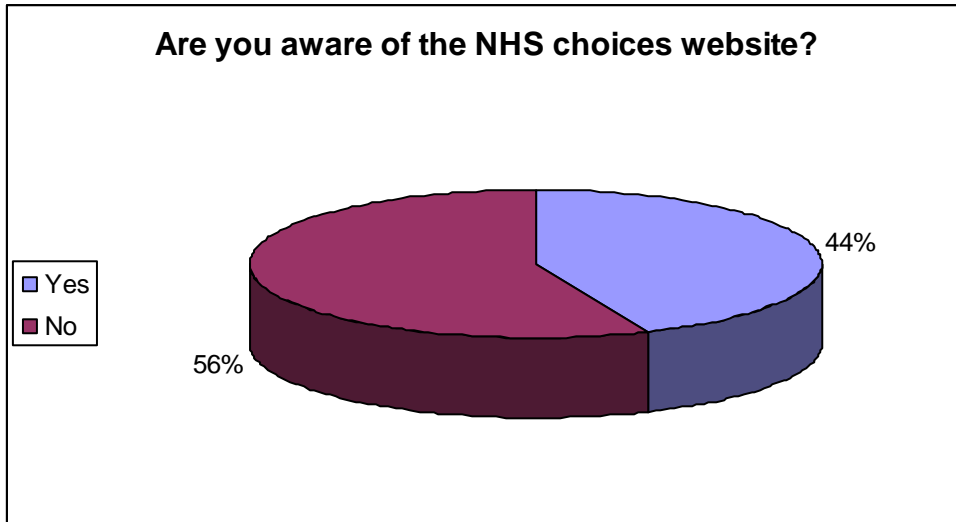


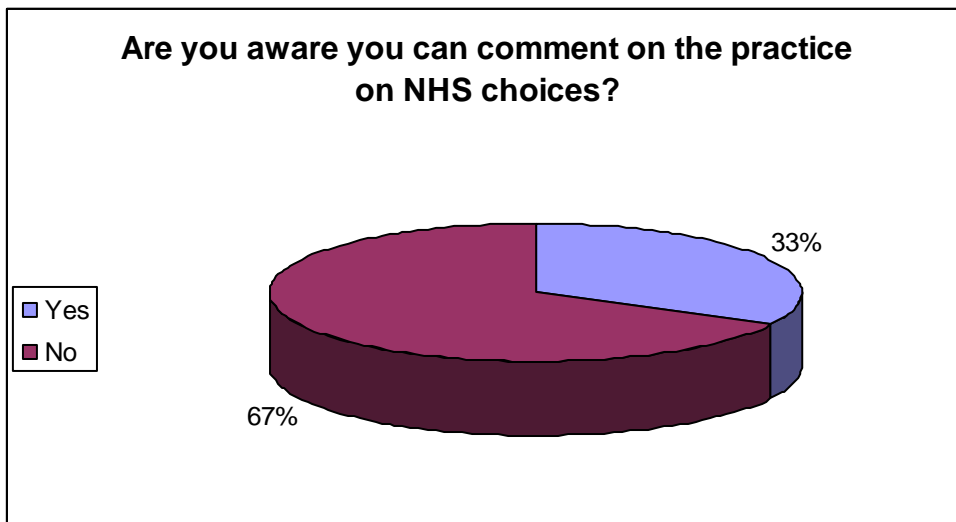
**Saint Vincent Practice  
IMPROVING PRACTICE QUESTIONNAIRE**

**Results of the survey conducted via questionnaire at the practice.**

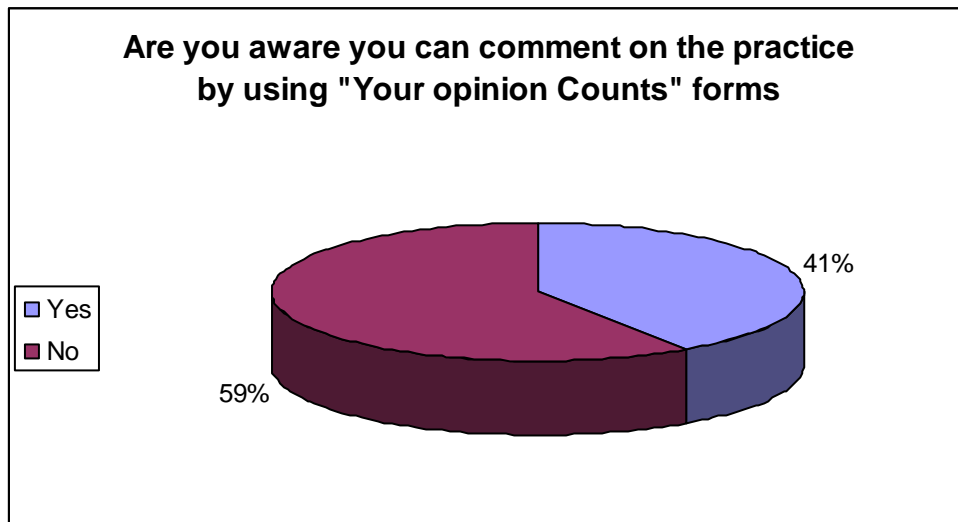
The average age that completed the questionnaire equated to 54 years, of those 37% were Male and 63% was female. The average length of time that patients have been attending the surgery is nearly 31 years.



44% of patients asked were aware of the NHS choices website whilst 56% weren't.



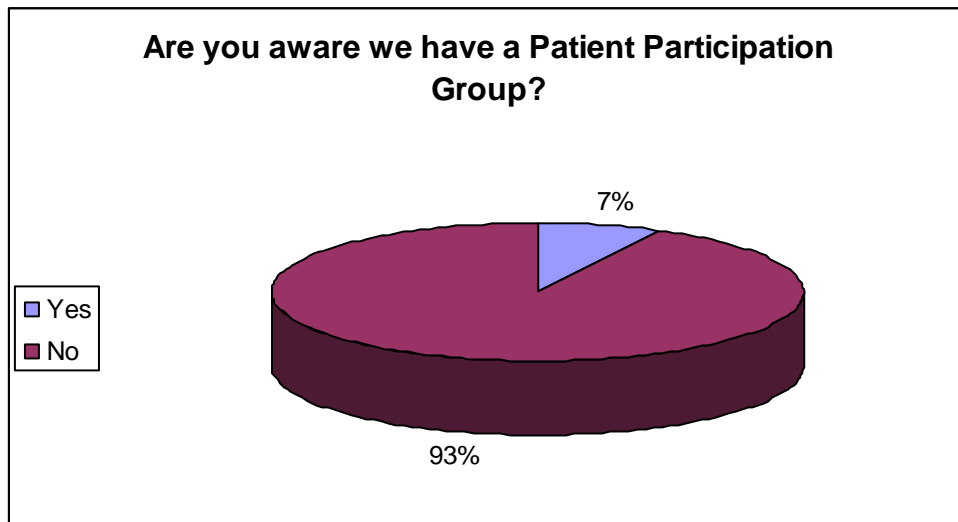
33% of patients were aware that you can make a comment on the practice via the NHS choices website whilst 67% weren't.



41% of patients are aware that they can comment on the practice by using one of the "your opinion counts" forms, whilst 59% of patients weren't aware of this form.



46% of patients are aware how to make a compliment or a complaint to the practice, whilst 54% aren't.

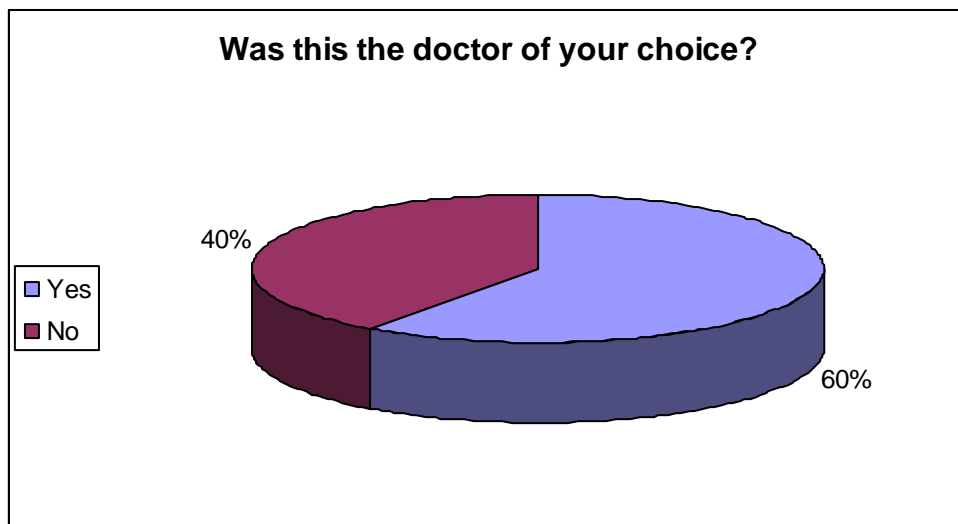
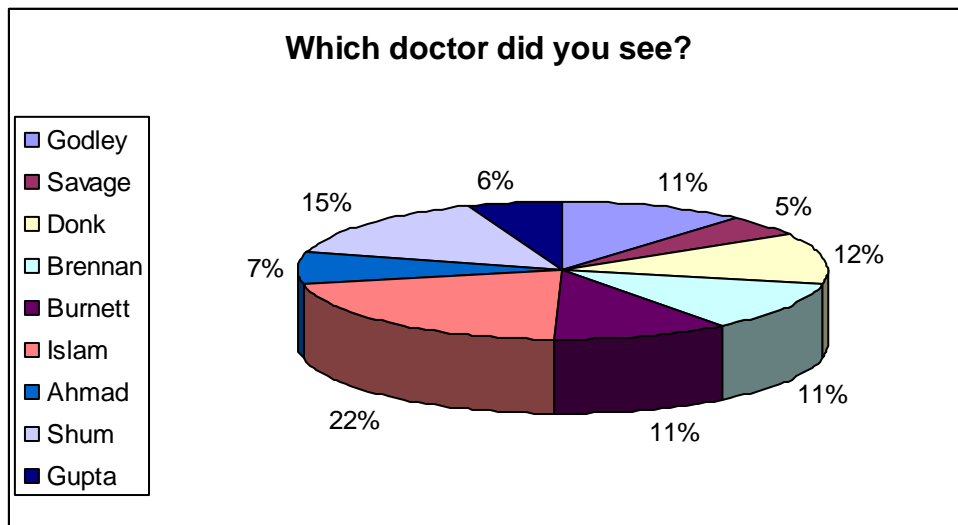


7% of patients are aware that we have a patient participation group, whilst 93% of patients aren't aware.

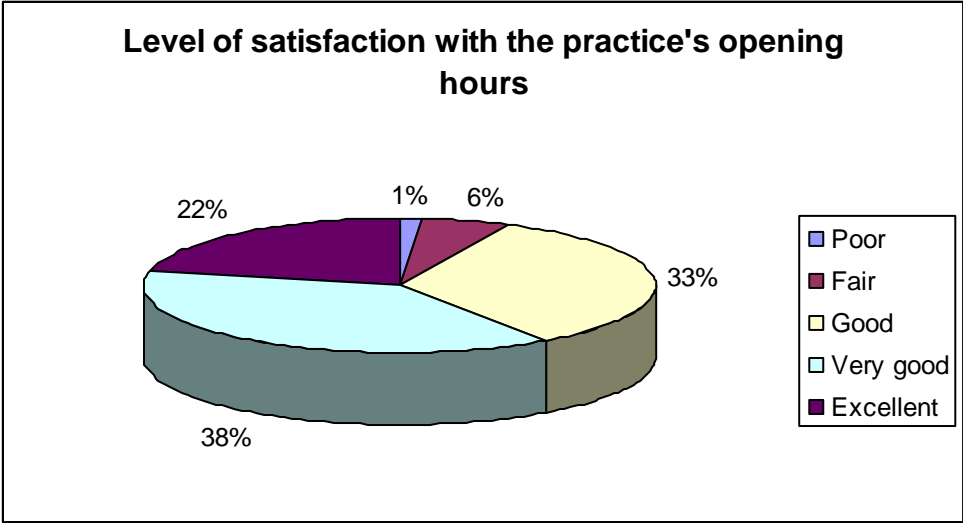
### Summary

The answers to the above questions show quite clearly that the majority of patients are not aware of ways to express their opinions, concerns, compliments and complaints. The vast majority were not aware of the patient participation group and what it entailed.

We intend to use as many communication methods as possible to promote the fact that we welcome input and feedback from our patients. We will do this by utilising the practice website, prescriptions, notice boards and through our patient participation group.



60% of patients saw the doctor of their choice whilst 40% never. Of those questioned 41% would be happy to see an alternative clinician whilst 59% of patients wouldn't.



This shows that 22% of patients thought the opening hours were excellent, 38% thought they were very good, 33% thought they were good, whilst 6% fair and 1% poor.

	No experience	Poor 1	Fair 2	Good 3	Very Good 4	Excellent 5
<b>Access to a Doctor or Nurse</b>						
1. Ease of access to the practice by telephone?		6%	17%	31%	32%	13%
2. Length of time you had to wait for an appointment		13%	25%	34%	15%	13%
3. Convenience of day and time of your appointment		3%	15%	41%	25%	17%
4. Seeing the Doctor of your choice		12%	22%	32%	18%	16%
5. Length of time waiting to check in with Reception		1%	8%	30%	37%	24%
6. Length of time waiting to see the Doctor or Nurse		2%	13%	42%	32%	11%
7. Opportunity of speaking to a Doctor or Nurse on the telephone when necessary		4%	14%	41%	25%	15%
8. Opportunity of obtaining a home visit when necessary		22%	22%	35%	10%	11%
9. Level of satisfaction with the out of hours service		8%	13%	43%	23%	13%

**Obtaining a repeat prescription**

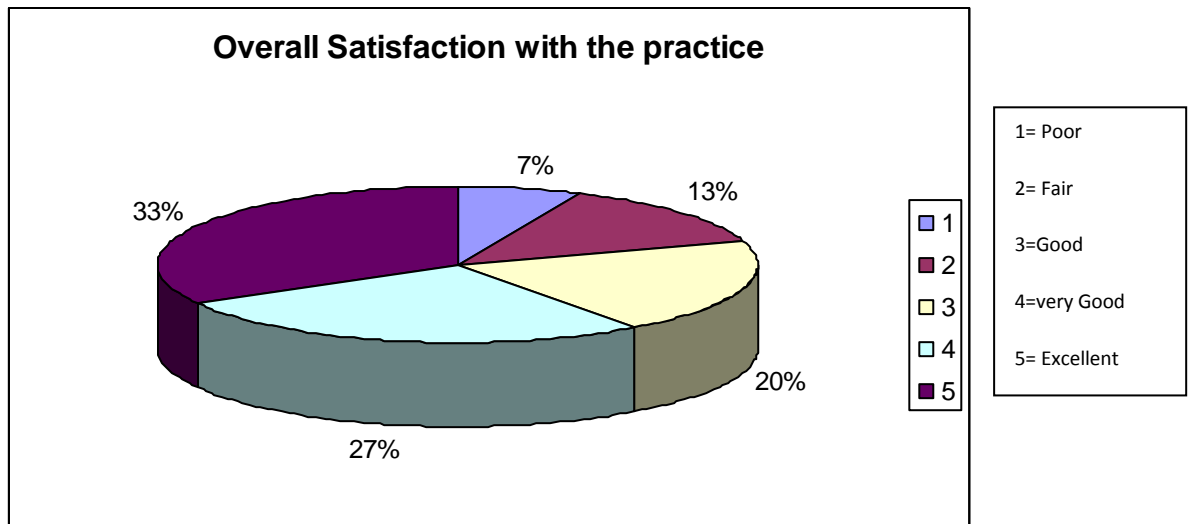
10. Do you regularly order prescriptions?	Yes 75%	No 25%	Comments:			
11. If yes to the above question, do you leave a message on the prescription answering machine?	Yes 54%	No 46%				
12. If yes to the above question, do you find this method of ordering prescriptions easy?	Yes 91%	No 9%				
13. Have you encountered any problems when ordering or collecting your prescription?	Yes 11%	No 89%				
14. Was your prescription ready on time?	Yes 97%	No 3%				
15. Was your prescription correctly issued?	Yes 98%	No 2%				
16. Were any queries you may have had handled efficiently?	Yes 87%	No 13%				

**Obtaining test results**

	No experience	Poor	Fair	Good	Very Good	Excellent
17. Were you told when to contact us for your results?		Yes 91%	No 9%			
18. Were your results available when you contacted us?		Yes 94%	No 6%			

19. What was your level of satisfaction with the amount of information provided when you were given your results?		1 4%	2 11%	3 39%	4 29%	5 17%
20. What was your level of satisfaction with the manner in which the result was given?		1 2%	2 7%	3 39%	4 33%	5 19%
Any comments regarding test results?						
<b>About the staff</b>						
21. The manner in which you were treated by the reception staff		1 1%	2 5%	3 24%	4 32%	5 37%
22. The manner in which you were treated by the nursing staff		1 0%	2 1%	3 17%	4 37%	5 45%
23. The manner in which you were treated by other staff		1 1%	2 2%	3 22%	4 36%	5 39%
24. The helpfulness of practice staff		1 1%	2 3%	3 23%	4 34%	5 39%
<b>And finally</b>						
25. My overall satisfaction with this Practice		1 7%	2 13%	3 20%	4 27%	5 33%





### Summary of results

**Ease of access to the practice by telephone** – 76% of patients rated this as good to excellent. 23% felt the service was poor to fair. As a practice we are constantly striving to improve access by telephone, but at the present time we have the maximum possible number of lines that our system can operate and we always try to ensure that we have the correct staffing levels when ever possible. We are currently promoting Systmonline which is a service that patients can log on to 24 hours a day to book and cancel their own appointments and order their repeat medication. We also have a 24 hour answering machine service for patients therefore enabling them to avoid contacting the practice during busy periods.

**Length of time you had to wait for an appointment** – 62% of patients rated this as good to excellent. 38% felt the service was poor to fair.

**Convenience of day and time of your appointment** – 83% of patients rated this as good to excellent. 17% felt the service was poor to fair.

**Seeing the doctor of your choice** – 66% of patients rated this as good to excellent. 34% felt the service was poor to fair.

**Length of time waiting to check in at reception** – 91% of patients rated this as good to excellent. 9% felt the service was poor to fair.

**Length of time waiting to see the doctor or nurse** – 85% of patients rated this as good to excellent. 15% felt the service was poor to fair.

**Opportunity of speaking to a doctor or nurse on the telephone when necessary** – 81% of patients rated this as good to excellent. 19% felt the service was poor to fair.

**Opportunity of obtaining a home visit when necessary** – 56% of patients rated this as good to excellent. 44% felt the service was poor to fair.

Overall the results indicate that the practice is well on its way to meeting its patient's needs. The results have shown that the majority of patients are happy with the practice's opening hours. We offer early morning and late evening appointments one day a week. The results and comments clearly show that patients would appreciate at least another late evening surgery and maybe a Saturday morning. These are all things that the practice will discuss and consider.

From the 9<sup>th</sup> of September 2013 we altered our appointment system to enable patients to be able to book up to four weeks in advance. We split the appointments into those available for booking up to four weeks in advance and those which are only bookable up to a week in advance. We hope this meets the needs of the majority of our patients. Unfortunately the doctors have a limited number of appointments each week and we encourage patients to be prepared to see another doctor in the practice if their usual GP is not available.

If a patient feels their problem is urgent for the same day and no routine appointments are available we have a duty doctor every day 8am-6pm and a nurse available for triage advice every morning. We ask patients in this situation to tell reception their details and they will happily get either the doctor or the nurse to call them back.

Home visit requests are dealt with by the duty doctor who will access each case individually. If the doctor feels it is medically necessary to have a home visit one of the GPs will call. You may be asked if it is possible to attend the surgery - this is because we have more facilities in the practice and we can see more patients in the time it takes to visit one patient at home.

**Level of satisfaction with out of hours service** – 79% of patients rated this as good to excellent. 21% rated this service as poor to fair.

Some patients do not appear to be aware of what to do if they are ill during the hours the surgery is closed. Many seem to think that they should go to A&E. We are currently making patients aware of what to do in this situation and the choices they can make. We have full cover from the Doncaster Out of Hours Service when ever the surgery is closed and patients can access this by dialling the usual surgery number.

**Obtaining a repeat prescription** – 75% of patients who completed the questionnaire regularly ordered a prescription. 54% of these used our answering machine service and out of these 91% found this an easy service to use. 89% of all patients had not encountered any problems when ordering or collecting their prescription and 97% of prescriptions were issued correctly and ready for collection on time. 87% of any queries were handled efficiently.

These results show that overall the practice provides an excellent ordering repeat prescription service. We are always trying to improve and at the moment are encouraging patients to use the alternative methods to order their medication.

**Obtaining test results** – 91% of patients were told when to contact the practice for their results and for 94% of patients their results were available when they did. 85% found the amount of information provided when they were given their results was good to excellent. 15% of patients felt this service was poor to fair. 91% of patients were satisfied with the manner in which the result was given rating it good to excellent. 9% of patients felt this was poor to fair.

These results indicate that overall the practice is offering a good service for obtaining test results. We will address any issues or problems as and if they arise.

## **About the staff**

**The manner in which you were treated by the reception staff** – 93% of patients rated this as good to excellent. 6% of patients rated this service as fair and 1% rated this as poor.

**The manner in which you were treated by the nursing staff** – 99% of patients rated this as good to excellent. 1% rated this as fair.

**The manner in which you were treated by other staff** – 97% of patients rated this as good to excellent. 2% as fair and 1% as poor.

**The helpfulness of the practice staff** – 96% of patients rated this as good to excellent. 3% felt it was fair and 1% rated this as poor.

**Overall satisfaction with this practice** – 80% of patients rated this as good to excellent. 20% rated this as fair to poor.

Our staff's aim is to give an efficient and friendly service to all of our patients. To ensure high standards are maintained all of our staff attend regular training in how to deal with patients and difficult situations. This is ongoing and judging by the overall results of this part of the questionnaire, the practice staff are achieving this and giving an excellent service.

## **Conclusion**

We carried out this questionnaire to find out where we could make improvements to the service we provide to our patients. The findings have shown that in most areas we are providing a good to excellent service. We have discovered that the area most in need of attention is encouraging patients to express their views and feedback. We will utilise our patient group, practice website and notice board displays in the practice to promote these areas. The results and comments clearly show that patients would appreciate at least another late evening surgery and maybe a Saturday morning. These are all things that the practice will discuss and consider after this questionnaire has been discussed with our patient group.

We will consult with our patient group to get further feedback and their views on the results and whether they feel any other areas need more attention and how this can be achieved.