

## PATIENT REFERENCE GROUP INITIAL SURVEY – RESULTS

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## SURVEY RESULTS

|  | Responses  |    |  | Question Total |
|--|--|----|--|----------------|
| <b>1 Ease of travel to the two sites operated by the practice, i.e. Hathaway Medical Centre and New Road Surgery</b> |  |    |  |                |
|  | <b>How important is it that I can get to the practice premises easily?</b> |    |  | 120            |
|  | very important   | 12 |  |                |
|  | important  | 12 |  |                |
|  | desirable  | 3  |  |                |
|  | not very important   | 1  |  |                |
|  | of no importance at all  | 1  |  |                |
|  | don't know   | 0  |  |                |
|  | <b>How convenient do you find it to travel to the practice locations?</b>  |    |  | 128            |
|  | extremely satisfied  | 12 |  |                |
|  | generally satisfied  | 15 |  |                |
|  | sometimes satisfied, sometimes not   | 2  |  |                |
|  | dissatisfied   | 1  |  |                |
|  | totally dissatisfied   | 0  |  |                |
|  | don't know   | 0  |  |                |
| <b>2 Information about the practice, e.g. location, opening hours, services provided.</b>                            |  |    |  |                |
|  | <b>How important is this to you?</b>                                       |    |  | 131            |
|  | very important   | 14 |  |                |
|  | important  | 13 |  |                |
|  | desirable  | 3  |  |                |
|  | not very important   | 0  |  |                |
|  | of no importance at all  | 0  |  |                |
|  | don't know   | 0  |  |                |
|  | <b>How satisfied are you with the information available?</b>               |    |  | 120            |
|  | extremely satisfied  | 5  |  |                |
|  | generally satisfied  | 20 |  |                |
|  | sometimes satisfied, sometimes not   | 5  |  |                |
|  | dissatisfied   | 0  |  |                |
|  | totally dissatisfied   | 0  |  |                |
|  | don't know   | 0  |  |                |

|   | Responses  |    |  | Question Total |
|---|--|----|--|----------------|
| <b>3 How easy is it to contact the practice by telephone?</b>                 |  |    |  |                |
|   | <b>Importance of being able to contact the practice easily by telephone?</b>                               |    |  | 138            |
|   | very important   | 21 |  |                |
|   | important  | 8  |  |                |
|   | desirable  | 0  |  |                |
|   | not very important   | 0  |  |                |
|   | of no importance at all  | 1  |  |                |
|   | don't know   | 0  |  |                |
|   | <b>Your satisfaction with making contact by telephone?</b>   |    |  | 101            |
|   | extremely satisfied  | 2  |  |                |
|   | generally satisfied  | 14 |  | 35             |
|   | sometimes satisfied, sometimes not   | 9  |  |                |
|   | dissatisfied   | 3  |  |                |
|   | totally dissatisfied   | 2  |  |                |
|   | don't know   | 0  |  |                |
| <b>4 How effective is the website as a method of contacting the practice?</b> |  |    |  |                |
|   | <b>How important is it to be able to make contact and obtain information through the practice website?</b> |    |  | 116            |
|   | very important   | 11 |  |                |
|   | important  | 9  |  |                |
|   | desirable  | 7  |  |                |
|   | not very important   | 2  |  |                |
|   | of no importance at all  | 0  |  |                |
|   | don't know   | 1  |  |                |
|   | <b>How well does the website serve your needs in this respect?</b>   |    |  | 102            |
|   | extremely satisfied  | 5  |  |                |
|   | generally satisfied  | 13 |  |                |
|   | sometimes satisfied, sometimes not   | 7  |  |                |
|   | dissatisfied   | 2  |  |                |
|   | totally dissatisfied   | 0  |  |                |
|   | don't know   | 3  |  |                |

|  |  | Responses |  |  | Question Total |
|--|--|-----------|--|--|----------------|
| <b>5 How easy is it to have an issue addressed at the practice reception desk?</b> |  |           |  |  |                |
|  | <b>Importance of an efficient and effective reception facility?</b>  |           |  |  | 129            |
|  | very important   | 13        |  |  |                |
|  | important  | 13        |  |  |                |
|  | desirable  | 4         |  |  |                |
|  | not very important   | 0         |  |  |                |
|  | of no importance at all  | 0         |  |  |                |
|  | don't know   | 0         |  |  |                |
|  | <b>My experience of having issues easily resolved at reception?</b>  |           |  |  | 107            |
|  | extremely satisfied  | 3         |  |  |                |
|  | generally satisfied  | 14        |  |  |                |
|  | sometimes satisfied, sometimes not   | 12        |  |  |                |
|  | dissatisfied   | 0         |  |  |                |
|  | totally dissatisfied   | 0         |  |  |                |
|  | don't know   | 0         |  |  |                |
| <b>6 Arranging appointments</b>  |  |           |  |  |                |
|  | <b>How important is it to be able to make an appointment at the time that suits me and with an appropriate qualified Practitioner?</b> |           |  |  | 144            |
|  | very important   | 25        |  |  |                |
|  | important  | 4         |  |  |                |
|  | desirable  | 1         |  |  |                |
|  | not very important   | 0         |  |  |                |
|  | of no importance at all  | 0         |  |  |                |
|  | don't know   | 0         |  |  |                |
|  | <b>My experience of being able to make an appointment at the time that suits me and with an appropriate qualified Practitioner</b>     |           |  |  | 100            |
|  | extremely satisfied  | 4         |  |  |                |
|  | generally satisfied  | 9         |  |  |                |
|  | sometimes satisfied, sometimes not   | 11        |  |  |                |
|  | dissatisfied   | 5         |  |  |                |
|  | totally dissatisfied   | 1         |  |  |                |
|  | don't know   | 0         |  |  |                |

|  |  | Responses |  |  | Question Total |
|--|--|-----------|--|--|----------------|
| <b>7 Access to and facilities at Hathaway Medical Centre only,</b> |  |           |  |  |                |
|  | <b>How important is it to be able to gain easy access to the premises, e.g. availability of parking, walking routes for patients with disabilities, etc?</b> |           |  |  | 133            |
|  | very important   | 19        |  |  |                |
|  | important  | 7         |  |  |                |
|  | desirable  | 3         |  |  |                |
|  | not very important   | 0         |  |  |                |
|  | of no importance at all  | 1         |  |  |                |
|  | don't know   | 0         |  |  |                |
|  | <b>How satisfied are you with the access arrangements?</b>   |           |  |  | 121            |
|  | extremely satisfied  | 7         |  |  |                |
|  | generally satisfied  | 18        |  |  |                |
|  | sometimes satisfied, sometimes not   | 4         |  |  |                |
|  | dissatisfied   | 1         |  |  |                |
|  | totally dissatisfied   | 0         |  |  |                |
|  | don't know   | 0         |  |  |                |
| <b>8 Access to and facilities at New Road Surgery only,</b>        |  |           |  |  |                |
|  | <b>How important is it to be able to gain easy access to the premises, e.g. availability of parking, walking routes for patients with disabilities, etc?</b> |           |  |  | 95             |
|  | very important   | 10        |  |  |                |
|  | important  | 7         |  |  |                |
|  | desirable  | 4         |  |  |                |
|  | not very important   | 1         |  |  |                |
|  | of no importance at all  | 3         |  |  |                |
|  | don't know   | 4         |  |  |                |
|  | <b>How satisfied are you with the access arrangement?</b>  |           |  |  | 89             |
|  | extremely satisfied  | 2         |  |  |                |
|  | generally satisfied  | 16        |  |  |                |
|  | sometimes satisfied, sometimes not   | 5         |  |  |                |
|  | dissatisfied   | 0         |  |  |                |
|  | totally dissatisfied   | 0         |  |  |                |
|  | don't know   | 6         |  |  |                |

|  |  | Responses |  |  | Question Total |
|--|--|-----------|--|--|----------------|
| <b>9 How important is it for us to keep working from our New Road Surgery?</b> |  |           |  |  | 85             |
|  | very important   | 7         |  |  |                |
|  | important  | 5         |  |  |                |
|  | desirable  | 3         |  |  |                |
|  | not very important   | 9         |  |  |                |
|  | of no importance at all  | 3         |  |  |                |
|  | don't know   | 3         |  |  |                |
| <b>10 Facilities at Hathaway Medical Centre only</b>                           |  |           |  |  |                |
|  | <b>How important is it that the facilities provided, e.g. reporting for appointments, access to other floors, signing, waiting areas, information screens, toilets, notice boards, etc, meet my needs?</b> |           |  |  | 132            |
|  | very important   | 17        |  |  |                |
|  | important  | 9         |  |  |                |
|  | desirable  | 3         |  |  |                |
|  | not very important   | 1         |  |  |                |
|  | of no importance at all  | 0         |  |  |                |
|  | don't know   | 0         |  |  |                |
|  | <b>How satisfied are you that your needs are met I respect of the facilities provided?</b>   |           |  |  | 123            |
|  | extremely satisfied  | 6         |  |  |                |
|  | generally satisfied  | 21        |  |  |                |
|  | sometimes satisfied, sometimes not   | 3         |  |  |                |
|  | dissatisfied   | 0         |  |  |                |
|  | totally dissatisfied   | 0         |  |  |                |
|  | don't know   | 0         |  |  |                |

|   | Responses   |    |  | Question Total |
|---|---|----|--|----------------|
| <b>11 The effectiveness of the initial medical consultation</b> |   |    |  |                |
|   | <b>How important is it that I am seen by an appropriate medically trained person, equipped to deal with my healthcare problem?</b>            |    |  | 146            |
|   | very important  | 26 |  |                |
|   | important   | 4  |  |                |
|   | desirable   | 0  |  |                |
|   | not very important  | 0  |  |                |
|   | of no importance at all   | 0  |  |                |
|   | don't know  | 0  |  |                |
|   | <b>How satisfied are you that initial medical consultations carried out by practice doctors and nurses are effective and meet your needs?</b> |    |  | 119            |
|   | extremely satisfied   | 8  |  |                |
|   | generally satisfied   | 13 |  |                |
|   | sometimes satisfied, sometimes not  | 9  |  |                |
|   | dissatisfied  | 0  |  |                |
|   | totally dissatisfied  | 0  |  |                |
|   | don't know  | 0  |  |                |
| <b>12 The effectiveness of the follow-up?</b>                   |   |    |  |                |
|   | <b>How important is it that follow-up appointments and treatments are relevant and consistent with the initial consultation?</b>              |    |  | 143            |
|   | very important  | 23 |  |                |
|   | important   | 7  |  |                |
|   | desirable   | 0  |  |                |
|   | not very important  | 0  |  |                |
|   | of no importance at all   | 0  |  |                |
|   | don't know  | 0  |  |                |
|   | <b>How satisfied are you with the follow-up process after the initial consultation during a period of illness?</b>                            |    |  | 112            |
|   | extremely satisfied   | 5  |  |                |
|   | generally satisfied   | 14 |  |                |
|   | sometimes satisfied, sometimes not  | 10 |  |                |
|   | dissatisfied  | 0  |  |                |
|   | totally dissatisfied  | 1  |  |                |
|   | don't know  | 0  |  |                |

|  | Responses  |    |  | Question Total |
|--|--|----|--|----------------|
| <b>13 The process to refer patients to consultants, physiotherapists, further tests etc. outside of the services provided by the practice?</b> |  |    |  |                |
|  | <b>How important is it that these referrals work promptly and efficiently?</b> |    |  | 147            |
|  | very important   | 27 |  |                |
|  | important  | 3  |  |                |
|  | desirable  | 0  |  |                |
|  | not very important   | 0  |  |                |
|  | of no importance at all  | 0  |  |                |
|  | don't know   | 0  |  |                |
|  | <b>How satisfied are you with these processes?</b>                             |    |  | 109            |
|  | extremely satisfied  | 3  |  |                |
|  | generally satisfied  | 18 |  |                |
|  | sometimes satisfied, sometimes not   | 6  |  |                |
|  | dissatisfied   | 2  |  |                |
|  | totally dissatisfied   | 0  |  |                |
|  | don't know   | 0  |  |                |
| <b>14 Letters to the patients</b>  |  |    |  |                |
|  | <b>How important are the letters and invitations we send to our patients</b>   |    |  | 117            |
|  | very important   | 8  |  |                |
|  | important  | 13 |  |                |
|  | desirable  | 7  |  |                |
|  | not very important   | 2  |  |                |
|  | of no importance at all  | 0  |  |                |
|  | don't know   | 0  |  |                |
|  | <b>How satisfied are you with the letters and invitations we send out?</b>     |    |  | 106            |
|  | extremely satisfied  | 2  |  |                |
|  | generally satisfied  | 19 |  |                |
|  | sometimes satisfied, sometimes not   | 6  |  |                |
|  | dissatisfied   | 1  |  |                |
|  | totally dissatisfied   | 0  |  |                |
|  | don't know   | 2  |  |                |



## SURVEY SUMMARY

| Criteria  | Importance | Satisfaction | Variance |
|---|------------|--------------|----------|
| 6 Arranging appointments  | 144        | 100          | -44      |
| 13 The process to refer patients to consultants, physiotherapists, further tests etc. outside of the services provided by the practice? | 147        | 109          | -38      |
| 3 How easy is it to contact the practice by telephone?  | 138        | 101          | -37      |
| 12 The effectiveness of the follow-up?  | 143        | 112          | -31      |
| 11 The effectiveness of the initial medical consultation  | 146        | 119          | -27      |
| 5 How easy is it to have an issue addressed at the practice reception desk?   | 129        | 107          | -22      |
| 4 How effective is the website as a method of contacting the practice?  | 116        | 102          | -14      |
| 7 Access to and facilities at Hathaway Medical Centre only,   | 133        | 121          | -12      |
| 2 Information about the practice, e.g. location, opening hours, services provided.  | 131        | 120          | -11      |
| 14 Letters to the patients  | 117        | 106          | -11      |
| 10 Facilities at Hathaway Medical Centre only   | 132        | 123          | -9       |
| 8 Access to and facilities at New Road Surgery only,  | 95         | 89           | -6       |
| 1 Ease of travel to the two sites operated by the practice, i.e. Hathaway Medical Centre and New Road Surgery                           | 120        | 128          | 8        |
| 9 How important is it for us to keep working from our New Road Surgery?   | 85         |              |          |

**THE QUESTIONS ASKED**

| <b>6 Arranging appointments</b> |  |    |          |     |
|---------------------------------|--|----|----------|-----|
|                                 | <b>How important is it to be able to make an appointment at the time that suits me and with an appropriate qualified Practitioner?</b> |    |          | 144 |
|                                 | very important   | 25 |          |     |
|                                 | important  | 4  |          |     |
|                                 | desirable  | 1  |          |     |
|                                 | not very important   | 0  |          |     |
|                                 | of no importance at all  | 0  |          |     |
|                                 | don't know   | 0  |          |     |
|                                 | <b>My experience of being able to make an appointment at the time that suits me and with an appropriate qualified Practitioner</b>     |    |          | 100 |
|                                 | extremely satisfied  | 4  |          |     |
|                                 | generally satisfied  | 9  |          |     |
|                                 | sometimes satisfied, sometimes not   | 11 |          |     |
|                                 | dissatisfied   | 5  |          |     |
|                                 | totally dissatisfied   | 1  |          |     |
|                                 | don't know   | 0  |          |     |
|                                 |  |    | Variance | -44 |

| <b>13 The process to refer patients to consultants, physiotherapists, further tests etc. outside of the services provided by the practice?</b> |  |    |          |     |
|--|--|----|----------|-----|
|  | <b>How important is it that these referrals work promptly and efficiently?</b> |    |          | 147 |
|  | very important   | 27 |          |     |
|  | important  | 3  |          |     |
|  | desirable  | 0  |          |     |
|  | not very important   | 0  |          |     |
|  | of no importance at all  | 0  |          |     |
|  | don't know   | 0  |          |     |
|  | <b>How satisfied are you with these processes?</b>                             |    |          | 109 |
|  | extremely satisfied  | 3  |          |     |
|  | generally satisfied  | 18 |          |     |
|  | sometimes satisfied, sometimes not   | 6  |          |     |
|  | dissatisfied   | 2  |          |     |
|  | totally dissatisfied   | 0  |          |     |
|  | don't know   | 0  |          |     |
|  |  |    | Variance | -38 |

| <b>3 How easy is it to contact the practice by telephone?</b> |  |    |          |     |
|---|--|----|----------|-----|
|   | <b>Importance of being able to contact the practice easily by telephone?</b> |    |          | 138 |
|   | very important   | 21 |          |     |
|   | important  | 8  |          |     |
|   | desirable  | 0  |          |     |
|   | not very important   | 0  |          |     |
|   | of no importance at all  | 1  |          |     |
|   | don't know   | 0  |          |     |
|   | <b>Your satisfaction with making contact by telephone?</b>                   |    |          | 101 |
|   | extremely satisfied  | 2  |          |     |
|   | generally satisfied  | 14 |          |     |
|   | sometimes satisfied, sometimes not   | 9  |          |     |
|   | dissatisfied   | 3  |          |     |
|   | totally dissatisfied   | 2  |          |     |
|   | don't know   | 0  |          |     |
|   |  |    | Variance | -37 |

## **NEXT STEPS**

We will carry out an in-depth survey in March relating to appointments.

I had initially thought that I would use the results from this questionnaire to identify the top 3 areas and then work through these one by one. Unfortunately, despite our best efforts to obtain a reference group that has a wide representation it is still heavily focused towards the older population. The good news is that the numbers are still increasing and therefore I hope the group will become more balanced in time. I think it will be wise to take this first topic forward but then to circulate the initial questionnaire again to include the new members to the group before deciding what the following topics should be.

The question asked relating to appointments was:

**How important is it to be able to make an appointment at the time that suits me and with an appropriate qualified Practitioner?**

The aim of the survey will seek to determine the following:

- Is there a preference for days of the week?
- Is there a preference for different times of the day?
- How far ahead would patients like to be able to book appointments?
- How quickly do patients feel they should be seen for different types of appointment?

The questionnaire will also help us determine how good our communication is in areas such as:

- Our use of nurses for urgent care appointments
- The treatment of minor illness

Again, many thanks for your time.

Best wishes



Andy Briggs  
Manager