



KINGSWOOD SURGERY

Patient Participation Group

Kingswood Surgery PPG/GP Practice Survey Results

26th March 2013

Prepared for Shirley Bellingham, Practice Manager
by the Participation & Insight Team, KMCS

Survey Objectives

- Gather a broad range of patient views about the practice
- Develop an Action Plan to address patient needs and suggestions

What was done and when?

The survey was conducted at the end of January and beginning of February 2013.

Paper surveys were available and patients could also complete the survey online.

A total of 3,317 surveys were sent out:

- 807 were distributed on paper
- 2,511 were sent electronically

A total of 1,443 responses were received:

- 685 were completed on paper
- 758 were completed electronically

Survey response rate: 45% *

** It is not possible to measure the responses made independently through the surgery website so this figure is approximate.*

Headlines (1 of 5)

Advocacy towards the surgery

- Virtually all (96%) respondents would be very or fairly likely to recommend Kingswood Surgery to a friend.
- These findings are similar to the results of the GP National Patient Survey in which 90% of respondents would definitely or probably recommend the surgery to someone who has just moved to the area.

Ratings of service aspects

- When asked to rate the surgery on a number of aspects, four were rated 'Excellent' by at least two-thirds of patients:
 - Quality of doctor/patient relationship;
 - Confidence and trust in your GP;
 - Quality of care received from nurses; and
 - Being treated with respect and courtesy.
- The remaining six aspects (including practice open hours and booking an appointment at a suitable time) were scored at least 'Good' by the overwhelming majority of patients.

Headlines (2 of 5)

Strengths of the practice

- The high regard of staff was also evident in the response to the unprompted question about good aspects of the practice (54% spontaneously cite staff including doctors, nurses and reception staff).

Doctor of choice

- If given the option, slightly more patients say they would rather wait to see their own doctor than any available doctor at the practice, except in cases of emergencies (55% vs. 45%).

Headlines (3 of 5)

Awareness of surgery facilities

- There is a high level of awareness of practice opening hours and the practice website, as well as the availability of phone consultations with GPs and the prescription collection & delivery service by local pharmacists (at least eight in ten aware of each).
- Services that would benefit from further communication are the electronic prescription service and booking GP appointments online (at least half of patients are not aware).
- Similarly, a majority of patients are not aware of the Practice Information Booklet and the Patient folder.

Health Talks

- The most popular Health Talk asked about is Coping with Stress (50% said they would find it useful), followed by Eating Well (48%), Dementia (41%) and Diabetes Awareness (40%).
- The least popular talk was Giving Up Smoking (only selected by 13%).

Headlines (4 of 5)

Improvements to the practice

- Around a quarter of respondents who answered the unprompted question about improvements to the practice did not feel any changes were needed.
- Suggestions by other respondents largely fell under two themes:
 - Having more appointments available, including early morning/evening and weekend appointments; and
 - Improving the ease of booking appointments, including getting through on the telephone and not being put on hold.
- However, when prompted on similar aspects earlier in the questionnaire at least three-quarters of respondents rate 'Practice open at times when convenient for you' and 'The experience of making an appointment' as Good or Excellent.

Joining the PPG

- The survey generated a good level of interest in joining the PPG with 105 respondents expressing an interest.

Headlines (5 of 5)

Summary

- Overall the findings show that patients are generally very positive towards the surgery.
- Ratings of staff are high and appear to contribute to a very good experience.
- Awareness of some services could be improved, including the electronic prescription service and booking GP appointments online.
- Unprompted answers suggest patients would welcome having more appointments available early morning/evening and at the weekend, as well as improving the experience of booking appointments.
- The findings suggest that Health Talks on Coping with Stress and Eating Well would be popular among patients.

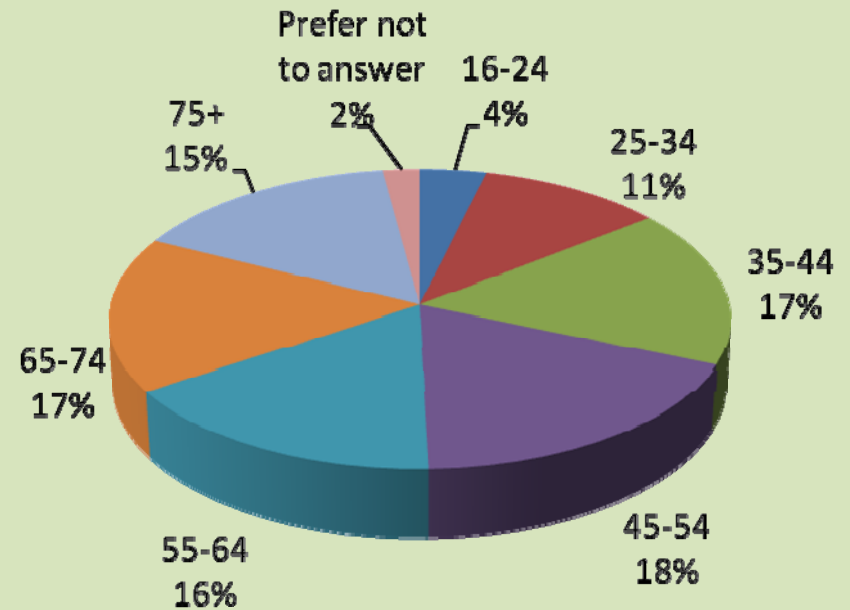
RESPONDENT PROFILE

*The majority of the respondents were female
and there was a wide range of age groups*

Gender



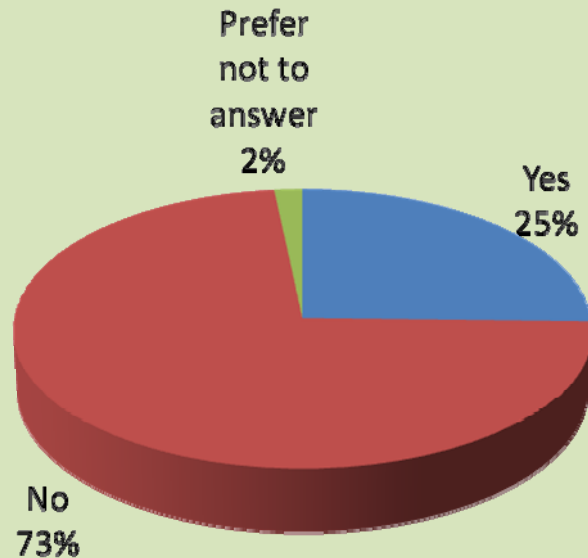
Age



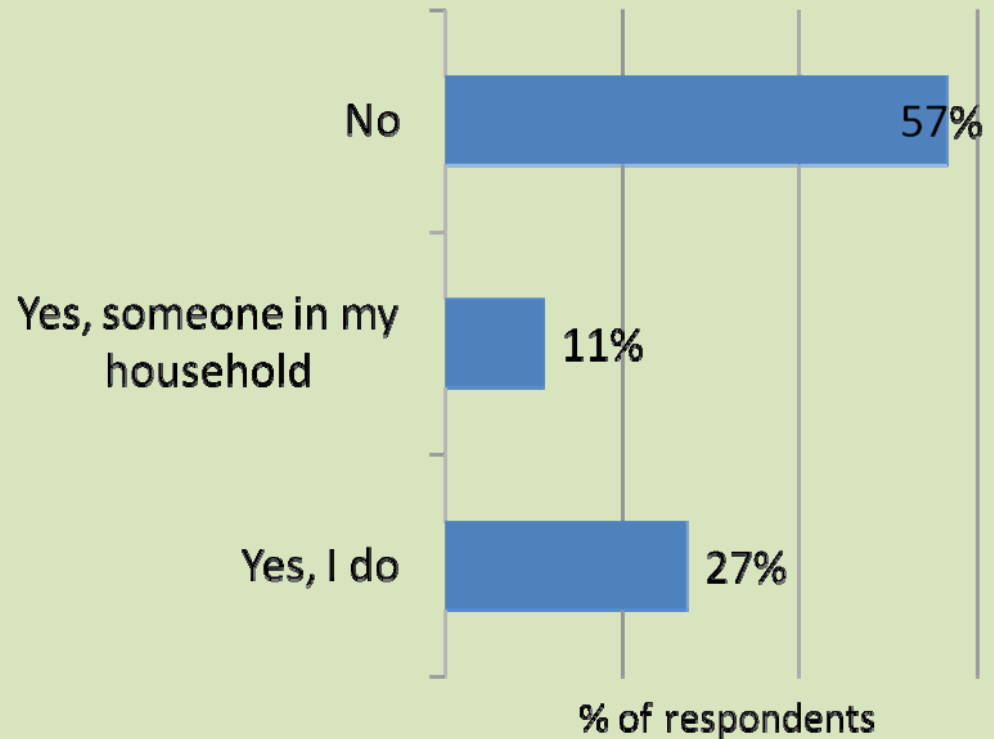
Base: Q8 Gender: all responding: 1378; Q9 Age: all responding: 1382

Over half of respondents did not have a long standing illness, disability or infirmity and three quarters do not have any children under 16 living at home

Children under 16 at home

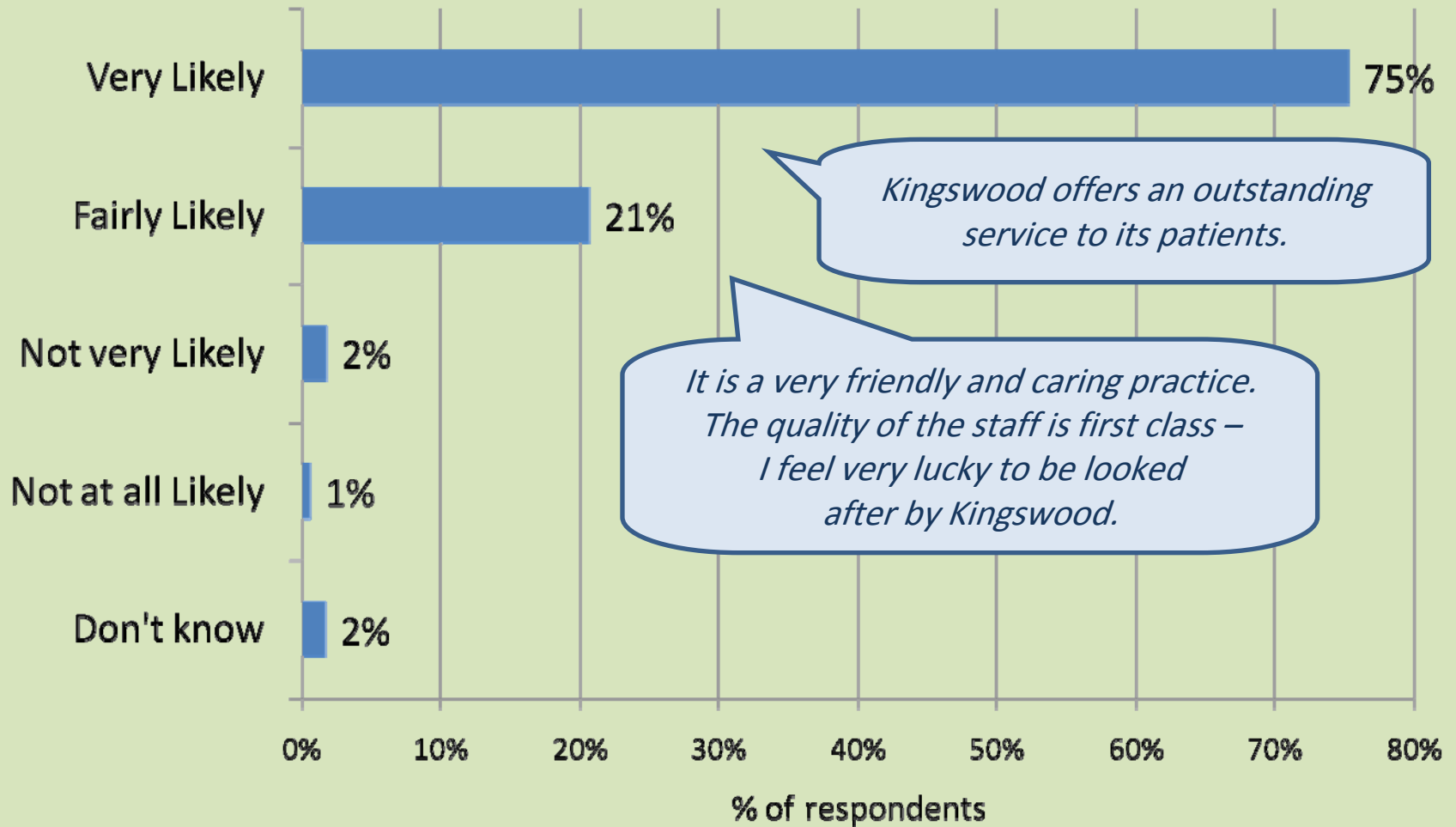


Long standing illness, disability or infirmity



DETAILED RESULTS

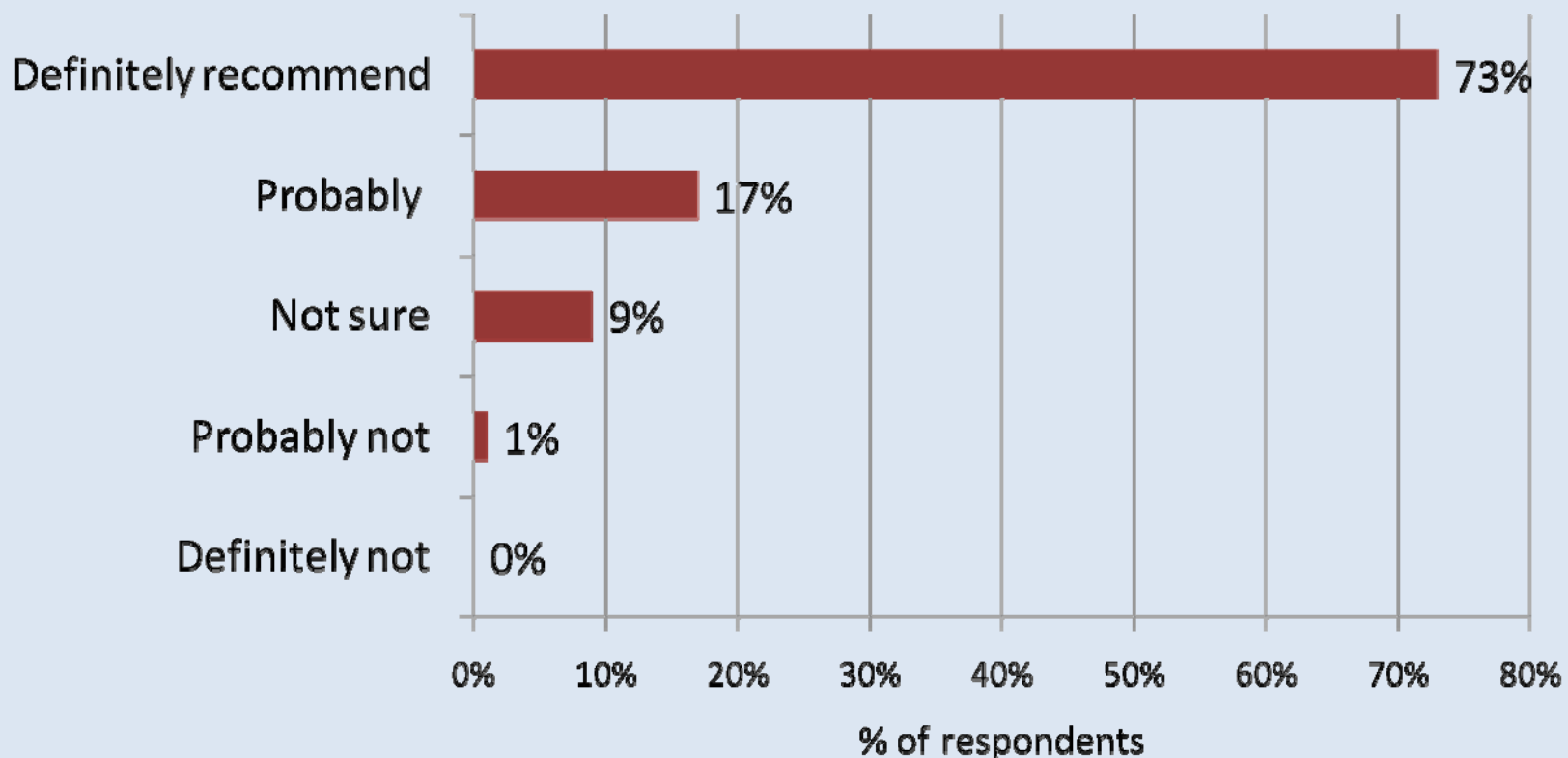
The vast majority of respondents agreed that they would recommend the practice to a friend



Base: Q7 Recommending practice to a friend: 1390

*The chart below details the results from the GP National Patient Survey
January to September 2012*

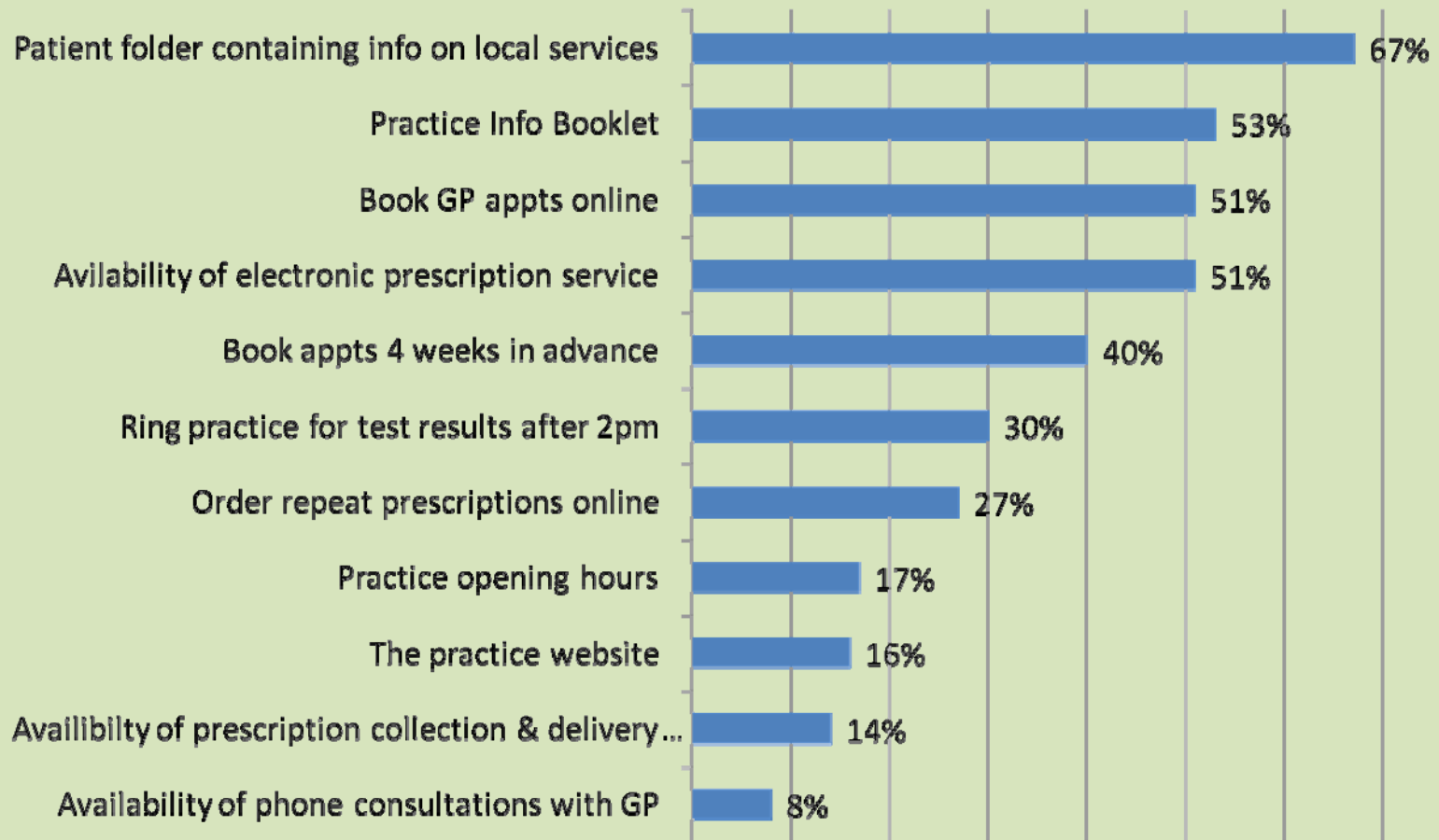
Q29. Recommending GP surgery to someone who has just moved to the local area



Base: 162

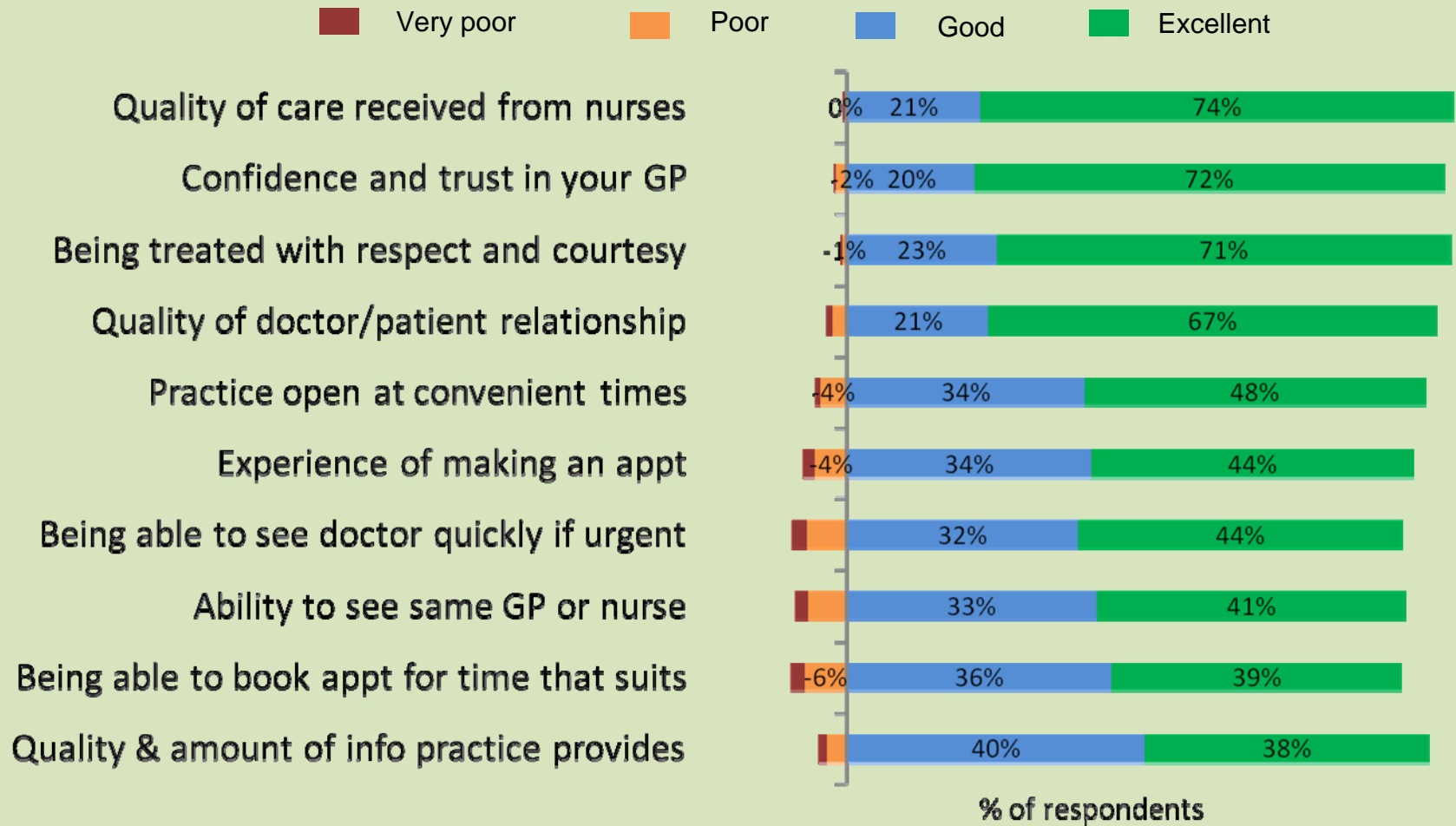
For full details of the GP National Patient Survey please visit:
<http://results.gp-patient.co.uk/report/10/result.aspx>

The majority of respondents were not aware that there is a patient folder containing information on local services



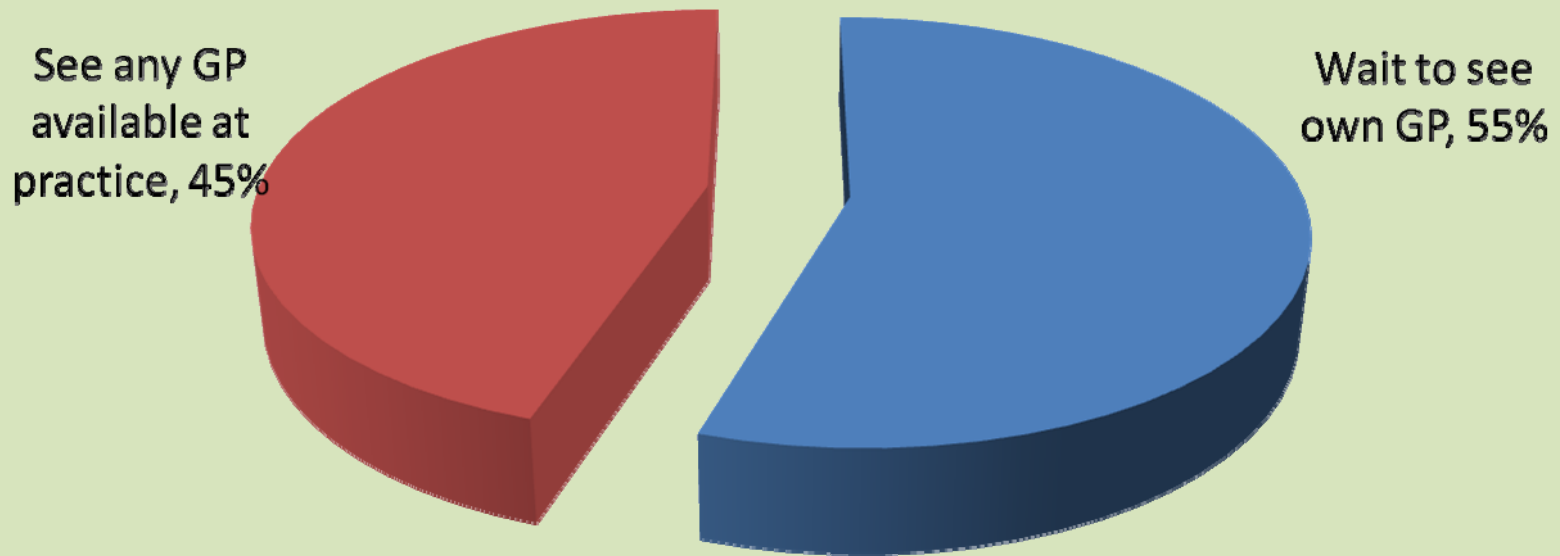
Question ranked according to percentages 'Not aware'.

The vast majority of respondents felt that they had an excellent level of confidence and trust in their GP, and also that the quality of care received from nurses was excellent.



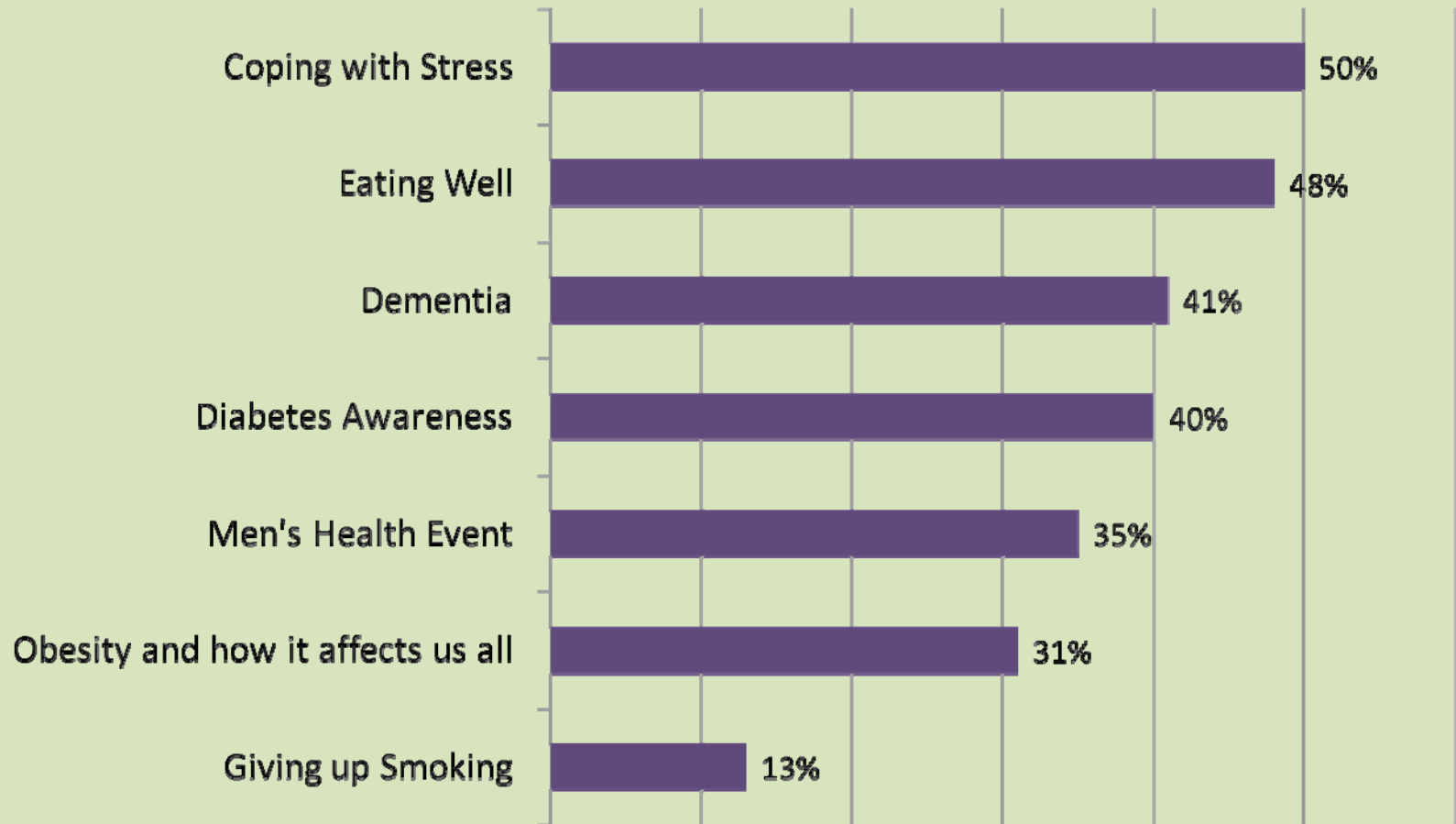
Please note that for ease of reference the middle category 'fair' has been excluded.

*Over half of patients would rather wait to see their own GP,
except in emergencies*



Base: Q6 Preferred GP: 1390

*The most popular Health Talk was Coping with Stress,
followed by Eating Well*



Question ranked on percentages 'Yes, I would find it useful'.

Particularly Good

- The vast majority of respondents commented that what was particularly good about the practice was the: Excellent staff, including the doctors, nurses and receptionists (410 respondents).

The surgery is first class in the standard and quality of care to each patient.

Doctor patient relationship is fantastic. Time taken. Doctors enquire about me when with children and remember things in my life. I feel safe and confident with my families' health.

The caring friendly helpful attitude of all staff.

Respect and attitude to patients – feeling that the doctors know us as individuals and are friendly.

I've always received excellent service from everyone including Doctors, Nurses and Reception staff.

Improvements

- 24% of respondents who completed the question stated that no improvements were needed.

None. Kingswood offers an outstanding service to its patients.

- The most popular theme was to have more appointments available, including evening/early morning/weekend appointments (138 respondents) as respondents find it difficult to visit during working hours or cannot do so due to commuting/shift work.

Late surgeries for people who work late.

As I work in London more early morning or late evening appointments.

It is increasingly difficult to get appointments at convenient times. Any chance of the occasional Saturday clinics?

Improvements

- Another popular theme was to improve the ease of booking appointments (63 respondents). This includes improving the ease of getting through on the telephone and not being put on hold.

Not being asked to hold every time you phone whatever time of the day it is. This can prove extremely expensive.

Not being told to hold on the line when ringing for an appointment.

At busy times phone callers often have to be held – a recorded message offering booking online would be helpful.

Next Steps

- Finalise report and share:
 - With all practice staff; and
 - With Patient Participation Group (PPG).
- Discuss results and develop action plan.
- Agree implementation of action plan.
- Publicise findings and agreed actions to wider patient group.
- Agree timetable for review of performance against action plan.