

Dr Kelpie & Partners
Cheviot Road & Shirley Avenue Surgeries

Results of Patient Survey – carried out in January 2014

Our patient survey was created with the help of our Patient Participation Group and was given to one hundred of our registered patients to complete. The questionnaires are given out randomly and a patient feedback is anonymous. Out of the one hundred questionnaires distributed, we had 100 returned to us. This equated to 50 patients from each practice. We have broken the results down for each practice, as this helps when looking at feedback in particular areas. The feedback received was very positive and our patients seem happy with the services provided by the practice.

The main thing our patients value, is that we offer a personal list service for them. This provides continuity of care and the patients like the fact, that they see the same doctor each time they visit the practice.

One of the main issues in our last survey was the phones not being answered quickly enough. We have been looking at this over the past year and this much better now. We will continue to monitor this and make changes where needed. We are a very busy general practice and we have increased our telephone lines and staffing in recent years to address this area. The majority of our patient appreciate this and would prefer us to keep our current system and not change over to an automated answering system, as this may be quicker but would take away the personal service that they value. We have also installed an automatic booking in machine, this frees up staff to answer the phones.

Access to Doctors and Nurses

94% of patients surveyed were seen within 48 hours of requesting an appointment. The patients that were not offered an appointment within 48 hours were seen within 3 – 4 days. Over 99% of patients surveyed were given an appointment for the day and time they requested.

Over 98% of patients surveyed were seen by the clinician of their choice.

Most of the patients were checked in at the front desk within 5 minutes of arrival. We have also installed an automatic checking in machine which saves people from queuing at the desk.

Time spend in the waiting area to be seen by a clinician varied as this depended on who the patients were booked in to see. Often at the beginning of a session patients are seen on time. As the day goes on, some clinicians ran behind. Therefore some patients needed to wait longer than one would like.

If a clinician is running late, the patients are informed and are offered an alternative appointment. However, the majority of our patients seem happy to wait to see the clinician of their choice. 19% of our patients were sat in the waiting room to see their doctor for more than 20 minutes. Very few of these patients were not happy to wait. The reasons given for this was, they got good care, once they went in to see the doctor.

Obtaining a repeat prescription

Out of the 97% of patients who had ordered a repeat prescription, all of them said their prescription was ready for collection on time.

Although 3% of patients had a problem with the prescription, the problems were dealt with quickly and efficiently

Obtaining test results

10% of patients surveyed said they were not informed about when to contact the surgery for results of their tests. This is higher than last year's results and may require some action to find out why this was.

All patients surveyed that did have tests done, were happy with the information provided to them.

Members of the team

All members of the team received positive feedback. Many patients writing comments, such as this is the best practice I have ever been too. Or, the reception staff are always very helpful. The majority of our patients like to be greeted by a person at the front desk when they arrive and value this service. However, we are about to have an automated check in screen installed at each practice. We are intending to keep a receptionist though, at our front desks. This will then give our patients a choice of waiting to be checked in by a person, or they can check in via the automated screen.

Consulting Rooms

98% of our patients were happy with the consultation rooms

Overall Satisfaction

None of the patients surveyed said they were unhappy with the services we provide. This appears to be mainly because of our personal lists and good access to doctors over the phone when advice was needed.

Being greeted by friendly competent staff was also something the patients valued.

Historically negative feedback has been about the need for redecorating and cleaning standards. We took those comments onboard and addressed these by redecorating and changing our cleaning contractors. In this survey there was no negative feedback about either of these issues.

We have had a couple of negative comments about the phones not being answered quick enough. We are aware of this and it is being dealt with in an in-house training session

Please see below the questions that we asked our patients and the results.

Access to a Doctor or Nurse					
1. When phoning the surgery, how easy do you find it to get through	Very Easy	Easy	Very difficult	Depends on the time of day	Never phoned
Cheviot Road	34%	32%	4%	26%	4%
Shirley Avenue	44%	30%	4%	18%	4%

2. How would you prefer to contact the surgery to make appointments	In Person	Over the Phone	Via the Internet
Cheviot Road	10%	88%	2%
Shirley Avenue	16%	76%	8%

3. Would you benefit from appointments after 18:30 in the evening?	Yes	No	Possibly
Cheviot Road	48%	26%	26%
Shirley Avenue	16%	42%	42%

4. Would you benefit from appointments between 07:30 and 08:00 in the morning?	Yes	No	Possibly
Cheviot Road	34%	52%	14%
Shirley Avenue	28%	48%	24%

5. Did you know that you can book routine appointments for a Saturday morning?	Yes	No
Cheviot Road	50%	50%
Shirley Avenue	10%	90%

6. Have you found the electronic booking in machine useful?	Yes	No	Have not used it
Cheviot Road	40%	8%	52%
Shirley Avenue	42%	10%	48%

How long did you have to wait in the waiting room before being called	Less than 5 minutes	5 to 10 minutes	10 to 15 minutes	15 to 20 minutes	30 to 45 minutes	More than 45 minutes	N/A
Cheviot Road	6%	38%	20%	8%	20%	6%	2%
Shirley Avenue	14%	34%	24%	18%	8%	2%	0%

8. If you ask to speak to a doctor over the phone for non-urgent problems. How long do you have to wait?	Not Relevant	Less than 3 hours	Over 3 hours	The next day	No one called back
	44%	26%	28%	0	2%
	50%	12%	34%	2%	2%

9. In the past year, have you had problems in obtaining a home visit	Yes	No	Not Requested
Cheviot Road	0	18%	82%
Shirley Avenue	0%	32%	68%

Access to the Building

10. When visiting the surgery, do you find access to the building easy?	Yes	No
Cheviot Road	96%	4%
Shirley Avenue	88%	12%

Obtaining a repeat prescription

11. Is your Repeat Prescription usually ready on time	Yes	No	Most of the Time	Not Relevant
Cheviot Road	66%	2%	2%	30%
Shirley Avenue	74%	0%	0%	26%

12. Was your prescription correctly issued	Yes	No	Not relevant
Cheviot Road	46%	26%	28%
Shirley Avenue	76%	0%	24%

13. Would you like to order your prescription over the internet?	Yes	No	Sometimes	Not Relevant
Cheviot Road	30%	38%	2%	30%
Shirley Avenue	40%	30%	0%	30%

Obtaining test results

14. If you have had any tests done, were you told when to contact us for your results?	Yes	No	Not relevant
Cheviot Road	80%	4%	16%
Shirley Avenue	64%	12%	24%

15. Were the results available when you contacted us	Yes	No	Not relevant
Cheviot Road	68%	12%	20%
Shirley Avenue	70%	4%	26%

16. Were you happy with the amount of information provided to you about your results?	Yes	No	Not relevant
Cheviot Road	72%	8%	20%
Shirley Avenue	76%	2%	22%

About the staff

17. How helpful do you find the reception staff when you contact the surgery?	Very helpful	Sometimes helpful	Not normally helpful
Cheviot Road	84%	14%	2%
Shirley Avenue	70%	10%	0%

18. Is there always someone at the front desk when you arrive at the surgery?	Yes	No	Sometimes
Cheviot Road	94%	4%	2%
Shirley Avenue	98%	0%	2%

19. How helpful do you find the doctors and nurses at the practice	Very helpful	Sometimes helpful	Not normally helpful	Depends who you see
Cheviot Road	82%	12%	0%	6%
Shirley Avenue	96%	2%	0%	2%

Consulting Rooms

20. Were you happy with the hygiene practises within the consulting rooms?	Always	Sometime	Never
Cheviot Road	96%	4%	0%

Shirley Avenue	100%	0%	0%
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And finally					
21. My overall satisfaction with this Practice	Very good	Good	Average	Below average	Poor
Cheviot Road	54%	38%	8%	0%	0%
Shirley Avenue	80%	12%	8%	0%	0%

Feedback from patients:

Comments from the patient surveys that were carried out at both Practices in January 2014 were very positive. Although we have had some negative comments, these were from very few patients. We value all patient comments and continue to look at different ways to improve the services that we provide.

Cheviot Road Surgery

Positive

- Best doctors I have been to
- Have had no problems
- Very impressed with the girls answering the phones, always polite and helpful
- Always hear friends saying they are unhappy with their surgery, I've never had any problems with obtaining an appointment etc
- I have seen lots of changes and new faces. This practice is fantastic you all need a medal, well done!
- Always happy to come to the surgery
- I have always received good care and attention
- I can always get an appointment when I need it sometimes the same day. Well done!

Negative

- Waiting a long time to be seen, after appointment time
- Phone not being answered
- No appointments available for at least two weeks
- Dr Kelpie never runs on time, you have to wait 30 - 40 minutes after your appointment time to see him
- Not enough parking places

Shirley Avenue

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