**Patient Experience Survey Results October 2012**

Question 1

How do you normally book your appointment with the nurse/doctor?

* By telephone 81%
* In person 11%
* Online 5%
* By telephone and in person 3%

The results suggest the vast majority of patients book appointments using the telephone service with only a small minority booking appointments online or in person. More information about the online booking might be of use in order to reduce the number of patients trying to get through on the phone line.

Question 2

How easy was it to get an appointment for the time you wanted?

* Very easy 50%
* Fairly easy 45%
* Not very easy 5%

The vast majority of patients surveyed found it was very or fairly easy to book an appointment suggesting the current methods of booking appointments are effective. A small minority found that the ease of booking appointments varied

Question 3

If you have been unable to get an appointment to suit your needs, what did you do instead?

* Visited a pharmacy - 17%
* Visited the walk in centre – 9%
* Called NHS direct – 5%
* Self-treated – 4%
* Does not apply – 57%

Of the patients who had been unable to get an appointment at some point, visiting the pharmacy can be seen to be the most popular alternative. However it appears patients are also making use of walk in centre and NHS direct as well as self treating.

Question 4

How clean did you find the surgery when you last attend?

* Very clean - 91%
* Fairly clean - 9%
* Not clean - 0%

Question 5

In the past 6 months how easy have you found getting through on the telephone

* Very easy – 33%
* Easy – 36%
* Difficult –21%
* Never tried - 2%

Most patients have found that it is easy or very easy to get through on the telephone over the last 6 months; however 21% have found this to be difficult. With telephone being the most used method of booking appointments and the online system being underused it may be possible to make lines more available with increased use of online booking services.

In the past 6 months how easy have you found obtaining test results by telephone

* Very easy – 26%
* Easy – 22%
* Difficult – 4%
* Never tried –33%

Again, of the patients who have used this service, most have found it easy or very easy. An important minority have found this service difficult. 33% of patients surveyed have not used this service which could be due to patients not being aware they are able to obtain test results over the telephone.

In the past 6 months how easy have you found speaking to a dr/nurse on the telephone

* Very easy - 31%
* Easy – 35%
* Difficult – 10%
* Never tried - 24%

Again a majority of the people who have used this service have found it easy or very easy. However, a proportion (10%) have found this service difficult to use and so there is scope for improvement to this service. 24% had not tried to speak to a dr/nurse over the phone which could suggest not all patients are aware of this option.

Question 6

How long after an appointment time do you normally have to wait to be seen

* Seen on time – 10%
* Less than 5 minutes – 0%
* 5-15 minutes – 62%
* 15-30 minutes – 23%
* More than 30 minutes – 5%

Only 10% of patients state they are usually seen on time for their appointments with the majority finding they have to wait 5-15 minutes. A minority (5%) of patients are finding they are waiting for 30 minutes or more. These results suggest waiting times are an area to in which to focus on improvement.

Question 7

How satisfied are you with the opening hours at the surgery

* Very satisfied – 66%
* Fairly satisfied – 30%
* Neither satisfied or dissatisfied – 4%
* Quite dissatisfied - 0%
* Very dissatisfied – 0%
* Don’t know the surgery’s opening hours – 0%

None of the patients surveyed stated they were dissatisfied with the surgeries opening hours. The vast majority (96%) of patients surveyed stated they were either very or fairly satisfied with the opening hours at the surgery.

Question 8

Which of the following minor illnesses do you think the nurse can help you with and prescribe for?

* Chest infections: 69%
* Ear infections: 67%
* Urine infections: 57%
* Sickness and diarrhoea: 67%
* Coughs/colds: 71%
* Emergency contraception: 52%
* Skin conditions/rashes: 60%
* Insect/animal bites: 69%
* Wound care: 57%

The results suggest the majority of patients think the nurse can help with all the above minor illnesses. However, need to advertise the role of the nurse practitioner more.

Question 9

Did you know you can speak to a gp/nurse on the telephone every day between 12noon-12.45pm?

* Yes: 98%
* No: 2%

These results suggest the vast majority of patients are aware of this facility.

Question 10

How helpful do you find the receptionists at the surgery?

* Very helpful: 83%
* Fairly helpful: 17%
* Not very helpful: 0%
* Not at all helpful: 0%

The vast majority of patients stated they have found the reception staff to be helpful.

Note: one patient stated ‘do not like the receptionist asking reason for seeing GP/nurse’

Question 11

How would you prefer to find out about services that we offer?

* Ask the receptionist: 50%
* Practice leaflet: 19%
* Practice website: 26%
* On back of prescription: 4%
* Newsletter in waiting room: 29%
* Other: 7%

The results to this question suggest there is a mixture of preferences as to how patients would like to find out about services. The option of finding out information on the back of a prescription appears to be the least popular and asking the receptionist is the most popular option. As there is such a variation in the way in which patients would like to find out about services it might be necessary to have new information published both electronically on the website and in paper form as a leaflet or newsletter in the surgery.

Question 12

In general how happy are you with the care you get at the surgery?

* Very happy: 72%
* Fairly happy: 21%
* Quite unhappy: 7%

The results show that all patients surveyed are happy with the care they receive at the surgery, with almost three quarters stating they are “very happy”.

Question 13

Would you recommend the surgery to your family /friends?

* Yes: 93%
* No: 7%

These results suggest that patients are on the whole pleased with the experience they have had at the surgery.

**Survey Demographics**

**Gender:**

Male: 31%

Female: 64%

Not disclosed: 5%

(More female than male patients represented, so risk that results do not reflect male patients views as clearly)

**Age range:**

16-34 years: 13%

35-64 years: 38%

65-74 years: 21%

75 years and over: 21%

Not disclosed: 7%

The survey has included patients from each age range. The majority of patients surveyed are in the 35-64 age range.