

# Report on the Patient Survey 2014

## *Introduction*

In February 2014, as in the previous 2 years, a survey was made available to the patients of Wyndham House Surgery in order to assess our performance and to ask the patients their opinions on various issues. Some of these are national issues, while some are directly relevant to decisions we are making about our services.

For the first time this survey was emailed out in a bulk mail to all patients for whom we had recorded an email address. This meant that the survey could reach a number of people who would not necessarily have come across it before, in particular people who do not visit the surgery or the surgery website very often.

The survey was also available as a .pdf document on our website and paper copies were on display in the waiting room, as well as put into prescription bags and delivered to the housebound via Bertie.

## *The Survey*

A copy of the survey can be found in Appendix 1. A total of 139 surveys were completed and analysed. This is comparable with other years (139 in 2013 and 125 in 2012). Many of the questions are similar to previous years, allowing comparison over the years, however the survey was extended and included more specific questions on services. The questions for the survey were devised through discussion amongst practice staff and through consultation with the Patient Reference Group. For the first time the survey asked for some demographic data from patients to allow comparison with the overall patient list to check that all groups were represented in the survey contributors.

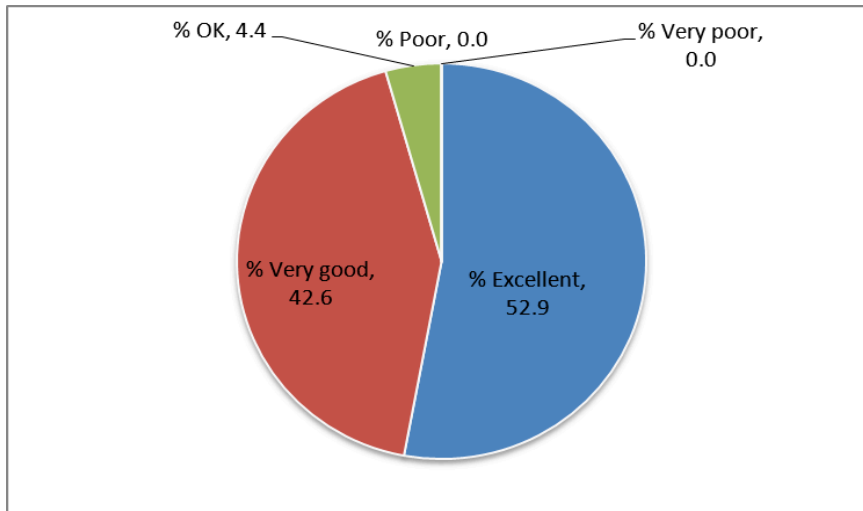
The survey was emailed out to 746 patients but unfortunately there was a problem with compatibility, which may have meant some people could not read or print the document. The survey was written in Word 2010, which can mean that people with older versions, or who don't use Microsoft products may not be able to see the survey as it was meant to look. Future bulk mailings will take this into consideration, however this time the problem only came to light when patients responded saying they could not read the file.

## *The Results*

### Section 1 – Ratings of the Surgery in general

#### **Question 1 - How do you find the surgery as a whole:**

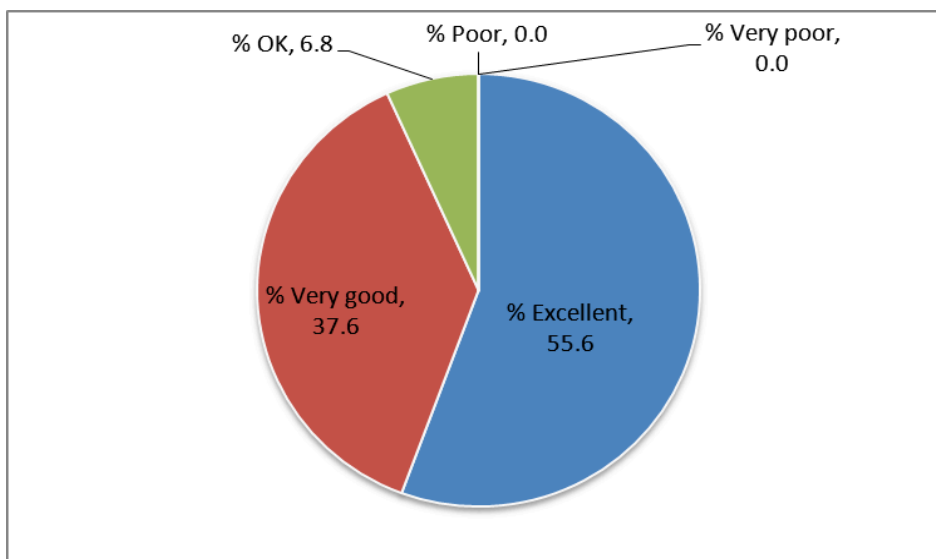
Average score of 1.5 (ie. in between excellent and very good, the nearer the score is to 1 the better). 72 people said excellent, 58 said very good, 6 said OK; no one said the surgery as a whole was poor or very poor, while 1 person did not respond.



#### **Question 2 - How do you find:**

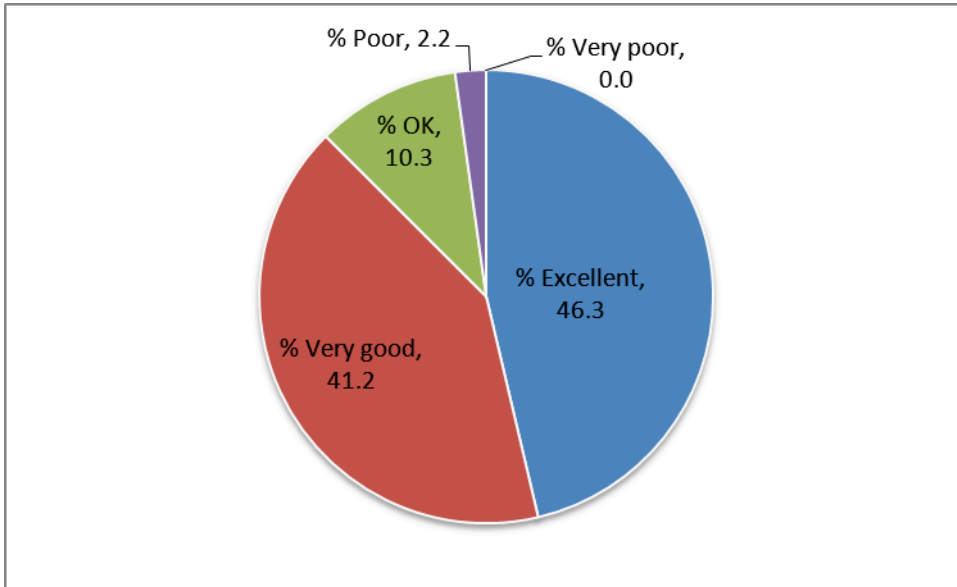
##### **a) Clinical staff**

Average score of 1.48. 74 said clinical staff were excellent, 50 said very good, 9 said OK and no one answered that clinical staff were poor or very poor. 4 people failed to respond to this question.



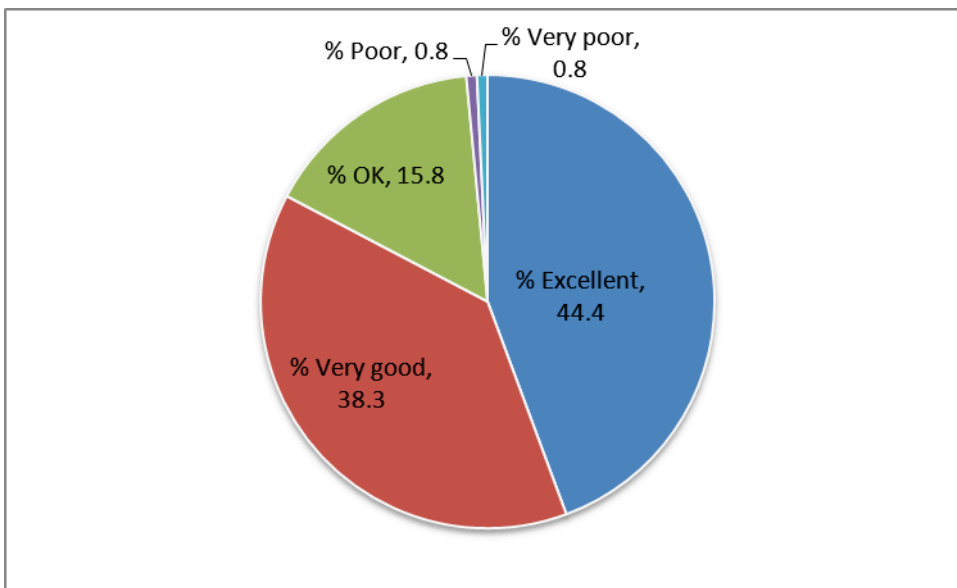
**b) Reception staff**

Average score of 1.67. 63 people said reception staff were excellent, 56 said very good, 14 said OK and 3 said they were poor. 1 person did not respond.



**c) Dispensary staff**

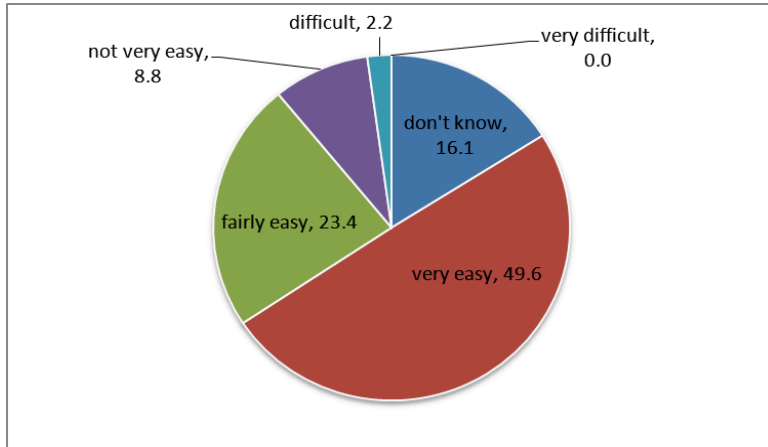
Average score of 1.7. 59 people said the dispensary staff were excellent, 51 people said very good, 21 said they were OK, 1 said poor, 1 said very poor. 4 people failed to respond.



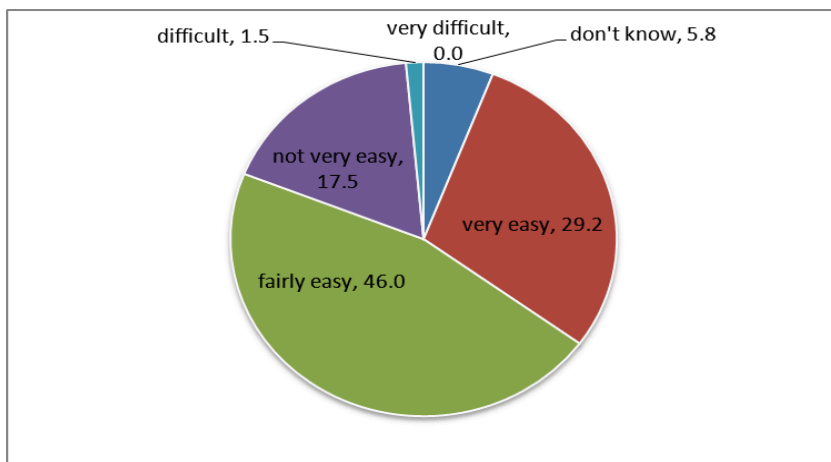
Section 2 – Our services

**Question 3 - Please rate the following. How easy is it to:**

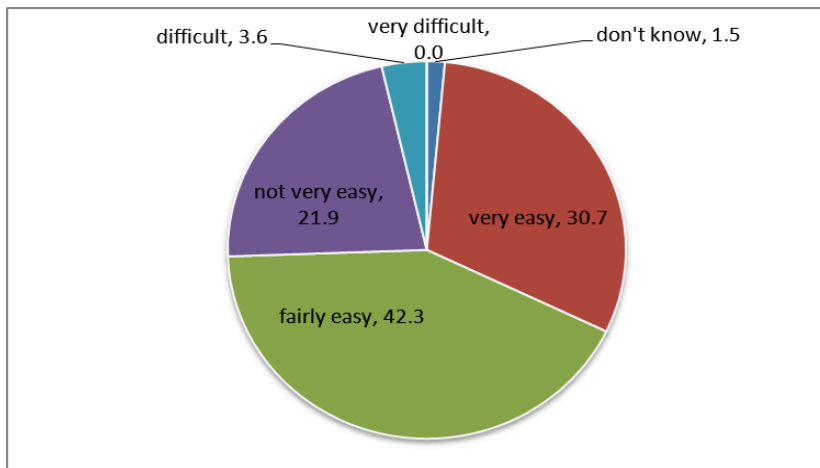
**a) See a doctor or nurse in an emergency**



**b) See your preferred doctor or nurse**



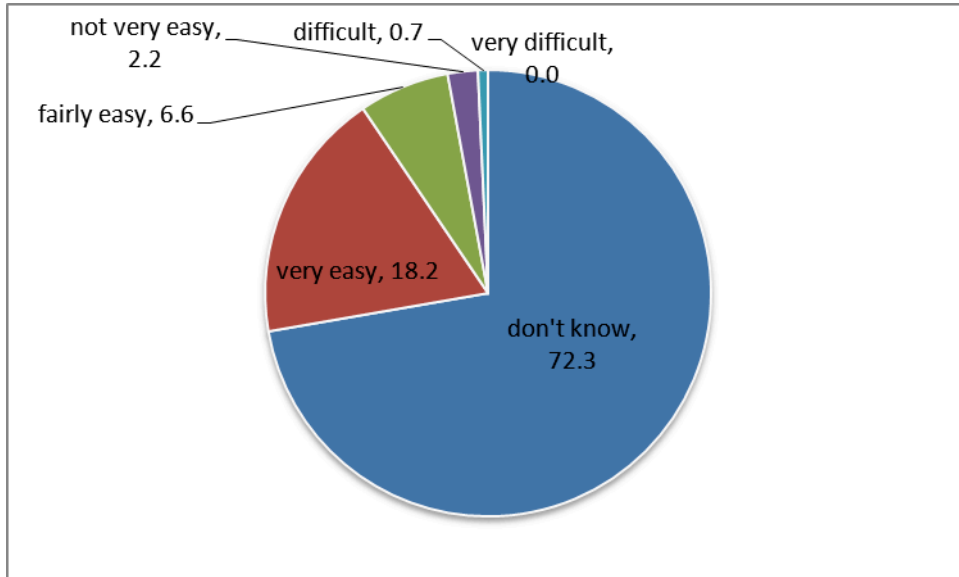
**c) Get an appointment at the time you prefer**



**Question 4 – Have you ever used online booking of appointments?**

27% (37 people) had booked an appointment online, 73% (100) had not.

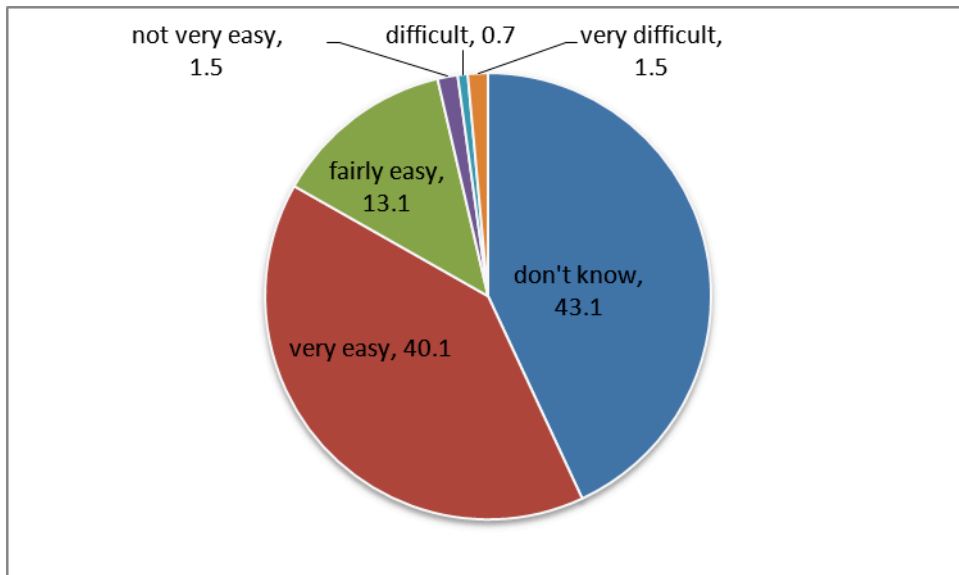
**How easy was it?**



**Question 5 – Do you order your repeats online?**

58% of respondents order their prescriptions online, while 42% don't.

**How easy was it?**



**Question 6 – would you like help with SystemOnline or our website?**

6% (8 people) of respondents felt that they did need extra help to use internet facilities, while 94% said they did not need help.

**Question 7 - Do you feel informed about changes in data sharing eg. care.data?**

56% felt well informed about the upcoming changes to data sharing within the NHS, while 44% did not.

**Question 8 – Do you use the surgery website?**

61% said they did, 39% did not.

**Question 9 – Do you know about our prescription delivery service – Bertie?**

76% of respondents knew about our delivery service, while 24% did not.

Section 3 – The waiting room

**Question 10 - Do you read or take away leaflets from the waiting room?**

70% of people do read and take away leaflets from the waiting room, 30% do not.

**Question 11 - Do you like having toys in the waiting room?**

90% of respondents who answered said yes they do like having them there. 10% didn't like them. 30 people did not answer this question.

**Question 12 - Would you like/use a WiFi network in the waiting room?**

35% said yes they would, 55% said no they wouldn't and 9% said they didn't know.

**Question 13 – Would you like a television in the waiting room?**

9% said yes to television, 91% said no. Those that said no were often emphatic about it.

Section 4 – Access to other services

**Question 14 – Do you know about our services for unpaid carers?**

13% of respondents were aware of services for carers, while 87% did not know about them.

**Question 15 – Do you find it easy to access physiotherapy services?**

46% of people said physiotherapy services were easy to access, 7% said they weren't and 46% didn't know.

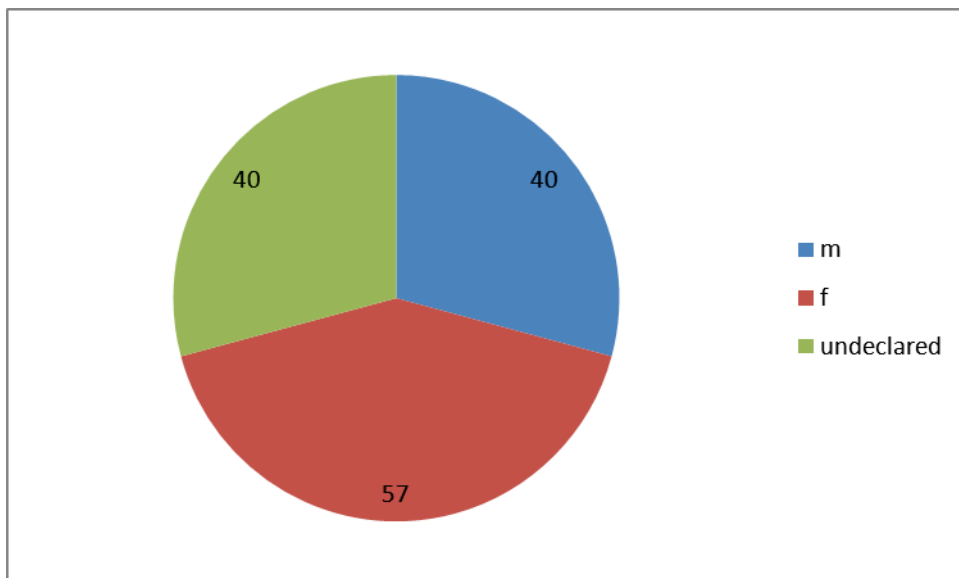
**Question 16 – Were the surgery and district nurses well informed following a hospital discharge if their services were needed?**

60% didn't know (replied n/a), while 35% said yes they had been well informed of patient's needs on discharge from hospital, while 4% said they weren't.

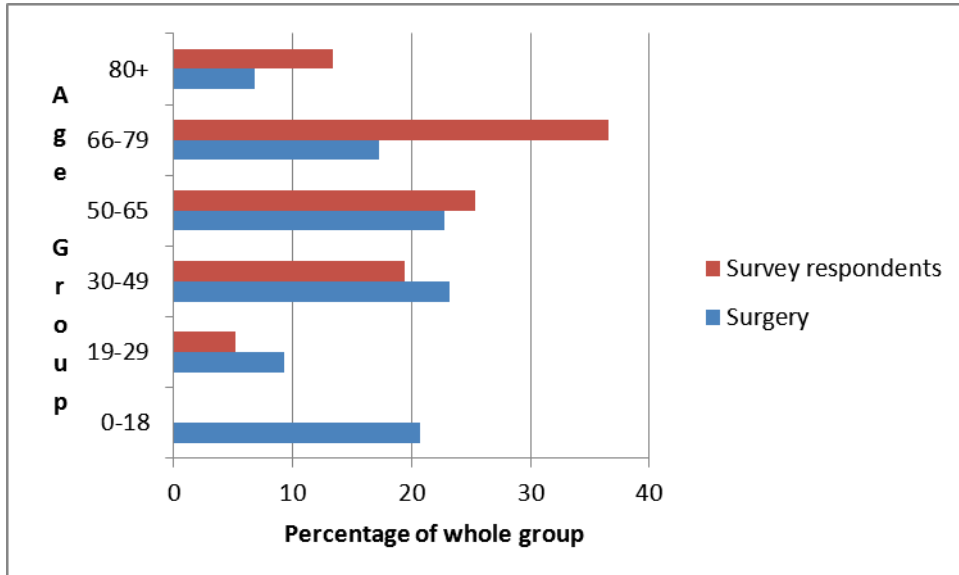
Demographic data

For the first time demographic data about the respondents to the survey was collected. This can be compared to the demographics of our patient list to see if the respondents form a representative group.

Male/female ratio



## Age groups



## Parents

80% of respondents were parents, 20% said not.

## Carers

14% of people said they were a carer, 86% said not.



## Comparison of results

Some of the questions from 2014 can be compared to the previous years' answers. See the table below.

Table 1: Comparison of answers to questions from 2012-2014

Question	Year of survey	% of patients					
		Very easy	Fairly easy	Not very easy	Difficult	Very difficult	Not tried (% of whole sample)
<b>How easy is it to:</b>							
<b>See a doctor in an emergency</b>	2012	73	26	1	1	0	20
	2013	81	18	0	0	0	28
	2014	59	28	10	2	0	16
<b>See preferred GP or nurse</b>	2012	62	35	3	0	0	9
	2013	65	33	0	1	0	12
	2014	31	49	19	2	0	6
<b>Book an appointment in advance (for your preferred time)</b>	2012	86	0	14	0	0	6
	2013	89	8	1	1	1	6
	2014	31	43	22	4	0	1.5
		<b>Yes</b>			<b>No</b>		
<b>Do you know about our prescription delivery service?</b>	2012	75.4			24.6		
	2013	76			24		
	2014	76			24		

### *Interpretation of Results*

Overall the surgery is considered excellent or very good by 95% of patients who responded to the survey. This is good news for the surgery and means that we are continuing to provide top-quality services to the local community. This is also reflected in the findings for staff – clinical staff are considered “excellent” or “very good” by 93% of respondents; reception staff are considered “excellent” or “very good” by 87% of respondents and dispensary staff are considered “excellent” or “very good” by 83% of respondents. This means that in the main patients are satisfied with how they are treated by staff. However it also means that more than 1 in 10 people go away dissatisfied from dispensary and reception. There is definite room for improvement.

The questions about the services at Wyndham House were divided into questions that required a yes/no answer and those that required patients to rate the service from very easy to very difficult. This was comparable to questions from previous years, which meant that results for a few questions could be compared with the previous 2 years of data from the survey (see Table 1). The first question asked people to rate the ease of seeing a doctor in an emergency (ie. for same day advice). 87% of people said it was easy or very easy to do this. This compares to 100% last year and 98% in 2012. Slightly more than 1 in 10 people did not find it easy to see or talk to a doctor in 2014.

The second question asked how easy it was to see a preferred doctor or nurse – 80% of those people who answered said this was easy or very easy. About 1 in 5 people did not think it easy to see their preferred doctor or nurse. This is also down on the previous 2 years’ results, which needs further investigation.

The third question that was asked in this way was about how easy it is to get an appointment at a time the patient prefers. Patients answered that 74% thought it was easy or very easy, leaving nearly 25% saying it wasn’t easy. This needs further investigation too, as this is a significant decrease on previous years’ results.

Moving onto our new services, booking appointments online and ordering appointments online, as these questions have not been asked before there are no results from previous years to compare with, but the answers are promising nevertheless. 27% of people who responded to the questionnaire had booked an appointment online. This is the first year that this service has existed, and it is being used by patients, with 90% of people saying it was easy or very easy to use. Online repeat prescriptions have also seen a boost of usage, with 58% of

respondents ordering repeats online. This could be compared to last year's question, which although phrased differently, showed 41% of respondents used the system last year. Nearly 95% of people who used it found the system easy or very easy to use, which shows that even with the complications which online ordering of repeats brings with it, SystemOnline is well liked amongst patients for ease of use. Interestingly, in the next question 6% of people said they would like extra help with the system. Perhaps the people who do find SystemOnline difficult to use would benefit from a little extra computer tuition.

The next question, about data sharing and care.data is very topical, with this topic creating headlines across the media in February, and resulting in the delay of the project by 6 months. The survey results reflect this as 56% of patients felt well-informed and 44% did not. The surgery will keep patients updated on all local and national changes that may affect them. The website is updated frequently with news like this, and as 61% of patients use the surgery website this is the best medium for communication with large numbers of patients at present.

The Bertie delivery service is a prescription delivery service for the housebound, which is generously funded by the Friends of Wyndham House. As in previous years 76% of people knew about this service, which the surgery will continue to promote.

The waiting room was the next focus of questions – following last year's spruce up were there other aspects that needed attention. 70% of people read or take away leaflets from the waiting room, so these will be kept, but perhaps fewer and more relevant leaflets will be displayed. 90% of people like having toys, while a lot of people abstained from answering, perhaps feeling that they couldn't comment on something that they didn't use. 35% of people would like Wifi coverage in the waiting room, so this is something that can be discussed further, especially as it would not be obtrusive if set up. There was a definite and heartfelt "No" to a television in the waiting room, with 91% of people saying No, often very vehemently. The surgery will not put a television in the waiting room.

The focus of the next section was access to other services. Only 13% of people were aware of the services available to carers through the surgery. These services need better dissemination across all areas of the surgery, so that more people become aware of the services available to unpaid carers. Physiotherapy services are available to everyone at the surgery, with 46% of people finding them easy to access, while 46% didn't know about them, perhaps because they have never

needed to use them. The next question asked whether the surgery and district nurses were well informed about any needs following hospital discharge, 35% said yes, and 60% said they didn't know, probably as they have not needed these services.

Demographically, the survey respondents showed a good cross section of Wyndham House Surgery patients. There were slightly more respondents in the middle two age categories, with the proportion of 66-79 year olds responding far more than the proportion of that age group who are patients – perhaps reflecting the fact that this age group has time on its hands and are often frequent users of our services. There were no children who responded, and fewer in the younger age groups. The male/female ratio seemed representative – though many people failed to respond, perhaps feeling that it was not relevant. Parents of young children and carers were well represented amongst respondents.

### *Further comments section*

As always the comments were recorded and analysed, with some interesting results. Generally the comments were very positive:

*"I just feel amazingly lucky to have access to such a wonderful service."*

*"I have moved to Silvertown recently and previous experience of GP surgery in Exeter. Service here is fantastic and generally no problem seeing a doctor the same day and the next day."*

*"This area is so well served by WHS - we are so fortunate to have such excellent and dedicated medical support. Thank you."*

However there were also some comments which indicated areas that the surgery can work on:

*"Dispensary opening hours sometimes inconvenient."*

*"Could do with a lift to get disabled people and heavily pregnant women upstairs to see doctor - physio and clinics."*

*"Stair lift would be useful. Front desk reception more approachable and touch-screen registration useful - but may be off-putting to the computer illiterate"*

*"There is an unpleasant smell in the public toilet."*

*"The surgery on the whole is excellent but I have had issues with the dispensary staff... My main complaint is that they NEVER apologised."*

*"It is all excellent apart from the pharmacy/ dispensary. I am sorry - but they are rude and patronising. You feel that you are not welcome in any way. Also the 'system' is not good; you are often kept waiting (sometimes, I feel, deliberately)."*

*"Good .....but your pharmacy should be open all day! Patients outside Silvertown find it difficult enough getting there at all but to be restricted during middle of day is very inconvenient."*