

Summertown Group Practice Patient Survey Results 2013-2014

Introduction

168 people responded to the survey which was run in March 2014. A decision was taken to re-run the patient survey from 2012-13 because anecdotal evidence pointed to availability of and access to appointments remaining an issue for patients. The Practice had developed a proposal for improving access to appointments and wanted to make sure that the issues were fully understood and that patient feedback was taken into consideration. It was recognized that the Practice had grown considerably in the last 6 months. We wanted to hear from new patients and to see what, if anything, had changed from last year.

Respondent demographics

The 168 responses represents circa 1% of the patient population. This is an improvement on the previous year but still represents a limited sample of Summertown Group Practice patients.

2/3 of respondents are female and 1/3 of respondents are male. The majority of respondents visit the Practice multiple times a year with almost 50% making more than 5 visits a year.

11% of respondents are aged 35 or under, 23% aged 36 to 50, 37% aged 51 to 65 and 29% aged 66 or over.

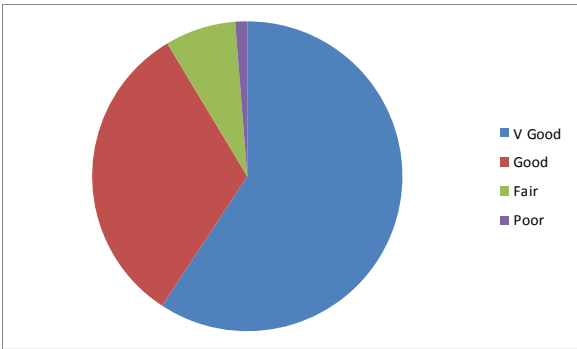
82% of responses related to Summertown Health Centre, 21% to Cutteslowe surgery, and 11% to Wolvercote surgery. A number of responses related to more than 1 surgery leading to a total higher than 100%.

Results

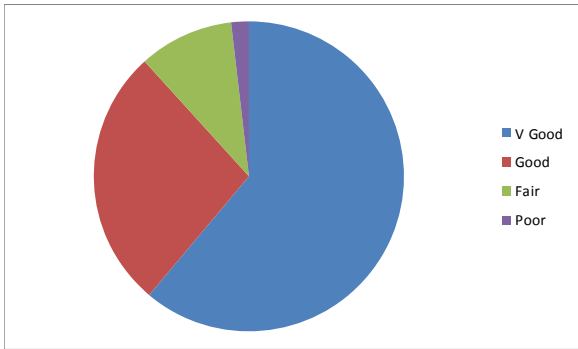
The results for each of the survey questions are shown below. Questions have been grouped for ease of consideration. Respondents were able to rate each question as very good, good, fair, or poor.

Clinical Care

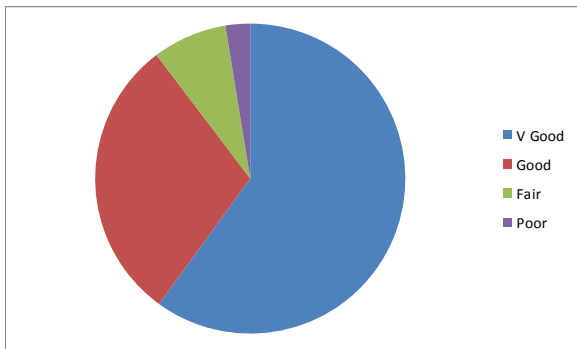
Q19 How the doctor communicated with you



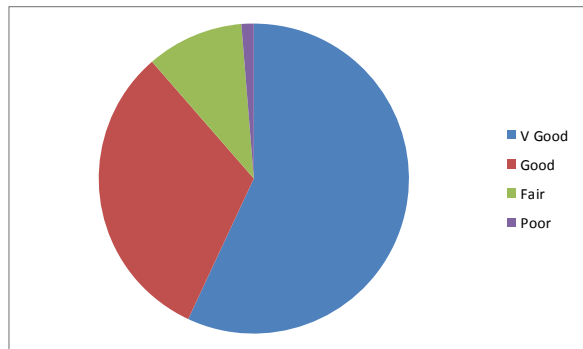
Q20 How the doctor addressed your problems



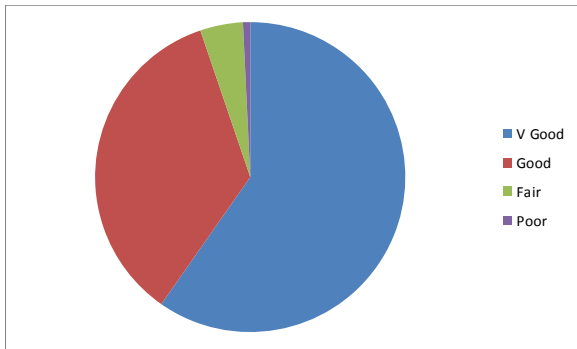
Q21 The extent to which the doctor involved you in decisions about your care



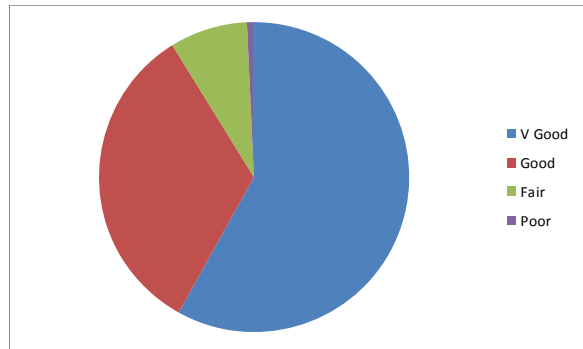
Q22 Overall how you felt your appointment with the doctor was



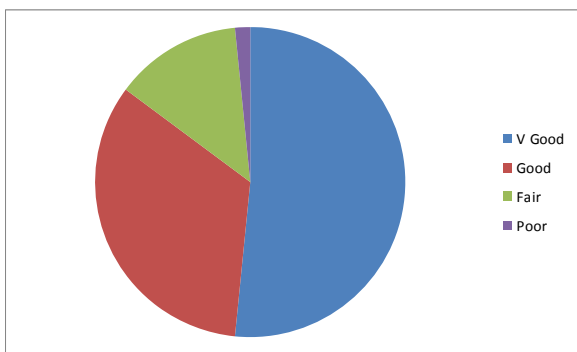
Q24 How the nurse communicated with you



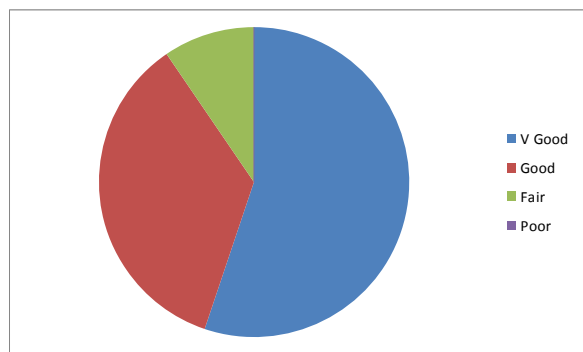
Q25 How the nurse addressed your problems



Q26 Extent to which the nurse involved you in decisions about your care

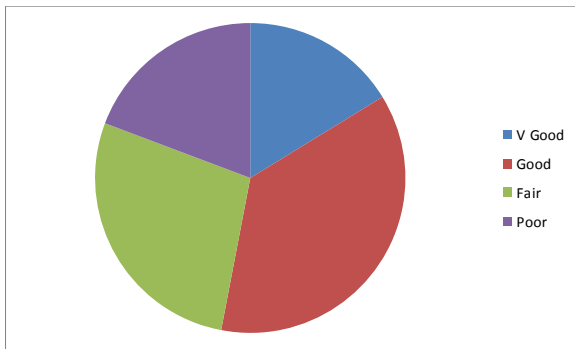


Q27 Overall how you felt your appointment with the nurse was

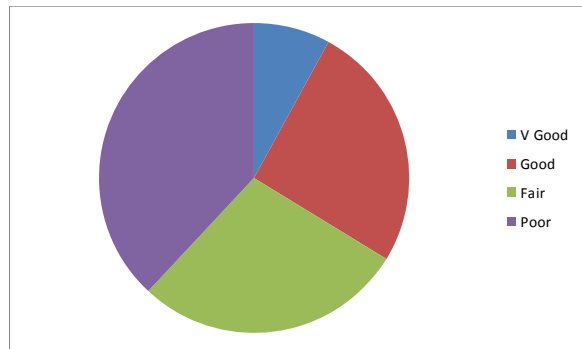


Appointments

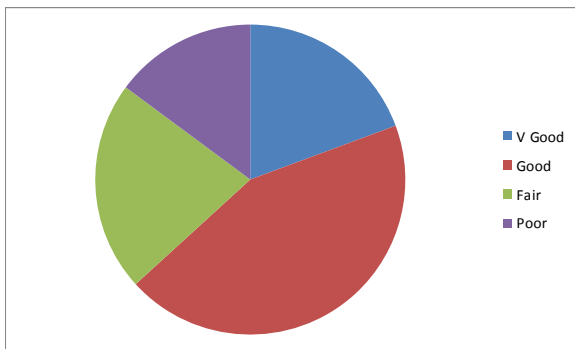
Q7 Accessing the surgery by telephone



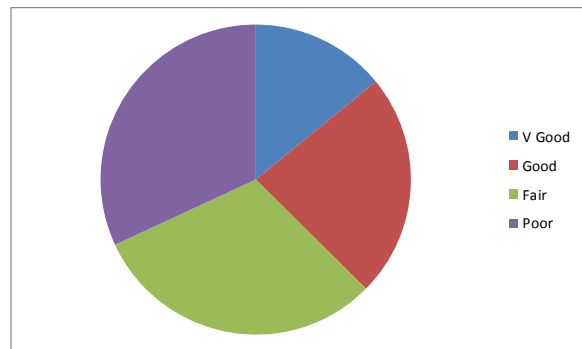
Q8 Range of appointment times offered



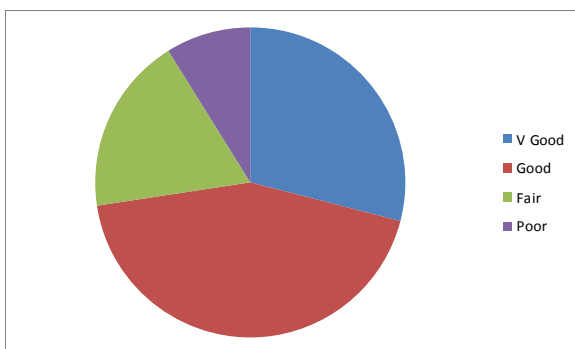
Q10 Making an appointment with the doctor for an urgent matter



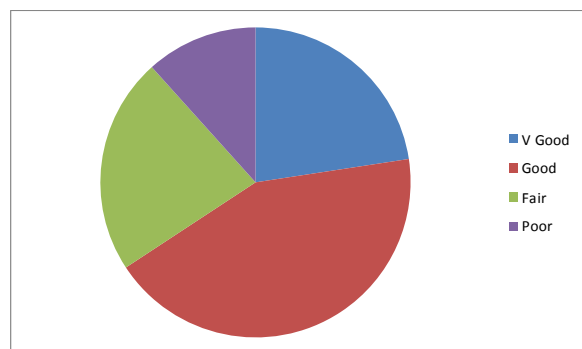
Q11 Making an appointment with doctor for a routine matter



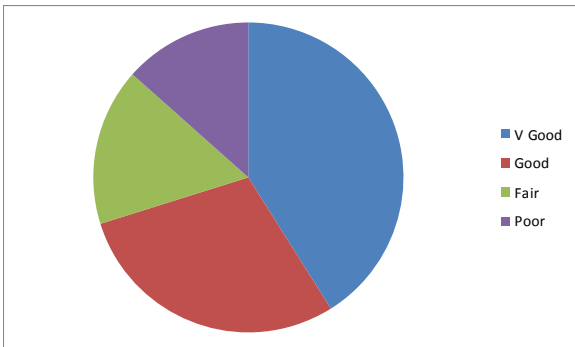
Q12 Making an appointment with a nurse for an urgent matter



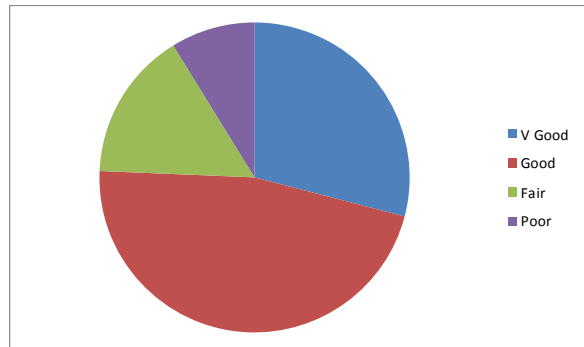
Q13 Making an appointment with a nurse for a routine matter



Q14 Making an appointment or ordering a Prescription via the website

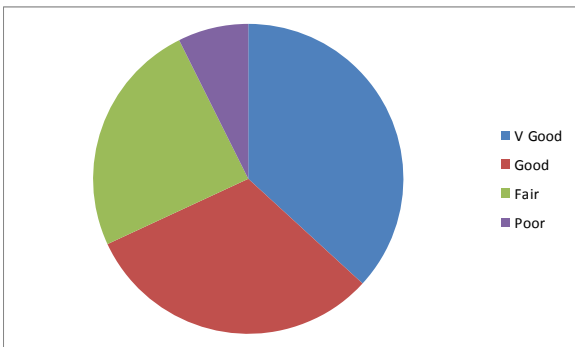


Q16 Being able to speak with the doctor or nurse by telephone

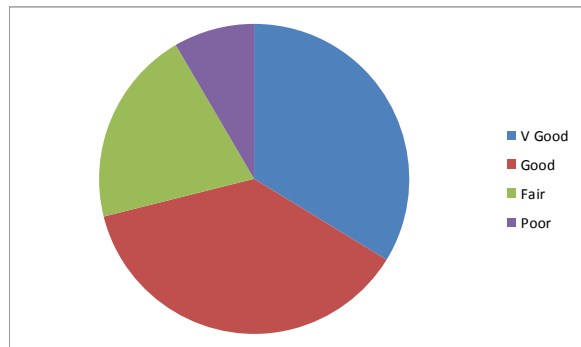


Customer Service

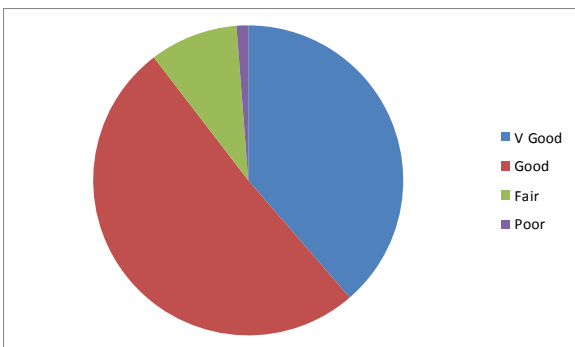
Q4 Access to the surgery building



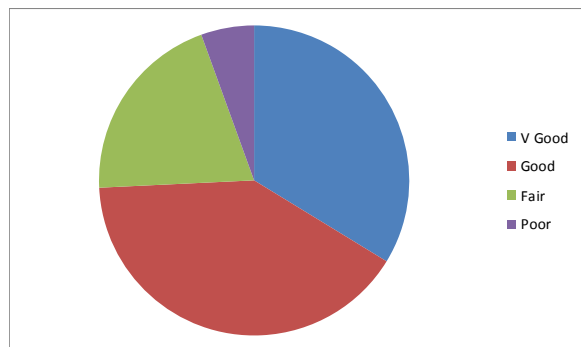
Q5 Welcome at reception



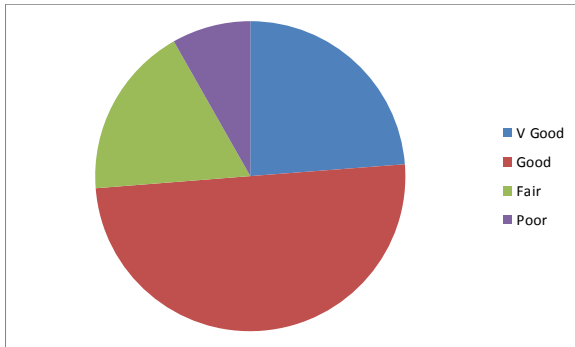
Q6 Cleanliness of the surgery



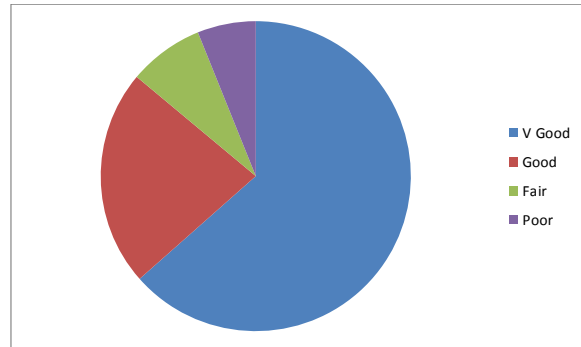
Q9 Helpfulness of receptionists on the phone



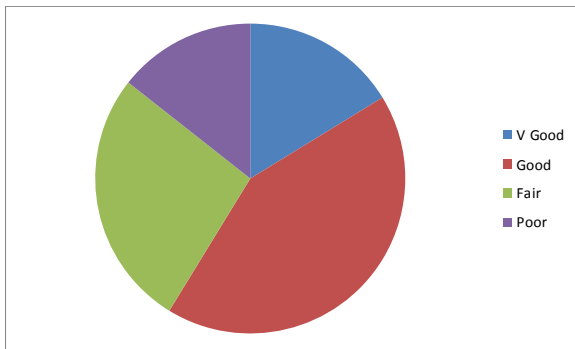
Q15 Information provided on website



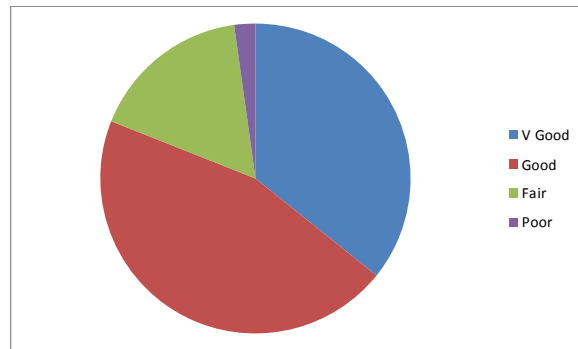
Q17 Text reminders about appointments



Q18 Wait time at surgery to see doctor



Q23 Wait time at surgery to see nurse



Observations

Clinical Care

Respondents appear happy with the clinical care provided by the Practice. 89% of respondents rated how they felt overall about their appointment with the doctor as good or very good. For nurse appointments 90% rated their overall feeling as good or very good.

Appointments

The Practice performs less well on the availability of and access to appointments.

Respondents find it difficult to contact the Practice by telephone. Slightly more than 50% of respondents rated accessing the surgery by telephone as good or very good. A common problem theme is the length of time that patients have to wait in order to have their call answered, particularly when they are calling the Summertown Health Centre telephone number.

Patients are generally dissatisfied with the range of appointment times offered. 66% of respondents rated the Practice performance as fair or poor. Recurring problems are the perceived lack of routine appointments and the number of days it takes to get an appointment.

Release of appointments on particular days causes problems for both telephone access and appointment availability. Call volumes are higher because patients are encouraged to call to try to obtain one of the appointments being released. The availability of routine appointments to book at any one time is reduced. The Practice is working to change the appointment system to improve access to doctor appointments.

The issues with appointments mainly relate to accessing routine doctor appointments. Only 37% of respondents rated Practice performance as good or very good. The Practice performs better on access to urgent doctor appointments where 63% of respondents rated performance as good or very good. Access to nurse appointments follows the same pattern, 66% rated access to routine appointments as good or very good and 73% for access to urgent appointments.

Patients appear to appreciate the ability to speak with a doctor or a nurse on the telephone with 76% of respondents rating Practice performance as good or very good. The Practice is working to make sure that patients are offered the full range of options for interacting with a doctor or nurse when they phone to make an appointment.

Patients appear to like web-based interactions for booking appointments and ordering prescriptions. It is not possible to differentiate between patients' views of the two on-line services. The Practice is working to expand the availability of online services.

Customer Service

Patients rate customer service as good but there is room for improvement. The majority of respondents rate the welcome that they receive at reception and the helpfulness of receptionists on the phone as good or very good (71% and 74% respectively). The Practice recognizes that the quality of service can vary and we are working on improving our overall level of customer service.

The Summertown Health Centre building is old and the layout is not ideal for the delivery of healthcare. Despite this patients rated access to the surgery building and cleanliness of the surgery as good or very good (68% and 90% respectively). Cutteslowe and Wolvercote were rated more favourably on access probably due to the fact that they are single storey buildings with no internal steps.

Patients appreciate the use of text reminders about appointments (86% rated this good or very good) and the information provided on the Practice website (74% rated this good or very good). We are looking at ways of making greater use of technology to facilitate patient interactions with the Practice.

The aspect of customer service on which the Practice did not perform as well is the wait time at the surgery to see the doctor. Here 59% of respondents rated Practice performance as good or very good. While it is not possible to eliminate all delays the Practice will continue to work on communicating wait times to patients when they arrive at the surgery. There is not the same issue with waiting at the surgery to see a nurse (81% rated this good or very good).

