

Crawley Down Health Surgery

Patient Survey 2011/12

- Excellent
- Very good
- Good
- Average
- Poor

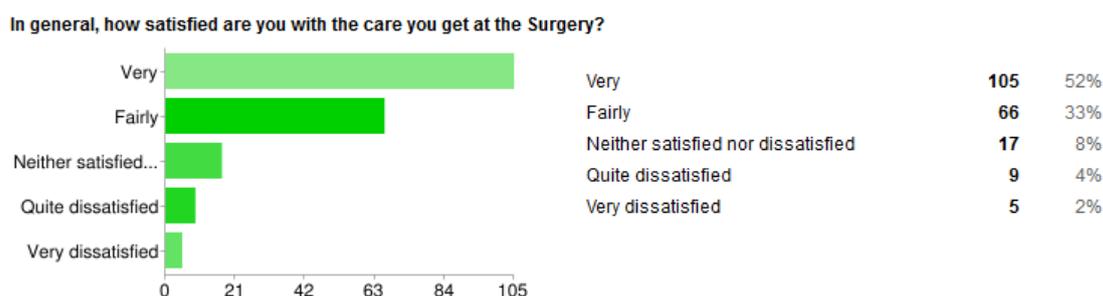
Contents

Summary	3
Detailed Analysis.....	4
Survey Participants	4
Contacting the surgery.....	4
Appointments	5
Visiting the surgery	5
Seeing a Doctor	6
Seeing a nurse	7
Triage	8
Planning your care	9
General feedback.....	10
Overall satisfaction	10
Recommendations	11

Summary

In the final 2 months of 2011 patients were encouraged to participate in our Patient Survey. Just over 200 patients completed this, 72% of which had been to the doctors within the last 3 months.

The overall results were very encouraging with the majority of patients being very satisfied with the care provided, see below.



Participants agreed that the care given by doctors and nurses was, on the whole, very good. The reception team were also considered to be providing a good service. Further to this the overall cleanliness of the surgery was very good.

Some concerns were raised with the triage system and also the amount of days before a free appointment slot to see a doctor was available. Just under half of patients also felt that length of time spent in the waiting room was too long.

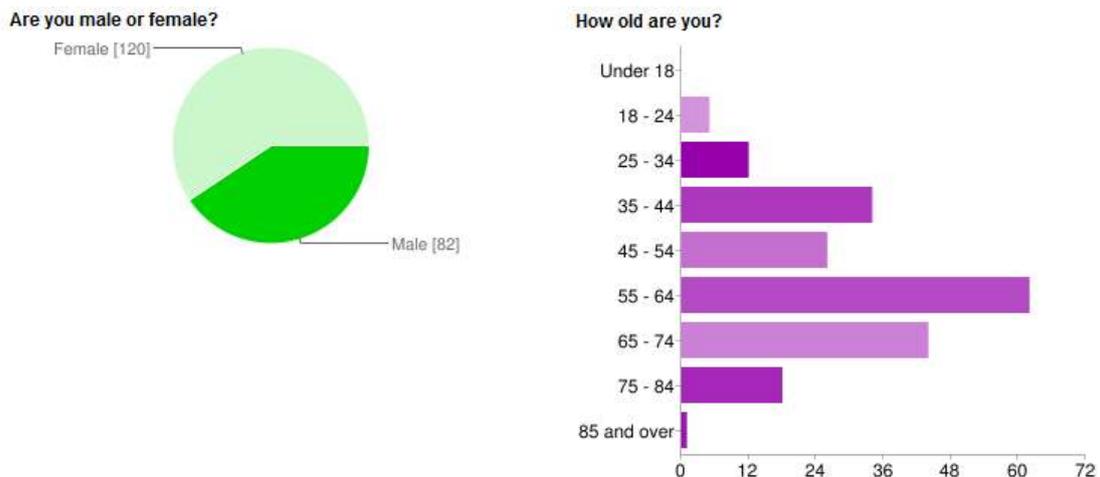
We would like to thank everyone who took time and participated in the survey. The results will now be analysed and discussed with both the surgery staff and the Patient Participation Group. This will allow us to look into ways to improve the service provided and explain to you how we intend to go about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

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

Detailed Analysis

Survey Participants

Of the 202 participants surveyed the majority were aged between 55 and 74 years old. Over 80% described their overall health as good or better, and ¼ were parents of children under 16 living at home.



92% of all participants have visited the surgery in the last 6 months, of those who didn't visit 10% couldn't get an appointment when they needed one.

The "White – British" ethnic group accounted for 96% of those surveyed with the predominant religion being Christian (68%), and atheist (28%).

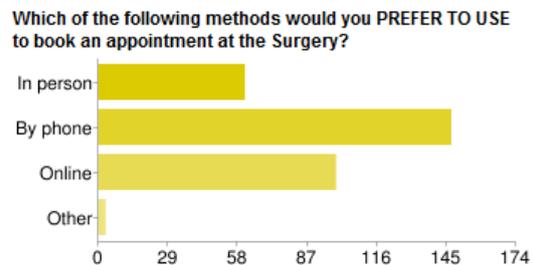
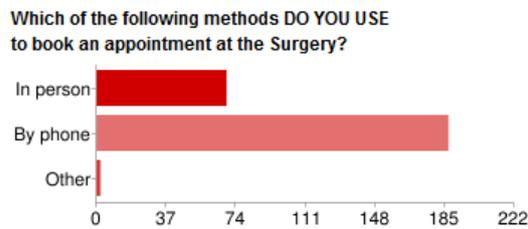
Contacting the surgery

A section of the survey that has shown a slight below par performance was the ability to contact the surgery.

Whilst 68% of those who actually tried to order a repeat prescription said it was very easy to do so, those who tried to get through to reception, a doctor, a nurse or obtain test results frequently struggled to do so. The majority of these people only found it "Fairly easy" to do so, with a high number also expressing that it was not very easy to do this.

Appointments

Appointments are normally booked by telephone, and sometimes in person. However, when asked, 50% of the patients expressed a preference of being able to book online. Comments left as part of the survey explained this being down to two major factors, confidential booking from work, and being able to book when the reception line is engaged (a frequent criticism).



The majority also expressed an interest in an appointment reminder system.

Getting an appointment was considered a major issue, with patients expressing that a 4-6 week for an appointment was far too long. Finally 21% of those surveyed said that they could not take time away from work to see a doctor or nurse.

Visiting the surgery

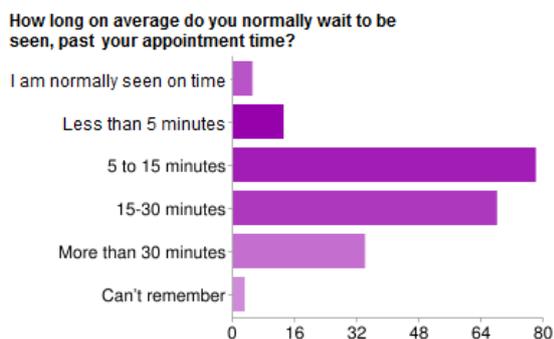
Conditions at the surgery were a positive, with almost everyone agreeing that both access to the surgery and the cleanliness levels were very good. However, most people did feel that other patients could overhear their conversations with the reception team. Almost a quarter of people did say that they were not happy with this.

In the Reception Area, can other patients overhear what you say to the Receptionist/dispenser?

Yes, but don't mind	125	62%
Yes and am not happy about it	45	22%
No, other patients can't overhear	15	7%
Don't know	16	8%

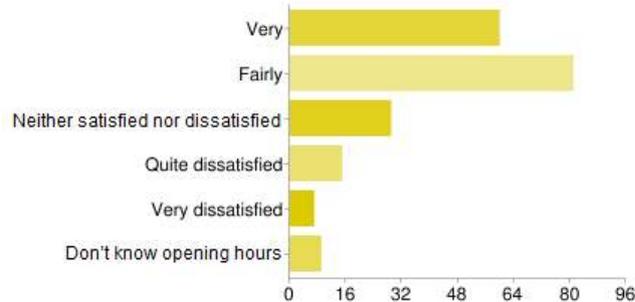
Dealings with the reception team were described as "Very helpful" by only half the participants, with over 10% describing them as not "very helpful" or "not at all helpful".

Research into waiting times gave mixed results. The majority felt either that generally they didn't have to wait, or if they did it was only for a little bit. Thirty four people (17%) did express that on average they have to wait too long for an appointment, and that this meant more than 30 minutes.

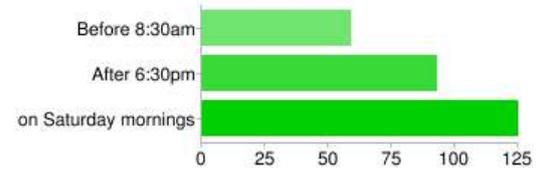


Opening hours were not a major issue for the majority surveyed but there was a keen interest to see the surgery open on a Saturday morning. Analysis of the comments left by participants would indicate that this is due, mainly, to work commitments.

How SATISFIED are you with the opening hours at the surgery ?



When would you like to see surgery open?



Seeing a Doctor

Of the participants who have tried to make an appointment within the last six months a staggering 40% of those have been unable to do so “fairly quickly”. The reasons given for the lack of appointment are shown in the table below.

If you weren't able to be seen during the next 2 working days that the Health Centre was open, why was that?

There weren't any appointments	53	80%
Times offered didn't suit	7	11%
Appointment was with a Dr who I didn't want to see	11	17%
A nurse was free but I wanted to see a Dr	1	2%
Was offered an appointment at a difference branch of my surgery	0	0%
Can't remember	1	2%
Other	8	12%

People may select more than one checkbox, so percentages may add up to more than 100%.

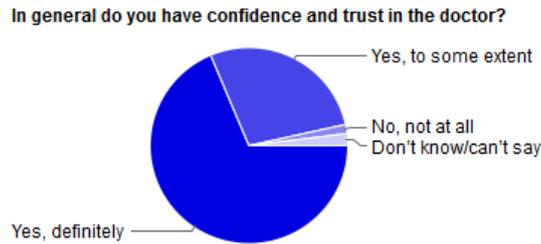
Improving on this were appointments where the patient tried to book ahead where 75% of people who had tried said they were able to. When asked if the patient had a doctor they preferred to see more than ¾ answered “Yes”. The results show that these people, on average, were able to see that particular doctor most of the time.

The actual doctor appointments themselves were praised. Questions regarding the following statements were asked. The amount of people who answered “Good” or “Very Good” can be seen in parenthesis:

- Giving you enough time (91%)
- Asking about your symptoms (95%)
- Listening (94%)
- Explaining tests and treatments (92%)
- Involving you in decisions about your care (89%)
- Treating you with care and concern (92%)

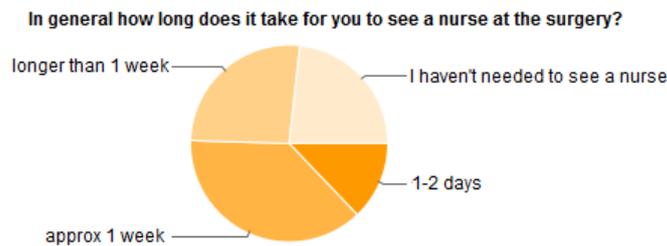
- Taking your problems seriously (91%)

Finally patients were asked if they have confidence and trust the doctor, the results are shown below:



Seeing a nurse

Three quarter of patients who completed the survey had seen a nurse, the appointment time wait was as follows:

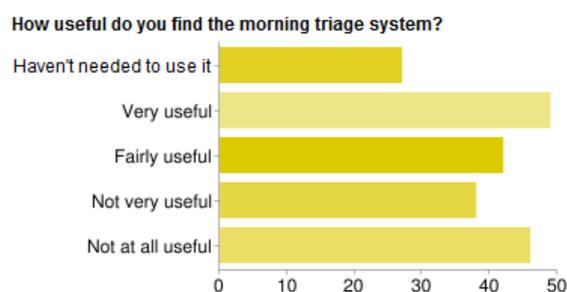


The actual appointments with nurses were very highly praised. Questions regarding the following statements were asked. The amount of people who answered “Good” or “Very Good” can be seen in parenthesis:

- Giving you enough time (100%)
- Asking about your symptoms (98%)
- Listening (97%)
- Explaining tests and treatments (94%)
- Involving you in decisions about your care (93%)
- Treating you with care and concern (99%)
- Taking your problems seriously (96%)

Triage

The triage system, along with the lack of appointments has been criticised by a large section of the survey's participants. An overview can be seen here:



Over half the patients gave comment on triage related problems, with 73 (36% of all participants) referring to the delays they felt triage caused. The main delays were, as follows:

- The delay in a nurse/doctor calling back. This frustration was compounded by the fact the patients generally felt they were then told to come and see a doctor, something they felt they knew when they first called in an hour or two earlier, and therefore seen as a waste of time.
- The time of the appointment. If the patient couldn't get in to see the doctor that day then it was generally felt that the next available appointment was many weeks away, which people were very unhappy about.

The next area of contention was to do with privacy, in relation to speaking about private issues on the phone. This can be broken down into two areas:

- Those who don't feel comfortable knowing that the conversation can be overheard by family, workmates, etc.
- Those who don't like talking to a receptionist, and then repeating it to a nurse, about an issue they feel they only want the doctor to know about.

It is also not liked by those people, generally at work, who are unable to take phone calls at a "random point" throughout their day, and by those who feel if they miss the one phone call back then they won't get seen.

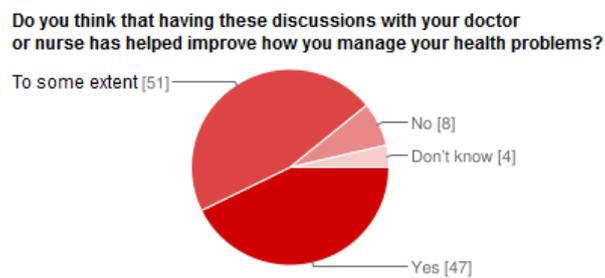
Patients, as a whole, do seem to understand that it is a method in place to prevent wasting the doctors' time but feel penalised by it, and see room for improvement.

Planning your care

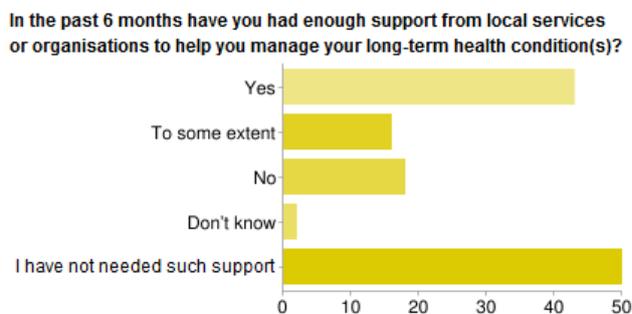
The number of patients surveyed who had long standing health problems was 130, 64% of all those surveyed. Of that over 90% had spoken to a doctor or nurse in the past year about how best to deal with their issues.

It was felt that the doctor/nurse did take notice of the patient's views and agree with them how best to deal with their problems. Just about everyone was told information which was able to help them though only 18% were given a written document that they could take away with them. 30% of patients said it would have been nice to have had a written document about the discussions they had about managing their health problem. Further to this only 8% of the patients with long term health problems said the doctor/nurse had mentioned something about a care plan.

When asked if the patient felt discussions with the doctor/nurse had helped them manage their health problems the response was fairly positive, see below.



Finally, with regards to outside services and organisations, the patient was asked if they felt they had enough support from these groups. Again, a fairly positive response was given, see below.



General feedback

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

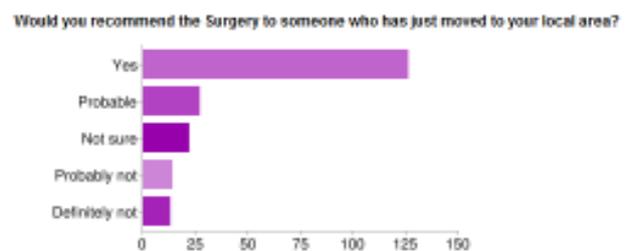
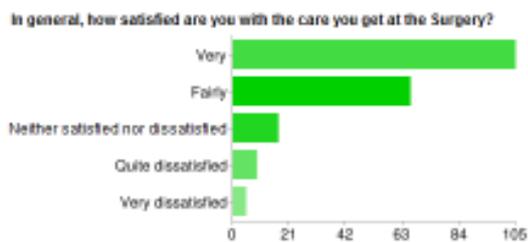
Without doubt the biggest point of feedback was on the lack of appointments. The response from patients can be summarised as having a disliked triage system to see a doctor on that day, or having to wait 4-6 weeks for an appointment.

Twenty patients (10%) said they would like to see new clinics available within the building such as a dentist, physiotherapy, podiatry, etc.

People would also like to see lower call waiting times when speaking to reception, online booking and more information available on the website. Finally there is concern that with all the new houses being built in the village that the surgery just won't be able to cope, with several people wishing to see an increase in the number of doctors.

Overall satisfaction

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



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

There are several recommendations that can be made from this report. And have been broken down into major recommendations and other recommendations.

Please note: These recommendations are only based on the actual feedback provided by patients who took part in this survey. As a result further investigation would be required on all points to prove validity.

Major recommendations

- Reduce the time taken to get an appointment, which is currently seen by patients as 4-6 weeks.
- Improve the Triage system as only 24% of the patients surveyed feel it is “very useful”.
- Increase the privacy of patients, when speaking to receptionists, at the front desk.

Other recommendations

- Examine why so many people struggled to get through on the phones.
- Improve the fact that 40% of surveyed patients were not able to see a doctor “fairly quickly”.
- Investigate into why only 50% of participants described the reception team as “Very Helpful”.
- Reducing the waiting times for patients who have checked in and are waiting to be seen.
- Look into online appointment booking.