

Report on the Patient Survey 2013

Introduction

In February 2013 a survey was made available for the patients of Wyndham House Surgery to complete. This was very similar to the survey done in February 2012, so that progress made on accessibility and new forms of communication could be assessed. Improvement can be measured by comparing the answers to the questions from last year's survey and report and also by looking at the Practice Action Plan for 2012 to see if the measures have been introduced that were suggested through discussion with the Patient Reference Group and comments from the survey. This information can be found in the final section of this report.

The survey also coincided with our CFEP survey, the full report of which can be seen on the website, but which indicated strongly that the practice offers above average service in all areas.

The Survey

The survey was completed by 139 patients. A copy of the questionnaire can be found in the Appendix of this Report. The results were analysed and compared to those of 2012. The Virtual Patient Reference Group was consulted at all points of this process, both in the survey design (no comments were received about any changes) and in the interpretation of the results.

The results were interpreted with the help of last year's answers

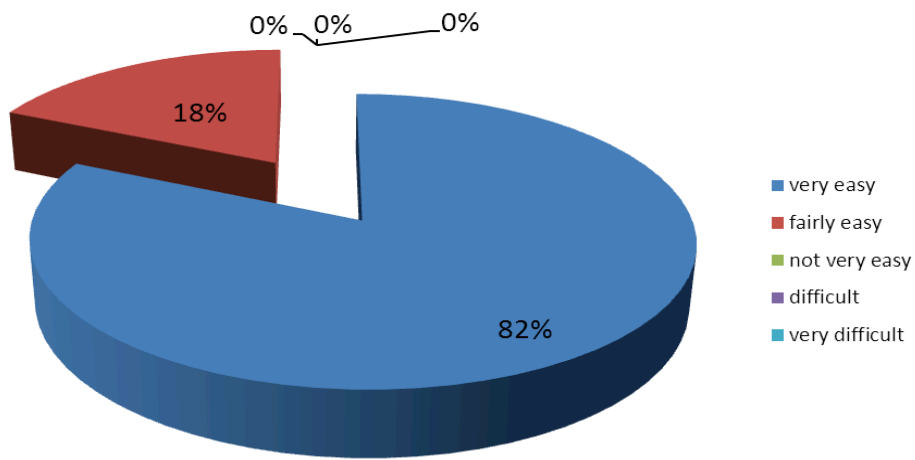
Results

Question 1 - How easy is it to.....

a) See a doctor or nurse for same day advice or treatment

Average score of 1.21 (where 1 is very easy and 5 is very difficult)

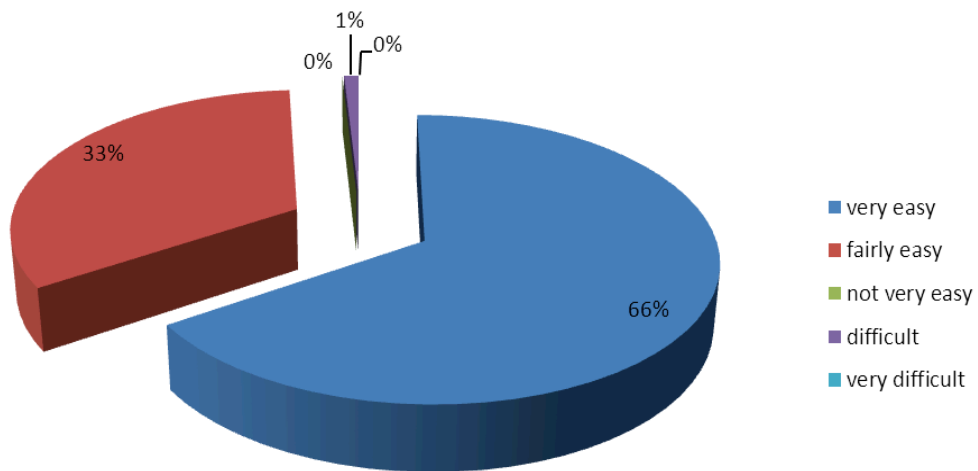
How easy is it to see a doctor or nurse in an emergency?



b) See your preferred GP or nurse

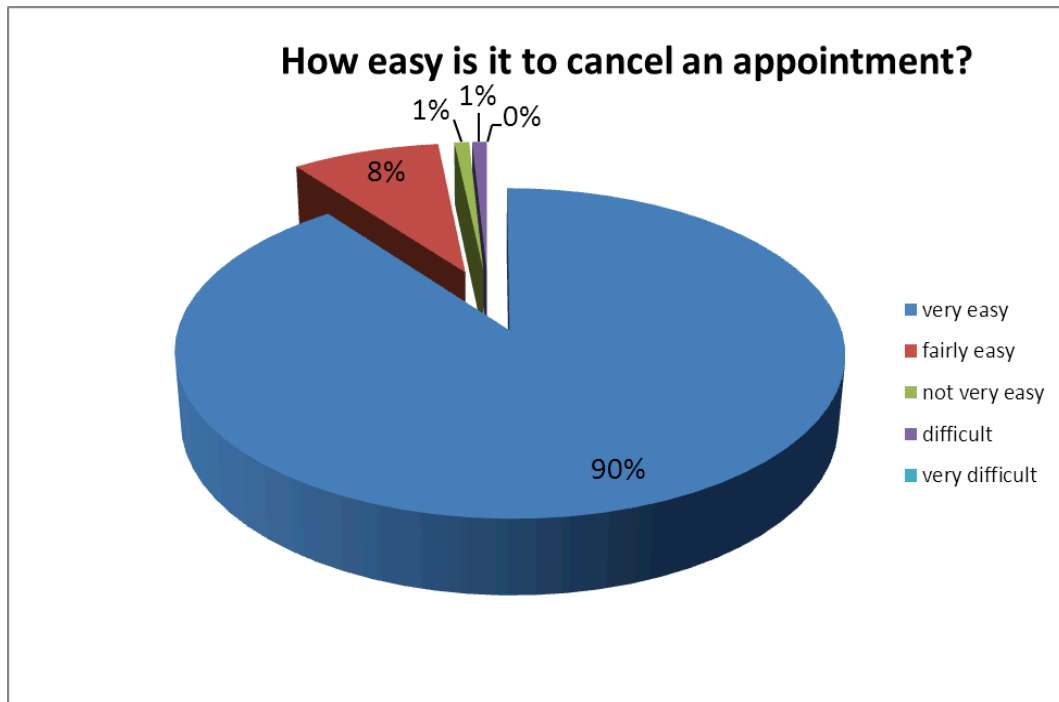
Average score of 1.36 (where 1 is very easy and 5 is very difficult)

How easy is it to see your preferred GP or nurse?



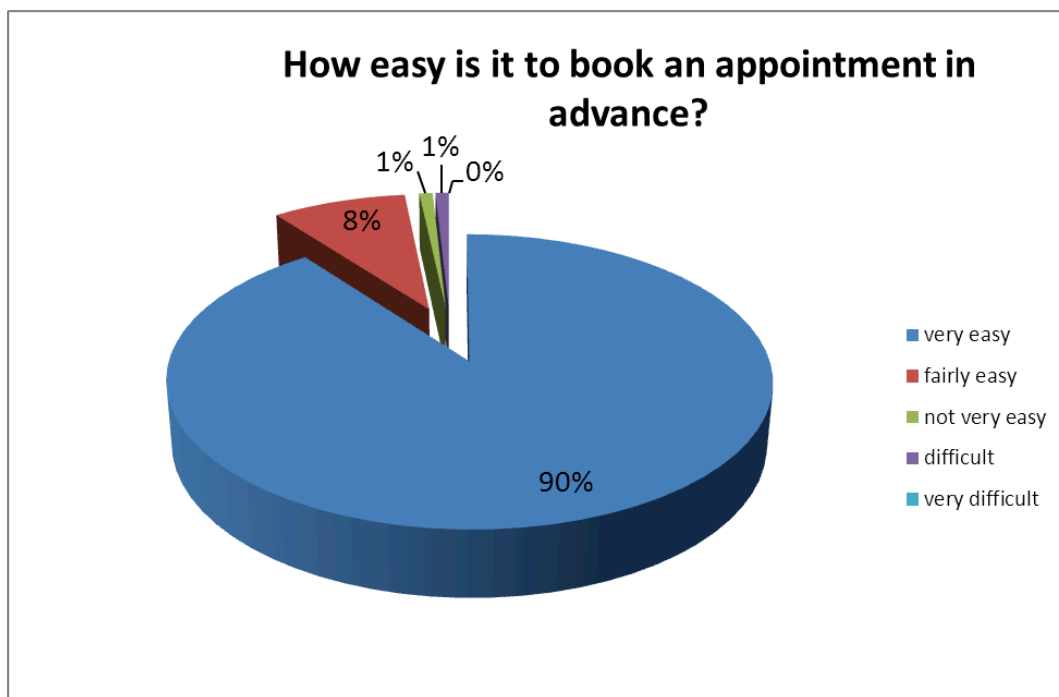
c) Cancel an appointment you can't attend

Average score of 1.03 (where 1 is very easy and 5 is very difficult)



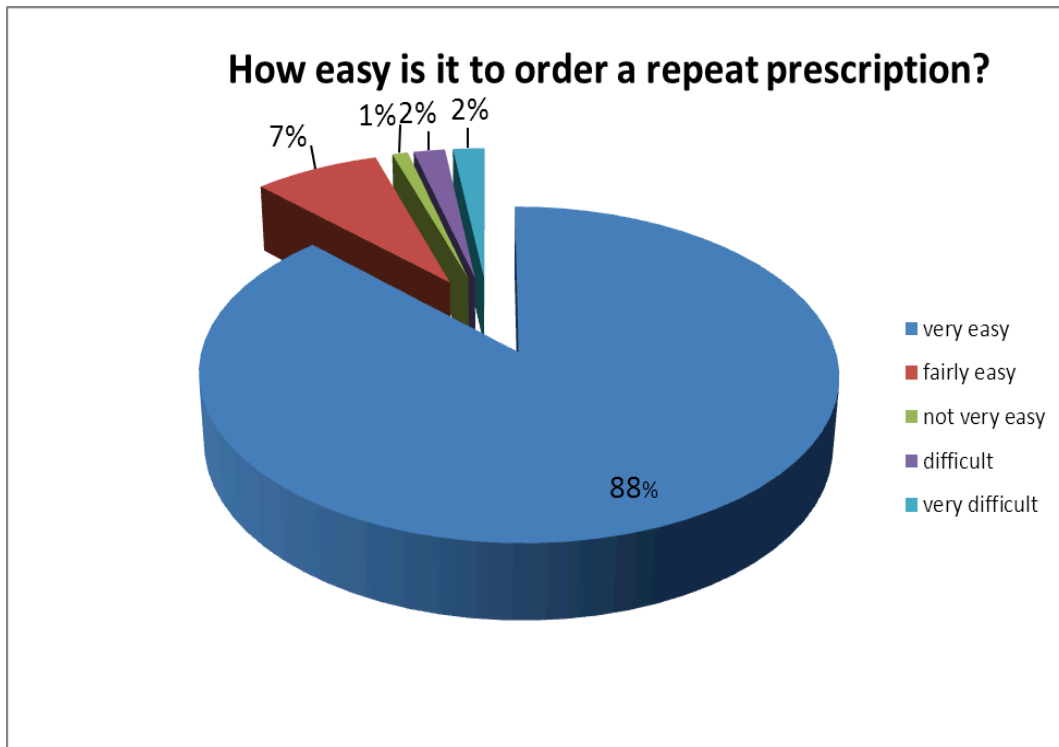
d) Book an appointment in advance

Average score of 1.12 (where 1 is very easy and 5 is very difficult)



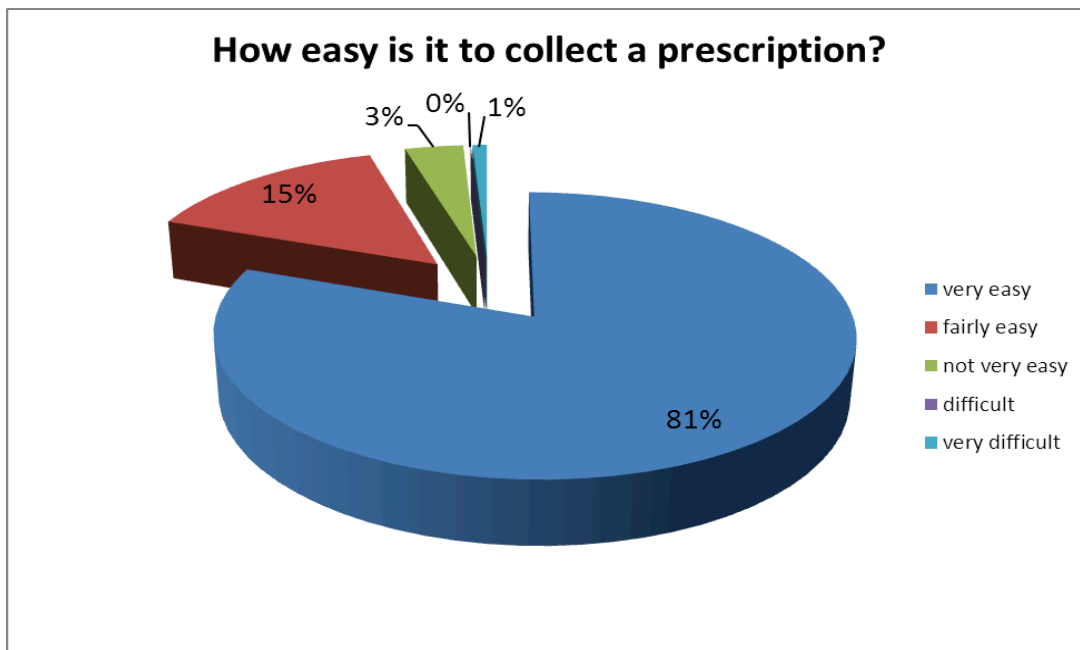
e) Order a repeat prescription

Average score of 1.2 (where 1 is very easy and 5 is very difficult)



f) Collect a prescription

Average score of 1.24 (where 1 is very easy and 5 is very difficult)



Question 2 – Are you happy with the way you are treated by the staff of Wyndham House?

97.58% of respondents are happy; 2.42 % respondents not happy.

Question 3 – Did you know you could be texted about an upcoming appointment?

40.80% did; 59.2 % didn't

Question 4 – Would you/do you use the texting service?

57.6% said yes they do or would, 42.4% said no they wouldn't like to be texted.

Question 5 – Did you know we had a website?

88% did; 12% didn't know

Question 6 – Did you know you can now book some appointments online?

53.23% said yes; 46.77% said no

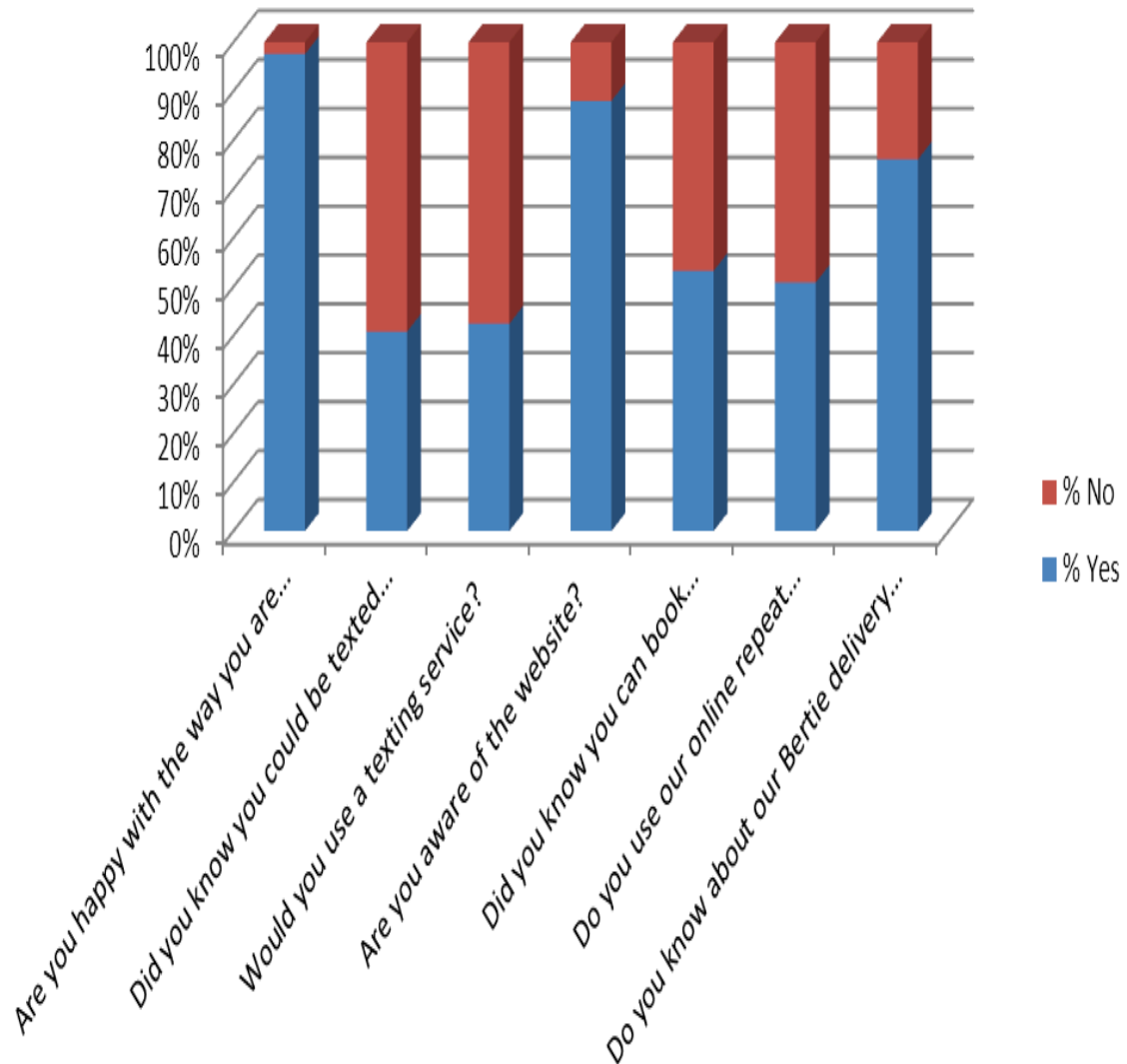
Question 6 – Do you use our new online prescription request system?

41% of respondents do use it regularly 10% tried it but didn't like it, 39% don't use it, and 10% have no internet so can't use it.

Question 7 – Do you know about our prescription delivery service?

76.03% did; 23.97 % didn't

Answers to yes/no questions



Comparison of results between 2012 Patient Survey and 2013 Patient Survey

Please find below a comparison of the results from the patient surveys done in 2012 and this year. Some of the questions vary slightly, as the surgery now has available online booking of appointments, text message reminders and a new online prescription ordering service.

These results were emailed to the Virtual Patient Reference Group and comments received were incorporated into the interpretation of the results.

Table of results

Question		% of patients					
		Very easy	Fairly easy	Not very easy	Difficult	Very difficult	Not tried
How easy is it to:							
See a doctor in an emergency	2012	73	26	1	1	0	20
	2013	81	18	0	0	0	28
See preferred GP or nurse	2012	62	35	3	0	0	9
	2013	65	33	0	1	0	12
Cancel an appointment	2012	80	2	0	0	0	34
	2013	96	4	0	0	0	33
Book an appointment in advance	2012	86	0	14	0	0	6
	2013	89	8	1	1	1	6
Order a repeat prescription	2012	87	3	0	1	1	8
	2013	87.5	7.5	1	2	2	14
Collect a prescription	2012	69	17	6	2	0	5
	2013	80	15	3.5	0	1	8
		Yes			No		
Are you happy with the way you are treated by staff?	2012	98.5			1.5		
	2013	97.5			2.5		
Would you like to be	2012	23.5			76.5		

texted about appts?				
Did you know you could be texted about appts?	2013	41	59	
Would you/Do you use the texting service	2013	42	58	
Did you know we had a website?	2012	86.2	13.8	
	2013	88	12	
Would you like to book some appointments online?	2012	53.7	46.3	
Did you know you can book appointments online?	2013	53.3	46.7	
		Yes	Tried but didn't like it	Don't use
Do you use our online prescription request?	2012	50	4.8	26
	2013	41	10	39
		Yes	No	
Do you know about our prescription delivery service?	2012	75.4	24.6	
	2013	76	24	

Questionnaire results – Interpretation

The results of the 2012 survey showed that most people (>60% and average of 87%) find it very easy to see a doctor the same day, see a preferred doctor or nurse, cancel an appointment, book an appointment in advance, order a repeat prescription and pick up a prescription. 98% people were happy with the way they are treated by staff.

In 2013 the survey showed again that most people (>65% and an average of 83%) found it very easy to see a doctor the same day, see a preferred doctor or nurse, cancel an appointment, book an appointment in advance, order a repeat prescription and pick up a prescription. Only 13 people of the 139 (9.3%) people who responded said that it was not easy or difficult to do any of those things. 97.5% of patients were happy with the way they are treated by staff.

In 2012 only 23.5% of people would like to be texted about appointments, but 53.7% would like to book appointments online. In 2013 40% of people now knew they could be texted if they wanted to be, and 42% said they would use it. In 2012 86% of people knew the surgery had a website and 50% of people used the online repeat prescription request page, while in 2013 88% knew about the website and over 50% were using the online ordering service and knew they could book appointments online. Significantly 18.7% said they had no internet access in 2013, compared to 10% in 2012. In 2012 75% of people knew that we delivered prescriptions with the Bertie delivery service, which had increased to 76% in 2013.

Some of the comments brought up areas that the surgery could improve on. Again in 2013 these included comments about dispensary opening hours, the radio station in the waiting room and the uncomfortable and shabby reception area. For example:

“A recent observation: I think the patient waiting room could be better designed to improve creature comforts. The background music should be subtle. The central seating consul is uncomfortable and unsociable. The room needs more pictures and plants giving patients a more relaxed environment when they could be nervous and unwell. Additional features could include a drinking water dispenser for those who have walked or cycled to the centre, and perhaps a tropical fish tank.”

“Pharmacy lunchtime closing time is inconvenient.”

“I wish you didn't have the radio on in the waiting room! Not my sort of music, etc.”

Overall, the results of the survey show that Wyndham House Surgery is highly thought of within the community and the doctors and staff treat patients well. Some comments include:

“WH [Wyndham House] could be an example to all surgeries of how they should be run! Excellent in all ways.”

“The service we receive from WHS and the courtesy, understanding and expertise with which it is delivered remains first rate. Thank you to all concerned.”

Comments from the Patient Reference Group included:

“Given the much-publicised stresses on the NHS, you and your colleagues in the practice can be very proud that the 2012 results have, in the main, improved and that new services have been smoothly introduced. We are lucky in Silverton to have such an efficient and caring service.”

Wyndham House Surgery will follow up this survey by continuing to promote the Bertie delivery service, the website and prescription ordering online. Text messaging and booking online have proved popular, but need further promotion, and we must continue to ask people if they would like to be emailed or texted before doing so.

Practice Action Plan

As a result of the comments received and discussion within the surgery staff and with the Virtual Patient Reference Group a Practice Action Plan was developed, with areas that the surgery will act to improve on and continue to develop.

For information please see the Practice Action Plan for 2013 below. The Action Plan from last year (2012) can be found in the Appendix of this report.