

Dr Sida & Partners Patient Survey result 2013

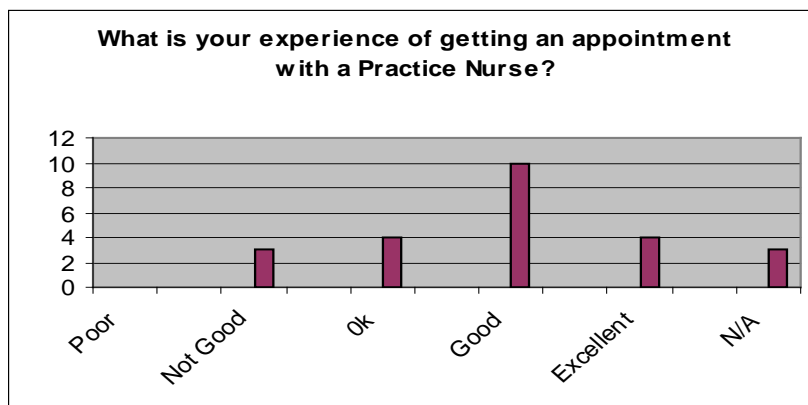
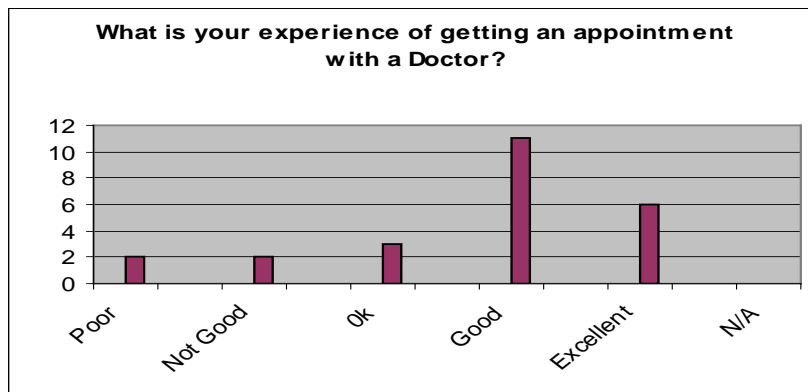
The Doctors wanted to know how patients feel about the services they provide and what areas patients want improved. Working with the Patient Participation Group we came up with a very short survey (Appendix 1). We have specifically targeted patients who we believe are not well represented by our Patient Group, have specific disabilities or don't attend the practice regularly. Please see Appendix 2 below for details. We posted out 92 surveys and also made them available in the Health Centre for patients to complete.

We received 24 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

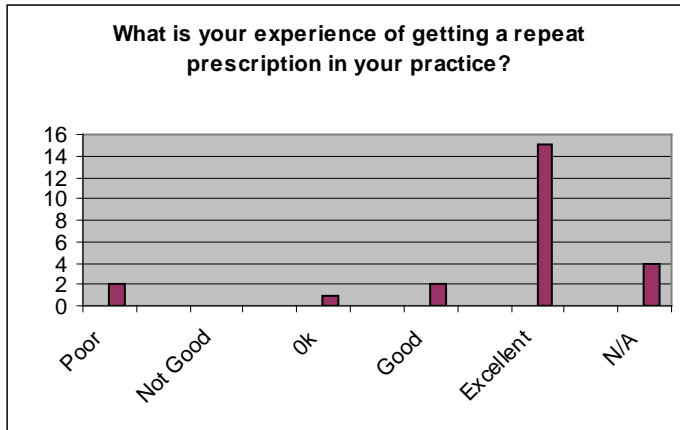
Appointments

- Patients want to be able to make appointments in advance
- Patients find calling at 8am for an appointment very stressful
- Patients want more appointments after 5.30pm
- Patients want to be able to book online



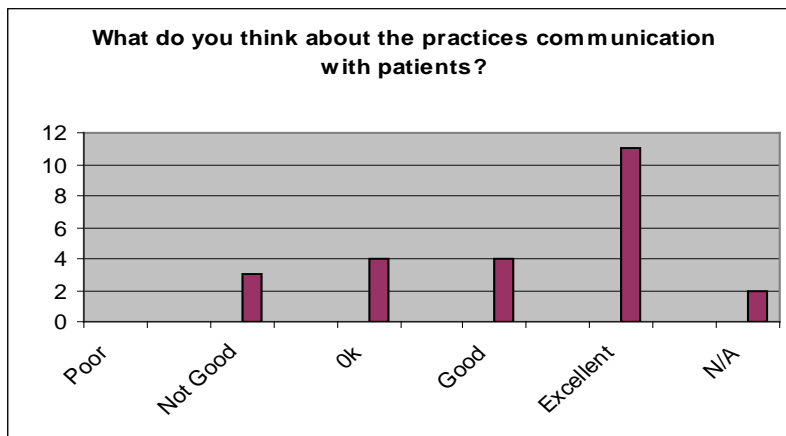
Repeat Prescribing

- Patients want to be able to request repeats online
- There are sometimes errors and inconsistencies around when repeats are due for the same patient



Communication

- Patients want to be able to access information about the practice even if they don't attend the surgery
- Patients don't know they can contact the practice by email



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:

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

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

Category of Patient	Sida	Sida %	Sida Patients	Sida patients scaled up by 1.5
Families with young children	187	4	4	7
Care home	83	1.82	2	4
Housebound	29	0.64	1	2
Blind/deaf	16	0.35	1	1
Aged 16-25	557	12.21	11	17
Aged 26-40	740	16.22	15	23
Physically disabled	25	0.55	1	1
Carers	36	0.79	1	2
Chronic disease	1193	26.15	24	35
Total No of over 16s in Practice	4562	2% 91	60	92

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
2		2	3	11	6
					0

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

Poor	Not Good	Ok	Good	Excellent	N/A
		3	4	10	4
					3

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

Poor	Not Good	Ok	Good	Excellent	N/A
2		1	2	15	4

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

Poor	Not Good	Ok	Good	Excellent	N/A
		3	4	4	11
					2

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:

I've registered for on line appointments and am sure this will be great improvement

The possibility to phone at a later time during the day to have an appointment in the future

I have good and bad experiences with getting an appointment

Open more telephone lines

Looking forward to email appointments

It is annoying that if you don't feel you can wait a few days or even a week or so at time the only way to get an appointment is to have to telephone at 8.15 on the day your doctor is on

Suggest tel appointments ideal as many patients in W Kirby are elderly & lack transport

Not enough good doctors

Suggest clarification with everyone (patients, doctors, admin staff) of possibility of forward appointments and of double length appointments (single appointments often leave a residue which tends to be followed up later. Telephone appointments if done on time are often way of saving doctors appointment. Not so helpful if timing not predictable.

Later appointments with the practice nurse. Never any appointments for people working 9-6. Very difficult to get routine appointments for people working 6pm onwards

The office staff are excellent and always try to help accommodate the patients wishes if possible.

Later routine appointments needed. It is very difficult to get an appointment with dr or nurse after 5.30-6pm

The practice of – when busy – telling patients to ring again next day must cease. Better to give a firm appointment even if not on the same day. Telephone appointments are fine particularly for follow ups when both parties know what the problem is.

3. What is your experience of getting a repeat prescription in your practice? Please let us know below any suggestions you have for improvements:

I usually get my prescription going to a chemist but twice it has gone to the wrong chemist causing real problems

Great to be able to get a repeat on line

Somewhat awkward at times if you have to wait 48hrs even if you put your request in the night before or first thing in the morning

Repeat prescriptions delivered to house by local chemist on a regular basis most satisfactory

A telephone consultation with a doctor repeat prescriptions would help to avoid "blind" self prescribing by patient who can't wait for an appointment or is too frail to attend for one.

The system seems ok but in 7 months it has only worked twice. Human error at both ends!

Works on line that would have been better if you could also order on line a new drug you have been given without a repeat prescription.

Better batching of repeat dates perhaps. I've never quite understood why when on warfarin for life and on an 8 week INR cycle repeat prescription is on a 4 weekly basis when all other medications are on 8/12 week cycles.

**4. What do you think about the practices communication with patients?
Please let us know below any suggestions you have for improvements:**

There seems only to be communication for patients who actually go to the health centre

Email newsletters would be good

Maybe the ability to email a prescription or phone in a request

It would have been nice to have an appointment with a doctor to discuss general medical problems when joined the practice as a new patient

I have had no communication from the practice about general issues or events only the one or two appointment specific correspondence

Lack of comm by practice after hospital tests/visits nb initially requested by dr sida not seen by her for years

Not very impressed

The quicker you build the new surgery the better

Text messaging service for appointment reminders

Receptionist is excellent! Always goes above and beyond and is extremely helpful

Only to put the waiting room back the way they were before.

Its very hard to get an appointment sometimes – it takes weeks. Its hard when you're working

Over speakers and for older patients – slower and louder announcements

None it's a good practice

I can always have an appointment when I request one

I think the newsletter is a step in the right direction

Receptionist in particular is excellent. She has always gone above and beyond and is extremely helpful. She is also very friendly.

I view with trepidation the changes proposed. For such a busy practice it seems to work well now if its not broke....

We think the new system of calling patients is excellent.

No complaints

I have been very happy to be a patient since 1973. I'm sure that will continue.

I don't envy you on this. An updated list of GP's and facilities etc would be useful, plus information on the function of practice nurses and district nurses. Explanation (already started on the free sheets) of what the new WCCG system is and how it affects patients individually will be essential if it's actually possible!