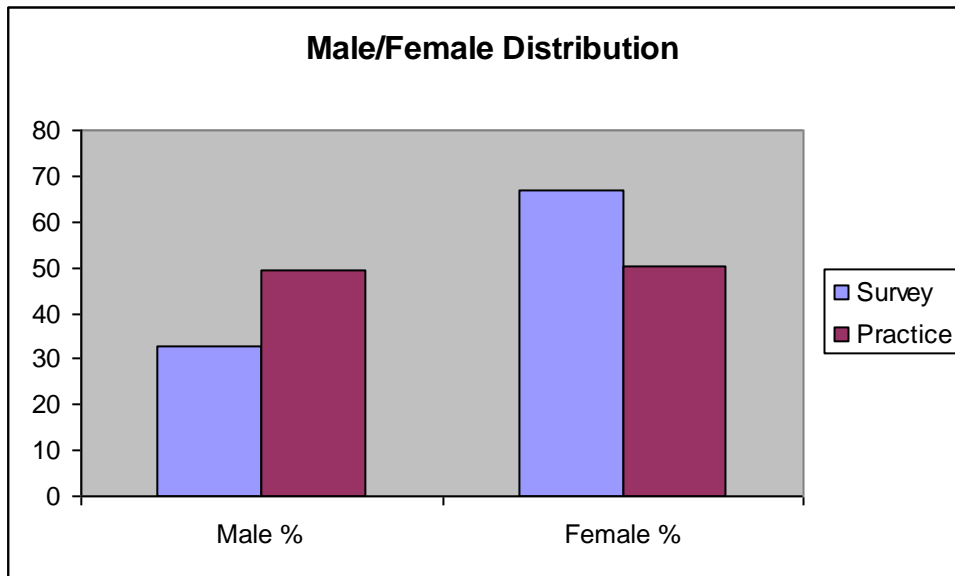


**Kelvedon & Feering Health Centre**

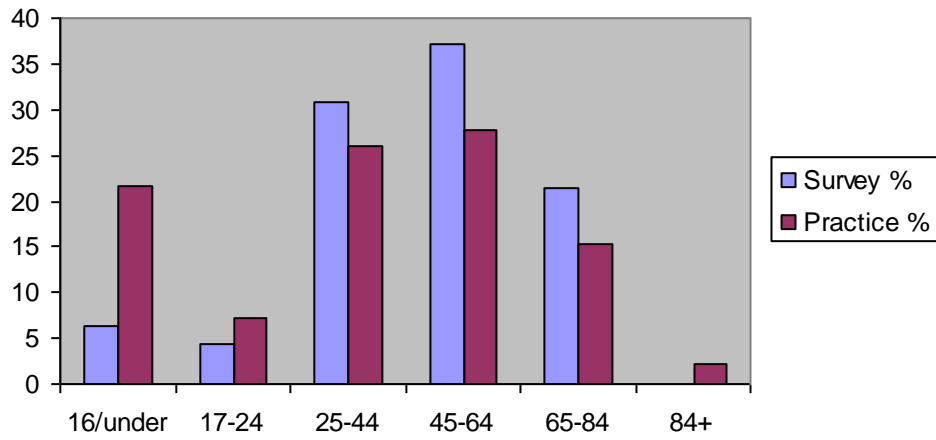
**Report and results of the Patient Survey March 2012**

200 surveys were distributed and 169 were returned, i.e. 84.5% completed.

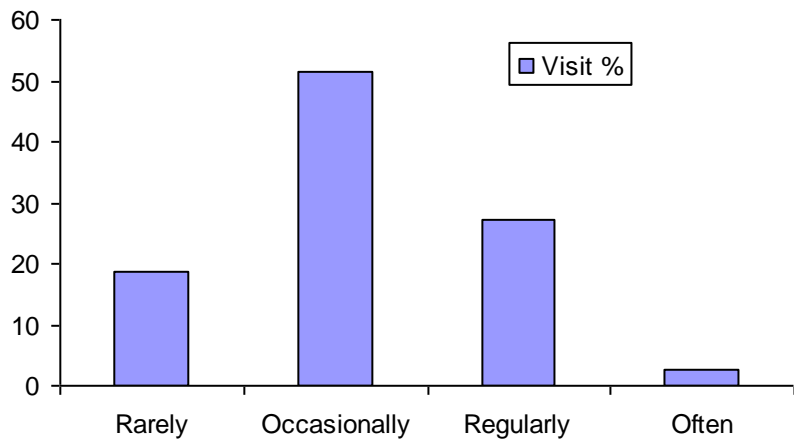


NOTE : We have not shown a graph for the ethnicity of the respondents as we do not have sufficient practice level data to make a clear comparison. Correcting this will be one of our targets for the coming year.

### Age Distribution



### Survey Patient visits Surgery



## Appointments

Of the patients who responded to the questions on appointments 72 had made a 'book on the day' appointment rather than an advance booking.

<b>Regarding your appointment today or your last appointment</b>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No of Respondents
I was happy with the choice of appointments I was offered	34 %	50%	6%	7%	3%	166
The appointment I made was at a time convenient time for me	39%	47%	7%	7%	1%	161

The majority of patients appear to be satisfied with both the choice and timing of the appointments they are offered. Requests for urgent appointment where no slots are left are always put to the Doctors to assess and in the majority of cases patients will be seen where the Doctor assesses there is a clinical need.

## Seeing a Doctor or a Nurse

The questions related to this appointment or the last appointment the patient had attended. We were not targeting Nurse feedback in particular but are happy to include the feedback we did get.

<b>Seeing a Doctor</b>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No of Respondents
I was satisfied about seeing the doctor of my choice	46%	34%	13%	6%	1%	159
After arriving at the surgery, the wait to see the doctor was reasonable	28%	46%	12%	11%	3%	160
I was happy with the medical care I received	49%	46%	3%	1%	0%	156
Adequate time was given to my problem	50%	49%	1%	1%	0%	156
I received clear explanations or written information about my problem	50%	42%	5%	2%	1%	146

Clearly patients were generally happy with the care they received once they saw the Doctor; most were happy they were able to see the Doctor of their choice, this will always be more of a challenge given three of the Doctors work part time so have less appointment time available.

The feedback was more mixed on the wait time to see the Doctor.

<b>Seeing A Nurse</b>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No of Respondents
After arriving at the surgery, the wait to see the nurse was reasonable	33%	52%	10%	5%	0%	21
I was happy with the medical care I received	35%	65%	0%	0%	0%	20
Adequate time was given to my problem	35%	65%	0%	0%	0%	20
I received clear explanations or written information about my problem	35%	60%	5%	0%	0%	20

The majority of patients responding are happy with the Nurse appointments, but this was a much smaller sample and will need to be picked up again in future surveys with a larger pool of respondents in order to draw realistic conclusions.

### **Test Results**

Respondents were answering based on having received test results recently, rather than on the day of completing the survey

Of the patients who responded to this question, 26 % had received results from the Doctor, 8% from the Nurse, 64% from the reception team and 2% by other means e.g. post.

<b>Getting a Test result</b>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No of Respondents
I was happy with the way the results were given to me	27%	53%	12%	7%	2%	59

There is a slightly more mixed response to this question indicating this is an area we should consider for review.

## Prescriptions

Patients taking repeat medication were asked how they normally obtain their prescriptions and whether they know about the other methods.

Via the practice website	14%	
Email	6%	
Fax	6%	
Post	13%	
Box in reception area	44%	
Other	17%	

A very limited number of patients had awareness of all the methods available to obtain their prescription, the vast majority knowing of and using the box in Reception. It is quite clear that this is an area we need to tackle in raising awareness of the different methods to help patients find what suits them best. Those who responded 'Other' generally obtained their prescription direct from the local pharmacies.

## Additional Comments from Patients

Getting an appointment can be difficult, not always possible on the day required, can cause issues attending work  
Trying to book an appointment while working is difficult, made appointment 2 weeks in advance and then took day off to come.  
Sometimes waiting time is unacceptable; occasionally I can't get an appointment when needed, overall good practice  
Surgery & pharmacy need to have better liaison especially if medication is changed.  
I have always found the staff & Doctors very helpful and & kind to my complaints  
Everything is fine  
Very happy with the service I receive and & always manage to get appointment on the day I require  
Happy with how the place is run  
Forward non urgent appointments could be more flexibly booked, I'm always told this IS possible but not for less than 2-3 weeks' time!  
Have tried to make future appointment not possible! Very difficult to get through in the morning have tried many times and given up. Don't feel  
I have a doctor always see a different one usually a locum  
Had to ring for 30 minutes to get appointment 8-8.30 then had last appointment, my husband has to wait a week!  
40 minutes wait disgusting!  
The wait time is far too long usually 45 min-1hour inability to book 2-3 days ahead is inconvenient

There are times when I have forgotten to put repeat prescriptions due to poor memory but surgery have always been supportive and put them in for me.

Not happy with making appointments on the day

50 minutes wait

Difficult to get appointment and you cannot see the Doctor you want always. No choice of appointment offered, not asked re time just took appointment offered.

Offered appointment time and accepted, no choice of appointment time or Doctor offered, happy with Doctor, 10 minutes wait; more user friendly booking arrangements & appointment times for commuters would be helpful

The service is always very good, effort is made to meet your request to see your choice of Doctor etc., Doctors very helpful.

I do try not to take on the day appointments unless I really need to, however it seems unreasonable to have to wait 3 weeks for a pre booked appointment.

I walked to the surgery to make an appointment on arrival was asked to call next morning as I was not prepared to do this waited nearly 3 weeks for an appointment, a bit disappointing

It can be difficult in making appointments in the morning particularly hard to get through when there are children to get ready for school.

however very happy with the surgery's approach to seeing children and willingness to slot in at short notice, recognising how quickly they go from well to poorly.

The practice is always busy and I'm not in a position to call at 8am as here on school run with 2 young children, feel there should be an easier way of making an appointment.

Whilst I managed to get an appointment this is a rare occurrence, it is usually very difficult to get an appointment.

Prescription managed by Boots, often difficult to make appointments with Doctor or Nurse

Often difficult to make a Doctor's appointment due to phones engaged and system, not enough information sent to patients not living locally  
It is good

You try and ring at 8 its always busy, I always try and get through with 2 phones, by the time you get through at 8.15 surgery is fully booked.

Always happy to see Dr Valsala very clear, thorough and courteous

Difficulty making appointments both in advance and particularly at 8.00am, very difficult to get through to reception

I am very happy with treatment the doctor gave.

it is very frustration trying to get an appointment sometimes ,a few times I've waited almost an hour to be seen if though I have an appointment slot.

Doctor difficult to understand, late night surgery needed, very hard to get appointment, I commute

It is very hard to get to see Doctor or Nurse as told to phone after 8 or after 2 but always fully booked when you can't pre book and when you phone at 8 and can't an answer till 8.45

Concerning booking appointments on the morning you wish to see the Doctor remains a problem although continuously calling to get in the queue to be answered. More appointments on offer than pre book? Happy with my surgery and my Dr and staff!

Service was rubbish waited an hour, name on TV screen as Tiptree Medical centre very good idea saves calling out names when noisy.

To ring for appointment is a lottery, I think lines are slowed by ring back  
It takes far too long to get through in the morning to book; you seem not to be able to cope with the volume.  
I find getting an appointment not particularly convenient  
Everyone at this practice comes across friendly and helpful  
Appointment system is very difficult would be useful to be able to book ahead, current system poor for full time workers, doctors work very few days each week  
We have always been satisfied with treatment given however booking an appointment is often difficult due to time you have to ring; this visit was an emergency slot which I was very glad of.  
Booking appointments by phone is becoming more difficult & appointments are often booked up for that day.

### **Overall comments on the Survey and Feedback**

Generally the results are positive, but do show some areas for improvement. The comments feedback is very useful for the practice to focus on its strengths and weaknesses. Some relate to areas which are outside our control but where we can try to improve the way we deal with the situation, e.g. a very long wait to see the Doctor which may be due to a patient emergency, but where improved communication might help those waiting to make a decision about whether to wait.

### **Draft Action Plan for the Future**

- Target to record all patients ethnicity to enable comparison with Patient group make up and survey respondents in the future
- Obtaining prescriptions – improved communication to the patients to raise awareness of all the methods of obtaining repeat medication –consider posters, flyers for patients, website feature.
- Wait to see the Doctor- Practice audit to see if there are any patterns to the waiting times for example the clinician, time of day, type of appointment, etc. Ask clinicians to record why they ran late on a particular day, Outcomes to be reviewed with the patient group and publicised to the wider patient population.
- Continue to keep appointment systems under review and publicise options for booking appointments better, although the survey percentages indicate patients are generally happy with the system, feedback suggests otherwise so this is an area we must keep under review.
- Test results, feedback on this was mixed so we should review how we feedback and who feeds back results. We should consider a risk assessment on the way we currently approach this and follow up with in house discussions to develop an improved model of feedback.
- Consider future targeted surveys on Nurse appointments, and other areas agreed with Patient group

The Action plan will be reviewed with the patient participation group and a timeframe drawn up as to when we can address and feedback on action taken. This will be publicised to the patients in the surgery and on the surgery website.