

Deane Clinic One Stop Health Centre



Patient Satisfaction Survey Report

Year 2012 – 2013

Management Summary

The Deane Clinic has a Patient Participation Group (PPG) which consists of a small group of patients who meet in regular basis. PPG is keen to get view from all the patients on any aspect concerning the surgery and any suggestions as to how to improve the services that the practice could offer.

The members consist of both males and females. They comprise of a wide age range and come from different social groups. Members of PPG represent a cross-section of our patients by age, race, gender, social background, ethnicity, location of residence (geographically), the disable, able-bodied and carers. While some patients are very keen to engage, others were not able to dedicate the time. All the patients are automatically members of the group and free to have a voice. We feel that the PPG is a true representation of the patients in our practice.

The PPG was established in October 2011. This group comprise 18 members at present. We plan to increase this number and continue to recruit members who are registered patients of our practice.

Patient Group Demographic by Age

Representation			
Age Brand	Number of Patients in PRG	% in the PRG	% of PRG Representation in comparison to Practice Population Age Band
Under 16			
17 - 24	1	6%	0.18%
25 - 34	1	6%	0.14%
35 - 44	6	33%	1.03%
45 - 54	5	27%	1.17%
55 - 64	2	11%	0.64%
65 - 74	2	11%	1.17%
75 - 84	1	6%	1.37%
Over 85			

Patient Group Demographic by Ethnicity

Ethnic Group	Number of Patients
British	9
Asian British	8
Black British	1

Patient Group Demographic by Gender

Gender	Number of Patients in PPG	% in the PPG	% of PPG Representation in Comparison to Practice Population
Male	7	39%	0.18%
Female	11	61%	0.29%

The Patient Satisfaction Survey took place during February & March 2013. All of the Patient Participation Group and our patients were offered the opportunity to complete the survey either by hard copy or telephone. In all 202 surveys were completed and the practice would like to thank all those patients for taking part. The survey has proved extremely useful in helping the practice to put together the Development Action Plan.

The areas the survey covered and the questions in the survey were developed by patient dynamics with the Patient Participation Group which have also helped to produce the 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

Q1 - 97% of patients found the receptionist to be helpful which is very encouraging. This is as same as last year survey.

Q2 – 92% of patients felt that it was very easy or fairly easy to get through on the telephone. This was 83% last year. This year is 9% more improvement in this area.

Q3 – 85% of patients felt that it was very easy or fairly easy to speak with the doctor or nurse on the phone. This was 71% in 2011-2012. There is 14% improvement in telephone access this year.

Q4 – 77% of the patients were able to see a GP urgently on the same day. This was 64% in 2011-2012. There is 13% improvement in access.

Q5 – 79% of our patients feel it is important to book the appointments ahead of time.

Q6 – 85% of patients are able to book appointments ahead. This was 81% in 2011-2012. There is 4% improvement in access this year.

Q7 – 72% of patients book appointments through phone and 46% in person.

Q8 – Only 16% of patients use our online prescription services.

Q9 – Regarding Doctor

- a. Asking about your symptoms – 93% satisfied.
- b. Building your confidence and trust – 94% satisfied.
- c. Giving you enough time – 93% satisfied.
- d. Listening to you – 94% satisfied.
- e. Explaining tests and treatments – 93% satisfied.
- f. Involving you in decisions about your care – 90% satisfied.
- g. Treating you with care and concern – 91% satisfied.

Q10 – This survey was carried out with 36% from the Walk-in-clinic

Q11 – Regarding Nurses

- a. Treating you with care and concern – 93% satisfied.
- b. Building your confidence and trust – 93% satisfied.
- c. Giving you enough time – 94% satisfied.
- d. Listening to you – 94% satisfied.
- e. Explaining tests and treatments – 92% satisfied.
- f. Involving you in decisions about your care – 93% satisfied.

Q12 – 76% of patients felt satisfied currently ordering method of repeat prescription.

Q13 – Only 3% order repeat prescription online. 49 % order through phone and 44% in person.

Q14 – 41% of the patients are aware that they can order repeat prescription via practice web site.

Q15 – 48% of patients are aware of the most appropriate service to access when our surgery is closed.

Q16 – 97% of the patients prefer to communicate face to face or by phone.

Q17 – most of them are happy with current TV programme but feel more Health related programs are appropriate.

Q18 – 92% of patients will recommend our surgery to others.

Q19 – Generally there have been excellent comments and very encouraging. The identified concerns are:

1. Long waiting time
2. Need dentist
3. Need more chairs & heating.
4. Need antibacterial hand sanitizer.
5. Priority need to be given to children, elders & very ill during walk-in-clinic.

Recommendation / Action Plan

We feel that generally patients are happy with the service we provide. There is evidence of continued satisfaction from patients contacting through phone to the surgery and this has been helped with the extension of telephone consultations.

We introduced to send SMS, Text messages to confirm booked appointments and send appointment reminders. This helped us to reduce the amount of DNA and therefore improving the number of appointments available.

There has been an improvement in patients being able to see a doctor and an increase in the number of patients who are able to see a GP/Nurse Practitioner quickly. We continue to provide an urgent, walk-in-clinic and routine appointments on a daily basis which we believe is helping in all aspects.

We continue to see the patients list grow year after year and try to ensure we maintain an appropriate number of appointments offered.

Our practice nurses are now fully trained and routine availability has increased from last year. Though there is an increase in work being passed from secondary care into primary care. We will continue to ensure that the nursing team keep up to date their skills and wherever possible grasp new work.

The actions will be implemented. Immediate action (within 4 weeks)

1. Install Hand Sanitizers in the corridors for patients' usage.
2. Provide more chairs in the waiting area.
3. The door in between entrance and awaiting area will be repaired.
4. Additional electric heaters will be used in waiting areas during adverse weather.
5. Advertise regarding using online system for repeat prescription in the Practice Notice board and website.
6. Train the Receptionist to prioritize any sick patients during walk-in-clinic.
7. Verify the patient contact numbers in order to improve text messages and telephone consultations.

Intermediate & Long-term Action

1. Take extra effort to reduce awaiting times by educating the patients and relatives. E.g. avoid unnecessary appointments for cough, cold, viral infection and minor illness.
2. Encourage telephone consultations.
3. To provide regular Health Promotion meetings by Doctors and Nurses.
4. We continue to work with CCG to get a NHS dentist in our premises.

We discussed the results of the survey with the staff and Patient Participation Group. We display a summary of the results on the practice website www.deaneclinc.co.uk / www.deaneclinic.com and practice Notice Board.