

# Hoveton & Wroxham Medical Centre



## Archive

### Patient Satisfaction Annual Survey - February 2012

The survey took place between December 2011 and January 2012 and over 700 questionnaires were completed and analysed.

#### Summary

The surgery is open between 8.30am and 6pm weekdays.

The survey has shown that patients are very satisfied with the service provided and there was a 99.8% overall satisfaction rate with the care provided by the centre. There was also considerable praise for staff performance, centre facilities and the performance of the Doctors and Nurse Practitioners. 91% of patients would recommend the centre to new arrivals

There were however, some concerns raised and these will be addressed through the development of a practice action plan to be approved by the Patient Participation Group. The members of the Patient Participation Group at their quarterly meetings will review performance against this plan.

#### Key findings

- Of the 185 verbatim comments received, 89 comments praised the centre, 56 comments raised issues for discussion and 32 comments were complaints about the centre
- 88% of people book appointments by telephone however 1 in 5 patients would like to book appointments on line
- 71.7% of patients were able to see a doctor on the same day or within 2 days
- 2/3rds of patients were able to book an appointment in advance
- 16% of patients claim they were not able to get an appointment
- 93.8% found getting into the building easy
- 92.9% found the centre to be very clean
- 12% and 11 % of patients raised concerns about being overheard at reception and dispensary respectively
- 99% of patients found reception staff helpful
- 4 out of 5 patients would prefer to see a particular doctor

- 91% of patients see their doctor of preference most of the time
- 88% of patients are satisfied with the opening times
- Satisfaction with the performance of the doctors is high across a range of criterion
- 98% confidence / trust rating with doctors
- Satisfaction with the performance of the Nurse Practitioners is high
- Over 2/3<sup>rd</sup> of patients would be happy to be given an appointment with a Nurse Practitioner if it was considered more appropriate
- 96% of patients find dispensary staff helpful
- Some issues raised about the time taken for repeat prescriptions to be ready
- Some patient would like written forms of care plans
- 88% of patients considered that discussions with clinicians have had a positive effect on how they manage their health problems
- 1 in 10 patients consider themselves to be carers

### Action plan

As a result of the survey and as part of our continuous improvement programme we are going to look at the following issues:

- To improve information about Nurse Practitioner services
- To improve access to appointments by reviewing split between pre-bookable appointments and same day appointments
- To advertise times, days and sessions when doctors are in the surgery and provide clearer information on opening times
- To produce newsletters and updates on the new housing development and keep patients informed of plans to develop the surgery
- To develop series of regular staff updates on customer service standards and improving customer satisfaction levels
- To publicise availability of private room at reception
- To improve the % of patients who find reception and dispensary staff very helpful
- Development of care plans for patients with long term chronic conditions
- Promotion of and support for patient self care in managing long term health problems
- To review access to services on a quarterly basis
- To investigate development of on line appointment booking
- To review options to improve repeat prescription services
- To open the dispensary over the lunch time period

## Patient survey 2009 / 2010

The results from the National Survey for our practice are based on 407 returned questionnaires. The latest finding from the National GP Patient survey shows the headline result as :

93% satisfaction rate with overall care received at the surgery - this is higher than the Norfolk PCT rate, higher than the Strategic Health authority rate and higher than the National rate

In addition we achieved the following results:

93% of respondents fairly or very satisfied with the helpfulness of reception staff  
65% of respondents found it fairly or very easy to get through on the phone - this is an improvement on last year due to a change of systems following patient feedback  
92% of respondents found it very easy to access our surgery  
99% of respondents found our surgery to be very clean  
77% of respondents were able to see a GP on the same day or next 2 days  
64% of respondents were able to see a GP more than 2 days ahead  
80% of respondents were fairly or very satisfied with our opening hours  
95% of respondents found it fairly or very easy to get an appointment with a nurse - higher than local/regional and national average  
80% of respondents felt the doctor was good at involving the patients in decisions about care - higher than local/regional and national average  
61% of respondents felt that they had enough support from local services to help manage long term conditions - higher than local/ regional and national average  
81% of respondents felt that the nurse was good at asking about symptoms - higher than local/regional and national average

**Areas identified for action planning:**

- To work with the Patient Participation group and the clinical staff to discuss way to improve ease of access to telephone consultations with clinicians
- To work with the Patient Participation group and staff to consider option to improve access to pre-bookable appointment slots - ( currently we provide 326 pre-bookable appointment slots per week
- to update our Patient Information Screens and literature with practice information to help keep patients informed of changes