

Report to PPG and Surgery on Patient Satisfaction Survey June 2019

182 questionnaires were completed by patients attending the surgery between Monday 3rd and Friday 7th June 2019. In addition a further 5 were received from a randomly selected group of patients who were e-mailed the questionnaire and asked to return it if they had attended the surgery in the past 6 months – this was an attempt to include some who may be less regular users of the surgery.

The main purpose was to measure satisfaction with those aspects of the service which had been shown to be most important to patients in previous surveys, and to compare with the PPG surveys conducted in previous years.

Summary

Satisfaction with the practice had greatly improved from some of the lower levels seen in the June 2018 survey. In particular:

- ‘appointment availability’ – 78% of patients being satisfied or very satisfied, compared to 55% in 2018),
- ‘seeing doctor of choice’ – 69% compared to 54% in 2018, and
- ‘booking appointments on-line’ – 93% compared to 68% in 2018

Only ‘time seated waiting to be called’ had reduced satisfaction – 78% compared to 89% in 2018.

Satisfaction with doctors and nurses at 99% and receptionists at 98% is the highest recorded in the 7 years the survey has been running.

- Where comparison can be made with the Patient National Survey*, the results were well above national averages.
- In the ‘Friends and Family Test’ question, 92% of patients were likely or extremely likely to recommend the practice (88% in 2018).
- The main action points suggested to make improvements where there is still some significant dissatisfaction are:
 - reduce time in reception waiting to be called and/or inform patients when their doctor or nurse is running late
 - continue explaining wherever possible that seeing doctor of choice is not always possible, but at the same time placing more emphasis on continuity ie seeing the same doctor for ongoing conditions
 - help increase appointment availability e.g. by raising the profile of the nurse practitioner

The practice will give a response to this report, including plans to address the issues raised. The response will normally be published alongside the report.

*The Patient National Survey (PNS) is a national survey. The last published figures, based on 758,000 respondents, are up to March 2018.

2. Satisfaction Ratings

Category	Patients Responding	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
		%	%	%	%
Waiting time on telephone	170	25	60	14	1
Booking appointments on-line	84	43	50	7	0
Appointment availability	178	16	62	19	3
Monday and Friday 'book on the day'	127	32	54	12	2
Seeing your doctor of choice	158	20	49	28	3
Continuity: seeing same Dr on follow-ups	158	22	53	22	3
Surgery opening hours	174	39	59	2	0
Time seated waiting to be called	177	14	64	18	3
Information provided/available	166	25	70	4	1
Practice website	100	24	72	4	0
Receptionists	175	51	47	2	0
Doctors and nurses	180	57	42	1	1

Comparison with Previous 3 Years (where available)

Category	Total Satisfied or Very Satisfied (%)				Latest Equivalent PNS* Results (%)
	2016	2017	2018	2019	2018
	Waiting time on telephone	70	84	80	85
Booking appointments on-line	76	91	68	93	-
Appointment availability	49	77	55	78	66
Monday and Friday 'book on the day'	-	74	76	86	-
Seeing doctor of choice	49	70	54	69	50
Continuity: seeing same Dr on follow-ups	-	-	-	75	-
Surgery opening hours	92	94	96	98	66
Time seated waiting to be called	81	89	89	78	58(wait of >15mins)
Information provided/available	91	98	97	95	-
Practice website	-	96	96	96	78(ease of use)
Receptionists	93	97	95	98	90
Doctors and nurses	96	98	98	99	95(last appointment)

*The Patient National Survey is not directly comparable as most questions do not ask 'satisfaction' levels as such, but do still give an indication.

Comment

Satisfaction levels have greatly improved from some of the lower levels seen in 2018, and in many categories are higher than or equal to anything achieved in the previous three years. Significant improvements were seen in booking appointments on line, appointment availability – with 78% now satisfied or very satisfied compared to 55% last year, Monday and Friday book on the day, and seeing doctor of choice.

It is also good to note that receptionists received 98% satisfaction and doctors and nurses 99%, the highest figures recorded in the 7 years the survey has been carried out.

The only significant decrease in satisfaction was in the category 'time seated waiting to be called', now 78% as against 89 last year.

Comparing the results with the Patient National Survey (see explanation asterisks at bottom of pages 1 and 2), the practice was still well ahead of national figures in all categories where comparison was possible.

Further points of note:

- **Booking appointments on-line** – it is pleasing to see satisfaction at 93% together with an increase in the proportion of patients using this method to 17% (see Section 5). The practice, assisted by the PPG, has made efforts to promote on-line access and make the instructions more user-friendly.
- **Appointment availability** – it is also pleasing to see satisfaction rising in this category, as the practice has looked for ways of making more short-notice appointments available and are taking part in trials of extended opening hours in partnership with other practices.

- **Seeing your doctor of choice** – the increase in satisfaction from 54% last year to 69% does suggest a growing acceptance that seeing one’s ‘own’ doctor is becoming more difficult as the size of the practice grows and new ways of working have to be embraced.

However, this year we also asked satisfaction with ‘Continuity – seeing same doctor on follow-ups’, and this arguably more important measure did have a higher satisfaction level, at 75%.

Friends and Family Test Question

It is mandatory that patients be invited to answer this question at all points of contact with the NHS, and there are cards at our reception window for this purpose. The question is ‘How likely are you to recommend this practice to friends and family if they needed similar care or treatment?’ It is included in our survey and 170 patients answered this question.

The results were: Extremely Likely 46% Likely 46% Neither Likely nor Unlikely 5% Unlikely 1% Extremely Unlikely 1%

With 92% positive answers, this is the highest in the last 4 years – 78% in 2016, 90% in 2017 and 88% in 2018 – and is in line with GP practices generally as shown on the NHS website for April 2019 (90% for England, 87% for London).

Patients’ Comments

Some 35% of patients added comments. Approximately one third of these were positive, saying how good the people and the service at the practice were, and approximately half were negative, notably 11 regarding difficulty in seeing their doctor of choice.

Some representative examples are displayed below.

The image displays nine representative patient comments in a 3x3 grid. The boxes alternate between light orange and dark blue backgrounds. The comments are as follows:

- All the staff are friendly and professional, the receptionists are very helpful.*
- Getting harder and harder to see own doctor – waiting times of 4 weeks plus not unusual.*
- Doctors very thorough and quick to follow up with test results.*
- At times have had to wait a long time to be called for my appointment but I know doctors are very stretched.*
- Wonderful admin and nursing staff and best GP I have ever come across – always caring and forward thinking.*
- Getting through on the phone - have waited up to 30 minutes, and getting an appointment is bad.*
- Just got an appointment within one hour – very pleased, very nice practice.*
- Very difficult to see my GP. Often it is impossible to continue treatment with same doctor.*
- Extremely satisfied with all services and personal service. Engenders confidence.*

There were also some one-off miscellaneous comments worthy of note:

- Have had to wait 45 minutes after appointment time – difficult with a toddler and baby – could we be told if doctor is running late.
- Very often need to put an extra ticket on van as have had to wait up to 30 minutes. Sometimes have walked out.
- Would like to be rung to arrange my monthly blood tests, as used to happen up to about 2 years ago.
- One receptionist forgot to email hospital with urgent referral from doctor and I had to call and chase at a later date.
- I think the charge is too high for writing a letter – £25 is extremely expensive if we can't afford it.

Demographics and How the Surgery is Contacted

124 women and 60 men (plus 3 not stated) took part.

21 were there for their children and 9 for another adult.

Age Distribution:	16-18	18-34	35-54	55-64	65-74	75+
	0%	17%	35%	15%	16%	16%

How Appointments Booked:

Phone	In Person	On-line (Patient Access)	
	68%	25%	17%

(Some patients ticked more than one method)

NPS* 2018	79%	42%	13%
(Our 2018 Survey:	70%	33%	15%)
(Our 2017 Survey:	67%	34%	10%)
NPS* 2017	86%	27%	9%

How Repeat Prescriptions Requested:

In Person 53% (2018: 61%, 2017: 38%) (Based on 118 patients who ticked at least 1 method)

By E-mail 19% (" 19%, " 15%)

On-line (Patient Access) 20% (" 21%, " 12%, (NPS* 2018: 14%)

Other 7% (" 6%, " 46%) (Includes 'Direct to chemist', no longer available from 2018)

Comment

Use of on-line access – as noted on page 3, there is a steady growth in use of on-line access to book appointments and request repeat prescriptions – 17% and 20% of patients respectively.

*National Patient Survey – see footnotes on pages 1 and 2.

Action Points

Satisfaction generally is much improved compared to last year. The following action points are suggested to further improve those areas where there is still some significant dissatisfaction:

1. Take measures to reduce waiting time in reception waiting to be called and/or reduce dissatisfaction when there is delay e.g. by informing when the doctor or nurse is running late.
2. Continue explaining to patients that seeing their doctor of choice is becoming more difficult, e.g. with articles in the quarterly newsletter and on the website about the longer serving doctors retiring or reducing hours, and working on strategies such as co-operating with other practices to provide longer opening hours and better community services.
3. Accompany (2) above with putting more emphasis of continuity of doctor for ongoing conditions.
4. Help 'increase' appointment availability, e.g. by making the role of the nurse practitioner an easier option for patients for example by making appointments available on-line alongside the GPs (with an explanation of what conditions/services a nurse practitioner deals with).

Response from Practice

The practice will give a response to this report, including plans to address the issues raised. The response will normally be included alongside the report wherever it is published e.g. on the website.

File: Report to PPG and Surgery on Patient Satisfaction Survey June 2019

Response to PPG Patient Satisfaction Survey 2019