



## **Dr Kilpatrick and Partners Patient Survey 2016**

### **Introduction**

The practice conducted a survey of patients in May 2016, asking the following questions. These questions are all standard questions taken from the national patient survey, and include some that had scored poorly in previous surveys. The survey took the form of a written questionnaire with pre-set options for answers, similar to the national patient survey. Forms were handed to patients at the time they came into the surgery for their appointment.

### **Rationale for the questions we asked**

GP surgery opening times are a constant source of debate nationally, so we wanted to check how our own patients feel about our opening times.

1. How satisfied are you with the hours that the surgery is open for appointments?
2. What additional hours would you like the surgery to be open for appointments?

Appointment waiting times are similarly regularly mentioned in the media, so we picked out questions 3 to 5 to see how we are doing.

3. How quickly do you usually get to see your preferred doctor?
4. How satisfied are you with this?
5. Would you mind waiting longer to see your preferred doctor?

We believe we provide a good service to patients who need to see a doctor urgently, but we felt it was important to test whether patients feel the same.

6. If you need to see a doctor urgently, can you normally get seen on the same day?

Waiting times on the telephone have been a regular source of complaints, so we chose to ask question 7 to establish how patients generally felt about it.

7. Generally, how easy is it to get through to someone at the surgery on the phone?

Question 8 relates to the Patient Partner automatic telephone booking system that was installed in 2015, as we have had some complaints about the system and we wanted to find out more about its use.

8. How easy is it to book an appointment on the phone using the automated system?

We have been considering changing the length of our standard appointments from 10 minutes to 15 minutes, so the purpose of questions 9 and 10 was to find out if that might be helpful to patients.

9. Last time you saw or spoke to a doctor from the surgery, how good was that doctor at giving you enough time?

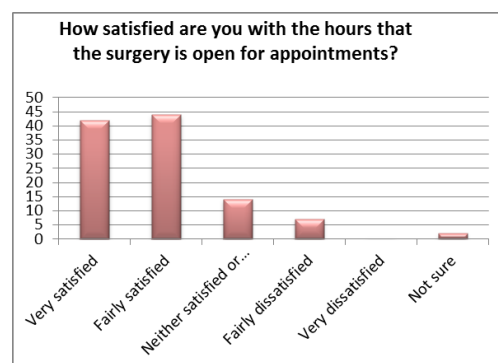
10. Last time you saw or spoke to a doctor from the surgery, how good was that doctor at listening to you?

## Survey results

We received about 150 responses to our survey across all three of our surgeries, though not all patients answered all questions. Here are the results.

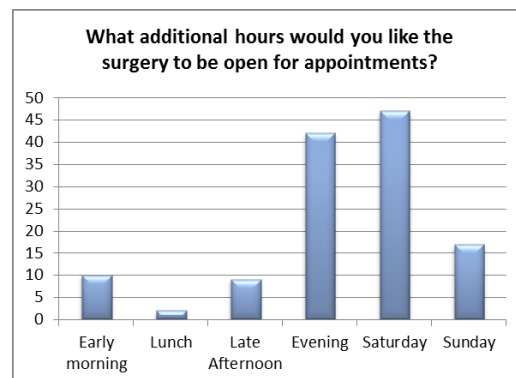
Q1. How satisfied are you with the hours that the surgery is open for appointments?					
Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	Not sure
42	44	14	7	0	2

Total 109 responses



Q2. What additional hours would you like the surgery to be open for appointments?					
Early morning	Lunch	Late Afternoon	Evening	Saturday	Sunday
10	2	9	42	47	17

Total 127 responses

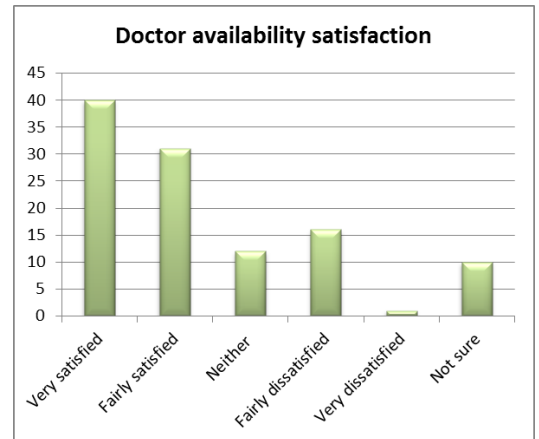


Q3. How quickly do you usually get to see your preferred doctor?						
Preferred Doctor	Same Day	Next Day	2 – 3 Days	4 – 5 Days	+ 5 Days	No preference
Dr Colquhoun	1				1	1
Dr Cooper					1	
Dr Hardman	5		3		4	
Dr Hogrefe	2		2	1	3	
Dr Hurdley	1				2	
Dr Kilpatrick	2	1	1	2	2	1
Dr Mistry	2			2	2	
Dr Montgomerie	2	1			5	
Dr Nakedar					1	
Dr Shaikh	1	1			2	
Dr Spencer	5	1	5	2	4	1
Not Specified	12	5	12	6	4	26

Total 138 responses

Q4. How satisfied are you with this?					
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not sure
40	31	12	16	1	10

Total 110 responses



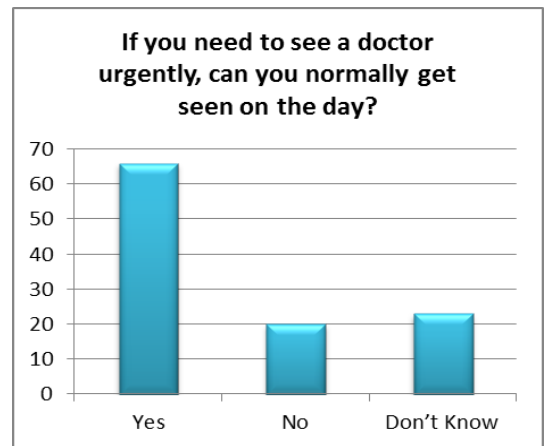
Q5. Would you mind waiting longer to see your preferred doctor?					
Next day	2 – 3 Days	4 – 5 Days	1 week or more	2 weeks or more	Not sure
31	25	10	7	0	37

Total 110 responses



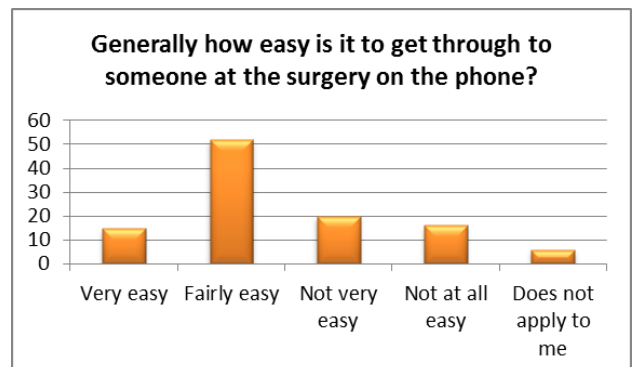
Q6. If you need to see a doctor urgently, can you normally get seen on the day?		
Yes	No	Don't Know
66	20	23

Total 109 responses



Q7. Generally how easy is it to get through to someone at the surgery on the phone?				
Very easy	Fairly easy	Not very easy	Not at all easy	Does not apply to me
15	52	20	16	6

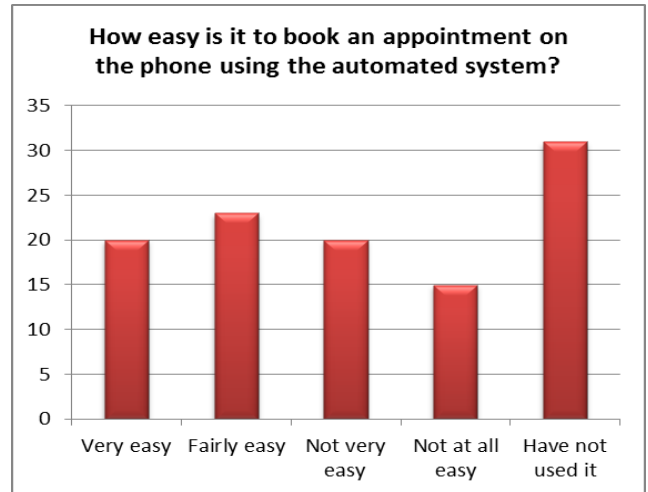
Total 109 responses



**Q8. How easy is it to book an appointment on the phone using the automated system?**

Very easy	Fairly easy	Not very easy	Not at all easy	Have not used it
20	23	20	15	31

Total 109 responses



**Q9. Last time you saw or spoke to a doctor from the surgery, how good was that doctor at giving you enough time?**

Very Good	Good	Neither good nor bad	Poor	Very poor
65	42	1	1	0

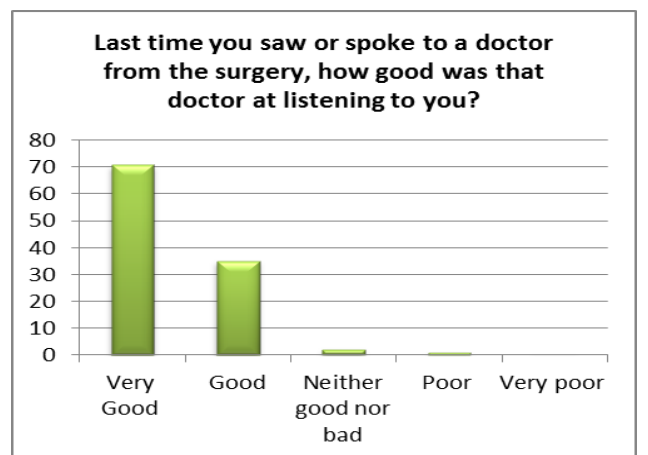
Total 109 responses



**Q10. Last time you saw or spoke to a doctor from the surgery, how good was that doctor at listening to you?**

Very Good	Good	Neither good nor bad	Poor	Very poor
71	35	2	1	0

Total 109 responses



## Action Plan

<u>Survey question</u>	<u>Analysis</u>	<u>Action</u>	<u>Timescale</u>
<p>1. How satisfied are you with the hours that the surgery is open for appointments?</p> <p>2. What additional hours would you like the surgery to be open for appointments?</p>	<p>79% of patients indicated they are satisfied with the practice's opening times, and only 6% were dissatisfied, which does not make a strong case for changing the opening times. However, the answers to Q1 are inconsistent with Q2, where 40% of patients said they would like appointments later in the day. Some patients said they would like early morning appointments which we already operate, and also Saturdays, which we do on alternate weeks.</p>	<p>We recognise that appointments later in the day would be a useful addition allowing patients to see the doctor at the end of the working day so we are proposing to start introducing these on a rota basis once we have agreed additional hours with the reception staff.</p>	<p>From September 2016 onwards</p>
<p>3. How quickly do you usually get to see your preferred doctor?</p> <p>4. How satisfied are you with this?</p> <p>5. Would you mind waiting longer to see your preferred doctor?</p>	<p>The results showed a fairly even distribution, with 31% of respondents said they get to see their preferred doctor the same or the next day, 26% waiting up to 5 days, 22% waiting more than 5 days and 21% having no preference for who they see. 65% of respondents were satisfied with this, but 15% were dissatisfied. The survey indicates that 51% of patients would be willing to wait until the next day or up to 3 days to see their preferred doctor.</p>	<p>We have therefore decided to give our receptionists discretion to override the appointment embargoes and allow patients to book ahead when all the appointments have been booked, and this step seems to have been welcomed by patients and staff.</p>	<p>July 2016</p>

6. If you need to see a doctor urgently, can you normally get seen on the same day?

It is good to see that 61% of respondents felt they would be seen on the same day for an urgent matter, but disappointing that 18% said they did not get seen.

a) As a result of these survey results we have recruited a second advanced nurse practitioner who will be able to see patients who present with an urgent problem.

a) July 2016

b) We are also seeking to consolidate the urgent care appointments offered by our ANPs so they are easier for our reception team to identify and so to make booking them easier.

b) September 2016

7. Generally, how easy is it to get through to someone at the surgery on the phone?

We know from our telephone usage statistics that there is a very high peak of calls at 8am. Our VOIP telephone system accepts an infinite number of calls at any one time and so there can be 50 or more people in the call queue at that time. Even so 61% of respondents thought it is easy to get through to someone, though 33% did not. We have previously referred this issue to our PPG for their thoughts, and although there was only a small number of replies they were not in favour of limiting the number of calls in order to reduce call waiting times.

We will try to encourage more patients to use the on-line and automated booking facilities.

September 2016 as part of the flu season preparations

8. How easy is it to book an appointment on the phone using the automated system?	Since its installation in 2014, the automated booking system has been used to book over 21% of appointments. However, the answers were very evenly split on this question, with 40% finding it easy, 32% finding it not easy, and 28% having not used it.	a) As a result of these figures, we have reviewed the system configuration and made some changes which we hope will make the system more reliable and easier to use.  b) We will also try to promote the service better to patients, and make more appointments available to the system.	a) July 2016  b) September 2016 as part of the flu season preparations
9. Last time you saw or spoke to a doctor from the surgery, how good was that doctor at giving you enough time? 10. Last time you saw or spoke to a doctor from the surgery, how good was that doctor at listening to you?	Some of our doctors have been pressing for 15 minute appointments to allow more time to be spent with each patient, and before the survey it was expected that these results would support that proposal. However, 98% of respondents were satisfied with the amount of time and listening.	The results of these questions have made us postpone the proposal for the time being, especially as it would have the effect of reducing the number of appointments.	No action

## Conclusion

The survey has provided a useful set of results that will help us to improve our service to patients in several ways, and guide us in our future decision making. These are issues that are a constantly recurring theme in general medical practice, and accordingly it is recommended that the survey is repeated in a year's time.