

Patient Satisfaction Survey Results 2015/16

Aim:

The Derby Medical Centre strives to provide, maintain and exceed the standards of care we offer to our patients. Our annual questionnaire is one of many ways we review our practice and listen to our patient's feedback both for those who receive care and for those who provide it.

The results of this survey were discussed with the practice partners on 4th January 2016. It was also on the agenda at the patient group meeting on 12th January 2016.

What have we achieved in response to last year's survey?

Following on from last year's feedback where there was a consistent theme relating to improving confidentiality our partitioned waiting room allows for a small office to house our telephonists. This means greater confidentiality for our patients when they call, a quieter environment for those waiting to be seen in the waiting area and better front of house service for those arriving at the surgery. It is obviously impossible to avoid disclosing some patient information in the process of booking in but for those patients wishing to discuss a matter more privately there is a separate office where patients can request to talk more confidentially. Please ask at reception and they will be happy to assist.

The new flooring installed in March last year has also proved to be vastly more practical and hygienic. Whilst we are aware that the new seating is not to everyone's liking, it is practical and as a busy practice allows us to utilise the space with as many seats as practically possible. Please bear in mind that with 13,000 registered patients, at peak times a crowded waiting area is unavoidable and we do our best to see patients on time and keep the flow of patients moving to the best of our ability.

Reception staff have also undertaken rigorous training to improve the service provided to patients. Overall, the feedback from our patients regarding front of house is positive but we are committed to making ongoing improvements taking into account the sometimes demanding nature of reception's role. We would like to thank the majority of our patients for speaking politely and respectfully to our staff.

Our website has also been brought up to date to reflect the fact that more people view sites on a mobile device than ever before so www.derbymedicalcentre.co.uk is now fully responsive for your ease and convenience.

Process:

Once again, we decided to exclusively survey those patients who had registered for online services so we could conduct the questionnaire online allowing us to generate results efficiently. Using duplicate questions from last year will help us to make long terms comparisons and analysis.

On 21/02/16 1400 emails were sent out from our database with a link to the survey. The survey was left open for a one week period during which time we received 458 completed responses which equates to 32.71% down from 53.6% in the previous year. This does not take into account the 42 additional surveys that were only partially completed. Although less were completed, we acknowledge that asking for completion within one week rather than two as in 2015, may have had a bearing on the results.

Results:


This year proportionately more in the senior age categories completed the survey meaning we may need to look at ways to engage patients in categories 2, 3 and 4 however, the results last year were not dissimilar.

What age group do you fall into?							Response Percent	Response Total
1	18 or under						0.00%	0
2	19 - 25						1.32%	6
3	26 - 35						5.96%	27
4	36 - 45						12.58%	57
5	46 - 55						20.09%	91
6	56 - 65						22.08%	100
7	66 or over						37.97%	172
Analysis	Mean:	5.7	Std. Deviation:	1.32	Satisfaction Rate:	78.26	answered	453
	Variance:	1.74	Std. Error:	0.06			skipped	5

7.03% of patients answered that they are carers of which 11.34% are formally registered as carers versus 12.5% in the previous year.

Approximate number of visits to the Derby Medical Centre in the last 12 months							Response Percent	Response Total
1	1-3						40.93%	185
2	4-7						34.29%	155
3	5-9						15.71%	71


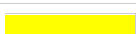




Approximate number of visits to the Derby Medical Centre in the last 12 months

						Response Percent	Response Total	
4	10+						9.07%	41
Analysis	Mean:	1.93	Std. Deviation:	0.96	Satisfaction Rate:	30.97	answered	452
	Variance:	0.92	Std. Error:	0.05			skipped	6

The results from the approximate number of visits for each patient in a twelve month period are very similar to last year and continues to demonstrate the demand for repeated and regular appointments. Category 3 is up from 12.36% to 15.71% but those patient requiring 10+ appointments has dipped below 10% from last year.

Following our improvements to the waiting area we were interested to gauge how improved patient's felt their privacy is. 74.78% believe it's adequate, good or excellent but we continue to acknowledge the need to sustain and improve how sensitive information is handled.



Following improvements to the practice reception area, how do you now rate your privacy?

						Response Percent	Response Total	
1	Excellent						7.08%	32
2	Good						27.88%	126
3	Adequate						39.82%	180
4	Needs improvement						13.50%	61
5	Poor						6.64%	30
6	N/A						5.09%	23
Analysis	Mean:	3	Std. Deviation:	1.19	Satisfaction Rate:	40	answered	452
	Variance:	1.42	Std. Error:	0.06			skipped	6



Following the results of patient awareness of our extended hours and enhanced access service we are aware of the need to promote this more actively. However, appointments on the weekend are currently only available until 30th April as this is a trial initiative. To make an appointment at either of these please speak to reception but please bear in mind that these are for routine issues and may not be with a doctor from Derby Medical Centre.

Unsurprisingly of the 8.65% that have used the Enhanced Access facility, the overall feedback is positive that this is enormously helpful and convenient, particularly for commuters and busy Mums requiring an appointment without the children in tow.

Did you know that we offer extended hours on a Monday evening between 6pm and 8pm?




		Response Percent	Response Total
1	Yes		35.16% 160
2	No		64.84% 295
Analysis	Mean:	1.65	Std. Deviation: 0.48
	Variance:	0.23	Std. Error: 0.02
		Satisfaction Rate: 64.84	answered 455
			skipped 3

Until 30th April 2016 we offer appointments in the evening and on Saturdays and Sundays. Are you aware of this service?





		Response Percent	Response Total
1	Yes		13.69% 62
2	No		86.31% 391
Analysis	Mean:	1.86	Std. Deviation: 0.34
	Variance:	0.12	Std. Error: 0.02
		Satisfaction Rate: 86.31	answered 453
			skipped 5





Appointments by phone (63.72%) continues to be the most popular method of booking an appointment but online appointment bookings have increased from 25.62% to 27.73% and we hope that our mobile responsive site will now make this even easier from a mobile device.

How did you schedule your appointment?



		Response Percent	Response Total
1	By phone		63.72% 216
2	Online		27.73% 94
3	Came into the clinic		8.55% 29
Analysis	Mean:	1.45	Std. Deviation: 0.65
	Variance:	0.42	Std. Error: 0.04
		Satisfaction Rate: 22.42	answered 339
			skipped 119





The majority of respondents continue to report that it is easy to get an appointment over the phone and/or order repeat prescriptions online but there is obviously room for improvement on the basis that some patients have found the process difficult or confusing. We would encourage those experiencing difficulty online to revisit the site or speak to a member of staff. With regards to the phone, we always do our best to have the phones fully manned and to deal with matters efficiently. However, as a busy practice it is impossible to avoid queues on the lines during peak times.

10.1. How easy was it to schedule your appointment over the phone?					Response Percent	Response Total	
1	Very Difficult				9.2%	34	
2	Confusing				0.8%	3	
3	Could be better				32.1%	118	
4	Easy				57.9%	213	
Analysis	Mean:	3.39	Std. Deviation:	0.9	Satisfaction Rate:	79.53	
	Variance:	0.81	Std. Error:	0.05			
						answered	368

10.2. How easy was it to order repeat prescriptions online?					Response Percent	Response Total	
1	Very Difficult				9.4%	27	
2	Confusing				9.1%	26	
3	Could be better				20.2%	58	
4	Easy				61.3%	176	
Analysis	Mean:	3.33	Std. Deviation:	0.98	Satisfaction Rate:	77.82	
	Variance:	0.97	Std. Error:	0.06			
						answered	287

Booking appointments in advance and on the day remains paramount to our patients but we are pleased to report that the majority of patients can normally be seen the same day when the matter is urgent.

If you need to see a GP urgently, can you normally be seen on the same day?							Response Percent	Response Total
1	Yes						77.88%	331
2	No						22.12%	94
Analysis	Mean:	1.22	Std. Deviation:	0.42	Satisfaction Rate:	22.12		
	Variance:	0.17	Std. Error:	0.02				
						answered	425	
						skipped	33	

How courteous was the receptionist?							Response Percent	Response Total
1	Very courteous						22.30%	101
2	Courteous						57.62%	261
3	Not very courteous						11.92%	54
4	Rude						3.75%	17

How courteous was the receptionist?							Response Percent	Response Total
5	N/A						4.42%	20
Analysis	Mean:	2.1	Std. Deviation:	0.94	Satisfaction Rate:	27.59	answered	453
	Variance:	0.88	Std. Error:	0.04			skipped	5


Staff courtesy has improved with 22.30% regarding staff as very courteous versus 18.63% in the previous period. The number of patients that found reception not very courteous or rude are also down on the same period so we are pleased that training has contributed to the improved perception of our front of house staff. Please be reminded that we take patient complaints very seriously but equally believe that our staff deserve to be spoken to respectfully.

At your most recent visit, how long did you have to wait beyond your scheduled appointment?							Response Percent	Response Total
1	Less than 5 minutes						20.00%	90
2	5 - 10 minutes						34.89%	157
3	10 - 15 minutes						24.44%	110
4	15 - 20 minutes						10.67%	48
5	Over 20 minutes						10.00%	45
Analysis	Mean:	2.56	Std. Deviation:	1.21	Satisfaction Rate:	38.94	answered	450
	Variance:	1.46	Std. Error:	0.06			skipped	8

Waiting times are also on a par with last year and we are pleased to find that over 54% are seen within 10 minutes. For those that have experienced longer waits, please do bear in mind that there are sometimes medical emergencies that take precedence. We will endeavour to keep you informed but thank you for your patience and understanding during periods of delay.

How would you rate the cleanliness of the practice?							Response Percent	Response Total
1	Excellent						25.17%	114
2	Good						52.76%	239
3	Adequate						20.09%	91
4	Needs improving						1.77%	8
5	Poor						0.00%	0







How would you rate the cleanliness of the practice?

						Response Percent	Response Total	
6	N/A						0.22%	1
Analysis	Mean:	1.99	Std. Deviation:	0.75	Satisfaction Rate:	19.87	answered	453
	Variance:	0.56	Std. Error:	0.04			skipped	5







Practice cleanliness is an obvious priority for us and we feel that the new seating and flooring has assisted this. 77.93% regard the standard as good or excellent and we are pleased that no one reported it as poor.

The rating of our seating availability has diminished slightly but this had to be comprised in order to address patient confidentiality and we are satisfied that we couldn't make any better provision given the limited space available.

How would you rate the seating availability?

						Response Percent	Response Total	
1	Excellent						10.35%	47
2	Good						36.56%	166
3	Adequate						31.06%	141
4	Needs improving						15.20%	69
5	Poor						6.39%	29
6	N/A						0.44%	2
Analysis	Mean:	2.72	Std. Deviation:	1.07	Satisfaction Rate:	34.41	answered	454
	Variance:	1.15	Std. Error:	0.05			skipped	4

How would you rate the information we provide about the practice and our services

						Response Percent	Response Total	
1	Excellent						7.96%	36
2	Good						34.07%	154
3	Adequate						28.76%	130
4	Needs improving						22.57%	102
5	Poor						3.76%	17
6	N/A						2.88%	13







How would you rate the information we provide about the practice and our services

						Response Percent	Response Total	
Analysis	Mean:	2.89	Std. Deviation:	1.13	Satisfaction Rate:	37.74	answered	452
	Variance:	1.28	Std. Error:	0.05			skipped	6







The information we provide about the practice and our services suggests that patients feel more than last year that this needs improving so we will be exploring ways to do so within the patient group. We have also recently completed our first patient newsletter which is available on the website and in the waiting area. We hope to produce these every three months to keep patients informed and up to date.

The following opinions were recorded concerning our website which are very similar to last year. We now have the provision to make more timely changes to the content so hope that patients will see an improvement regarding this.

How do you rate the practice website?

						Response Percent	Response Total	
1	Excellent					5.35%	24	
2	Good					25.39%	114	
3	Adequate					26.28%	118	
4	Needs improving					12.25%	55	
5	Poor					2.90%	13	
6	N/A					27.84%	125	
Analysis	Mean:	3.65	Std. Deviation:	1.67	Satisfaction Rate:	53.1	answered	449
	Variance:	2.78	Std. Error:	0.08			skipped	9

How effective do you find the patient television screen in reception?

						Response Percent	Response Total
1	Excellent					9.03%	41
2	Good					33.70%	153
3	Adequate					33.48%	152
4	Needs improving					12.56%	57
5	Poor					8.81%	40
6	N/A					2.42%	11









How effective do you find the patient television screen in reception?

						Response Percent	Response Total	
Analysis	Mean:	2.86	Std. Deviation:	1.17	Satisfaction Rate:	37.14	answered	454
	Variance:	1.37	Std. Error:	0.06			skipped	4





12.56% of patients versus 19.39% feel that the patient screen needs improving but the majority of patients find it a useful addition to the surgery and we continue to try and update the content regularly and display topical information. With regards to the patient call facility, we do appreciate that this does not always pronounce names accurately but are at the mercy of the software despite having addressed this with the supplier.



We remain delighted with the positive feedback concerning our doctors as 81.98% saw their doctor of choice. 92.97% felt that the doctor gave a thorough examination and our patients clearly feel they are kind, considerate and attentive. The characteristics of our doctors were summarised as follows:







Which of the following options describes the doctor's characteristics?

						Response Percent	Response Total	
1	Attentive					77.65%	351	
2	Concerned					50.66%	229	
3	Friendly					81.86%	370	
4	Thorough					67.92%	307	
5	Distracted					1.55%	7	
6	Rushed					6.19%	28	
7	Inconsiderate					0.66%	3	
8	Demeaning / Rude					0.44%	2	
Analysis	Mean:	7.49	Std. Deviation:	8.55	Satisfaction Rate:	66.06	answered	452
	Variance:	73.08	Std. Error:	0.4			skipped	6

How would you rate the competence of the doctor?

						Response Percent	Response Total
1	Excellent					64.00%	288
2	Good					29.78%	134
3	Adequate					3.56%	16
4	Needs improving					1.78%	8

Which of the following options describes the doctor's characteristics?							Response Percent	Response Total
5	Poor						0.22%	1
6	N/A						0.67%	3
Analysis	Mean:	1.46	Std. Deviation:	0.77	Satisfaction Rate:	9.29	answered	450
	Variance:	0.59	Std. Error:	0.04			skipped	8

How would you rate the doctor's explanation of your condition and treatment options?							Response Percent	Response Total
1	Excellent						58.76%	265
2	Good						29.49%	133
3	Adequate						7.32%	33
4	Insufficient						2.66%	12
5	Poor						0.67%	3
6	N/A						1.11%	5
Analysis	Mean:	1.6	Std. Deviation:	0.92	Satisfaction Rate:	12.06	answered	451
	Variance:	0.85	Std. Error:	0.04			skipped	7

Our doctor's feedback regarding competency and treatment supports the fact that 91.54% of patients would recommend our practice to family or friends which is on a par with last year's findings.

Detailed Analysis:

Summary of answers to the question "What do you think we do particularly well?"

As a result of conducting the survey online we are delighted by the number of patients who took the time to feedback with detailed responses on what we do well. It remains abundantly clear that the majority of patients are delighted with the care of all the GP's at the practice. Once again, many specifically mentioned a doctor by name to commend the care they had received and commented that our GP's are knowledgeable and accommodating and that they liaise with their colleagues to

provide outstanding all-round care. Feedback shows that our doctor's know their patients well which assists the continuity of care.

Reception staff have also received noticeably more commendations for their care and patience with several also mentioned specifically by name.

Of obvious priority is the availability of same day appointments with many patients reporting that they are able to secure an appointment on the same day and that reception staff are helpful and efficient especially when an appointment is needed urgently.

With 270 individual positive comments, we can once again conclude that there are many things we are doing well and that the majority of patients are delighted with the care they receive which remains our top priority.

Summary of answers to the question "What do we not do so well?"

Conversely, some patients still mention that they struggle with the availability of appointments with their own GP in advance which seems to be a particular problem for those who commute. We hope that better promotion of our Enhanced Access service whilst it remains will go some way in addressing seeing a doctor at more convenient times even if it's not with their regular GP.

Some patients continue to find certain members of reception staff rude but this theme is less dominant than last year and is hopefully outweighed but the very many more positive remarks we received in this survey.

Complaints have also related to a lack of appointments online and over the phone and difficulty getting through to the surgery at peak times. Confidentiality remains a patient priority but some are not happy that our attempts to improve this, has in their view, compromised the seating and layout of the waiting area. Whilst we try hard, we will clearly never please everyone.

Response to areas for improvement and action for the future

We will continue to work on the issues that have been highlighted as unsatisfactory and will continue to discuss these and ways to improve them. In the meantime, if there is an issue you would like to raise, please feel free to contact our Practice Manager, Helen Harwood on 01372 726361 who will be happy to assist you.

Thank you to those patients who completed a survey. We really appreciate your feedback.