

# Patient Questionnaire 2014

Sunbury Health Centre Group  
Practice

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## Introduction

This report outlines the compilation and results for the Annual Practice Questionnaire conducted by Sunbury Health Centre Group Practice from 3<sup>rd</sup> February 2014-14<sup>th</sup> February 2014. The questionnaire was completed by approximately 200 patients registered at the Practice who were selected at random from patients attending appointments at the surgery over the 2 week period concerned.

## Aims and Objectives

The aims of our annual questionnaire are to establish how our patients feel about the services we provide and highlight areas where we could make improvement.

Findings are discussed at the fortnightly practice meeting and regular patient participation group and a plan of action determined for the following year.

A further questionnaire to assess response and update any new concerns will take place every 12 months. Depending on outcomes an earlier audit may occur to assess response to any improvements made.

## Terms of Reference

This report is conducted for the Directed enhanced service contract for the NHS.

## Methodology

A questionnaire was compiled within the practice based on feedback from the patient participation group and previous patient questionnaires performed by the surgery in the past.

A copy of the questionnaire is included in the appendix.

220 questionnaires were handed out randomly by the reception staff as patients attended for their appointments.

Patients completed the questionnaire in the waiting room either before or after their appointment and returned the completed questionnaire to reception before leaving.

## Results

Sunbury Health Centre Group Practice strives to provide exemplary service to our patients and as such decided to present most of our results as the percentage of patients who measured our service as good or above. For some questions where either the response did not allow for these parameters or where a fair service was considered sufficient the results have been declared accordingly.

220 questionnaires were handed out to patients by reception and a total of 206 completed questionnaires were returned giving a response rate of 93%.

Demographics of those who completed the questionnaire:

- Female 101
- Male 93

12 people did not declare their sex.

**Question 1 – How do you rate the way you are treated by the receptionist at your practice?**

89% Good or above

All 206 respondents replied to this question. 89% of patients felt the way they were treated by receptionist was good or above.

**Question 2- When you have phoned the practice, how would you rate your ability to get through to the practice on the phone?**

35% Good or above

194 (94%) of respondents replied to this question with 35% responding as good or above.

**Question 3 How Clear was the automated telephone messaging system?**

174 (84%) of respondents answered this question with 74% giving a score of good or above.

**Question 3a- If you have used telephone keypad appointment booking in the last 6 months, how did you find using this system?**

Only 120 (58%) of patients responded to this question with 79% finding it easy, very easy or good.

Question 3b- Thinking about your last telephone contact to the practice, how long did it take someone to answer your call?

196 (95%) answered this question and results showed that 41% waited less than 5 minutes, 62% waited less than 10 minutes and 22% waited over 10 minutes. 16% who answered said they could not remember how long they waited.

Question 3c - If you have requested for your repeat prescriptions via the practice website in the last six months.

Only 33 (16%) of respondents answered this question with 70% of them feeling the service was very easy, easy or good to use.

Question 4- If you need to see a GP urgently, can you normally get seen on the same day?

200(97%) responded and over 55% said yes they were normally seen on the same day. 13% have never used this service and 31% said no they would not normally be seen on the same day.

Question 5 - How long do you usually have to wait at the practice until the consultation begins?

All 206 respondents answered this question. 2% were seen on time and 42% within 10 minutes of their time slot. A further 29% felt they waited between 10 and 20 minutes for their appointment and 29% felt they waited over 20 minutes.

Question 5a - How do you rate this?

Over 52% felt the waiting times were good, very good or excellent with a further 31% feeling they were fair. 16% felt the waiting times were poor or very poor.

Question 6 - How thoroughly your doctor asks about your symptoms and how you are feeling?

202(98%) of patients responded to this question reporting that they felt the doctor asked about their symptoms and how they were feeling , with 85% scoring good or above.

Question 6a - How well your doctor listens to what you say?

187(91%) of patients responded reporting that the Doctor listened to what they said, with 87% scoring good or above.

Question 6b- How well your GP explains your health problems or any treatment you need?

199(97%) of patients responded to the question that the GP explains their health problems/treatment needs with 86% scoring good or above.

Question 7 - After a visit to your usual GP would you say that you generally feel able to understand your problems or illness?

193(94%) of patients responded to this question. 67% of them felt more able to understand their illness after the visit than before.

Question 8 - The amount of time your GP spends with you?

201 (97%) of patients responded to this question with 81% of people scoring good or above.

Question 9- The GP's patience with your questions or worries?

198(96%) of patients answered this question with 88% of respondents scoring their GP as good or above.

Question 9a- The GP's caring and concern for you?

195(95%) of patients answered this question with 84% of respondents scoring their GP as good or above.

Question 10 - Have you seen a Practice Nurse from your practice in the past 12 months?

187(91%) of patients answered this question with 52% having seen a Nurse in the past 12 months.

Question 11 - If yes, how many times have you seen a nurse from your practice in the past 12 months?

113(54%) of patients responded to this question with 60% stating they had only seen the nurse once. 9% have seen the Practice Nurse more than 4 times in a year.

Question 12 - How well the nurse listens to what you say?

131(64%) of patients answered this question with 95% of respondents scoring the Practice Nurse good or above.

### Question 12a - The quality of care they provide.

134(65%) of patients answered this question with over 91% of respondents scoring their nurse as good or above

### Question 12b- How well they explain your health problems or any treatment you need?

127(62%) of patients answered this question with 89% of respondents scoring the nurse as good or above

### Question 13 - All things considered, how satisfied / dissatisfied are you with your practice?

192(93%) of patients answered this question with 89% of the patients fairly satisfied or above. 5% of respondents were not satisfied.

### Question 14 - Would you recommend your usual GP to your family and friends?

194(94%) of patients answered this question with 79% of respondents saying they would recommend their usual GP to their friends. 7% would either probably or definitely not recommend their usual GP to their friends.

### Question 15 Do you think that the premises is suitable?

183(89%) of patients answered this question with 62% of respondents saying the premises is suitable. 31% of respondents felt the premises were not suitable.

### Question 15b - How old are you?

- 46% between 40-65 years
- 33% over 65 years
- 21% 18-40 years

## Conclusion

Sunbury Health Centre Group Practice strives to provide an exemplary service to our patients. There are some highlights of the questionnaire with nearly 90% of our patients satisfied with the service they receive here. Over 90% describe the Practice Nurses as good, very good or excellent. Over 83% of patients find their GP caring. The 2013/14 survey highlights some areas that the Practice would like to improve upon for next year.

These areas include:-

- our telephone system and the waiting times for patients to get through on the phone.
- waiting times for appointments
- premises

In some of these areas work has already been done to begin the process of improvement. Working with our telecommunications company we have purchased a virtual holding cloud to enable patients to be held in a virtual queue with real time updates. We hope to have this installed within the next few months.

We have commissioned a service review of our appointments system and availability and the results have provided us with suggestions around the balance of on the day and pre bookable availability with a recent shift to more pre bookable (bookable in advance) appointments. A submission to NHS England who owns the premises we work in has occurred to highlight the serious inadequacies of the building within which we are housed. The submission acknowledges that the practice is seriously undersized for the number of patients and this is having a significant impact on the service we can provide.