

Crawley Down Health Centre

Patient Survey 2013/14

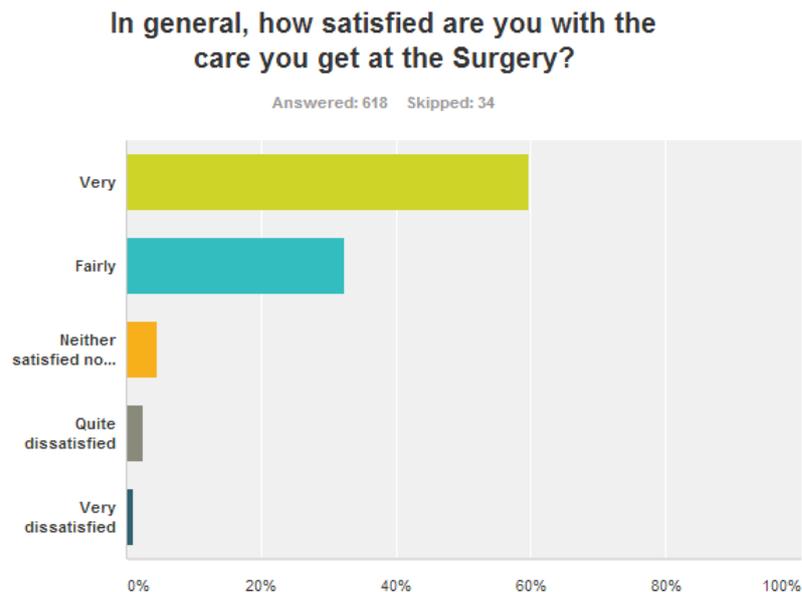
March 2014

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Summary

In February 2014 patients were encouraged to participate in our Patient Survey using an online website and printed forms. 652 patients responded, an increase of 384 compared to the 2012/13 survey. With this number of patient responses the information can be easily relied upon as a representative sample of the surgery's population of ~8,000 patients. The overall results are very encouraging with 60% of patients being Very Satisfied with the care provided:



This is an improvement of ~1% compared to the 2012/13 survey and the number of patients that were either Quite or Very Dissatisfied remains effectively unchanged at 3.4%.

The survey indicates that our patients see the care given as on the whole very good and improved compared to the findings of earlier surveys.

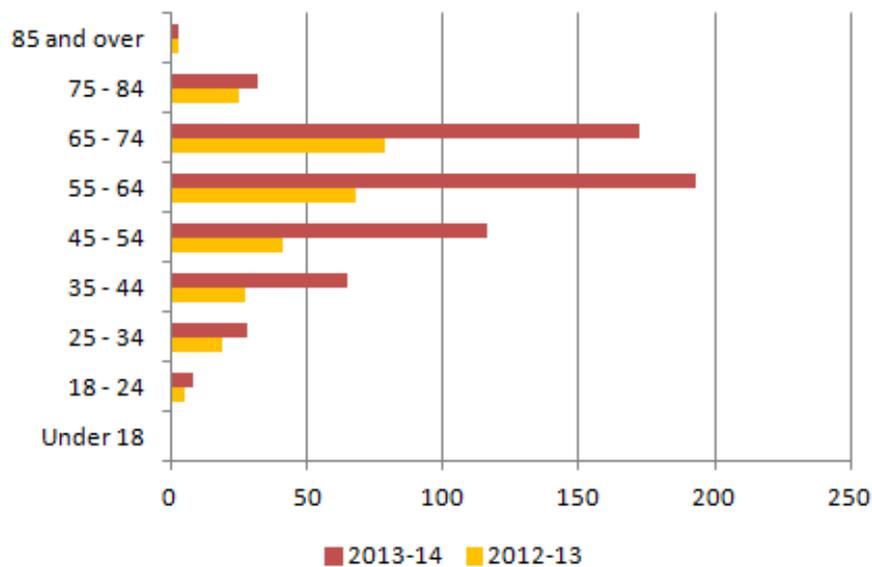
The survey has also identified a number of areas that can be improved upon including access to appointments, triage, waiting times and opening hours. Other areas are also identified for attention.

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 (www.friendsofcdhc.co.uk). This will allow us to look into ways to improve the service provided and explain to you how we intend to go about it.

Detailed analysis

Survey participants

Of the 652 respondents, the majority were between the age of 55 and 74 and most age groups were reasonably represented. The age group 35 to 74 showed a very significant increase in survey participation compared to 2012/13:



78% of respondents identified that their health was Good or better which is an increase of 1% over last year. As last year, less than a sixth of respondents identified themselves as parents or guardians of children under the age of 16 living at home.

55% of respondents had seen a doctor within 3 months (down from 65% last year) and a total of 77% had seen a doctor within 6 months (down from 85% last year).

Contacting the surgery

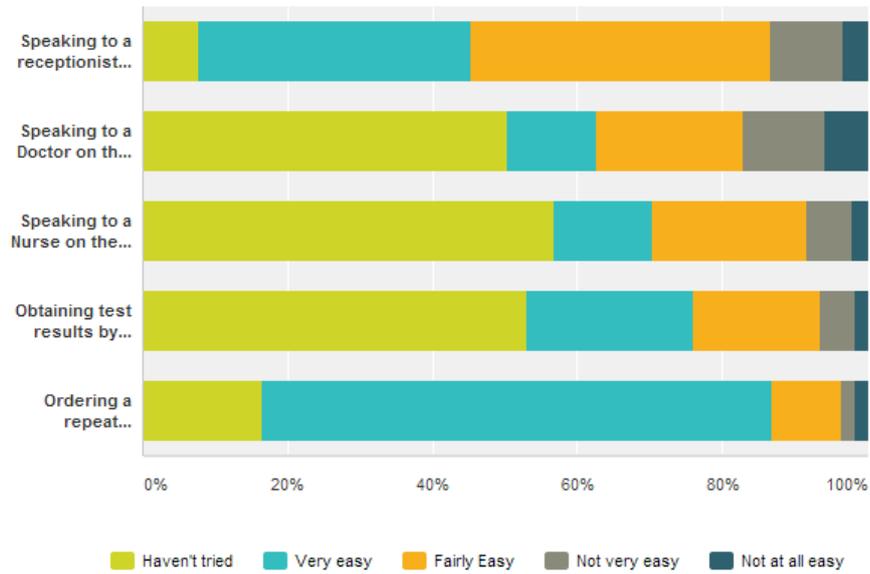
This year's survey continues to show improvements compared to previous year's results but there is still room for improvement.

As last year, only Repeat Prescriptions were seen by the majority to be Very Easy.

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.

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

Answered: 639 Skipped: 13



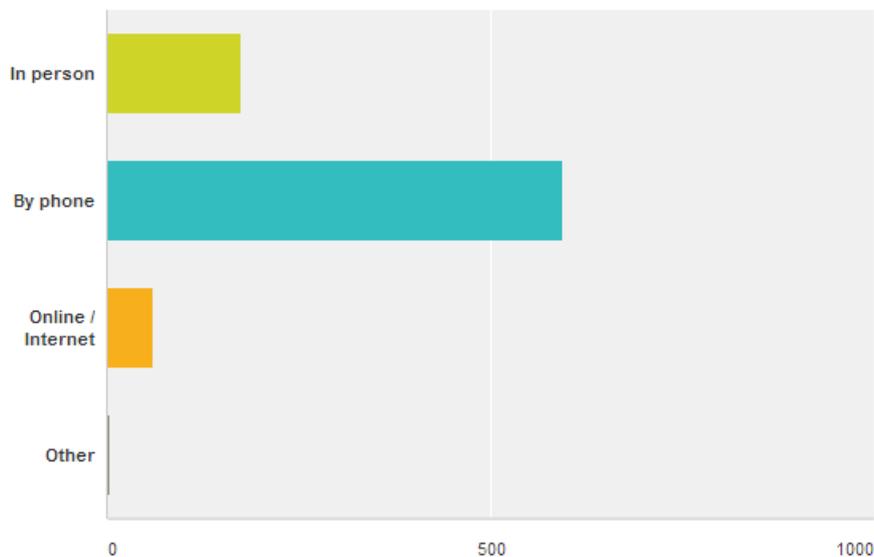
	Haven't tried	Very easy	Fairly Easy	Not very easy	Not at all easy	Total
Speaking to a receptionist (i.e. waiting time)	7.82% 50	37.40% 239	41.31% 264	10.02% 64	3.44% 22	639
Speaking to a Doctor on the phone	50.23% 321	12.36% 79	20.34% 130	11.11% 71	5.95% 38	639
Speaking to a Nurse on the phone	56.81% 363	13.46% 86	21.28% 136	6.26% 40	2.19% 14	639
Obtaining test results by phone	53.05% 339	22.85% 146	17.68% 113	4.69% 30	1.72% 11	639
Ordering a repeat prescription	16.59% 106	70.27% 449	9.55% 61	1.88% 12	1.72% 11	639

Appointments

Telephone continues to be the main method by which patients contact the surgery to make an appointment¹. The main alternative was identified as making arrangements in person:

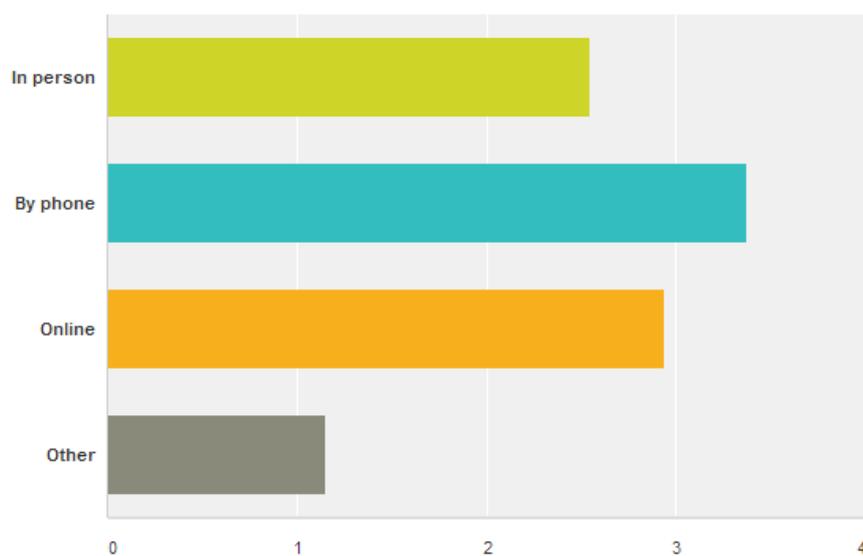
Which of the following methods DO YOU USE to book an appointment at the Surgery? Please select all that apply.

Answered: 643 Skipped: 9



Which of the following methods would you PREFER TO USE to book an appointment at the Surgery? Please rank your answers from 1 to 4 with 1 being most preferred.

Answered: 643 Skipped: 9



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

Compared to the last survey, the combined usage 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 69% to 77%. This continues to support the surgery's decision to introduce a reminder system in early 2013.

Opening hours

36% of patients identified themselves as Very Satisfied with the surgery opening hours and a further 39% were Fairly Satisfied. The remaining 25%, or 124 respondents, were neutral or unsatisfied to different degrees.

However, when asked when patients would like the surgery to be open, 497 patients responded and made one or more requests. Saturday mornings received 391 requests and After 6:30pm was suggested by 274. Before 8:30am was requested 180 times.

Visiting the surgery

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

Concerns about being overheard while dealing with Reception and the Dispensary have reduced slightly to 17% from 19% last year.

Patients' views on the helpfulness of the surgery receptionists has improved with 61% reporting the receptionists being Very Helpful (up from 57% in 2012/13 and 50% in 2011/12). The number of respondents reporting negative scores (Not Very Helpful and Not At All Helpful) has reduced from 5% to 4% since last survey.

Patients' concerns about appointments running late continue with the number of respondents waiting 5 to 15 minutes increasing to 51%. Those reporting longer waits have reduced to some extent.

Wait	2011/12	2012/13	2013/14
I am normally seen on time	2%	4%	3%
Less than 5 minutes	6%	7%	8%
5 to 15 minutes	39%	46%	51%
15-30 minutes	34%	34%	29%
More than 30 minutes	17%	7%	6%
Can't remember	1%	3%	4%

Patient sentiment about waiting for appointments has changed in some respects.

How Do You Feel About It?	2011/12	2012/13	2013/14
I don't normally have to wait long	25%	30%	34%
I have to wait a bit too long	27%	22%	26%
I have to wait far too long	17%	10%	5%
No opinion/doesn't apply	2%	3%	3%
If I have to wait, I do not mind	28%	34%	32%

The number who consider they don't have to wait too long or who do not mind remains broadly at 64% from 62% last year and those concerned with waiting too long reduced from 32% last year to 31%. Notably, the number of patients identifying they have had to wait *far too long* has progressively reduced from 17% in 2011/12 to 5% this year.

Seeing a doctor

When asked about being able to see a doctor fairly quickly, 62% of the respondents said Yes which is a 3% reduction on last year. 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^{1, 2}:

Reason	2011/12	2012/13	2013/14
There weren't any appointments	65%	71%	71%
Times offered didn't suit	9%	8%	7%
Appointment was with a Dr who I didn't want to see	14%	13%	14%
A nurse was free but I wanted to see a Dr	2%	3%	1%
Was offered an appointment at a difference branch	0%	0%	1%
Can't remember	2%	1%	1%
Other	10%	5%	6%

Looking at booking appointments further ahead in time, 75% of respondents reported being successful and this is a slight reduction compared to 79% for 2012/13.

As for the last 2 years, three quarters of patients identified that they have a doctor they prefer to see. The 2013/14 survey shows a downward shift in the number of times patients got to see their preferred doctor:

Response	2012/13	2013/14
Always or most of the time	56%	49%
A lot of the time	21%	22%
Some of the time	22%	25%
Never or almost never	2%	4%

Seeing a nurse

The ability to get an appointments to see the nurse within 1-2 days has fallen somewhat but the number of patients waiting longer than a week has effectively remained the same for the last 3 surveys:

Wait	2011/12	2012/13	2013/14
1-2 days	17%	19%	13%
approx 1 week	49%	51%	55%
longer than 1 week	34%	31%	32%

² Note the figures for 2011/12 and 2012/13 have been normalised to 100% when compared to the previous survey report.

Patients' experience of nursing appointments were very positive with the combined values for Very Good and Good all exceeding 94%. In the last year there has been a notable shift toward Very Good in all areas:

Measure: Very Good	Nurse		
	2011/12	2012/13	2013/14
Giving you enough time	57%	58%	69%
Asking about your symptoms	51%	45%	59%
Listening	55%	48%	61%
Explaining The Tests and Treatments	51%	49%	59%
Involving you in decisions about your care	51%	46%	58%
Treating you with care and concern	55%	50%	62%
Taking your problems seriously	55%	51%	63%

Measure: Good	Nurse		
	2011/12	2012/13	2013/14
Giving you enough time	43%	39%	29%
Asking about your symptoms	47%	48%	37%
Listening	42%	48%	36%
Explaining The Tests and Treatments	44%	45%	35%
Involving you in decisions about your care	42%	47%	35%
Treating you with care and concern	44%	46%	35%
Taking your problems seriously	40%	43%	34%

Triage

Based upon the survey findings, the triage system has continued to achieve greater acceptance in the last year. 74% of respondents identified the service as either Very Useful or Fairly Useful compared to 65% last year and 52% in 2011/12. The number of respondents who reported triage as Not Very Useful and Not At All Useful has significantly reduced over the last 3 years from 48% to 26%:

Response	2011/12	2012/13	2013/14
Very useful	28%	32%	35%
Fairly Useful	24%	33%	39%
Not very useful	22%	19%	14%
Not at all useful	26%	15%	12%

The question "Please feel free to give us feedback on the triage system?" generated 210 written responses of which 68 praised or indicated the respondent had no issue with the service. The remaining 142 written responses indicate very clearly that there is still work to be done to in the following areas (the most mentioned listed first):

- a) Understanding how Triage works and the benefits it should be delivering to patients
- b) Issues managing being called back - at times and in situations that are difficult for patients
- c) Quality of the service (not getting called back, quality of dialogue, perceived resistance to granting appointments)
- d) Perceptions of being diagnosed / decisions being made by insufficiently qualified persons (receptionists and nurses)

Planning your care

This section of the survey focuses on patients with long standing health problems, disabilities or infirmity and 63% of respondents identified themselves as part of this group.

This is effectively unchanged for the last 2 years. 81% of these patients have had discussions with a doctor or nurse on care planning compared to 51% last year and 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 their healthcare discussions, the number of patients that would like it, decreased to 28% from 40% last year and 33% in 2011/12. The number of people who reported receiving this information followed a remarkably similar pattern. Awareness of Care Plans reduced to 6% from 7% last year and 8% in 2011/12.

General feedback

Lastly, the participants were asked "Finally, have you any other suggestions for services you wish to see at this surgery?" and if there was "Anything else you would like to say to us?" and this generated 335 individual written responses, many of which were complementary about the practice. All comments will be studied by the surgery to take on board the comments and concerns and this report shows below main themes that appeared:

Appointments – as for the last 2 years, the availability of appointments and their timeliness drew the most significant comments. Many patients questioned whether the practice had too many patients or not enough doctors. Other feedback challenged the length of time to get a routine appointment with preferred doctors, as well as for any doctor.

For the triage process a significant concern and a new theme appeared which was difficulties for working people owing to the uncertainty as to when they might receive a call back from the triage nurse. Or, having received the call without the opportunity to plan it, issues emerged in discussing health matters in earshot of co-workers.

Another significant concern is the situation where a doctor advises a patient to make an appointment to return in a number of weeks but the booking system cannot make appointments that far ahead in time.

Additional Facilities / Services – as last year, there are many suggestions for desirable services such as health visitors, chiropody, physiotherapy, dentistry, minor surgery and other services. The apparent underutilisation of the building continues to raise questions.

Opening Hours - this is a significant topic and many patients would like to see the surgery open at hours that would better suit working people.

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. Several patients raised concerns about being overheard when talking to the receptionist.

Communications - several people challenged the surgery on how it communicates key information about new or altered services.

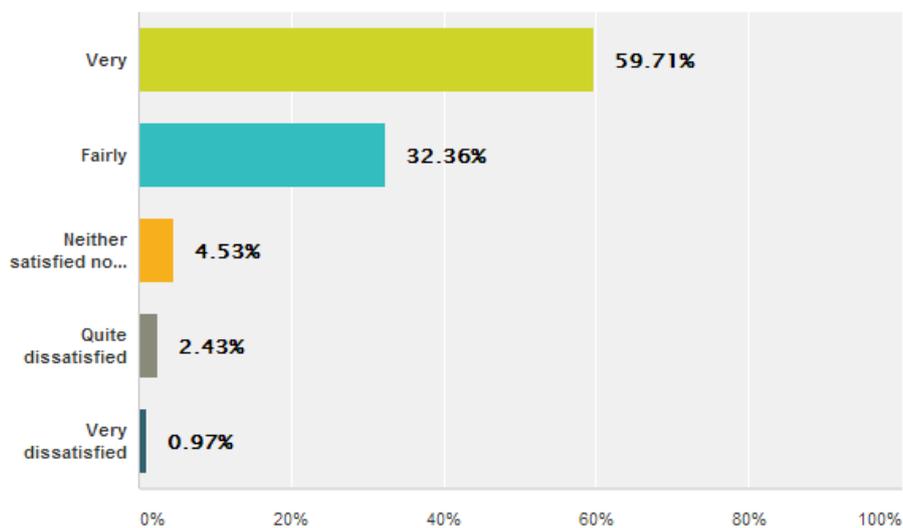
Repeat Prescriptions / Pharmacy – several of the respondents voiced concerns on the service in terms of availability and accessibility. Several references were also made about being prevented from collecting prescriptions from the surgery’s own dispensary. This topic is still tied up with government regulation.

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.

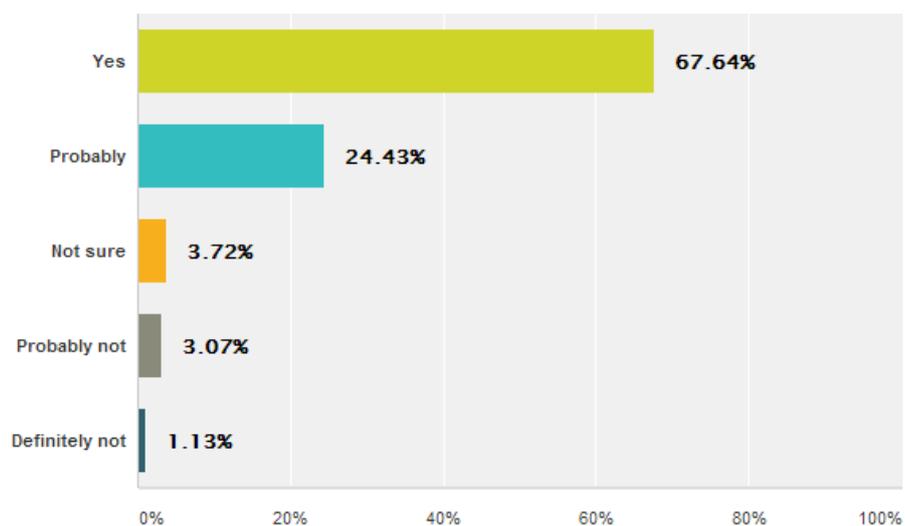
In general, how satisfied are you with the care you get at the Surgery?

Answered: 618 Skipped: 34



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

Answered: 618 Skipped: 34



Compared to last year, the number of participants who were Fairly and Very Satisfied increased from 90% to 92%. In 2011/12 the figure was 85% so this does represent an ongoing improvement in satisfaction. The number of participants who said they Would or Probably Would recommend the Surgery also increased to 92% from 86% last year and 75% in 2011/12.

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 time taken to get an appointment – finding ways for patients to get appointments sooner and to make the process of getting an appointment easier
- Opening Hours - to review the options available
- The Triage system – to continue look for ways to help patients understand the benefits they should get and to improve the operation of the system itself
- Waiting times for your appointment – looking for ways to be seen on time or with as little delay as possible
- Communications - exploring ways to communicate with patients more effectively about news, developments and availability of services

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.