

Sothall and Beighton MC Patient Survey 2013

Presented by Dr Tim Williams
28/2/13

Results

- No. of respondents 101 (52)
- No. seeing a Dr in last 3 months 80% (69%)
- No. try to see Dr quickly 84% (62%)
- Happy to book over the phone 73% (61%)
- Would like on-line booking 35% (29%)
- Not easy phone booking 46% (25%)
- Hard to speak to Dr 17% (2%)

Triage service

- Used telephone triage 56% (44%)
- V. impressed speed with it 64% (59%)
- Able to sort problem over phone 78% (54%)
- People unable to use it 6% (5%)

The building

- Easy to get into 78% (73%)
- Building very clean 72% (62%)
- Concerns confidentiality at the desk
- 37% (34%)

Reception Staff

- Impressed with helpfulness reception staff 79% (88%)
- Not at all happy 21%
- Believe stopped seeing a Dr once/more than once 40%

Doctor Appointments

■ Waiting 15-30 mins.	40% (16%)
■ Waiting 5-15 mins.	35% (67%)
■ Wanting to see a particular Dr	71% (66%)
■ Able to see favourite Dr	38% (30%)
■ But see them sometimes	30% (17%)
■ V. good/good give enough time	94% (89%)
■ V. good/good asking symptoms	96% (96%)
■ V. good/good listening	95% (93%)

Doctors contiued

- V.good/good explaining tests 80% (83%)
- V.good/good involved in care 92% (75%)
- V.good/good treat with care 92% (85%)
- V.good/good take prob. seriously 90% (88%)
- Confidence in Dr 80% (65%)

Nurse Appointments

- V.good/good at giving time 91% (89%)
- V.good/good asking symptoms 83% (78%)
- V.good/good listening 83% (85%)
- V.good/good explaining tests 82% (81%)
- V.good/good involved in care 77% (64%)
- V.good/good treat with care 87% (83%)
- V.good/good take prob.seriously 83% (74%)
- Aware manage LTC's 53% (43%)

Routine Blood Testing

- Waiting times for Blood-taking (phlebotomy) appointments in last 6 months
 - Less than a week 34%
 - 1-2 weeks 31%
 - More than 2 weeks 10%
 - Not applicable 25%

Surgery Opening Times

- Very/fairly impressed 80% (82%)
- Aware open before 8am 25% (10%)
- Aware open after 6.30pm 16% (27%)
- Think open Saturday 5% (16%)

Overall Satisfaction with Care

■ Very	65% (51%)
■ Fairly	23% (37%)
■ Neither satis/not satisfied	6% (10%)
■ Quite dissatisfied	5%
■ V. Dissatisfied	1%

Would you recommend to someone new?

■ Yes	81% (84%)
■ Might	8% (10%)
■ Unsure	4%
■ Prob. not	3%
■ Definitely not	2%

Agreed Action Plan

- Consider releasing pre-bookable for following week later after lunch (suggestion from reception).
- Investigate on-line booking for non-doctor appointments.
- Earlier phlebotomy/BP appointments (before 08.30)
- Investigate advertising surgery opening hours on TV in waiting room.
- Investigate and implement ways of improving patients experience with reception, through training.
- Confidentiality at reception – continue current plan
- E-mail patients to publicise survey.