

Chilwell Valley & Meadows Surgeries

Results from the 2012 Annual Patient Survey

SUMMARY & KEY RESULTS

During March 2012 231 registered patients from both surgeries completed a copy of the General Practice Assessment Questionnaire (GPAQ).

Some highlights:

Helpful Receptionists: Nearly all respondents say that our receptionists are either very helpful or fairly helpful.

Online Appointment Booking: More people want to be able to use online booking to make their appointments - this service is already available.

Overall Experience of the Practice: Four-fifths of respondents rate the care that they receive from the practice as very good or excellent, and a similar proportion would definitely recommend the practice to others.

Opening Times: 85% of respondents are happy with current opening times. Those that weren't happy wanted the surgery to open after 6.30pm and on Saturdays. [NB Some regular appointments are already available after 6.30pm at Chilwell Meadows Surgery.]

On-the-day Appointments: Over 90% of respondents report that they can normally get an appointment on the same day if they need one.

Clinical Care: More than nine out of 10 respondents say that the doctors or nurses that they see are either good or very good at giving them enough time, listening to them, explaining tests and treatments, involving them in decision making, and treating them with care and concern.

Some room for improvement:

Waiting Times: Average waiting times to be seen can be up to 20 minutes. More than one-third of respondents rated the practice waiting times as only fair or poor.

Speaking to a Doctor or Nurse by Phone: Over a quarter of respondents reported difficulty being able to speak to a doctor or nurse by phone.

Booking Appointments Ahead: About one-quarter of respondents reported difficulty in booking appointments ahead, particularly if they want to see a particular doctor.

Full details of the survey are shown on the next pages. The results will be discussed by members of the Patient Reference Group on Wednesday 28th March at 7pm at Chilwell Meadows Surgery. If you would like to attend, to join the group, or to make any comments about the survey results and suggestions for improvement then please email ChilwellGPsPRG@zoho.com.

BACKGROUND

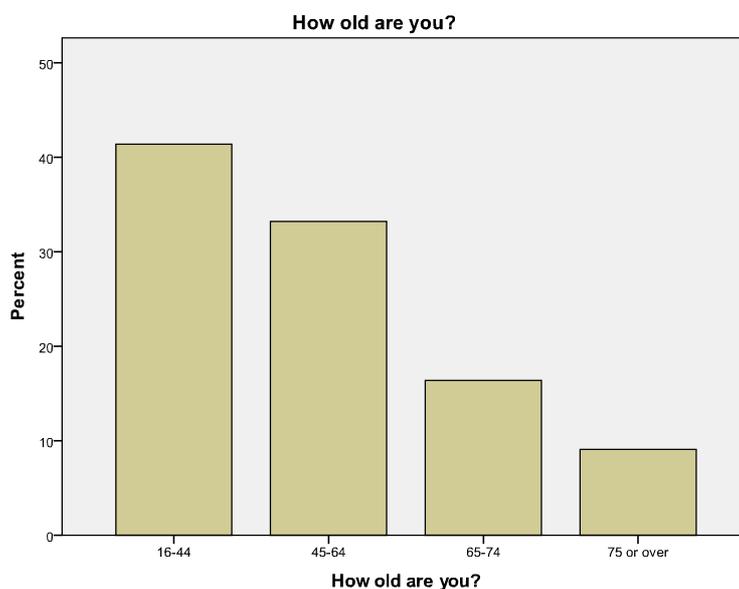
How was the survey conducted?

- We gave out 100 questionnaires to patients attending each of our surgeries in the two weeks commencing 5th March 2012.
- We also emailed all members of the Practice 'virtual' Patient Reference Group and invited them to complete an on-line version of the survey.

Who completed the survey?

We received 231 completed responses:

- Half were from patients who normally attend Chilwell Meadows Surgery and half were from patients who normally attend the Valley Surgery.
- 188 surveys were completed by patients attending the surgery and 43 were completed online.
- 65 of respondents (29.7%) were male and 154 (70.3%) were female (12 people didn't answer this question)
- In terms of ethnicity, 93.5% of people who completed the questionnaire were white, and the remainder were from a mixture of ethnic groups.
- 58.3% of respondents reported that they had a long-term medical condition.
- Just over half of respondents (51.2%) reported that they were working / employed, with 66 (30.4%) being retired, and the remainder being unemployed (2.3%), in full-time education (3.2%), unable to work due to medical problems (5.5%) or looking after home / family (6.9%).
- The age distribution of people who completed the questionnaire is shown below:



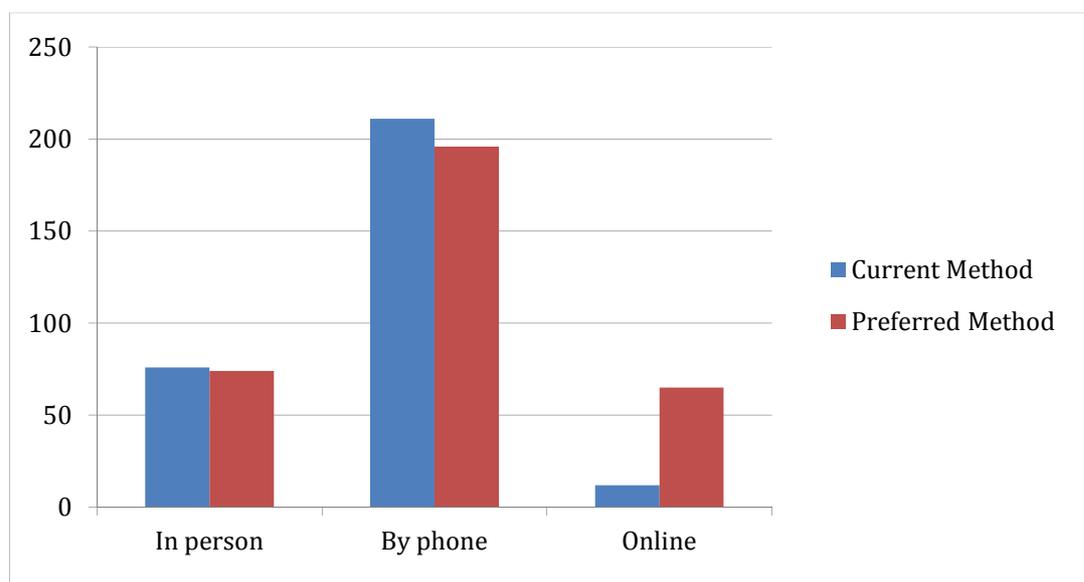
RESULTS

The survey asked about receptionists and getting through to the surgery by phone:

- Nearly everyone (99%) who completed the survey said that our receptionists are very helpful (81%) or fairly helpful (18%).
- Of those that had tried to get through to the surgery by phone, 87% of respondents reported that it was very easy or fairly easy, but 13% thought that it was not easy.
- Of those that tried to speak to a doctor or nurse by phone, 73% reported that this was very or fairly easy, but 27% said that it was not easy.

The survey asked about booking appointments:

The figure below shows that the majority of people book their appointments by phone, but more people would prefer to be able to book online.



The survey asked about ease of booking appointments:

91% of respondents who had tried to get an appointment on the same day reported that they were normally able to do so. However only 77% of people who replied reported that it is easy or very easy to book an appointment ahead.

The survey asked about people's experience of seeing a particular doctor:

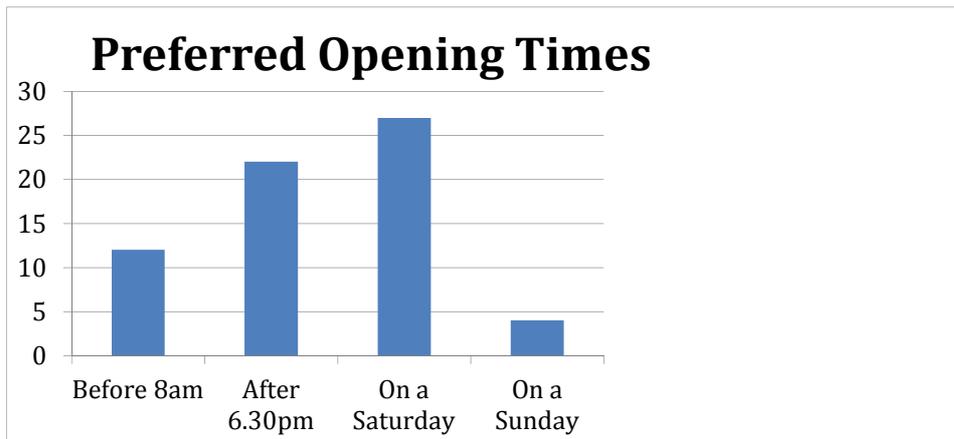
- Of the 180 patients who like to see a PARTICULAR doctor, 41% said that they can usually be seen on the same or next day, but 35% reported having to wait five or more days. 29% thought that this aspect of our service was fair or poor, with only half rating it as very good or excellent.
- 146 (65%) of respondents said that they like to see a particular doctor. Of these, approximately half managed to see or speak to their preferred doctor almost all of the time, whilst 22% only saw them some of the time.

The survey asked about people's experience of seeing *any* doctor:

- Of the 208 patients who tried to see ANY doctor, 85% said that they can usually be seen on the same or next day, with only 2% having to wait five or more days. 79% thought that this was very good or excellent, with only 6% rating it as poor or fair.

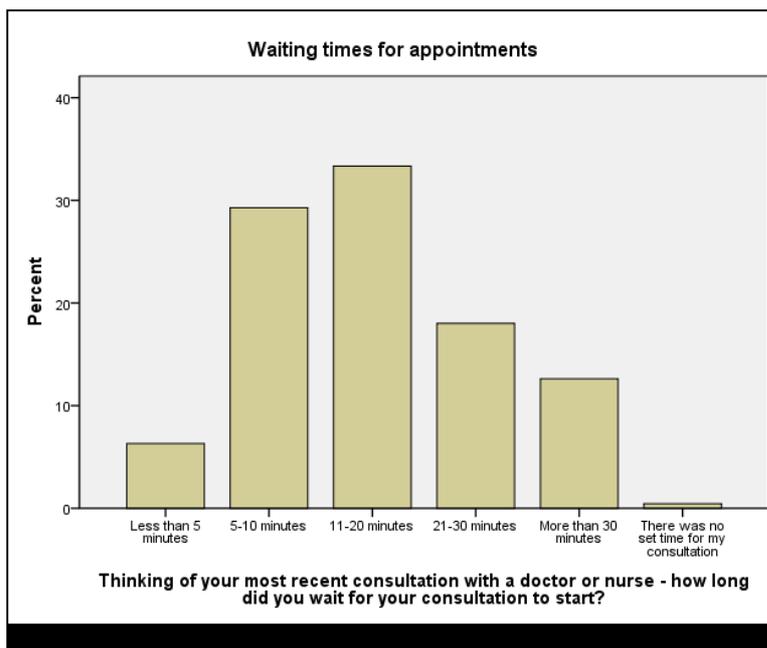
The survey asked for comments about the practice opening times:

- 85% of people who completed the survey said that the current surgery opening times are convenient for them.
- The preferred opening times for those who said that the current arrangements are not convenient are shown below:



The survey asked about waiting times to be seen at the surgery:

- The figure below shows the length of time that people reported waiting for their last consultation. The average waiting time to be seen was between 11 and 20 minutes
- 40% of respondents thought that waiting times were only fair, poor, or very poor. Only 34% rated waiting times as very good or excellent.



The survey asked about the care provided by the doctors and nurses:

Of the 217 respondents that had seen a GP in the past six months:

- 96% thought that the GP was good or very good in giving them enough time;
- 97% reported that the GP was good or very good at listening to them
- 92% thought that the GP was good or very good at explaining tests and treatments
- 92% thought that the GP was good or very good at involving them in decisions about their care
- 94% reported that the GP was good or very good at treating them with care and concern
- 81% of respondents said that they definitely had confidence in the GP that they spoke to, and a further 17.5% agreed with this to some extent.

In terms of practice nurses:

Of the 157 respondents that had seen a nurse in the past six months:

- 97% thought that the nurse was good or very good in giving them enough time;
- 95% reported that the nurse was good or very good at listening to them
- 96% thought that the nurse was good or very good at explaining tests and treatments
- 95% thought that the nurse was good or very good at involving them in decisions about their care
- 97% reported that the GP was good or very good at treating them with care and concern
- 87% of respondents said that they definitely had confidence in the nurse that they spoke to, and a further 11.5% agreed with this to some extent.

The survey asked about the extent to which the practice helps people to understand their health problems, cope with health problems, and keep healthy:

- 91% of respondents thought that the practice helped them understand their health problems very well, whilst the remaining 9% were unsure.
- 97% thought the practice helped them cope with their health problems very well, but 11% were unsure and 2% thought that the practice did not do this very well.
- 75% of people who completed the questionnaire thought that the practice helped to keep them healthy, whilst 23% were unsure and 2% disagreed.

Overall 82% of respondents rated their experience of the surgery as very good or excellent, 16% rated it as good, and 2% rated it as fair.

78% said that they would definitely recommend the practice to someone who had just moved into the area and a further 21% said that they probably would do so.