

# **GP PATIENT SURVEY – THE MEDICAL CENTRE CROSBY AND BOOTLE**

## **JANUARY 2013**

### **1 Introduction**

The survey was distributed, randomly, to 100 patients attending the surgery (both at Crosby and Bootle) during the first two weeks of January 2013 and sought patients opinion on various aspects of the service we provide including;

#### **1.1 Appointments.**

How patients book their appointments and how they would prefer to book them given a wider choice of booking methods. How easy they found booking their appointment and how long they had to wait to get to see a Doctor or nurse.

Once attending their appointment, how was that experience? How easy was access to the building and how clean was the waiting area? How was the performance of our Reception staff, Doctors and nurses and how long did they wait before the appointment started? Are patients concerned about confidentiality?

#### **1.2 Opening Hours**

Were patients aware of our opening hours and were they happy with these? If not what additional hours would they like to see us open?

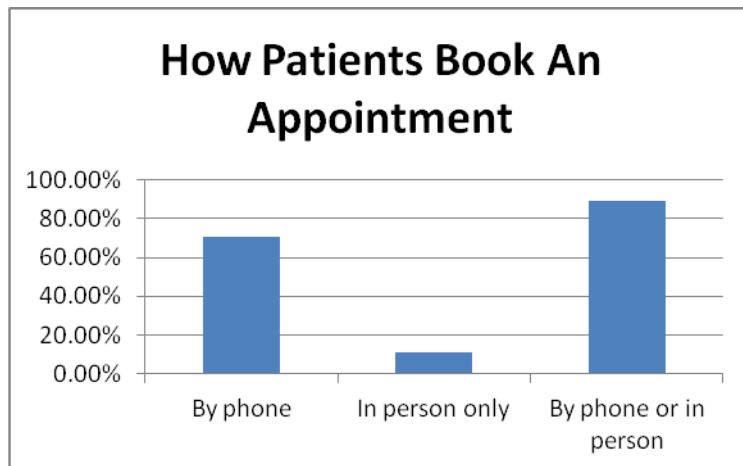
#### **1.3 Getting Through On The Phone**

How easy was it getting through to the surgery and speaking to a Doctor or nurse or getting test results?

### **2 How Our Patients Answered.**

#### **2.1 Booking Of Appointments**

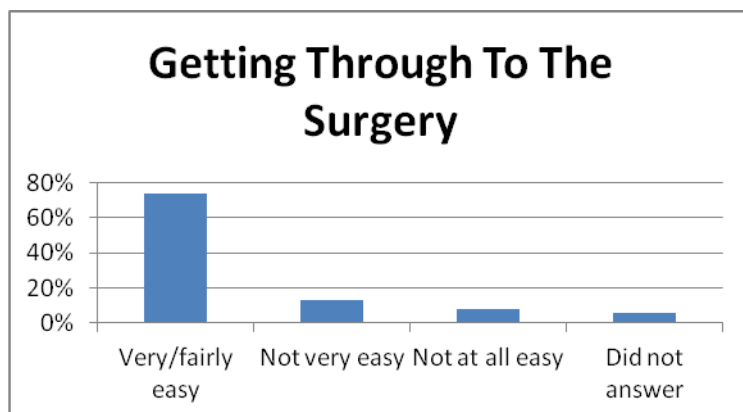
At present patients can book their appointments either by phone or in person and 70.6% of respondents' book by phone only, with 89.1% booking by phone or in person (the remaining 10.9% book in person only). Whilst, for the majority of patients surveyed, booking by phone or in person remains their preferred method, 15% would additionally like to be able to book their appointment on-line.



## 2.2 Getting Through On The Phone

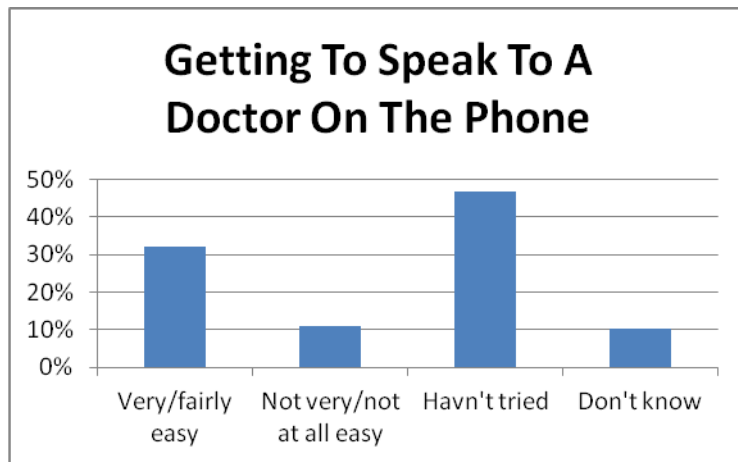
### 2.2.1 Getting Through To The Surgery

74% of patients surveyed found it either very easy or fairly easy getting through on the phone but 13% found it not very easy and 7.6% found it not at all easy. (5.4% did not respond to this question or hadn't tried to get through).



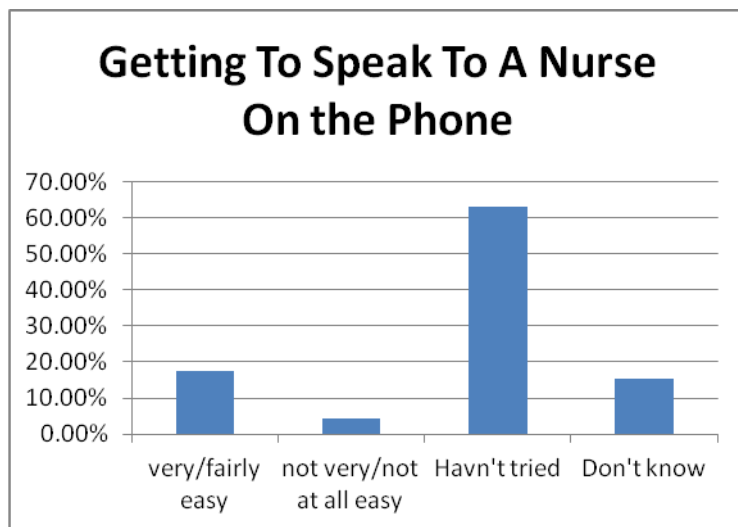
### 2.2.2 Getting To Speak To A Doctor On The Phone.

32% of patients surveyed found it either very easy or fairly easy getting to speak to a Dr on the phone. Only 11%, however, found it either not very easy or not at all easy with as many as 46.7% not having tried (10.3% answered "don't know").



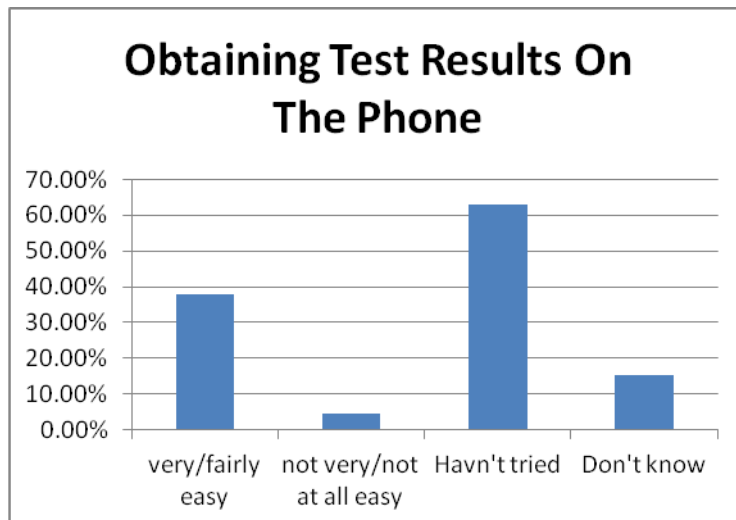
#### 2.2.3 Getting To Speak To A Nurse On The Phone

17.38% of patients surveyed found it either very easy or fairly easy getting to speak to a nurse on the phone. Only 4.36%, however, found it not very easy or not at all easy, with 63.05% not having tried (15.21% answered “don’t know”)



#### 2.2.4 Obtaining Test Results On The Phone

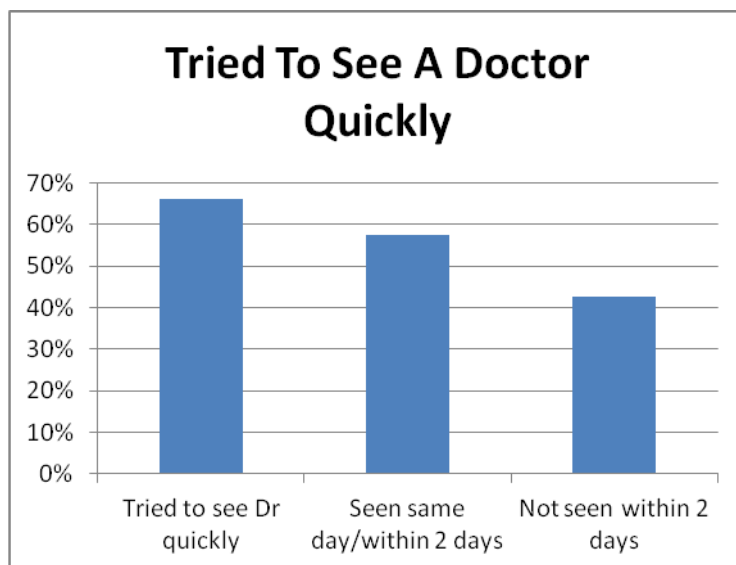
38.05% of patients surveyed found it either very easy or fairly easy obtaining test results on the phone. Only 3.26% found it not very easy or not at all easy with 43.47% not having tried (15.22% answered “don’t know”).



## 2.3 Seeing A Doctor

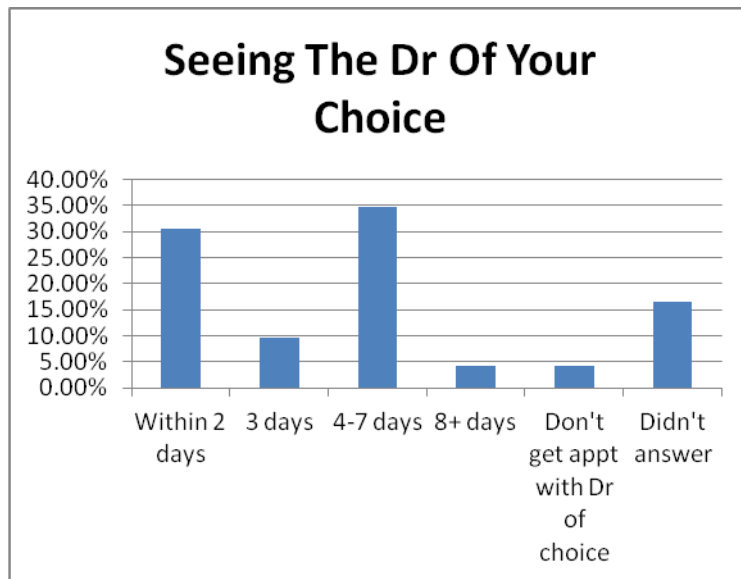
### 2.3.1 Seeing A Doctor Quickly

66% of patients surveyed had tried to see a Doctor fairly quickly in the past 6 months. Of those 57.4% were able to see him on the same day or within the next two days. Unfortunately 42.6% did not get to see the Doctor within this timescale, although in every case this was due to there being no appointments available.



### 2.3.2 Seeing The Doctor Of Your Choice

When trying to see a Doctor quickly, 30.43% of patients surveyed reported that they were able to get an appointment with the Doctor of their choice within two days. 9.7% waited three days but 34.78% had to wait between four and seven days. Regrettably a further 4.34% (4 patients) waited 8 days or more.



Generally 75% of patients surveyed said they normally get to see the Doctor they prefer either A Lot of The Time or Always or Most of the Time.



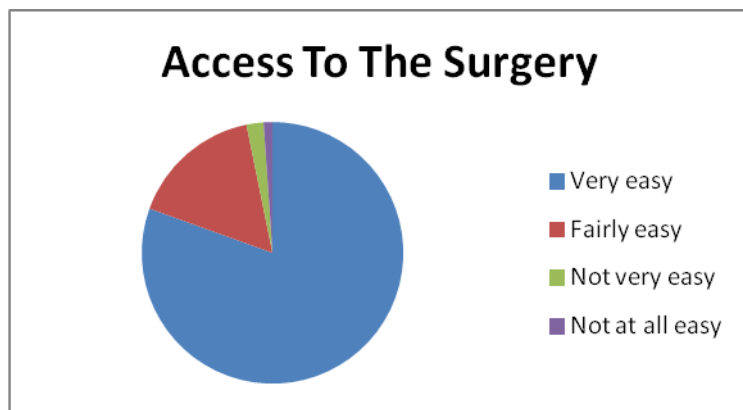
### 2.3.3 Booking Ahead

When asked, if in the last six months, had they tried to book ahead for an appointment with a Doctor. 54.3% said they had. Of those, 68% were able to get an appointment more than two week-days in advance with only 24% being unable to do so.

## 2.4 At The Surgery

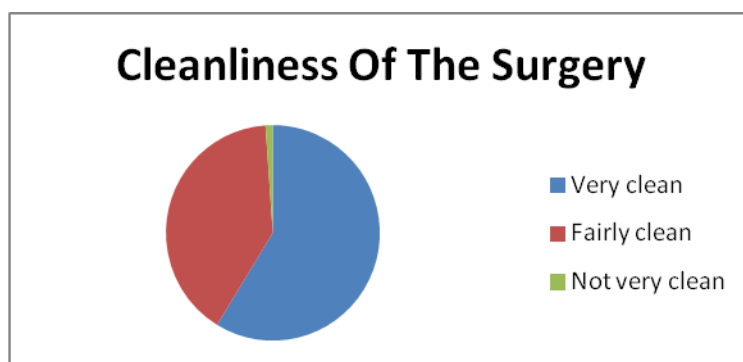
### 2.4.1 Getting In To The Building

80.5% of patients surveyed found getting into the building very easy with a further 16.3% finding it fairly easy to do so. Only 3.2% of patients found it either Not Very or Not At All Easy (3 patients in total).



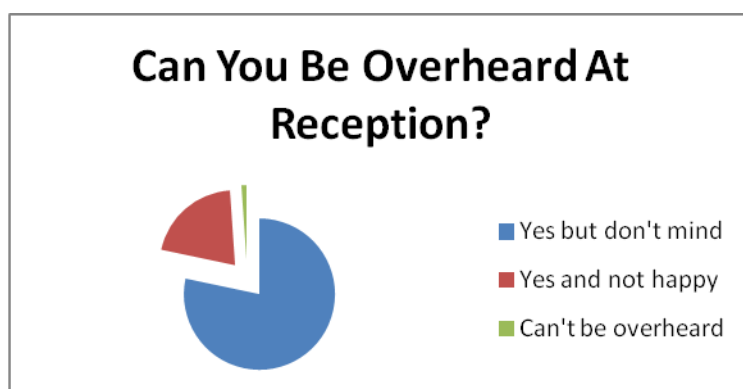
#### 2.4.2 Cleanliness Of The Surgery

58.7% of patients surveyed reported the surgery as being very clean with a further 40.2% saying it was fairly clean. Only 1 patient felt the surgery was not very clean (1.1%).



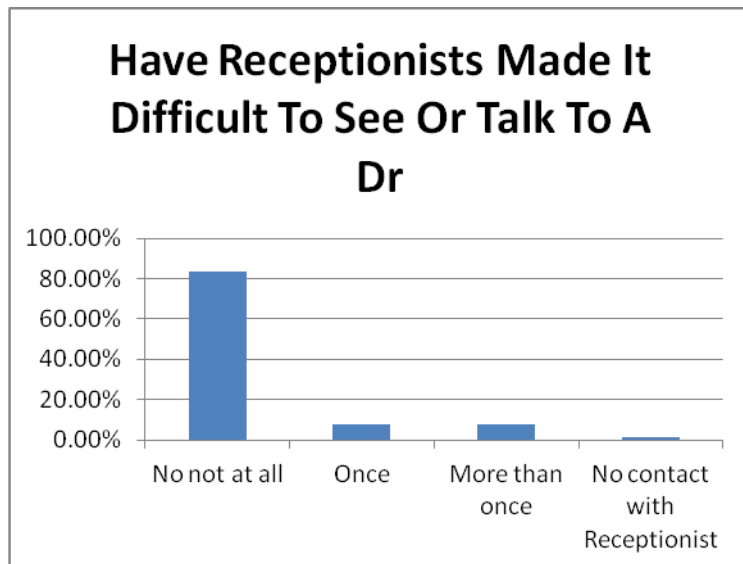
#### 2.4.3 Confidentiality At Reception

Patients were almost unanimous in feeling that they could be overheard when speaking to Reception staff (only 1 patient felt he/she could not be overheard). However, 78.3% of patients did not mind this whilst the remaining 20.6% were not happy about it.



#### 2.4.4 Our Receptionists

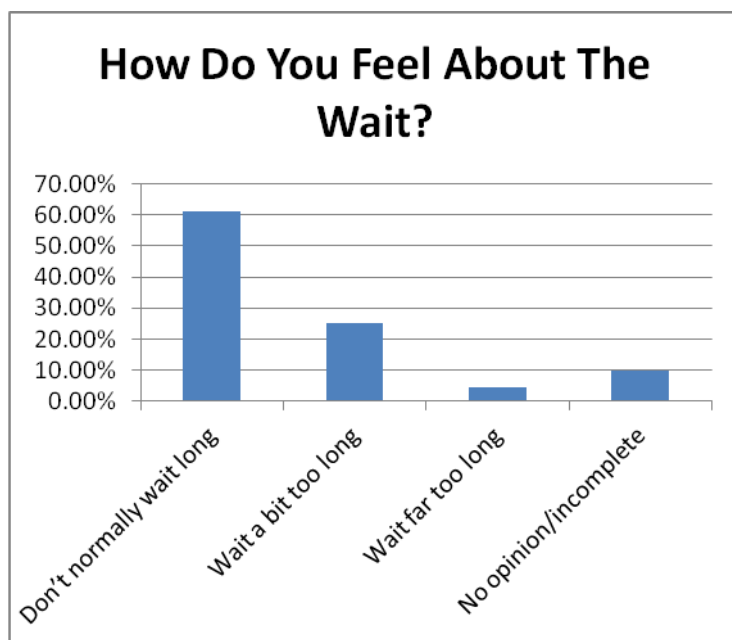
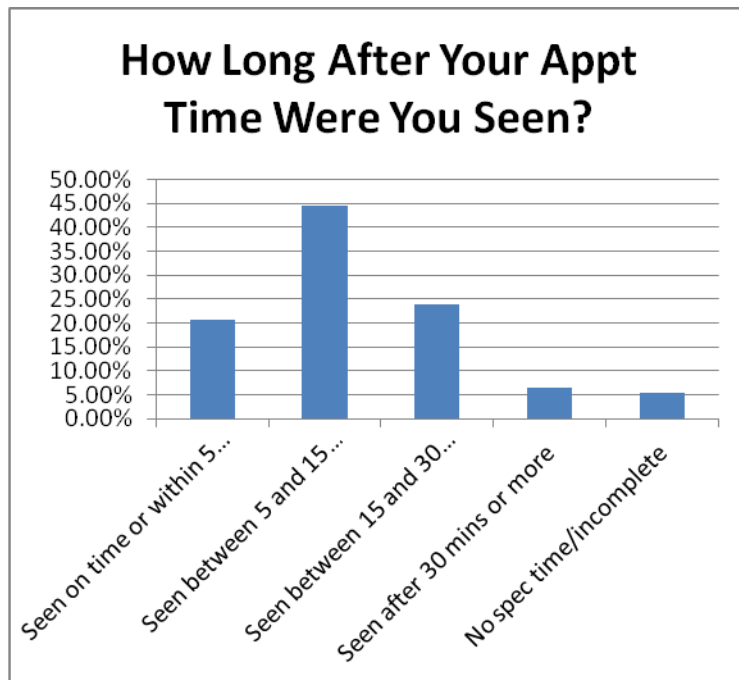
When asked about our Receptionist staff, 83.7% of patients surveyed answered that, in the last 12 months they had never made it difficult for the patient to see or talk to a Doctor. 7.6%, however, answered they had on one occasion done so and a further 7.6% reported that they had done so on more than one occasion.



#### 2.4.5 How Long After Your Appointment Time Do You Wait To Be Seen And How Do You Feel About That?

Of those patients surveyed 20.7% were seen either on time or within less than 5 minutes. 44.5% were seen between 5 and 15 minutes meaning that 65.2% were seen within 15 minutes of their appointment time. A further 23.9% were seen between 15 and 30 minutes with 6.5% waiting over 30minutes. (5.3% either had no specific time for their appointments or did not complete this section).

60.9% felt they did not normally have to wait long to be seen and 25% felt they normally have to wait a bit too long. Only 4.3% felt they had to wait far too long. (9.8% had no opinion or did not complete this section).

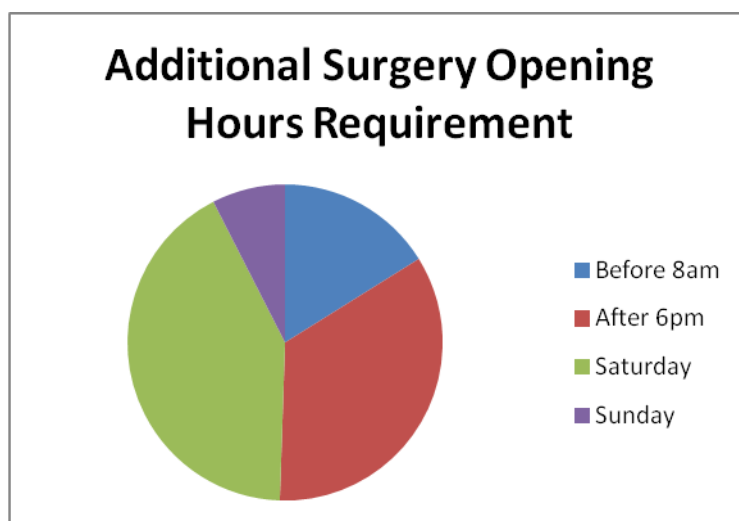
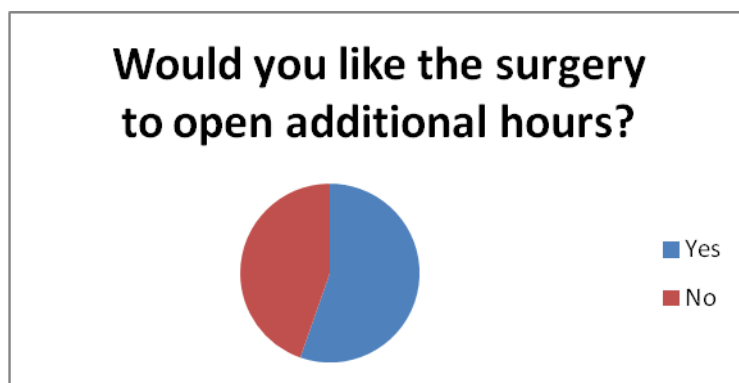
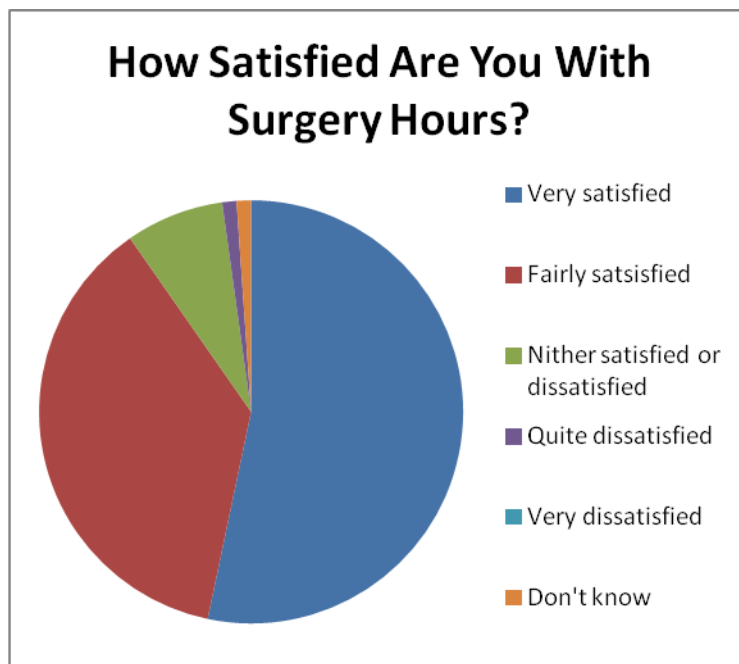


#### 2.4.6 Surgery Opening Hours

Of those patients surveyed 53.3% were very satisfied with the opening hours of the surgery with a further 37% fairly satisfied. Of the remainder, 7.5% were neither satisfied nor dissatisfied. Just 1 patient was quite dissatisfied and one other did not know our opening hours. However, when additionally asked if they would like to see the surgery open at additional hours, 55.4% said they would. Perhaps not surprisingly, of those NOT wanting



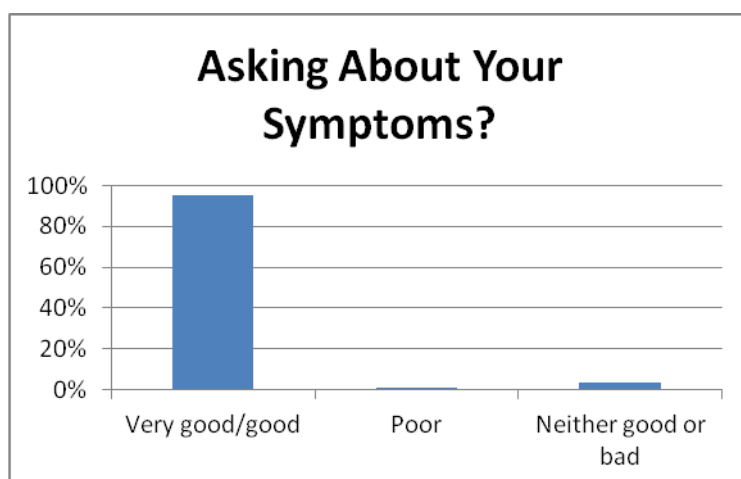
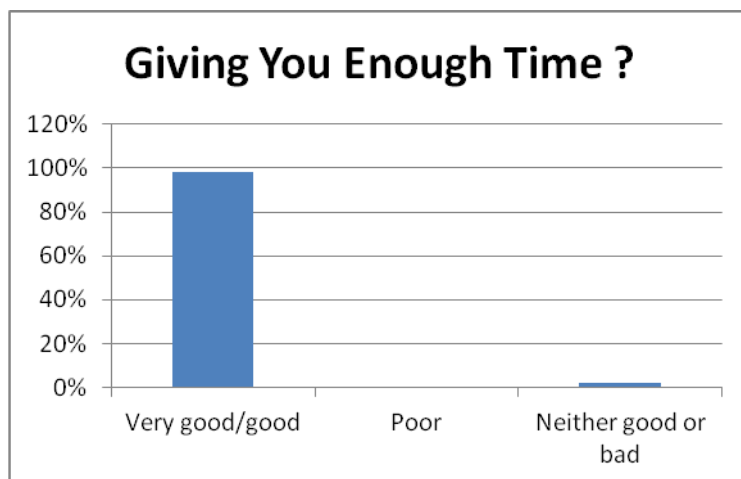
additional opening hours 61.5% were not in full time employment (retired, unemployed etc.).



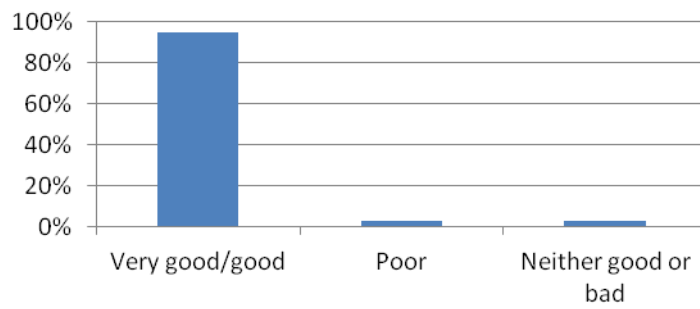
## 2.5 How The Doctor Performed (The last time you saw a Dr at the surgery how good was he at.....)

In this section questions were asked in an effort to see how well the Doctors did in a number of key areas. In all but one category over 95% of patients felt that the Doctor was either Very Good or Good. Only 2 patients answered Poor and this was in two categories only. A small number of patients answered Neither Good or Bad under each category and 12 patients failed to complete this section.

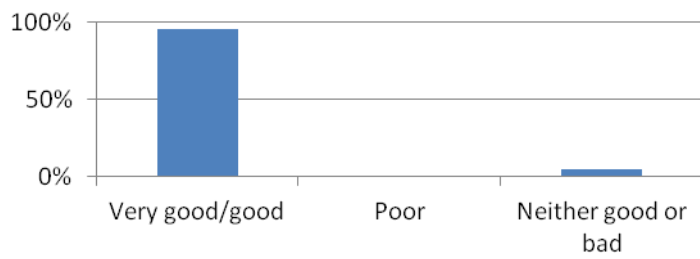
Overall, 71.8% of patients answered Yes Definitely when asked “Did you have confidence and trust in the Dr you saw?” A further 21.7% answered Yes To Some Extent and no patients answered No to this question.



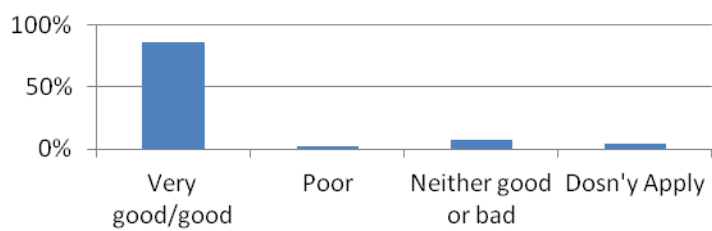
### At Listening?

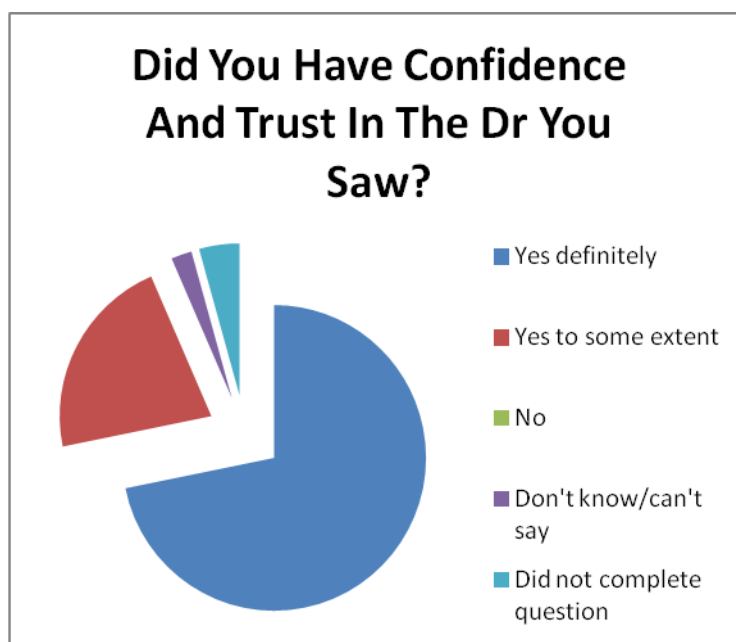
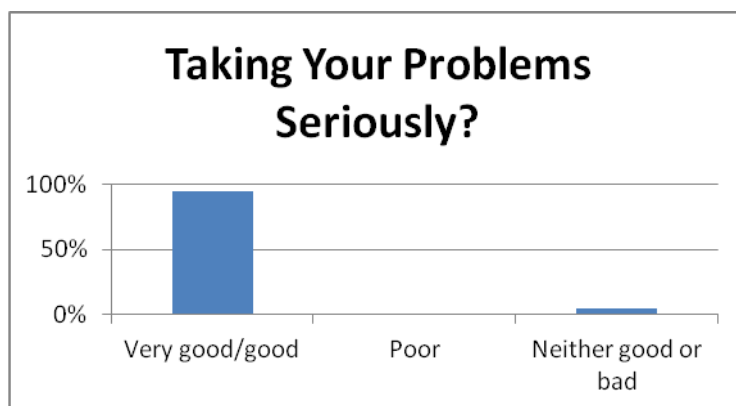
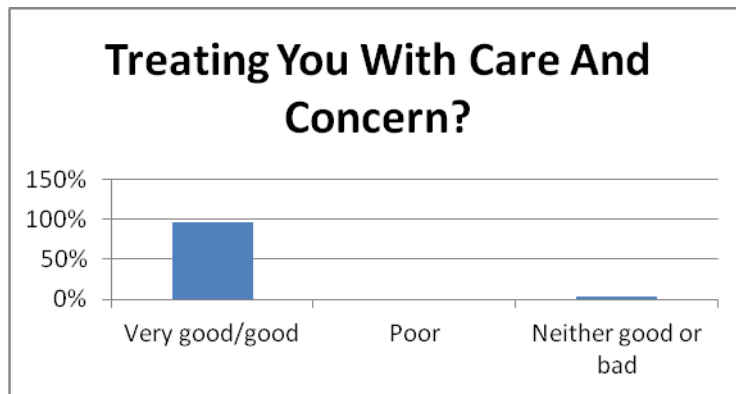


### Explaining Tests And Treatments?



### Involving You In Decisions About Your Care?





## 2.6 The Practice Nurse

In this section we asked how easy it was to get to see a nurse at the surgery and when you did, how she did in a number of key areas.

### 2.6.1 Getting to see the nurse

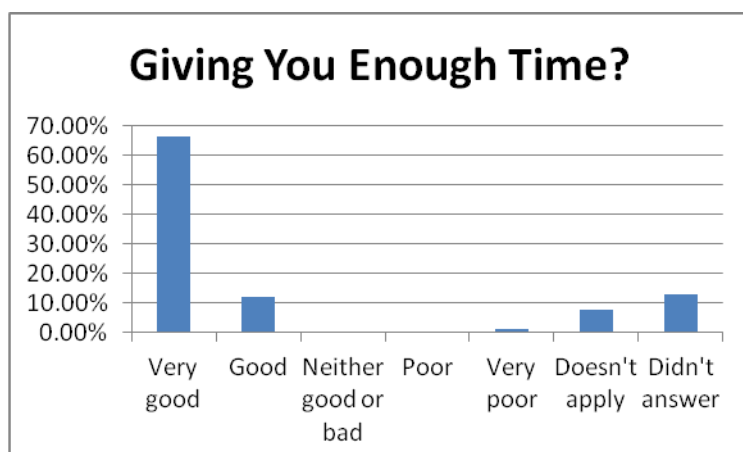
79.36% of patients surveyed felt it was either Very easy or Fairly easy to get an appointment with a nurse. Only 2 patients (2.17%) felt it was not very easy. Of the remainder, 14.13% had not tried to get an appointment whilst 4.34% answered Don't know or didn't answer the question.



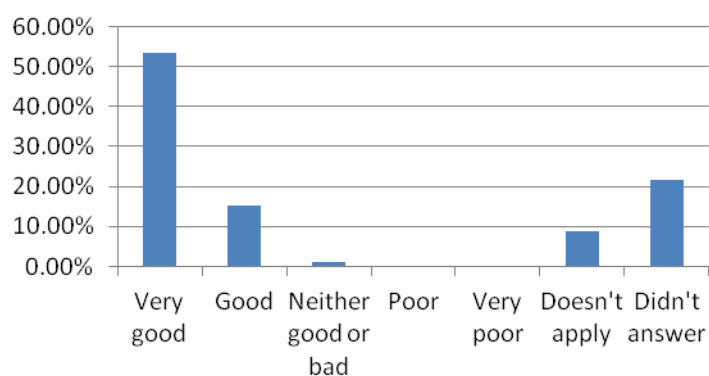
### 2.6.2 The last time you saw a Practice nurse at the surgery how good did you find her at...

When we asked about the nurses' performance, an average of 70.2% answered either Very Good or Good over the 7 areas of performance measured. Pleasingly negative responses were rare with the answer Very Poor given only once and the answer Poor given only twice.

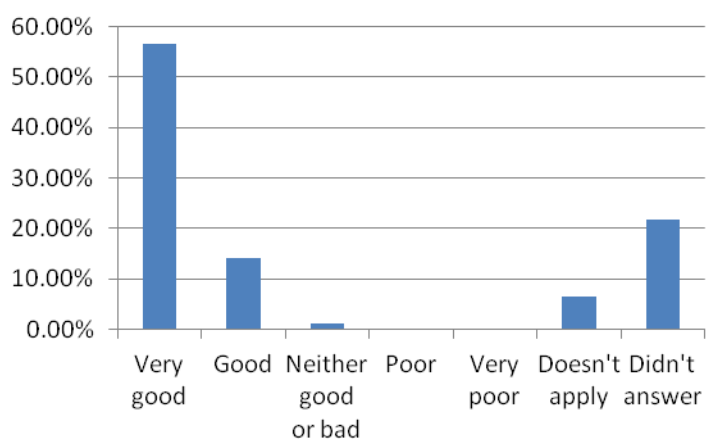
Although at 70.2% the number of positive answers appears quite low, this can be explained in part when considering an average of 24% of patients did not complete this section of the survey or felt the questions did not apply to them.



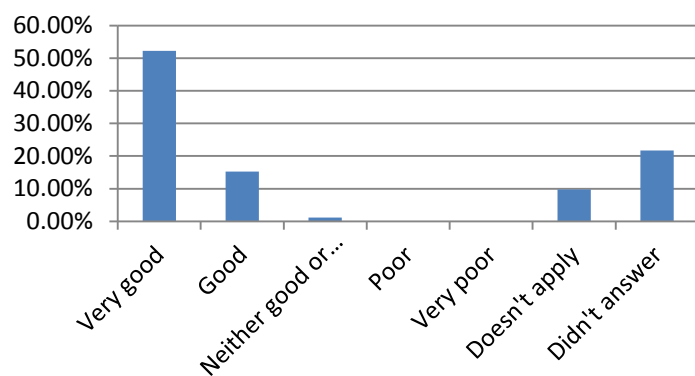
### Asking About Your Symptoms?



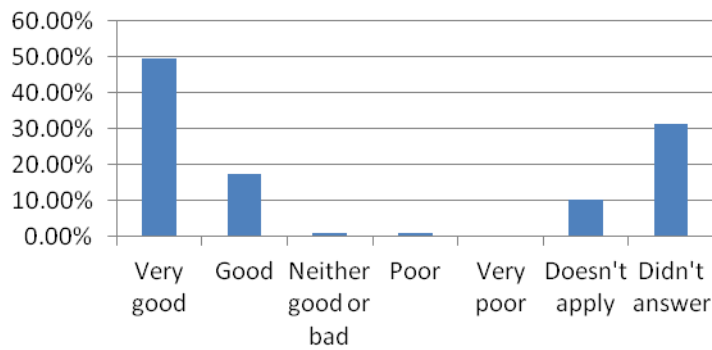
### Listening?



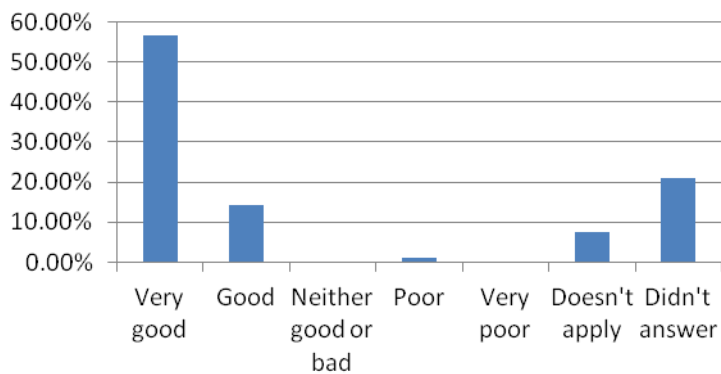
### Explaining Tests And Treatments



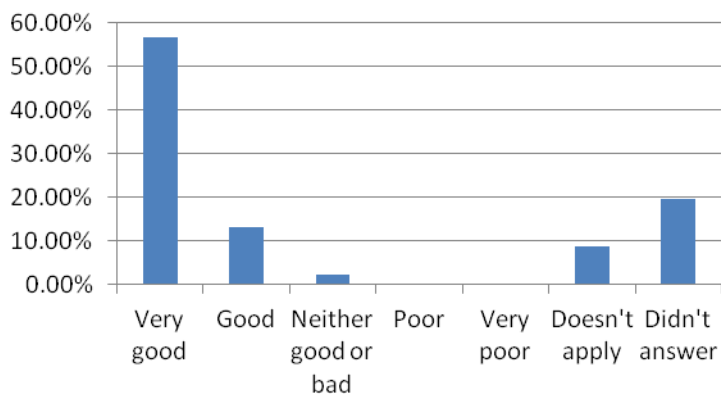
### Involving You In Decisions About Your Care?



### Treating You With Care And Concern?



### Taking Your Problems Seriously?



## 2.7 General Satisfaction

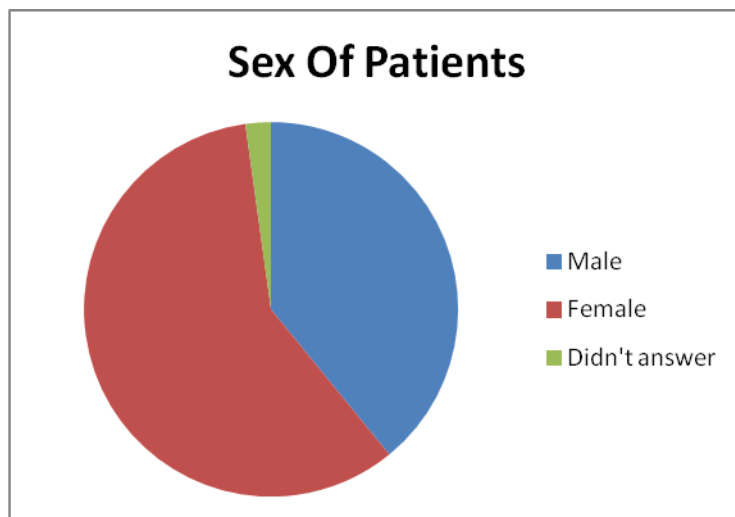
In general 62% of patients surveyed were Very Satisfied with the care they get at the surgery. A further 29% were Fairly Satisfied. 4% of patients were neither Satisfied or Dissatisfied and importantly only one patient felt Quite Dissatisfied.

When asked if they would recommend the surgery to any one moving into the area 70.6% said Yes they would with another 15.3% saying they might. Only 3.3% would Probably Not recommend the surgery with the remainder either answering Don't know or not completing this section.

## 3 Demographics – Who we asked.

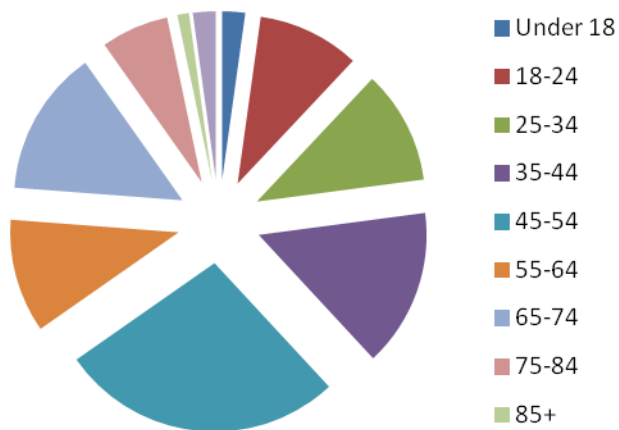
Of those who answered this question, 36% were male and 54% were female. Most age groups were represented in the survey. However, the largest group at 27.2% were those aged between 45 and 54 with Under 18's and 85 and over's being the least represented at 2.2% and 1.1% respectively.

38% of those surveyed were in Full Time Work and 10.9% were Part Time workers with the Fully Retired representing 17.4%.

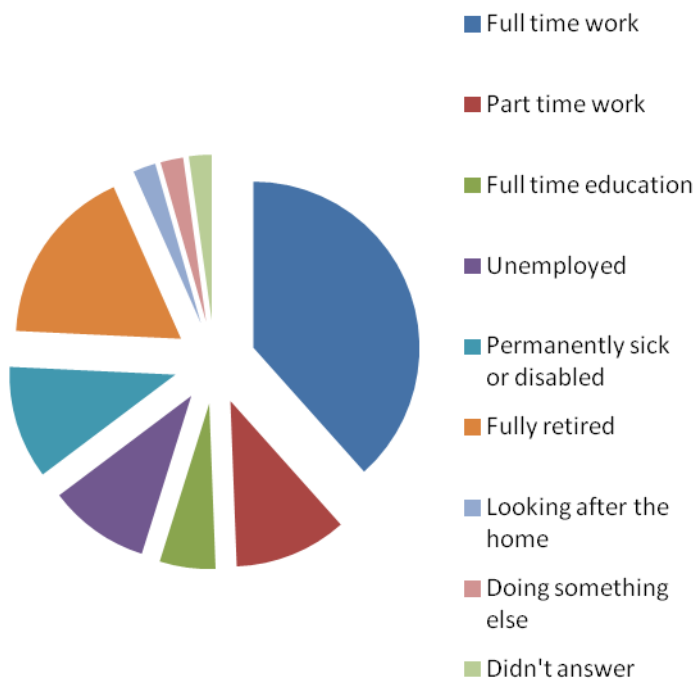




## Age Groups



## What You Are Doing At Present



## **4 Conclusions and Recommendations**

The results of the survey were discussed at the Patient Participation Group meeting held on the 20 March 2013 (see meeting minutes). I have commented below on the main issues arising from the survey incorporating the views of the PPG and any recommendations arising.

### **4.1 Appointments.**

#### **4.1.1 Booking.**

It can be seen from the survey that the majority of patients are happy with the present arrangements for booking appointments and that most prefer to book by phone. There were a number of patients, however, who indicated that they would like to see on-line booking as an option. Although this facility will be available in the near future, the feeling at the PPG meeting was that this would not necessarily be an improvement for patients. It would appear that when booking on-line, a patient would be presented with a number of available appointments but that availability is quite limited and a patient may in fact have fewer choices of when to attend than if they were to phone the surgery direct. However, the opinion of the meeting was that the option of on-line booking of appointments should be further investigated with a view to making this available to those patients who require it.

#### **4.1.2 Waiting Times**

The survey indicated that 65% of patients were seen within 15 minutes of their appointment time and the majority felt this was reasonable. The PPG meeting agreed that, in general, waiting times were reasonable and understood that there were factors that contributed to delays. These included those occasions when a patient could really have done with a double appointment or perhaps when a patient was accompanied by another person who might take advantage of being with the Doctor and ask to be seen also.

There are a number of things we can do to try and improve in this area. For example we need to ensure patients are aware of the Double Appointment option and that Doctors will not treat anyone accompanying patients to appointments. This can be done with posters etc. in the Reception area. The PPG also felt that delays could be better managed simply by Reception staff keeping patients informed of delays and the likely wait time they face.

#### 4.1.3 Getting To See the Doctor

It should be noted that, since the survey was completed, we have recruited an additional GP and we now have some 50-60 additional appointments to offer each week. This was an area of concern as indicated in para. 2.3.1 which indicated 42.6% of patients asked did not get to see a Doctor within two days. The recruitment of an additional GP should enable us to improve in this respect.

When wanting to see a specific Doctor, however, patients need to understand that where this is the case they will inevitably face a longer wait for an appointment. We advise patients in our Practice Leaflet and on our website that they are not registered with a specific Doctor but we should also mention via those media the likelihood of a longer wait for an appointment should they insist on seeing a preferred GP.

#### 4.2 The Surgery

##### 4.2.1 Access.

Access to the surgery would not appear to be an issue. Indeed improvements have been made over the last year, in particular at Liverpool Road, (e.g. provision of a hand rail to the side of the steps at the surgery entrance) following suggestions made by PPG.

##### 4.2.2 Cleanliness

There is some concern about the perception of surgery cleanliness given that 40.2% of patients asked felt they were only “fairly” clean. PPG, however, agreed this was perhaps more to do with the overall dated, perhaps shabby, look of the surgeries and that more needs to be done to improve furnishing, floor covering etc.

##### 4.2.3 Confidentiality

Whilst being overheard at Reception does not appear to be an issue for the majority of patients we never the less need to make it clear to patients that should they wish to speak in confidence we can find a place for them to do this. It was agreed by PPG that patients should, if they request it, be given the option to speak out of ear-shot of others by perhaps stepping into the Receptionists office or any other available office. This is easily tackled with the positioning of suitable notices in the Reception area.

It was also agreed that we would consider the provision of a Loop system for those with hearing aids, which would reduce the need for Reception staff to speak too loudly to those patients.

#### 4.2.4 Opening Hours

The survey indicated a requirement by some patients for additional opening hours. It was apparent, however, perhaps not surprisingly that the majority of patients requiring additional hours were those in full time employment whilst those retired etc. were happy with the existing opening hours.

It was pointed out by Dr Bird that the Surgery could not resource additional hours at this time. PPG understood this and it was agreed that Walk in Centres/Out of Hours were in place to cover this additional hours requirement.

#### 4.2.5 Doctor/ Nurses Performance

We do not appear to have any issues here with the vast majority of patients surveyed rating the performance of clinicians highly and stating that they had confidence and trust in both Doctors and Nurses.

## 5 Action Plan

The following action plan was drawn up following discussion with PPG

Paragraph reference	Action	Recommendations by (date)	Implementation by (date)	Person Responsible
4.1.1	Consider the introduction of On-line booking of appointments	1 July 2013	Now available via Patient Access	Practice Manager
4.1.2	Display of posters/notices in surgery advising patients of the availability of "double" appointments.	N/A	Completed	John McGrath
4.1.2	Advise patients via the website of the availability of "double" appointments	N/A	Completed	John McGrath

4.1.2	Display notices in surgery advising patients that Dr will not provide consultation for anyone accompanying another patient who has a booked appointment.	N/A	Completed	John McGrath
4.1.2	Include notice on website that Dr will not provide consultation for anyone accompanying another patient who has a booked appointment.	N/A	Completed	John McGrath
4.1.2	Receptionists to ensure regular announcements made to waiting patients when there are delays	Immediate	Introduced	John McGrath Reception Staff
4.1.3	Finalise recruitment of additional GP resource (Dr Kasha)	Dr Kasha has now joined practice as Salaried GP. Discussion on-going regarding becoming a Partner	Dr Kasha now a Partner in the Practice	Partners Practice Manager

4.1.3	Include details of Dr Kasha on website	N/A	Completed	John McGrath
4.1.3	Include details of Dr Kasha in Practice Leaflet	N/A	Completed	John McGrath
4.1.3	Display notice detailing likely impact on appointment availability of wishing to see a specific GP	N/A	Completed	John McGrath
4.1.3	Include notice on website detailing the likely impact on appointment availability of wishing to see a specific GP	N/A	Completed	John McGrath
4.1.3	Amend Practice Leaflet to detail likely impact on appointment availability of wishing to see specific GP	N/A	Completed	John McGrath
4.2.2	Consider what can further be done to improve conditions at the surgery including furniture, flooring etc.	Quotes have been rec'd for refurbishment and need to schedule work to be done.	Ongoing	Practice Manager
4.2.3	Display notices advising patients what to do should they wish to speak confidentially to Reception staff	N/A	Completed	John McGrath

4.2.3	Consider installation of a LOOP system for the assistance of hard of hearing patients	30 April 2013	Purchased 1 unit, being trialled	Practice Manager

Author John McGrath      22 March 2013

Action Plan Updated 16/1/14