

Dolphins Practice

Patient Survey Report 2012 /2013

Introduction

This survey was based on the questions written by the Patient Group and Practice Manager in partnership. It was designed to measure patient satisfaction / experience and to highlight areas that the practice can improve, whilst we realise that the Patient Group is not reflective or representative of the patient population of the practice this has improved over the last 12 months.

The questionnaire contained questions and the results of these were combined to produce the following broad topic areas:

- Practice administration
- Appointments
- Booking
- Length of consultation
- Professional care – GPs/Nurses
- Practice matters
- On-line services

Methodology

The practice used Survey Monkey to compile a questionnaire. It was agreed that all were interested to see how things had changed in patient perception of the services the Practice offers. Therefore it was agreed that the majority of questions asked would remain the same, as 2011/2012 in order to be able to draw comparisons.

This questionnaire was produced as a paper questionnaire and as an on-line version for people with access to the Internet, to complete. It was important that each questionnaire retained a similar question Structure as this enabled faster and more complete analysis of this data. No attempt was made to differentiate between on-line replies or paper questions. Patients were invited to take part via an emailed link to the survey or by the Patient Group/Receptionists in the practice.

Survey Sample

The number of replies received was 152, which was a slight increase from last year when 130 patients participated in the patient survey. The Practice presented the results of the survey at the patient group meeting held on 5th March, 2013 and the results were discussed.

Question 1	2011	2012
Do you feel that you are treated with respect and dignity when you attend the Practice?	%	%
Yes Always	78.1	68.4
Yes Mostly		22.4
Yes Sometimes	19.5	7.2
No	2.3	2

Question 2	2011	2012
Do you find the Dolphins Staff helpful?	%	%
Very Helpful	60.8	52.3
Mostly Helpful		33.8
Fairly Helpful	32.3	9.3

Not very Helpful	6.9	4.6
------------------	-----	-----

Question 3 How many times in the last 12 months have you attended the Practice?	2011 %	2012 %
0-2	27.7	18.5
3-5	45.4	41.1
6-10	21.5	24.5
11-15	1.5	7.9
16 Plus	3.8	7.9

Question 4 Are the appointment times at the Practice convenient to you?	2011 %	2012 %
Yes	81.3	40
Mostly		48.7
No	18.8	11.3

Question 5 How easy is it to get through to the practice via telephone?	2011 %	2012 %
Very Easy	3.8	4
Fairly Easy	33.1	36.4
Not Very Easy	38.5	29.1
Not At All Easy	24.6	30.5
Don't Know	0	0
Haven't Tried	0.8	0

Question 6 Have you used the internet to book an appointment?	2011 %	2012 %
Yes		19.5
No		68.6
Wasn't aware I Could		13.4

Question 7 How easy is it to speak with a Doctor or Nurse?	2011 %	2012 %
Very Easy	10	16.4
Fairly Easy	36.2	47.3
Not Very Easy	20.8	20.5
Not At All Easy		
Haven't Tried	27.7	11.6

Question 8 If you need to see a GP urgently, are you normally seen on the same day?	2011 %	2012 %
Yes	85.2	75.8
No	14.8	24.2

Question 9 How easy is it to book an appointment ahead?	2011 %	2012 %
Very Easy	16.9	20.8
Fairly Easy	38.5	45.6
Not Very Easy	23.8	17.4
Not At All Easy	13.1	11.4
Don't Know	2.3	0.7
Haven't Tried	5.4	4

Question 10 When you want to see a particular GP how quickly do you usually get seen?	2011 %	2012 %
Same or Next Day	13.5	13.2
2-4 Days	31.7	25.7
5 Days or More	33.3	45.1
Don't know Never Tried	22.2	17.4

Question 11 When you are willing to see any GP how quickly do you usually get seen?	2011 %	2012 %
Same or Next Day	73.8	72.6
2-4 Days	17.7	20.5
5 Days or More	3.1	4.1
Don't know Never Tried	6.9	3.4

Question 12 On your recent visit to the Practice how long did you wait to be seen, after your appointment time?	2011 %	2012 %
0-5 Minutes	20.2	12.5
5-10 Minutes	41.9	36.8
11-20 Minutes	27.9	35.4
21-30 Minutes	5.4	11.1
More Than 30 Minutes	4.7	4.2

Question 13 When last visiting your GP, were you given enough time?	2011 %	2012 %
Yes		86.3
Would Have Liked Longer		10.3
No		3.4
Very Good	45.7	
Good	42.5	
Fair	11	
Poor	1.6	

Question 14 When last visiting your GP did he/she listen to you?	2011 %	2012 %
Very Well	61.2	73.5
Quite Well	30.2	21.1
Fair	7	
Poorly	1.6	5.4

Question 15 When last visiting your GP did you feel the results regarding tests and treatments were explained	2011 %	2012 %
Very Well	54.7	64.3
Quite Well	32.8	29.4
Fair	11.7	
Poorly	2.3	6.3

Question 16 When last visiting your GP did you feel involved in the decisions about your care?	2011 %	2012 %
Very Well	55.9	68.8
Quite Well	32.3	
Mostly		28.5
Fair	9.4	
Poorly	2.4	2.8

Question 17 When last visiting your GP did you feel that you were treated with care and concern?	2011 %	2012 %
Yes	57.8	80.08
Good	30.5	
Mostly		16.4
Fair	9.4	
Not At All	2.3	2.7

Question 18 When last visiting your GP did you have confidence and trust in the GP that you saw or spoke to?	2011 %	2012 %
Completely	56.3	63.7
Good	32.8	
Mostly		30.8
Partly		3.4
Fair	9.4	
Not At All	2.3	2.1

Question 19 When last visiting the Practice Nurse, were you given enough time?	2011 %	2012 %
Yes		94.6
Would Have Liked Longer		1.6
No		3.9
Very Good	64.8	
Good	32.4	
Fair	1.9	
Poor	1	

Question 20 When last visiting the Practice Nurse, did she listen to you?	2011 %	2012 %
Very Well	65.7	71.1
Quite Well	28.6	24.2
Fair	3.8	
Poorly	1.9	5.5

Question 21 When last visiting the Practice Nurse, did you feel that the results regarding tests and treatments were explained?	2011 %	2012 %
Very Well	57.4	65.3
Quite Well	31.7	30.6
Fair	8.9	
Poorly	2	4

Question 22 When last visiting the Practice Nurse, did you feel involved in the decisions about your care?	2011 %	2012 %
Very Well	60	71.3
Quite Well	31	
Mostly		23.8
Fair	6	
Poorly	4	4.9

Question 23 When last visiting the Practice Nurse, did you feel that you were treated with care and concern?	2011 %	2012 %
Yes	68.3	78.3
Good	24.8	
Mostly		17.1
Fair	5	
Not At All	2	4.7

Question 24 When last visiting the Practice Nurse, did you have confidence and trust in the Nurse that you saw or spoke to?	2011 %	2012 %
Completely	60.2	66.2
Good	33	
Mostly		26.2
Partly		3.8
Fair	4.9	
Not At All	2.9	3.8

Question 25 How well do you feel that the doctors and nurses help you to understand your health problems?	2011 %	2012 %
Completely	61.7	59
Quite Well		34.7
Not Very Well	6.6	6.3
Not Applicable/Unsure	39.7	0.7

Question 26 How well do you feel that the doctors and nurses help you to keep yourself healthy?	2011 %	2012 %
Completely	53.7	46.2
Quite Well		38.5
Not Very Well	6.6	7.7
Not Applicable/Unsure	39.7	7.7

Question 27 How would you best describe the overall experience of Dolphins Practice?	2011 %	2012 %
Excellent	24.8	36.4
Very Good	43.4	38.5
Good	20.2	14
Fair	8.5	8.4
Poor	3.1	4.2

Question 28 Would you recommend Dolphins Practice to someone who has just moved to the area?	2011 %	2012 %
Yes	87.3	90.6
No	12.7	9.4

Question 29- In your experience of the NHS Services that you have used, what works well?(A few of the comments listed) - Maternity care provided, kindness of staff, A&E at PRH, able to pre book appointments, good GP and Consultant care, Never had any problems in over 70 years, staff kind respectful which includes hospital staff, health service, etc.,

Question 30 - In your experience of the NHS Services that you have used, what works badly? (A few of the comments listed) – Telephone systems when phoning for appointment, links between NHS and social services, treatment of the aged, referral times too long, rudeness of staff, hospital/NHS Trust talking to each other, waiting for appointments with specialists, etc.,

Question 31	2011	2012
It will help us understand your answers if you could tell us a little more about yourself - are you	%	%
Male	48.1	31.7
Female	51.9	68.3

Question 32	2011	2012
How old are you	%	%
Under 18 Years	0	2.1
18 to 24 Years	0.8	3.4
25 to 35 Years	5.4	11.7
35 to 44 Years	15.5	14.5
45 to 54 Years	20.2	17.2
55 to 64 Years	24	19.3
65 to 74 Years	18.6	18.6
75 to 84 Years	14.7	11
85 Years and Over	0.8	2.1

Question 33	2011	2012
Do you consider yourself to have a disability	%	%
Yes	12.4	17.5
No	87.6	82.5

Question 34	2011	2012
What best describes your ethnic group	%	%
White	98.4	96.5
Black or Black British	0.8	0.7
Asian or Asian British	0.8	0.7
Mixed	0	1.4
Chinese	0	0
Other Ethnic Group	0	0.7

Question 35	2011	2012
Did you know that the Dolphin's Practice Patient Participation Group can help with your non-medical concerns/questions/queries?	%	%
Yes		33.3
No		66.7

The Patient Group and Practice Manager compared the responses to the 35 questions where possible with the results of the 2011 questionnaire. Unlike the previous survey, several questions had now given participants the opportunity to differentiate between 'very positive' and 'mostly positive'.

The responses reflected a wide age range, more female than male respondents, and an increased percentage from ethnic groups and patients with disabilities. The majority of the responses showed an improved assessment of the Practice.

The Group was encouraged by the marked improvement in patients' appreciation of the services offered by the Practice, and asked that its congratulations be extended to all the Practice staff involved.

Action Plan

As problems were still being reported about making appointments by telephone. The Group felt it would be helpful to provide an article in their next Newsletter surrounding the various methods for making appointments on the day telephone requests, face to face requests, advance booking, internet booking. It was agreed that the Practice's website would be expanded to emphasize the Internet booking facility.

Raise Patients awareness of the Practice Opening Times:

Monday 7.30am to 6.30pm

Tuesday 7.30am to 6.30pm

Wednesday 8.00am to 6.30pm

Thursday 8.00am to 6.30pm

Friday 7.30am to 6.30pm

Saturday Fortnightly 9.00am to 10.30am

Members were concerned at the high percentage (66.7%) of patients who did not know about The Patient Group, despite assisting with flu clinics, patient surveys, Newsletters and organising educational events for Patients of the Practice and other Practice's. It is hoped that having asked this question that it has raised an awareness and it is hoped that a cross section of the practice population will become more involved through the Patient Participation and Reference Group.