

PATIENT REFERENCE GROUP INITIAL SURVEY – RESULTS

Table of contents

Patient Reference Group Initial Survey – results.....	1
Survey Results	2
1 Ease of travel to the two sites operated by the practice, i.e Hathaway Medical Centre and New Road Surgery.....	2
2 Information about the practice, e.g. location, opening hours, services provided. .	2
3 How easy is it to contact the practice by telephone?.....	3
4 How effective is the website as a method of contacting the practice?	3
5 How easy is it to have an issue addressed at the practice reception desk?.....	4
6 Arranging appointments	4
7 Access to and facilities at Hathaway Medical Centre only,	5
8 Access to and facilities at New Road Surgery only,	5
9 How important is it for us to keep working from our New Road Surgery?	6
10 Facilities at Hathaway Medical Centre only.....	6
11 The effectiveness of the initial medical consultation	7
12 The effectiveness of the follow-up?	7
13 The process to refer patients to consultants, physiotherapists, further tests etc. outside of the services provided by the practice?.....	8
14 Letters to the patients.....	8
Survey Summary	9
The questions asked.....	10
Next Steps	12

SURVEY RESULTS

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

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

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

		Responses			Question Total
7 Access to and facilities at Hathaway Medical Centre only,					
	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?				133
	very important	19			
	important	7			
	desirable	3			
	not very important	0			
	of no importance at all	1			
	don't know	0			
	How satisfied are you with the access arrangements?				121
	extremely satisfied	7			
	generally satisfied	18			
	sometimes satisfied, sometimes not	4			
	dissatisfied	1			
	totally dissatisfied	0			
	don't know	0			
8 Access to and facilities at New Road Surgery only,					
	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?				95
	very important	10			
	important	7			
	desirable	4			
	not very important	1			
	of no importance at all	3			
	don't know	4			
	How satisfied are you with the access arrangement?				89
	extremely satisfied	2			
	generally satisfied	16			
	sometimes satisfied, sometimes not	5			
	dissatisfied	0			
	totally dissatisfied	0			
	don't know	6			

		Responses			Question Total
9 How important is it for us to keep working from our New Road Surgery?					85
	very important	7			
	important	5			
	desirable	3			
	not very important	9			
	of no importance at all	3			
	don't know	3			
10 Facilities at Hathaway Medical Centre only					
	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?				132
	very important	17			
	important	9			
	desirable	3			
	not very important	1			
	of no importance at all	0			
	don't know	0			
	How satisfied are you that your needs are met I respect of the facilities provided?				123
	extremely satisfied	6			
	generally satisfied	21			
	sometimes satisfied, sometimes not	3			
	dissatisfied	0			
	totally dissatisfied	0			
	don't know	0			

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

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

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

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

3 How easy is it to contact the practice by telephone?				
	Importance of being able to contact the practice easily by telephone?			138
	very important	21		
	important	8		
	desirable	0		
	not very important	0		
	of no importance at all	1		
	don't know	0		
	Your satisfaction with making contact by telephone?			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