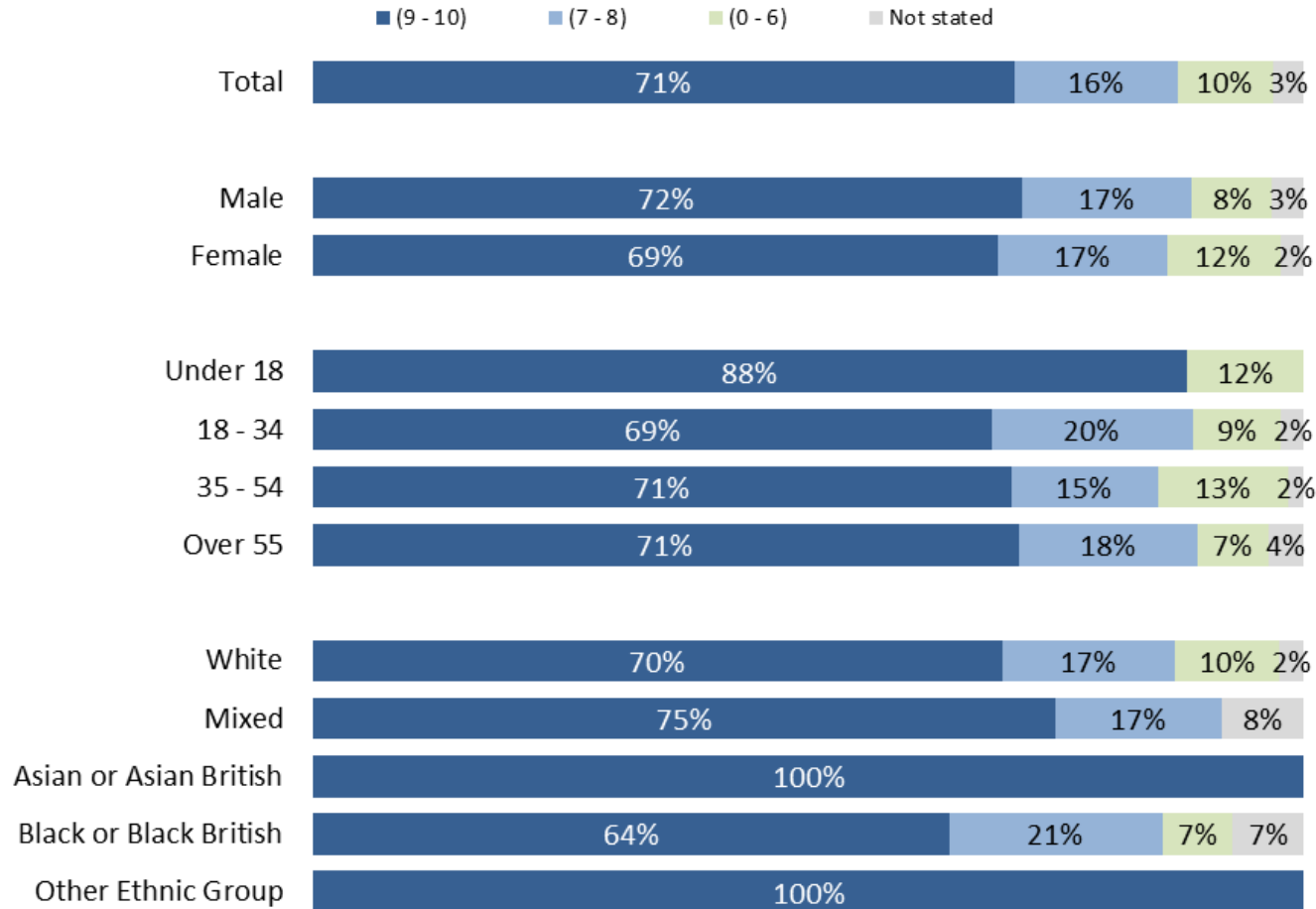
Base: All respondents: 455.

## Getting through on the phone quickly



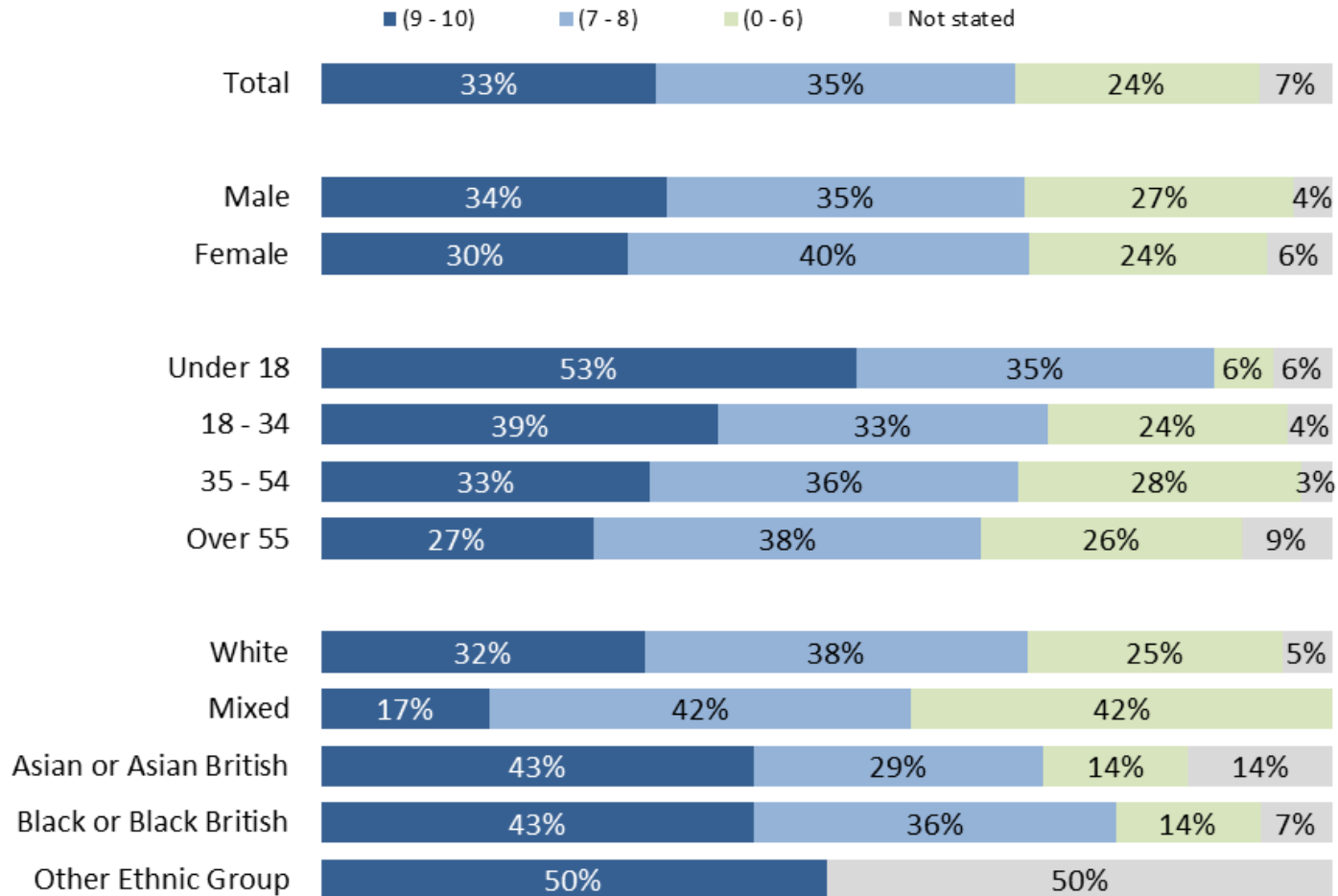
Base: All respondents: 455.

## The way you were treated by the receptionist



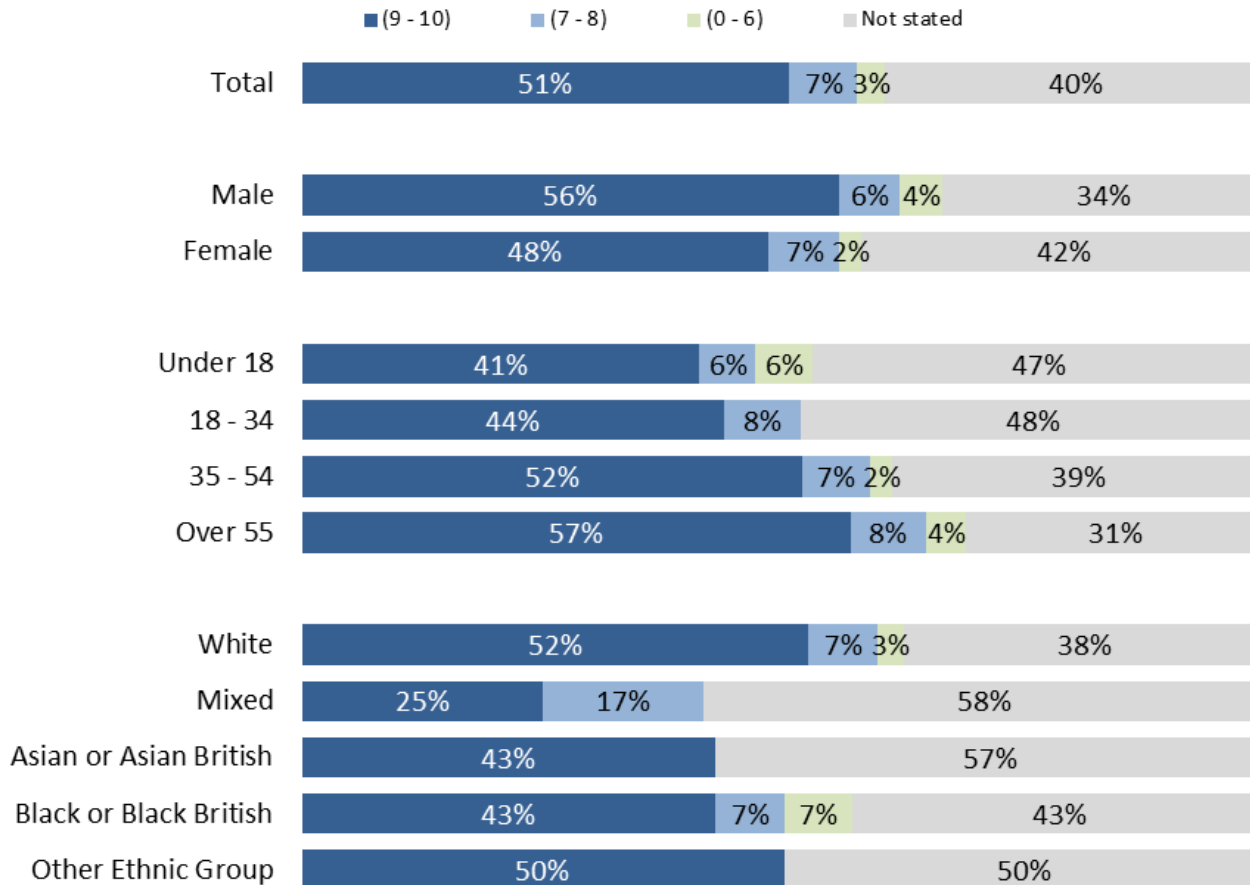
Base: All respondents: 455.

## The physical environment within the surgery



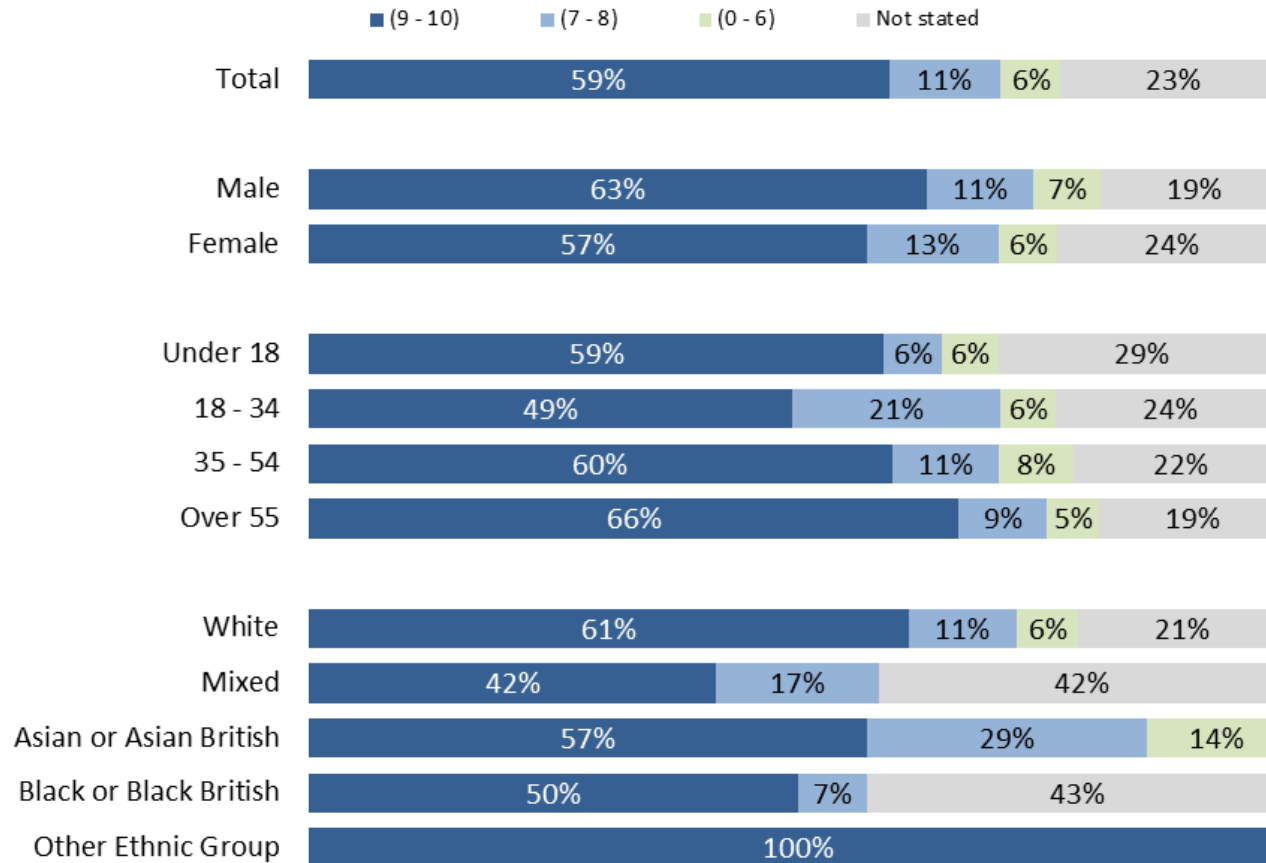
Base: All respondents: 455.

## The competence of the nurse who treated you, if you saw one



Base: All respondents: 455.

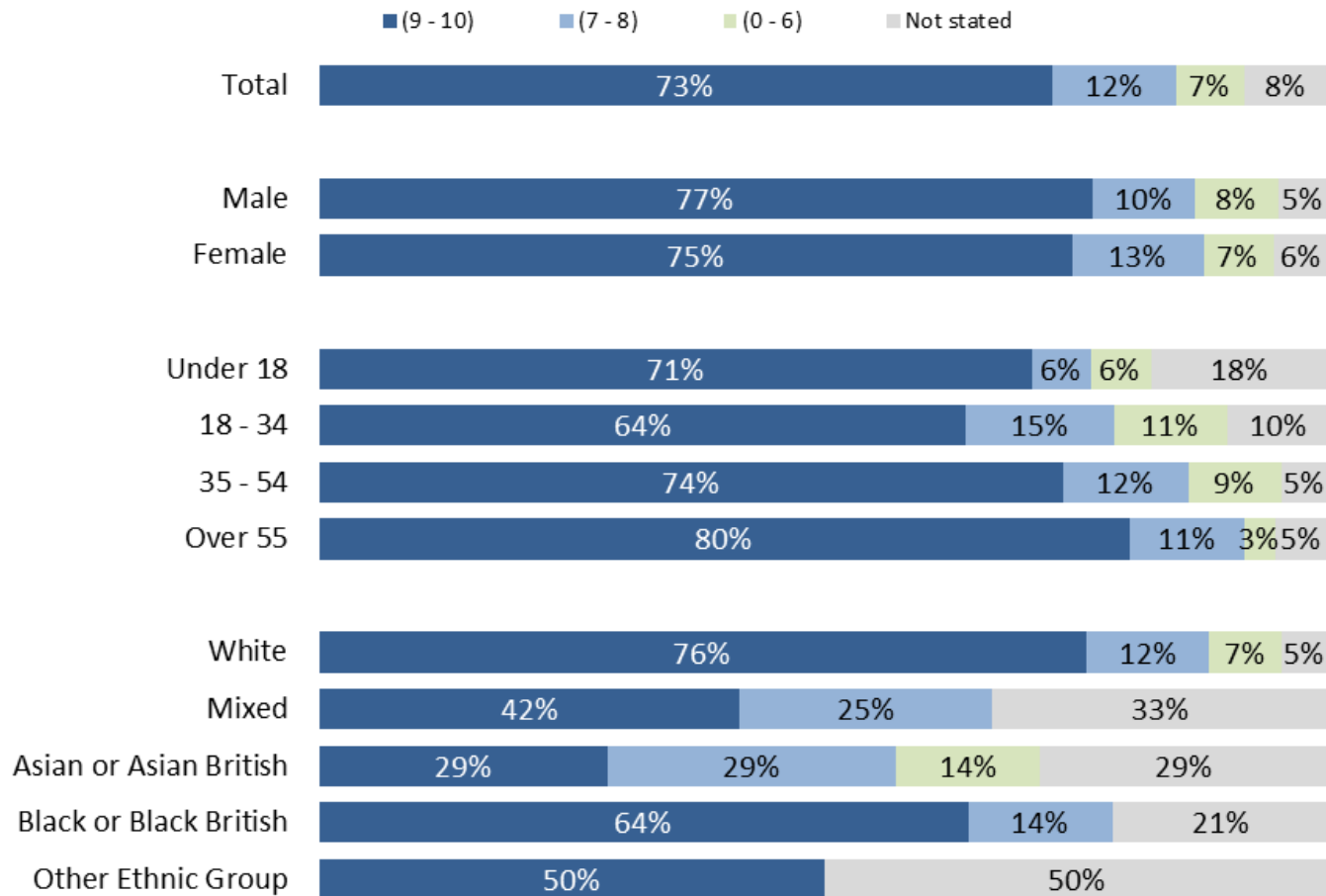
## The competence of the doctor who treated you, if you saw one



Base: All respondents: 455.

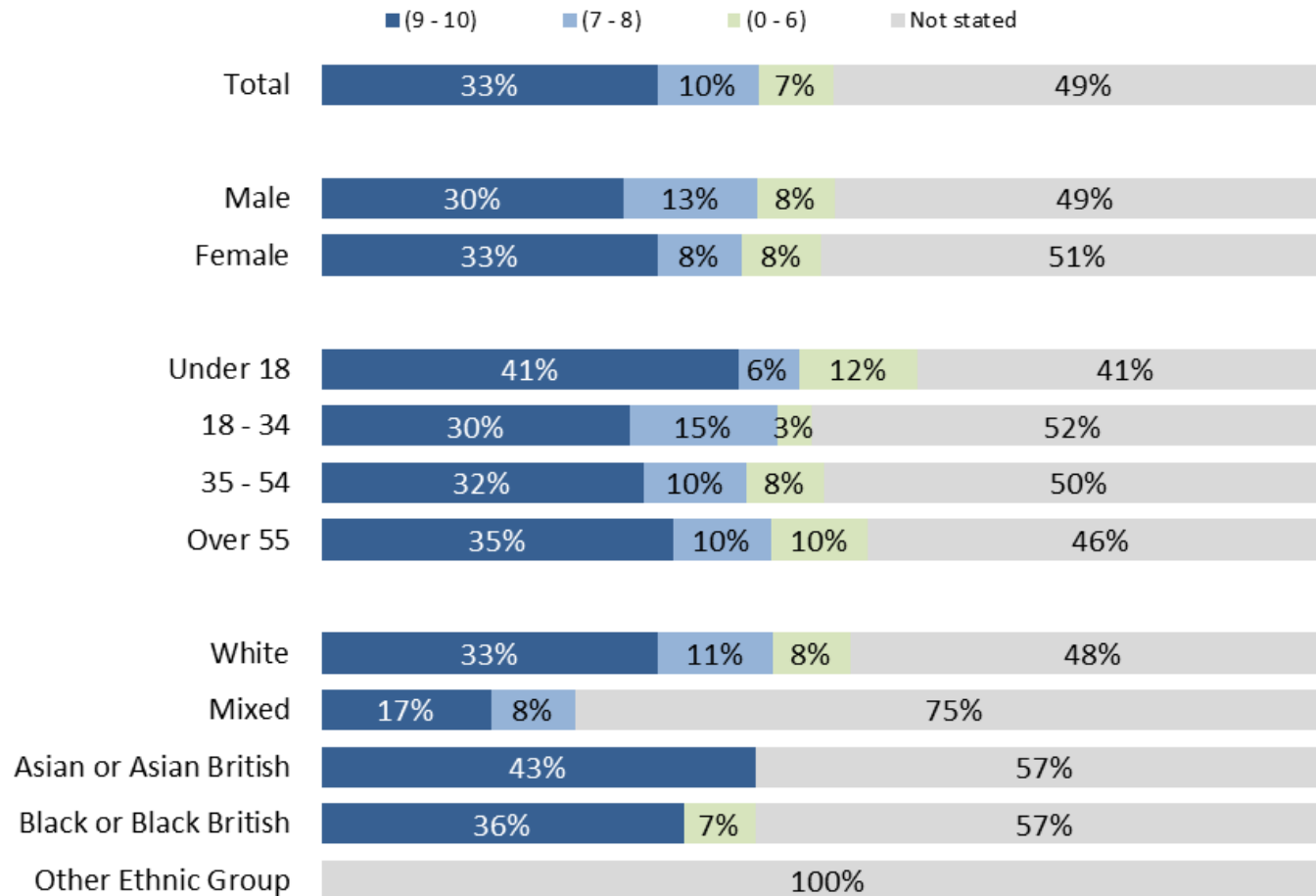


## Being treated with respect



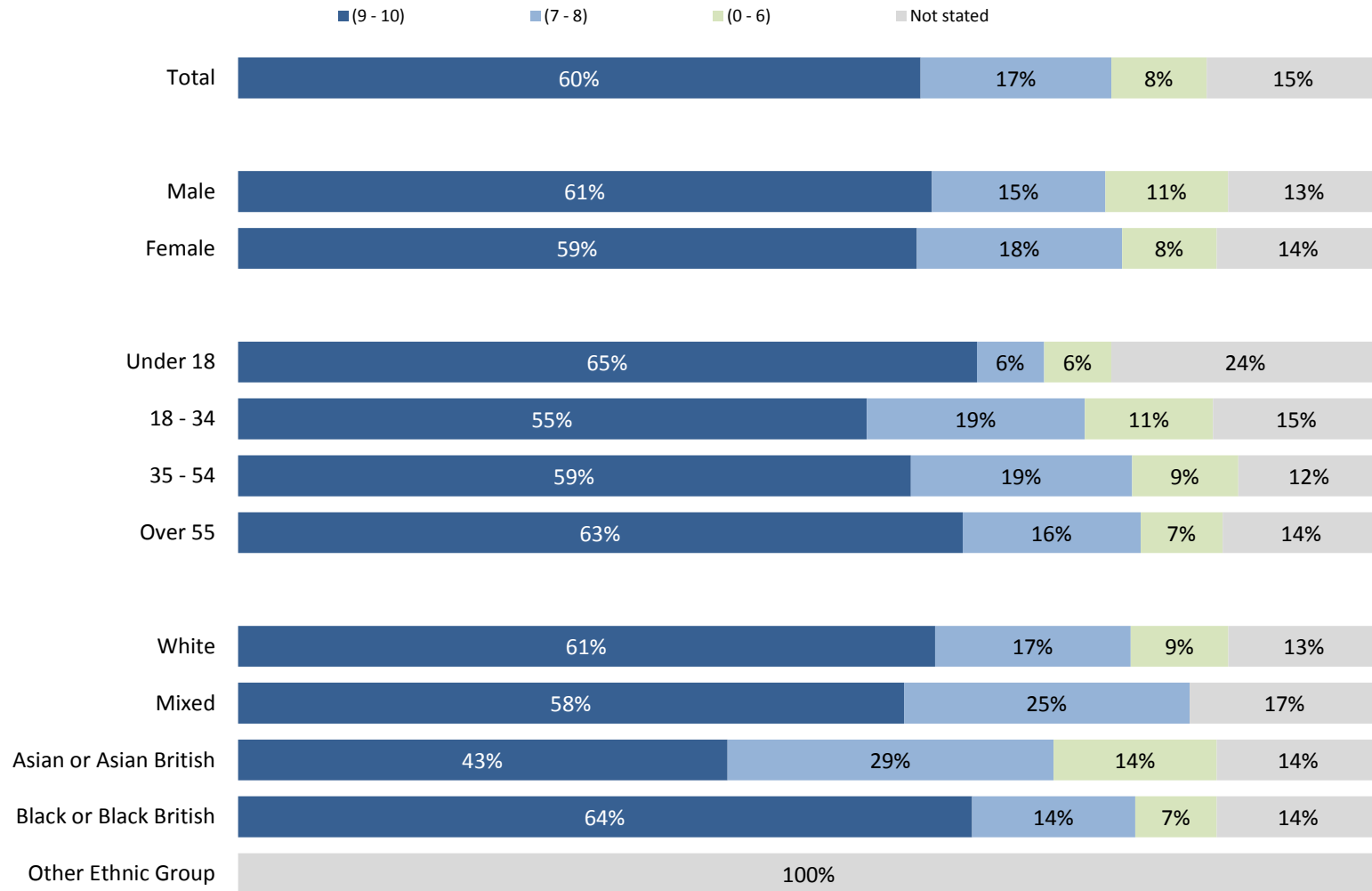
Base: All respondents: 455.

## The additional services which are available within the practice (eg health visitor)



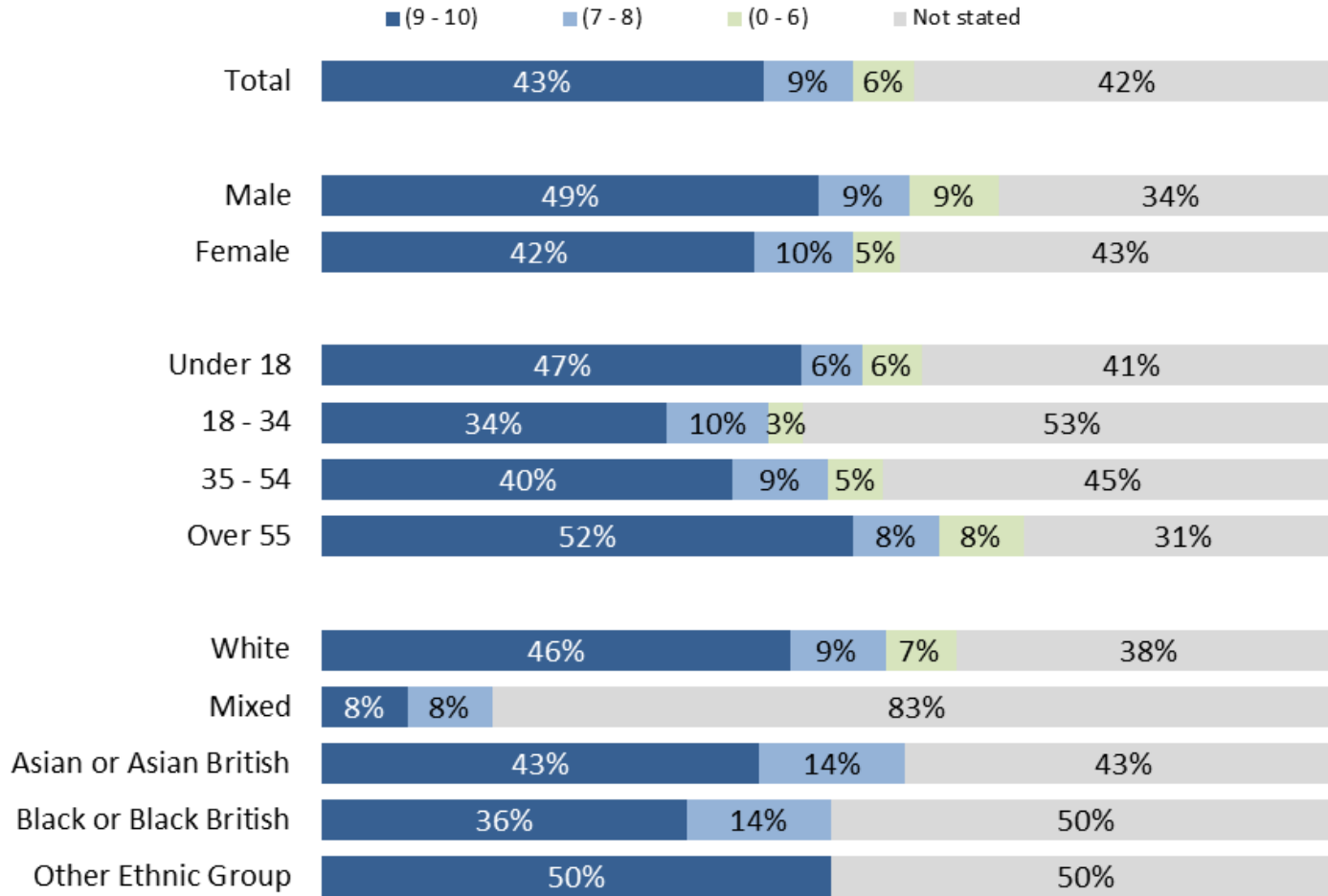
Base: All respondents: 455.

## The treatment or advice you received



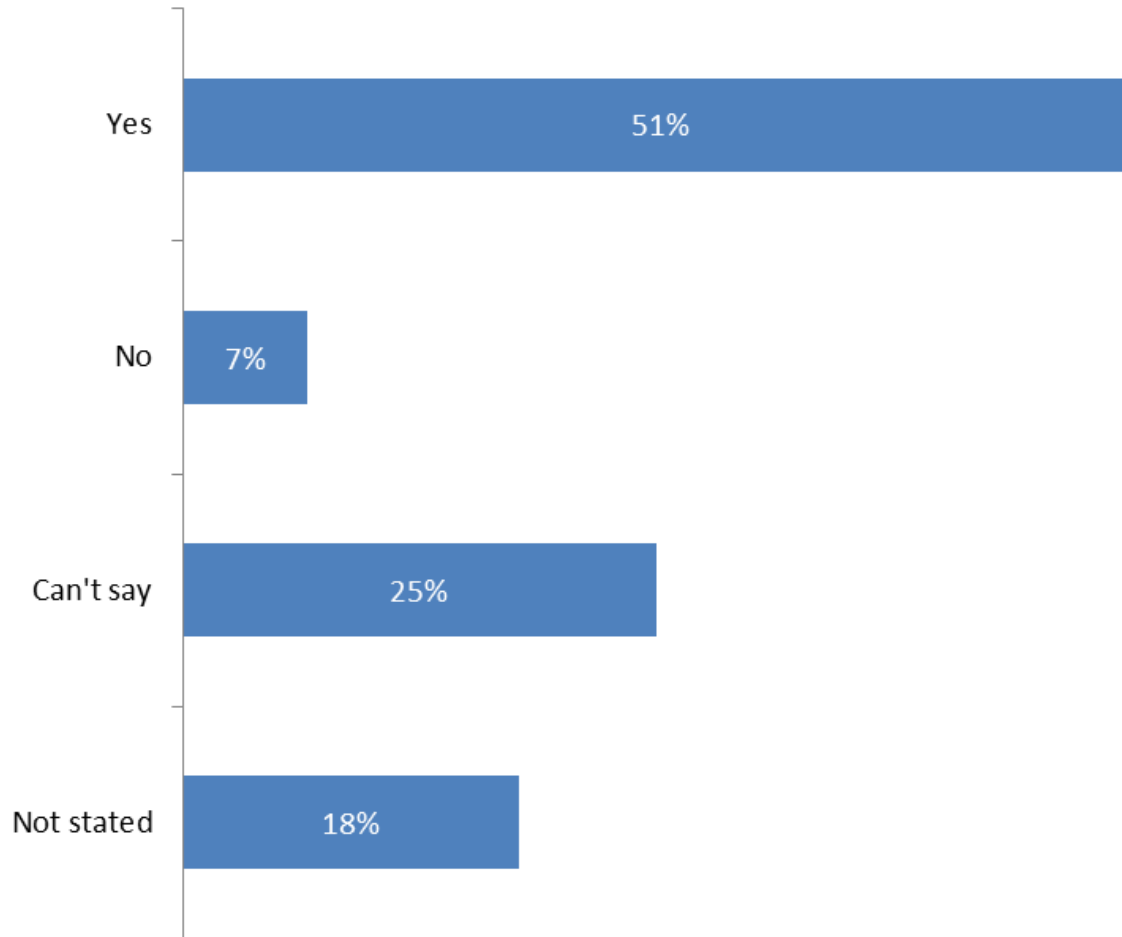
Base: All respondents: 455.

## The way your prescription was handled (if applicable)



Base: All respondents: 455.

## Did you feel better after your visit?

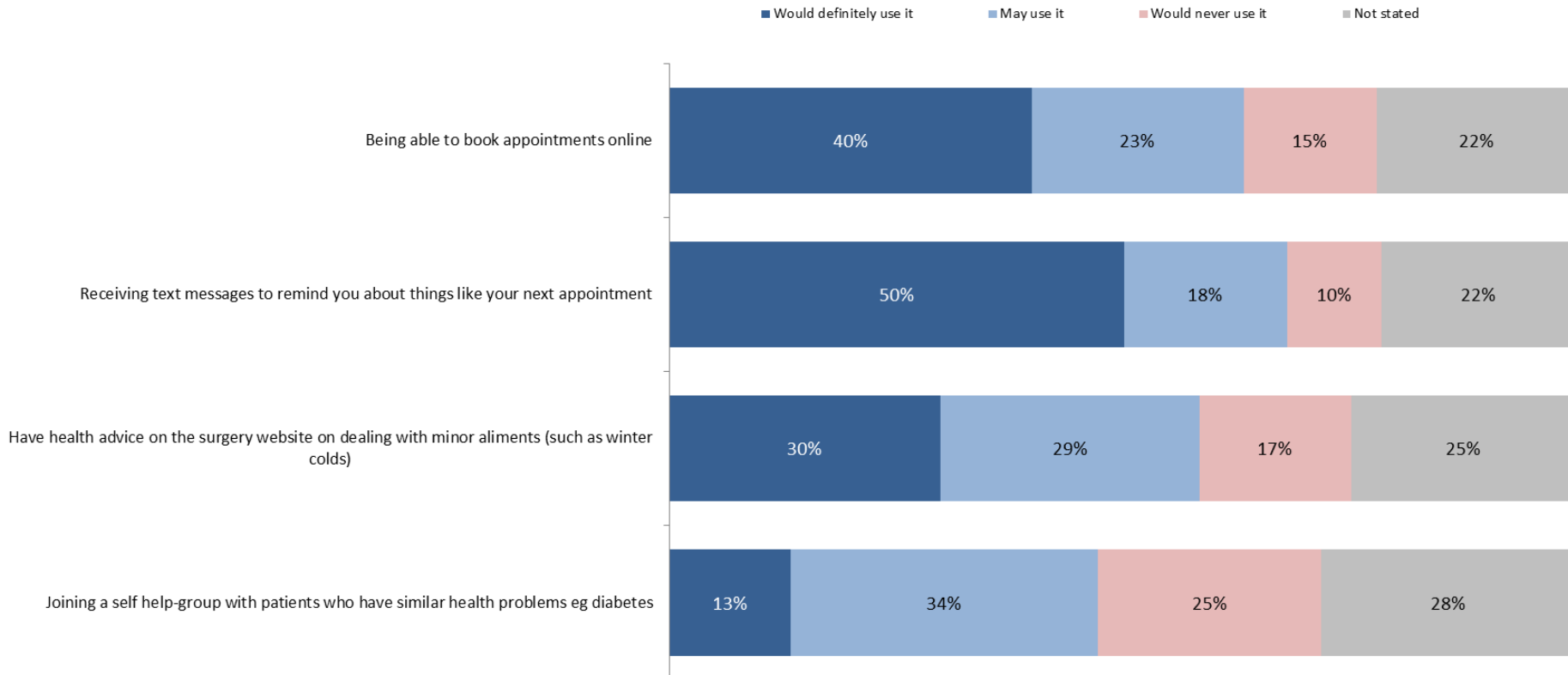


Base All respondents; 455

# Comparisons

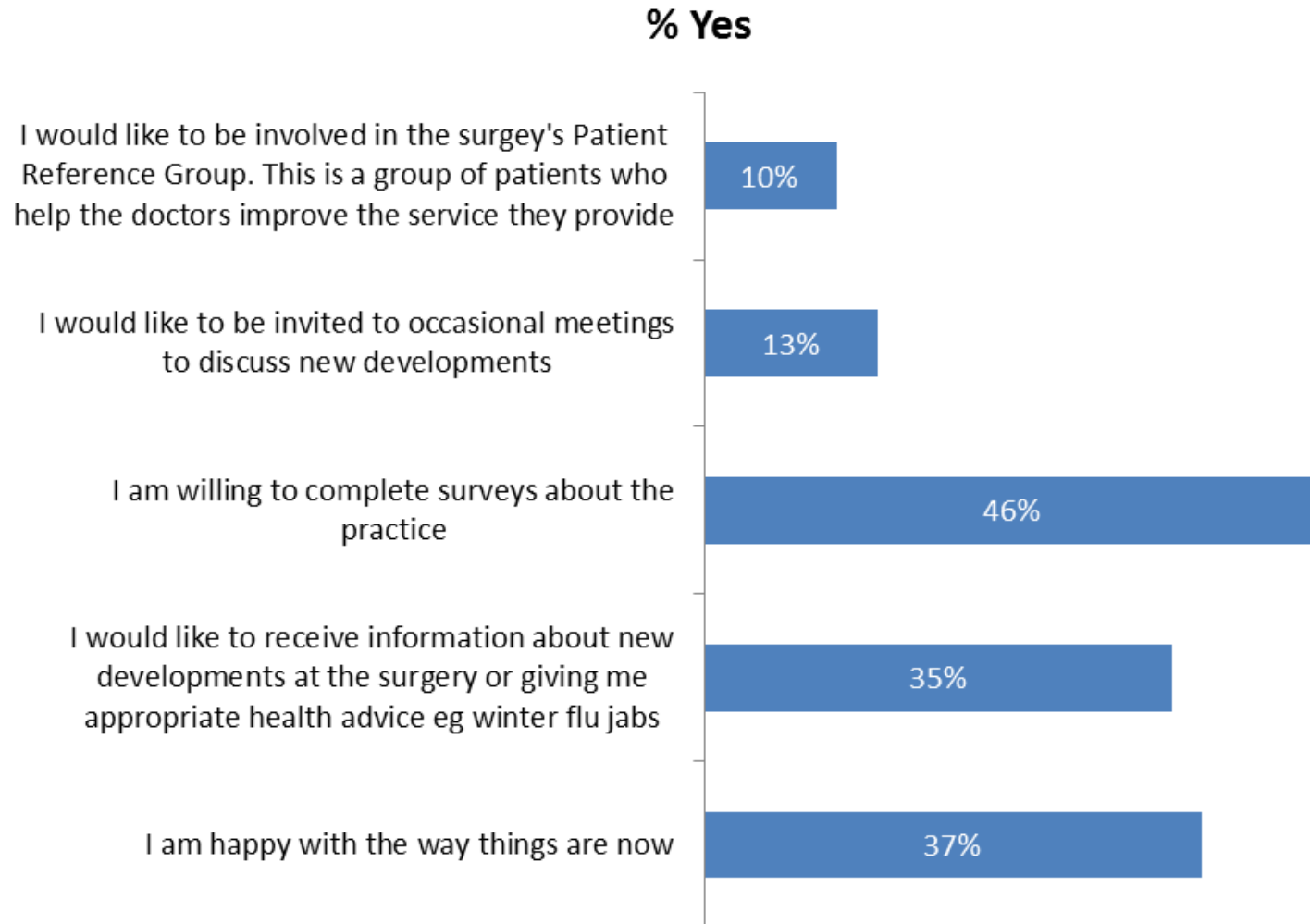
- Do you feel better after visit ? **yes 47 %**  
**increased to 51%**

# These are some things which have been suggested by other patients



Base All respondents; 455

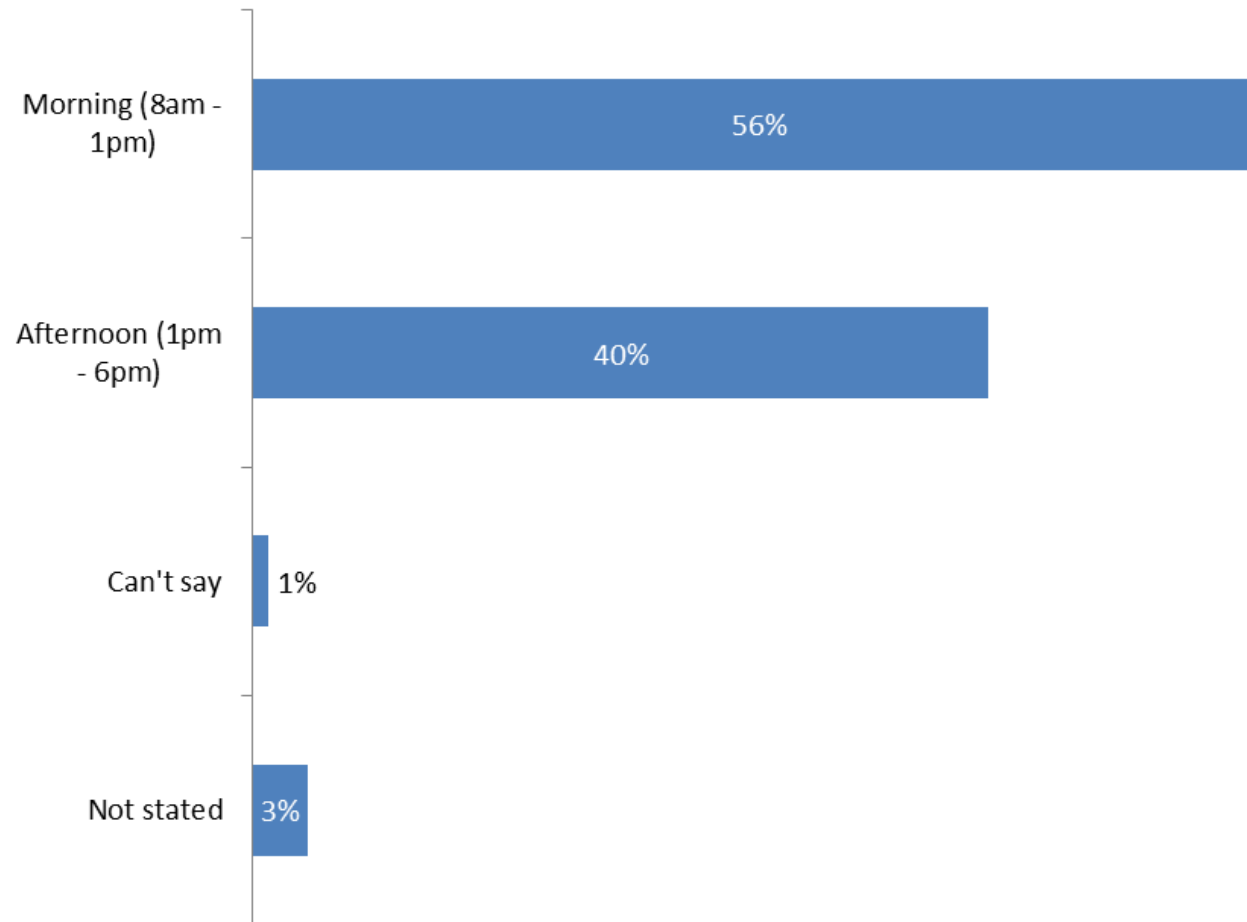
Some people just want to be treated by their doctors whilst others would like to be more involved. Which of these best describes you?



Base All respondents; 455



## Was your visit in the morning or afternoon?



Base All respondents; 455

# Summary of data

- Out of those 11 questions (slide 6) **in the majority of cases over 75% of patients had a positive experience (score between 7-10)**. The areas where patients had reduced satisfaction were relating to the physical environment of the surgery and perceived competence of the doctor.
- **There is an overall increase in satisfaction compared with last year's survey.**
- The 'free text comments' from patients have once again been extremely good. Over 200 have commented in a positive fashion.

# Reflection on last year action points

- The main concern is the difficulty many patients face when trying to get through on the telephone. It is expected that with the introduction of system one our new IT system, that this will be less of a problem as appointments will be made available to book on line. The process of transferring to this new system is already underway and we are due to go live with the system in early February 2013.  
**Reflection: The new IT system was successfully launched in February 2013, and has helped the practice to become more efficient in data analysis and quality assurance.**
- The new IT system will also impact positively on the cost of making an appointment, as some appointments will then be able to be made online.  
**Reflection: Benefit of online booking will only be known in the next 6-12 months**
- *A dedicated phone line to be able to cancel appointments is also in progress and should be active by April 2013. This will help to reduce 'phone traffic' and those trying to make or cancel appointments. The new IT system will also allow patients to cancel certain appointments online.* **Reflection: An additional landline number (01279) was installed in 2013, reducing call waiting times. Online booking will take place from November- Dec 2013.**

# Action points 2014

- **Telephone queues:** *Although the survey shows that the satisfaction in this area has improved, we would like to improve further.*
- **We hope that the online booking starting from November 2013, will slowly begin to have an impact on the telephone cues.**
- **We are also in on-going negotiations with our current phone provider to try and drive down cost of telephone calls to our patients.**
- **The benefits of these discussions could take a further 6-12 months to realise.**

# Action points 2014

- **Reception queues:** We have seen an increasing number of patients in reception.
- **In response to this, we have ensured that we have a manager on call every day between 8-6.30pm to cover any concerns raised in reception and help to ensure smooth running in this increasingly demanding environment.**
- **We also have now adopted a policy of additional relief staff to cover particularly busy times**

# Action points 2014

- **Physical environment:** The new build is on the horizon. This is our defining answer to the concerns regarding our ageing building. However, in the mean time, steps have been taken to try and improve the ambiance.
- **We have recently worked in partnership with a local artist to develop an exhibition linking sport and health.**
- **We are also aiming to have a state of the art plasma monitor in reception which will provide patients with a number of key health messages. It is hoped that this will be completed in early 2014.**

# Thank you

- Any Questions