

The Glenfield Surgery

Patient Experience Survey

The Patient Experience Survey was carried out during December 2014 and January 2015. 150 questionnaires were handed out to patients and 91 were completed and returned. You will see that the numbers do not always tally to 91, as some questions were not answered and some had more than 1 answer given. The survey results are published below and where applicable comments and actions are added beneath each question.

The Patient Participation Group (PPG) has analysed the survey results and has helped the Practice to produce and agree the action plan.

In order to establish an accurate understanding of our patient experience survey, please can you confirm your gender and age group by circling the relevant box.

GENDER		AGE GROUP							
MALE	FEMALE	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
31	49	0	3	12	14	12	12	16	13

Q1. How do you usually book your appointments to see a doctor or nurse at the surgery? Please tick the box that applies	In person 18	By Phone 69	Other method 7
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Q2. Which methods would you prefer to use to book an appointment at the surgery? Please tick the box that applies	In person 11	By Phone 54	Online 30	No preference 4
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Q3. Do you find it easy getting through to the surgery by telephone? Please tick the boxes that apply	Very Easy	Fairly Easy	Easy	Not very easy	Very difficult
Before 10am	1	10	1	27	37
Between 10am and 12 noon	3	16	14	35	4
After 2pm	7	12	20	22	6

Comments:

- **'Phone queue' message – good idea**
- **Hard to get appointments with specific doctors**
- **Could reception/phone lines open at 8.00am**

At all times of the day, but particularly before 10am, patients find it 'Not very easy' or 'Very difficult' to get through to the Practice. The situation improves a little after 2pm.

Action:

In March, the Practice installed an additional telephone line and computer to enable more staff to take calls at peak times. This will be monitored over the next few months to see if this eases the situation.

Q4. Once through to the surgery, do you find it easy to make a telephone appointment with a doctor? Please tick the box that applies				
Very easy	Fairly easy	Easy	Not very easy	Very difficult
12	24	11	22	5

Comments:

- **Hard to get follow up appointments, until nearer the time**

Action:

The Practice allows patients to make appointments up to 2 weeks into the future. This is because doctors have to give 2 weeks notice of any holidays they wish to take and if patients had booked appointments, say 3 weeks into the future, then appointments would have to be cancelled and re-arranged. The PPG will discuss this with the Practice to see if the notice period for holidays can be extended.

Q5. Do you find the booking in screen in reception easy to use? Please tick the box that applies		
Yes	No	Do not use
73	2	10

Comments:

- **Don't know how to use it**
- **Sometimes it is out of action**

Action:

We will look to see if any instructions in its use can be provided and left by the booking in screen. Reception will be asked to note when the system is unavailable and for how long.

Q6. Are you happy with the cleanliness and décor of the building? Please tick the box that applies		
Yes	No	
82	4	

Comments:

- **Negative for staircase and landing**

Action:

The staircase and landing will be inspected to see if any cleaning or re-decoration is required.

Q7. Now that the front surgery has been decorated, are there any improvements you could suggest to make it more welcoming?
<ul style="list-style-type: none"> • Use TV to screen the news while people are waiting! • Entry to surgery is confused with entry to Pharmacy • Play area for children

Action:

Use of the TV screens is being looked into, initially to provide more information to patients. With regards to a play area and toys for children, we have deliberately decided not to have toys as the cleaning required is impractical. However, we will look into having a 'book bin'.

Q8. How easy do you find entering the surgery building? Please tick the box that applies		
Very easy	Fairly easy	Not very easy
51	27	5
If you have answered ' NOT VERY EASY ' or find it difficult please tell us why: <ul style="list-style-type: none"> • Difficult car parking • More disabled spaces • Doors are heavy • Pushchair/wheelchair access is hard • Entrance too narrow 		

Action:

Car parking spaces is limited and it is considered that the most effective use is being made of the available space.

The doors will be looked at to see if any adjustment can be made to make them 'less heavy'.

Signs have been placed by the front door to advise patients what to do in the event they find access difficult

Q9. Are you aware that the surgery provides early evening appointments on Tuesday and Wednesday evening?	
Yes	No
46	38

Comments:

Since the survey was printed, evening appointments have changed to Monday evenings. More appointments are available with doctors and nursing staff than there was previously on Tuesday and Wednesday evening.

Q10. How helpful do you find the surgery: Please tick the box that applies						
GPs	Very helpful	53	Helpful	26	Not helpful	2
Practice Nursing team	Very helpful	53	Helpful	22	Not helpful	0
Reception Staff	Very helpful	48	Helpful	26	Not helpful	4

Comments:

- **Reception staff don't know who the emergency doctor is when you book an appointment**

Action:

We will ensure that the Reception staff are aware who the emergency doctor is. It is pleasing to see that so many patients find the GPs, Practice Nursing team and Reception staff 'Very helpful' or 'Helpful'.

Q11. Were you listened to? Please tick the box that applies				
GPS	Yes	77	No	3
Practice Nursing team	Yes	71	No	1
Reception Staff	Yes	67	No	4

Comments: **No comments**

Again pleasing to note how many respondents feel they are listened to by all members of the Practice team.

Q12. Are there any services you feel could be of benefit to the practice if the finances were available	
<ul style="list-style-type: none"> • ECG tests • Well man/woman tests • Qualified Sisters? • Dedicated cancer support nurse • More receptionists at busy times • More parking spaces and wider access onto the road 	

Action:

The practice and the PPG are constantly looking at ways to improve the services and facilities available to our patients and the points noted above will be considered.

Q13. Any addition comments you wish to make that have not been covered in the survey	
<ul style="list-style-type: none"> • Keep up the good work! • Upstairs waiting area inadequate during busy times • Appointments taken by online users so none left for non-online users • Long waits for popular GPs • Poor internal communication 	

Thank you for taking the time to complete this questionnaire. Please pass the completed questionnaire to one of our reception staff. The results will shortly be advertised throughout the surgery and on our website

