

Sothall and Beighton MC Patient Survey 2014

Presented to PPG
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Results

■ Results shown are for	2014	(2013)	(2012)
■ No. of respondents	143	(101)	(52)
■ % seeing a Dr in last 3 months	78%	(80%)	(69%)
■ % try to see Dr quickly	71%	(84%)	(62%)
■ % Happy to book over the phone	71%	(73%)	(61%)
■ % Would like on-line booking	29%	(35%)	(29%)
■ % Not Easy phone booking	73%	(69%)	(62%)
■ % Easy to speak to Dr	56%	(40%)	(55%)

Triage service

- Used telephone triage 63% (56%) (44%)
- V. impressed speed with it 70% (64%) (59%)
- Able to sort problem over phone 86% (78%) (54%)
- People unable to use it 6% (5%)

The building

- Easy to get into 89% (78%) (73%)
- Building very clean 81% (72%) (62%)
- Concerns confidentiality at the desk 28% (37%) (34%)

Reception Staff

- Impressed with helpfulness reception staff 83% (79%) (88%)
- Not at all happy 4% (21%)
- Believe stopped seeing a Dr
once/more than once 38% (40%)

Seeing a Doctor

- % able to see same day or within 2 days 55% (45%) (47%)
- % where reason not able to see was
 - No Appointments 68% (52%) (73%)
 - Time didn't suit 12% (5%) (14%)
- % able to book ahead for a doctor(>2days) 37% (38%) (42%)

Doctor Appointments

■ Waiting 15-30 mins.	34% (40%) (16%)
■ Waiting 5-15 mins.	51% (35%) (67%)
■ Normally not waiting too long	51% (46%) (56%)
■ Wanting to see a particular Dr	66% (71%) (66%)
■ Able to see favourite Dr	54% (38%) (30%)
■ But see them sometimes	35% (30%) (17%)
■ V. good/good give enough time	91% (94%) (89%)
■ V. good/good asking symptoms	76% (96%) (96%)
■ V. good/good listening	93% (95%) (93%)

Doctors contiued

■ V.good/good explaining tests	87% (80%) (83%)
■ V.good/good involved in care	84% (92%) (75%)
■ V.good/good treat with care	87% (92%) (85%)
■ V.good/good take prob. seriously	87% (90%) (88%)
■ Confidence in Dr	80% (80%) (65%)

Nurse Appointments

- Very/fairly easy to get appointment 71% (79%) (76%)
- V.good/good at giving time 93% (91%) (89%)
- V.good/good asking symptoms 80% (83%) (78%)
- V.good/good listening 88% (83%) (85%)
- V.good/good explaining tests 85% (82%) (81%)
- V.good/good involved in care 73% (77%) (64%)
- V.good/good treat with care 85% (87%) (83%)
- V.good/good take prob.seriously 81% (83%) (74%)
- Aware manage LTC's 42% (53%) (43%)
- Aware of Birthday med review 51%
- Waiting < 1 week for routine bld tst. 37% (31%)

Surgery Opening Times

- Very/fairly impressed 73% (80%) (82%)
- Aware open before 8am 29% (25%) (10%)
- Aware open after 6.30pm 41% (16%) (27%)

Overall Satisfaction with Care

■ Very	60% (65%) (51%)
■ Fairly	35% (23%) (37%)
■ Very or Fairly	95% (88%) (88%)
■ Neither satis/not satisfied	3% (6%) (10%)
■ Quite dissatisfied	1.4% (5%)
■ V. Dissatisfied	0.7% (1%)

Would you recommend to someone new?

■ Yes	71% (81%) (84%)
■ Might	15% (8%) (10%)
■ Unsure	5% (4%)
■ Prob. not	8% (3%)
■ Definitely not	0.7% (2%)

Agreed Action Plan

- Doctor profiles interests on website
- Online booking for doctor appointments
- Publicise opening times
- Consider re-arranging seating in Sothall waiting room to help with confidentiality.