

OLD HALL SURGERY

PATIENT SATISFACTION SURVEY

2011

REPORT

PATIENT SATISFACTION SURVEY 2011

Dr's Birch Phipps and Shaw and Griffiths would like to thank all the patients who completed the satisfaction survey during November 2011

We appreciate your time in commenting on the service provided by Old Hall Surgery. We take very seriously the results of the survey and all your comments are discussed by all the practice staff and the Patient Participation Group.

We have put some information from the survey together. We hope you find the results helpful and interesting.

Thank you once again for participating.

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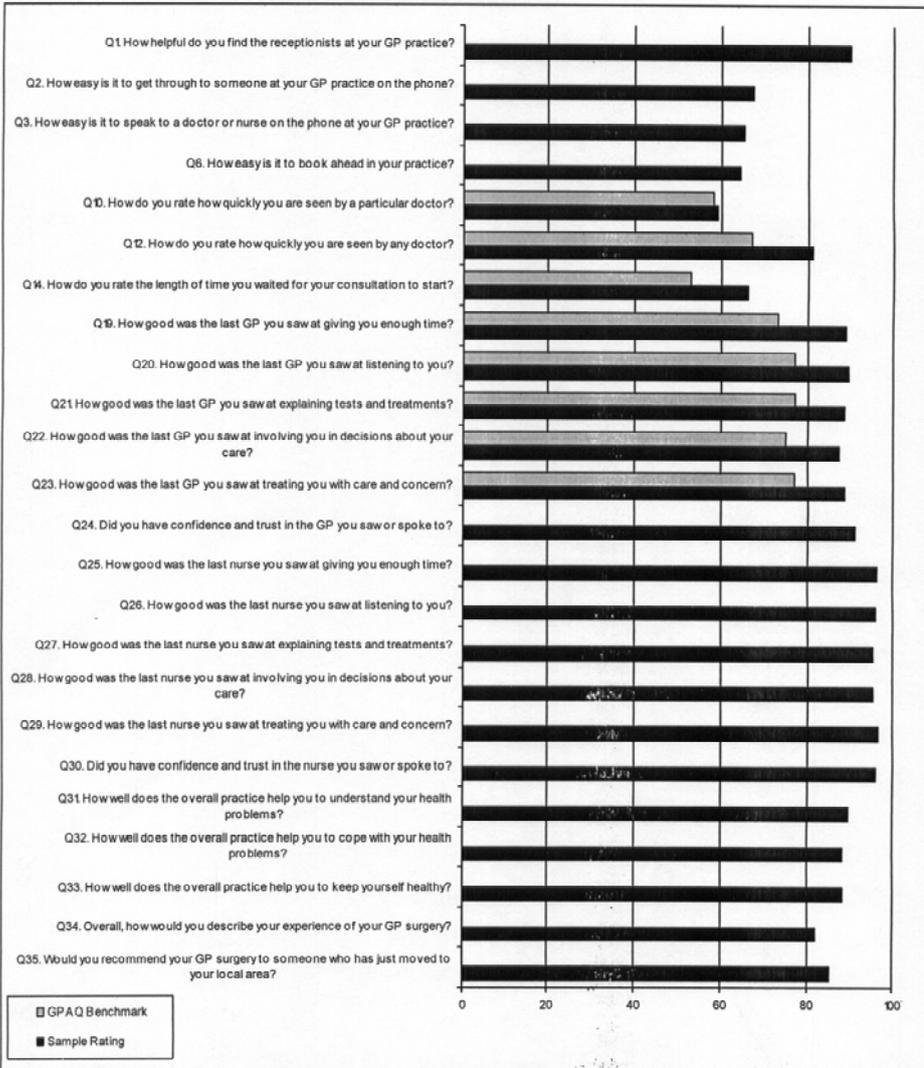
READ THE FULL PATIENT SURVEY REPORT AND PREVIOUS REPORTS

If you have Internet access the full report for 2011 and previous reports are on the practice website under "survey results"

Website address www.oldhallsurgery.co.uk

Old Hall Surgery Opening Hours Monday to Friday 8am to 6.30pm

Chart showing report ratings against benchmark



1. Report Ratings

Rating **BenchMark**

This benchmark is an arbitrary figure set by the Department of Health and used in previous years Survey's

Q1. How helpful do you find the receptionists at your GP practice?	90	0
Q2. How easy is it to get through to someone at your GP practice on the phone?	67	0
Q3. How easy is it to speak to a doctor or nurse on the phone at your GP practice?	65	0
Q6. How easy is it to book ahead in your practice?	64	0
Q10. How do you rate how quickly you are seen by a particular doctor?	59	58
Q12. How do you rate how quickly you are seen by any doctor?	81	67
Q14. How do you rate the length of time you waited for your consultation to start?	66	53
Q19. How good was the last GP you saw at giving you enough time?	89	73
Q20. How good was the last GP you saw at listening to you?	90	77
Q21. How good was the last GP you saw at explaining tests and treatments?	89	77
Q22. How good was the last GP you saw at involving you in decisions about your care?	88	75
Q23. How good was the last GP you saw at treating you with care and concern?	89	77
Q24. Did you have confidence and trust in the GP you saw or spoke to?	91	0
Q25. How good was the last nurse you saw at giving you enough time?	96	0
Q26. How good was the last nurse you saw at listening to you?	96	0
Q27. How good was the last nurse you saw at explaining tests and treatments?	95	0
Q28. How good was the last nurse you saw at involving you in decisions about your care?	95	0
Q29. How good was the last nurse you saw at treating you with care and concern?	97	0
Q30. Did you have confidence and trust in the nurse you saw or spoke to?	96	0
Q31. How well does the overall practice help you to understand your health problems?	90	0
Q32. How well does the overall practice help you to cope with your health problems?	88	0
Q33. How well does the overall practice help you to keep yourself healthy?	89	0
Q34. Overall, how would you describe your experience of your GP surgery?	82	0
Q35. Would you recommend your GP surgery to someone who has just moved to your local area?	85	0

The patient survey Question 41 offered the patients the opportunity of making a comment on the practice.

Below are the comments from the survey.

1. Good
2. Attitude of receptionist needs to improve
3. Very Happy
4. I do not like the new seating arrangements and I am with children the TV screen is behind them
5. Overall the surgery and staff are outstanding but GP hours aren't convenient for me. I work full time and need later appointments
6. GP practice very good
7. Happy with staff and Doctors are always helpful and pleasant.
8. I like to see my doctor but sometimes I have to see another one. I have a lot of faith in my doctors and wish I could see him always
9. It would be nice to see one of my GPs and not a locum
10. I have always been very happy with this surgery
11. I called at 8-8.30 for an early appointment – there were none then mum called and got one. Told I would be fitted in after AM surgery. GPs, nurses and surgery overall great.
12. You never see the same doctor and the same doctors fail to resolve your problem and you waste money on prescriptions you don't require
13. A bit discomfited at changes made
14. Would be good if we had our own doctor to see each time
15. Sometimes I feel that the surgery has too many patients as it can be very difficult to book appointments
16. More magazines for women
17. Put something good on the TV
18. It would help if we didn't have to wait longer than the appointment time
19. I have always had a very high regard for your surgery, doctors, nurses and reception
20. All nurses are very good and so are the doctors
21. Excellent overall
22. Helpful at all times
23. My only problem is access to a doctor and time with them. The medicine is very good
24. All good thanks
25. The TV in the waiting room is very irritating
26. Brilliant practice. Not always possible to see female doctor when preferred and am not asked about it. Some Monday mornings it is difficult to get through on the phone.
27. Kath the practice nurse is excellent. The receptionists need to understand that not everyone can make an appointment during the day when they work outside the area.
28. Overall I am very happy with my doctor's surgery. The only stressful thing is ringing in at 8am on constant redial to ensure I get an appointment that day.
29. Receptionists can be rude sometimes and treat you in a bad manner
30. I know it wouldn't be possible to see my own doctor all the time but it would be nice
31. Mistakes are commonly made

PRACTICE RESPONSE TO COMMENTS

Firstly the Doctors and Staff at Old Hall Surgery would like to thank everyone for their positive comments this shows that we are on the right track.

The Practice would like to address some of the comments from the patient satisfaction survey comments.

We hope the reply to the comments is useful and informative.

Comments

2. Attitude of receptionist needs to improve

All the receptionists have attended a Medical Reception Training course in 2011 provided by an outside provider and benefited greatly from this training

The receptionists do a very hard job and try to deal with all problems patiently and efficiently.

Unfortunately we cannot please everyone all the time, and at staff meetings we discuss how we can improve our communication and manner.

4. New Seating Arrangements

The seating has been re arranged in line with the thoughts and ideas from the Patient Participation Group. After discussion with the group and practice team the practice is looking to provide a radio in the waiting room and remove the TV.

5. GP Hours –Later appointments

The Practice is open from 8am to 6.30pm and appointments are offered early and late but there is also the “extended hours” which offer appointments in the evening at Ellesmere Port Hospital 6.30pm to 8pm and on a Saturday morning 10am to 12noon.

8. I like to see my Doctor

Some Doctors at the practice have chosen to work part time and this reduces their availability. They appreciate this causes problems for some patients. Also the Doctors have to attend meetings locally, to keep the practice up to date and be involved in planning health care services for the future.

9. It would be nice to see one of my GP’s not a locum

Where possible the practice does not use locums but at sickness or holidays there are occasions when we have to provide enough appointments for everyone who needs to be seen

11. I called at 8.30 for an early appointments – there were none and then Mum called and got one

Early appointments on some days go very quickly. It is possible and happens often that someone will make an appointments then ring back to cancel

12. **You never see the same Doctor and waste money on prescriptions you don't require**
There are lots of medications and different things suit different people so Doctors will try to find what helps patients best.
13. **A bit discomforted at changes made**
We would be happy to explain any changes but need to know a little more about this
14. **Would be good if we had our own Doctor to see each time**
See Question No 8's answer
15. **Sometime I feel the surgery has too many patients as it can be difficult to book appointments**
The practice size has been very stable at 5000 patients for the last 30 years and in the last 2 years has increased to 5200. Increases in patient demand and having to meet government targets makes the Doctors busier each year.
16. **More magazines for women**
We try to provide a variation of magazines for both men and women and as these are donated we would be pleased to receive any magazines of appropriate nature and quality for patients.
17. **Put something good on TV**
We are changing the TV for a radio as a trial in the waiting room.
18. **It would help if we didn't have to wait longer than the appointment time**
Each patient seen will have a different problem; some can be dealt with in the time allocated and some with more complicated problems may need longer. Doctors do try to keep to time but it is not always possible.
23. **My only problem is access to a Doctor and time with them**
See question 8, 15 and 18
25. **The TV in the waiting room is very irritating**
See question 17
27. **The receptionists need to understand that not everyone can make an appointment during the day when they work outside the area.**
See question 5
29. **Receptionist can be rude sometimes and treat you in a bad manner**
See question 2
31. **Mistakes are commonly made**
We strive to provide an excellent service. If anyone regularly encounters mistakes or problems the Practice Manager would be happy to discuss these issues to try to find a resolution. We would need to know exactly what the problems are.

REPORT CONCLUSION

All of the results of the surveys are discussed with all the practice staff, which includes, Doctors, Practice Nurses, Receptionists and Health Care Assistant.

The Practice Patient Participation Group have reviewed the survey and met with the Doctors to discuss the results on two occasions.

At the Patient Participation Group meeting on the 17th January 2012 the members of the group said that the Practice should be congratulated for performing well, as the survey results have improved from last year.

The survey was again discussed with the Patient Participation Group and Doctors on Tuesday 21st February, where identifying an area for improvement were discussed. Overall the group noted that they did not feel that there were any particular areas for improvement, but agreed that some work could be done on the questions which did not achieve 70%.

The chart showing report ratings shows that all but 5 questions are over 80%

The 5 questions below the 80% are as follows, and were discussed as being areas for improvement.

Q2 How easy is it to get through to someone at your GP practice on the phone?

Q3 How easy is it to speak to a Doctor or Nurse on the phone at your GP practice?

Q6 How easy is it to book ahead in your practice?

Q10 How do you rate how quickly you are seen by a particular Doctor?

Q14 How do you rate the length of time you waited for your consultation to start?

It was agreed that some work could be done on these areas by the practice.

The group agreed that it would be appropriate to aim to improve these questions at the next survey.

Read the Old Hall Surgery report submitted to the PCT on the Old Hall Surgery website (www.oldhallsurgery.co.uk) with all supporting documentation as to how the group was set up and how the members of the Patient Participation group were recruited.