

# Crawley Down Health Centre

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*Patient Survey 2012/13*

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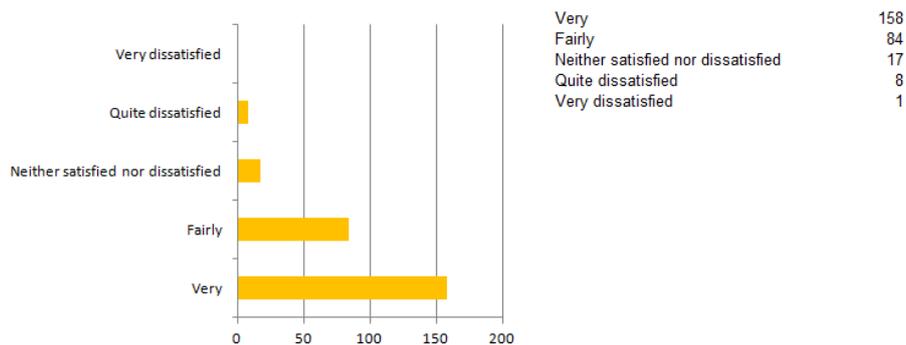
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## Summary

In the period December 2012 to March 2013 patients were encouraged to participate in our Patient Survey using forms provided or online. 268 patients responded, an increase of 66 compared to the 2011/12 survey. With this number of patient responses the information can be relied upon as a representative view of the surgery and patients' experiences. We will continue to work to increase the number of responses for future surveys to provide an even better service to the ~8,000 patients within the practice's area.

The overall results are very encouraging with 59% of patients being Very Satisfied with the care provided:

In general, how satisfied are you with the care you get at the Surgery?



This is an increase from 52% identified in the 2011/12 survey.

The survey indicates that our patients see the care given as on the whole very good and improved compared to the findings of the 2011/12 survey. The survey has also identified a number of areas that can be improved including access to appointments, waiting times and challenges getting through by phone. Other areas are also identified for attention.

We would like to thank everyone who took time and participated in the survey. The results will now be analysed and discussed with both the surgery staff and the Patient Participation Group. This will allow us to look into ways to improve the service provided and explain to you how we intend to go about it.

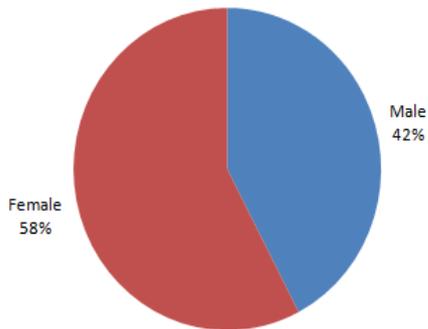
A detailed analysis and related recommendations can be seen in the next sections of the report.

## Detailed analysis

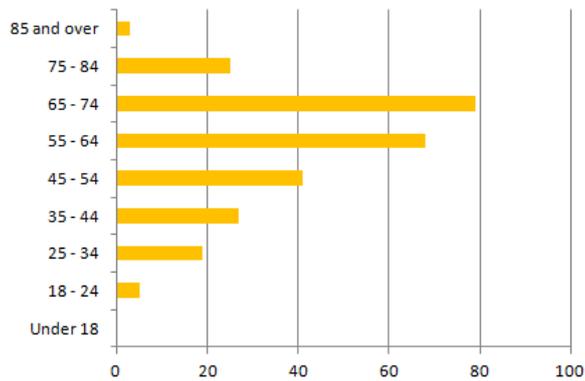
### Survey participants

Of the 268 respondents, the majority were between the age of 55 and 74. 77% identified that their health was Good or better. Less than a sixth of respondents identified themselves as parents or guardians of children under the age of 16 living at home.

Are you male or female?



How old are you?



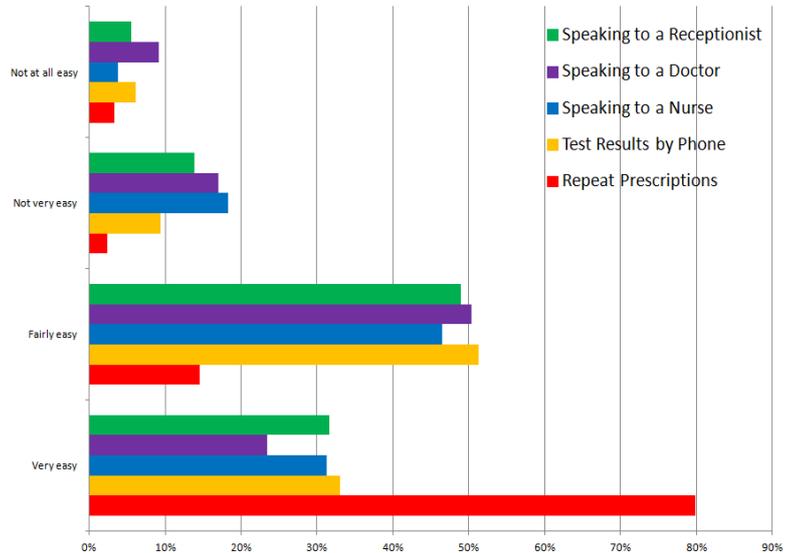
65% of respondents had seen a doctor within 3 months and a total of 85% had seen a doctor within 6 months. The “White – British” ethnic group accounted for 94% of those surveyed with Christian (72%) and Atheist (21%) being the predominant religions identified.

### Contacting the surgery

This year’s survey shows some significant improvements compared to last year’s results but there is still room for improvement.

As last year, only Repeat Prescriptions were seen by the majority to be Very Easy and this rose from 68% to 80%.

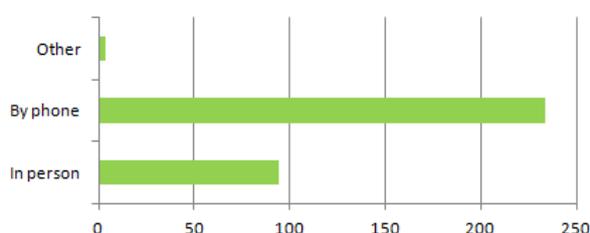
The results for speaking to a Receptionist, Doctor and Nurse all showed significant progress by as much as 20%. Fewer respondents identified contact as Not At All Easy or Not Very Easy and more patients reported contact as Fairly Easy or Very Easy.



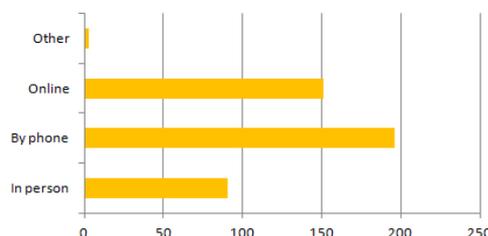
## Appointments

Telephone continues to be the main method by which patients contact the surgery to make an appointment<sup>1</sup>. The main alternative was identified as making arrangements in person.

Which of the following methods DO YOU USE to book an appointment at the Surgery?



Which of the following methods would you PREFER TO USE to book an appointment at the Surgery?



Compared to the last survey, the combined result for telephone and online access for appointments is unchanged but there is an increasing desire for an online alternative for making appointments with the surgery.

The preference (Fairly Useful and Very useful) for an Appointment Reminder System has risen since last survey from 63% to 69%. This does support the surgery's decision to introduce a reminder system in early 2013.

## Visiting the surgery

The survey findings show that the surgery continues to provide Very Easy Access and is seen as Very Clean.

Concerns persist for around a fifth of respondents about being overheard while dealing with Reception and the Dispensary.

Patients' views on the helpfulness of the surgery receptionists has improved with 57% reporting the receptionists being Very Helpful (up from 50% in 2011/12). The number of respondents reporting negative scores (Not Very Helpful and Not At All Helpful) has reduced from 11% to 5%.

Patients' concerns about appointments running late have reduced to some extent with a marked reduction in the number of the longest waiting times.

Wait	2011	2012
I am normally seen on time	2%	4%
Less than 5 minutes	6%	7%
5 to 15 minutes	39%	46%
15-30 minutes	34%	34%
More than 30 minutes	17%	7%
Can't remember	1%	3%

This is supported by the answers patients gave when asked how they felt about the amount of time they normally have to wait.

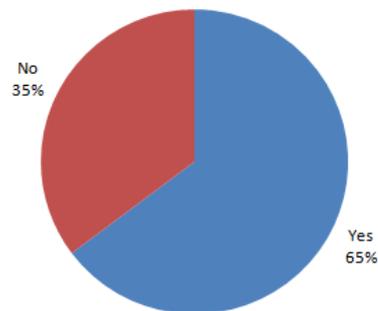
How Do You Feel About It?	2011	2012
I don't normally have to wait long	25%	30%
I have to wait a bit too long	27%	22%
I have to wait far too long	17%	10%
No opinion/doesn't apply	2%	3%
If I have to wait, I do not mind	28%	34%

<sup>1</sup> For this question, respondents were free to mark all options that applied. Total numbers of responses may therefore exceed the number of respondents.

## Seeing a doctor

When asked about being able to see a doctor fairly quickly, 65% respondents said Yes which is an improvement on the 2011/12 survey.

If you have tried to see a Doctor fairly quickly in the past 6 months, have you been able to?



For those that answered No, we asked about the reasons why? The following table shows that the primary reason continues to be availability of appointments. Other reasons are less significant, but do have similar levels compared to those given last year.

Reason	2011	2012
There weren't any appointments	80%	82%
Times offered didn't suit	11%	9%
Appointment was with a Dr who I didn't want to see	17%	15%
A nurse was free but I wanted to see a Dr	2%	3%
Was offered an appointment at a difference branch of my surgery	0%	0%
Can't remember	2%	1%
Other	12%	6%

Looking at booking appointments further ahead in time, 79% of respondents reported being successful and this is an improvement over the 75% reported for 2011/12.

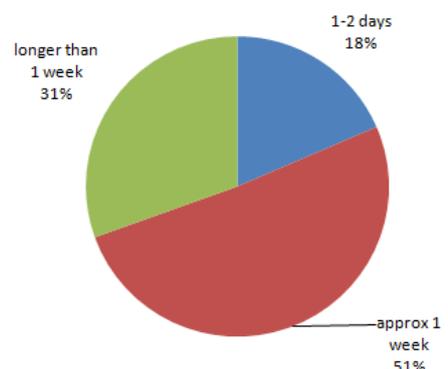
Three quarters of patients identified that, the same as last year, they have a doctor they prefer to see. The 2012/13 survey shows a small increase in the percentage of patients that get to see their preferred doctor "always or most of the time".

## Seeing a nurse

Appointments to see the nurse were typically within a week for 69% of patients which is a modest improvement compared to the 2011/12 survey.

Patients' experience of nursing appointments were very positive with the combined values for Very Good and Good all exceeding 93%. There has been a very slight movement downward in these scores since 2011/12 but this is not statistically significant.

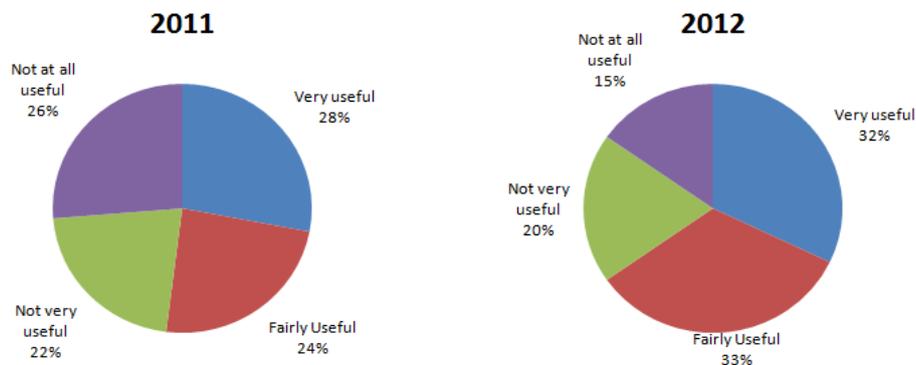
In general how long does it take for you to see a nurse at the surgery?



Measure: Very Good + Good	Nurse	
	2011	2012
Giving you enough time	100%	98%
Asking about your symptoms	98%	94%
Listening	97%	96%
Explaining The Tests and Treatments	94%	94%
Involving you in decisions about your care	93%	93%
Treating you with care and concern	99%	96%
Taking your problems seriously	96%	95%

## Triage

Based upon the survey findings, the triage system has begun to achieve greater acceptance in the last year. 65% of respondents identified the service as either Very Useful or Fairly Useful compared to 52% in 2011/12. The number of respondents who reported triage as Not At All Useful has significantly reduced since the 2011/12 survey:



The question “What problems did you find with the triage system?” generated 112 written responses of which 9 indicated the respondent had no issue with the service. The remaining 103 written responses (from a total of 268 respondents) indicate that there is still some work to be done to; a) explain how the system works and the benefits it should be delivering to patients and, b). improve the operation to give patients more confidence and trust in the service.

## Planning your care

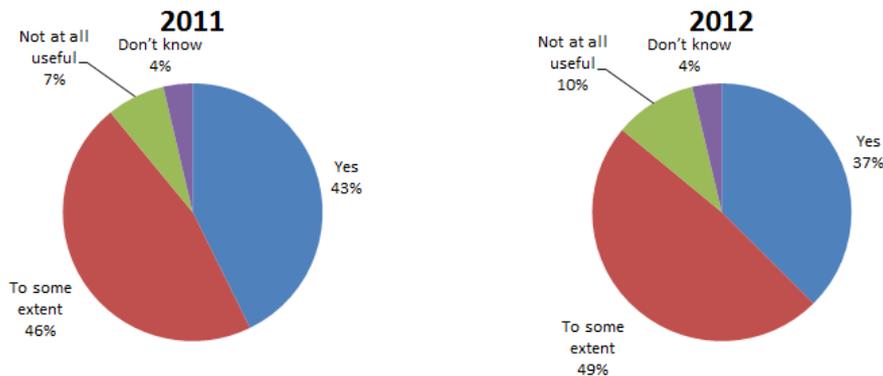
This section of the surveys focuses on patients with long standing health problems, disabilities or infirmity and in 2012/13 62% of respondents identified themselves as part of this group. In 2011/12 the proportion was 64%. In 2012/13 51% of these patients had discussions with a doctor or nurse compared to 55% in the 2011/12 survey.

Of the patients that identified themselves as having long standing issues, almost all confirmed that they felt the doctor or nurse took notice of their views about how to deal with their care needs. They also confirmed that they were given information on the things that might be done to deal with their problems and reached agreement how to best achieve this. These scores are all almost identical to that of the 2011/12 survey.

When asked about being provided with written information on the healthcare discussions the number of patients that would like it this increased from 33% to 40%. The good news is that the number of people who reported receiving this information rose from 17% to 33%.

Awareness of Care Plans remains low at only 8% and this has increased by only 1% since the 2011/12 survey.

Overall, when asked if these discussions had helped to improve their management of these problems, the numbers who said Yes have reduced by 8% compared to 2011/12. Taken together with the number of patients that answered To Some Extent, the overall figure has gone from 89% to 86%:



## General feedback

The participants were finally asked “Finally, have you any other suggestions for services you wish to see at this surgery?”

122 respondents provided answers to this question. All comments will be studied by the surgery to take on board the comments and concerns and this report shows below main themes that were evident in the comments. :

**Appointments** – as for 2011/12, the availability of appointments and their timeliness drew the most significant comments. Other feedback challenged opening times and the length of time to get a routine appointment with preferred doctors, as well as for any doctor.

Several people suggested adding online booking as another option for making appointments as well as reminder services to help people keep their appointments. Other suggestions were made along the lines of communicating the current status of waiting times so people can time their arrival better at the surgery.

**Additional Facilities / Services** – the next most significant comments related to suggestions for additional facilities that could be offered such as health visitors, chiropody, physiotherapy, dentistry, minor surgery and a variety of other services. Several comments reflected on the apparent underutilisation of the building.

**Reception** – there were many comments referring to the challenges of getting through to the surgery by phone and also about reception being closed at lunchtime. Some respondents mentioned staggered lunch breaks as a potential solution to overcome this.

**Repeat Prescriptions / Collections** – several of the respondents voiced concerns on the service in terms of availability and accessibility, particularly without the option to telephone requests to the surgery.

Several references were also made about being prevented from collecting prescriptions from the surgery's own dispensary. This topic is tied up with government regulation but is clearly still a frustration for patients.

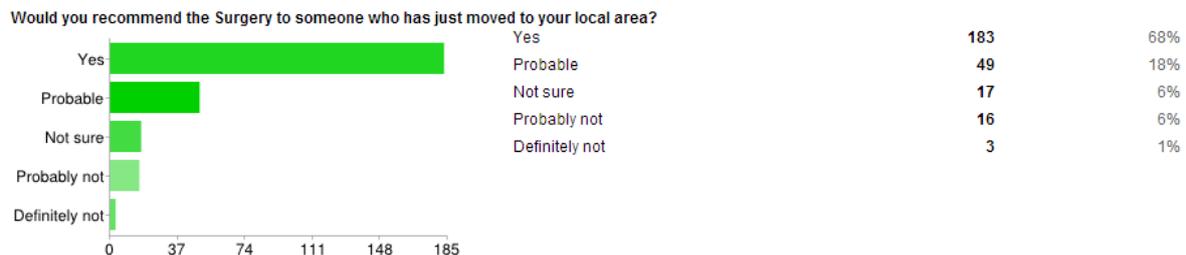
**Other** – there were a wide range of additional diverse comments including 4 on the survey itself plus 9 patients who were very complimentary about their experience.

## Overall satisfaction

Despite some criticisms the overall results of the survey are positive. The charts below identify that of all the people surveyed the majority feel they receive good care and would recommend the practice to other people.



Compared to the 2011/12 survey, the number of participants who were Fairly and Very Satisfied increased from 85% to 90%.



Compared to the 2011/12 survey, the number of participants who answered Yes or Probable increased from 75% to 86%.

Some criticisms were, of course, made but hopefully the feedback provides a good tool to identify areas that could be looked into and hopefully improved. Recommendations from the analysis have been made and can be seen in the final section.

## Recommendations

This survey has identified a number of areas that can be improved and the following recommendations are put forward to develop better results for the patients of Crawley Down Heath Centre. These, along with the other items in this report, will be used by the partners and staff to implement changes to improve patients' experience of the care and services provided by the surgery:

- The Triage system – to look for ways to help patients understand the benefits they should get and to improve the operation of the system itself
- The time taken to get an appointment – finding ways for patients to get appointments sooner and to make the process of getting an appointment easier

- Delays answering the phone – investigating ways to make it easier to get through to reception and others at busy times
- Waiting times for your appointment – looking for ways to be seen on time or with as little delay as possible.
- Booking appointments online – exploring options for patients who have internet access to be able book appointments online

These are the highest priority items that are seen to be able to give patients the greatest improvements. The practice management will look at these in conjunction with all the other feedback to create an action plan for improvement. These plans will be published and shared on the practice website and within the surgery itself.