

# Annual Patient Survey 2016

# Overview

- ▶ We carried out an annual patient survey between August and December of 2016.
- ▶ The survey was available to patients at both Tring and Pitstone surgeries in hard copy in all Consulting and Nursing rooms, at Reception and on the Dispensary counter.
- ▶ The survey was also available online for patients to complete electronically.
- ▶ A total of 590 completed surveys were received and have been analysed.

# The Average Respondent.

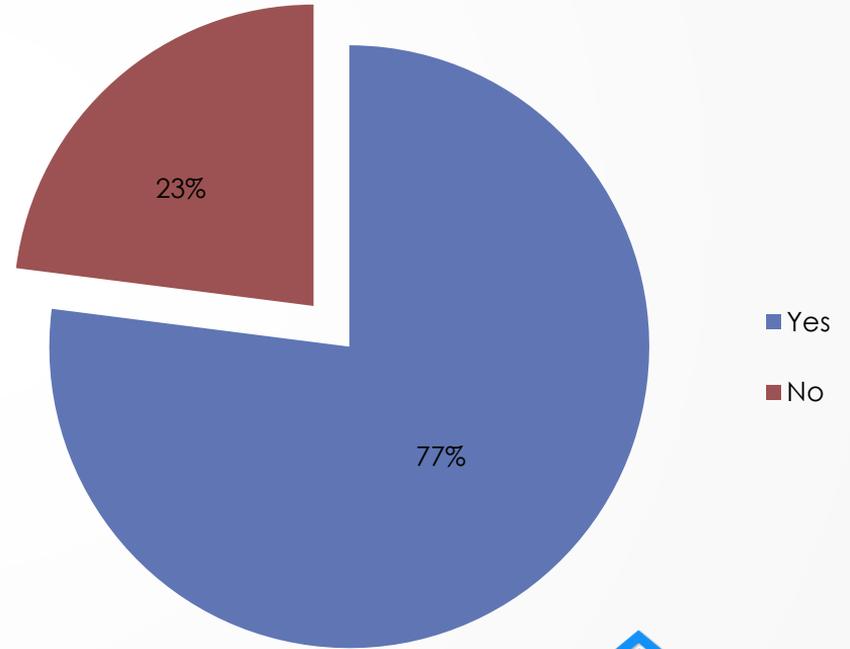
Based on analysis of 590 completed surveys we can determine that the average patient who completed the survey:

- ▶ Has attended the surgery 6 times in the past year to see a medical professional.
- ▶ Was Female.
- ▶ Is aged between 55 and 64 years old.
- ▶ Attends their appointments at the surgery by car.

# In the past 12 months, have you always been able to get an appointment with a Doctor or Nurse when you requested one within 2 working days?

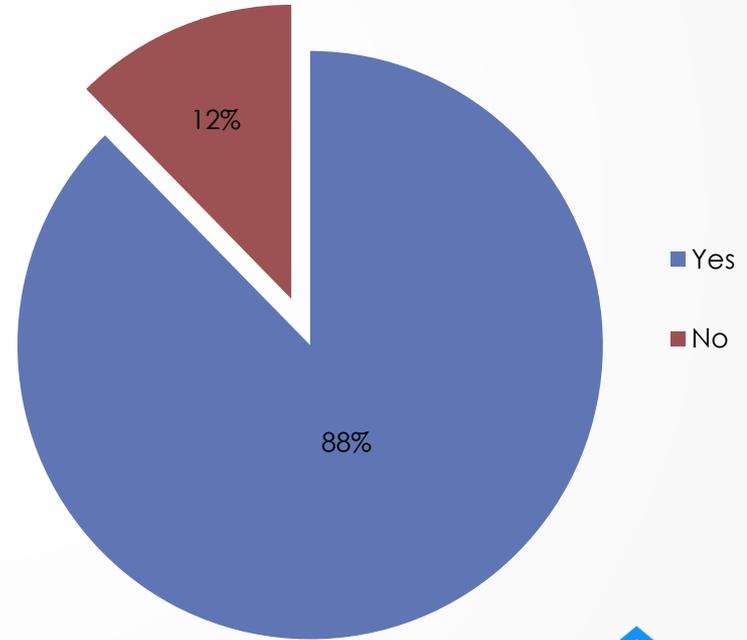
77% of patients were able to get an appointment with a medical professional within 2 working days.

At Rothschild House Surgery we allocate all patients a named GP and where possible, to aid in continuity of care, we encourage patients to see their own GP.



In the past 12 months, have you always been able to get a future appointment with a Doctor or Nurse when you requested one for more than 48 hours ahead?

88% of patients were able to get a future appointment with a medical professional for more than 48 hours ahead of time.



# Analysis of the Patient Experience when Booking an Appointment

We asked patients to review how easy they found contacting or making appointments with the surgery.

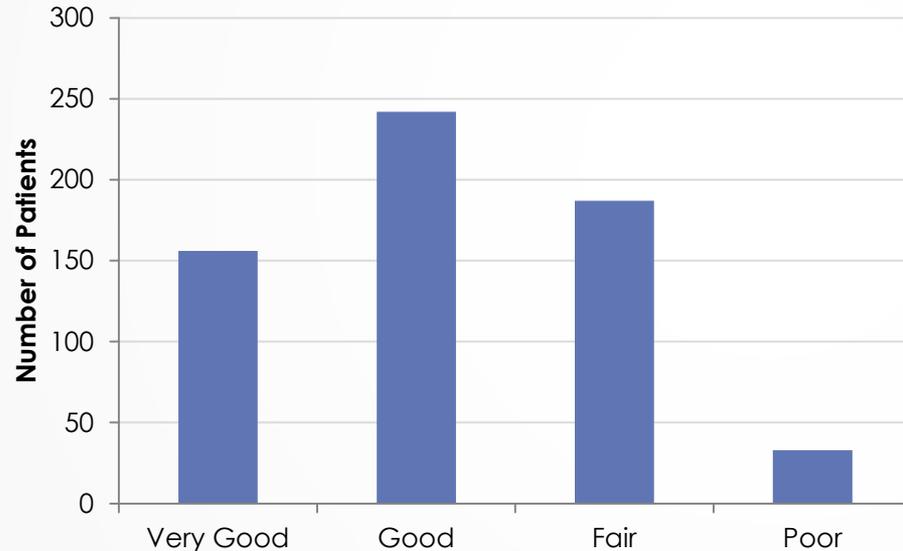
The analysis shows that patients had very different experiences when contacting the surgery by phone. We did not further quantify this question by asking what time the patients had tried to contact the surgery however we are aware that early mornings and particularly Monday and Friday mornings our phone lines are at full capacity.

Patients responded quite similarly about their experience in booking either an appointment with a GP of their choice or with a member of the nursing staff. At present our GP's all offer the same number of appointment slots however some of our GP partners do have differing size lists and can this can therefore lead to some groups of patient experiencing longer waits to see their particular GP.

To counteract issues with appointment booking we are encouraging patients to register for online services and training reception staff to be able to aid patients personally with any access issues they are experiencing. Furthermore we are also using text messaging reminders to help reduce DNA appointments.

# Getting through to Reception

- Patients were asked to rate how easy they found it to get through to Reception.



25% of patients rated their experience as 'Very Good'.

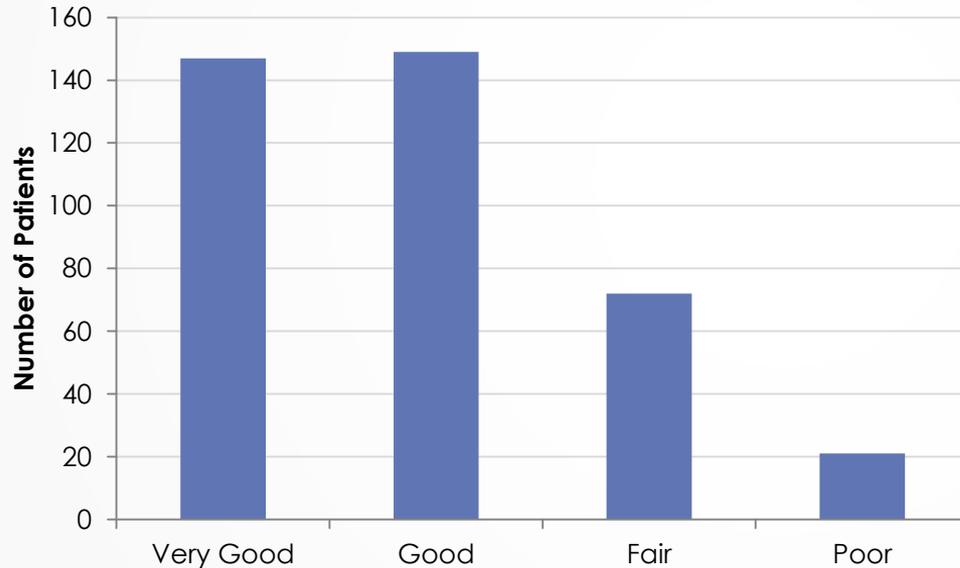
39% of patients felt it was 'Good'.

30% of patients responded 'Fair'.

The remaining 6% found it 'Poor' to get through to reception by phone.

# Booking an On-the-Day Emergency Appointment

- ▶ Patients were asked to rate how easy they found it to book an emergency appointment for the same day.



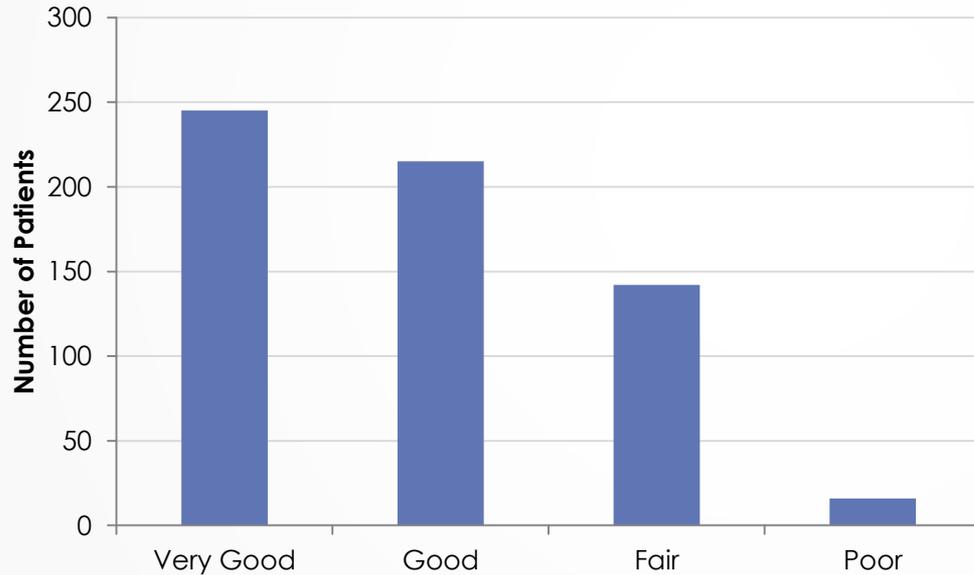
76% of patients found it 'Very Good' or 'Good' when booking a same day emergency appointment.

19% of patients responded 'Fair'.

The remaining 5% found it 'Poor'.

# Get an Appointment with a Doctor of your choice

- ▶ Patients were asked to rate how easy they found it to make an appointment with the Doctor of their choosing.



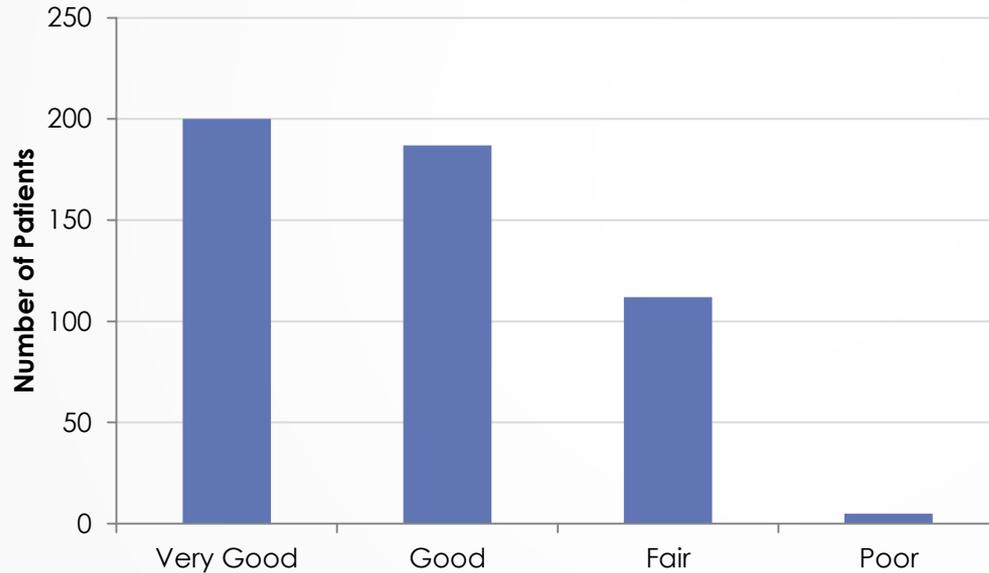
40% of patients responded 'Very Good' and a further 35% 'Good'.

23% of patients responded 'Fair'.

The remaining 2% responded that they felt it was 'Poor' to get an appointment with the Doctor of their choosing.

# Get a Nurse or HCA Appointment

- ▶ Patients were asked to rate how easy they found it to make an appointment with a Nurse or Health Care Assistant at the Practice.



40% of patients responded 'Very Good' and a further 37% 'Good'.

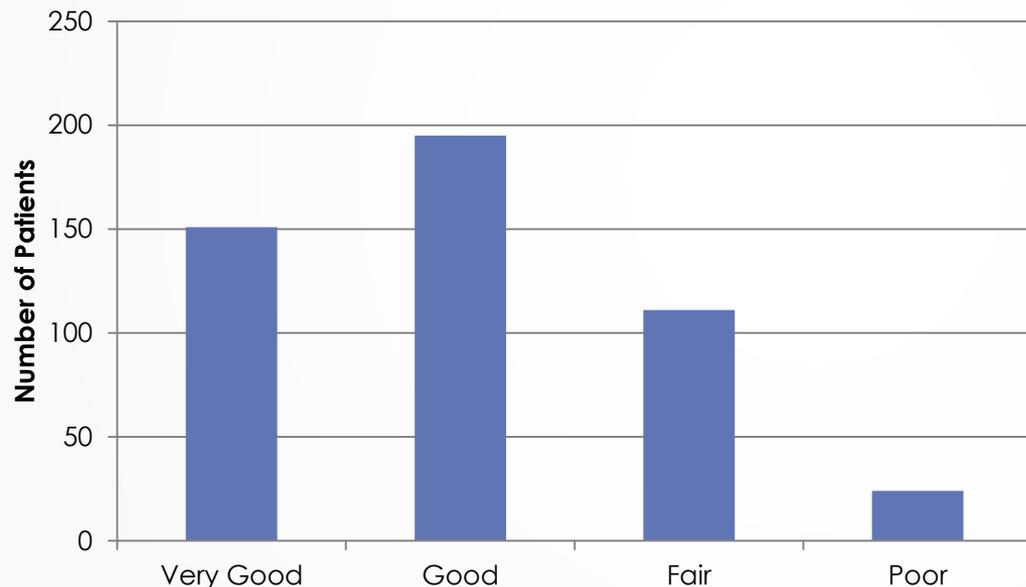
22% of patients responded 'Fair'.

The remaining 1% responded that they felt it was 'Poor' to get an appointment with a Nurse or HCA.

These results are very similar to the previous question's responses.

# Contact your Doctor's Secretary

- Patients were asked to rate how easy they found it to make contact with their GP's secretary at the practice.



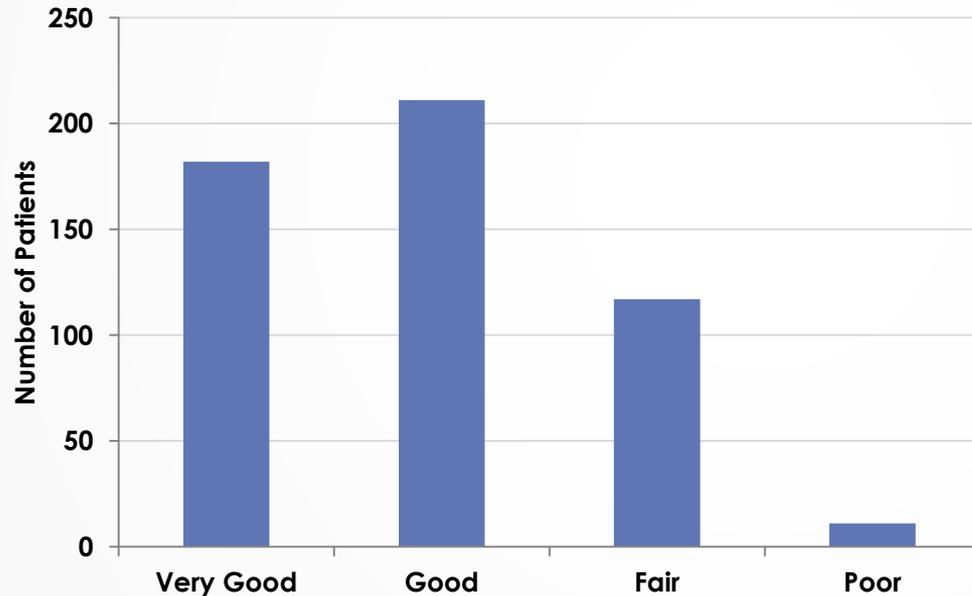
31% of patients responded 'Very Good' and a further 41% 'Good' in being able to contact their GP's Secretary.

23% of patients responded 'Fair'.

The remaining 5% responded that they felt it was 'Poor'.

# Obtaining Test Results

- Patients were asked to rate how easy they found obtaining their test results.



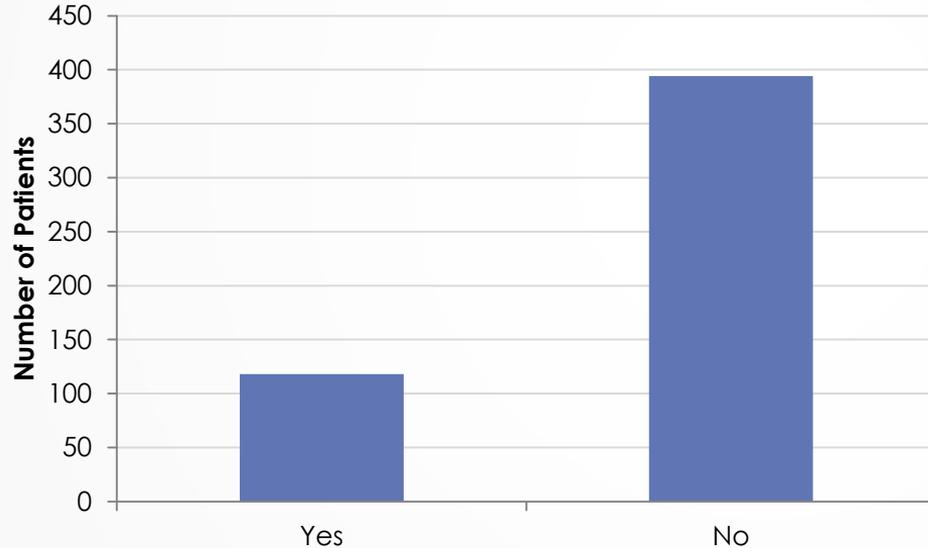
35% of patients responded 'Very Good' and a further 41% 'Good' in being able to obtain test results.

22% of patients responded 'Fair'.

The remaining 2% responded they felt the service to obtain test results was 'Poor'.

# Extended Hours

- ▶ Following on from patients experiences in booking appointments we asked patients if they had used our “extended hours” service.



77% of patients had not used our extended hours service.

In light of the results of the questions relating to obtaining appointments we have identified a need to make patients more aware of these additional available appointments.

# Analysis of the Services Offered by Rothschild House Surgery

The surgery offers a number of services to support their patients, both in making the surgery more accessible and in assisting patients in monitoring their own health. We asked the patients whether they were aware of such services and found the following:

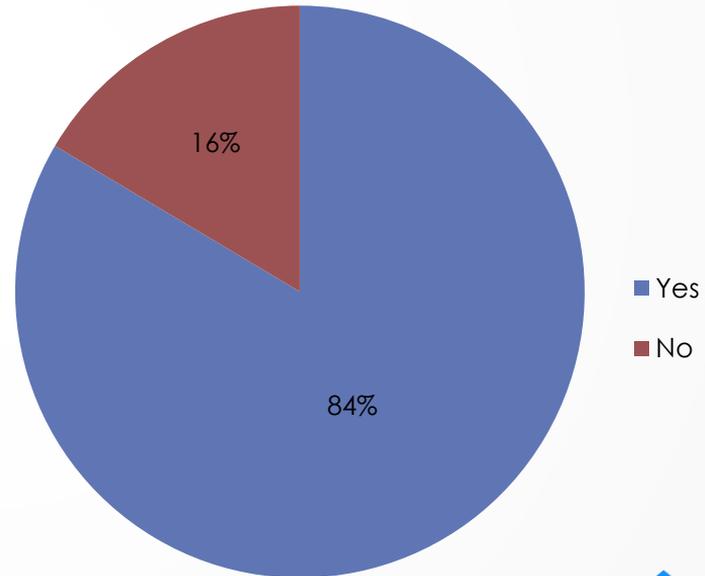
- ▶ The majority of patients are aware of our Online and Text Messaging services.
- ▶ The ability to have an appointment across both sites is well known amongst the patient population.
- ▶ There is some unawareness that patients who have Long Term Conditions (LTC) are offered Annual Review appointments however this could be due to patients that completed the survey not suffering with a LTC.
- ▶ Patients are not aware of the Patient Participation Group despite extensive resource allocated to raising its profile. This needs further attention.

# Online Services

- ▶ We asked patients whether they were aware that we offer online services that allow them access to book appointments, request repeat prescriptions and view test results.

84% of patients are aware of our online services.

We will continue to market our online services to remind patients of the features available to them and to encourage future new patients to register.

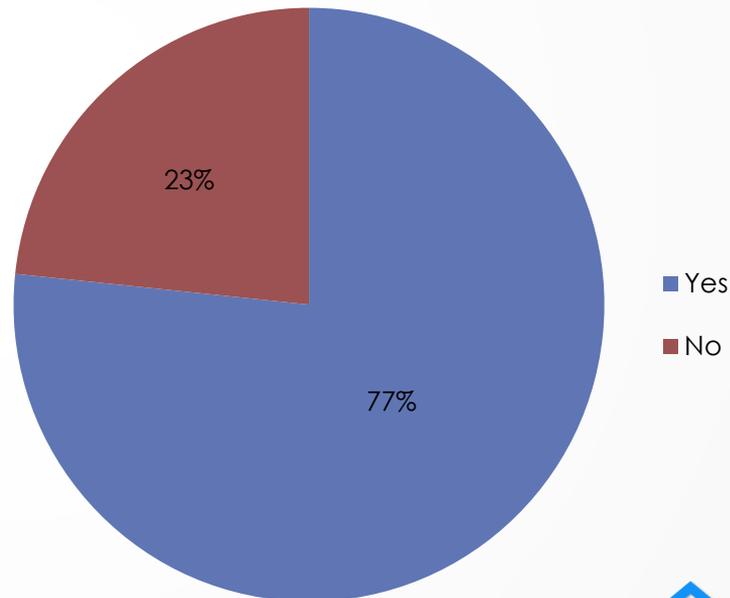


# Text Message Appointment Reminders

- ▶ In July 2016 we introduced Text Message appointment reminders. We asked patients were they aware of this service.

77% of patients are aware of our text message appointment reminders.

We automatically enrol patients with a mobile number into this service and we will continue to ask patients to ensure we have correct mobile details for them if they wish to access this service.

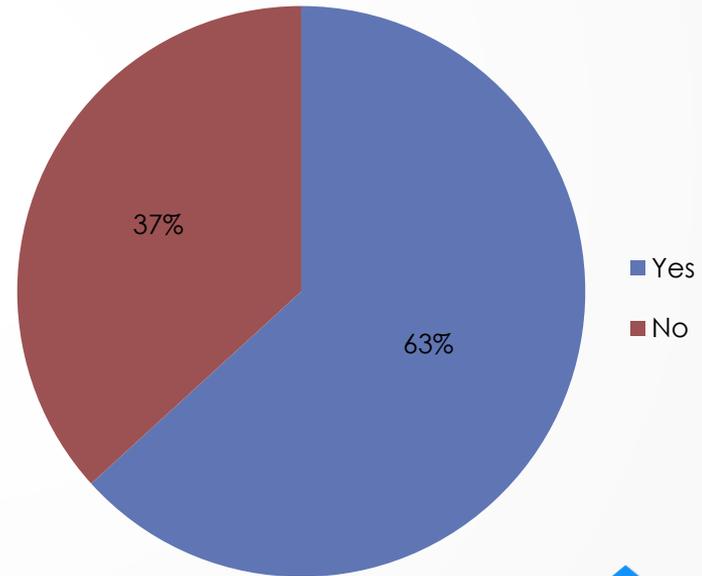


# Annual Reviews for Long Term Conditions

- ▶ We offer patients with Long Term Conditions such as COPD, Asthma and Diabetes an Annual Review appointment. We asked patients whether they were aware we did this.

63% of patients are aware of our annual reviews for Long Term Conditions.

We are unable to quantify whether the patients that are aware of this service are patients with Long Term Conditions themselves however we have noted that it is worth ensuring this information is displayed in the clinic and will add it to our screens.

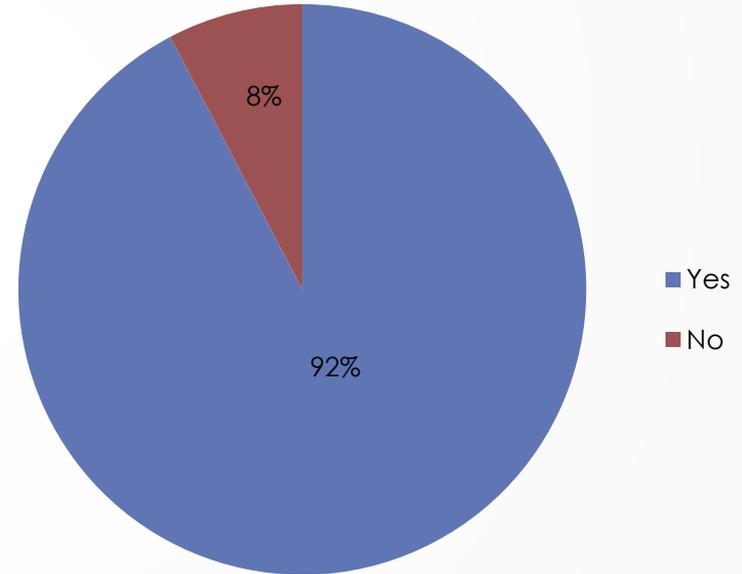


# Appointments at Both Sites

- ▶ We offer patients the ability to be seen at either our main surgery OR at our branch site in Pitstone and asked whether patients were aware of this.

92% of patients are aware of this.

Our Receptionists are trained to offer patients appointments at both sites particularly when a patient requests either an emergency appointment or an appointment with a particular doctor.



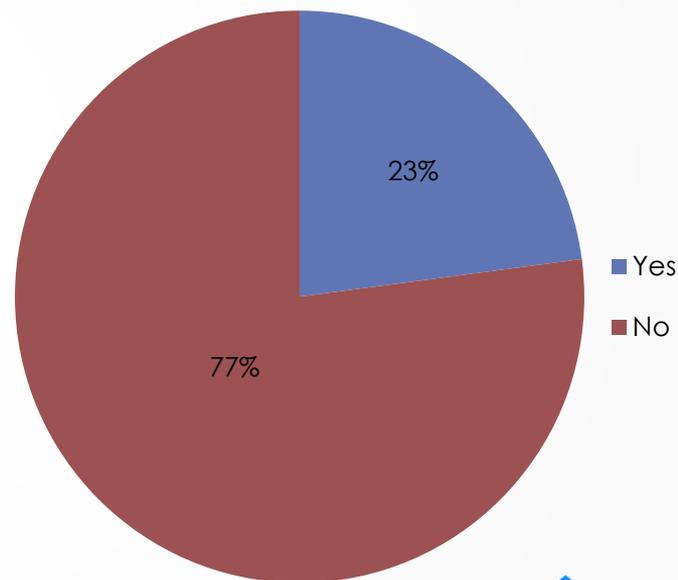
# Awareness of the Patient Participation Group

- ▶ The surgery has a very strong, well run Patient Participation Group (PPG) which interacts with the surgery regularly. We asked patients whether they were aware of this group's existence.

Only 23% of patients are aware of this group.

Despite promotional materials on our display screens and a notice board in Reception we need to do more to raise awareness of this group.

In January 2017 the PPG is holding a local event to raise awareness and increase membership.



# Analysis of Our Staff

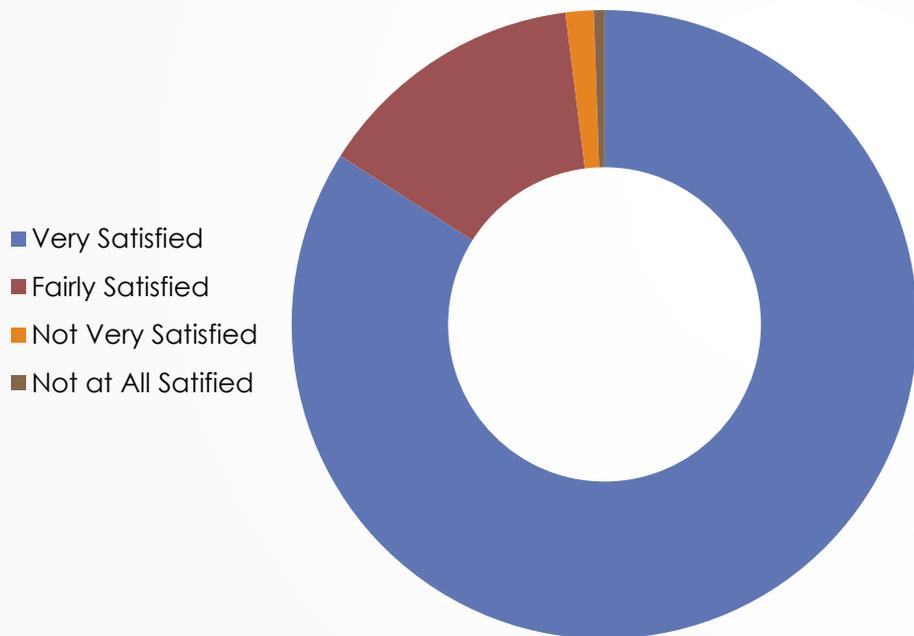
We are a large busy practice split across two sites and our staff are important to us. We have a robust training programme in place and staff departments meet monthly to ensure that any areas for learning are addressed.

We asked patients how satisfied they were with their clinical consultations and how helpful they found our Reception and Dispensary staff.

We are delighted that the feedback from patients was overwhelmingly positive, however, we will always continue to ensure that patient satisfaction in these areas remains high.

# Doctors and Nursing Staff

- ▶ We asked patients how satisfied they were with their last consultation with a member of the clinical team.



84% of patients are 'Very Satisfied'

14% are 'Fairly Satisfied'.

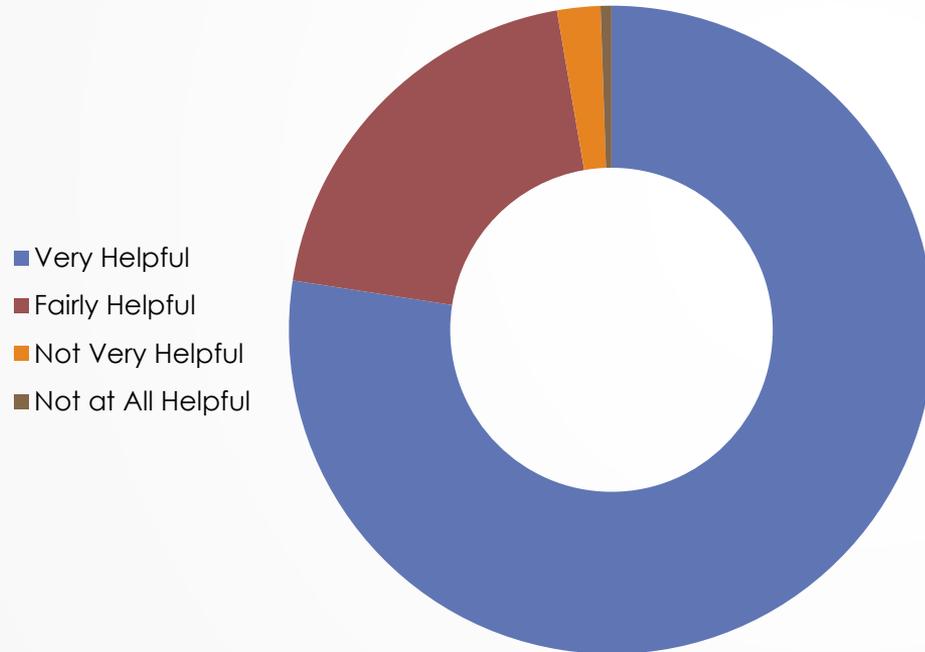
1% are 'Not Very Satisfied'.

1% are 'Not at All Satisfied'.

As a practice we are pleased that 98% of our patients are relatively satisfied with their most recent consultations.

# Reception Staff

- ▶ We asked patients how helpful they found this team as our “Front Line” with the public.



77% of patients found them 'Very Helpful'

20% felt they are 'Fairly Helpful'.

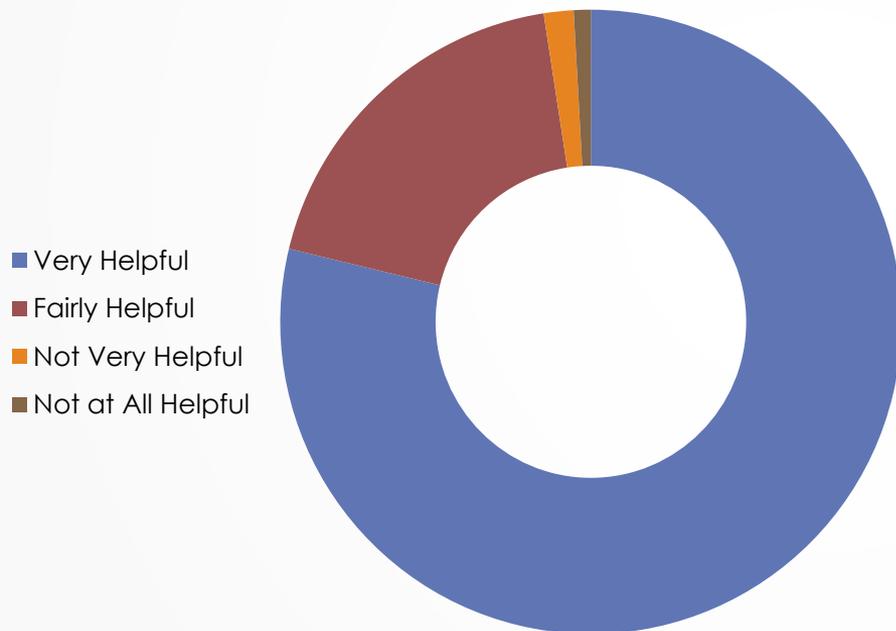
2% are 'Not Very Helpful'.

1% are 'Not at All Helpful'.

As a practice we are pleased that 97% of our patients find our Reception staff helpful.

# Dispensary Staff

➔ We asked patients how helpful they found our Dispensary Staff.



79% of patients found our staff to be 'Very Helpful'

19% felt they are 'Fairly Helpful'.

1% are 'Not Very Helpful'.

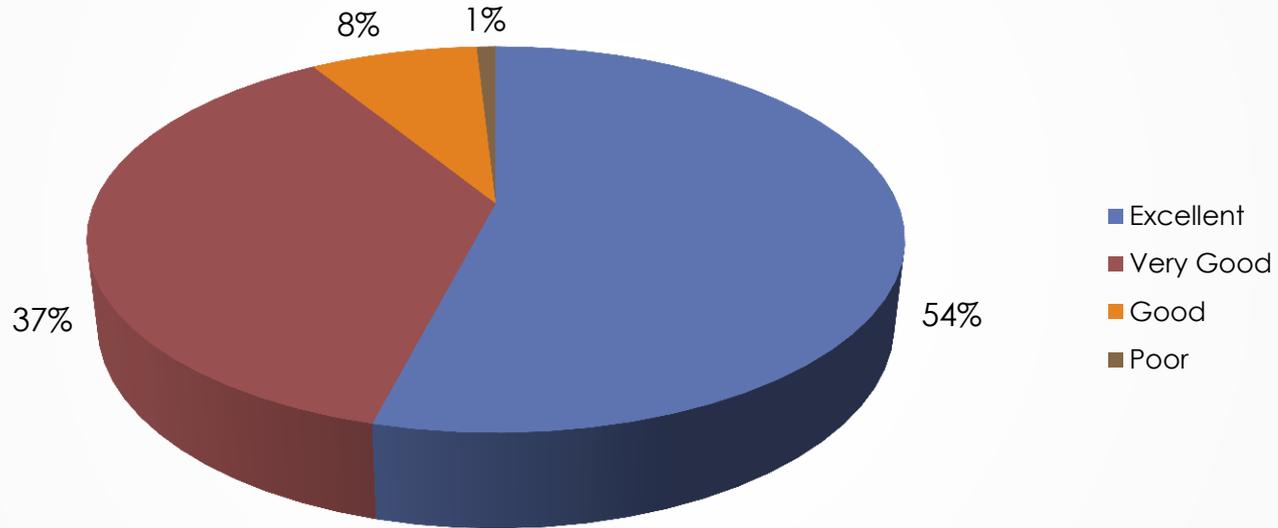
1% are 'Not at All Helpful'.

As a practice we are pleased that 98% of our patients find our Dispensary staff helpful.

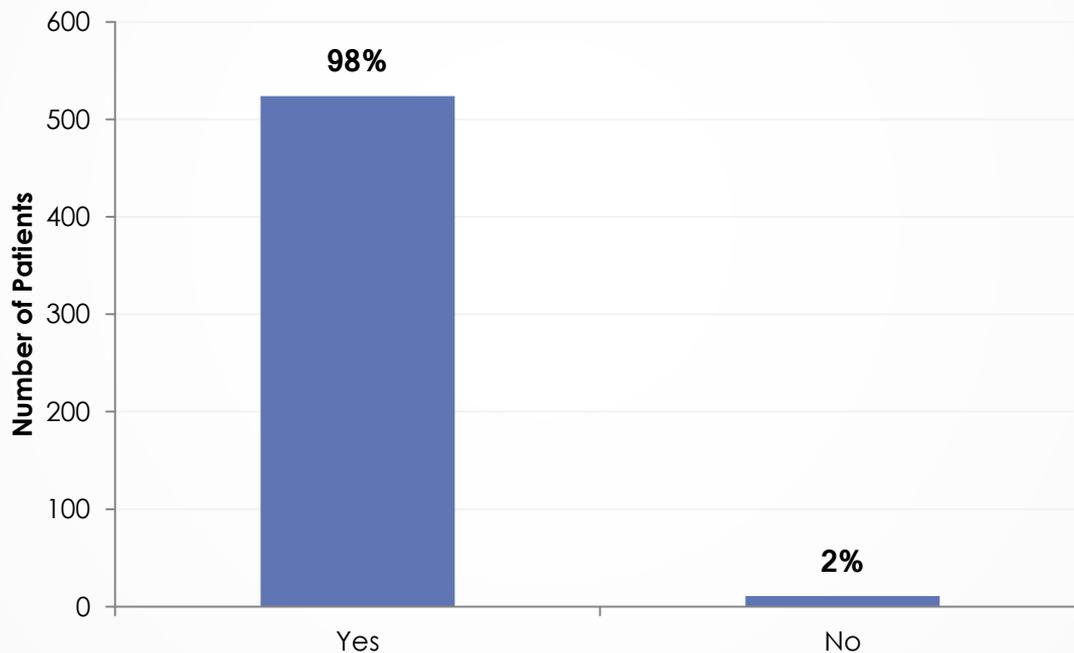
# Cleanliness of the Facilities

- ▶ We asked patients how clean and tidy they found areas of the surgery.
  - ▶ 93% of patients found the surgery Reception and Waiting areas 'Very Clean and Tidy' with 7% responding 'Fairly Clean and Tidy'.
  - ▶ 78% of patients found the Toilets 'Very Clean and Tidy'. 1% responded that they were 'Not Clean and Tidy'. The practice has taken steps to improve this and now has a cleaner attend all patient toilets mid way through the day.
  - ▶ 100% of patients found the Consulting and Treatment rooms to be 'Very Clean and Tidy' or 'Fairly Clean and Tidy'. We are pleased with these results.
- ▶ The cleaning schedule in place for the surgery ensures that all premises are also subject to a deep, intensive clean of all chairs, floors and carpets every six months.

# Overall, how would you rate the service you receive from the Surgery?



# Would you recommend the surgery to someone who has just moved to the area?



# Actions we are taking...

Further to the feedback received from our patients we have taken the following actions:

- ▶ We have noted that patients are not aware of the Patient Participation Group nor the valuable work they do on behalf of patients. The PPG group will be holding an evening meeting to raise awareness and encourage patients to join the group and make their voices heard.
- ▶ We have also noted that patients are not aware of our Extended Hours and will be raising awareness by including information on these extra appointments in our patient waiting areas.
- ▶ In order to improve patient access to their test results we will be training reception staff to be able to give this information to patients either over the phone or in person if a patient attends the surgery.

# Actions we are taking...

Further to the feedback received from our patients we have taken the following actions:

- ▶ We have trained our administrative staff to be able to assist with incoming patient calls and appointment requests during busy periods.
- ▶ We are training an administrative staff member to be able to take blood tests. This will help to prevent any reduction in available nursing appointments due to Annual Leave, Sickness or Training absences.
- ▶ We noted that patients would like improved access to GP's secretaries. At present our secretarial cover is affected by Maternity Leave and we have been unable to fill the temporary position. We have added an administrative email address to the website to allow patients to email or send documents through to their GP's which we hope will reduce the need to contact the secretaries by phone.