

# Deane Clinic One Stop Health Centre



## Patient Satisfaction Survey Report

Year 2013 – 2014

*Report compiled by the Patient Representation Group and Staff - March 2014*

## Management Summary

The Deane Clinic has a Patient Representation Group (PRG) which consists of a small group of patients who meet on a regular basis. All adult patients were invited to be a member of the PRG. The PRG are keen to obtain the views from our patients on any aspect relating to or concerning the surgery, offering any suggestions as to how we could improve the services that our practice offer.

The members of the PRG represent a cross section of our practice population by age, race, gender, social background, ethnicity, location of residence (geographically), disabled and able-bodied patients and carers. While some patients are very keen to engage, others were not able to dedicate the time. All members of the PRG have equal status and are encouraged to participate and have a voice. We feel that the PRG is a true representation of the patients in our practice.

The PRG was established in October 2011. This group currently comprises of 26 members. We plan to increase this number and continue to recruit members who are registered patients of our practice. We are keen to gain representation from patients aged 14 to 16 years of age and over 85 years in the future.

### **Patient Group Demographic by Age**

<b>Representation</b>			
Age Band	Number of Patients in PRG	% in the PRG	% of PRG Representation in comparison to Practice Population Age Band
Under 16	0	0	0
17 - 24	1	4	0.19
25 - 34	4	15	0.54
35 - 44	7	27	1.22
45 - 54	9	34.5	2.02
55 - 64	3	11.5	0.92
65 - 74	1	4	0.57
75 - 84	1	4	1.56
Over 85	0	0	0

### Patient Group Demographic by Ethnicity

Ethnic Group	Number of Patients
White British	9
Asian British	16
Black British	1

### Patient Group Demographic by Gender

Gender	Number of Patients in PRG	% in the PRG	% of PRG Representation in Comparison to Practice Population
Male	11	42.30	0.56
Female	15	57.70	0.81

A Patient Satisfaction Survey was undertaken during February & March 2014. All of the Patient Representation Group members and our patients were offered the opportunity to complete the survey by hard paper copy, by e-mail or via telephone. In all, 208 surveys were completed and the practice would like to thank all those patients who participated. The survey has proved extremely useful in contributing to our ongoing / evolving Development Action Plan.

The areas the survey covered and the questions in the survey were developed with the Patient Representation Group members who have also helped to produce our Development Action Plan.

An overview of the various areas appears below and the body of the report contains an analysis of the results of each question asked.

## **Summary of the Survey**

### **Section 1-About you**

- Q1. 54% of the respondents to the survey were female patients and 42% were male patients .
- Q2. The majority (87%) of the respondents are aged between 17 – 74 years of age

### **Section 2 - About the Practice**

- Q1. 83% of the patients had attended the surgery within the past 6 months.
- Q2. 91% of the patients are aware of the different type of consultations we offer [pre-booked appointments , same day appointments; Telephone triage , Walk-in-clinic, urgent care (minor injuries & minor illness).
- Q3. 86% of the patients felt that they were kept well informed about their condition / health.
- Q4. Only 65% of the patients were aware of our website.
- Q5. 56% of the patients knew about the online prescription & telephone appointment booking & cancellation services.
- Q6. 40% of the patients did not order repeat prescriptions online.
- Q7. 96% of the patients felt that they were greeted in a friendly manner by the Doctors or Nurses. (4% did not respond).
- Q8. 100% of the patients felt they were greeted in a warm and friendly manner by the receptionist staff.
- Q9. 95% of the patients felt that their privacy / confidentiality were well maintained. 3% did not respond. However, of concern, is that 2 % answered poor to this question.
- Q10. 96% of the patients felt that they left the surgery feeling reassured. 1% did not feel reassured whilst 3% did not respond.
- Q11. 95% of the patients were overall satisfied with our services, 2% were not satisfied, but 3% did not respond.

### **Section 3- Communication**

- Q1. 88% of the patients were satisfied with the length of time for their telephone call to be answered. 10% were not satisfied. 2% did not respond to this question.

In February 2014 we installed a new telephone system with call management facilities this will help us to monitor more closely our call response times.

Q2. 91% of the patient felt that when they telephone the surgery their needs were met. 8% were not satisfied.

Q3. If a patient misses three (3) consecutive appointments in a 12 months period what action do you think we should take to prevent a waste of an appointment time in the future?

Letter 49%

Phone call 28%

Remove from practice list 19%

Poster in waiting room indicating the number of patients who DNA their appointment per month 4%

#### **Section 4- Appointments**

Q1. 79% of the patients prefer to request / cancel their appointments via telephone or text. Only 4% prefer to use e-mail.

Q2. 71% of the patients prefer to speak to a doctor or nurse without having to make an appointment.

The number of telephone / triage consultations have increased compared to last year. We believe that our telephone consultations are welcomed by the patients.

Q3. 58% of patients use other methods to cancel their appointment instead of telephoning to speak to the receptionist.

#### **Section 5. - Environment**

Q1. 96% of the patients confirmed that the surgery is clean and tidy, however 1% of the patients said that the surgery was not clean, whilst 3% of the patients did not respond. (The standard of cleaning is closely monitored within the practice).

Q2. 94% of the patients confirmed that the Signs and Notices are clear & easy to understand. 1% were not satisfied and 5% of the patients did not respond.

#### **Finally**

96% of the patients were satisfied overall with our practice, 1% were not satisfied and 3% did not respond.

## **Patients Comments Analysis**

Generally the comments have positive and very encouraging. The survey results were discussed at our PRG meeting on 19<sup>th</sup> March 2014 and the following actions were agreed.

### **The actions need to be implemented.**

#### **Immediate action (within 4 weeks)**

1. Some patients do not appear to understand the information they were given about their illness. We feel that we need to give out more written information / leaflets regarding their medical condition. This will help to supplement our verbal advice / information. We already utilise information on relevant UK websites such as [www.nhs.uk](http://www.nhs.uk) for patient who are familiar with the internet.
2. We intend to advertise our services via our television in our reception.
3. We will display a poster highlighting the number of DNA's (Did Not Attend). If a patient does not attend without reason or notice on three occasions within a 12 month period we will phone them and analyse the reasons. If this system does not improve patient's attendance we will discuss such issues again with the PRG and consider / implement further actions as appropriate.
4. Some patients felt that the waiting time for their appointments were too long. We try to minimise the waiting time during our walk-in-clinic by ensuring that four clinicians (2 doctors & 2 Nurses) are available to see the patients. Unfortunately, some patients only want to see a particular doctor, which does extend waiting times on occasions. We try to encourage the patient to see one of the nurses for minor illness. We intend to advertise that the walk-in-clinic is doctor led. Doctors are onsite during the walk-in-clinic & see the patients if required by nurses for any difficult cases.
5. Confidentiality - Some patients felt that when they talk to the receptionists other patients were able to overhear their conversation. To minimise this, we are considering implementing a microphone system and all patients who are hard of hearing are taken to another area out with the waiting area. We do use a TV as background noise in the waiting area. We have devised a notice informing patients to tell the receptionist if they require a conversation in private.

## **Intermediate & Long-term Action**

### **More flexible appointments**

Some patients need more flexible appointments. Since 2010 we have opened our surgery from Monday to Friday 8:00am to 8:00pm and Saturday 9:30am to 12:30pm. We provided these services at our own practice expense. This has proved unsustainable due to our overheads.

We are currently open Monday to Friday as follows:

Monday 08.00 am until 7.00 pm

Tuesday 08.00 am until 8.00 pm

Wednesday 08.00 am until 6.30 pm

Thursday 08.00 am until 6.30 pm

Friday 08.00 am until 6.30 pm

Saturday and Sunday and Public Holidays - Closed

We **DO NOT** close at lunch time

We will review our opening hours again in the near future.

### **Overview of progress against last year's action plan.**

The majority of the actions agreed in our previous patient survey (2012 – 2013) have been implemented fully. However we are still working towards increasing our patient knowledge relating to self-limiting minor illnesses to avoid unnecessary appointments. We were unable to but still hope to gain approval for an **NHS** dentist on site.

We discussed the results of the survey with the staff and Patient Representation Group and devised the above action plan. We will display a summary of the results on the practice website [www.deaneclinic.co.uk](http://www.deaneclinic.co.uk) / [www.deaneclinic.com](http://www.deaneclinic.com) and our practice Notice Board.