

MARPLE COTTAGE SURGERY

Marple Cottage Surgery Patient Questionnaire Results 2012-2013

Please find below summary of results from Patient Questionnaire campaign

November 2012 – February 2013.

Total number of respondents: 372

153 completed online questionnaires

219 completed paper copies in practice or returned by post

Notes:

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

Not all questions were answered

Some questions invited multiple answers

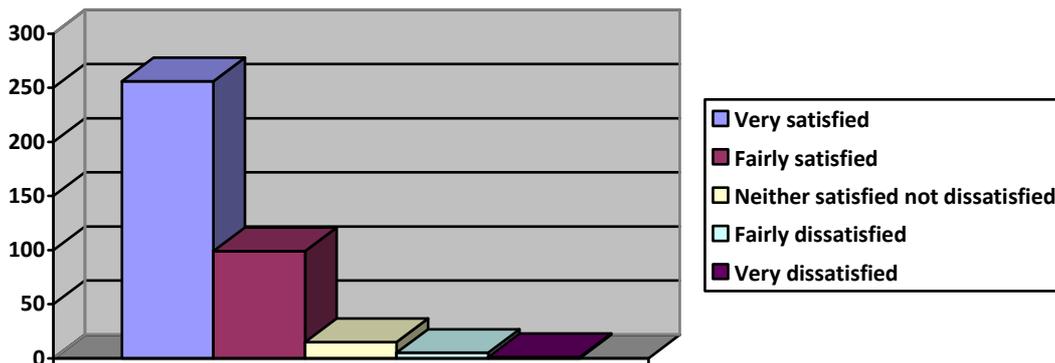
Where comparable questions were asked in a poll conducted via MORI survey (July 2012) the comparative results are shown via bar chart.*

** Department of Health national postal survey conducted throughout the year*

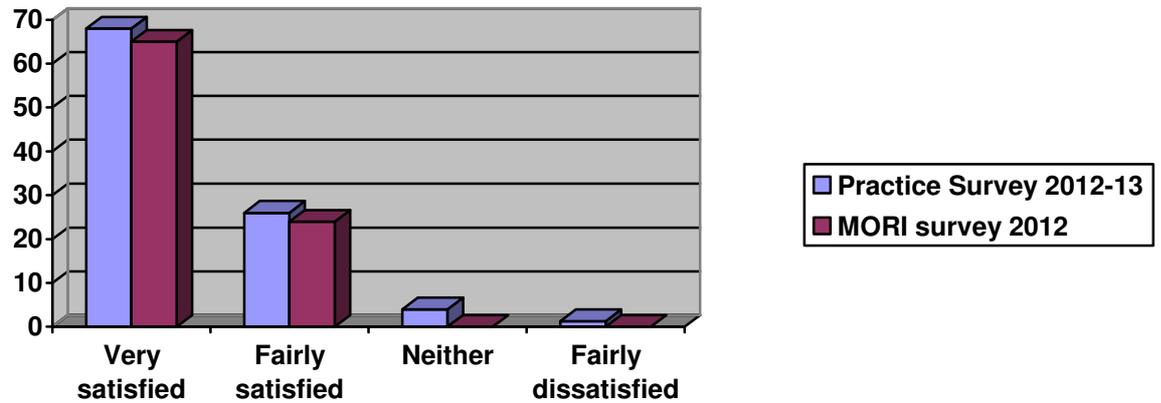
A. Opening hours

Q1. How satisfied are you with the hours that the practice is open?

	No. of responses	% total of responses
Very satisfied	256	68.08%
Fairly satisfied	99	26.33%
Neither satisfied not dissatisfied	15	3.99%
Fairly dissatisfied	5	1.33%
Very dissatisfied	1	0.26%

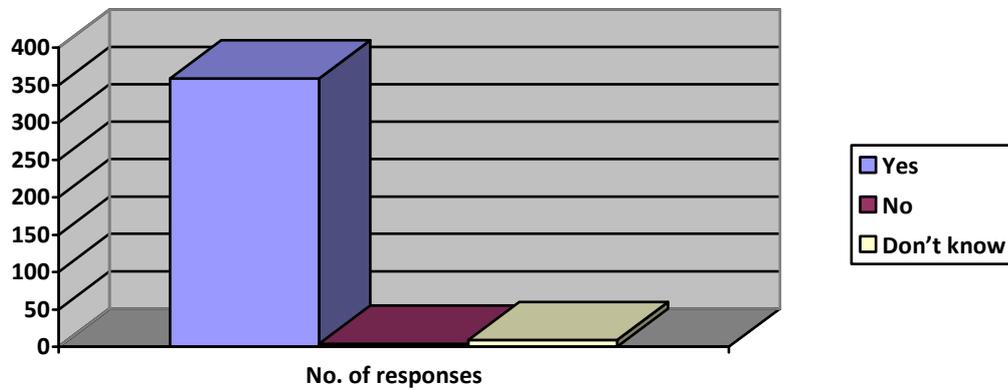


Comparison against MORI survey (July 2012; Department of Health national postal survey) % of respondents



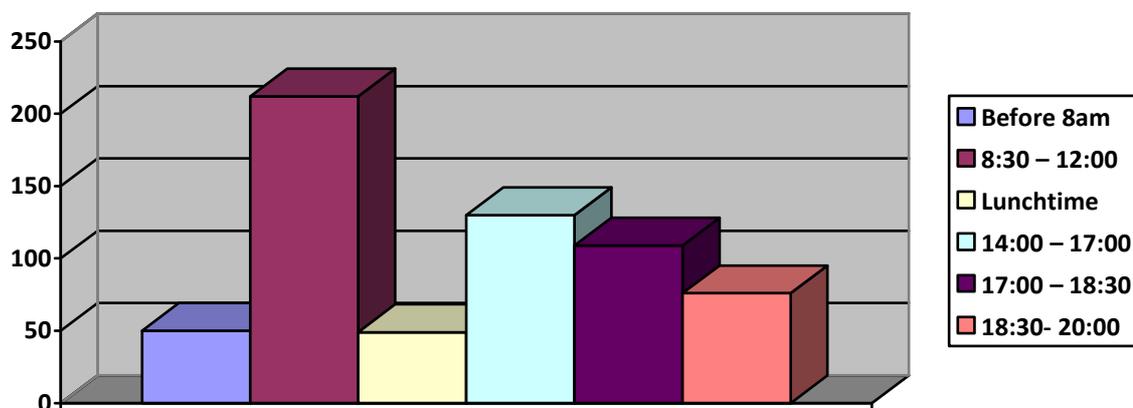
Q2. Does the practice offer appointment times that are convenient for you?

	No. of responses	% total of responses
Yes	359	96.5%
No	4	1.07%
Don't know	9	2.41%



Q3. Which times are most convenient for you to attend appointments with a doctor/nurse?

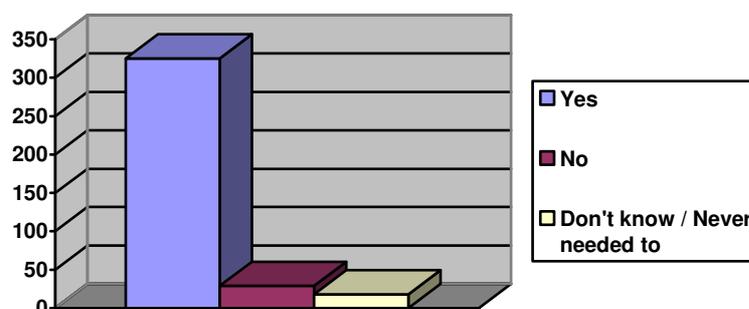
<i>*Multiple answers</i>	No. of responses
Before 8am	50
8:30 – 12:00	212
Lunchtime	49
14:00 – 17:00	130
17:00 – 18:30	109
18:30- 20:00	76



B. Getting an appointment

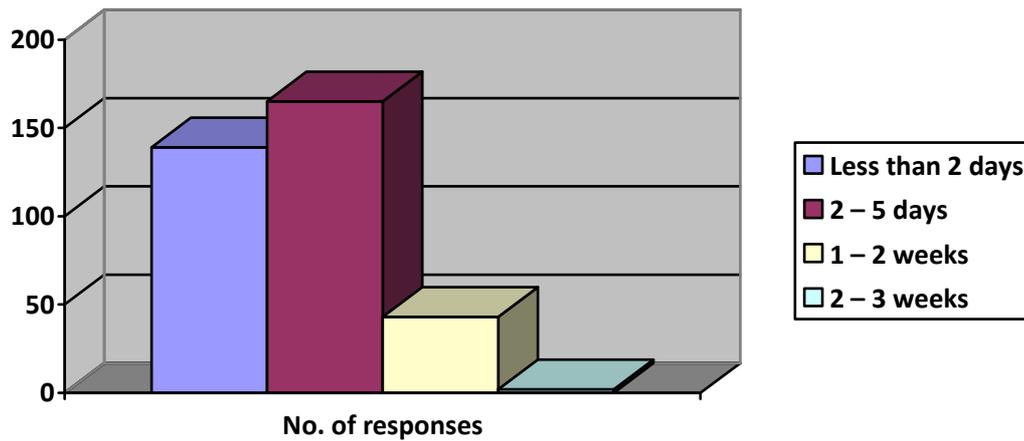
Q4. Last time you tried to see a doctor fairly quickly were you able to see a doctor on the same day or in the next two weekdays that the practice was open?

	No. of responses	% total of responses
Yes	325	87.36%
No	29	7.79%
Don't know	18	4.84%



Q5. Last time you tried how quickly were you able to get an appointment with a nurse?

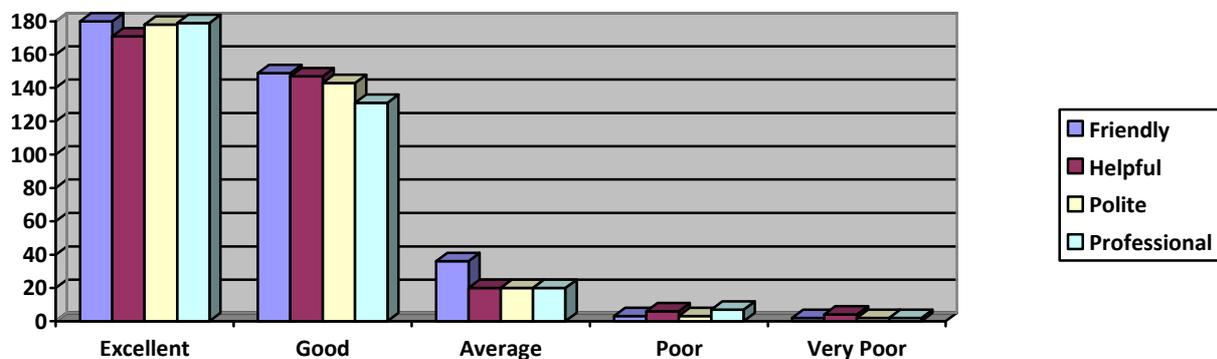
	No. of responses	% total of responses
Less than 2 days	139	39.82%
2 – 5 days	165	47.27
1 – 2 weeks	43	12.32%
2 – 3 weeks	2	0.57%



C. Communication / Customer Service

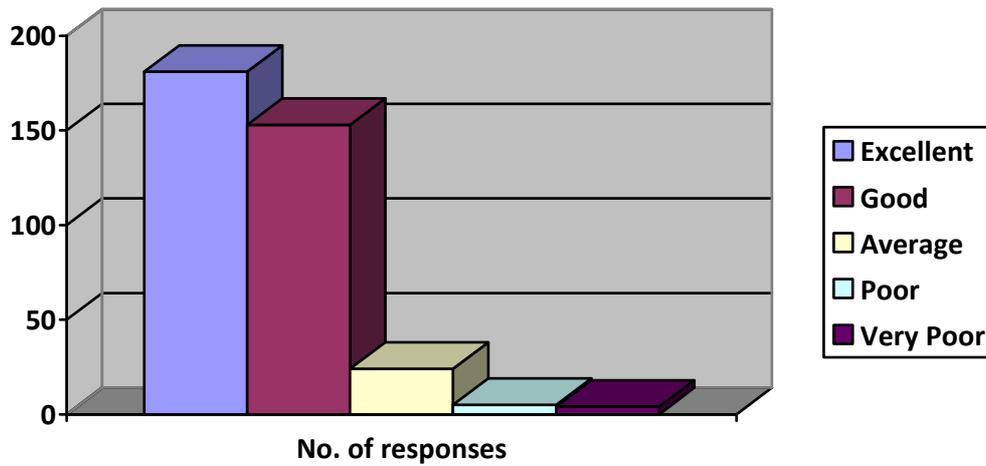
Q6. Remembering the last time you telephoned the practice please rate how the person answering dealt with your query:

	Excellent	Good	Average	Poor	Very Poor
Friendly	180	149	36	3	2
Helpful	171	147	20	6	4
Polite	178	143	20	3	2
Professional	179	131	20	7	2



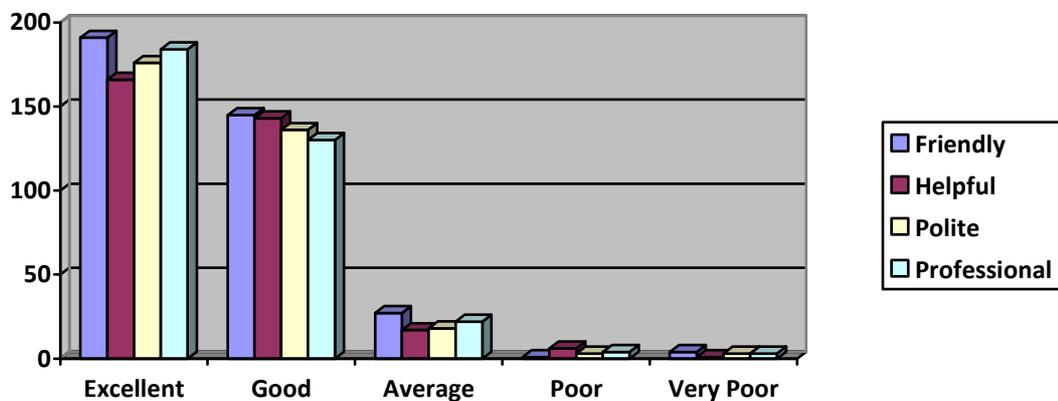
Q7. Please rate how effectively / efficiently the person dealt with the reason for your call

	No. of responses	% total of responses
Excellent	181	49.32%
Good	153	41.69%
Average	24	6.54%
Poor	5	1.36%
Very Poor	4	1.09%



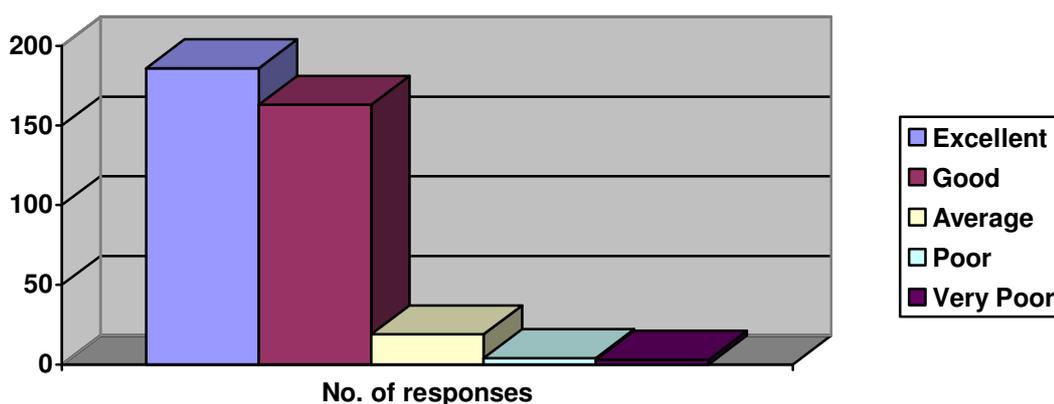
Q8. Remembering the last time you visited the practice please rate the receptionists:

	Excellent	Good	Average	Poor	Very Poor
Friendly	191	145	27	1	4
Helpful	166	143	17	6	1
Polite	176	136	18	3	3
Professional	184	130	22	4	3



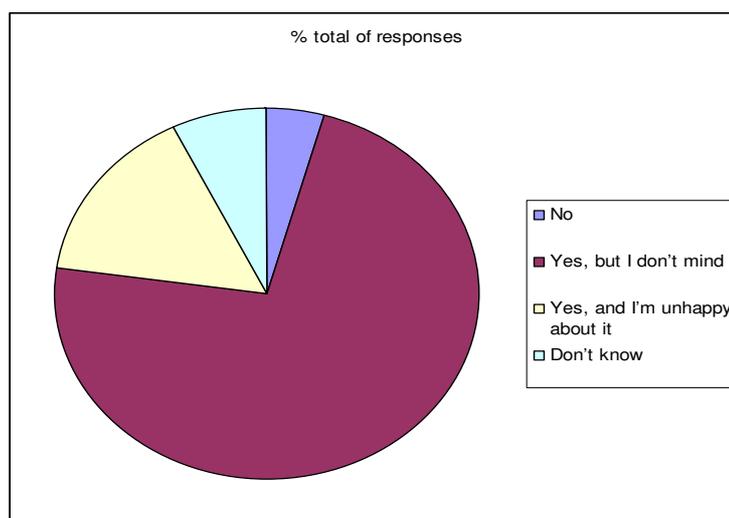
Q9. Please rate how effectively / efficiently the receptionist dealt with / resolved your request / query:

	No. of responses	% total of responses
Excellent	186	49.60%
Good	163	43.46%
Average	19	5.06%
Poor	4	1.07%
Very Poor	3	0.80%



Q10. In the reception area can other patients hear what you say to the receptionist?

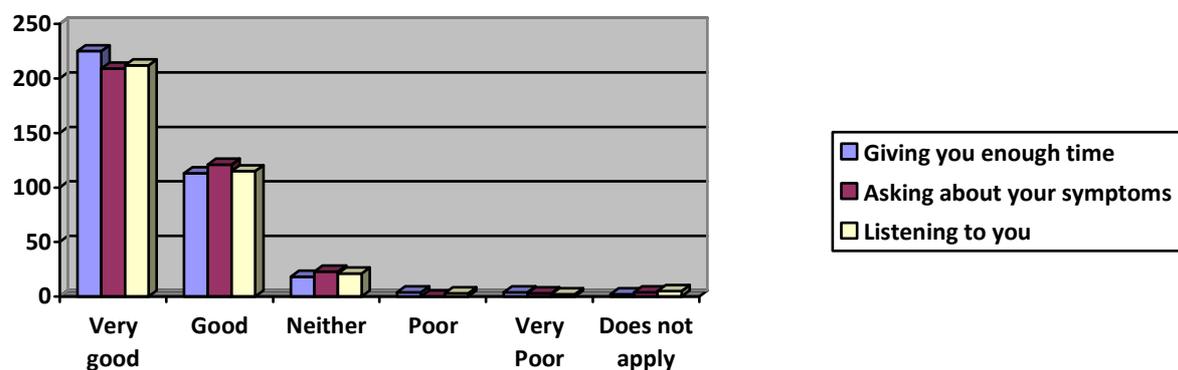
	No. of responses	% total of responses
No	14	4.39%
Yes, but I don't mind	232	72.72%
Yes, and I'm unhappy about it	50	15.67%
Don't know	23	7.21%



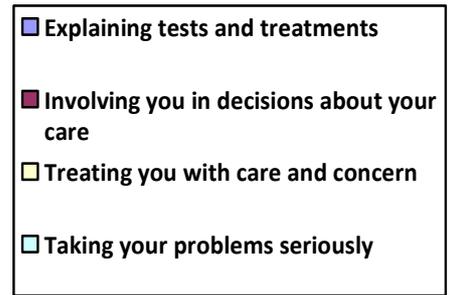
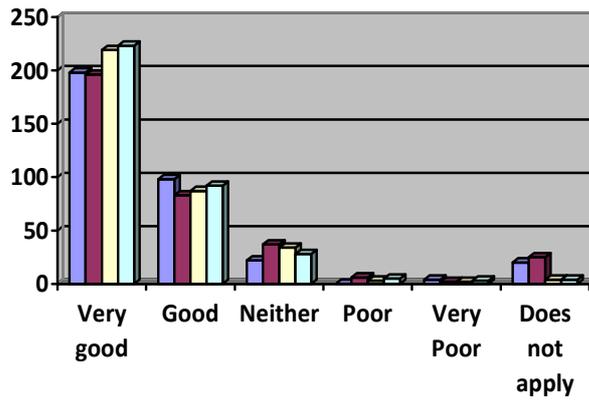
Please write suggestions as to how to improve confidentiality at the reception desk - See Appendix A

Q11. Last time you saw a doctor at the practice, how good was the doctor at:

	Very good	Good	Neither	Poor	Very Poor	Does not apply
Giving you enough time	225	113	18	4	4	2
Asking about your symptoms	209	121	23	0	3	4
Listening to you	212	115	21	3	2	5

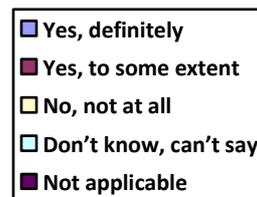
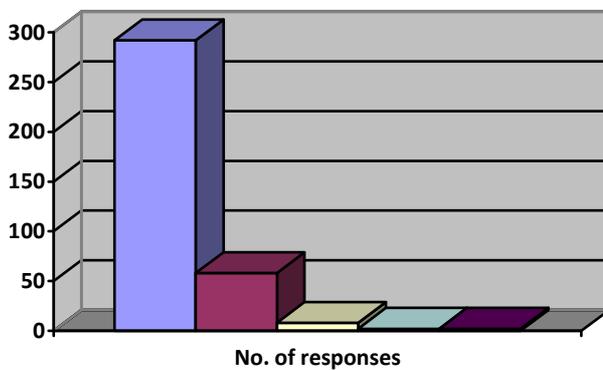


	Very good	Good	Neither	Poor	Very Poor	Does not apply
Explaining tests and treatments	198	98	22	0	4	20
Involving you in decisions about your care	196	83	37	6	2	25
Treating you with care and concern	219	87	34	3	2	4
Taking your problems seriously	223	92	28	5	3	4



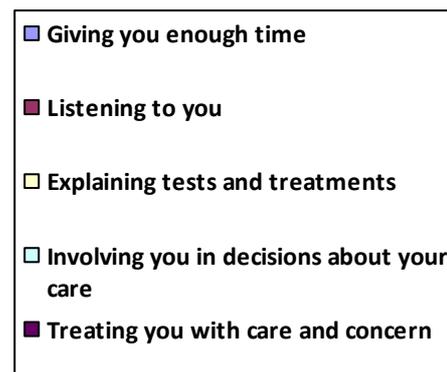
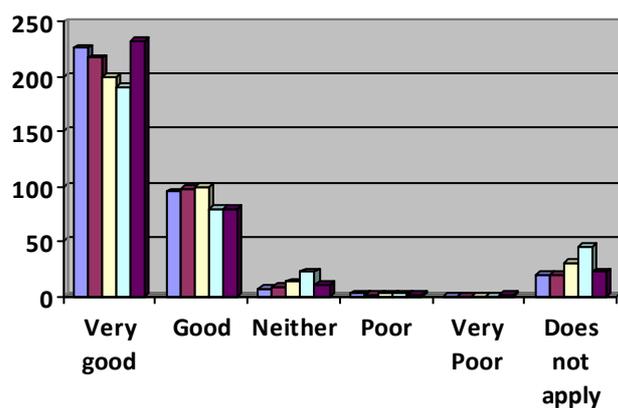
Q12. Thinking about the last time you saw a doctor at the practice did you have confidence in the doctor?

	No. of responses	% total of responses
Yes, definitely	292	80.66%
Yes, to some extent	58	16.02%
No, not at all	8	2.21%
Don't know, can't say	2	0.55%
Not applicable	2	0.55%



Q13. Last time you saw a nurse at the practice, how good was the nurse at:

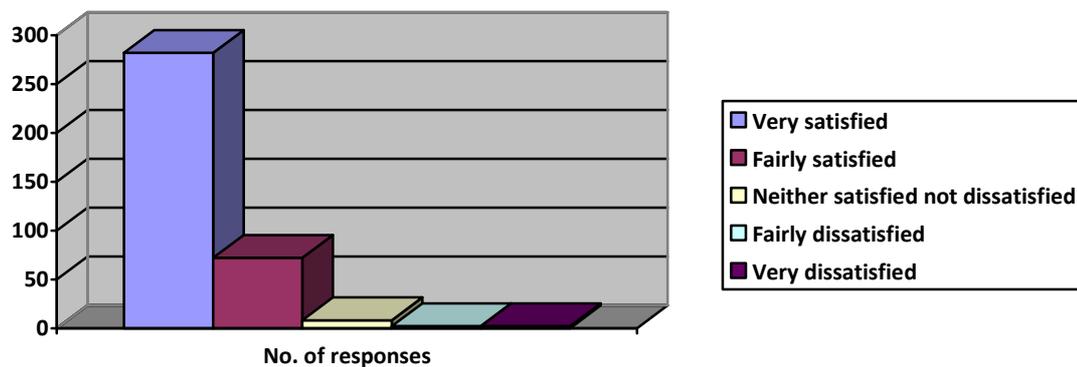
	Very good	Good	Neither	Poor	Very Poor	Does not apply
Giving you enough time	226	95	7	2	0	20
Listening to you	217	97	9	1	0	20
Explaining tests and treatments	200	99	13	2	0	30
Involving you in decisions about your care	190	79	22	2	0	45
Treating you with care and concern	232	79	10	1	1	22



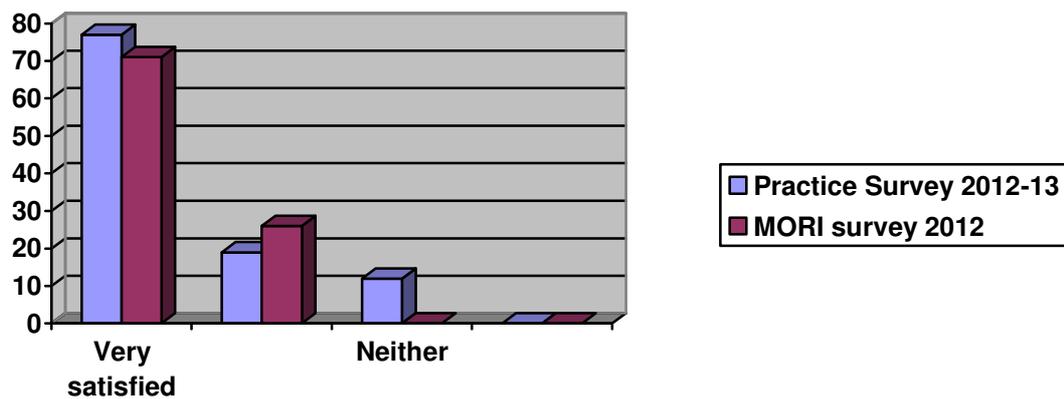
Overall satisfaction

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

	No. of responses	% total of responses
Very satisfied	282	77.05%
Fairly satisfied	72	19.67%
Neither satisfied not dissatisfied	8	12.12%
Fairly dissatisfied	2	0.55%
Very dissatisfied	2	0.55%

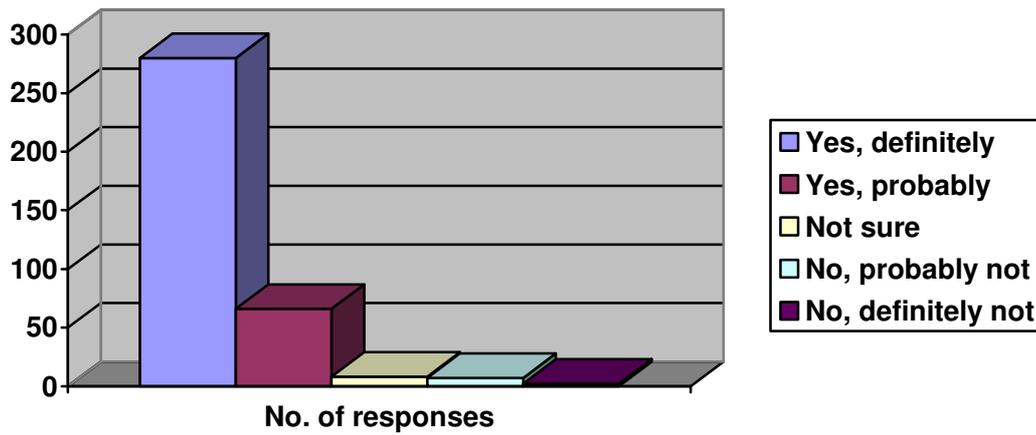


Comparison against MORI survey (July 2012; Department of Health national postal survey) % of respondents



Q15. Would you recommend Marple Cottage surgery to someone who has just moved to the local area?

	No. of responses	% total of responses
Yes, definitely	280	77.13%
Yes, probably	66	18.18%
Not sure	8	2.20%
No, probably not	7	1.93%
No, definitely not	2	0.55%



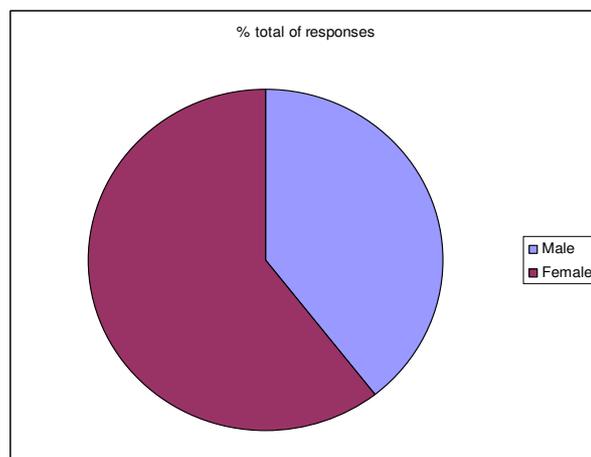
Q16. What do you think would help to improve the service / patient experience at Marple Cottage Surgery?

See Appendix B

Demographics

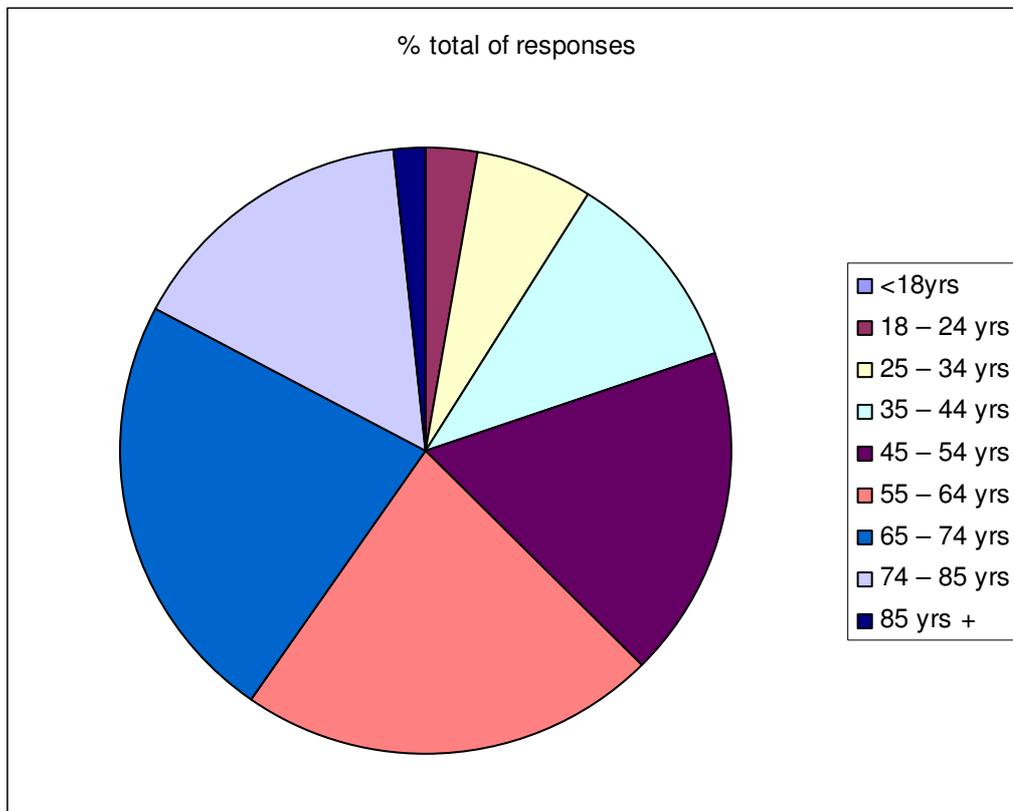
Q17.. Are you male or female

	No. of responses	% total of responses
Male	147	39.51%
Female	225	60.48%



Q18. How old are you?

	No. of responses	% total of responses
<18yrs	0	0%
18 – 24 yrs	10	2.69%
25 – 34 yrs	23	6.18%
35 – 44 yrs	40	10.75%
45 – 54 yrs	66	18.01%
55 – 64 yrs	83	22.04%
65 – 74 yrs	86	23.12%
74 – 85 yrs	58	15.59%
85 yrs +	6	1.61%



Appendix A

Patient suggestions as to how to improve confidentiality at the reception desk

Not sure if others can hear what is said if spoken loudly but isn't a thing I'd worry about, and I don't speak loudly; reception fine for me

Fine as it is

No thank you – it is excellent as it is

Maybe a sign not allowing anyone to approach the desk when the receptionist is with a patient / on the phone.

Maybe have room you could offer the patient to ask the questions if possible

Better screen of the area to sound proof reception area

Simple: receptionist to ask patients if they need a chat in private

White line system, as in airports

Talk in lower tones

Foot prints

Place a notice at reception saying there is a private room available

Some area set aside to discuss confidential issues

Unsure with current layout;

Screen off far end? So people have a choice

To be able to talk to a receptionists without other patients listening

Individual booths at reception desk

Narrower desk so only one person can approach; partition between two receptionists?

No because chairs are too close to desk – would have to make it a separate room

Put desk on other wall where door is

It would be good to identify a receptionist to which you could refer back any conversation; ID badges would be useful

Electronic log in / arrival may free time for reception

If the reception desk was not directly adjacent to the downstairs waiting area.

If I have something confidential to say the reception staff will take me somewhere private

Auto Check in may reduce numbers at desk who can overhear more detailed conversations

Make the reception area more closed off, as sometimes you can hear the receptionists discussing things with patients on the phone.

OPEN UP THE SIDE OF THE OFFICE WITH A RECEPTION SUCH AS THAT ON THE FRONT AT PRESENT. THIS WOULD ALLOW TWO RECEPTIONISTS TO

TALK TO PATIENTS IN DIFFERENT PLACES AVOIDING THE CURRENT SIDE BY SIDE SITUATION WHERE CONVERSATIONS CAN BE OVERHEARD

Not sure, maybe phone booth canopies?

A partition on the counter between the receptionists would perhaps help.

I cannot remember needing a confidential talk at reception. I usually just give my name and appointment time.

A glass privacy wall would help.

Sound absorption screen not a hard surface

Option to speak in another private area away from main desk

It is always difficult in a medical practice but care should be taken not to talk loudly about the reason a patient is attending. The subject should be avoided where possible, as they can be sensitive issues. This can be forgotten when receptionists are busy.

I had the courtesy to stand back whilst a patient in front of me had her request dealt with. Others are less considerate. It would be good if telephone calls were managed in a back office environment as a number of personal details are gathered to ascertain that the person calling is who they say they are and in then dealing with their enquiry. Reception staff can unwittingly speak louder on the phone - which is audible to others in the waiting area.

I'm not sure it can be improved except by not allowing the next person close to the desk until the last person has finished.

Better partitioning or even better still move the waiting area away from the reception desk. It was better when you waited in the conservatory previously. Personally, I do not feel the need to change the reception desk at all, but for those people who require more privacy, you could install two or three partitions on the patient side, to provide confidentiality. This would negatively affect the friendliness the reception area, and therefore the approachability of the practice as a whole.

I don't think you need to improve confidentiality because if we want or need to talk in private we only have to ask.

Area where you can speak confidentially say where the door is? Is it possible to access the reception area from another direction or would this involve major building works?

A notice allowing for a private conversation ?

At the moment there is a screen so if you are sat in the reception area a discussion would not be easily overheard

Glass / soundproof divisions on the reception so that two people can be seen together in private or open up a side counter

The waiting area would ideally be better situated away from receptionist desk.

Locate window away from waiting area where door is now.

I haven't had a situation where I needed absolute medical confidentiality. If I did I would ask for privacy(I think I have seen a notice offering this)I am never happy giving name address anywhere in public but cannot think of any easy solution to that!

Could possibly have the area immediately round the reception desk between desk and glass screen made so you have some sort of screen either side of you and possibly remove the glass partition behind you when at reception desk. E.g as you stand at reception desk u have the two receptionists you could have a small screen at either end and small one in middle making it more private when talking. Screen would only need to be about 3ft deep and as high as current screen

You could close that glass partition, in front of reception, at one end and place a tall door at the other end, otherwise an anechoic effect may be implemented with acoustic wadding on the partition (you will lose transparency!), walls and ceiling above. I would need a closer look to be sure what to recommend.

a partition between the 2 receptionists, like banks have, would give more privacy when at reception and a 'please wait here until next receptionist is free, would keep other queuing patients further back.

only by complete separation of the reception area from the waiting area

Difficult, as you are restricted by space. Usually there isn't too much of a problem, but when people are sat in the waiting area opposite the reception desk you become aware that conversation is not private.

Not sure it is possible

Screened booth / area adjacent to reception

Practice response: Privacy and confidentiality are important to us. We have, with the advice/support of the Patient Forum, implemented initiatives to help improve this such as installing a privacy screen between reception and the waiting area, and playing music in the waiting rooms so that conversations at the desk are less easy to hear.

However, there is always the possibility that the person at the desk may be overheard by either the patient who is also being dealt with at the desk (we have two receptionists at the reception to avoid queues) and / or someone waiting to be dealt with at reception.

We have posters on the reception desk advising that patients can request to speak to someone in a private room if necessary and we have a policy that reception will, whilst on the telephone, avoid identifying patient details.

We think that it is a good idea to try a notice near reception asking patients not to approach the desk whilst receptionist dealing with someone

Appendix B

Individual patient comments (anonymised / unedited) with practice responses (where appropriate)

Feedback / praise

I have never been to a drs that has so much care and professionalism; fantastic!

Think we are very lucky to have such a good medical practice

Very satisfactory – well done – best in the area

Have always felt comfortable when visiting the surgery

Superb

Happy with the service you provide

I have been with the practice since it first opened so it must be good

Very pleased with the service and the fact that I can make online appointment bookings

Don't try to improve on a scheme that is near perfect!

Cant think of anything – most problems now are that there are too many people and an ageing population, putting doctors and nurses under pressure; there is simply no time to be friendly

I am satisfied; its excellent already

Stay as you are

Very efficient

I'm very happy with things as they are currently

Don't mend what is not broken

No suggestions really we have always been happy with the service provided here

The Drs I see are excellent

Excellent service already – keep it up

I am quite satisfied with everything

The offer of a second opinion would dispel doubts

Very good service

No complaints at all

I am completely satisfied with the service that I already get

The service is excellent, earlier opening times would help.

The reception staff are excellent, they always go the extra mile.

The nurses are excellent, as are the Doctors.

Customer service / patient experience

Music in the waiting rooms

Practice response: We have music in both waiting rooms on the ground floor but have not implemented upstairs due to non-clinical staff working upstairs.

Not easy, the realisation that your staff are working 'flat out' and patient expectation is rising all the time - plus access to the internet has made too many of us 'know it alls', means that you are continually fighting to keep up - I don't envy you at all!! But, I do feel that I am receiving better care and, generally, treated with better respect than my experiences at other practices. I can see that your staff are trying very hard to maintain a professional attitude even when rushed off their feet and towards the end of the day it gets harder.

Practice response: Thank you for your sentiments. It is a very difficult job and I am very proud of my team. We don't get it right all the time, but we do try!

Better availability of nurses for minor treatment eg ear syringing
Trying to call the surgery can sometimes take ages to get through. More receptionists to answer calls

I think it would be helpful for the surgery telephones to be covered over the lunchtime period.

Calls answered more quickly, perhaps the receptionists on the desk should not be answering calls at same time as booking people in.
Sometimes I have had to wait quite a while for the phone to be answered. I think that response needs to be quicker

Practice response: We monitor the telephone demand and we've seen an increase in patients ringing the practice. We need patients' support and help managing this 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)

Also we encourage patients to use alternative means of communication with the practice e.g. email, online appointment booking etc, as this reduces the number of telephone calls we receive and the faster we can answer the telephone.

Nevertheless we have plans to increase the number of staff available to take calls as from mid-April 2013

We are fortunate to have such excellent receptionists. The whole practice depends so much on their professional and helpful way they deal with patients

You have two excellent receptionists, the others should take their eyes away from the computer screen when they speak to you and not act as if you a hinderance to their 'computer' studies! At reception, you just don't get the impression from the receptionists that they are there to help. You first have to wait - they don't say anything like "will be with you in a moment Sir/Madam" - so you shuffle your feet feeling embarrassed and forlorn not knowing if they have acknowledged you there or are waiting for you to cough or something. Just needs to acknowledge that your there if they are busy and do it with a smile

Practice response: It is our intention to offer an excellent patient experience, and we have weekly team meetings for training and reviewing issues where we can improve. We have listened to your feedback above and have re-discussed with the team the importance of eye contact when dealing with patients, and planned regular customer service training within our support team training and development plan

Not ask the patient 'what' they are here for; isn't that the job of the dr

If the receptionists weren't rude and asked questions beyond their job.

If you didn't have to argue with them to see a doctor and not the nurse, and the receptionist didn't think she was a doctor and discussed your condition on the phone

I'm unhappy with confirming my name and address

When you ring the surgery for an appointment it would be appreciated if the receptionist would not ask why you want to see the doctor as I feel this is confidential and I don't think the receptionist has the right to know.

Prefer receptionist not to repeat my name when I call

Practice response: It is not always possible to speak to a GP (we think it is unfair to interrupt another patient's consultation with a GP unless urgent) so the receptionists have been trained by the GPs to take specific information from patients to determine who to refer to. The reception team will never make a clinical decision. It is practice policy that receptionists do not, unnecessarily, repeat identifiable information when a patient calls. We will add this to our training plan

Reception staff given training in customer care; the initial contact at 'The Cottage' is not always welcoming and discreet.

I feel the receptionists could be a little more friendlier when answering the phone. At times it feels like they are being 'put out', or interrupted by your call, by one of them in particular.

Receptionist should be smiling

Practice response: Agreed, but it is worth remembering that they 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>

Would be helpful when you book an appointment if you could be made aware if the doctor you are seeing is upstairs as sometimes it can be difficult for some people to get up there as they are narrow and steep. Also I have been and had no choice but to bring my 2 young children and it can be very difficult to carry one up while trying to help the eldest up the stairs. If it would be possible when appointment is booked and they ask you if a certain time is ok could they also mention that the appointment would be up upstairs. Just to make people aware in case this did cause a problem then the patient could mention this at time of booking appointment.

Practice response: We shall discuss this with the support team. We also plan to change our room rota so that we use the upstairs consultation rooms less, and more appointments are provided on the ground floor

Please don't give early or late appointments to people who've retired. It would be simple to ask if a patient was retired and not working when booking and would mean that early/late appointments could be reserved for people who do have full time jobs - especially if the surgery won't be offering additional early or late clinics. I have no complaints about the speed with which I get can appointments, if I can be flexible about the time however.

Have a system whereby people who cannot get an appointment are offered cancellations.

More flexibility in terms of appointments time. Not seen as 7 minutes late, then next appointment, seen 12mins after appointment time. Doc couldn't listen to all my symptoms as she had run out of time

It is disappointing if we can't go the practice website to get the results of the questionnaire

Practice response: The results will be on the practice website by 31st March 2013

More toys for children

Practice response: we limit the number of books /toys at the practice as it is difficult to adhere to specific health and safety and infection control rules.

Sometimes there is a delay with repeat prescriptions which can be inconvenient
Being able to phone for repeat prescriptions as the online service doesn't work

Booking with the Nurse on-line. asking for ID when giving out repeat prescriptions but that would also mean some system where a patient can nominate someone else - but they too would need ID.

Practice response: Many years ago we stopped accepting medication requests over the phone (as did many practices) as it is clinical unsafe, and also causes delays in answering the telephone.

We have implemented numerous alternatives including email, fax, online (via EMIS Access), pharmacy to request on patient behalf. (We no longer use the online form on the website as most patients use email or the EMIS access facility)

That you greatly improve your internal communications with regard to sharing information sent to your practice from external sources such as hospitals so as to ensure when patients enquire for example as to external examination results, your front of house people are aware of having received such things and are able to effectively respond to patients enquiries positively and accurately. Particularly when a patient may be extremely concerned as to the content of those results.

Practice response: We have no control over what and when we receive communication from hospitals, external organisations. Many patients believe we have a unified record, but this is not the case. We are equally frustrated when, for

example, patients are discharged from hospital and we have no information about the reason for their admission.

To have on the website which doctor is on email consultation on that day.

Practice response: All the doctors accept emails any day. If they are not in that day you should receive an automated message to inform you.

Would be more than happy for the practice to extend it's involvement with medical students. I experienced this recently whereby my initial consultation was with 2 students who then referred to a Practice Doctor. I was pleased that the surgery is positively supporting medical students

Weekend appointments More treatment available on site rather than having to go elsewhere - more of a " one stop shop " !
Better soundproofing in rooms on car park corridor - can sometimes hear stuff from nurse rooms .

move the surgery

Fitness/health/weight forum for the over 65s

repeat prescriptions taken over the phone

Perhaps the opportunity to know more about alternative solutions and seeing specialists even if that meant some payment

Extending doctor surgery periods towards end of block of appointments to try and prevent delays in waiting - say staggering 10 - 15 mins to absorb waiting time. It will reduce number of appointments with specific doctors but will prevent some patients moaning about how long they have to wait.

The only negative I have experienced of late is that my husband is in the process of changing to Marple Cottage Surgery and the length of time it takes for paperwork to be processed from one Doctors surgery to another is incredibly slow.

Would be good to have more nurses appointments available after 5 p.m. as otherwise I have to make time up at work.

Why have a manned reception desk on evening appointments if you are not going to answer the phone. I tried several times to let someone know, out of courtesy that I might be late for my appointment. Answering my call might have saved me an unnecessary trip if the dr wasn't going to see me. As it was, I had to come into the surgery to find out. I felt guilty about wasting the Drs time but powerless to do anything about it.

Practice response: We have manned desk to book patients in who attend for appointments. I hope you can appreciate that we do not have the staff/resources to take telephone calls 8am – 8pm. As a practice we are obliged to pay the Out of Hours service to provide telephone and urgent clinical care from 18:30 Monday – Thursday, and 18:00 on Friday.

Saturday morning opening -0830 - 1230, after all, the Doctors are paid much more now thanks to the stupid Labour party and do less callouts and less hours!

Practice response: We offer Saturday morning clinic once a month, and provide evening surgeries until 8pm on Tuesday and Wednesday in response to patient demand; more patients prefer evening appointments than weekend appointments.

Better magazines

Better reading materials and more choice which I have raised before. Even the free paper would be better than the womans magazines that are the only thing to read currently.

BETTER MAGAZINES FOR MALE CUSTOMERS - HOW ABOUT A DAILY NEWSPAPER

Email updates re opening times

Be able to book an appointment online with a nurse

Practice response: Unfortunately the clinical supplier you who enables online access does not have enable the ability to book nurse appointments due to the variability of appointment type and appointment duration

More information by e-mail - newsletter

Premises

Have a lift fitted to first floor for people who need help

The only improvement for me personally would be a lift to the upper floor. I have a 15mth baby and a pram. Also this facility would be useful for wheelchair users.

General access, but doctors are flexible if you can't manage stairs. Parking is not always easy. Difficult to solve in that location, but still very much superior to the previous location.

Steps up from the car park

Practice response: We did investigate the feasibility of a lift but it was deemed very difficult due to the layout of the building, and very expensive. Consequently we ensure a room on the ground floor is available if a patient finds it difficult to go upstairs.

That said, we plan to change our room rota so that we use the upstairs consultation rooms less, and more appointments are provided on the ground floor

Additionally, with reference to the wheelchair users, we have recently redesigned our car park / front door entrance to make DDA compliant by replacing steps with a sloped walkway with grab-rails, and installed an electronic door opener

More comfortable waiting area

get someone to fix the back door (draught excluder) its murder on my legs in winter, with my problem.

Practice response: This has been fixed

No where to shelter if you not in a care and have the first appointment after opening am / pm

Practice response: There is a sheltered area at the top of the steps at the car park entrance

Clinical

Giving more time with the nurse

Practice response: Our nurse appointment times are variable according to the procedure booked in. We find that the current appointment timings ensure that we can efficiently manage patient demand.

Better listening and advice by diabetic nurse

Only problem I've had was with a particular nurse who was unprepared when I went to see her and didn't read the consultants letter properly

Treatment for minor injuries

Practice response: We currently provide a range of minor surgery procedures but we are not commissioned to deal with minor injuries

An area I'd like you to consider looking at is test results. Often the process is if you don't hear anything, then you can assume all is ok. I would personally like to be sent an email to confirm the results proved negative.

Practice response: We think this is great idea. We don't have a system in place to manage this but we will look into feasibility.