



Responses to the Patient Survey

Giffard Drive Surgery Patient Survey 2011-2012

This questionnaire has been developed by the *Giffard Drive Surgery Patient Group*, as a way of finding out patients' experiences, ideas and suggestions, with the hope of improving services for the future.

To find out more about the *Giffard Drive Surgery Patient Group* or if you would like more information regarding this questionnaire please pop into the surgery and talk to a member of staff or call the Practice on **01252 541282**

All your feedback will be kept anonymous, and we don't require any patient identifiable information.

About You

Q1: Please tell us the year you were born? various

Age ranges between 22-92; however, a large number of Questionnaires did not have this box completed, so no quantifiable analysis is possible.

Q2: What is your gender?

| | | | |
|------|-----|--------|-----|
| Male | 41% | Female | 59% |
|------|-----|--------|-----|

Q3: Which of these best describe you?

| | | | | | |
|---------|-----|------------------|----|-------|----|
| Patient | 92% | Parent /Guardian | 8% | Carer | 0% |
|---------|-----|------------------|----|-------|----|

Q4: How long have you been with the GP surgery?

| | | | | | |
|-----------|-----------|-----------|-----------|------------|----------|
| 0-2 years | 2-4 years | 4-6 years | 6-8 years | 8-10 years | 10years+ |
| 1% | 4% | 15% | 18% | 20% | 42% |

Q5: When was the last time you visited the GP surgery?

| | |
|-----------------------|-----|
| within the last week | 53% |
| within the past month | 26% |
| last 2-3 months | 13% |
| last 4-5months | 5% |
| last 6-7months | 2% |
| last 8-9months | 1% |
| last 9-11months | 0% |
| More than 12months | 0% |
| more than 2years ago | 0% |

Q6: What is your ethnic group? (please choose and tick one from A-E below).

A: White

B: Mixed

| | | | |
|-----------------------------|-----|----------------------------|----|
| British | 65% | White & Black Caribbean | 1% |
| Irish | | White & Asian | |
| Any other white background | | White & Black African | |
| Ethnicity NOT stated | 29% | Any other Mixed background | |

C: Asian or Asian British

D: Black or Black British

| | | | |
|----------------------------|----|----------------------------|--|
| Nepalese | 1% | Caribbean | |
| Indian | | African | |
| Pakistani | | Any other Black background | |
| Bangladeshi | | | |
| Any other Asian background | | | |

E: Chinese or other ethnic group

| | | | |
|---------|--|------------------------|----|
| Chinese | | Any other ethnic group | 4% |
|---------|--|------------------------|----|



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Telephone Access

Q7: In the past 12 months how easy have you found the following

| | Very Easy | Fairly easy | Not very easy | Don't know |
|-----------------------------------|-----------|-------------|---------------|------------|
| Getting through on the phone | 49% | 29% | 12% | 0% |
| Speaking to a Doctor on the phone | 35% | 39% | 19% | 7% |
| Speaking to a Nurse on the phone | 36% | 41% | 9% | 13% |
| Obtaining test results by phone | 67% | 25% | 6% | 2% |

Q8: If you had problems getting through on the telephone, can you tell us why?

81% had NO problems; 19% had problems - which are detailed under Q8 Comments

Q9: Have you ever had a telephone consultation ?

| | |
|-----|-----|
| Yes | 88% |
| No | 12% |

Q10: Was the consultation for:

| New urgent problem | New routine problem | Follow up | Not got face to face appointment | Other |
|--------------------|---------------------|-----------|----------------------------------|-------|
| 54% | 12% | 15% | 8% | 11% |

Q11: Did the GP phone you when you expected?

| | | |
|-----|-----|---------------------------------|
| Yes | 89% | (GPs rang back within 1/2 hour) |
| No | 11% | |

Q12: Was the GP able to deal with your problem by phone?

| | |
|-----|-----|
| Yes | 98% |
| No | 2% |

Q13: Following the telephone consultation did you require a follow up ?

| | |
|-----|-----|
| Yes | 12% |
| No | 88% |

Q14: Would you use a telephone conversation again ?

| | |
|-----|------|
| Yes | 100% |
| No | 0% |

Booking Ahead

Q15 In the past 6 months, have you tried to book ahead for an appointment with a Dr? By 'booking ahead' we mean booking an appointment more than two weekdays in advance.

| | |
|----------------|-----|
| Yes | 65% |
| No | 28% |
| Can't remember | 7% |

Q16 Last time you tried, were you able to get an appointment with a Dr more than 2 weekdays in advance ?

| | |
|----------------|-----|
| Yes | 58% |
| No | 14% |
| Can't remember | 28% |



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Q17: How far in advance would you like to be able to book an appointment ?

| | | | | | |
|----------|----------|-----------|-----------|-----------|-----------|
| 1-2 Days | 3-5 days | 6-10 Days | 2-3 weeks | 4-6 weeks | 6-8 weeks |
| 21% | 11% | 25% | 19% | 11% | 14% |

Overall Satisfaction

About the Surgery

Q18: In general, how satisfied are you with the care you get at the Surgery ?

| | |
|------------------------------------|-----|
| Very | 58% |
| Fairly | 34% |
| Neither satisfied nor dissatisfied | 7% |
| Quite dissatisfied | 1% |
| Very dissatisfied | 0% |

Q19: Would you recommend the Surgery to someone who has just moved to your local area?

| | |
|-----------------|-----|
| Yes, Definitely | 78% |
| Yes, Probably | 21% |
| Not sure | 1% |
| Probably not | 0% |
| Definitely not | 0% |

Q20: Do you know how to make a complaint, suggestion or comment regarding the Doctors Surgery?

| | |
|-----|-----|
| YES | 89% |
| NO | 11% |

Q21: Which of the following ways would you like to receive information from your Practice? (Please tick all that apply)

| | |
|--------------|-----|
| Website | 64% |
| Telephone | 26% |
| Newsletter | 61% |
| Email | 41% |
| Notice Board | 87% |
| Text Message | 15% |
| Other | 4% |

Other, please write here...

Suggestions for other methods of communication included Twitter & personalised letters

Q22: Please tell us below any suggestions you have to improve out waiting area

10% of respondents made a comment (positive or negative) about the waiting room facilities. See comments detailed under Q22 Comments

Thank you for your feedback



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Themes Identified and Conclusion

The main feedback as to satisfaction with the service confirmed that the majority of patients were happy overall with the Practice's service, with 92% of patients being very or fairly satisfied with the care they receive at the surgery, and only 7% neither satisfied nor dissatisfied and 1% quite unhappy with the service they received. Overall, 99% of patients are willing to recommend the Surgery to someone has just moved into the area, with only 1% of the respondents not sure at this point (which is the same patient who was unhappy, with the service received).

On analysing the questions relating to

- Telephone Access (Questions 7 – 14) as well as those relating to
- Booking Ahead (Questions 15 – 17);
- Patient Information (Question 21); and
- Improve Waiting Room Facilities (Question 22)

a number of observations were made, which required further discussion and evaluation. These are detailed under Step 4 below, including the agreed action plan, to be put into practice as soon as is viable.

These four themes will be discussed with the *Giffard Drive Surgery Patients' Group* our Patient Participation Group (PPG) as detailed in our Project Plan in July 2011 under Step 4 and the agreements reached regarding changes and service development will be communicated to the PRG/PPG and the PCT as part of Step 5 of this project.

CUF, Giffard Drive Surgery
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