

Dr Smethurst & Partners Patient Survey result 2013

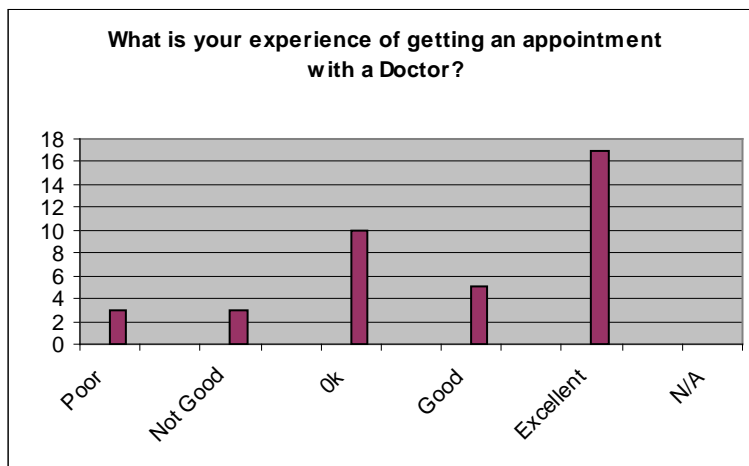
The Doctors wanted to know how patients feel about the services they provide and what areas patients want improved. Working with the Patient Participation Group we came up with a very short survey (Appendix 1). We have specifically targeted patients who we believe are not well represented by our Patient Group, have specific disabilities or don't attend the practice regularly. Please see Appendix 2 below for details. We posted out 88 surveys and also made them available in the Health Centre for patients to complete.

We received 32 responses to the survey, 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

- Not being able to get an appointment with a preferred Doctor or one that has been dealing with an ongoing problem
- Patients want to be able to make appointments in advance
- Patients find calling at 8am for an appointment very stressful



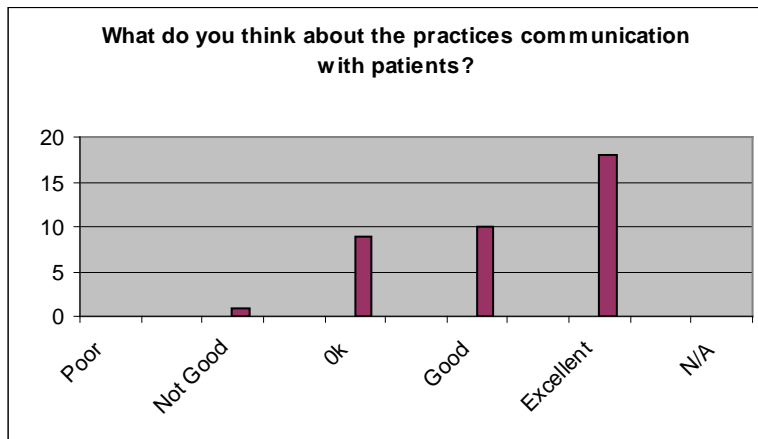
Repeat Prescribing

- The comments indicate that understanding of this service seems to have improved.
- Patients would like a faster turnaround
- Patients don't want to have to come to the practice to fill in a repeat prescription request



Communication

- Test results – still an issue though only 1 comment this time, better than last year
- inconsistency in customer care from staff



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:

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.....

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:

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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:

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.....

APPENDIX 2: The targeted patient population

Category of Patient	Smethurst	Smethurst %	Smethurst no. of patients	Smethurst no. patients scaled up by 1.5
Families with young children	286	7	6	8
Care home	70	1.5	1	2
Housebound	32	0.72	1	2
Blind/deaf	10	0.23	1	1
Aged 16-25	482	10.91	10	15
Aged 26-40	847	19.2	17	23
Physically disabled	28	0.63	1	2
Carers	24	0.54	1	1
Chronic disease	1200	27.2	24	33
Total No of over 16s in Practice	4419	2% 88	62	88

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
3	3	10	5	17	0

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

Poor	Not Good	Ok	Good	Excellent	N/A
2	1	3	9	16	7

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

Poor	Not Good	Ok	Good	Excellent	N/A
0	1	1	6	25	5

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

Poor	Not Good	Ok	Good	Excellent	N/A
0	1	9	10	18	0

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:

In spite of calling at 8am several times by the time you get through there are few or no vacancies that particular day

I still don't like having to ring at 8am most times fully booked have to ring again the next day to see the same doctor

Very difficult to get an appointment with Dr Smethurst – can pre bookable be more readily available?

OK if you can manage to get through at 8.05

Sometimes still get through to treatment room reception despite pressing 3 by the time I get through to the practice all appointments are gone

Usually ok except when trying to get a lady Doctor

I find 8am lottery extremely stressful usually try to avoid the practice

In spite of phoning at 8am lines are engaged and eventually get through there are no appointments

I think it would be a good idea for doctors to send patients a list of yearly appointments for easy reference. I think telephone appointments work fine.

No experience of telephone appointments

Early morning sessions for blood tests when the surgery opens.

OK a bit hard when the line is always engaged at 8 am

To see an unspecified doctor is excellent, to see a specific doctor can mean a wait of several weeks. This is not good when trying to maintain continuity during an ongoing investigation.

I love telephone appointments – a very efficient way of saving time. I find them very reliable.

(telephone appointments) Great idea but not enough of them available. The 8am scramble is awful especially if unsuccessful

They are terrible, it is all press a number and when you are elderly you get confused.

Not being able to make advanced telephone bookings is very inconvenient! I've never seen this before. We used to see the nurse for sex health but not anymore.

Would like to be able to ring during day in case of any missed appointments need to be filled.

8am call is difficult and frustrating. Why can't we book for tomorrow now instead of having to call at 8am?

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

Allowing the pharmacy to automatically repeat prescriptions leads to waste.

When you have an infection it takes 48hrs by that time is very urgent.

I order my repeats from the pharmacy over the phone. Very good service here.

Should be able to phone instead of having to call in person to fill in form.

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

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

Touchscreens are faster but inevitably germs are left on the screen

Most of the time excellent odd occasion not very helpful probably dependant on member of staff contacted.

My home number is always used. I am not sure if a mobile number can be used, but that would be preferable.

I have recently been unable to prebook a couple of appointments a fortnight in advance in order to maintain continuity, which is excellent otherwise, even though each GP has notes he/she is unable to see subtle changes in condition. It is also leading to whole person care rather than treating the symptoms of that occasion only. After April will it be possible to have a 'profile' of the expertise of each GP in one document? I am more than content with my own practice, especially in relation to excellent attention in 2012, but it may be useful to have this information.

Just to hear a friendly voice would be an improvement

Many times we've been to the doctors and felt we've had no help! Sometimes problems can be helped with some reassurance which gives peace of mind. We much prefer to self medicate than see the doctor. The only time we see the doctor now is if we feel antibiotics are needed. Dr Smethurst is great at giving peace of mind and reassurance.

Test results not communicated