

**Feedback on Patient Survey  
2012-2013  
Lister Medical Centre**

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# Methodology

- August 2012- 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 2012 agreed survey- repeat of last year- majority felt covered most areas (additional questions- am/pm and prescription request handling)
- 2-19<sup>th</sup> October –field work(500 questionnaires distributed and online access.
- Data analysis by Electoral Reform Service – received 6<sup>th</sup> November

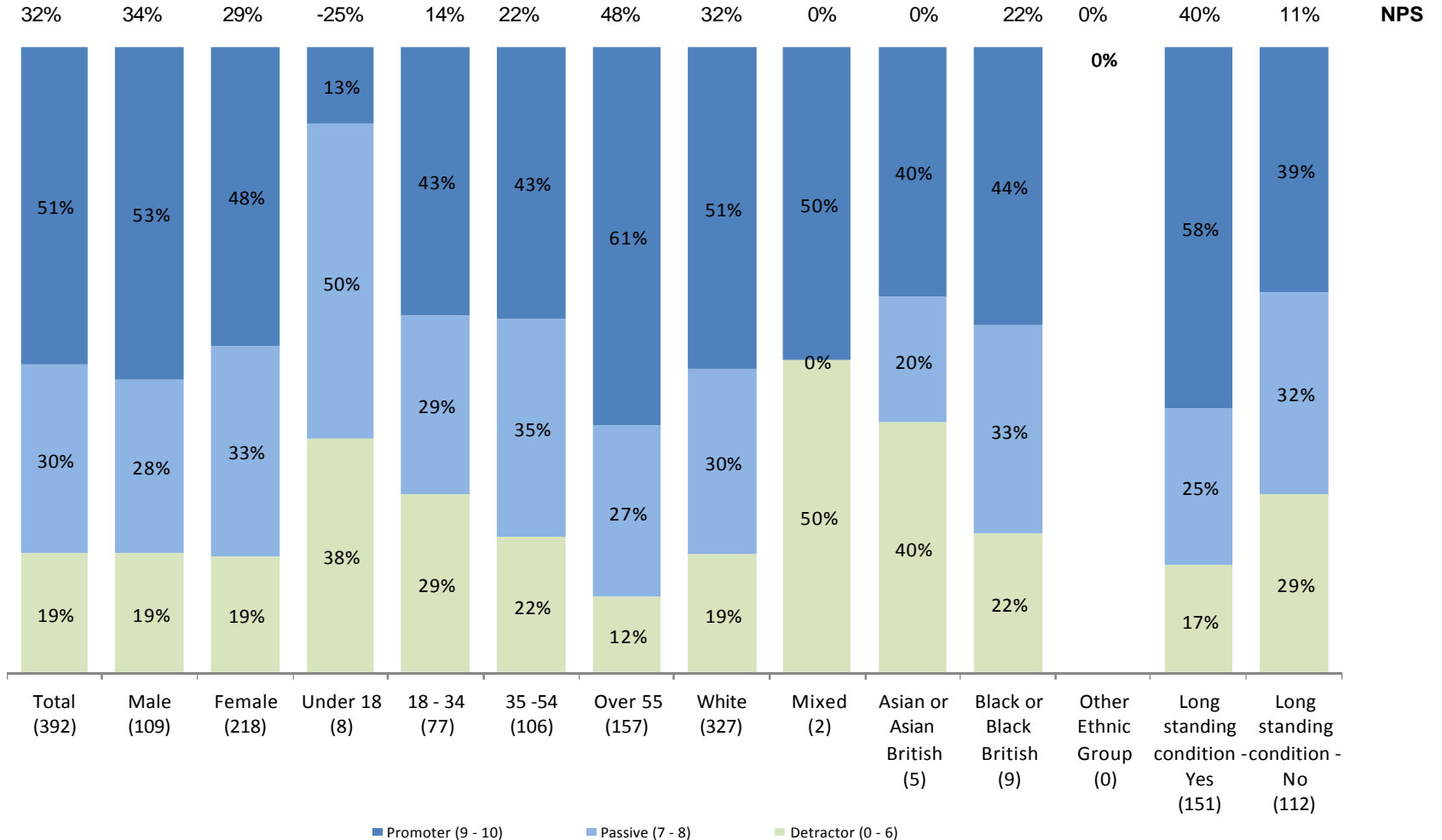
# DATA

- 500 paper questionnaires distributed
- **426** paper questionnaires completed accurately and used in analysis
- **47** internet surveys completed and used in analysis

# Sample

- Male 118 Female 225
- <18 (9) 18-34 (79) 35-54 (112) 55> (164)
- White 341 Black 9 other 2
- Long standing medical condition 155
- No long standing medical condition 117

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



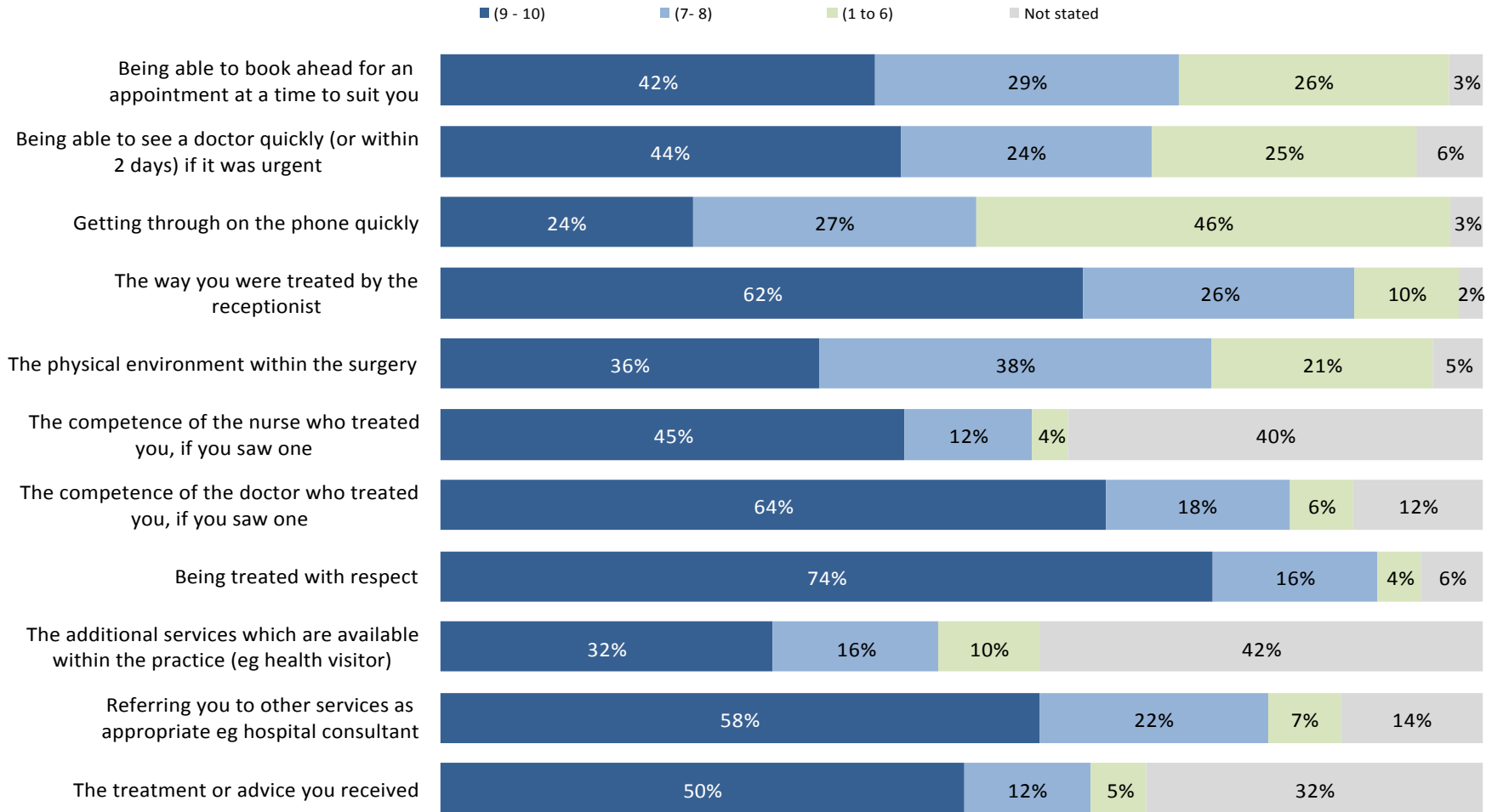
Base: All responding; . 392

**NPS** = Net Promoter score ie: Promoter minus Detractor

# How likely would you recommend practice to a friend

- 81% of patients would recommend us  
( rating between 7-10)

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



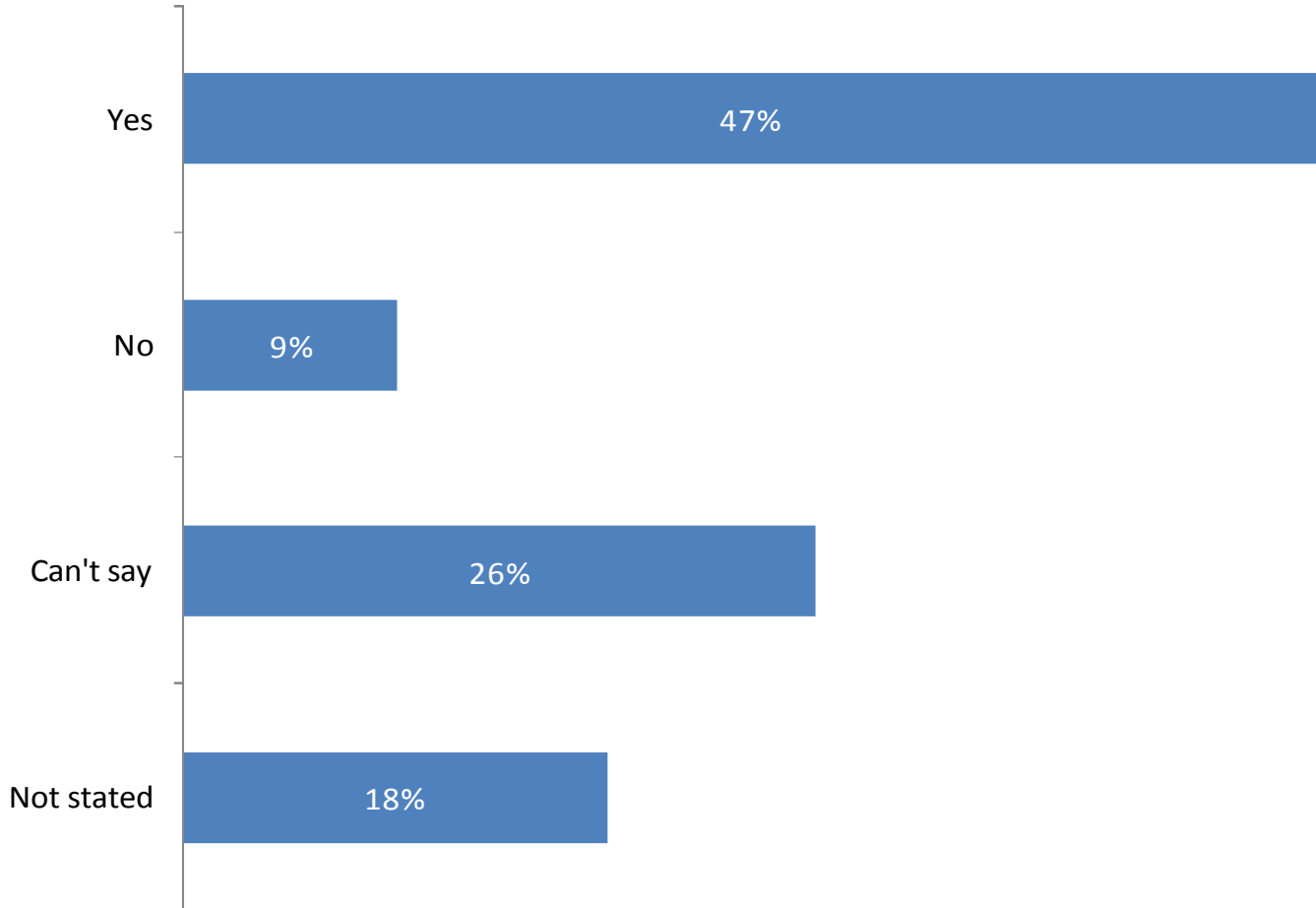
Base: All respondents; 426.

# Rating your last visit to the surgery ( 1-10 )

- In most categories scores between 70-80% (patient rating between 7-10)
- 90% Felt you were treated with respect
- *Less satisfactory areas:*
- Getting through on phone quickly
- Additional services available within the practice.



### Did you feel better after your visit?



Base All respondents; 426

# Additional access...

- Being able to book online 43% (*despite only 47 online questionnaires completed*)
- Receiving text reminding of appointments 51%
- Health advice on website 33%
- Self Help groups 9%

# Patient involvement ?

- 50% happy with how things are now
- 54% happy to complete surveys
- 14% meetings
- 13% involvement in patient reference group

# Best things about the visit...

(please refer to survey)

- 205 made comments (out of 426)

# Improving Factors...

(Please refer to survey)

- 183 made comments (out of 426)

# Reflections on previous action points from 2012 survey

- **Long queues-** self check in, registrations, Front of house training May 2012
- **Getting through on telephones-** new IT system- possibly allowing online booking therefore reduce phone congestion.
- **Cost of telephones-** reviewed our contracts
- **Seeing doctor sooner-** reminder that doctors books open 6 weeks in advance, urgent on the days will be seen.

# Action points for 2012-2013

- Improved telephone access top priority for PRG
- **Proposed plan:**
- New IT system will work towards improving appointment access i.e. patients can book on line/cancel
- Plan a dedicated phone line to improve telephone access