

## Dr Wells & Partners Patient Survey result 2013

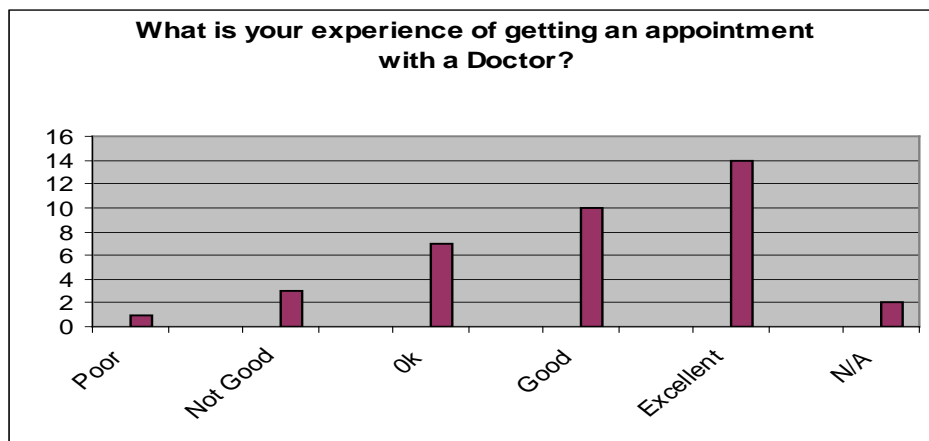
The Doctors wanted to know how patients feel about the services they provide and what areas patients want improved. Working with the Patient Participation Group we decided to send out the same short survey (Appendix 1) as was sent out last year to see if any of the changes that had been put in place had improved the service patients were experiencing. As we did last year, we specifically targeted patients who we believe are not well represented by our Patient Group, have specific disabilities or don't attend the practice regularly. Please see Appendix 2 below for details. We posted out 108 surveys and also made them available in the Health Centre for patients to complete.

We received 37 responses to the questionnaire, which were overall very positive. We will be working out a plan to address the issues raised with our Patient Group over the next few weeks and will publicise this work once it's been agreed. The detailed responses and comments from the survey are in Appendix 3 below.

### Summary

#### **Appointments**

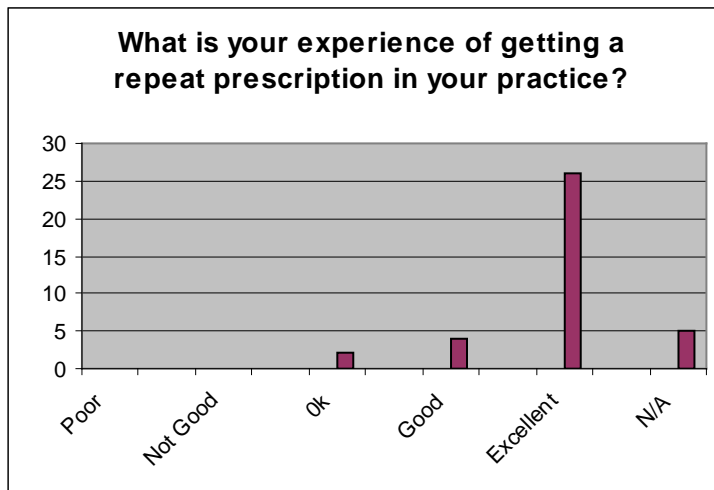
- Patients want to be able to make appointments in advance
- Patients find calling at 8.15am for an appointment stressful
- Most people seem to like telephone appointments
- Getting an appointment with a nurse can be difficult





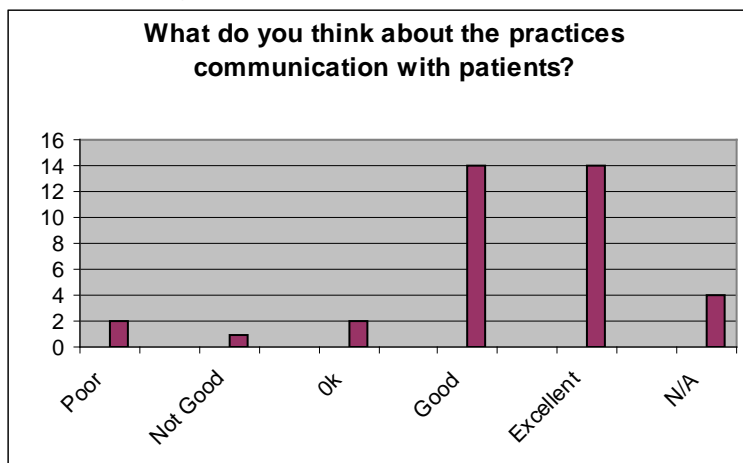
### Repeat Prescribing

- Understanding of the system seems to have improved compared to last years survey when this was a big issue
- Some would like the turn around on repeat prescriptions to be quicker



### Communication

- The of view of how the practice communicates appears to be improving, helped by the PPG Newsletter.
- The building doesn't have a letterbox



APPENDIX 1: The Survey

Dear Patient

The Doctors would like to know how you feel about the services they provide and what areas you want improved. Working with the Patient Participation Group we have come up with the very short survey below. We have specifically targeted patients who we believe are not well represented by our Patient Group and would really appreciate it if you could take the time to complete the survey and return it to the practice. Please circle the number on the scale below the question which is most relevant to your experience.

1. What is your experience of getting an appointment with a Doctor?

Poor				Excellent
1	2	3	4	5

2. What is your experience of getting an appointment with a Practice Nurse?

Poor				Excellent
1	2	3	4	5

Please let us know below any suggestions you have for improvements. In particular what are your views on telephone appointments:

.....  
.....  
.....

3. What is your experience of getting a repeat prescription in your practice?

Poor				Excellent
1	2	3	4	5

Please let us know below any suggestions you have for improvements:

.....  
.....  
.....  
.....

4. What do you think about the practices communication with patients?

Poor				Excellent
1	2	3	4	5

Please let us know below any suggestions you have for improvements:

.....  
.....  
.....

APPENDIX 2: The targeted patient population

<b>Category of Patient</b>	<b>Wells</b>	<b>Wells %</b>	<b>Wells patients</b>	<b>Wells patients scaled up by 1.5</b>
Families with young children	355	6.6	7	10
Care home	85	1.6	2	3
Housebound	37	0.69	1	2
Blind/deaf	12	0.22	1	1
Aged 16-25	678	12.54	14	21
Aged 26-40	915	16.92	18	26
Physically disabled (wheelchair)	23	0.43	1	1
Carers	34	0.63	1	2
Chronic disease	1453	26.87	29	42
Total No of over 16s in Practice	5408	2% 108	74	108

APPENDIX 3: Survey responses in detail

**1. What is your experience of getting an appointment with a Doctor?**

Poor	Not Good	Ok	Good	Excellent	N/A
1	2	3	4	5	
1	3	7	10	14	2

**2. What is your experience of getting an appointment with a Practice Nurse?**

Poor	Not Good	Ok	Good	Excellent	N/A
1	2	3	4	5	
0	2	4	12	12	7

**3. What is your experience of getting a repeat prescription in your practice?**

Poor	Not Good	Ok	Good	Excellent	N/A
1	2	3	4	5	
0	0	2	4	26	5

**4. What do you think about the practices communication with patients?**

Poor	Not Good	Ok	Good	Excellent	N/A
1	2	3	4	5	
2	1	2	14	14	4

Comments:

**1. What is your experience of getting an appointment with a Doctor?**

**2. What is your experience of getting an appointment with a Practice Nurse?**

**Please let us know below any suggestions you have for improvements. In particular what are your views on telephone appointments:**

Phone system has improved but far from good or excellent. Maybe more pre booked?

It's harder to see nurse than doctor. I think it's unfair on many patients to have to come to make an appointment particularly old people and young mums – use of emails etc.

For five month needed dressing to an open wound changing. To save the time of the district nurses when I was mobile I tried to book practice nurse appointments but was unable to do so in advance.

The daily "rugby scrum" system for trying to book appointments at 8.15 every morning is far worse than the original system. Typical experience is ring 8.15, line engaged then when get through all appointments are booked. Infuriating!

Surgery should be open later to allow more same day appointments

I appreciate Drs are busy but getting an appointment at 8.15am not easy

Good I'm retired so have the time to ring on the day

Quite good

Telephone appointments are good for emergencies but it's still necessary to have pre bookable appointments to forewarn employees etc & if you have a need for a series of appointments you want to book them in advance with the same Doctor.

Make the appointments on time

Shocking

Require whole new system as by 8.15 most morning when normal people are either travelling to work/busy children there are usually no appointment left

Telephone appointments very useful

More prebookable appointments. Being able to book blood & nurse appointments further ahead. Telephone appointments are good – a much clearer system for these are needed i.e. an agreed time slot, say 1 hour. Problem with no specified time means the patient has to halt their life or risk not being able to take call. Last time I had phone appointment it came when I was on the train in the tunnel travelling to Liverpool.

Telephone consultations could be used for run of the mill complaints where an examination is not necessary – they could save a lot of time sitting in the waiting room.

### **3. What is your experience of getting a repeat prescription in your practice?**

Emails

I leave it to local chemist the system works fine for me

Restore service to same day i.e. get script in before 10.30 ready after 2 pm that day far more convenient.

Not to take so long – is this because of the doctors workload

There needs to be far more cooperation between the receptionists and the chemist. Our chemist has found the receptionists particularly unhelpful and reluctant to think outside the box in emergencies.

Requested by chemist – excellent

The Health Centre could be open on Saturday morning for collection of prescriptions.

A colour coded system for male & female for prescriptions to be able to locate one quicker

Getting the public to use the chemist more often would lighten the load and speed up the service.

#### **4. What do you think about the practices communication with patients?**

**Please let us know below any suggestions you have for improvements:**

It would be really useful if the booking in system told you when the doctor is running late

Doctors are becoming more remote, they do not appear in surgery . Practice newsletter by email are acceptable

I am often reminded of the need for eye tests podiatrists blood tests and appointments with the diabetic nurse therefore cannot suggest further improvements.

A clinic for mobile people to have wound dressings changed more often to save time for district nurses and practice nurses. On leg ulcer day when I was fitted in also I was not told to bring my own dressing to clinic the first few times till I got sorted this caused problems but no matter what everyone was very helpful and very supportive of me. Thank you.

After taking treatment/medicine no one ring to check how you are?

No letterbox!!! Twice we have been waste to deliver urgent letters.

More ventilation in the waiting room for the practice nurses. No television it's annoying when I find myself watching!

We'd like to know all the services the practice provides e.g. minor surgery, physiotherapy. This needs to be on display in the waiting room and also on leaflets.

Cannot hear tannoy time wasted as receptionist has to come and call me

I am not into modern touchscreen stuff I wish I had been told about weekend walk in clinics at APH much sooner

I have only been with the practice for 6 months any arrangements have been handled very efficiently

Excellent practice just needs a new building

Communication is variable – probably more training is required. Some people are clear, reliable and excellent – others leave much to be desired.