

Patient Survey Results 2014

With the help of our patient Participation group (PPG) last year's patient survey has been run again this year to gather the views of a sample of our patient population. **437** questionnaires were completed this year (compared with 267 last year and 260 the year before) and the results are listed below showing the average percentage scores against each question asked. Members of our PPG helped promote the survey to our patients in the waiting room and encouraged them to fill in the questionnaires.

| <u>Questions</u> | <u>2014 Scores</u> | <u>2013 Scores</u> | <u>2012 Scores</u> |
|--|--------------------|--------------------|--------------------|
| Respect shown by the clinician | 81 | 84 | 79 |
| Confidence in ability of the clinician | 80 | 82 | 78 |
| Warmth of greeting shown by the clinician | 80 | 83 | 79 |
| Ability of the clinician to listen | 79 | 83 | 77 |
| Would recommend the practice to others | 79 | 84 | 74 |
| The clinician's concern for patient | 78 | 81 | 74 |
| Explanations given by the clinician | 77 | 82 | 76 |
| Opportunity given to express concerns to the clinician | 77 | 80 | 74 |
| Consideration shown by the clinician | 77 | 81 | 71 |
| Overall satisfaction with the visit to the practice | 76 | 81 | 74 |
| Reassurance given by the clinician | 75 | 81 | 75 |
| Sufficient discussion around 'self-care' | 74 | 80 | 71 |
| The amount of time given to me for this visit | 74 | 76 | 70 |
| Respect for privacy shown by the practice staff | 67 | 70 | 62 |
| Sufficient information available of the services available | 65 | 68 | 61 |
| Overall impression of the reception staff | 64 | 70 | 62 |
| Satisfaction with the practice's opening hours | 60 | 63 | 58 |
| Illness prevention discussed | 58 | 62 | 59 |
| Appropriate reminder systems in place | 57 | 60 | 57 |
| Opportunity to ask for second opinion / complimentary medicine | 57 | 59 | 55 |
| Ease of speaking to a practitioner on the phone | 56 | 59 | 53 |
| Practice complaints / compliments system in place | 56 | 59 | 52 |
| General satisfaction with making an appointment to see a clinician | 54 | 60 | 52 |
| Comfort of the waiting room | 54 | 54 | 53 |
| Ease of telephone access to the practice | 44 | 38 | 40 |
| Ease of seeing a practitioner within 48 hours | 44 | 50 | 42 |
| Waiting time in the waiting room | 39 | 43 | 39 |
| Ease of seeing a practitioner of choice | 33 | 39 | 27 |

Our thanks go out to everyone who took the time to complete our survey this year and for giving us your feedback. As well as the above scores, we received lots of useful comments about the services we provide and the experiences of patients who have used our services. These have all been circulated to the members of our Patient Participation Group and will be discussed at the next (May) meeting.

We agreed with our PPG that we would use the same questionnaires we have used in previous years so that we can directly compare year-on-year results. As has been the case in previous years, the findings show that what our patients rate the highest is the quality of care provided by the clinicians at the surgery and that what they rate the least is the ease of accessing that care and then the time spent waiting in the waiting room to see the clinician. We work continuously on these access issues and have worked specifically on telephone access this year, allocating more resource to this area at busy times. We have also employed more reception and administration staff and extended their working hours at both the beginning and the end of the working day. With these additional staff and the additional clinical staff we recruited in 2012-13, we find ourselves constrained by the physical size and layout of the surgery premises. We want to continue to focus on making it easier for our patients to access the services we provide and are working closely with our PPG on extending and refurbishing our existing building. This will be our main focus of improvement for the 2014-15 year.

We remain committed to working with our PPG to address any genuine patient concerns with any aspect of the services offered by the surgery and to develop new services which can reasonably be provided at Stoke Road. We will agree a plan with our PPG around what the high priority issues will be for the coming 12 months. If you would like to contact our PPG to

have an input into this process, please click on the **Patient Participation Group** link on this website (right hand side of the welcome page) and go to the “**contact us**” tab.

Finally, quality of care is at the centre of everything we do at Stoke Road and any changes we implement will be done in such a way that quality of care is **never** compromised.

Lester Pygott
Practice Manager

Additional Information about the PPG

PPG Membership.

Ideally, the demographic profile of our PPG would exactly mirror the profile of our patient population. To date, this has been difficult to achieve. The profiles are show here;

| Age | Practice Population profile | PPG profile |
|--------------------|-----------------------------|-------------|
| 18 to 24 year olds | 6% | 9% |
| 25 to 34 year olds | 10% | 0 |
| 35 to 44 year olds | 12% | 0 |
| 45 to 54 year olds | 15% | 9% |
| 55 to 64 year olds | 12% | 18% |
| 65 to 74 year olds | 13% | 45% |
| 75 to 84 year olds | 8% | 18% |
| Over 85 years old | 4% | 0 |

| Ethnicity* | Practice Population profile | PPG profile |
|-------------------------|-----------------------------|-------------|
| White British | 97.30% | 91% |
| White Irish | 0.30% | 0 |
| White & Black Caribbean | 0.40% | 0 |
| White & Black African | 0.10% | 0 |
| White & Asian | 0.70% | 0 |
| Indian | 0.90% | 0 |
| Pakistani | 0.10% | 0 |
| Bangladeshi | 0 | 0 |
| Caribbean | 0 | 0 |
| African | 0 | 0 |
| Chinese | 0.20% | 9% |

| Gender | Practice Population profile | PPG profile |
|--------|-----------------------------|-------------|
| Male | 48% | 45% |
| Female | 52% | 55% |

* (based on practice population with ethnicity recorded)

It has been difficult to recruit members in the age group 25 – 44 as people in this age bracket tend to have busy working lives and / or young families to look after. We have advertised in our newsletter, on this website and on our patient information screen in the waiting room at the surgery. So, if you are between 25 and 44 and would be interested in contributing to the patient group, please do contact the practice or the PPG via this website or write to us at the surgery.

Information about the Surgery Opening hours.

The surgery is open Monday to Friday from 8:30am until 6:30pm (except Bank Holidays)
Tel: 01242 672007

We offer a small number of routine early morning and early evening doctor appointments for patients who find it difficult to attend the surgery within normal opening times. These sessions are held between;

7.00am - 8.00am on Mondays and Tuesdays and
6:30pm - 7:45pm on Tuesdays

These appointments should be booked in advance via reception. The surgery is closed for all other business during this time.