

**Chilwell Valley & Meadows Surgeries
Results from the 2013/14 Annual Patient Survey**

SUMMARY & KEY RESULTS

During December 2013 185 registered patients from both surgeries completed a copy of the General Practice Assessment Questionnaire (GPAQ) which had been amended to meet the requirements of the CCG and the targets of the practice Patient Participation Group

Some highlights:

Receptionists: Nearly all respondents rated the manner in which reception staff treat them as 'very good' (80%) or 'good' (18%).

Telephone Access: It appears to be getting harder to get through to the surgery by phone with nearly one-fifth of respondents saying that it is not easy. It also appears to be getting harder to speak to a doctor or nurse by phone with one-third of respondents saying that it is not easy compared with one-quarter in the previous survey.

Online Appointment Booking: Despite efforts to promote this, and more than half of respondents saying that they know that it is possible, there is still a dissonance between the number who use the system and those who would like to be able to do so.

Overall Experience of the Practice: Three-quarters of respondents rate the care that they receive from the practice as very good or excellent, and 88% would be likely or extremely likely to recommend the practice to others.

Appointment Availability: 84% of respondents reported that they are normally able to get an appointment on the same day if needed and 72% said that it was easy or very easy to book ahead. These figures have not changed significantly from previous years despite efforts to improve access.

Opening Times: 89% of respondents are happy with current opening times and this is an improvement on 85% who indicated this in the previous survey. 75% of respondents responded positively to wanting the surgery to be open on a Saturday.

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.

NB The timing of this survey was different to previous years (just before Christmas compared with mid-February) and this may affect some responses such as access to appointments. The timing was in order to provide some data for the CCG PRG survey, and some of the survey questions had to be modified in order to get an equivalent response.

Full details of the survey are shown on the next pages. The results will be discussed by members of the Patient Reference Group on Monday 6th January 2014 at 6.30pm at Chilwell Meadows Surgery.

BACKGROUND

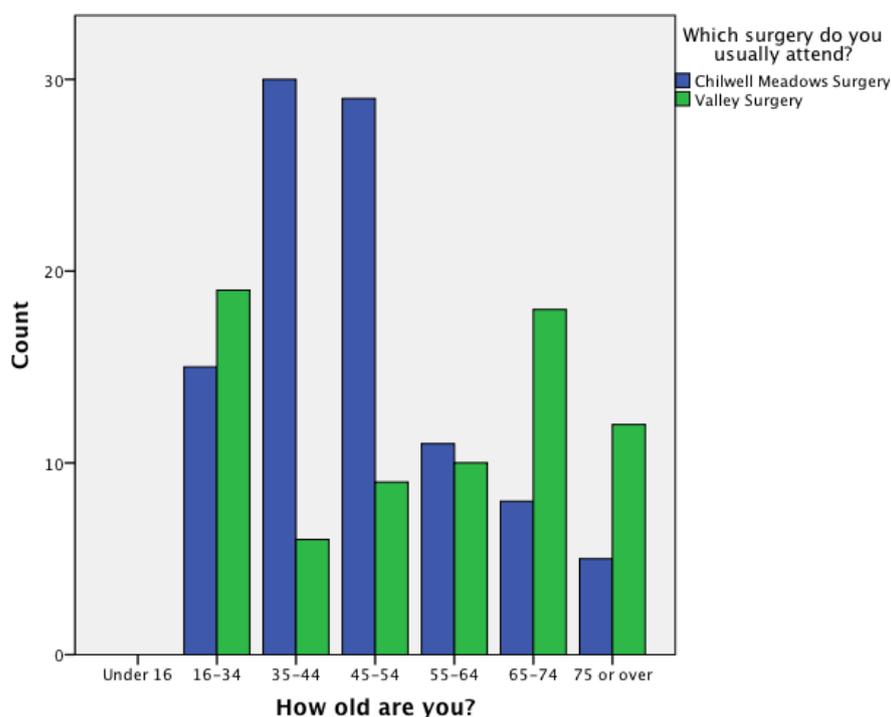
How was the survey conducted?

- We gave out 100 questionnaires to patients attending each of our surgeries in the two weeks commencing 1st December 2013.
- We also emailed all members of the Practice 'virtual' Patient Reference Group and invited them to complete an on-line version of the survey during December 2013.

Who completed the survey?

We received 185 completed responses:

- 56% were from patients who normally attend Chilwell Meadows Surgery and 43% were from patients who normally attend the Valley Surgery (1% were unattributed).
- Patients attending one or other surgery completed 173 surveys, and 12 were completed online.
- 56 of respondents (32.6%) were male and 116 (67.4%) were female (13 people didn't answer this question)
- In terms of ethnicity, 94.4% of people who completed the questionnaire described themselves as white, and the remainder were from a mixture of ethnic groups.
- 55.1% of respondents reported that they had a long-term medical condition.
- Just over half of respondents (54.3%) reported that they were working / employed, (part-time or full-time) with 26.3% being retired, and the remainder being unemployed (1.7%), in full-time education (1.1%), unable to work due to medical problems (5.1%) or looking after home / family (10.9%).
- Respondents from the Valley Surgery were significantly less likely to be employed and more likely to be retired. However this may reflect the time of day at which the questionnaires were distributed rather than a real population difference. This is also reflected in the age distribution of respondents shown below:



RESULTS

Contacting the Surgery

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

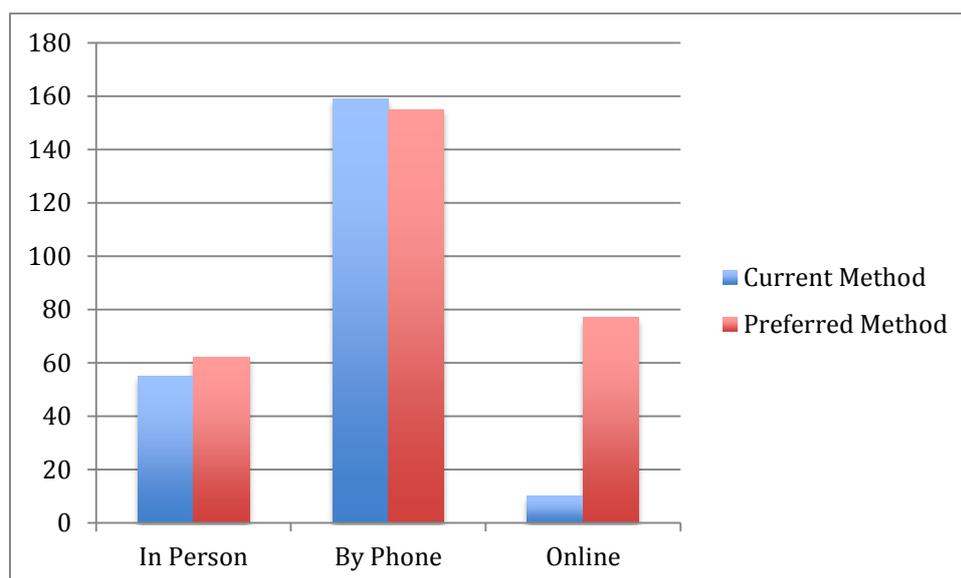
- Nearly everyone (98%) who completed the survey said that the manner in which our receptionists treat them is very good (80%) or good (19%). [no difference from a similar question in 2012 and 2013]
- Of those that had tried to get through to the surgery by phone, 81% of respondents reported that it was very easy or fairly easy, but 19% thought that it was not easy. [in 2012 13% said that it was 'not easy', and in 2013 17% said this]
- Of those that tried to speak to a doctor or nurse by phone, 67% reported that this was very or fairly easy, but 33% said that it was not easy. [in 2012 and 2013 only 25% said that it was not easy]

There was no significant difference in response between patients from the Valley Surgery or Chilwell Meadows Surgery in relation to the above.

Booking Appointments

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. These results are similar to those from 2012 and 2013 despite efforts to increase awareness of on-line booking facilities and the fact that half of respondents claimed to be aware of the online booking system.



There was no significant difference in responses between the Valley Surgery and Chilwell Meadows Surgery.

The survey asked about ease of booking appointments:

84% of respondents who had tried to get an appointment on the same day reported that they were normally able to do so (compared with 91% in 2012 and 86% in 2013). Although 84% of respondents indicated that it was important to be able to book an appointment in advance (compared with 77% in 2013), only 72% reported that it is easy or very easy to do so (compared with 77% in 2012 and 72% in 2013). 78% of

respondents from Chilwell Meadows Surgery agreed that it was easy to book ahead (65% in 2013) compared with 65% of those from the Valley Surgery (81% in 2013).

The survey asked about people's experience of trying to see a particular doctor:

- Of the patients who like to see a PARTICULAR doctor, 25% said that they can usually be seen on the same or next day (compared with 40% in 2013), but 46% reported having to wait five or more days (compared with 36% in 2013). Only 37% rated this aspect of our service as very good or excellent (compared with 47% in 2013) and 14% rated it as poor or very poor (compared with 15% in 2013).
- At Chilwell Meadows Surgery 59% of patients reported having to wait five or more days to see the doctor of their choice compared with 31% at the Valley Surgery, and this difference was also reflected in satisfaction ratings.

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

- Of the patients who tried to see ANY doctor, 80% said that they can usually be seen on the same or next day (compared with 85% in 2012 and 80% in 2013), with only 7% having to wait five or more days (4% in 2013). 65% thought that this was very good or excellent (compared with 79% in 2012 and 70% in 2013), with only 4% rating it as poor or very poor (same as in 2013).

There was no significant difference in response between patients from the Valley Surgery or Chilwell Meadows Surgery in relation to the above.

Continuity of Care

Just over two-thirds of patients reported that they have a particular doctor that they prefer to see. Of these, 68% managed to see that doctor almost always or a lot of the time, and a further 26% 'some of the time'.

There was no significant difference in response between patients from the Valley Surgery or Chilwell Meadows Surgery in relation to the above.

Opening Times

The survey asked for comments about the practice opening times:

- 89% of people who completed the survey said that the current surgery opening times are convenient for them and this is an improvement on 2013 when only 85% said this.
- However in the closed question about Saturday opening 75% of respondents said that they would like the surgery to open on a Saturday.

There was no significant difference in response between patients from the Valley Surgery or Chilwell Meadows Surgery in relation to the above.

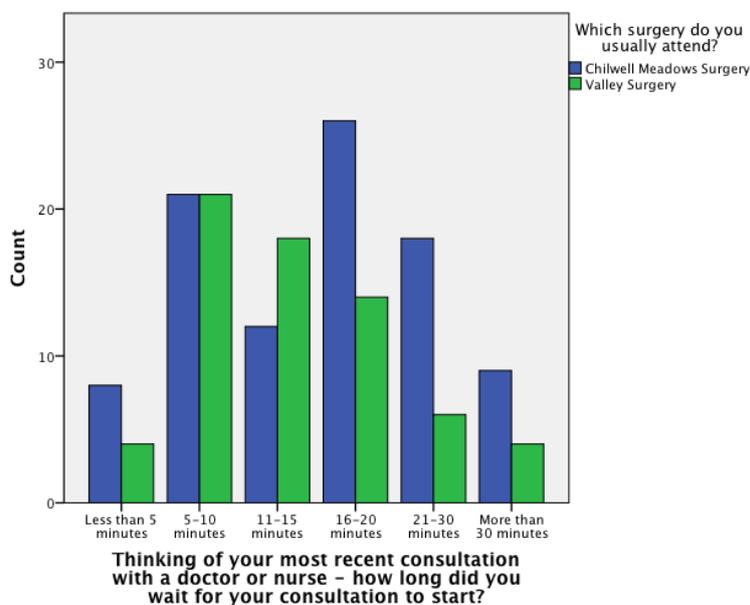
In terms of free text comments about preferred opening times, 20 respondents requested later evening appointments, but more than half of these comments came from Chilwell Meadows patients where such appointments are already available. There were four requests for weekend opening and three for early morning appointments (although these already take place at both surgeries).

One respondent admitted that they did not know what the opening times were, whilst others requested times during which the surgeries are already open on a regular basis. One respondent said 'They [doctors and staff] work hard enough as it is ... they have a life as well'.

Waiting Times

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 overall median waiting time was between 11-15 minutes (compared with 11-20 minutes in 2012 and 5-10 minutes in 2013).
- Reported waiting times were longer at Chilwell Meadows Surgery than the Valley Surgery (median 16-20 minutes compared with 11-15 minutes).



- The wording of the question relating to satisfaction about waiting times was different to previous years and so no direct comparison was possible. Overall nearly two-thirds of respondents reported waiting times as 'okay' with only 11% saying that they were 'far too long'. However satisfaction was significantly poorer at Chilwell Meadows Surgery with 16% saying that waiting times were far too long compared with only 6% at the Valley Surgery.

Clinical Care

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

- 93% thought that the GP was good or very good in giving them enough time;
- 94% reported that the GP was good or very good at listening to them
- 94% 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
- 95% reported that the GP was good or very good at treating them with care and concern
- 85% of respondents said that they definitely had confidence in the GP that they spoke to, and a further 13.5% agreed with this to some extent.

These results are not significantly different to previous years. There was no significant difference in response between patients from the Valley Surgery or Chilwell Meadows Surgery in relation to the above.

In terms of practice nurses:

- 96% thought that the nurse was good or very good in giving them enough time;
- 94% reported that the nurse was good or very good at listening to them
- 92% thought that the nurse was good or very good at explaining tests and treatments
- 91% thought that the nurse was good or very good at involving them in decisions about their care
- 96% reported that the GP was good or very good at treating them with care and concern
- 80% of respondents said that they definitely had confidence in the nurse that they spoke to, and a further 20% agreed with this to some extent.

These results are not significantly different to previous years. There was no significant difference in response between patients from the Valley Surgery or Chilwell Meadows Surgery in relation to the above.

Overall Impact & Satisfaction

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

- 84% of respondents thought that the practice helped them understand their health problems very well (compared with 87% in 2013) whilst 15% were unsure.
- 82% thought the practice helped them cope with their health problems very well (compared with 87% in 2013), but 15% were unsure and 3% thought that the practice did not do this very well.
- 76% of people who completed the questionnaire thought that the practice helped to keep them healthy (compared with 77% in 2013) whilst 21% were unsure and 3% disagreed. Only 69% of patients from Chilwell Meadows Surgery agreed that the practice helped keep themselves healthy compare with 85% at the Valley Surgery

Overall 74% of respondents rated their experience of the surgery as very good or excellent (compared with 82% in 2013), 21% rated it as good, and the remainder (5%) rated it as fair or poor.

59% said that they would be extremely likely to recommend the practice to someone who had just moved into the area and a further 39% said that they were likely to do so. This question was worded differently to previous years so no direct comparison is possible.

There was no significant difference in response between patients from the Valley Surgery or Chilwell Meadows Surgery in relation to the above.

Out of Hours Help-Seeking

The survey asked how respondents would obtain medical advice if the surgery was closed. Responses were as follows:

Self-care	102 (55.1%)
Pharmacy	110 (59.5%)
A&E	45 (24.3%)
NHS 111	85 (45.9%)
Walk-in Centre	76 (41.1%)
999	14 (7.6%)
Internet	62 (33.5%)

Awareness of Online Booking and Patient Participation Group

52% of respondents were aware that they could book appointments and order prescriptions online; only 22% were aware that the practice had a patient participation group. Awareness of both was slightly greater amongst patients at Chilwell Meadows Surgery compared with the Valley Surgery.

DC 4/1/2014