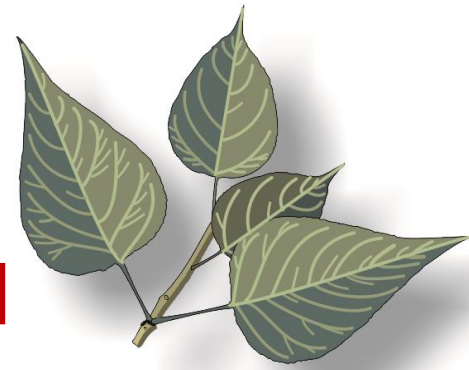


ORCHARD PRACTICE

PATIENT PARTICIPATION GROUP



Practice Survey – February, 2014

Summary

505 responses were received to the survey and thanks should be given to Practice Staff, PPG Members, local Pharmacies, Schools and all those who responded. With such a representative sample the PPG is confident that the views expressed are representative of the patient population.

This is the third year that a survey of this kind has been undertaken by the PPG. Each time we receive similar feedback and it is interesting to note that mostly patients are very satisfied with the practice as a whole. There has been a slight increase over the past year in terms of those who have identified services as 'poor' and a similar decrease in terms of those deeming the practice 'excellent'. It is fair to say that this has been a year of upheaval with some key practitioners leaving and new staff joining. At the same time the practice had a significant period where there was not enough GP cover and therefore this may be reflected in patients' experience of getting an appointment. In the past year the practice introduced the answerphone facility, patients seem reluctant to leave a message and are therefore hanging on for longer to get through on the phone and this is impacting negatively on their experience. It may be that we have to work to encourage confidence in the answerphone service and also that we should encourage those who can to use the internet for booking appointments and requesting repeat prescriptions.

Essentially, however, there is still widespread satisfaction with the practice as a whole. Key messages received include:

- Most respondents are satisfied with the practice overall (78% However 57 patients (12%) expressed some form of dissatisfaction; the remainder of respondents were neutral
- There is significant satisfaction with the Practice Nurses, with over 99% of patients feeling happy with the service they receive
- The majority of respondents (82%) felt that they were treated with courtesy and efficiency by the Reception Staff
- Whilst most respondents were satisfied with the Practice opening hours a significant proportion were unaware of the diverse and extended surgery times
- A significant proportion of people (46%) waited over five days for an appointment with the GP of their choice
- 57% of respondents were able to see a GP on the same day for an urgent appointment
- There is a growing dissatisfaction at the time taken to get an appointment and an increased number experienced a longer waiting time either for a GP of

choice or 'any doctor'

- 93% of respondents were seen within 20 minutes of their appointment time
- There remains a significant, and indeed a growing, degree of dissatisfaction in getting through to the practice on the telephone
- Most patients are satisfied with the way they are dealt with by their GP
- 78% of patients were not aware that the practice opens at 7.20 am on Fridays and 61% were not aware that they could order repeat prescriptions online

In terms of comments re satisfaction levels these are provided in detail below.

In summary, however there is still dissatisfaction in the ability to get an appointment with the GP of choice in a reasonable time, ability to get through on the phone and ineffective communication around how the practice operates.

This report will be published on the Practice website and paper copies will be available for those who wish to see it. In addition in coming weeks an action plan will be devised as to how to improve some of the issues which have been raised.

Detailed findings

1.0 About the Practice

- 1.1 The Orchard Practice serves a practice population of 8028 people, largely living in the area of Dartford West, defined by the map below.



(source: www.theorchardpractice.co.uk)

1.2 Make up of the whole practice population

The table below gives the breakdown of the practice population across gender and age.

Gender	0-15	16-24	25-34	35-44	45-54	55-64	65-74	75+	Total
Female	714	442	496	551	668	445	376	396	4088
	9%	6%	6%	7%	8%	6%	5%	5%	51%
Male	826	413	468	525	635	445	353	275	3940
	10%	5%	6%	7%	8%	6%	4%	3%	49%
Total	1540	855	964	1076	1303	890	729	671	8028
	19%	11%	12%	14%	16%	11%	9%	8%	

Figure 1: Age/Sex ratio of patients in whole practice

2.0 Carrying out the survey

2.1 The survey was completed by 505 patients. This may be seen as a somewhat disappointing number as last year we had over 1000 responses. A concerted effort was made by PPG members and staff to ensure that the survey was given to as many patients as possible. For three weeks in February the surveys were handed to all attending the practice and PPG members attended the waiting room to encourage participation. In addition letters were written to nearby primary schools and the two local grammar schools, with accompanying posters, asking patients and their families to respond by parentmail. The local pharmacies were also contacted and kindly took surveys to patients when they delivered prescriptions. Posters were placed in the surgery. Details of the survey were also published in the Practice Eye newsletter and also on the practice website, encouraging people to fill the survey in on-line. In spite of this most returns were on paper and PPG members inputted the results of over 450 surveys manually onto the survey monkey facility.

3.0 Survey results

3.1 **Question 1 – In the past 12 months how many times have you seen a doctor?**

3.1.1 505 responses were received to this question. The largest group of respondents (155) had attended between 3-4 times within the last year.

None	1 or 2	3 or 4	5 or 6	7 or more
29	151	155	95	75

Figure 2: Table showing frequency of attendances

3.2 Question 2 – How do you rate the nurses?

In 2012/13 54% of respondents rated the nurses as excellent, the results for this year show 57% stating they were excellent.

Poor	Satisfactory	Good	Excellent
2	37	170	282

Figure 3: Table showing how respondents rated the nurses

As last year, only 2 patients rated their experience as 'Poor'. 92% of respondents regarded the nurses as good or excellent.

3.3 Question 3 – How do you rate the way you are treated by receptionists?

Poor	Satisfactory	Good	Excellent
18	72	203	208

Table 5: Chart showing how respondents felt they were treated by receptionists

82% of respondents felt that they were treated in a good or excellent way by the receptionists. This compared to 87% in 2011/12 and 89.5% in 2012/13. This slight reduction in high satisfaction levels may result from patients' experience of trying to get an appointment at a time when the practice was understaffed and may be a result of increased dissatisfaction with the phone system. As both these issues are resolved over the coming year it will be important to see if this slight deterioration is addressed.

A minority of patients cited the receptionists as poor, stating they were rude or had a poor attitude, this was tempered by a large number of people recognising that they do a very difficult job and stating how friendly and helpful they are.

3.4 Question 4 – How do you rate the hours the practice is open for appointments?

Poor	Satisfactory	Good	Excellent
38	152	251	58

Figure 6: Table showing how respondents felt about practice opening hours

In 2012/13 66% of those who responded regarded the opening hours as good or excellent, this year this has fallen slightly to 61.9%.

3.5 Question 5 – Thinking about when you want to see a particular doctor

3.5.1 Question 5a – How quickly do you usually get to see the doctor?

Same day	Next working day	2 working days	3 working days	4 working days	5 working days	Longer
59	33	47	35	20	87	179

Figure 7: Table showing how quickly respondents could get an appointment with a particular doctor

In 2012/13 13.2% of respondents were able to get an appointment to see a particular doctor the same day, this figure has fallen to 12%. At the same time in 2012/13 29.5% had to wait longer than 5 working days, this number has risen considerably to 46%. This suggests that there may be 'less doctors' time available for those who are being selected by choice. The practice recognises that it had staffing difficulties in terms of clinicians and that this is nearing resolution, therefore this situation should improve in the short term.

3.5.3 Question 5b – How do you rate this?

Poor	Satisfactory	Good	Excellent	n/a
189	138	83	35	33

Figure 8: Table showing how respondents rated the length of time it took until they received an appointment with the doctor

A majority of patients rate the waiting time as excellent, good or satisfactory. However, In 2012/13, 8.4% of respondents considered the time waiting to see a particular doctor as poor, this has increased to 18%.

3.6 Question 6 – Thinking about when you want to see any doctor..

3.6.1 Question 6a – How quickly are you usually seen?

Same day	Next working day	2 working days	3 working days	4 working days	5 working days	Longer
181	71	79	37	21	80	11

Figure 9: Table showing how quickly respondents could get an appointment with any doctor

In 2012/13 44% of patients were able to see any doctor on the 'same day'. This has reduced to 37% and may be a reflection of the amount of appointment hours available compared with last year.

3.6.2. Question 6b – How do you rate this?

Poor	Satisfactory	Good	Excellent	n/a
88	136	138	106	15

Figure 10: Table showing how respondents rated the length of time it took until they received an appointment with any doctor

Again the majority of patients rated this satisfactory, good or excellent. However, in 2012/13, 8.4% of respondents rated this poor compared with an increase to 18% in 2014. It would seem therefore that significantly greater proportions of patients are dissatisfied in this regard.

3.7 Question 7 – If you need to see a GP urgently, can you normally get seen on the same day?

Yes	No	Not needed
281	96	113

Figure 11: Chart showing if respondents could get an appointment on the day

The majority of patients had been able to be seen on the same day when needed, but in 2013 63% of respondents had been able to see a GP on the same day, compared with 57% in 2014.

3.8 Question 8 - How long do you usually have to wait before your consultation starts?

5 minutes or less	6-10 minutes	11-20 minutes	21-30 minutes	More than 31 minutes
64	217	173	32	7

Figure 12: Table showing how long people have to wait before the consultation starts

3.8.1 How do you rate this?

Poor	Satisfactory	Good	Excellent	n/a
33	255	147	44	0

Figure 13: Table showing how respondents rate the length of wait before their consultation starts

Most patients were seen in under ten minutes and there was a high level of satisfaction in terms of waiting times.

3.9. **Question 9 – Thinking about when you have phoned the practice or consulted the doctor how do you rate the following:**

Poor	Satisfactory	Good	Excellent	n/a
Ability to get through on the phone				
146	178	111	19	16
Ability to speak to a doctor by phone for medical advice				
48	76	83	29	232
How well the doctor listened to what you had to say				
19	89	180	174	3
How thoroughly doctor asked about symptoms				
21	88	190	152	9
How well the doctor put you at ease				
16	80	183	181	10
How well the doctor involved you in the decisions about your care				
14	88	195	146	25
Poor	Satisfactory	Good	Excellent	N/a
How well the doctor explained your problem and recommended treatment				
17	81	190	167	12
Rate the time spent by the doctor on your consultation				
33	98	205	127	4
Rate the doctor's patience at answering your questions				
17	81	195	167	7
Rate the doctor's general care and concern for you				
17	82	198	165	5

Figure 14: Chart showing how respondents rate their experiences in getting through to the practice on the phone and speaking to a doctor

There were few issues of concern with the practice and how people were treated once they were seen by a doctor; the only significant area of concern was getting through on the telephone with the majority of people responding citing this as poor or satisfactory, compared with the high levels of good and excellent answers in response to care and attention by clinicians.

3.11. Question 11 – Please tell us whether you are aware of the following:

	Aware	Not aware
Practice is open (hours)	314	156
That you can ring for test results after 2 pm	382	86
That you can order repeat prescriptions online	231	220

Figure 15: Chart showing respondents' awareness of practice information

Additional work could be undertaken particularly around publication of opening hours and the ability to order repeat prescriptions (and make appointments) online.

3.12 Question 12 – is there anything you would like to see improved at the practice?

These can be grouped as follows:

- Better ability to get through on the phone
- Quicker appointments, patients feel they have to wait too long
- Patients do not like having to phone at 8 and again at 12 to be told they cannot have an appointment
- Ability to see a regular GP or GP of choice
- Quality of seating in the waiting area
- Poor parking – though there is a recognition that there is little that can be done about this

3.13 How satisfied are you in general with the practice?

Completely dissatisfied	Very dissatisfied	Fairly dissatisfied	Neutral	Fairly satisfied	Very satisfied	Completely satisfied
6	20	31	45	129	194	43

72% of patients are fairly, very or completely satisfied with the practice. 9% were neutral and the remainder were dissatisfied to some extent.

3.14 Question 14 - Is there anything you think is particularly good or that you would not want to be changed at the practice?

3.14.1 These can however be summarised as follows:

Broadly these praised the general ethos, friendliness and caring nature of staff.

Particular reference was given to:

- The friendliness and professionalism of the practice
- All staff including doctors, nurses and receptionists;
- The phlebotomy clinics