

Dr Lort & Partners

Results of Patient Survey

The patient survey was carried out in the first two weeks of January 2012, all patients visiting the surgery for any reason were invited to complete a survey, and additionally notices were placed in the waiting room

A total of 36 completed surveys were returned

Appointments

Most people book appointments either in person or by phone, 12% use the internet but 24% would like to use the internet

Getting through on the phone

94% who had tried to get through on the phone found it very easy or fairly easy, 6% found it not very easy

73% who tried to speak to a doctor or nurse on the phone found it very easy or fairly easy, 27% found it not very easy

Arriving for an appointment

All patients reported that the building was very or fairly easy to get into

100% of patients reported that the building was very clean or fairly clean

Overhearing conversations with the receptionist – 61% said that they could be overheard but didn't mind, 17% said they could be overheard and weren't happy about it

67% of patients find the receptionists very helpful, 28% find them fairly helpful and 6% find them not very helpful

72% of patients reported being seen within 15 minutes, 8% over 15 minutes and 20% couldn't remember or didn't have timed appointments

5% feel that they have to wait far too long

Seeing a nurse

All patients who had tried to get an appointment with a nurse found it very easy or fairly easy, nobody reported that the standard of care was poor or very poor, 5% found it acceptable, 95% found it good or very good

Seeing a doctor

86% of patients who tried to make an appointment to see a doctor within 2 weekdays were able to do so, 14% could not, of these 75% reported that there were no appointments and 25% said they were offered an appointment but it was for a doctor that they didn't want to see

76% of patients who tried to book an appointment more than 2 weekdays in advance were able to do so, 24% reported that they were unable to book ahead

3% felt that the doctor didn't give them enough time, 3% felt the doctor didn't ask about their symptoms and 3% didn't feel the doctor took their problem seriously, 97% of patients were happy with these

Seeing the preferred doctor

74% of patients prefer to see a specific doctor, 3% of these said that they see their preferred doctor some of the time, the rest see their preferred doctor always or a lot of the time

Dispensary

Friendly, helpful customer service – 100% found this very good or good

Accuracy – 100% found this very good or good

Acknowledging people at the window – 100 % found this very good or good

Providing guidance on how to take medication – 95% found this very good or good, 5% neither good nor poor

Ease of knowing where to go – 100% found this very good or good

Dispensing repeats within 2 working days – 93% found this very good or good, 4% found is neither good nor poor and 4% found it poor

There were additional comments about patients not happy that they were no longer able to use the surgery for their prescriptions

Satisfaction with the surgery

80% of patients are very satisfied, 17% are fairly satisfied, and 3% are neither satisfied nor dissatisfied

92% would recommend the surgery, 3% might, 3% were not sure and 3% would not recommend the surgery

The Patient Council and Patient Participation Group were consulted and key areas for change were identified.

Areas identified for improvement were:

Internet Access – 12% reported that they use the internet to book appointments but 24% said they would like to, internet access is available so we discussed how we could make patients aware – a notice was considered although patients tend not to notice them, another option is to put a message on the repeat prescription slips, Nicola to arrange for both notices and a message on the prescriptions, it was also agreed that the information could be put into church magazines

Waiting times – 72% of patients reported being seen within 15 minutes and 5% felt that they had to wait far too long – the addition of a whiteboard has helped – patients are happier when they are informed of any long waits

The results in other areas were very promising and no further action to be taken at this stage