

Wyndham House Surgery Report on 2016 Patient Survey

Introduction

Patient feedback is a vital part of the way Wyndham House Surgery functions, forming as it does action points for improvement of our services and infrastructure. Previous patient surveys have highlighted areas for improvement such as improving the waiting room and allowing patient's to access wifi while waiting. This allows the management team of Wyndham House to focus efforts to improve the surgery for the benefit of staff and patients.

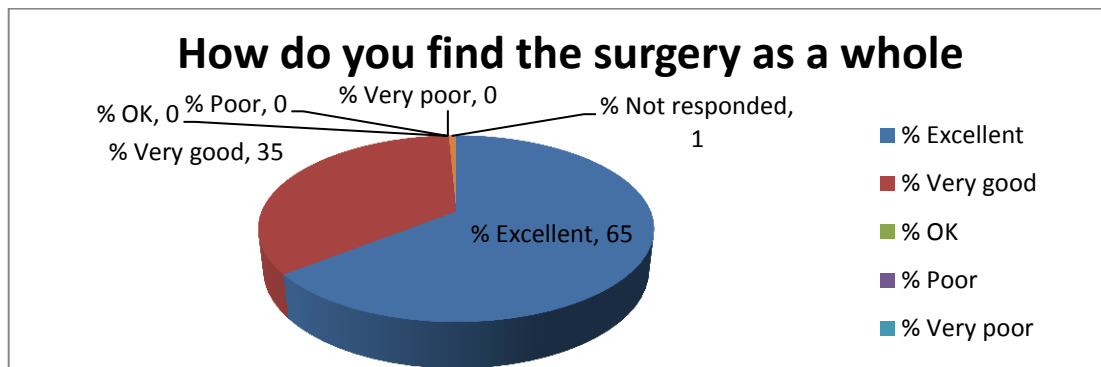
Method

This year's survey was created following consultation with management and the Patient Participation group in February 2016 and for 2 months could be filled out in paper form while present at the surgery, and was also made available to Bertie patients. It was also available as an online survey, hosted by SurveyMonkey, a market leading online survey tool. The link to the online survey was emailed out to all patients who had an email recorded in their notes and who have consented to email communication, and was also advertised on our website and Facebook page. This means that the survey could potentially reach all patients.

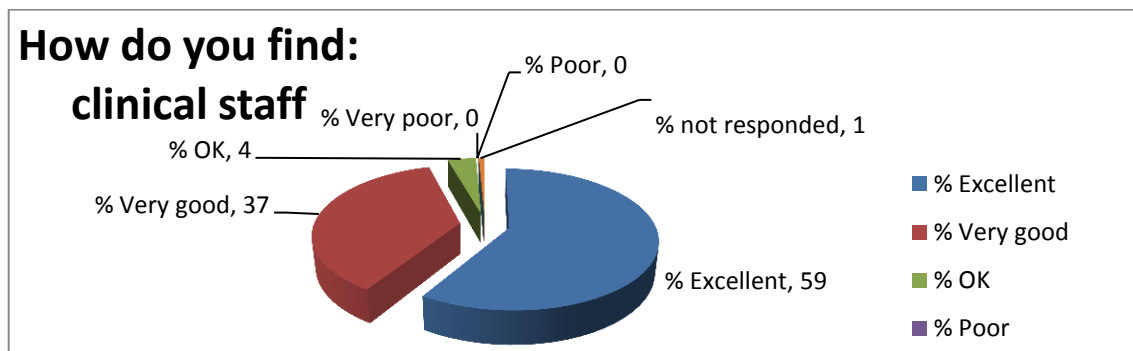
Results

55 responses to the survey were received. 13 of these were done online, through SurveyMonkey, 42 were paper copies completed in the surgery. The results have been collated and analysed below:

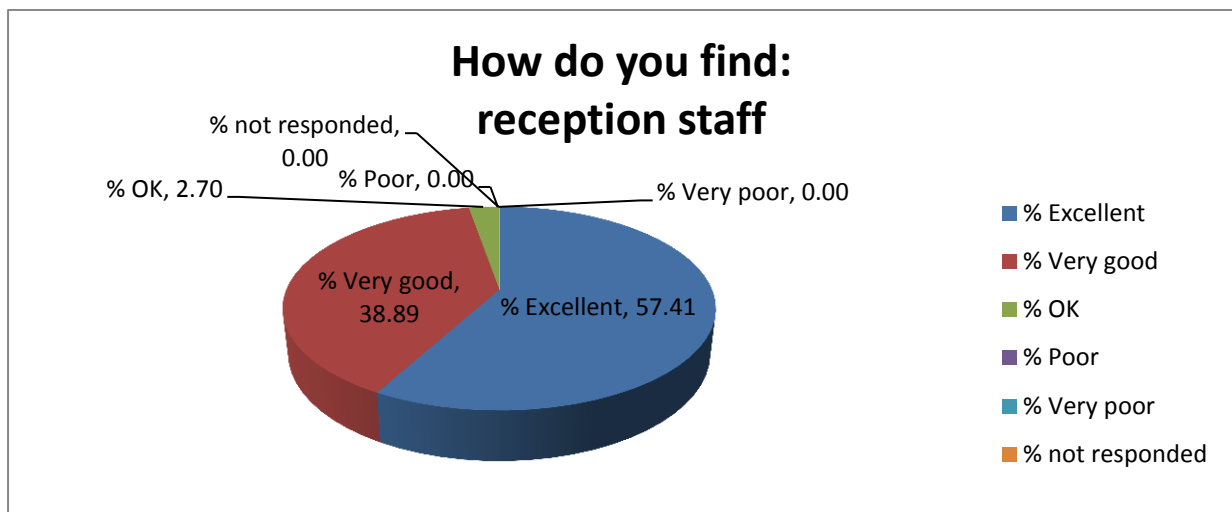
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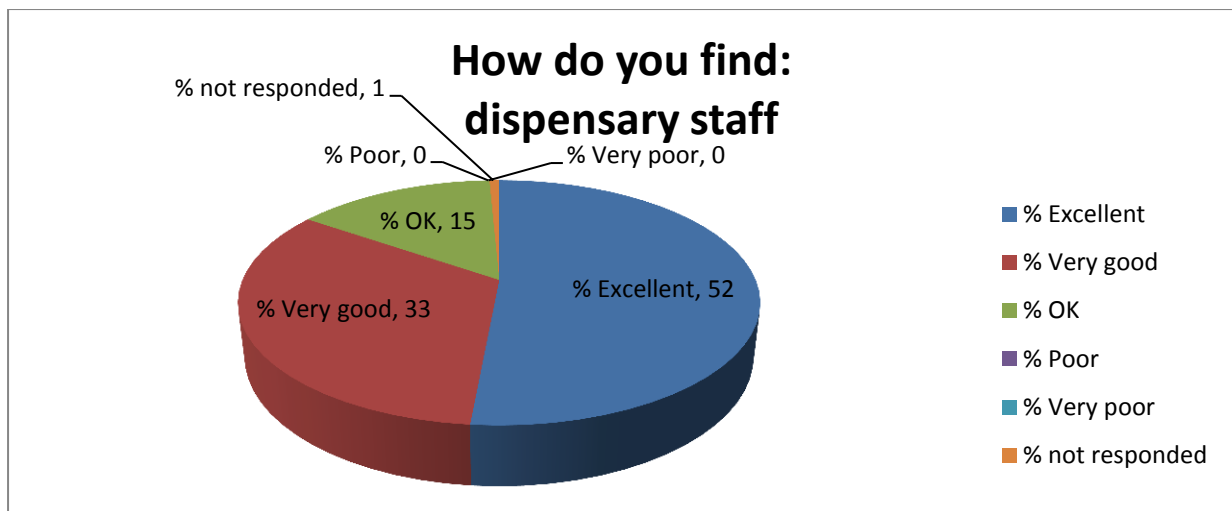
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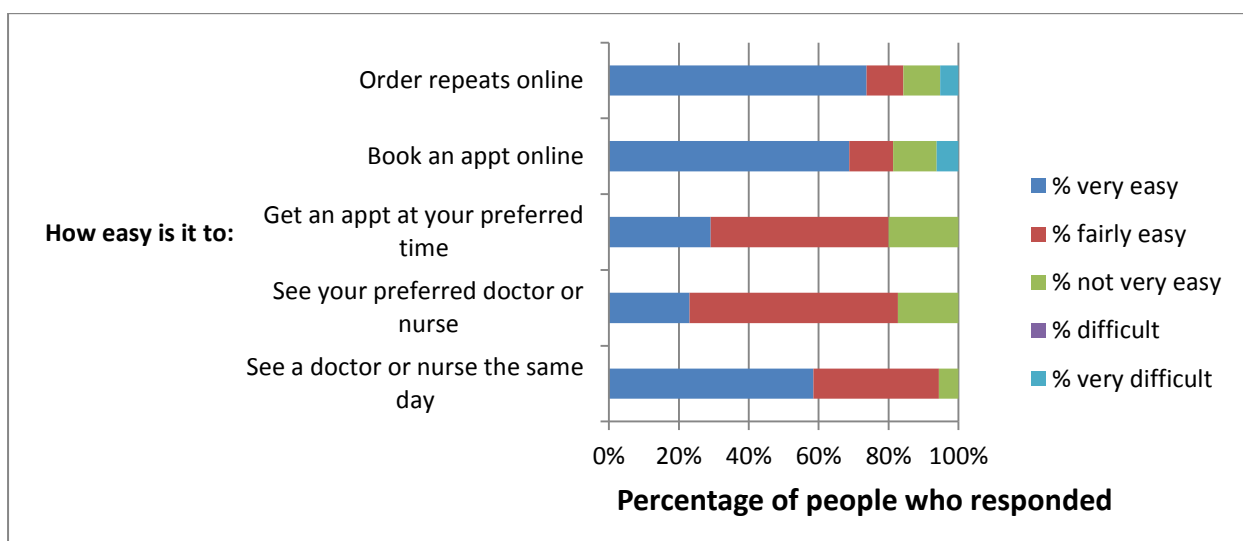
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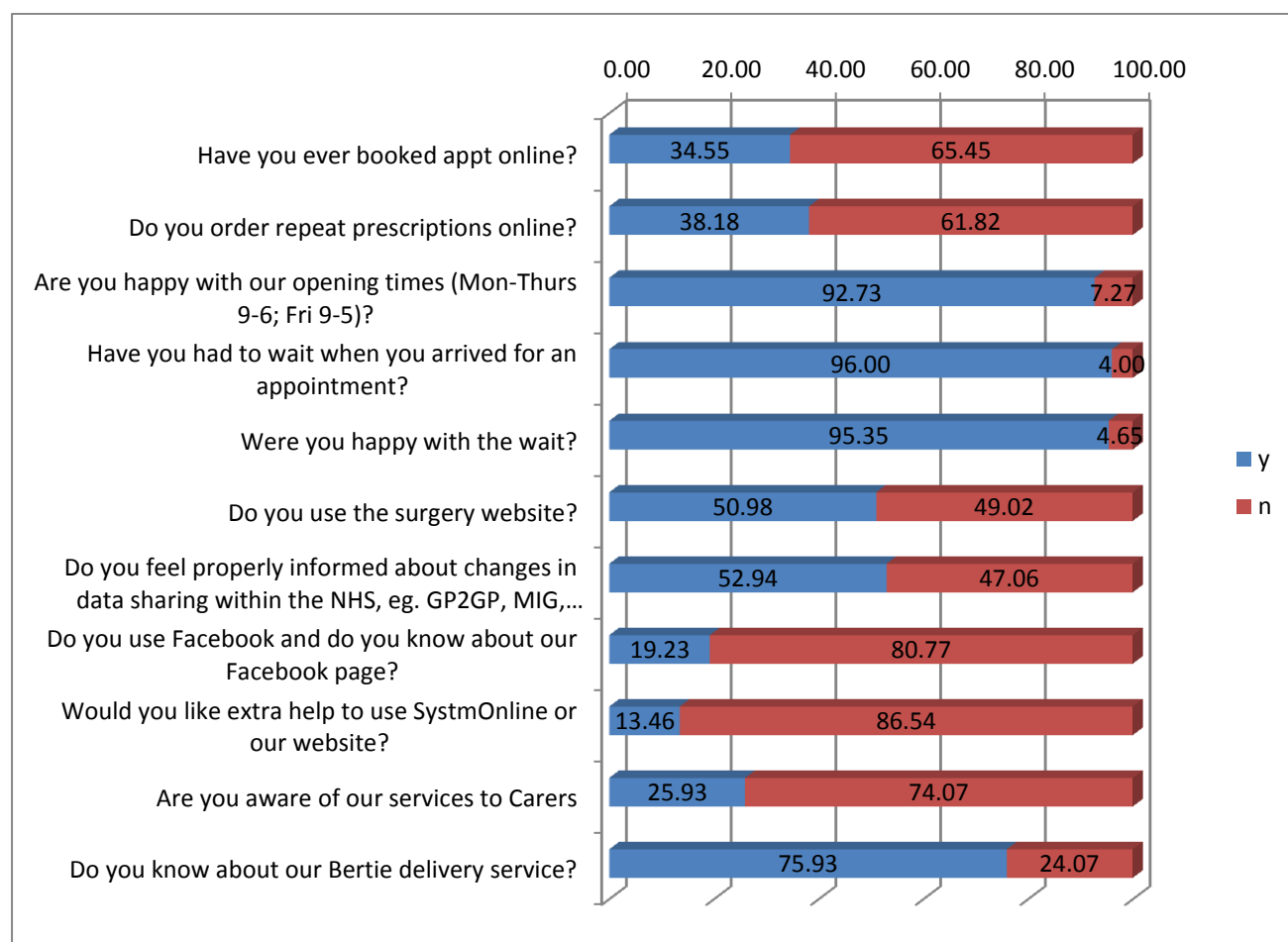
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5. Responses to How easy is it to questions:



6. Response to yes/no questions:



Discussion

This year's survey confirmed the opinion of the CQC in August 2015 and the surgery continues to deliver outstanding service to patients in Silverton, Thorverton, Stoke Canon, Rewe, Bradninch and other outlying areas.

Patients remain extremely happy with the care they receive, with 65% of patients who completed the survey saying they thought the surgery overall was excellent, while 35% of patients thought the surgery was very good (there was one non-respondent). Patients are also happy with the staff, between 50 and 60% reported the staff were excellent, with 30-40% reporting that the staff were very good. No one reported that the care was poor or very poor. The dispensary had slightly lower satisfaction ratings, perhaps indicating that customer service can suffer under high workloads.

The majority of our respondents (between 80 and 95%) report that it is easy or very easy to get an appointment at a preferred time, see their preferred doctor or nurse or to see a doctor or nurse the same day.

Most people, if they use the online systems (35-38% of respondents), find it easy or very easy to order medication online or book an appointment online. However about 5% of respondents find it very difficult to do this, perhaps indicating that the changes SystmOnline implemented without warning in December 2015 have had a profound effect on the ease of using the online services. This

probably also represents the fact that many elderly patients use these services, much to their credit, but they also find it harder to adapt to changes within the computer systems and we should continue to do our best to help them use the systems, as they are far more efficient and work well when used properly.

Over 92% of respondents are happy with our opening times, however there were some extra comments about opening up on a Saturday morning or having a few late night or early morning appointments. Almost everyone waits before their appointment but they are happy with this situation.

Half of all respondents use our website, indicating that this remains a good way to communicate with a lot of patients – though we know from previous surveys that a significant minority (10-15% of people) still do not have internet access. About half of the respondents have felt properly informed about the changes to data sharing within the NHS – this bears no relation to whether or not they have used our website, as the figures are evenly spread between users and non-users of our website. This probably represents the general confusion about data sharing over the whole country, although currently no statistics are available about this. 20% of respondents use Facebook and are aware of our page. This figure will change as more people find and “Like” the Page every week.

13% of people would like extra internet help, this indicates the significant minority who find using the internet difficult, and appreciate any extra support we are able to give. However it is debatable whether this is a project within our remit as a doctor’s surgery, or if this should be up to individuals to follow up and educate themselves.

Only 25% of people are aware of services to carers available through the surgery. This shows that extra advertisement of these services is still needed. 75% of respondents knew about our prescription delivery service – Bertie.

Comparison with previous years

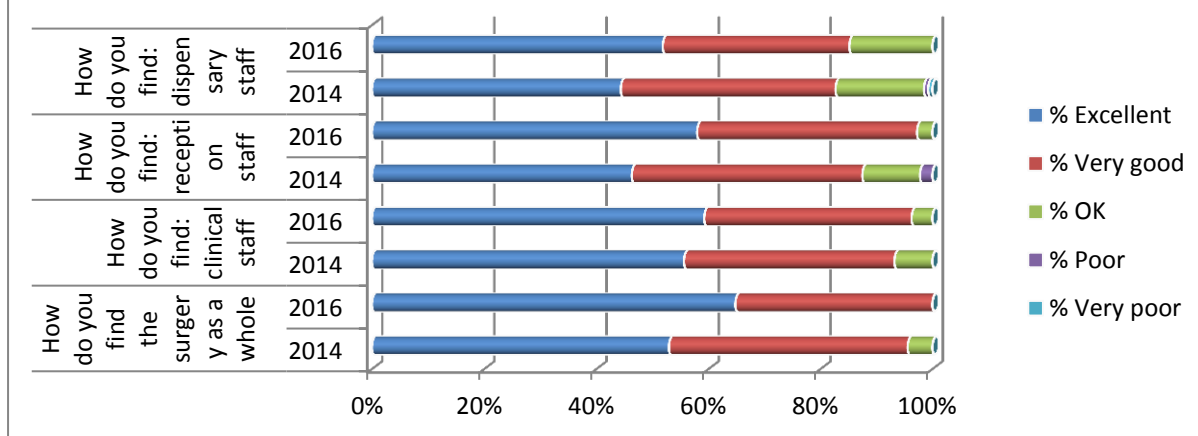
The Patient Survey has been running since 2012. Four surveys have been completed (2012, 2013, 2014, 2016) and because of their consistent format the results can be compared over the years. This presents an interesting opportunity to track the progress of the surgery over the last few years.

How do you find the surgery?

The questions in the survey done in 2014 and 2016 were expressed in the same format, so can be compared across the two years, as shown in the bar chart below.

It can be seen that the opinion of people who completed the survey has improved over the two years. Overall this shows that people who think the surgery and all staff members are excellent has increased by 5-10% over the course of two years, from an average of 49.8% to 58.3%.

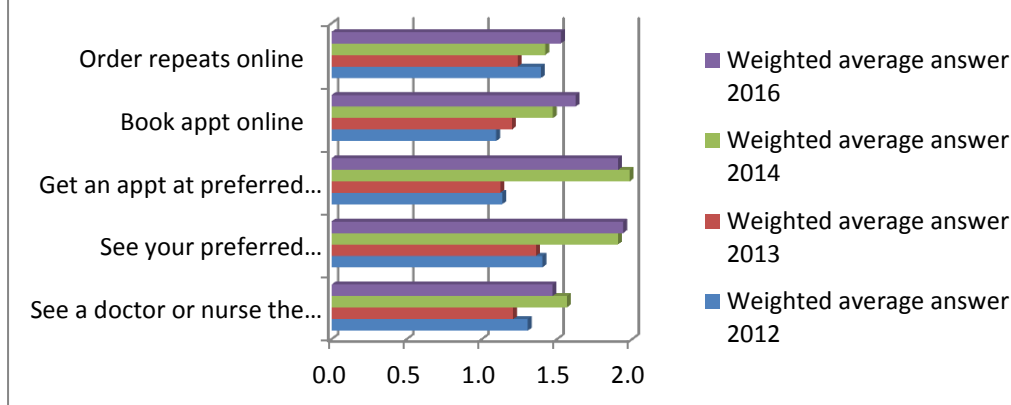
How do you find the surgery - comparison of 2014 and 2016 results



Comparison of “How easy is it to” answers 2012-2016

A comparison of the weighted average answer to the “How easy is it to” questions (order repeats online, book an appointment online, get an apt at the preferred time, see a preferred doctor or nurse, see a doctor or nurse the same day) can be performed as they were recorded in exactly the same way in all four patient surveys. The figures represent the average of all answers, converted into numbers – where 1 is very easy, 2 is easy, 3 is OK, 4 is not at all easy and 5 is difficult. This does show that it has become consistently slightly more difficult over the years to do all the things asked, however the majority of people do still find it easy or very easy to do these things. However this trend may indicate some points that should be addressed before the trend becomes a slide to the difficult end of the graph. One explanation for the change over the years could be the significant changes to staffing over the course of the last couple of years, with the loss of two long-standing practice nurses and a GP. Perhaps the same question next year, formatted in the same way, and following a year more of more stability, will show an increase back in the right direction.

Comparison of weighted average answers - 2012-2016



Appendix 1: Survey form

Wyndham House Surgery Patient Survey 2016

We would like your thoughts and opinions about your surgery. Please complete the following questionnaire.

The surgery in general

Please rate the following:		Excellent	Very Good	OK	Poor	Very Poor	Don't know
How do you find the surgery as a whole?							
What is your impression of:	a) clinical staff						
	b) reception staff						
	c) dispensary staff						

Our services

Please rate the following:		Very Easy	Easy	OK	Not at all easy	Difficult	Don't know
How easy is it to see a doctor or nurse in an emergency (ie. for same day advice or treatment)?							
How easy is it to see your preferred doctor or nurse?							
How easy is it to get an appointment at the time you would like one?							
Have you ever booked an appointment online?		Yes		No			
How easy was it?							
Do you order repeat prescriptions online?		Yes		No			
How easy was it?							
Are you happy with our opening times (Mon-Thurs 9-6; Fri 9-5)?		Yes		No			

If not what are your suggestions for improvement:

Have you had to wait when you arrived for an appointment?	Yes		No	
Were you happy with the wait?	Yes		No	

Our online presence

Do you use the surgery website? www.wyndhamhousesurgery.co.uk	Yes		No	
Do you feel properly informed about changes in data sharing within the NHS, eg. GP2GP, MIG, care.data?	Yes		No	
Do you use Facebook and do you know about our Facebook page?	Yes		No	
Would you like extra help to use SystmOnline or our website, eg. a “computer clinic”?	Yes		No	

Community services

Do you know about our services for unpaid carers?	Yes		No	
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Please ask at reception for details of our services for carers

Do you know about Bertie - our prescription delivery service for the housebound?	Yes		No	
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Please ask any member of staff to find out more and let us know if you'd like to sign up for the prescription delivery service

About you

Please indicate your age range:	0-18	19-29	30-49	50-65	66-79	>80
What is your ethnic origin? (optional)						
Are you a parent?	Yes		No			
If yes, how old are your children?	Under 2	2-5	5-10	10-18	Over 18	
Are you a carer?	Yes		No			
Approximately how far away from the surgery do you live (in miles/km)?						

Do you have any further comments about Wyndham House Surgery?

Appendix 2: Comments from questionnaires

Excellent care, excellent communication. Wholeheartedly recommend this surgery.
Weekend cover (ie. 111) do not match your cover. All round excellent.
In my opinion this surgery could not be better. Thank you to all staff :-)
Just brilliant
Very good surgery. Good at getting you in straight away.
It would have been nice to let patients know that Dr Zeigler was leaving and who her replacement is to be. She was a very popular GP here. Something on the website and in the surgery would have been a good idea.
I have always had very good care at this surgery - and have been with this Practice for 40+ years.
They are a wonderful team.
Wonderful Staff always helpful.
Very happy with service on the whole. Would be nice to be able to pick up prescriptions nearer to home, eg. Stoke Canon?
We have been registered here for over 10 years - the staff have always been friendly and supportive, which is why we stayed registered here when we moved to Bradninch. The surgery is excellent!
Extremely happy.
It's a great asset to the village. We're very lucky. Hope NHS changes don't impact too much on the services provided.
Always very helpful.
Great practice, clinically competent and responsive. All practice staff kind, friendly and professional.
Good service at all times. We could do no better. Thank you.
Well done - results of CQC visit.
Sometimes junior doctors are used which is not always appropriate and do not get to the bottom of the concern I have gone to discuss.
Very good friendly service. Thank you.
Keep radio in waiting area tuned to "Classic FM"
Very grateful for the care given. Never feel rushed during appointments. Their support over the last 6 months has literally changed my life. Would highly recommend to others.
Excellent practice. Recent CQC "outstanding" rating well deserved.
It's an excellent centre, with very good staff.
I feel safe and secure using the surgery.
Always been looked after very well.
I sometimes have trouble with dispensary staff - they can show a lack of understanding and initiative, particularly when a prescription needs renewing and no issues are remaining or when a drug is out of stock. Perhaps they are under pressure?
Very happy with the service we get.