The Village Surgery
2014 Patient Participation Survey Results

Introduction:

The practice carried out a patient survey during February 2014. The survey was to review patient's views on the practice, its staff and services. It was run alongside of the newly introduced Friends and Family test and was therefore a shorter survey than the one carried out in 2013.

Methodology:

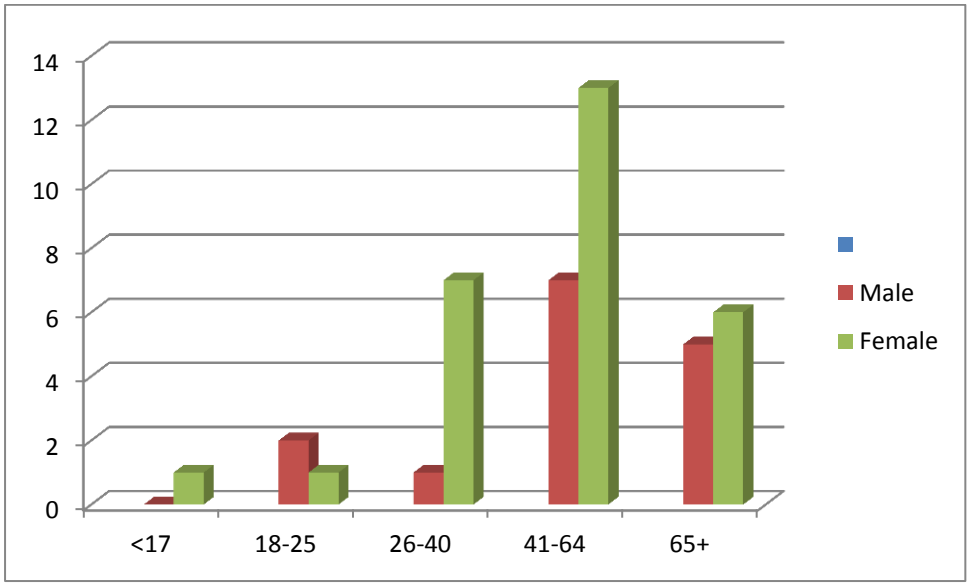
A cross section of the practice was surveyed with 100 surveys being given out by the reception staff at random to patients when attending the surgery for an appointment. All questionnaires were anonymous and returned to a sealed box held on reception. The survey consisted of 9 questions and 1 comment box for patients to complete.

Response rate and demographic:

Of the 100 surveys given out 43 were returned completed. The ethic group of all the questionnaires completed were white British.

Figure 1. Shows the number of people who returned the survey based on age and gender.

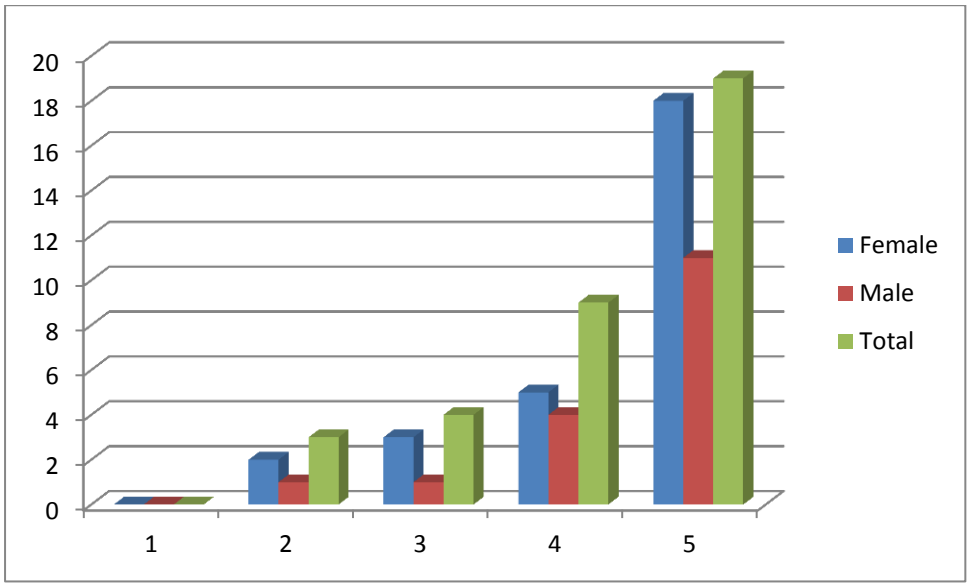
28 of the questionnaires were completed by females in relation to 15 from males. The age range 41/64 females returned the highest number questionnaires at 13. This may be due to this age group accessing health care on a more regular basis which is backed up by the number of females stating that they attend regularly being the highest response. No questionnaires were completed by the under 17 male age group. This may be due to this age group rarely attending the practice and therefore not completing a questionnaire.



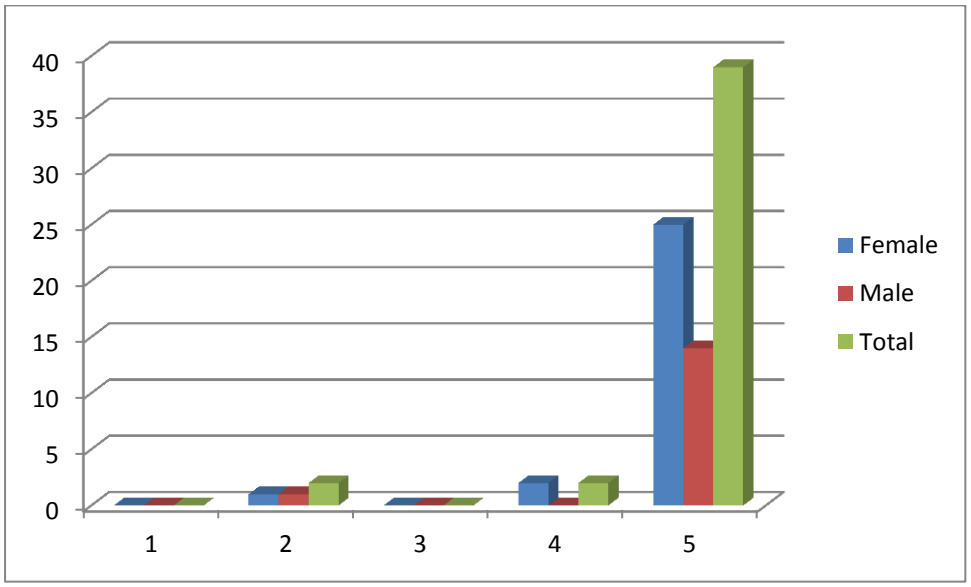
Questionnaire Responses.

1 How would you rate the services at the surgery? On a scale of 1-5 (1 = poor – 5 = excellent)

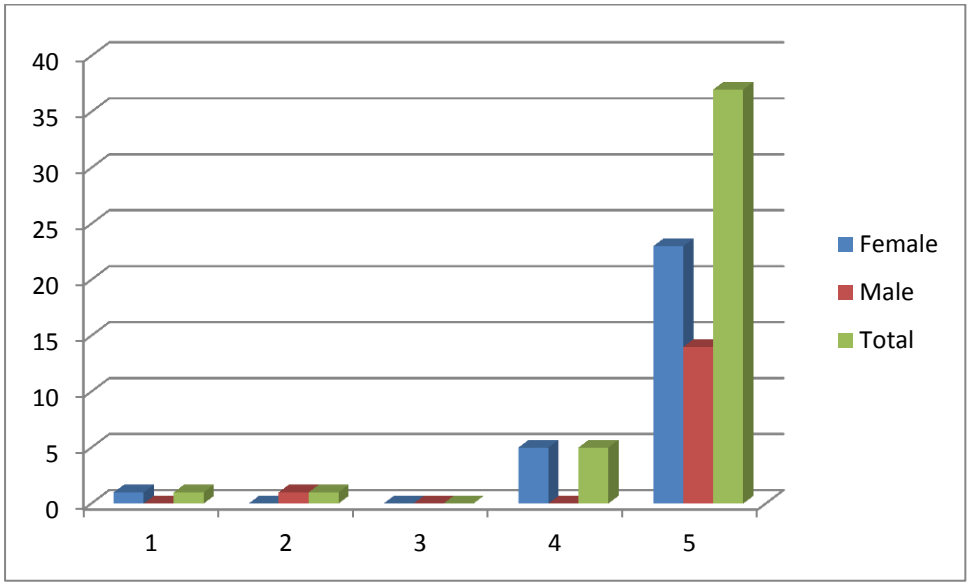
1a Ease of getting an appointment



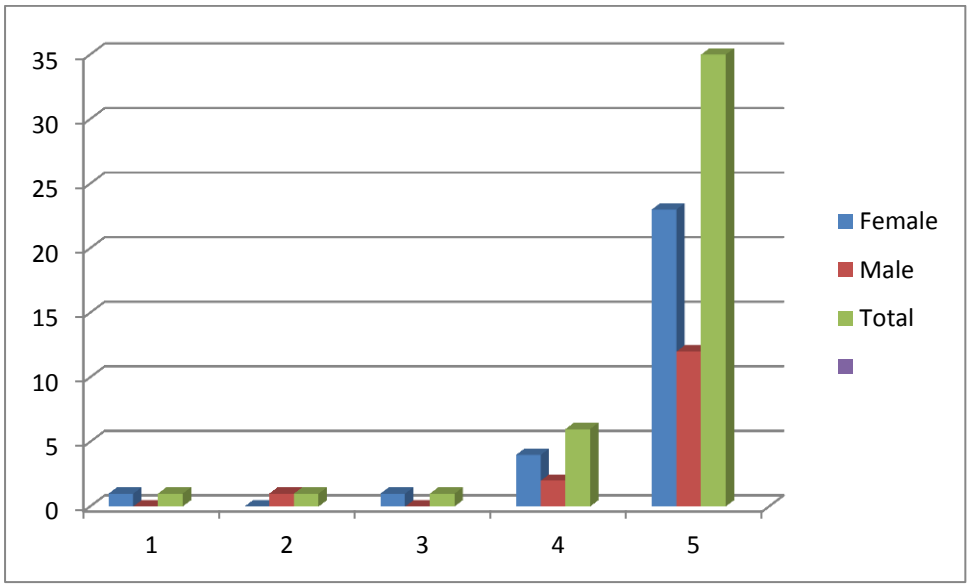
1b Friendliness of Reception Staff



1c Cleanliness of the Surgery

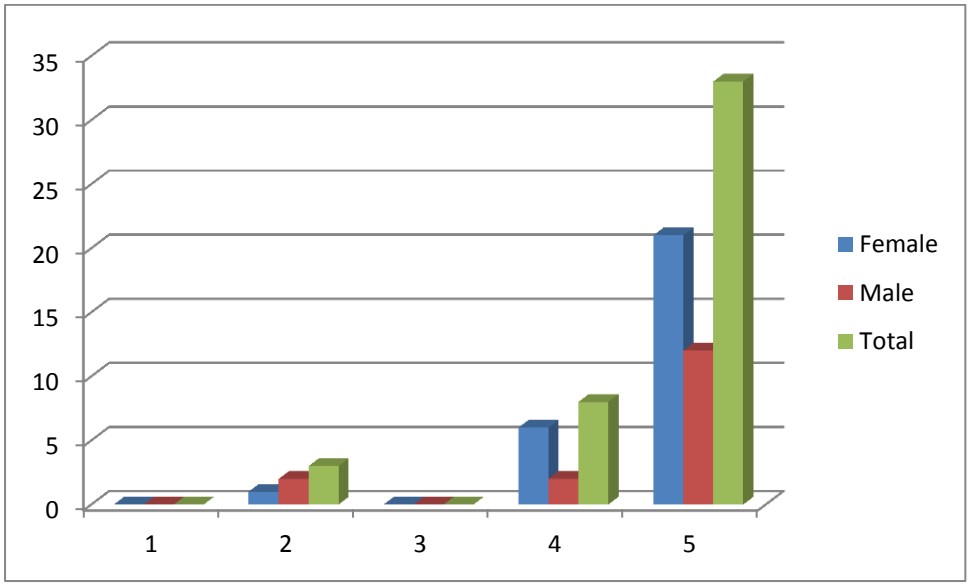


1d Facilities at the Surgery



Question 2

How would you rate the overall service of the practice?



Question 3

This was a free text box for patients comments. The majority left this box empty or simply wrote nothing in the box. The following are the responses received:-

Gender	Age group	Comment
Female	17-25	Waiting times to be seen
Male	17-25	Nothing
Female	<17	Get appointments quicker
Female	26-40	Nothing
Female	65+	would not change anything
Female	65+	I don't have any problems
Male	65+	Earlier appointments if possible
Female	41-64	Sometimes you get an appointment but have to wait quite along time to see the doctor

Question 3

How often do you come to the practice?

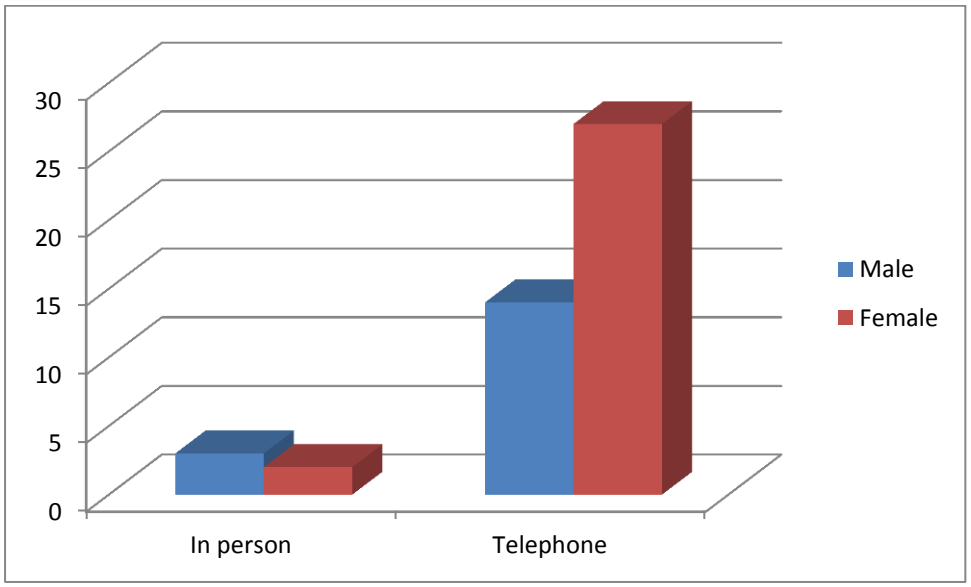
Regularly, Occasionally or Very Rarely

Female response:- Regularly = 12, Occasionally = 11 and Rarely = 5

Male response:- Regularly = 4, Occasionally = 9 and Rarely = 2

Question 4

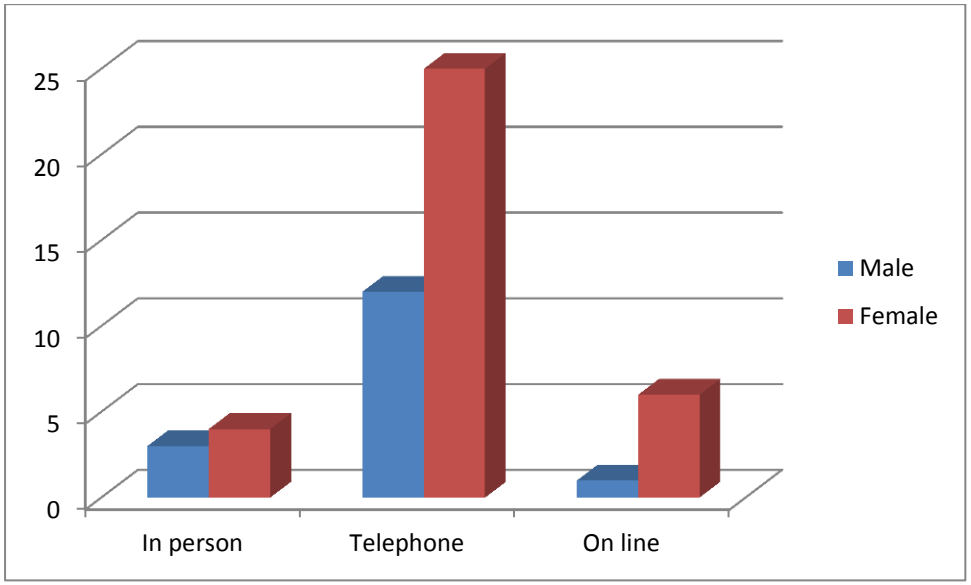
How do you normally book an appointment?



Within this some patients tick both options.

Question 5

How would you prefer to make an appointment?



Within this some patients tick more than one option.

Practice Response to the comments.

The practice is extremely pleased with the fact that the majority of the comments were positive, and could not find any problems with the practice.

With response to the comment about getting quicker appointments; this could depend on the time of day someone rings for an appointment or whether they wish to see a specific doctor. All emergency requests should the practice have no free appointments are triaged by the Practice Nurse and dealt with accordingly. At this present time we do not have an access issue, if patients are willing to see any Doctor.

The patient comment regarding "sometimes you get an appointment but have to wait quite a long time to see the doctor" unfortunately there are times when the doctors surgery do not run to time. This could be for a number of reasons including an emergency patient attending earlier which will take longer to deal with than the allocated appointment time or a patient may just take a little long to deal with which will then make the doctor run late. We realise this can be frustrating for those waiting to see the doctor but ask for some understanding as one day it maybe you that needs extra time and makes the doctor run late. Should any doctor be running late they always apologise for this or in some instances you may be offered the opportunity to see another GP.

In response to "earlier appointments", this has been tried on a few occasions and the up take for these appointments were poor. At present we do offer late evening appointments on a Monday evening from 6.30 to 8 pm. However we will consider this and discuss at a partners meeting.

Conclusion

Whilst the up take on the survey was relatively low, this had been anticipated by the practice taking into consideration the newly introduced friends and family test. However from the responses received it appears that the overall view from patients is that the surgery is still offering a high standard of care which is appreciated by patients.

The high scoring for the friendliness of the staff is an excellent result and this is one area that the practice prides itself on. Therefore the staff are to be congratulated on this result.