

NUFFIELD ROAD MEDICAL CENTRE PATIENT SURVEY 2012-13

Receptionists and Appointments

- 1. Helpfulness of reception staff** - 97% of 217 patients who responded found the receptionists very helpful or fairly helpful; 3% indicated they were not helpful.
- 2. Ease of getting through on the telephone** – 81% of the 390 patients who responded find it easy or fairly easy to get through. 14% found it difficult.
- 3. Ease of getting through to a doctor or nurse** – 49% of 388 patients said it was easy or fairly easy to do this. However a significant 17% did not find it easy – the practice will want to address this.
- 4. Seeing a GP urgently on the same day** – 66% of 389 patients whilst 9% said they could not. However 22% of patients said they didn't know or never needed to.
- 5. How important is it to patients to be able to book appointments ahead of time** – 91% of 389 patients said it was important.
- 6. Ease of booking appointments ahead of time** - 71% of the 388 respondees felt it was easy or fairly easy to book ahead. However 22% felt it was not easy – practice needs to look at reasons for this.
- 7. How patients normally book appointments** (patients could tick more than one box) – the majority (62% of 502 responses) were by telephone, 19% in person and 19% on line.
- 8. Methods patients prefer to book appointments** (more than one box could be ticked) – 544 answers were given but a majority of 53% prefer the telephone, with in person and online bookings at 21% and 26% respectively.
- 9. & 10. How quickly are patients seen if they want a particular doctor** – 75% of patients said they were seen the same day, next day or in 2-4 days. 73% rated this as excellent, very good or good. So the majority did see their preferred doctor. 11% said they waited more than 5 days.
- 11 & 12. How quickly are patients seen if they are happy to see any doctor** – 90% of 359 patients said they were seen the same day, next day or in 2-4 days; 89% rated this as excellent, very good or good. 2% said they waited more than 5 days.
- 13 & 14. How patients waited for their consultation to start:** 42 % were seen within 10 minutes. 69% waited less than 20 minutes. However 14% said they had to wait more than 30 minutes. 84% rated this performance as fair to excellent. What is an acceptable waiting time for patients? Patients who had to work or go to other appointments might feel 10 minutes was unacceptably long.

Patient Comments:

It was frustrating not to be kept informed of waiting times, particularly if GP/nurse is running late.

Action:

- Practice could run an ad hoc survey again to try and investigate why so many patients felt it was not easy to talk to a GP or nurse. Patients may be unaware there is a GP/nurse call back service in the practice.
- Look at why so many patients appear to be waiting longer than 30 minutes to be seen.

Opening times & Access

15. Is practice open at convenient times – 83% agreed, 13% felt the times were not convenient.

16. Additional opening hours (patients could select more than one) – as expected some patients want to see weekend and evening opening. 12% of the answers were lunch times, however the practice is open during this time.

Action: consider how the practice could make patients more aware that the practice is open throughout the day.

Seeing the doctor of your choice

17. Is there a particular GP you prefer to see or speak to – 345 patients responded, 63% had a preferred GP, 37% did not have a preference.

How good was the last GP you saw at each of the following:

19. Giving you enough time – 98% of 340 patients said their GP gave them enough time.

20. Listening – 98% said the doctor listened to their concerns.

21. Explaining tests and treatments – 93% felt GPs explained these well.

22. Involving you in decisions – 93% felt their doctor involved them in decisions about their care.

23. Treating you with care and concern – 97% agreed their GP was good in this area.

24. Having confidence and trust in your GP – 74% agreed they definitely had. 22% agreed to some extent, only 2% said they did not have confidence (6 patients).

How good was the last nurse you saw at each of the following:

25. Giving you enough time – 94% of the 312 patients who responded felt nurse was good. 2% disagreed (5 patients).

26. Listening – 96% felt they were listened to; 2% (5 patients) felt they were not listened to.

27. Explaining tests & treatments – 94% agreed the nurse was good, 1% (4 patients) did not agree.

28. Involving you in decisions – 87% agreed the nurse had involved them, 2% disagreed (6 patients).

29. Treating you with care and concern – 95% felt they were treated with care and concern. 1% (4 patients) did not agree.

30. Confidence and trust in the nurse – 77% indicated definitely yes, 19% said to some extent and 1% (3 patients) said no, not at all.

Care from your doctors and nurses

Overall, how does the practice help you

31. Understand your health problems – 77% said very well, 16% were unsure, 2% said not very well.

32. Cope with your health problems – 74% very well, 19% unsure.

33. Keep yourself healthy – 70% very well, 22% unsure

Action: the practice is considering long term conditions, using management plans, personal health plans etc to address these areas, particularly as around half the patients who answered Q 38 indicated they do have a long term condition.

34. Overall experience of your GP surgery – 95% reported a positive experience. 5% said fair, 1% (2 patients out of 362) felt it was very poor.

35. Would you recommend the surgery to others – 72% definitely would, 24% would probably recommend. 3% would probably not. One individual felt they would definitely not recommend the practice.

Patient comments: where comments were left, the majority were positive with just a few negative ones.

36-40 cover demographics, these are roughly as expected.

Majority female

Majority from 16-64 age group

55% said they had a long term condition

90% were white

53% were in full time work, 25% had retired