

Worcester Street Medical Practice

Patient Survey 2013/2014

Introduction

Worcester Street Medical Practice conducted its annual patient survey during February 2014. The Practice would like to thank the members of its Patient Participation Group for their support in distributing surveys, and to the patients that contributed feedback.

Establishing and Conducting the Survey

The survey questions were primarily focussed on patient access, particularly the telephone and appointments systems, which Worcester Street has been pro-actively working to improve. Patient Panel members were asked to assess the questionnaire prior to distribution, and offer additional suggestions for areas of investigation. One of these suggestions was assessing patient awareness of the practice website (www.worcesterstreetsurgery.co.uk).

- Surveys were completed via post, on the practice website, and in person on the practice premises.
- 400 patients were actively invited to participate in the survey, with a smaller number having followed the link from the practice website.
- Analysis was provided using a web-based survey generator.
- There were 203 respondents (50.75%).

RESPONSES

Booking Appointments (Questions 1 & 2)

For 92% of patients, the telephone is the primary method of booking an appointment, with 66% preferring to continue booking appointments this way.

Telephone Access (Questions 3 - 8)

Just under half of the respondents felt that telephone access was easy (*to varying degrees*) (45.13%).

Roughly half of the patients surveyed had not tried to use the telephone system to speak to a Doctor or Nurse, or to obtain test results. Of those that did, the majority found it easy.

58.3% of patients accessing the telephone system, and 45.4% of patients accessing the enquiry line, in the last three months, found the automated instructions and options given very clear.

The majority of patients surveyed had to redial the practice more than once before getting through in the last three months, with 20.3% getting through on the first attempt.

65% of respondents deemed the reception staff courteous on the telephone, 54.6% regarded them as professional, and 45.4% as efficient.

66.4% of patients expressed overall satisfaction with the practice's telephone system.

Customer Service (Questions 9 & 10)

Most patients were satisfied with the way they were greeted by staff at the surgery (82.6%), and 64% of respondents would recommend the surgery to others.

Seeing a Doctor (Questions 11 - 14)

The majority of respondents were satisfied with the GP they last saw at the surgery; with the majority scoring the Doctor as 'Very Good' with regards to the consultation time, listening and showing concern, involving patients in decisions, and asking patients about their symptoms.

96.4% of patients surveyed had confidence and trust in the Doctor they saw.

70.2% of patients have a preferred GP at the practice, with the remaining respondents expressing no preference.

34.9% see the doctor of their choice either always, or a lot of the time, with 38.2% seeing their preferred doctor some of the time.

Profile of Respondents

- 40% of respondents were male, 60% female.
 - The majority of respondents were in the 45 – 54 age bracket.
 - The vast majority of respondents travel to the surgery by car, and will continue to do so when the practice relocates to its new purpose-built premises Spring 2014.
 - 67% of respondents were aware of the practice website.
 - 95.4% of respondents indicated that they were White-British.
 - 96.2% of respondents described themselves as heterosexual/straight.
 - The majority of respondents (73.9%) were of the Christian faith, with the second highest percentage (22.9%) describing their religion as 'none'.
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SUMMARY

Things we do well/areas in which we have improved:

- There has been an increase in patients being able to access the surgery on the first attempt of calling.
- There has been an improvement across the board with regards to customer service.
- The confidence patients have with regards to clinical staff has increased upon last year.

Areas in which we could improve:

- We would like to see continued improvement in our telephone access system, and an increase in the number of patients gaining access on the first attempt.
- We want the reception staff to project the knowledge that they have.
- We would like to increase awareness of the practice website.

Action Plan:

- Continue to review the appointments system.
 - Work to continue to develop increased communication with all of our stakeholders.
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