

Patient Survey 2011-2012

This survey was conducted in house and the results analysed by Mrs A Piper Practice Manager. The full survey results including graphs are available on our website

The Questionnaires were handed out to patients by receptionists as they attended both the main and branch surgeries asking them if they were willing to take part if the survey. The questionnaires were given out over several weeks

550 Questionnaires were given out and 342 received back which represents 62% received back. This figure is lower than previous years.

The results were discussed with the doctors, Nurse Manager, Office Managers and the Patient Participation Group.

Outcomes

Appointments Questions 1 to 4 and 6

It was felt that our appointment system was working very well for patients with 99% of patients being able to see their own G.P. 337 patients out of 342 were able to see a doctor within two working days when necessary.

However out of 211 patients trying to book ahead with a doctor 61 were asked to ring back as appointments had not been released yet.

We operate a three tier appointment system with white slots bookable up to three months ahead, orange up to 48 hours in advance and red slots for patients needing to be seen on the day. It was felt that this system worked well with always appointments being available for patients requiring urgent treatment on the day. Looking at the comments from patients it was felt the appointment system was well received. We would continue to monitor this and any problems would be raised at the regular practice meetings.

Patients also found it very easy to get an appointment with the nurse again any patient requiring urgent nursing treatment would always been seen on the day.

After consultation with the Doctor and Nurse Question 5 and 7

As we have seen in previous years surveys doctors scored very highly with giving patient enough time, listening to them, explanation of tests and treatments and involving the patient in decisions about their care and felt they were treated with care and concern.

These is always very pleasing to see as this is an important part of patient care for patients to feel they are involved with their care and are given enough time when they see the doctor/Nurse.

How helpful are Reception Staff Question 8

It was very pleasing to see that doctors and nurses were rated highly with the care they gave and patients also felt the receptionists were very helpful

Opening Hours Question 9 and 10

The practice in addition to normal surgery hours offers (extended Hours) this is pre-bookable appointments for patients who cannot attend surgery during normal surgery hours. They are held at the branch surgery on a Monday evening from 6.30p.m. to 7.50p.m. and Tuesday morning from 7a.m. to 7.50a.m. and at the main surgery on a Friday morning from 7a.m. to 7.50a.m.

Additional comments from patients were whilst they welcomed this they would still like Saturday morning surgery, more early morning and later evening surgeries and more surgeries held at the Triangle

It was not possible to hold any more surgeries at the Triangle as there is already a doctor taking surgery morning and afternoon every day and nurse run clinics also.

Saturday morning surgery were discussed but the doctors do not want to return to working on a Saturday after already working a long and very busy week with many doctors arriving at the surgery at 6a.m. to start paperwork and not leaving until late in the evening. As for more late evenings we do not put our calls through to Out of Hours until 6.30p.m. and there are staff and doctors on duty at the surgery until then.

On the whole most patients were satisfied with the opening Hours.

Services we provide Question 11

Most patients seemed to be aware of the services provided by the surgery through the practice booklet but we felt there was still some work we could do to make the information more available. The practice website which we now have will have this information, but also we are going to look at having a practice quarterly newsletter this would be available on the website but also in the waiting areas for patients who do not have access to a computer. A display could also be placed in the main surgery window.

Additional Services Question 12

Patients would also like the surgery to provide clinics for physiotherapy, acupuncture, minor depression, weight loss, and chiropody.

We did at one time have the physiotherapist from the hospital hold a clinic at the surgery for our patients, unfortunately that had to cease due to lack of space. A doctor or nurse will always give advice when seeing a patient about any weight problem they may have but it is not possible to run a weight loss clinic.

We have over many years taken on many additional services but we do not at present have the space to hold any of the above suggested clinics.

Additional Comments

There were many additional comments by patients such as Doctors, Nurses and staff very caring, attentive and always treated with respect which is very pleasing to read.

Patients also continued to welcome the appointment self check in system

There was also this year many comments about the main surgery building, being drab, rooms too small, front doors being heavy and access difficult especially for patients with wheelchairs and prams.

It was felt that the awareness of the premises had probably been highlighted over the past three years as the doctors had been trying unsuccessfully to obtain new surgery premises. As this had not materialised the practice has been working with the Patient Participation Group on a rolling programme improvement

New boilers had been fitted last year and heaters in the washrooms removed and placed on the new heating system.

Work was underway to enlarge and make more accessible two consulting rooms entrances at the rear of the premises and the repositioning of a doorway to a nursing clinical room

Estimates were also being obtained to make the entrance of the surgery more accessible for patients

As a practice we are always committed to delivering the best possible care we can for our patients and will always try our very best to promote this

We would like to thank the patients who took part in this survey, our patient participation group for the help and support and our staff for their continued support and the contribution they make to the smooth day to day running of the surgery

Results of the survey are available on the practice website and we will place this report on the patient group noticeboard at the surgery

Patient Participation Group

Our current patient Group has the maximum number of members we can accommodate in the group

The group consists of 7 patients 3 male, 4 female from mixed aged groups some with long term conditions and disabilities and also includes a young mother. From the surgery Dr Sandra Robins G.P. and Mrs Andie Piper Practice Manager and Mrs Valerie Young Practice Nurse Manager

Invitations were sent out selected groups of patients and posters were placed on surgery notice boards so the group would include a broad section of the practice population and every effort was made to contact and include ethnic and patient groups.

The survey questions were drawn up and agreed at the patient participation group meetings.

Results of the survey and graphs can be seen on the Practice website and copies will sent to members of the Patient Participation Group, also placed in waiting areas

Patient Group Profile	Male	Female
Age Range	Patients	Patients
17-35		1
36-50	1	
51-65	1	1
66-79		1
80-94	1	1

Total 7 Members

Practice Profile	Male	Female
	Patients	Patients
17-35	797	805
36-50	915	940
51-65	1028	1166
66-79	922	1131

80-94	478	806
95-110	11	39

We have not included patients under 17 years old figures

Surgery Opening Times

The reception staff is available at the following times to make your appointment. The surgery opens at 7.30am.

Monday	8.30am - 6.00pm
Tuesday	8.30am - 6.00pm
Wednesday	8.30am - 6.00pm
Thursday	8.30am - 6.00pm
Friday	8.30am - 6.00pm
Weekend	closed

Surgery Extended Hours

Extended hours appointments are for patients who cannot come to the surgery during normal surgery hours only - it is not an emergency service.

Appointments are at the following times:

- Monday evenings 6.30p.m. - 7.50p.m. at the Triangle surgery
- Tuesday mornings, 7.00am - 7.50am at the Triangle surgery
- Friday mornings 7.00a.m. - 7.50a.m. at Polegate Surgery

These appointments will be bookable in advance. Although there will be a receptionist on duty, she is there only to deal with patients booked in for these consultations.

We are not open during these times for collection of prescriptions, letters etc. We cannot deal with prescription enquiries etc, or make appointments during these times.