**Patient Survey Results**

**October 2013**

**Introduction**

A total of 180 surveys were handed out to patients, these were divided into 30 surveys per clinician. The purpose of the survey was to try to ensure we are meeting the needs of the patients with regard to accessibility and appointment times. It was agreed it would be more beneficial to hand out the surveys to patients coming into the Practice as we would have a bigger sample to analyse rather than sending these out in the post.

**Sample**

Although we handed out 180 surveys and did receive all of these back there were some sections that were not answered, usually on the second page which was most likely due to the fact the patient had been called in for their appointment. In order to ensure we could use the full sample an extra section was added to the analysis titled No Answer Given, this allowed us to use the full sample in order to be able to complete a better analysis.

**Results**

Question 1 and 2

*Age Range*

As can be seen from the above table the sample covered a wide range of ages. It appears from these results that we have captured a mixture of ages of our patients which allows the analysis to be more accurate.

*Length of Time at the Practice*

The below table shows that the sample also covered a range of length of time at the Practice. Although mostly this consisted of patients who have been registered at the Practice for 20+ years there was still a positive amount of patients who had been registered at the Practice between 0 – 20 years.

Question 3, 4 and 5

*Contacting the Practice*

As can be seen from the above table the general way our patients contact the Practice is via telephone.

*Accessing the Practice by Telephone*

The below table shows that a number of patients surveyed felt that contacting the Practice via telephone was easily accessible. There appears to be a marked difference between the amount of patient who felt we were easily accessible via the telephone and patients who felt we were reasonably accessible. We only had a small percentage of patients who felt we were difficult/very difficult to contact.

The table below shows the results from the survey with regard to contacting the Practice via the reception desk, again this shows a high percentage of patients stating we are easily accessible with a smaller percentage stating we are reasonably accessible and a very small number of patients stating we are difficult to access.

Question 6, 7 and 8

*Ease of getting an appointment with GP/Nurse of choice*

The below table shows that overall patients are finding it either very easy or reasonably easy to get an appointment with the GP or Nurse of their choice. The results show we had very small numbers of patients who found it difficult or even very difficult to get an appointment with their preferred clinician.

*Preferred Appointment Times*

The below table shows the preferred appointment times of the patients who were surveyed. Based on the results it appears the preferred time is between 8am and 10am. The results show that only a limited amount of patients would prefer an appointment after 6pm.

*Availability of Preferred Appointment Times*

The results in the below table show that the Practice are reaching the desired target of offering appointments at the preferred times. A high proportion of patients surveyed stated that they were able to get an appointment at their preferred time every time they contacted the Practice, most of the time they contacted that Practice and some of the time they contacted the Practice. There was a very limited number of patients who stated they were unlikely or very unlikely to get an appointment at their preferred appointment time.

Question 10, 11 and 12

*Reception Staff*

The below results show that overall the patients are happy and satisfied with the reception staff. Most of the results received showed that the patients found the reception staff to be friendly, helpful and appropriate. There was only one patient who had stated they found the reception staff unhelpful all other comments were positive. Although as can be seen from the below result 8 patients did not answer the question which has been much higher than the previous unanswered questions.

*GP’s*

The below results show that generally the patients are happy with the GP’s at the Practice with the majority of the comments being positive and stating the GP’s are helpful, friendly and approachable. Although there was a small number of patients who found the GP’s unhelpful and unapproachable. There were 3 patients which also marked other but left no specific comment. Again there were 9 patients who did not provide an answer to this question which is more than on previous questions.

*Nursing Staff*

The results below show that most all patients surveyed are happy and satisfied with the nursing staff at the Practice with all comments being positive such as friendly, helpful and approachable. No patients selected that they found the nursing staff unhelpful or unapproachable but again there were 9 patients who did not answer the question.

Question 14, 15 and 16

*Overall Practice Results*

The results show that the Practice was more favourably scored as excellent with a number of patients stating they found the Practice good and a few patients commenting that the Practice was satisfactory. There was only one patient who stated the Practice was unsatisfactory but again 16 people did not answer the question.

*Practice Staff*

Overall the results showed that the patients are happy with the Practice Staff with the majority of patients stating they found the staff excellent, a high number scoring the staff as good and a smaller number rating the staff as satisfactory. No patients reported they felt the Practice Staff were unsatisfactory but there were 16 patients in total who did not answer this question.

*Service*

Overall a high number of patients rated the Service provided as excellent and a high proportion of patients rating the service as good. We had a smaller number of patients who rated the Service as satisfactory and only one patient who stated the service was unsatisfactory. The final question was again unanswered by 16 patients which appears to be a considerably high number.

**Conclusion**

As can be seen from the above analysis a high volume of patients are clearly pleased with the accessibility of the service and we appear to be hitting the target of availability of appointments, availability of staff and accessibility to the Practice. The general results are very good leading to the conclusion that the introduction of the Nurse Practitioner has increased the availability of appointments and the recent change in reception working hours appears to have made the Practice more accessible to patients.

The results show that as a Practice we are offering appointments times with specified clinicians at the preferred times of the patients. Unfortunately it does appear that a small minority of patients are unable to access the appointment times of their choice and this is something for the Practice to look into.

The general comments on all of the staff at the Practice appear to be positive. There are very high numbers of patients who completed the survey and the majority of comments about the staff are excellent. There are a couple of patients who were not happy with the staff and it would be interesting to speak to the patients to establish the details surrounding this.

Overall the results of the survey are very positive with minor negative comments. Although one area of concern is that towards the end of the survey the number of unanswered questions appears to be higher, this could be a result of being called for their appointment to see the nurse or GP.

**Recommendations**

The results appear to be very strong and as a Practice we appear to be meeting the needs of our patients.

The recommendations from this report are:

1. Repeat the survey in 12 months time to ensure we are continuing to meet patient need and patient demand.
2. Ensure that all surveys are fully completed before handed in for analysis. For the repeat survey any surveys with any unanswered questions will not be used within the sample for analysis as it does not give a clear picture of the results.
3. In order to capture working patients and patients who do not regularly present to the Practice to ensure we are meeting their needs and demands the Practice should consider sending a small sample of postal questionnaires.