

2013-14 Patient Survey Report from Eastview Surgery

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1. About the Patient Reference Group (PRG)

Eastview Surgery invited patients to form a patient reference group from May 2011, the aim was to involve patients more closely and so improve the way patients' needs are looked after.

Patients were invited to join through face to face contact and posters in the waiting room.

The Practice Continues to promote the Patient reference group through our New Patient Questionnaire forms and on our web page, we are also promoting the group through the local press in the next couple of weeks. The current PRG has a small but involved membership. They range in age from 31-83.

The practice realise that the group is not wholly representative of the practice population, and are engaging with patients so all practice population is covered.

2. Wider practice survey

A key objective of the PRG is to understand and improve the way the practice cares for its patients. To assist this, the practice carried out a survey of the practice population during March 2014

The questions asked were based on access, patient satisfaction, Seeing the Doctor, Seeing the Nurse and practice facilities

3 Survey results and action plan overview

The survey results showed that.... On the whole patients were satisfied with the service they receive from the practice, with 70% being Very Satisfied and 14.5% being fairly satisfied. An Improvement was seen by patients trying to contact the surgery by phone; 46% found it Fairly Easy. 21% of patients would prefer to be able to book appointments online whilst 67% of patients would still prefer to book appointments over the telephone, with 11% of patients wanting to book appointments in person.

The Practice Is pleased to report that our Online booking system is up and running and an increasing amount of patients are utilising this service

The full action plan is provided at appendix 2.

3. Summary

The Continued Support and Input from the Patient Reference Group and carrying out a patient survey has helped the practice identify some key areas for action. The practice and Group will continue to work together to understand patients' views about their practice, and how it can be where improvement can be made

Appendix 1 – Action plan

| Issue identified | Action to be taken (or reason why this cannot be addressed in the near future) | Success criteria – how will we know our action has led to improvement | Timetable | |
|--|--|---|--|-------------------------------|
| | | | When will we implement | When will we measure progress |
| 40% of Patients found it not very easy or not at all easy getting through to the practice on the telephone | The Practice will continue to promote the use of the online booking facility to continue to alleviate the phone lines from being busy. | The Practice Will Monitor the number of patients opting in to use the online booking, and re survey patients regarding the ease of contacting the surgery by phone for an appointment | The Survey will be conducted June 2014 | June 2014 |

Appendix 2 - survey results

Q1 – When did you last see a doctor at the surgery?

- *55 people responded to this question, out of 55 survey forms returned*
- *44 people (80%) answering the question said they had attended in the past 3 months*
- *4 people (7 %) answering the question said they had last attended between 3-6 months*
- *6 People (11 %) answering the question said they had last attended more than 6 months*
- *1 Person (1%) answering the question said they have never been seen at my present Gp*

Q2. How do you normally book your appointments to see a doctor or nurse at the Surgery?

- *55 people responded to this question, out of 55 survey forms returned*
- *8 people (15 %) answering the question said they normally book appointments in person*
- *47 people (85%) answering the question said they normally book appointments by phone*

Q3. Which of the following methods would you prefer to use to book an appointment at the Surgery?

- 55 people responded to this question, out of 55 survey forms returned
- *6 people (11%) answering to this question said they would prefer to book appointments in person*
- *37 people(67%) answering the question said the would prefer to book appointment by phone*
12 people (21%) answering the question said they would prefer to book appointment on line

Getting through on the phone

Q4. In the past 6 months how easy have you found the following?

- 55 people responded to this question, out of 55 survey forms returned
- *6(11%) people answering the question said they found getting through on the phone Very Easy*
- *25(45%) people answering the question said they found getting through on the phone Fairly Easy*
- *13(23%)people answering the question said they found getting through on the phone Not Very Easy*
- *9 (16%)people answering the question said they found getting through on the phone Not at all Easy*
- *2(3%) people answering the question said they found getting through on the phone Haven't Tried*

Arriving for your appointment

Q5. Q10. How clean is the GP surgery?

- 55 people responded to this question, out of 55 survey forms returned
- 38 people(69%) answering the question said *Very Clean*
- 14 people(25%) answering the question said *Fairly Clean*
- 1 people(2%) answering the question said *Not Very Clean*
- 2 People (4%) answering the question said *Don't Know*

Q6. How helpful do you find the receptionists at the Surgery?

- 54 people responded to this question, out of 55 survey forms returned
- 36 people(69%) answering the question said *Very Helpful*
- 16 people(29%) answering the question said *Fairly Helpful*
- 2 people(4%) answering the question said *Not Very Helpful*

Q7. How long after your appointment time do you normally wait to be seen?

- 55 people responded to this question, out of 55 survey forms returned
- 0 people(0%) answering the question said *I don't normally have appts at specific time*
- 5 people(9%) answering the question said *I am normally seen on time*
- 3 person (5%) answering the question said *Less than 5 minutes*
- 27 people(49%) answering the question said *5 to 15 minutes*
- 11 people(20%) answering the question said *15-30 minute*

- 9 people(16%) answering the question said *More than 30 minutes*
- 0 person(0%) answering the question said *Can't remember*

- **Q8. How do you feel about how long you normally have to wait?**

- 55 people responded to this question, out of 55 survey forms returned
- 31 people(56%) answering the question said *I don't normally have to long wait*
- 14 people(26%) answering the question said *I have to wait a bit too long*
- 3 people(5%) answering the question said *I have to wait far too long*
- 7 people(13%) answering the question said *No opinion/doesn't apply*

Seeing a Doctor

Q9. Is there a particular Dr you prefer to see at the GP Surgery?

- 53 people responded to this question, out of 55 survey forms returned
- *36 people(68%) answering the question said Yes*
- *17 people(32%) answering the question said No*

Q10. The last time you saw a Dr at the surgery how good was the Dr?

- 55 people responded to this question, out of 55 survey forms returned
- *32 people(58%) answering the question said Very Good*
- *20 people(36%) answering the question said Good*
- *2 person (4%) answering the question said Neither Good nor Poor*
- *1 person (2%) answering the question said Poor*
- *0 person (0%) answering the question said Doesn't apply*

Seeing a Practice Nurse at the GP Surgery

Q11. How easy is it for you get an appointment with a Practice Nurse at the surgery?

- 53 people responded to this question, out of 55 survey forms returned

- 15 people(28%) answering the question said *Haven't tried*
- 24 people(45%) answering the question said *Very Easy*
- 9 people(17%) answering the question said *Fairly Easy*
- 1 people(2%) answering the question said *Not Very*
- 4 people(8%) answering the question said *Don't Know*

Q12. Last time you saw a Practice Nurse at the Surgery, how good did you find the Practice Nurse?

- 50 people responded to this question, out of 55 survey forms returned
- 34 people(68%) answering the question said *Very Good*
- 4 people(8%) answering the question said *Good*
- 11 people(22%) answering the question said *Doesn't apply*
- 1 Person (2%) Answering the Question Said *neither good nor Bad*

Your Overall Satisfaction

- **Q13. In general, how satisfied are you with the care you get at the Surgery?**
- 53 people responded to this question, out of 55 survey forms returned
- 39 people(74%) answering the question said *Very*
- 8 people(15%) answering the question said *Fairly*
- 4 people(8%) answering the question said *Neither Satisfied nor dissatisfied*
- 2 people(3%) answering the question said *Quite dissatisfied*

Q14 Would you recommend the Surgery to someone who has just moved to your local area?

- 53 people responded to this question, out of 55 survey forms returned
- 41 people(77%) answering the question said Yes
- 5 people(9%) answering the question said Might
- 3 people(6%) answering the question said Not sure
- 4 people(7%) answering the question said Probably Not

Some Questions about You

Gender

- 36(67%) completing the monitoring question were female, 18 (33%) were male

Age 1 Person did not answer

- 3 People(6%) answering the question said 18-24
- 10 person(19%) answering the question said 25-34
- 6 people(11%) answering the question said 35-44
- 11 people(20%) answering the question said 45-54
- 9 people(16%) answering the question said 55-64
- 6 people(11%) answering the question said 65-74
- 7 people(13%) answering the question said 75-84
- 2 people(4%) answering the question said 85 and over

Ethnic group

What is your ethnic group? (*Chose one section from A to E below, and then select the appropriate option to indicate your ethnic group*)

- 52 people responded to this question, out of 55 survey forms returned
- 51 people(98%) answering the question said *White British*
- 1 person(2%) answering the question said *White & Black Caribbean*

The Survey respondents Were not represented by the following , no returns from age range Under 18, and Ethnic Groups Asian or Asian British, Black or Black British, Chinese or other ethnic group mean that the views of those patients may be unrepresented.

Appendix 3

Practice opening hours

Eastview Surgery operating Hours are:

Monday 8.00- 9.15pm

Tuesday-Friday 8:00am - 6:30pm

Hour's premises are open:

Monday 8:30-9:15pm

Tuesday-Friday 8:30am - 6:30pm

During opening hours, patients are able to access services in the following ways –

Appointment booking

Telephone – 0151 920 7255

Online – Via Emis Access

Repeat prescriptions (House Bound Patients Only)

Telephone – 0151 928 8849

Other services

Out of hours

Out of hours, patients can contact the Out of Hours service on 0845 070 4422
This phone number is given on the practice answering machine message.