



## Speedy Survey Results

August 2010 – FINAL VERSION

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## Key Findings

The survey coincided with a 3 week period where there were at least 2 doctors away and at times 3 doctors away through holidays and absence. Usually, Locums can be booked to cover for absences but during August, this was not always possible due to a shortage of Locum's availability. This then led to a much reduced number of appointments which meant that those available were booked very quickly after 8:30am. This has for some people reinforced the perceived need to have to queue outside the practice for an appointment from 8am in the morning.

As a result of the reduced availability of doctors, the results for a number of the questions have been affected by the negative impact.

The August survey only received 82 responses whereas the January survey received 162 responses.

The overwhelming majority of comments relate to the appointment system which ties in with the issues experienced by the practice with availability of doctors and appointments.

The score for those stating that their Experience arranging appointment was Average or poor has deteriorated from 21% in January to 35.4% in August.

Telephone access saw a large increase in the number of people rating it as poor from 16.7% (Jan) to 36.6% (Aug)

Overall satisfaction with opening hours remains at a similar level with scores of Excellent or good moving only slightly from 89.5% in Jan to 82.9% in Aug.

Large increase in waiting time in practice being rated as poor from 3.1% in Jan to 17.1% in August but still large number feel it was Average, Good or Excellent.

69.5% of people felt that they heard their name clearly with 11% not answering!

67.1% of people do not want to hear from the Patients Forum by email!!! An encouraging 20% did however.

The manner in which you were treated by staff has fallen slightly with 9.8% of people rating it as Average in August compared to 2.5% in Jan however, if the message being delivered was that there were no appointments, then this reduction is to be expected.

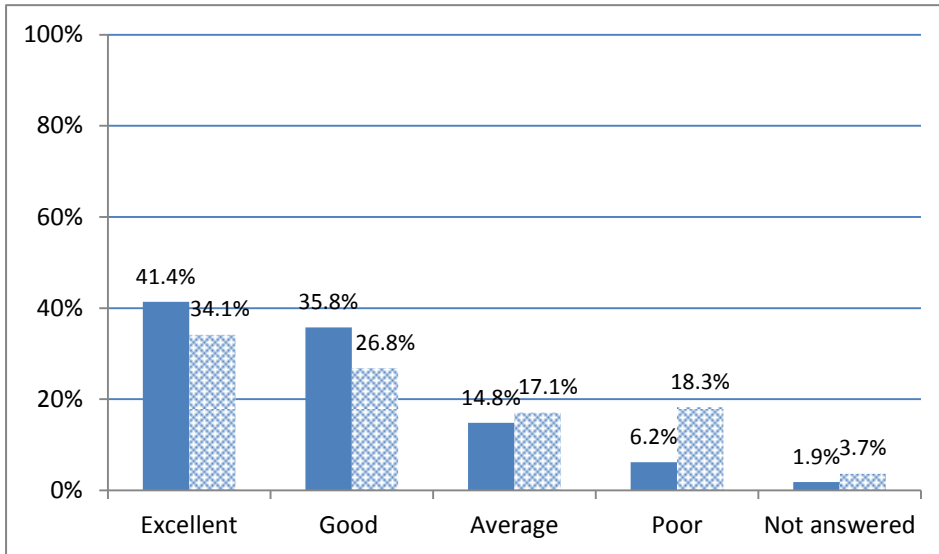
## Response rate

The response rate was poor in comparison to the January exercise. In January, the patients were given the survey and asked to complete it. In August, it was not as proactive and this has affected the results considerably.

Whilst the survey period coincided with a period of problems with doctors and numbers of appointments, it cannot have accounted for all of the issues raised! Equally though, the fact that there were such problems will have affected most of the answers given.

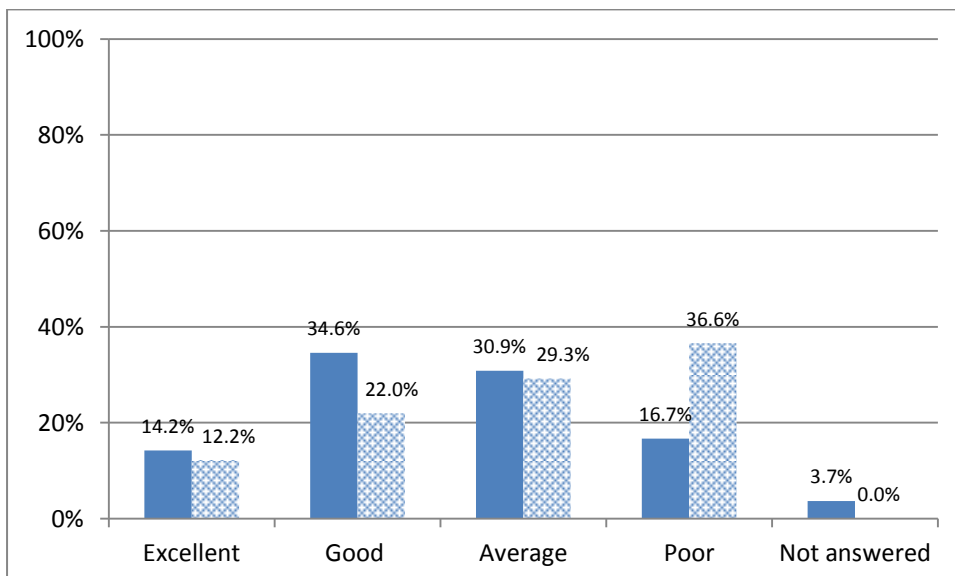
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### Q1. How would you rate your experience arranging your appointment today?



	Excellent	Good	Average	Poor	Not answered
<b>Jan 10</b>	41.4%	35.8%	14.8%	6.2%	1.9%
<b>Aug 10</b>	34.1%	26.8%	17.1%	18.3%	3.7%

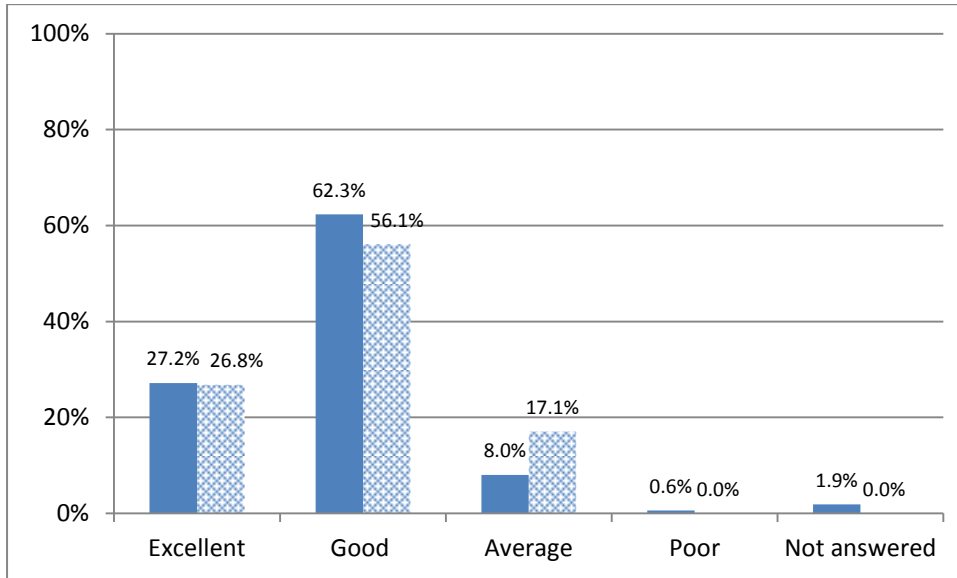
### Q2. Ease of contacting the practice on the phone



	Excellent	Good	Average	Poor	Not answered
<b>Jan 10</b>	14.2%	34.6%	30.9%	16.7%	3.7%
<b>Aug 10</b>	12.2%	22.0%	29.3%	36.6%	0%

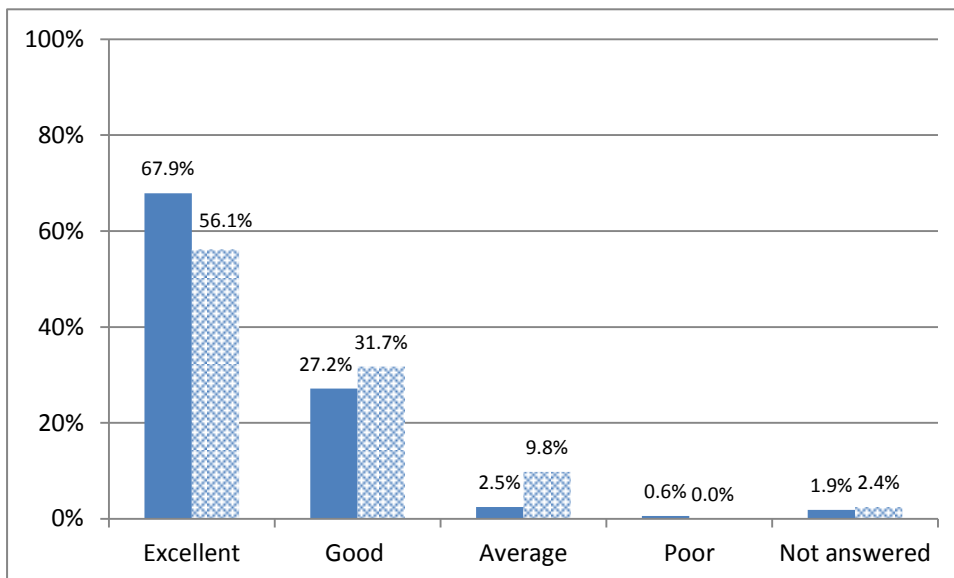
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### Q3. Your level of satisfaction with the practice's opening hours



	Excellent	Good	Average	Poor	Not answered
<b>Jan 10</b>	27.2%	62.3%	8.0%	0.6%	1.9%
<b>Aug 10</b>	26.8%	56.1%	17.1%	0%	0%

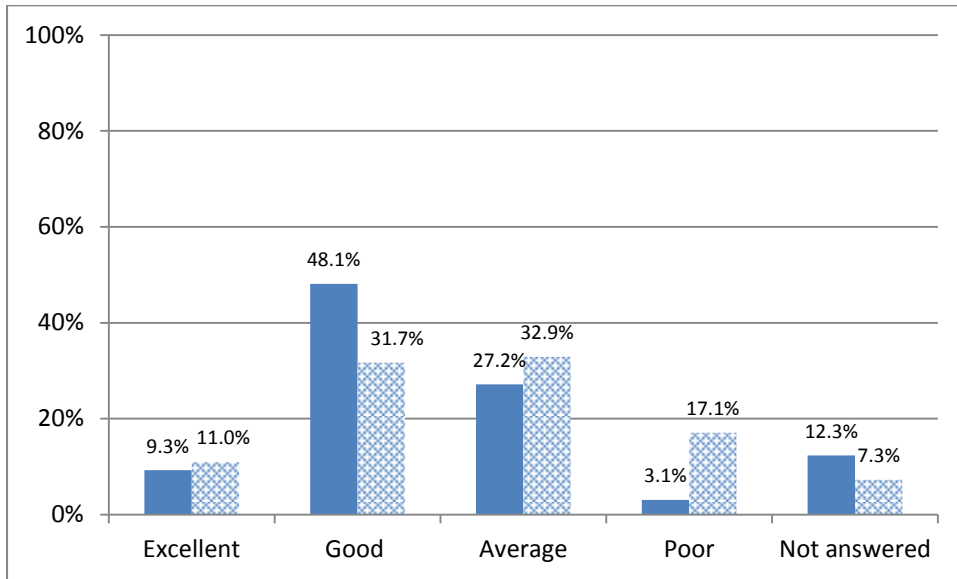
### Q4. The manner in which you were treated by the reception staff



	Excellent	Good	Average	Poor	Not answered
<b>Jan 10</b>	67.9%	31.7%	2.5%	0.6%	1.9%
<b>Aug 10</b>	56.1%	27.2%	9.8%	0%	2.4%

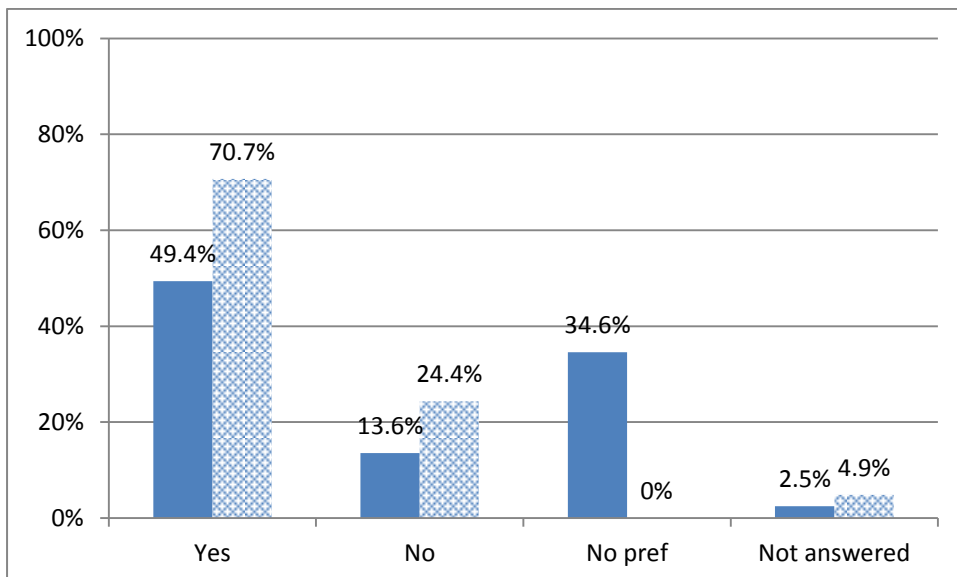
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### Q5. Length of time waiting in the practice



	Excellent	Good	Average	Poor	Not answered
<b>Jan 10</b>	9.3%	48.1%	27.2%	3.1%	12.3%
<b>Aug 10</b>	11.0%	31.7%	32.9%	17.1%	7.3%

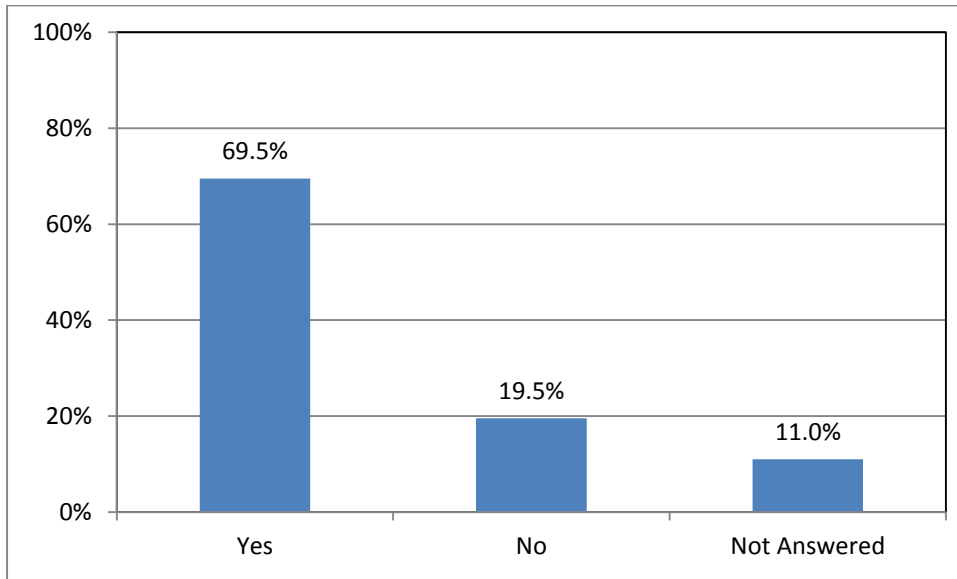
### Q6. Did you see the Doctor/Nurse of your choice today?



	Yes	No	No Pref	Not answered
<b>Jan 10</b>	49.4%	13.6%	34.6%	2.5%
<b>Aug 10</b>	70.7%	24.4%	0	4.9%

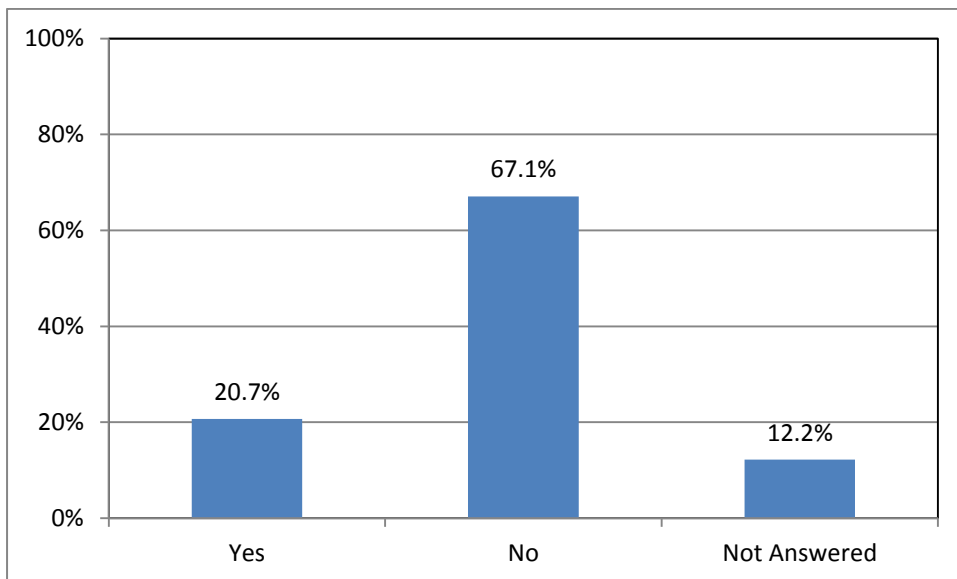
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### Q7. Were you able to hear your name being called clearly?



	Yes	No	Not answered
Aug 10	69.5%	19.5%	11.0%

### Q8. Would you be interested in receiving information from the Patient's Forum by email?



	Yes	No	Not answered
Aug 10	20.7%	67.1%	12.2%

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### Comments made

How could we improve your experience for next time? Is there anything we could do better? Anything we could do more of or continue to do?

#### Tannoy

- Today I had appointment with the practice nurse therefore I wasn't called over the tannoy but generally the clarity could be improved
- Turn the music down and turn the volume up for hearing your name
- Often miss my name through noise in waiting area
- Hearing your name depends upon where I sit - if it is for the nurse I can hear, doctors it can be variable. For an appointment with a GP, getting past reception can feel obstructive even if this is not deliberate. If "own" GP not available, can be week or more for appointment which might be understandable but is disappointing from patients point of view. Face to face, receptionists are totally lovely.

#### Reception staff

- Sometimes when phoning the receptionist can be very short tempered and sharp. Taking all into account this seems a bit unfair on the person phoning if the surgery is busy, it's not their fault
- Receptionist and prescription staff not warm just do bear minimum book you in and that's it! Could be more friendly.

#### Positive

- I have been with this practice for a year and I have found the reception staff to be the most helpful and friendly that I have ever come across. I also find the opening times to be very good as I work. I really appreciate the later nights and Saturday mornings. The GP's are all very approachable and understanding
- I could not suggest anything more as my experience on the phone and in the practice was very good and cannot be faulted

#### Negative

- When we arrived today they had changed the time and doctor of my daughters appointment to another doctor without contacting us. As it was a requested follow up appointment by the doctor we were very unhappy with this as we felt this doctor may not know all the details of our last appointment. The lack of communication on behalf of the surgery was very poor.

#### Other

- A tea/coffee machine would be very nice

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### Appointment system

- It would be appreciated if you could make an appointment with the same doctor each visit.
- Telephoning to get through in the morning is near an impossibility one can't get through until about 8:50 and then told all appointments are gone for that day and the next - if you want to see a particular Doctor I believe you do take appointments from patients queuing outside and is that fair?
- You could go back to the old system i.e. hone/call in for appointment of date and time/doctor of choice. No appointment times withheld. I work full time and can never get time and doctor of choice easily. Have to wait weeks sometimes - not good!
- I have a serious complaint and no doctor has ever rung me up or seen me to discuss or explain it. I ring up at 8:30 and by the time I get through all the appointments are gone.
- Given up trying to arrange appointments by phone
- Difficult to get connected by phone to make an appointment in the morning. Although I realise the system means fewer missed appointments which is a good thing. Staff are always friendly and efficient
- I would like to arrange an appointment other than on the day
- I started ringing at 8.30 didn't get through until 9:05. Why don't you have a queuing system on your phone
- Described experience of arranging appointment as strange
- Improve number of appointments. Telephone 8:40am all doctors' appointments filled - in 10 minutes?
- Due to 8:15am arrival, service satisfactory
- Please sort out the appointment system
- Be able to get appointments easier
- We tried for 2 days and although rang at 8:45am no appointments were available. However the doctor rang this morning and seen the same day. But the appointment system can be difficult. Overall the services are very good.
- More doctors. Opening hours 8:30am 8:40am fully booked. Never can get your own doctor.
- Have to queue outside at 8am to get the doctor you want. Phone always engaged at 8:30am. Surgery not as good as it used to be things getting lost between surgery and hospital isn't good enough. Phone lines always engaged at 8:30am have to queue outside at 8am to get the doctor you want. Can't always hear what name doctors have called.
- Change booking system. Telephoning at 8:30 is a nightmare

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- Today's request for an appointment was about average - 10 days. Whilst this may not be the usual waiting time it is ?????? Although seldom getting Dr of choice have always been happy with consultation
- Need more phone lines constantly busy. Can't help but wait, everyone's problems are different. More phone lines the ability to have an online booking appointment - you would not see people's names just red mark at time and date for busy and green for ok to book appointment @ that time.
- Need to improve the system of phoning in for appointments. This has been an issue for years yet is still not resolved. It is absurd to have to phone repeatedly for about 15 minutes to get through especially when feeling unwell.
- All appointments need to be made at 8:30am. Obviously everyone registered with the surgery will start calling then hence lines are jammed. Surgery should have more lines open at 8:30am for appointments. It is great to have Saturday appointments - great improvement.
- When you phone up at half 8 can't get through then when you do you can't get appointment
- More telephone access unable to get through at 8:30 to make appointment

### Waiting time

- I sat in the waiting area for nearly 1 hour waiting to see Dr Bush (16th Aug). I was in working time and had to arrange cover for my calls. I am not happy with this service and its always proved difficult to get an appointment for me as I work full time
- If the doctor is running over, be advised and updated during wait in surgery. Waited 1/2 hour+...
- Your computer showed the doctor running 20 minutes late just acceptable in fact she was 40 minutes late. I do not have this sort of time to waste. Would I have still been seen if I had been 40 minutes late?
- Waiting time is very poor. It can at times (most of the time) take up to 40 minutes wait. Doctors do not take their time to speak to patients. It seems that they are not interested.

### General

- Unless magazines are prohibited on health & safety grounds - could some be provided or newspapers?
- Water bubble as sometimes you really need to have a drink of water.
- More security so small children can't get out along i.e. a less sensitive mat for automatic door.
- More toys for children to play with.

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### **Suggested actions**

August survey findings to be shared with patients and staff of practice.

Survey to be rerun in January 2011 – first 2 weeks of the month asking for the date and age bracket to be recorded. This will allow us to identify whether there are any specific issues for specific age groups and will enable us to map against any resource or operational problems that may be experienced at that time.

Survey to be given out proactively to patients rather than left on the reception desk or on tables.

Practice update to be produced for September and again in December. This is to again be given to patients and left on seats. It will contain information about the appointment process and the services that the Practice has to offer. It will also ask if patients wish to hear from the Practice by email and also from the Patients forum by email. A reply slip will be provided to be collected within the waiting area. It is hoped that this will then begin to communicate what is available and the other options available to patients rather than queuing!!!