



Patient survey from *The Coastal Partnership*,

Report and Analysis for Patient in Surgery Questionnaire 2013

Combined results from
Ormesby Village Surgery
Hemsby Medical Centre
North Caister Medical Centre
Martham Health Centre

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How the survey was carried out

Questionnaire was produced after lengthy discussions with the Practice and Patient Participation Forum Group. The main concern was regarding access to the service and questions have been developed to meet this concern. Questionnaires were evenly distributed throughout the practice approx 100 per site. (4 sites)

As patient's arrived at Reception they were asked if they would participate by completing the questionnaire. These are completely anonymous. On completion the forms were handed back to reception.

On receipt of the completed forms in the IT department the information was entered numerically on an excel spreadsheet. Each questionnaire was given a unique reference number so that any individual form can be audited to the excel sheet.

This report was generated by word pulling through via the links the information that had been individually entered on the spreadsheet

Date: 19 March 2014

Summary of results

Evaluation Questions

The following table summarises the individual scores for the evaluation questions, i.e. the ones where patients made a judgment about how good that aspect of care was. Each score is expressed as an average (mean) for all patients who completed the individual question. They are represented as a percentage of the maximum possible score, so the best possible score in each case is 100. You will be able to see the areas where your practice scores well and where improvement may be needed, both comparing aspects of care in your own practice and comparing yourself with others.

	Mean score
Q1. How quickly did you get through to someone to make your appointment	73
Q2. how long did you have to wait for your appointment	69
Q3.convenience of day and time of your appoointment	77
Q4. seeing the doctor of your choice	62
Q5.length of time waiting to check in with reception	62
Q6. length of time waiting to see doctor or nursing team	58
Q7.opportunity of speaking to a doctor or nurse on the telephone	66
Q8. level of satisfaction with the out of hours service (during previous 6 months) when necessary	66
Q9.prescription correctly issued	80
Q10.handling of any queries	76
Q13.level of satisfaction with the amount of information provided	72
Q14.level of satisfaction with the manner in which the results were given	73
Q15. information provided by the reception staff	75
Q16.helpfulness of reception staff	75
Q17. information provided by doctor	80
Q18.information provided by the nursing team	79
Q19. helpfulness of other staff	77
Q20. overall satisfaction with this practice	77

Report Questions

Some questions ask about specific experiences, or ask the patient for specific information. The responses to these questions are summarised here.

Access to Doctor or Nurse Appointment:

Q1. How quickly did you get through to someone to make your appointment	Number of responses
Poor	8
Fair	24
Good	81
Very Good	99
Excellent	126
No Experience	4

Q2. how long did you have to wait for your appointment	Number of responses
Poor	14
Fair	43
Good	72
Very Good	91
Excellent	122
No Experience	0

Q3. convenience of day and time of your appointment	Number of responses
Poor	4
Fair	20
Good	67
Very Good	109
Excellent	141
No Experience	1

Q4. seeing the doctor of your choice	Number of responses
Poor	38
Fair	45
Good	65
Very Good	56
Excellent	104
No Experience	33

Access to Doctor or Nurse Appointment: continued

Q5.length of time waiting to check in with reception	Number of responses
Poor	2
Fair	13
Good	68
Very Good	102
Excellent	154
No Experience	3

Q6.length of time waiting to see the doctor or nursing team	Number of responses
Poor	18
Fair	59
Good	109
Very Good	84
Excellent	61
No Experience	11

Q7.opportunity of speak to a doctor or nurse on the telephone when necessary	Number of responses
Poor	9
Fair	31
Good	73
Very Good	83
Excellent	68
No Experience	77

Q8. level of satisfaction with the after hours service (during previous 6 months only)	Number of responses
Poor	9
Fair	24
Good	39
Very Good	45
Excellent	53
No Experience	172

Prescriptions:

Q9.prescription issued correctly	Number of responses
Poor	3
Fair	21
Good	46
Very Good	95
Excellent	162
No Experience	15

Q10. handling of any queries	Number of responses
Poor	7
Fair	19
Good	61
Very Good	102
Excellent	134
No Experience	18

Obtaining Test Results:

Q11. were you told when to contact us for results	Number of responses
yes	248
no	59

Q13.level of satisfaction with the amount of information provided	Number of responses
Poor	6
Fair	19
Good	76
Very Good	114
Excellent	90
No Experience	10

Q12.were your results available when you contacted us	Number of responses
yes	278
no	25

Q14.level of satisfaction with the manner in which the results were given	Number of responses
Poor	5
Fair	16
Good	72
Very Good	114
Excellent	95
No Experience	12

About the Staff :

Q15. information provided by the reception staff	Number of responses
Poor	2
Fair	25
Good	72
Very Good	106
Excellent	126
No Experience	11

Q16.helpfulness of reception staff	Number of responses
Poor	6
Fair	35
Good	59
Very Good	93
Excellent	144
No Experience	5

Q17. information provided by doctor	Number of responses
Poor	0
Fair	3
Good	73
Very Good	109
Excellent	137
No Experience	20

Q18.information provided by the nursing team	Number of responses
Poor	5
Fair	3
Good	61
Very Good	118
Excellent	132
No Experience	23

Q19. helpfulness of other staff	Number of responses
Poor	1
Fair	5
Good	79
Very Good	118
Excellent	120
No Experience	19

The following tables display the demographic data collected.

Q22. Sex	Number of responses
Male	137
Female	205

Q23. Age	Number of responses
Up to 44 years old	80
45 years old and above	262

Q24. How many years have you been attending this surgery	Number of Responses
Up to 5 years	65
Up to 10 years	77
Up to 15 years	53
Up to 20 years	39
Up to 25 years	32
Up to 30 years	28
Up to 35 years	16
Up to 40 years	17
40 years and over	15

Frequency distribution tables not included in the main body of the report

Q21. How often do you attend the surgery	Number of responses
Hardly ever	70
Annually	60
Monthly	191
Weekly	21

Satisfaction Levels with the Practice

Q20. overall satisfaction with this practice	Number of responses
Poor	2
Fair	13
Good	67
Very Good	127
Excellent	133
No Experience	0

PATIENT COMMENTS:

Very satisfied, thank you

I waited 2 days for an appointment

Grateful many times over with the helpfulness of the reception staff. Thank you

Staff are usually very good

Always very pleasant when I come in

The practice is run by very efficient staff, always helpful and polite, carry on with the good work

Repeat prescription procedure is difficult when medication has been changed

Elder nurse on pill check, very rude and patronising

Doctors no longer seem to know their patients anymore.

You always see a different doctor

Making appointment on the day and time of your choice is difficult

You cannot choose which doctor you see

This surgery is good overall

Not given enough medication to last the month

Have always been satisfied with service at this surgery. I have always been treated well

The staff and doctors are faultless

Sometimes it feel that the doctors are rushed and are unable to answer questions to a full extent. However I don't feel that this entirely their fault.

The appointment system could be better

I would like to praise Hemsby Surgery, I am always able to see a doctor/nurse and have absolute faith and trust with all my healthcare.

I am not asked which doctor I want to see, just allocated one

Surgery should be open all day every day, except weekends

I feel that health checks for the housebound people should be implemented.

I have to have appointments for medication reviews for my asthma which seems ridiculous as I will always need inhalers.

I have often been referred around many different doctors and have been told too many different things about problems I have. Always have the feeling of being unsatisfied and often unhelped.

Always feel safe in your care

You don't always receive the right information from reception. The reception staff are not always helpful.

You make an appointment, they know you are waiting in the waiting area, sometimes they say it was an emergency before me that kept me waiting. You are kept waiting a long time, even when you have booked your appointment early, you are still kept waiting, it's not fair.

I am not very happy with the surgery waiting times, you should be seen on time, Sometimes I have been kept waiting over an hour.

I never have a problem getting an appointment

The only thing that is bad with the surgery is you have a time to see the doctor and 45 mins later you are still waiting.

Keep up the good work

I waited for 1 hour after my appointment time to see the doctor

I have never had an appointment that has run on time – normally approx 20 mins late

Results of hospital tests are only given when requested and then only by reception, staff then state "results are satisfactory" I feel they still need to be discussed with a doctor.

Moving from London East End, I do not see what people here have to moan about

Prescriptions from dispensary are sometimes a bit vague and hit & miss.

Surgery very good

Sometimes when my medication is changed (i.e. the dosage) the information has not always been relayed to the pharmacy so wrong prescriptions are issued resulting in delay.

Waiting times to see the doctor are usually quite good but today resulted in quite a long wait

Overall very pleased with all aspects of the surgery

Coastal Practice's are excellent, giving superb service

Overall a good surgery but room for improvement – some members of staff could be friendlier to patients instead of ignoring them.

Had to wait 25 minutes for me to be seen at my appointment

Most of the receptionists are helpful but sadly not all We have no choice of which doctor we see. Always feel rushed.

Doctors can be rude sometimes

Appointments sometimes run half to three quarters of an hour late.

Always good for getting an appointment, if no appointment available always get a call back

Couldn't ask for better staff

Hospital to doctors information very bad

Difficulty in obtaining prescriptions has to be collected a week after which means 2 trips to surgery, cannot collect from any other chemist

Nurses are lovely but overstretched

Surgery have lost my repeat prescriptions frequently so not ready when called to collect

Very good surgery helpful and professional

You need a tannoy as it is virtually impossible to hear name being called.

Everyone in waiting say they can't hear their name bring called, use TV or tannoy please

Always too hard to get an appointment

What little dealings with the surgery I have had have been excellent

Always friendly and helpful

Found that the receptionist can be very rude on occasions, not very helpful at all

I have marked the reception quite low, I haven't got a problem with them but think they may be overworked.

10 minute appointment with the doctor is too short

The staff and doctors have always been very pleasant, professional and helpful, I have yet to find better

As a "retired professional" from the NHS I have nothing but appreciation for all aspects of your Practice, very reassuring. Thank you to all concerned

Always very helpful on reception

Today was excellent apart from waiting time for doctor. Sometimes things a not so good

The doctor always puts the patients needs first which is much appreciated, the staff are also very helpful.

Waiting room is very warm

I have no criticisms, grateful for your time and patience

Very satisfied indeed, never had cause to complain. I love the doctor I see.