

## Patient Questionnaire Results 2013 - 2014

Please find below summary of results from Patient Questionnaire campaign

November 2013 – February 2014.

### 555 Total respondents

261 Paper responses

294 Online responses

#### Notes:

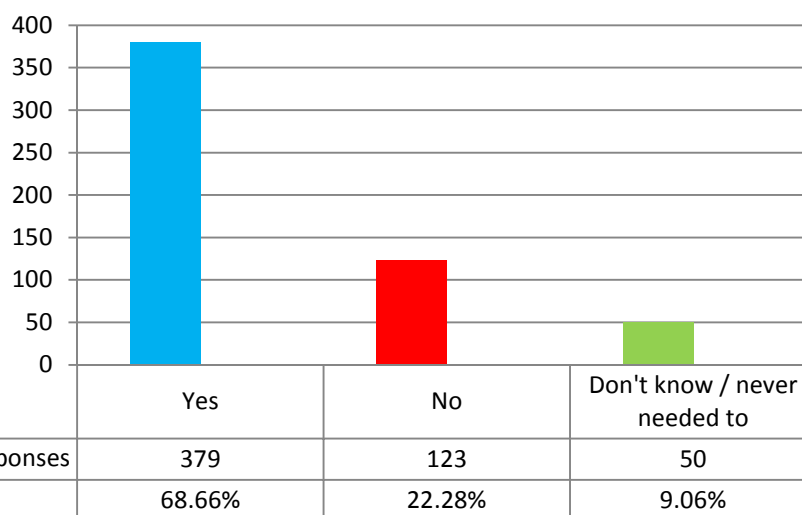
*In most cases tables will show both number of respondents and percentage of responses.*

*Some questions invited multiple answers.*

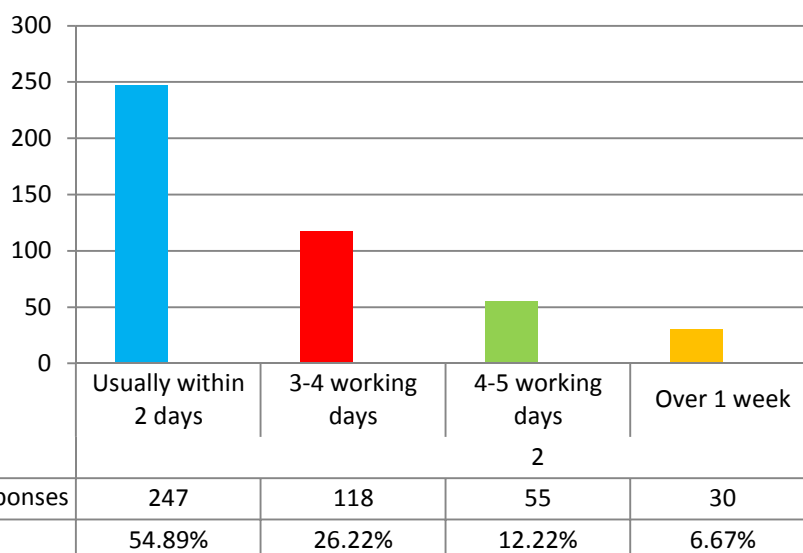
*Although 555 people completed the questionnaire, not all questions were answered.*

### A. Making an appointment

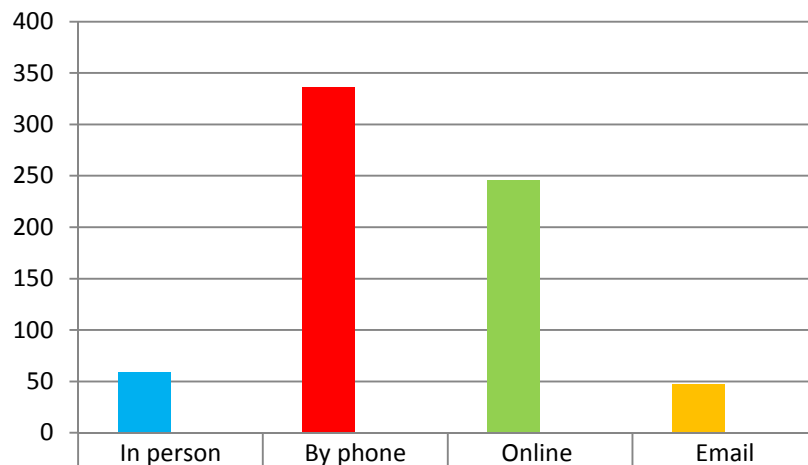
**Q1: Last time you tried to see a doctor fairly quickly, were you able to see a doctor on the same day or in the next two working days the practice was open?**



**Q2: If you had to wait more than two working days, how long did you have to wait?**

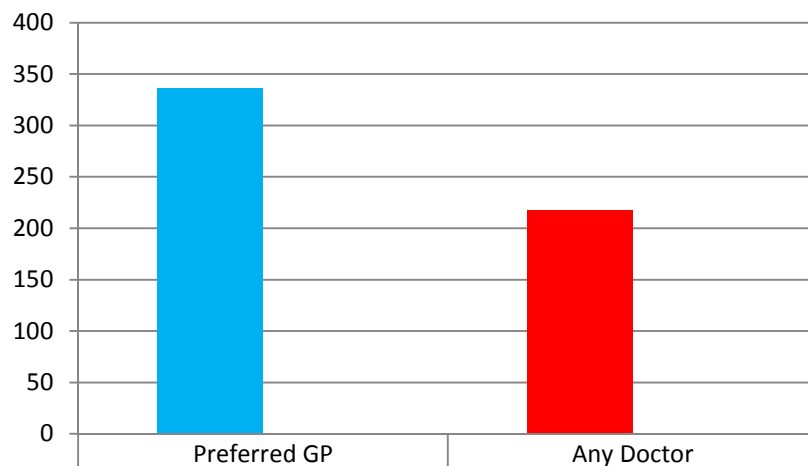


**Q3: Which of the following methods would you PREFER to use to book appointments at the practice?**



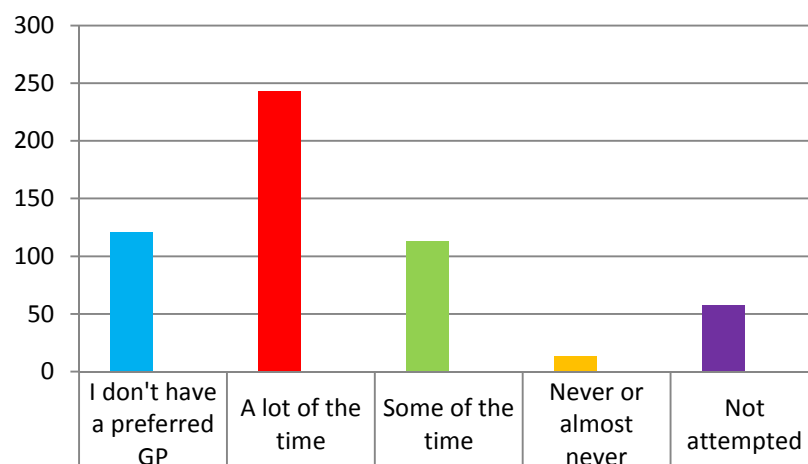
Number of responses	59	336	246	47
% of responses	8.58%	48.84%	35.76%	6.83%

**Q4: When booking an appointment do you have a preferred GP or are you happy to see any doctor?**



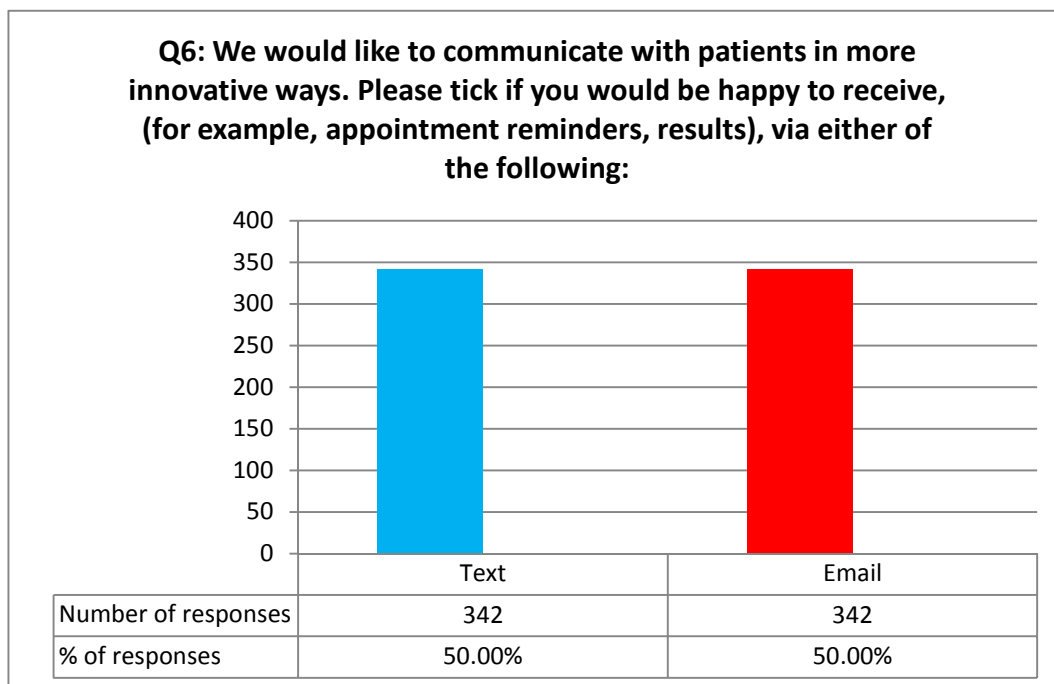
Number of responses	336	217
% of responses	60.76%	39.24%

**Q5: How often are you able to see / speak to your preferred GP?**

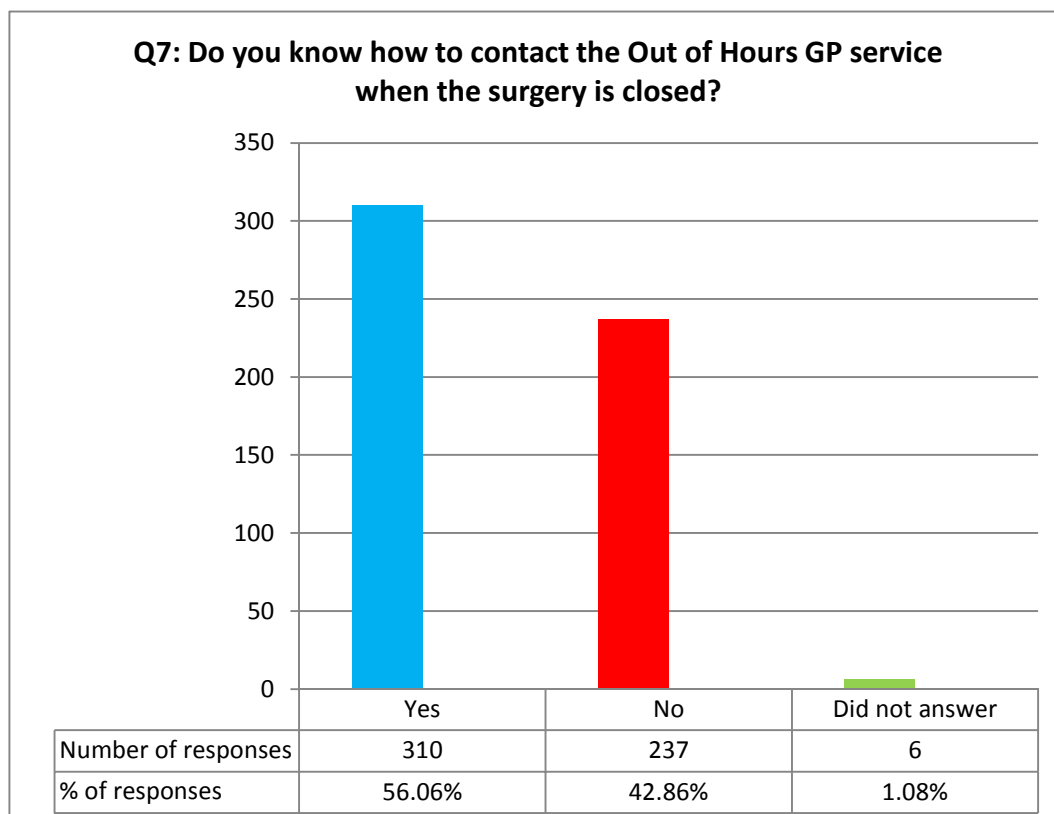


Number of responses	121	243	113	13	58
% of responses	22.08%	44.34%	20.62%	2.37%	10.58%

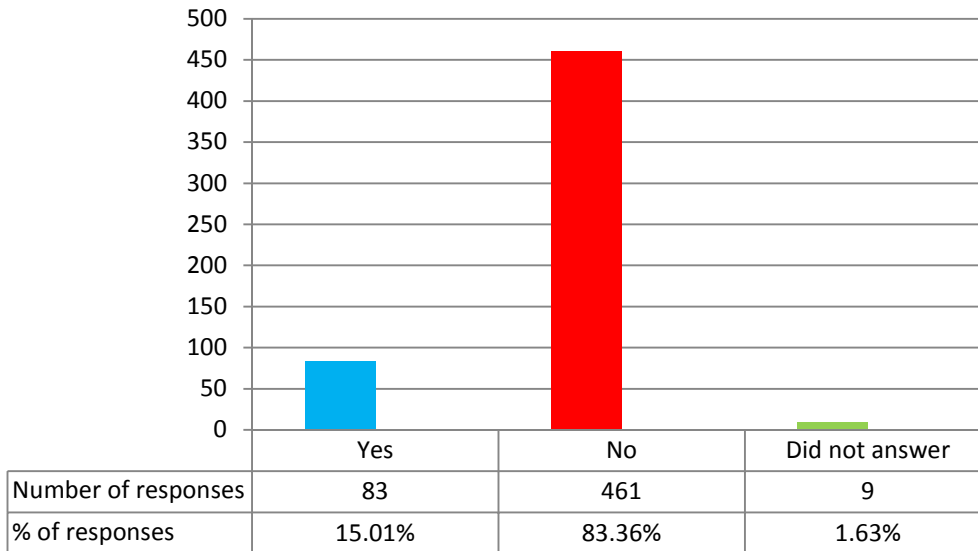
## B. Communication with patients



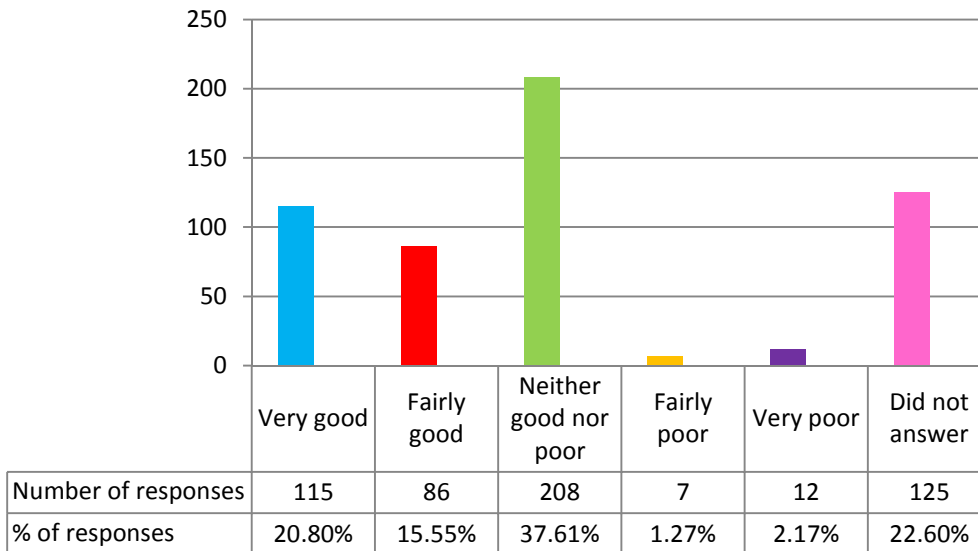
## C. Out of hours care (GP medical care provided when GP surgeries are closed 6.30pm – 8am)



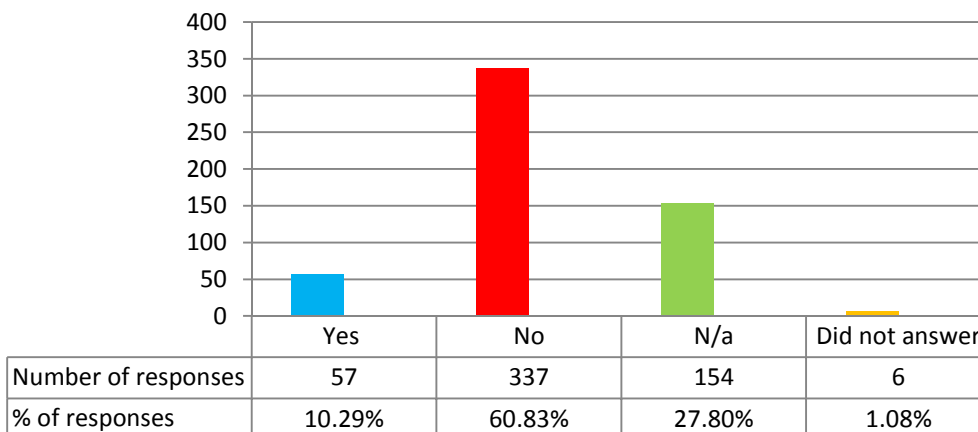
**Q8: In the past 6 months have you tried to call the Out of Hours GP service when the surgery is closed?**



**Q9: Overall how would you describe your experience of Out of Hours GP services?**

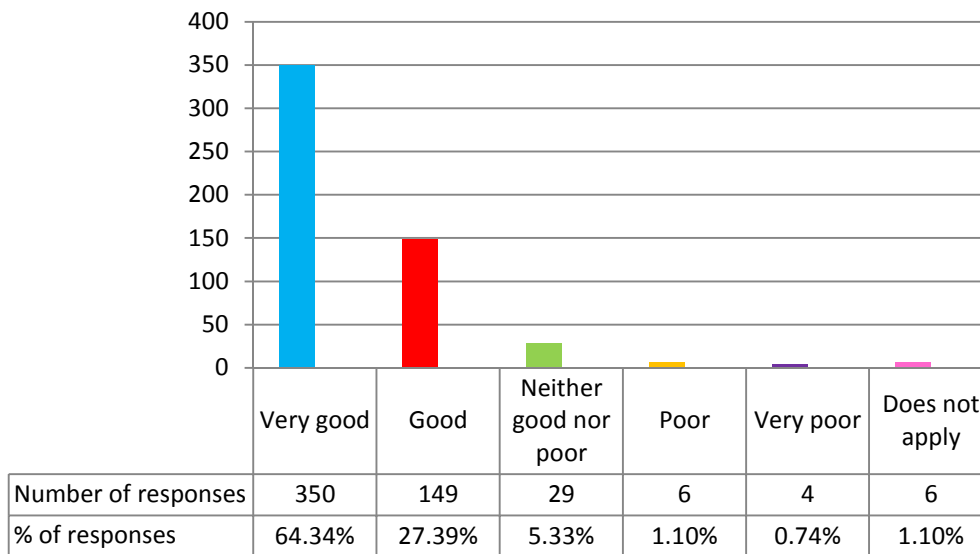


**Q10: Over the last 12 months general practice has seen an increase in patient demand for “emergency” appointments. In the last 12 months have you contacted the practice for an “emergency” because you felt, (maybe as a result of media coverage), that your**

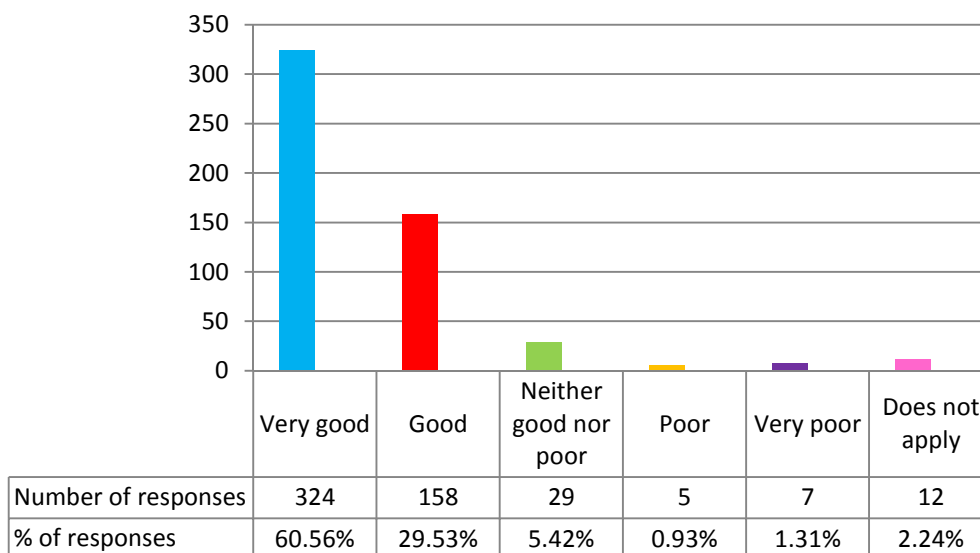


## D. Quality of consultation

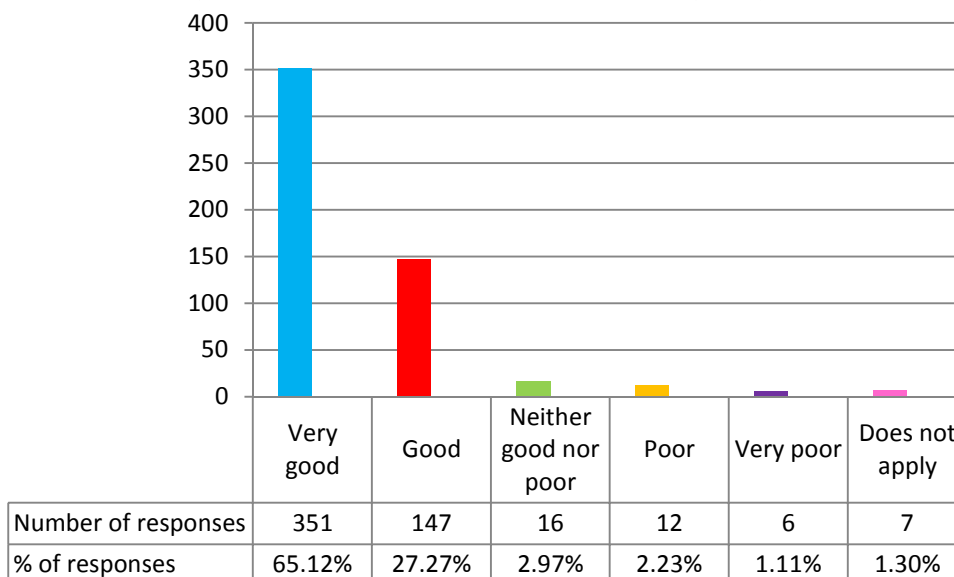
**Q11a: Last time you saw a doctor at the practice, how good was the doctor at: Giving you enough time?**



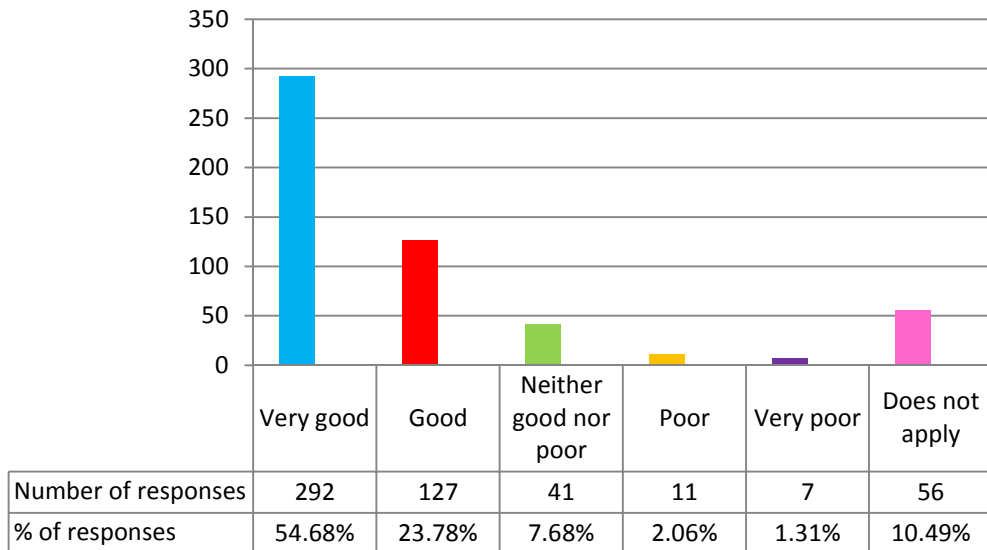
**Q11b: Last time you saw a doctor at the practice, how good was the doctor at: Asking about your symptoms?**



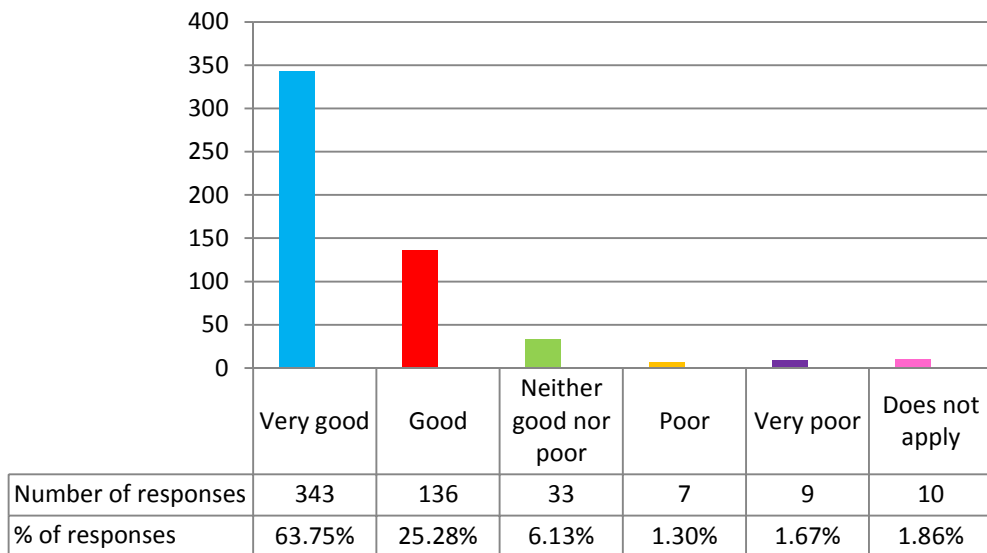
**Q11c: Last time you saw a doctor at the practice, how good was the doctor at: Listening to you?**



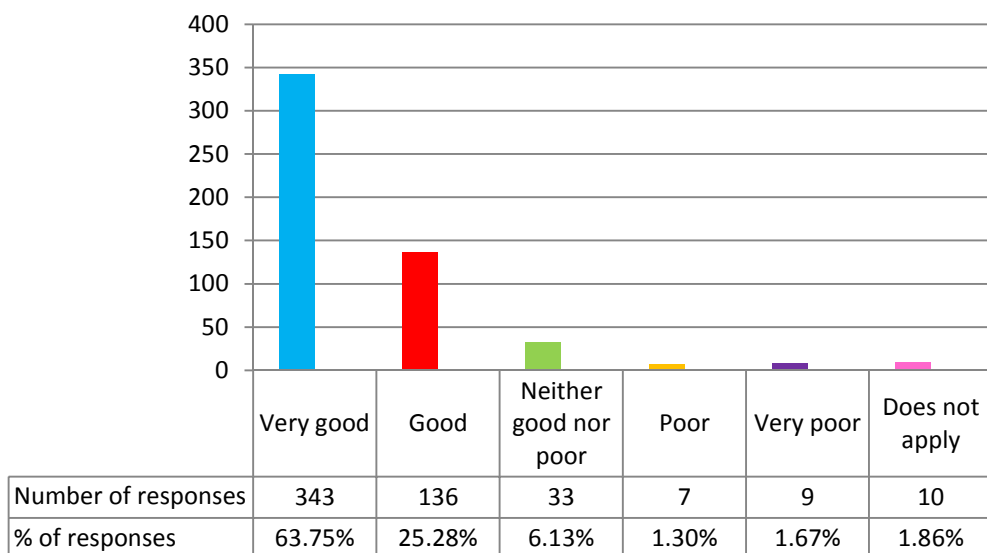
**Q11d: Last time you saw a doctor at the practice, how good was the doctor at: Explaining tests and treatments?**



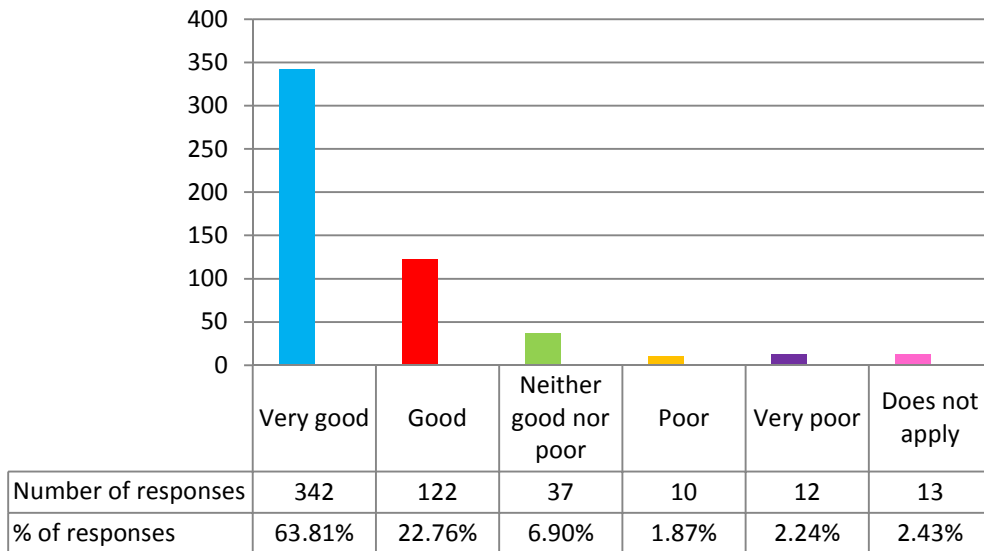
**Q11e: Last time you saw a doctor at the practice, how good was the doctor at: Involving you in decisions about you care?**



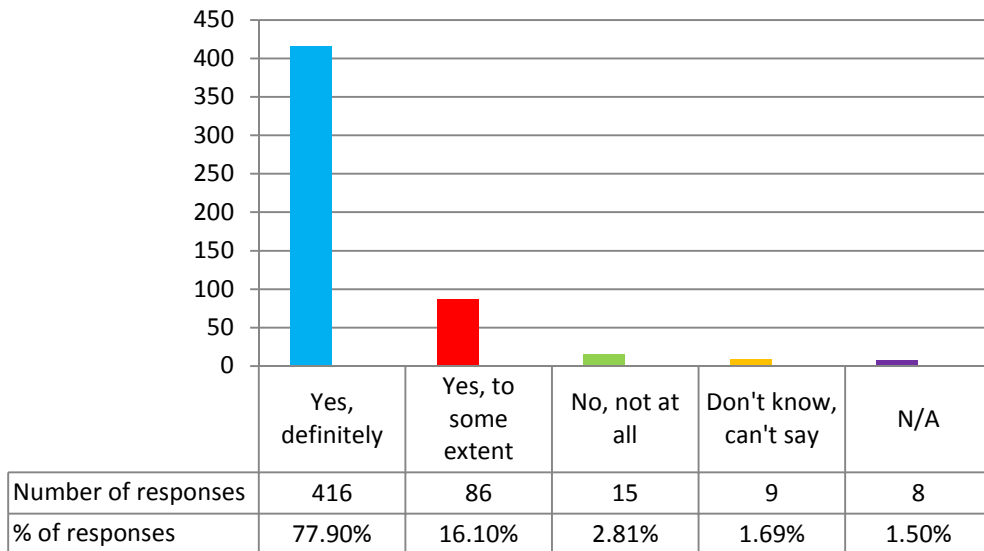
**Q11f: Last time you saw a doctor at the practice, how good was the doctor at: Treating you with care and concern?**



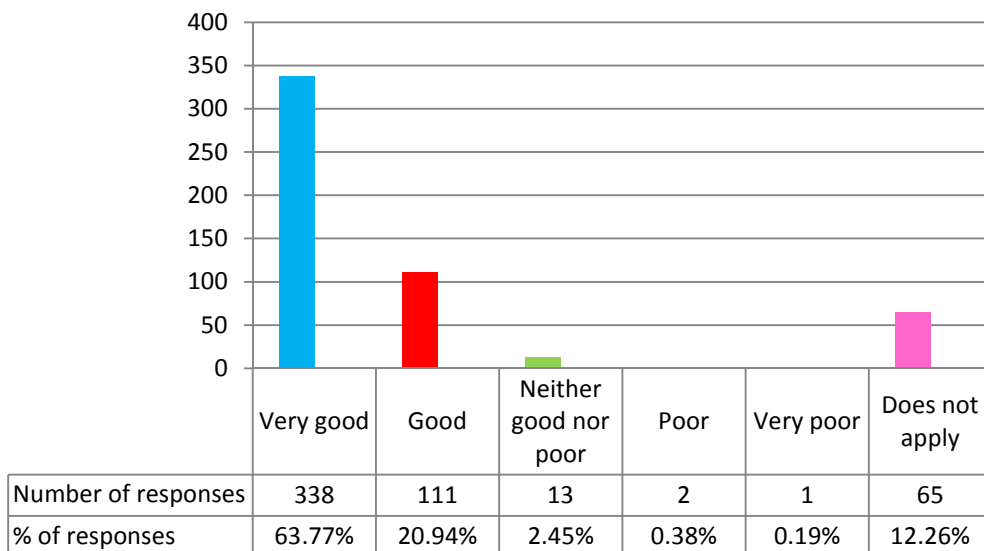
**Q11g: Last time you saw a doctor at the practice, how good was the doctor at: Taking your problems seriously?**



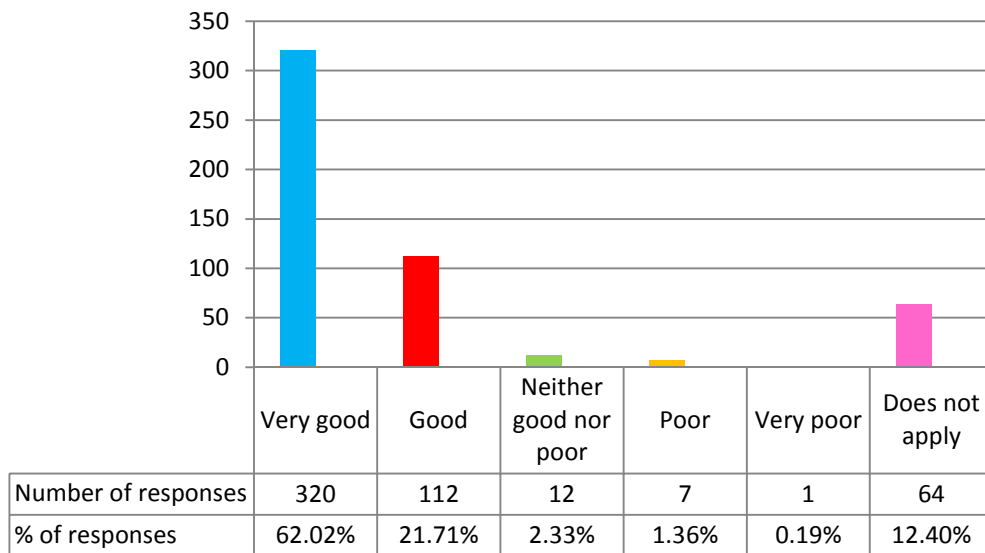
**Q12: Thinking about the last time you saw a doctor at the practice, did you have confidence in that doctor?**



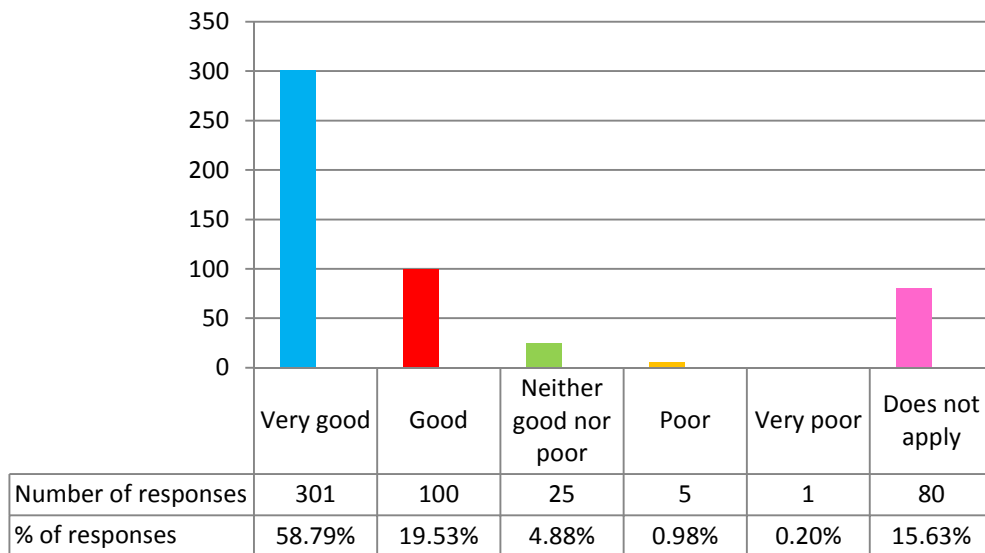
**Q13a: Last time you saw a nurse at the practice, how good was the nurse at: Giving you enough time?**



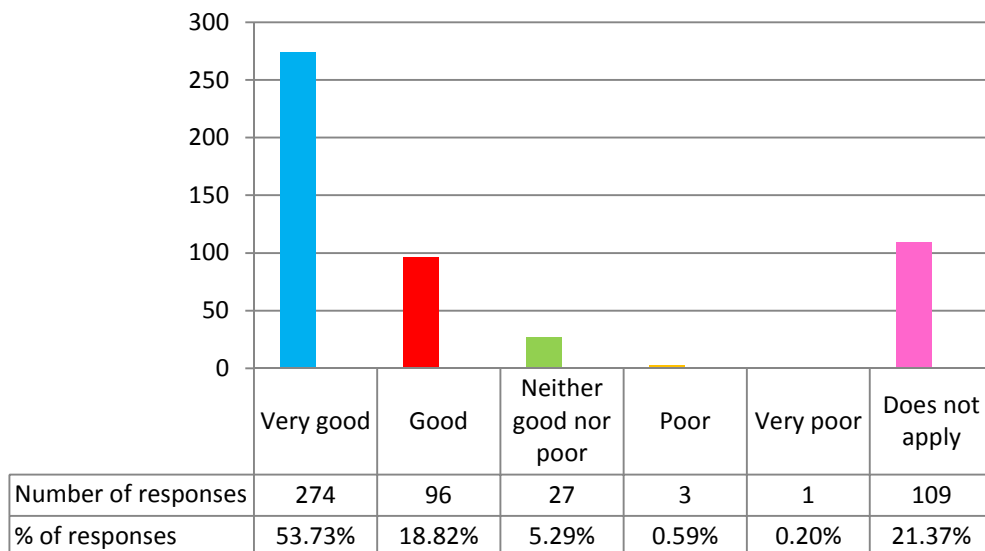
**Q13b: Last time you saw a nurse at the practice, how good was the nurse at: Listening to you?**



**Q13c: Last time you saw a nurse at the practice, how good was the nurse at: Explaining tests and treatments?**

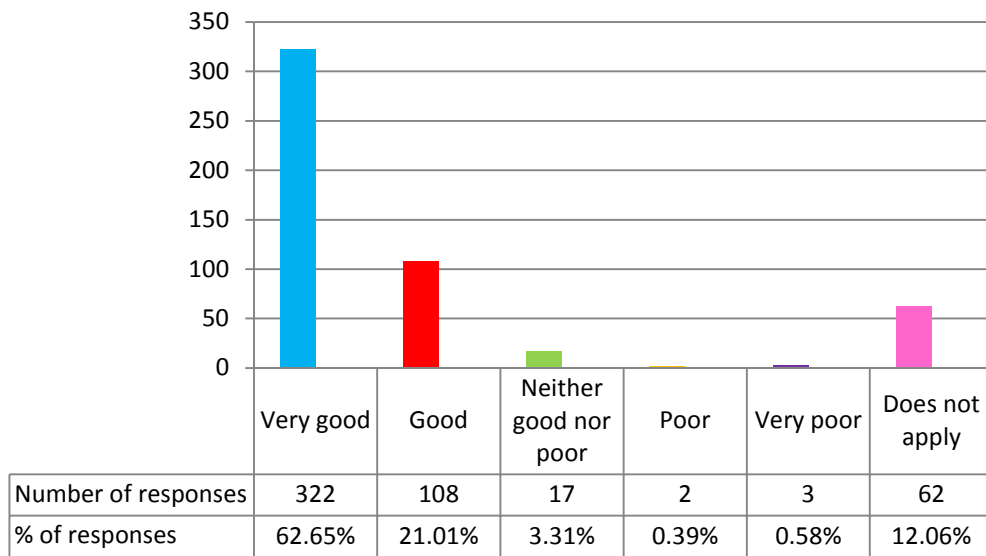


**Q13d: Last time you saw a nurse at the practice, how good was the nurse at: Involving you in decisions about your care?**



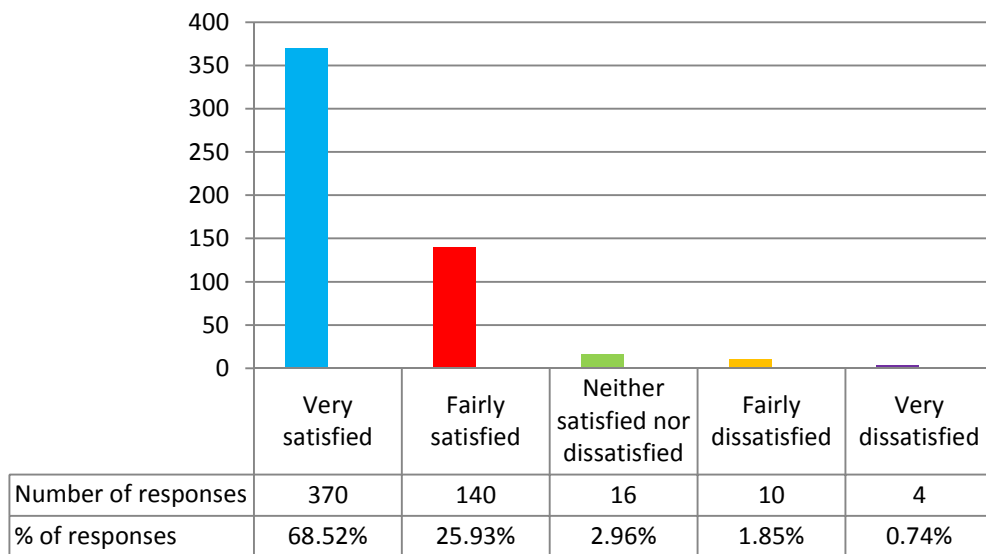


**Q13e: Last time you saw a nurse at the practice, how good was the nurse at: Treating you with care and concern?**

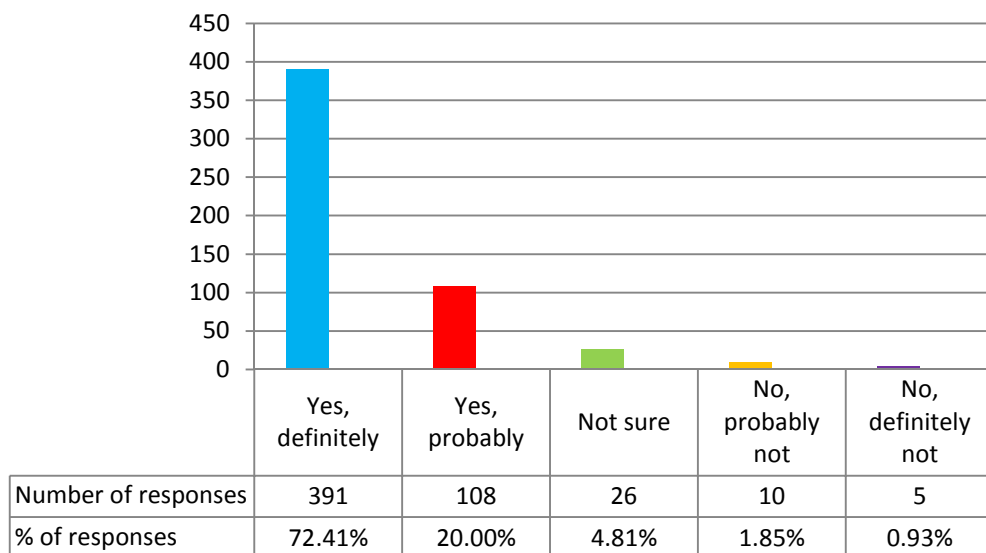


**E. Overall Satisfaction**

**Q14: In general, how satisfied are you with the overall service you get at Marple Cottage Surgery?**

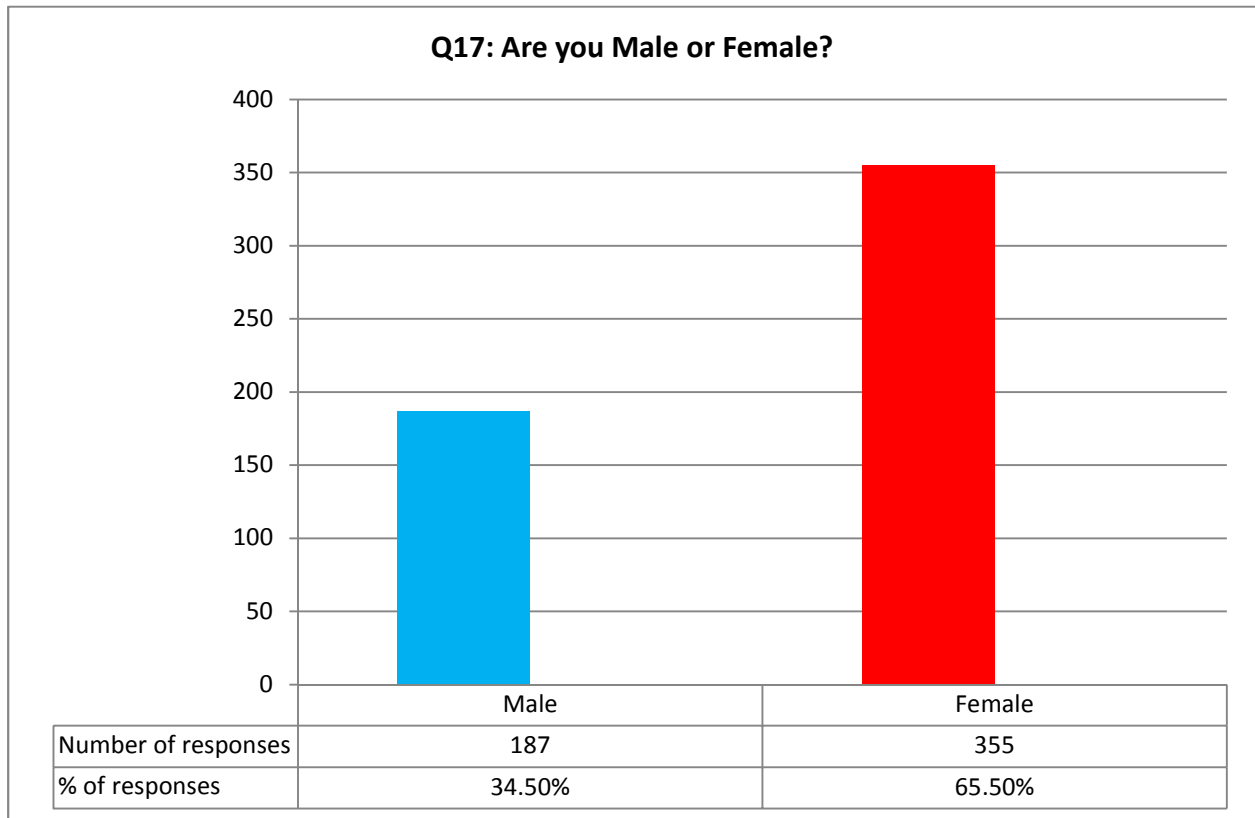


**Q15: Would you recommend Marple Cottage Surgery to someone who has just moved to the local area?**

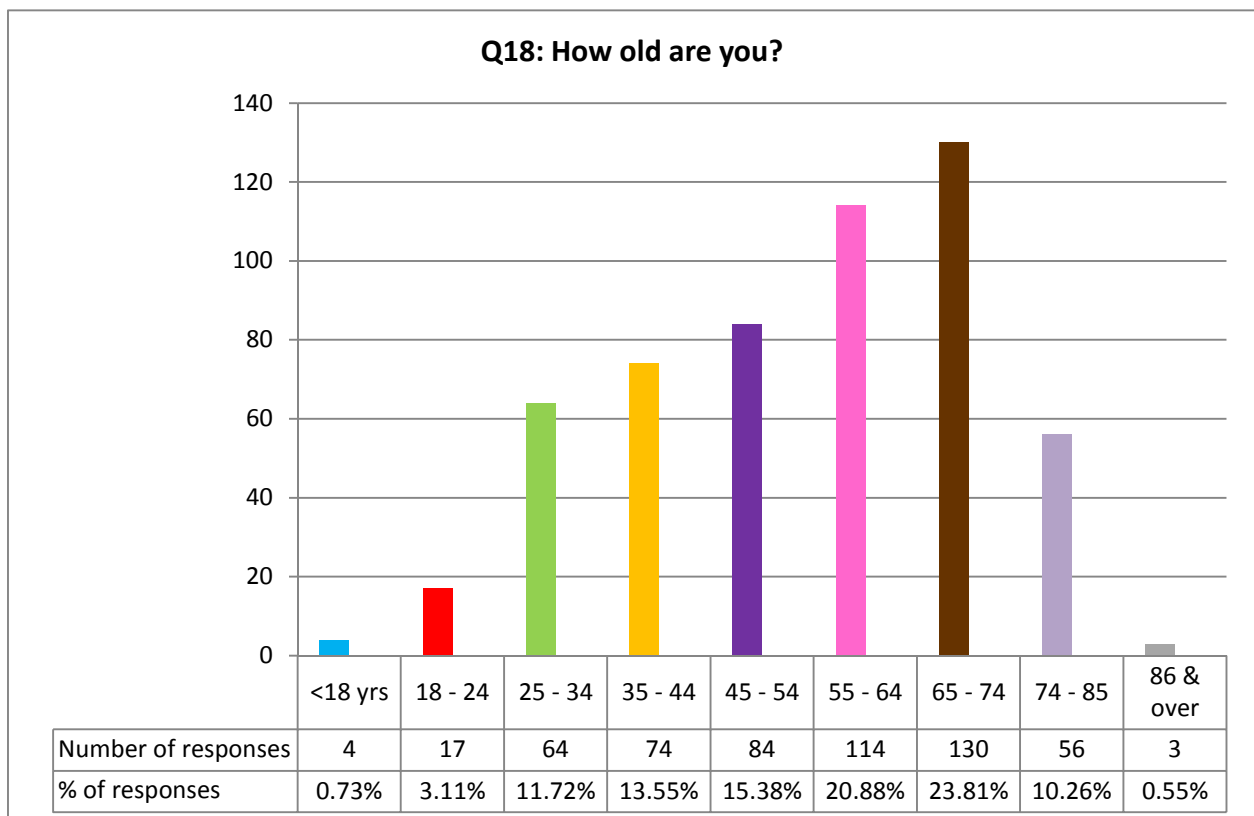


## F. Demographics

### Gender:



### Age:



## Appendix A

### Patient suggestions as to how we can improve the service and overall experience (unedited version of patients comments split in to common categories)

#### Praise / feedback

*I have always found the service at Marple Cottage Surgery to be first class*

*Nothing - an excellent surgery*

*My impression is that the service is very good already, certainly much better than others I have heard about both locally and further afield.*

*I can't think of anything off the top of my head*

*We cannot think of anything that needs improving. Have always been treated with the utmost respect and concern*

*In my experience, you give an excellent service already*

*Nothing, keep doing what you are doing*

*None*

*my nurse was brilliant! Very very good.*

*Our Dr is Dr Johnson and have no suggestions of improvement - excellent service being received thank you.*

*nothing in particular*

*The overall standard of service + professionalism across the whole surgery is excellent.*

*Excellent*

*Nothing*

*Nothing really we have had excellent service over 30 yrs*

*Satisfied*

*I am treated so well I cannot think of anything to improve.*

*Nothing I can think of*

*Excellent patient care, can't fault*

*Just wanted to thank dr wise - an excellent GP*

*Keep Dr wise*

*Fairly satisfied with service at present time*

*happy with the services*

*None*

*Cannot think of anyway improvement gained.*

*Nothing*

*None*

*Quite happy*

*Nothing more*

*Satisfied with service*

*Things okay as far as 9am concerned*

*Service OK*

*Catherine is an excellent nurse!*

*I am very satisfied my experience's have always been excellent.*

*I am a new patient and have not yet come on a visit. My initial experience with the reception was good so I would probably recommend.*

*I have just transferred to the surgery and have found the process easy and everyone so helpful.*

*I think considering what is going on in the NHS I say you do*

*I am very satisfied, I feel that on occasions a doctor should be more available for the telephone advice rather than take up surgery time particularly Out Of Hours.*

Practice response: Thank you to everyone who shared these comments. It is a very difficult job and I am very proud of my team, and we really do appreciate and value positive feedback from our patients. We don't get it right all the time, but we do try!

## Appointment access

*Practice note: We acknowledge that access to appointments is very important to patients, and this is why we spend a considerable amount of time and energy monitoring and trying to proactively manage this demand.*

*Unfortunately in November and December 2013 we faced an unprecedented increase in demand for appointments, at the same time as one of our GPs was off sick (which we did cover through a locum GP). Nevertheless, we are aware that we were not able to maintain our usual 2- 3 days appointments access during this period.*

*Book appointments online*

*Online appointments*

*Practice response: This is available. Please email reception or via the website*

*Email booking of appointments*

*Practice response: This is available. Please email reception or via the website*

*More doctor appointments available. Longer appointments so that you don't feel "rushed through" - no good if you are worried about your condition - leaves you stressed.*

*Longer appointments*

*Practice response: Although we recognise the benefits of longer appointments, both for patient and GP, we also have to ensure we offer sufficient number of appointments each day. If we extend the length of each appointment we would have to reduce the number of appointments which in turn causes delay getting an appointment*

*you can't book an appointment with Dr Hatton more than 3days in advance*

*Practice response: We are aware that Dr Hatton is a popular dr. Please see response below re Preferred GP*

*Access to Doctors, answering the phone to get an urgent appointment.*

*More nurse clinics*

*Getting a same day appointment when it is really necessary as I told reception but was told I had to wait*

*Practice response: If there are no appointments available when you ring but you feel that your condition needs urgent / same day care your details will be passed to a GP to triage.*

*Being able to book an online appointment under a week*

*Practice response: The online appointment system allows you to book appointments up to two weeks in advance*

*Appointments more accessible*

*Have more consultations (by phone?) available, so patients can have their fears allayed, hopefully*

*More Drs, more appointments, longer opening hours*

*More appointments available not having to wait 1 week for a appointment & the doc you see knowing your medical information. On more than one occasion been offered medication that I cannot take.*

*Practice response: All GPs can see your full medical record, so they will be aware of your medication history and any allergies*

*Making sure appointments are on time*

*Not waiting too long to see Doctor/Nurse*

*Practice response: Although appointments are scheduled as ten minutes each it understandable that there is variability in the length of each appointment; some patient consultation are quick, and some take longer. This naturally can lead to appointment delays, but our analysis shows this is commonly no more for 5 – 10 mins.*

*Adherence to appointment times.*

*General appointments available sooner*

*More children appointments*

*Practice*

*Faster appointments.*

*Quicker appointment times*

*Having an appointment cancelled and then not being able to give you a replacement for another week is not good enough. Appointment service needs to be improved.*

*Appointments that are open ie, you can turn up & you can wait for later appointments and sat/sun appointments*

*More appointment slots*

*Had to wait 9 days for appointment*

*Practice response: I am sorry to read that you waited such a long time. I assume these 9 days includes weekends, but still it is below our usual standard. Please see above Practice Note:*

*if feeling ill same day appointment*

*This is the first time I have waited over 2 days for an appointment this is not normal and has never happened in 40 years*

*Practice response: Thank you for your comment. I read this is a positive acknowledgement of our excellent access over the last 40 years. With regard to your first experience waiting over two days, please refer to the Patient Note above*

*Have a system which re-allocates cancelled appointments to those who are waiting - i.e maximise utilisation of resources*

### **Preferred GP**

*Being able to get my preferred GP each time!*

*Being able to see preferred doctor without waiting over 1 week.*

*Being able to see my doctor to build up a relationship.*

*To see preferred Dr sooner, preferred Dr is excellent*

*Choice of preferred doctors is sometimes a problem.*

*Being able to see Dr Johnson*

*Practice response: The difficulties of providing quick access to appointments, AND appointments to a specific / preferred GP, is well known. An individual GP has a finite number of appointment he/she can see in a single day, dictated by the length of the day, the other responsibilities they have (home visits etc), and legislative / good employment practice regarding having necessary breaks.*

*With this in mind it is obvious that is a majority of patients requesting an appointment request the same GP then this GP's schedule will start to be full weeks in advance.*

*Therefore ,although we understand patients like to see specific GPs we do advocate the need to ensure you are happy to see different GPs so that are comfortable to see someone else you're your preferred GP is not available, booked up or on leave.*

### **Premises / Facilities improvement ideas**

*Appointment ready sign in the larger waiting room so everyone doesn't have to squeeze into the smaller one.*

*please could you put the notice for opening times on both doors - it is difficult to read the one on the from outside window*

*Practice response: This has been actioned.*

*Electronic call board in the other waiting room*

*Practice response: We are investigating the costs of this*

*Waiting screen in Nurse Area*

*more online information eg leaflets etc*

*Only suggestion is getting a working TV for reception with news on etc.*

*Practice response: We have installed a television in one of the waiting rooms which is to be used to display health promotion information.*

*Reception not asking personal things in front of people.*

*Would prefer a little more privacy at the checking in counter can be over-heard by patients waiting nearby*

*less intrusive music in the waiting room*

*Turn off the radio! It is annoying and is not calming*

*Practice response: Although I understand that it is difficult to satisfy everyone's preference, we installed a music system, and a glass partition, to prevent patients hearing what people were saying at the front desk. This was as a result of previous patient surveys and with the support/involvement of the Patient Forum*

*With regard to the support team asking questions, this is necessary to ensure that patient requests are actioned appropriately. They should only ask questions pertinent to address the matter in hand and if you feel that this is not the case please inform the Management team.*

*Slightly longer appointments as always feel rushed.*

*A hand wash unit just inside each entrance (Think ahead + stop the spread)*

*Reception desk is very confined, could be expanded so that reception could see waiting patients.*

*Practice response: We have limited space but we are looking into options available*

*In house pharmacy*

*Practice response: Legislation prevents a pharmacy onsite due to the number of pharmacies already based in their local area*

*electronic check-in as always big queue.*

*Have an automated signing in machine - sometimes wait too long to sign in*

*Practice response: we have instigated this before and felt, on review, that we were fortunate not to have regular queues at the reception desk, and prefer the face-to-face contact. Nevertheless, we will look into this again.*

*Water machine*

## **Prescription-related**

*Bring back postal prescriptions*

*Practice response: Many patients post the repeat prescriptions and we return in post in a SEA which they provide.*

*Over the phone repeat prescription requests*

*Practice response: It is custom and practice in most practices not to medication requests over the phone. It has the potential to be clinical unsafe, causes mistakes in wrong medications being issued, it not auditable / trackable and has significant impact on delaying patients getting through on the telephone for other matters*

*We have implemented numerous alternatives including email, fax, online (via EMIS Access), pharmacy to request on patient behalf.*

*Also there is a new system in place called EPS2 whereby if a patient "nominates" a preferred pharmacy we can send their prescription electronically to that pharmacy. Please ask your local pharmacy for more details.*

*My only problem has been passing messages or requesting prescriptions. Some missed by receptionist. However, overall I'm satisfied*

*When emailing for a repeat prescription an acknowledgement email would be good. Saves worrying if you have received.*

*Practice response: We have agreed to send acknowledgements to patients who email prescription requests*

*Changes to medication from hospital automatically goes on regular meds record*

*Practice response: This is a fantastic idea but unfortunately this is not possible at present. We receive discharge letters, with prescription advice, from the hospital either electronically (if from Stepping Hill), or via the post (any hospital other than Stepping Hill). Therefore, in most cases, as the patient has been given a copy of their letter from the hospital they are aware of the medication they need before the practice. This puts the practice under huge pressure when hospitals do not issue the patient with the enough medication and then the patient expects that a prescription will be ready and waiting at the practice.*

## **Telephone answering**

When first came to the practice phone answered very quickly. However, now it can ring and ring for many mins should have more staff or a ringback service after leaving number  
Working at answering the phone quicker, I've waited ridiculous amounts of time to get through  
Sometimes I'm unable to speak to anyone by phone at lunchtime - it's sometimes the only time I can make a call  
More phone lines

*Practice response: Managing a growing increase in telephone demand whilst processing the increasing amount of paperwork that we now receive is always a challenge. Our telephone system does not allow you to hear an engaged tone, and works by "hunting" for the next available line ie a phone that is not in use. Therefore when the phone is 'ringing out' it is not because someone is choosing not to answer the telephone, but simply that they are speaking to another patient.*

*Additionally, there is no exact science to manage this demand, which does vary week by week, nor how to manage the variability between length of time it takes to deal with each telephone call. WE do carry out regular demand and trend analysis regarding the volume of calls, and as a result of the significant increases in telephone calls we experienced in November / December 2013 we have increased the number of staff and amended rotas to ensure a better balance of telephone cover throughout the day (see Post questionnaire Action plan).*

*Telephone access can be affected by unplanned staff sick leave, and unlike some businesses due to the complexities of our clinical systems we cannot bring in "temporary staff" to cover. Fortunately this is not common so we work hard to answer calls as fast as we can. Of course, we need patients' support and help managing telephone demand so that patients only call when they really need to (for example, there is no need to ring to check if a prescription is ready to collect so long as one waits 48 hours, excluding weekends), and use alternative means of communication such as email, or through the online services available through the practice website (eg for online appointment bookings, repeat prescription requests, etc.)*

#### **General comments (operational / service)**

*As I was a carer I felt the NHS / SMBC social was completely disjointed in connection with my late father. Although, the experience was 1st class in relation to Dr / care at the surgery.  
When a specialist in their field makes a referral it would be helpful if a G.P. doesn't question it. The G.P. got the letter in sept after being told I've been referred. I find out 3 mths later I still haven't been referred*

*Online resources i.e. website is not functioning properly I am still waiting on email reply.*

*Some staff to be more caring behind the desk*

*A more understanding at the reception desk*

*Only just become part of the practice*

*I was surprised to be told that the surgery is unable to assist with advice for travelling abroad and vaccination requirements*

*Practice response: The practice provides free specific travel vaccinations under the NHS. Specialist vaccinations like Yellow Fever need to be provided by approved Travel Clinics and these are chargeable. The following vaccinations are all free of charge:*

- *Tetanus/Diphtheria/Polio*
- *Hep A*
- *Typhoid*

*We do not provide the following vaccinations:*

- *Yellow Fever*
- *Hepatitis B\**
- *Rabies*
- *Japanese Encephalitis*
- *Tick Borne Encephalitis*



*Accessibility, genuine interest in health*

*More time to listen to patients, take proper history advise re treatment, medication side effects and investigate the problem.*

*Not enough receptionists, desk not private enough, online services poor.*

*Everything, reception not Good.*

*Answering the phone more promptly and better nursing cover.*

*More approachable receptionist staff in person*

*Increased openness to viewpoints outside of the medical / pharmaceutical system*

*It would be useful if the GPs would talk on the phone about children's symptoms and advice*

*Practice response: We have found that most parents want face-to-face appointments for ill children, and consequently we offer same day appointments for ill children.*

*Over the past 12 months I've seen a decline in the front of house / reception staff care & consideration and more approachable need to be working on.*

*Actioning paperwork, answering the phone, holding back appointments for emergencies, having my previous medical history on system.*

*However, the proposal of further treatment has not been followed up so a further GP appointment is required.*

*Polite telephone manner - more compassion*

*Medical forms are very expensive to be filled out, prices should be revised.*

*I called as I wasn't sure what was wrong & it took 3 hrs for someone to call me back!!! Having someone man the phones at lunchtime as this is sometimes the only time people can call.*

*Sometimes feel reception staff can't be bothered or rush me whilst on the telephone & also find most of the reception staff brusque & unfriendly*

*Practice response: We a large part of our training programme focussed on customer service, and how to manage patient expectations. Sometimes if we are unable to meet that expectation then a patient perceives this as being obstructive, or dismissive. This is obviously not the intention of anyone at the practice, and it is worth remembering that the person you are speaking to may have just had to deal with a very difficult and upsetting situation. An interesting article regarding GP receptionists can be found at the following link: <http://www.dailymail.co.uk/health/article-2081457/There-good-reason-GP-receptionists-grumpy.html>*

*Nevertheless, we will take your feedback and incorporate into our support team training and development plan*

*Better appointments - trained reception staff to answer phone instead of a few*

*Practice response: The Support team (receptionists and administration team) all are trained to answer the telephone*

*Out of hours care for end of life care is poor. I acknowledge not responsibility of the surgery. At such a difficult time it is important to have a good package in place - multi agency + good communication.*