

# PORTCULLIS SURGERY

## AUDIT REPORT

### ON

## PATIENT SATISFACTION SURVEY

### 2012

#### AIMS

This audit was set up from Portcullis Surgery Patient Group who wanted feedback from patients to be sure that patients needs were being met at the surgery.

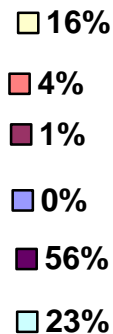
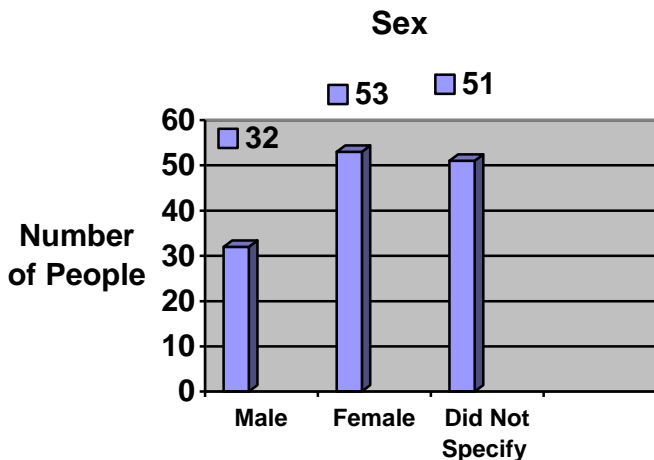
230 surveys were given out to patients to complete.

#### METHOD

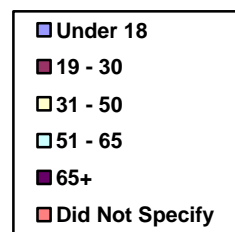
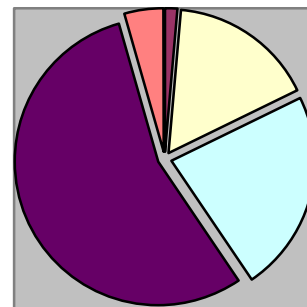
These surveys were collated by Owen Edwards and the results are as follows.

#### RESULTS

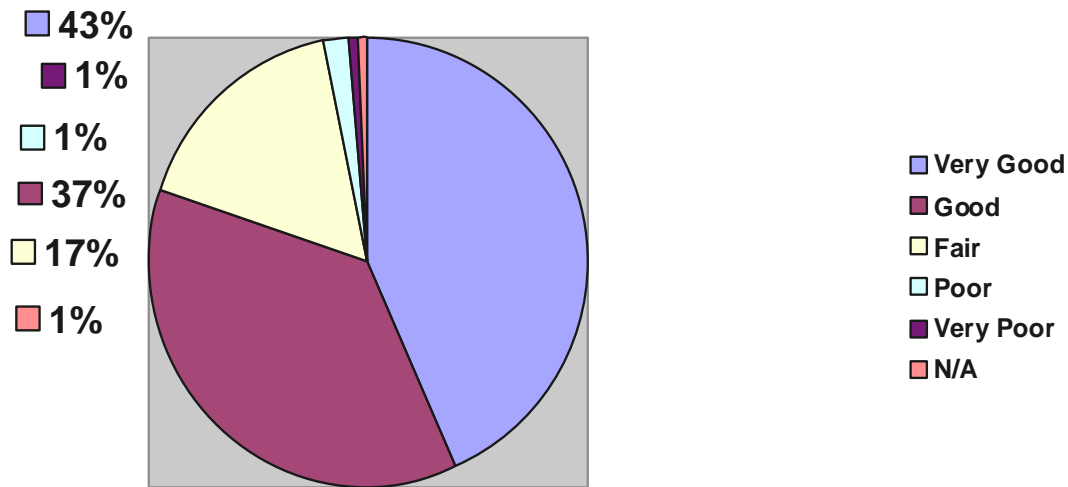
We received 136 completed surveys back.



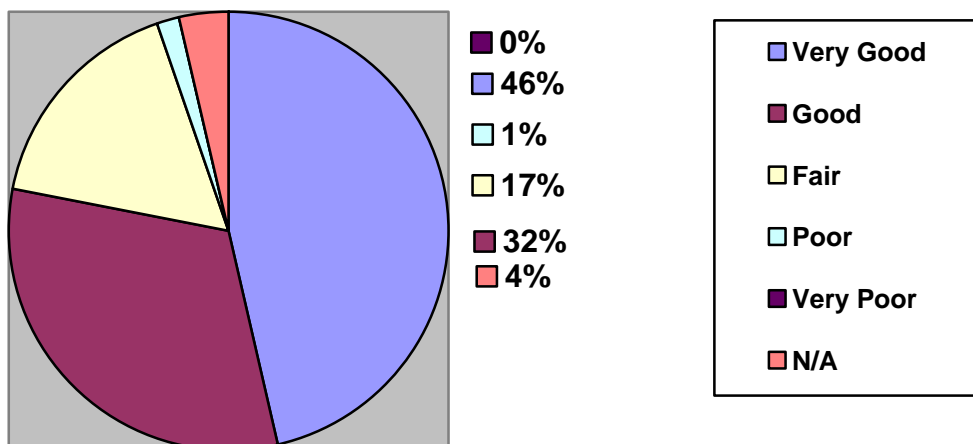
#### Age Range



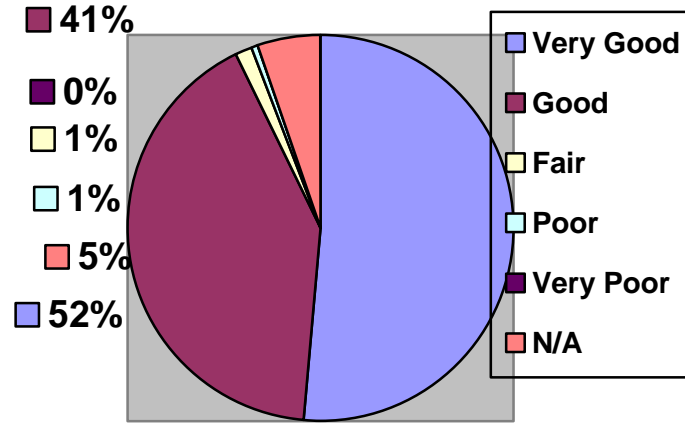
## Being able to see a doctor within two working days.



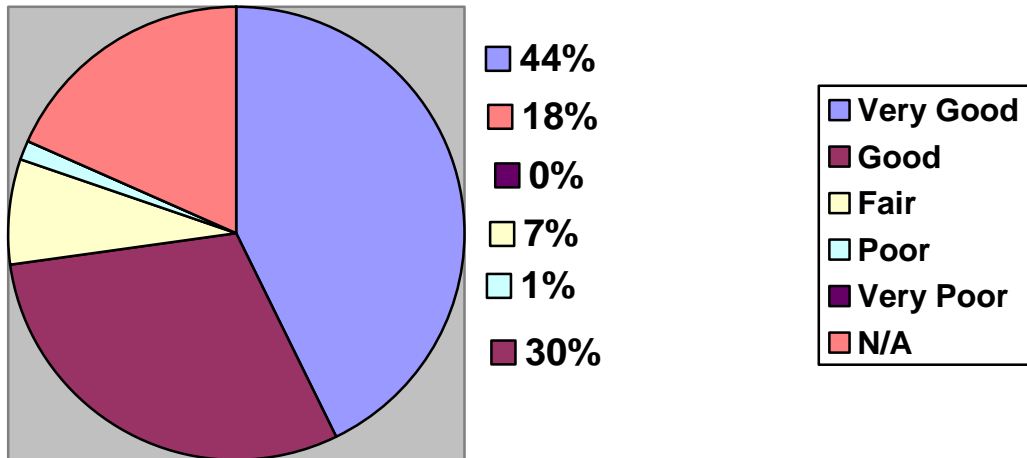
## Ability to see your preferred doctor



## Hours Practice Is Open



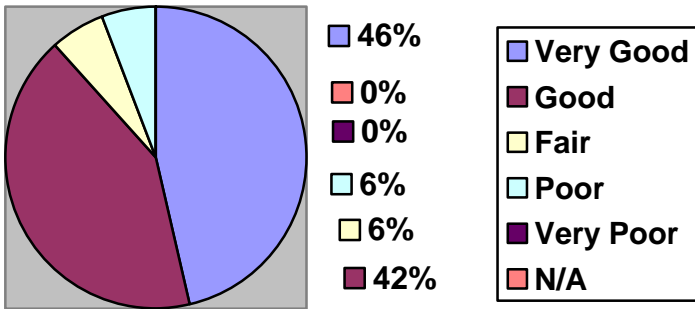
## Ability to speak to a doctor or nurse on the telephone



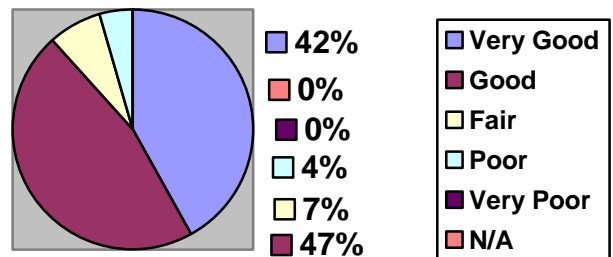
Is the time you usually have to wait for an appointment acceptable to you?

1. To see a GP
2. To see a Nurse
3. For Blood Test or other tests

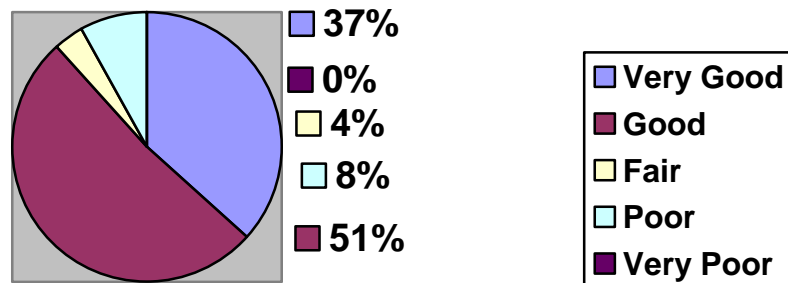
**Is the time you usually have to wait for an appointment acceptable to you? - To see GP**



**Is the time you usually have to wait for an appointment acceptable to you? - To see a Nurse**



**Is the time you usually have to wait for an appointment acceptable to you? - For blood tests or other tests**

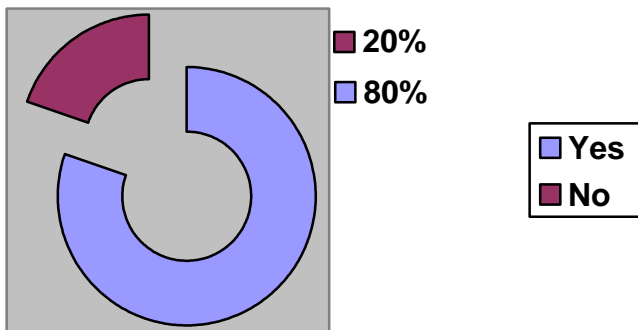




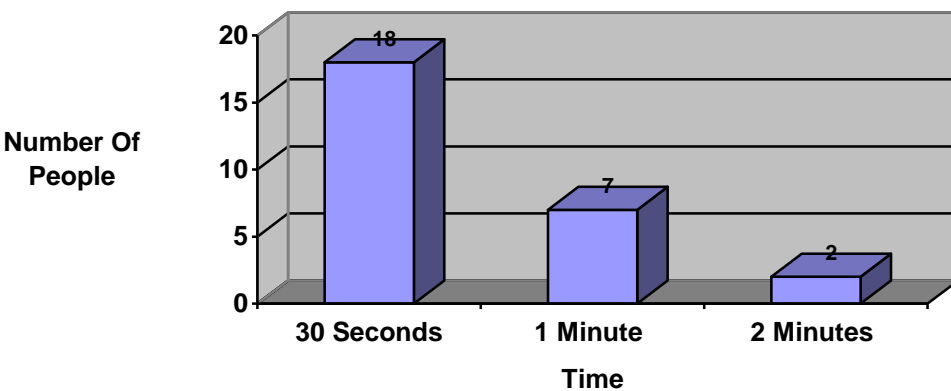
Please tell us how well you think we are doing in the reception area.

1. Is there a receptionist when you go to the desk?
2. How long did you have to wait until a receptionist came to you?
3. Was the receptionist friendly and helpful to you?

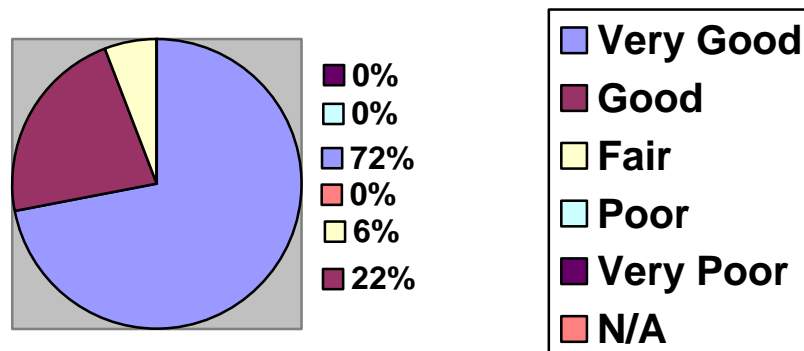
### Is there a receptionist when you go to the desk?



### How Long Did You Have To Wait Until A Receptionist Came To You?

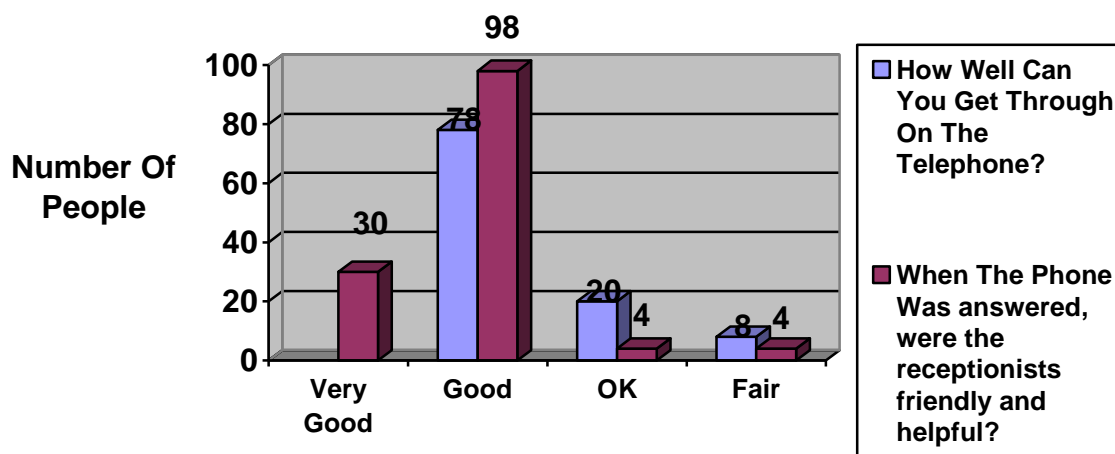


## Was the receptionist friendly and helpful to you?

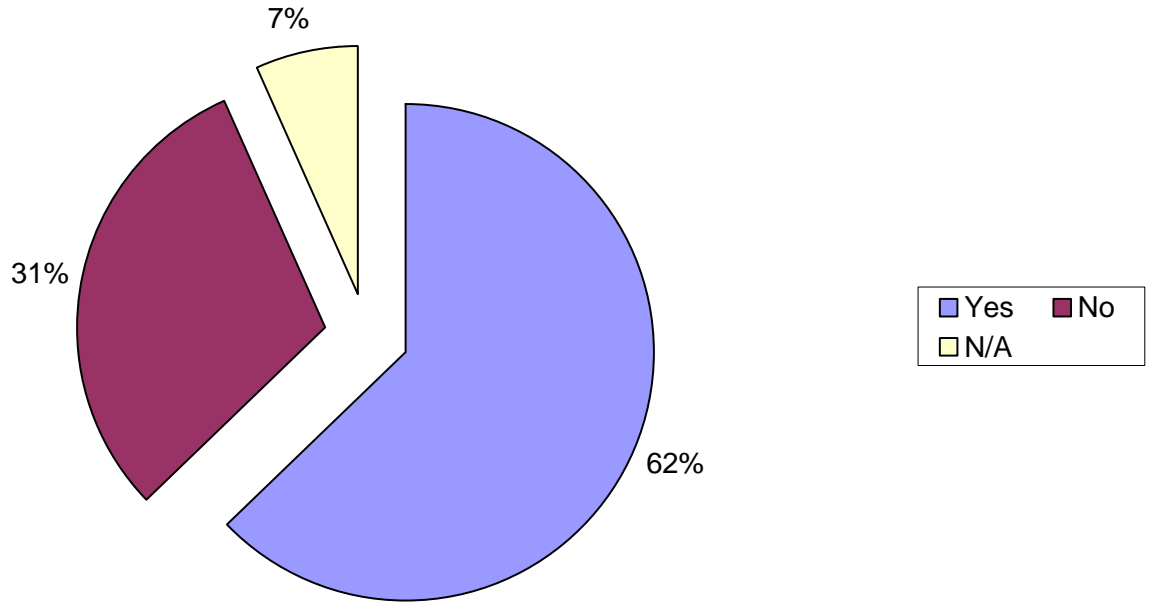


1. How well can you get through to the surgery on the telephone?
2. When the phone is answered are the receptionists friendly and helpful to you?

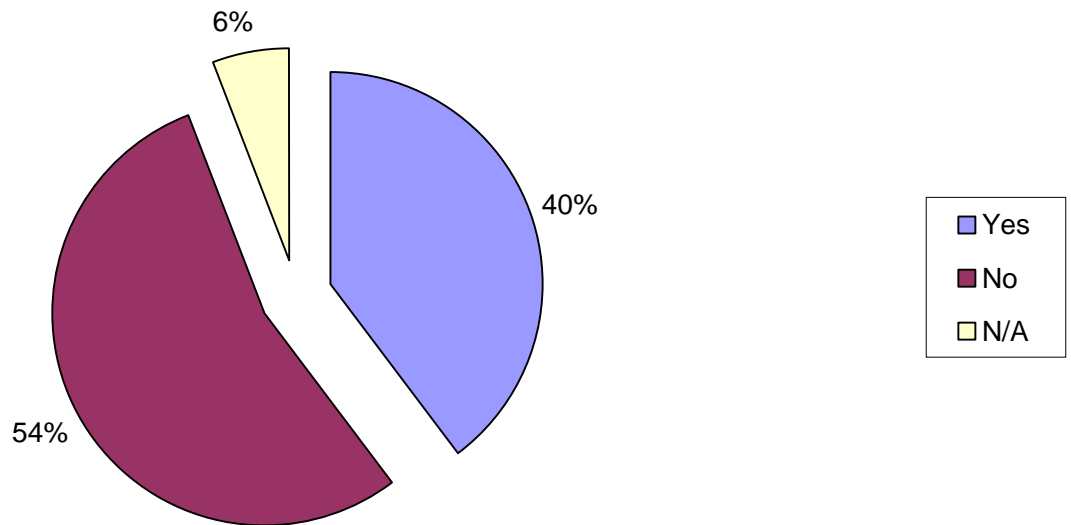
### Receptionists On Phone



Are you aware you can request a telephone consultation with a doctor?

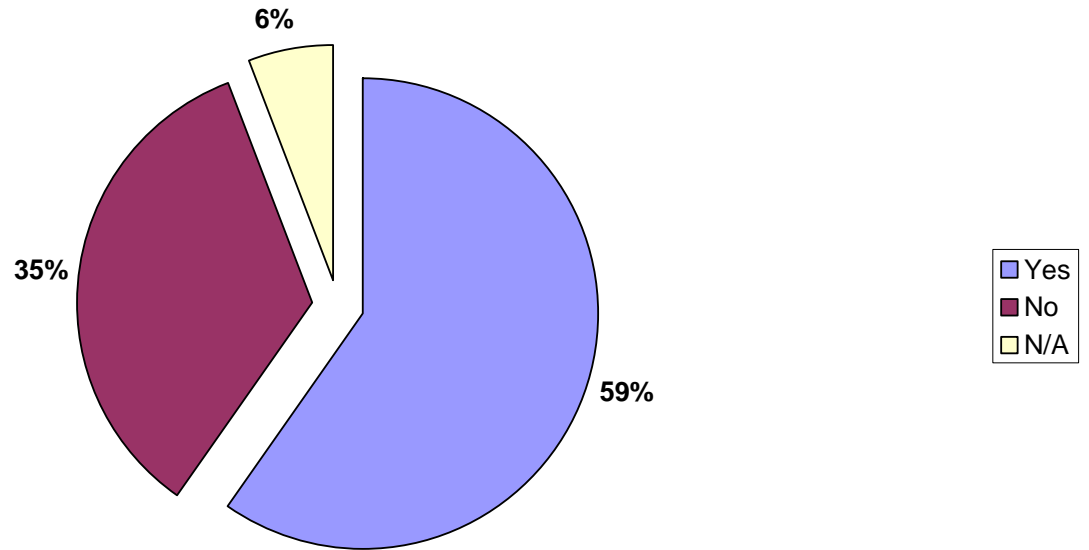


Are you aware that we have a room should you want to discuss something in private and not at the reception desk?

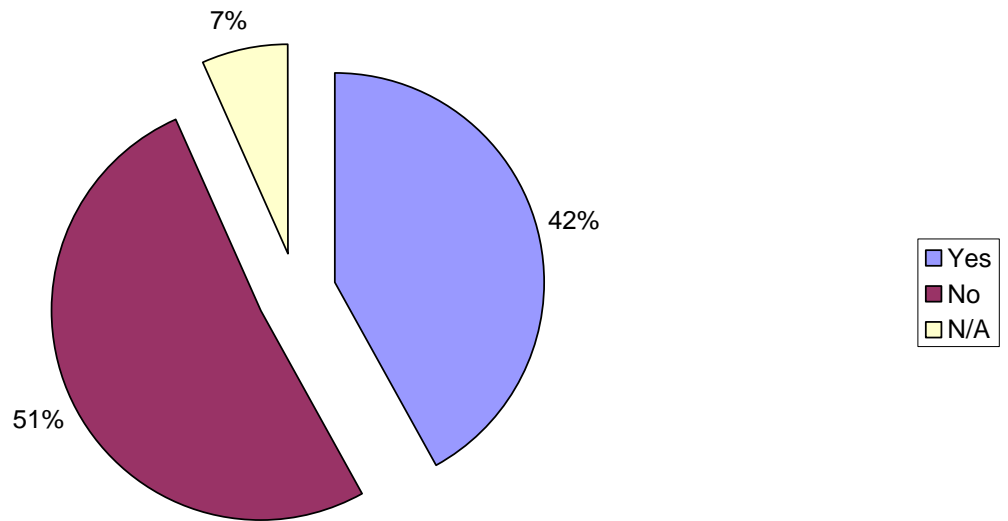




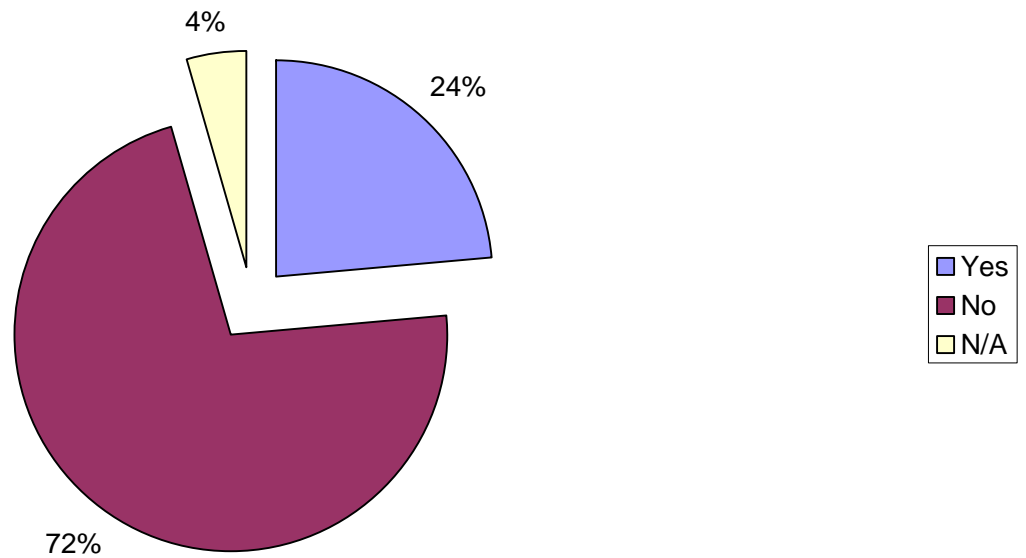
**Are you aware we have a website?**



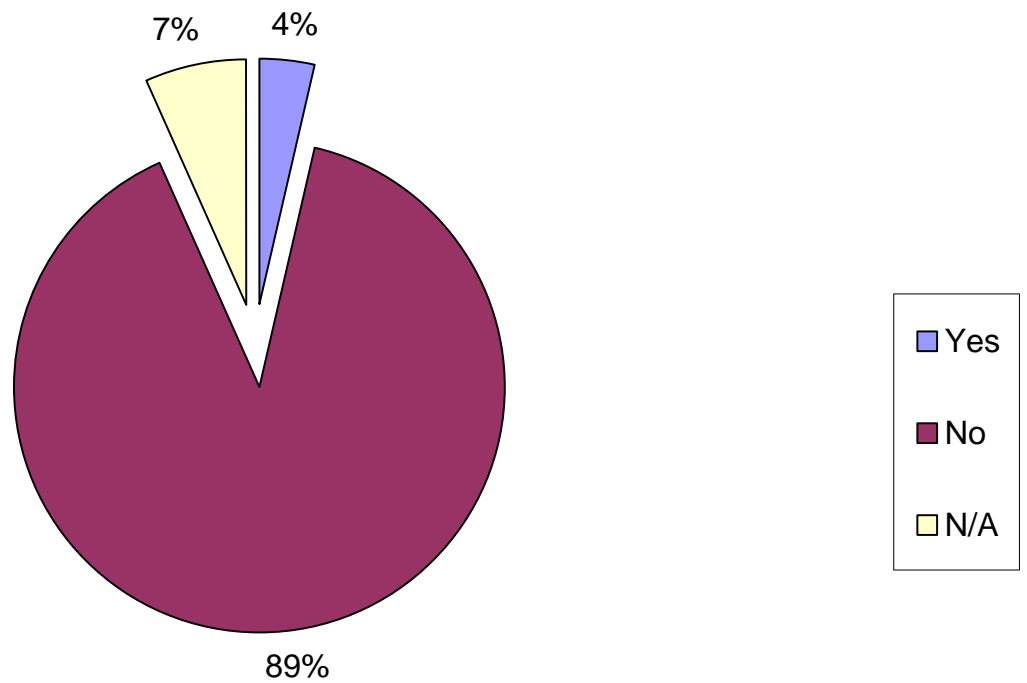
**Are you aware we have an early morning and late evening Surgery?**



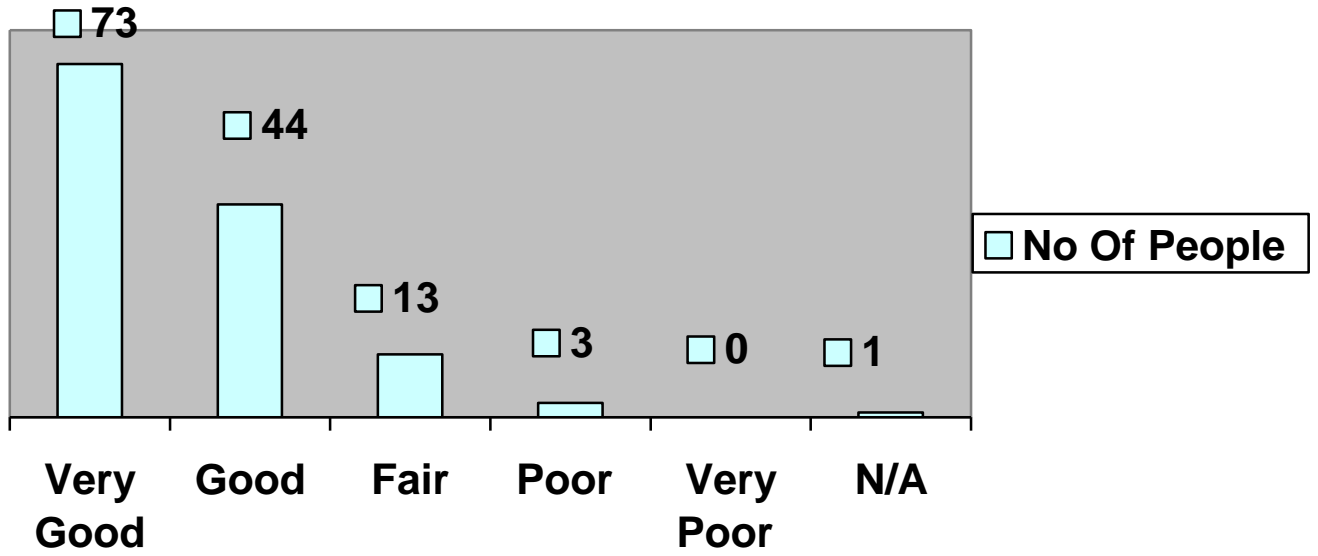
Are you aware that you can book an appointment on-line and order your prescription electronically?



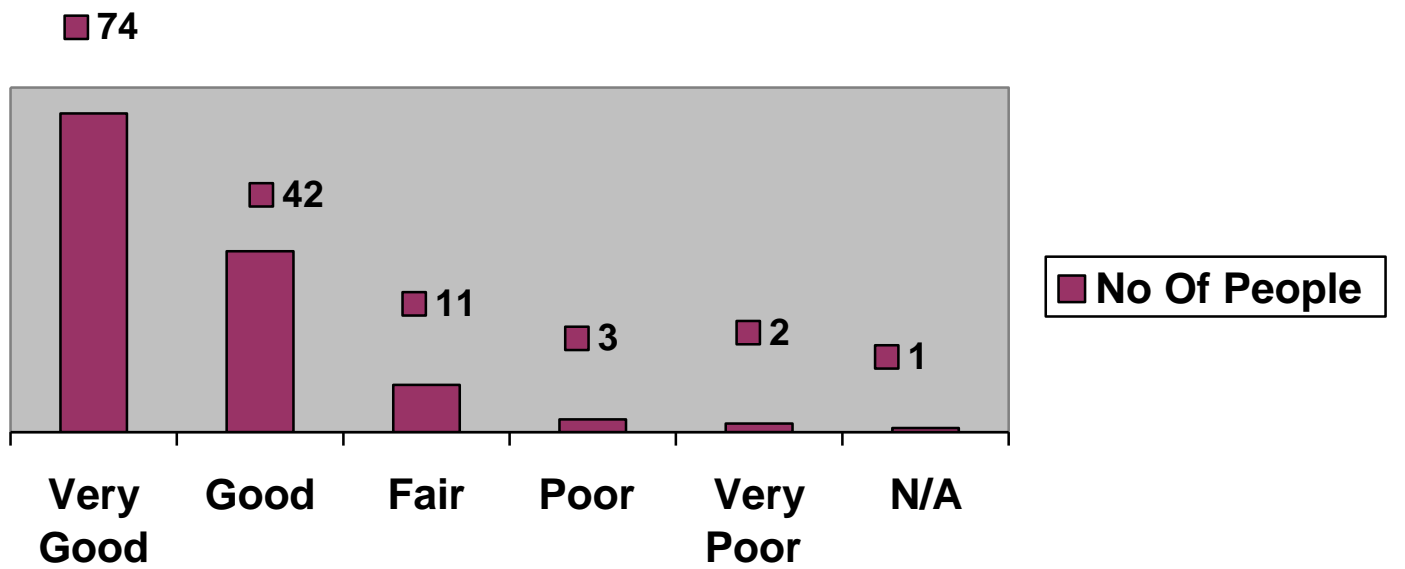
Have you ever had cause for concern when visiting the practice?



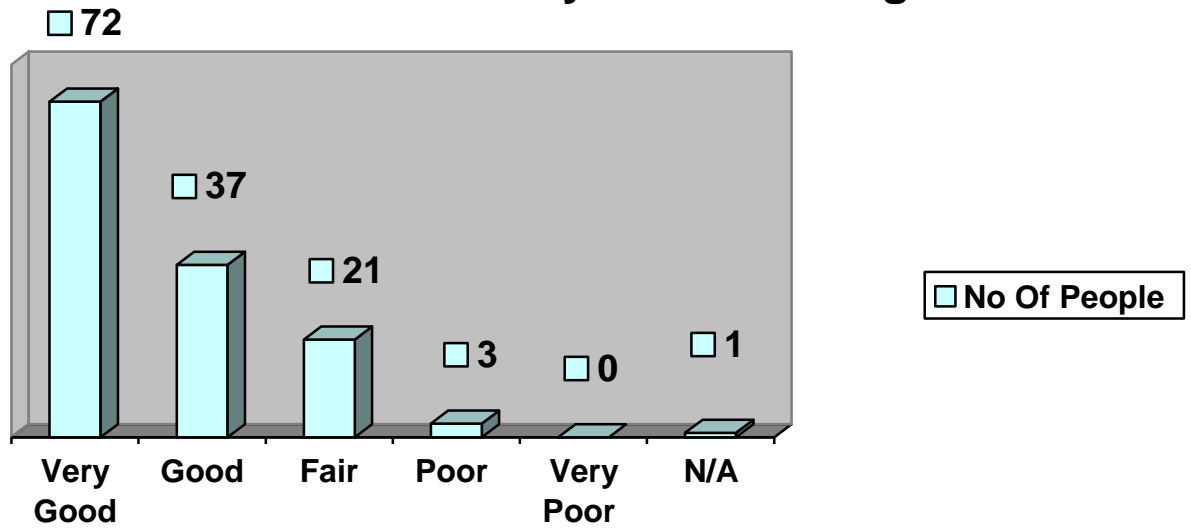
### Ease of moving around the building



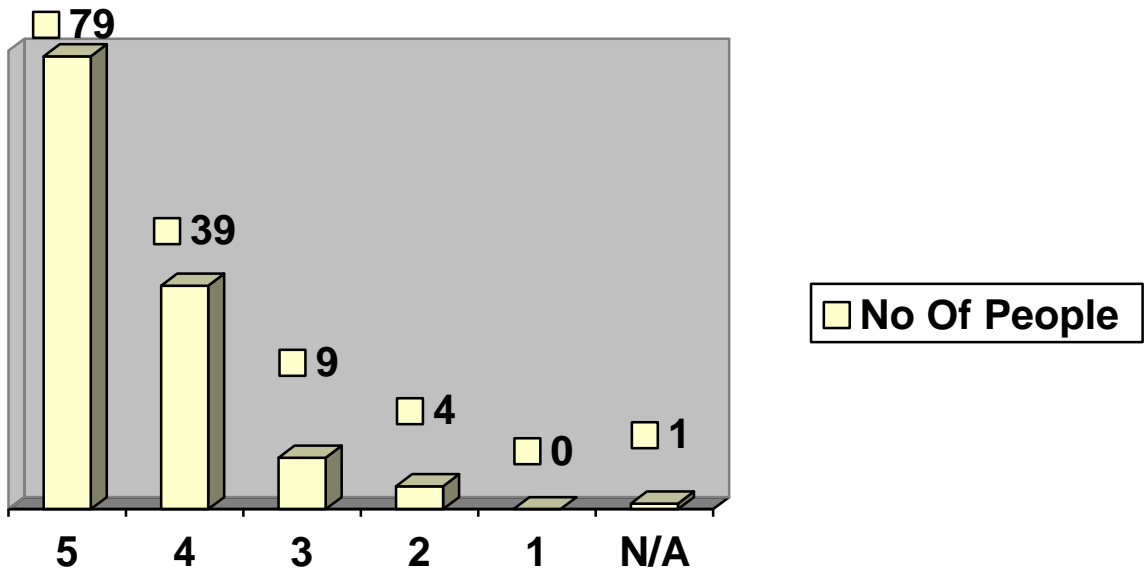
### Ease of entering the building



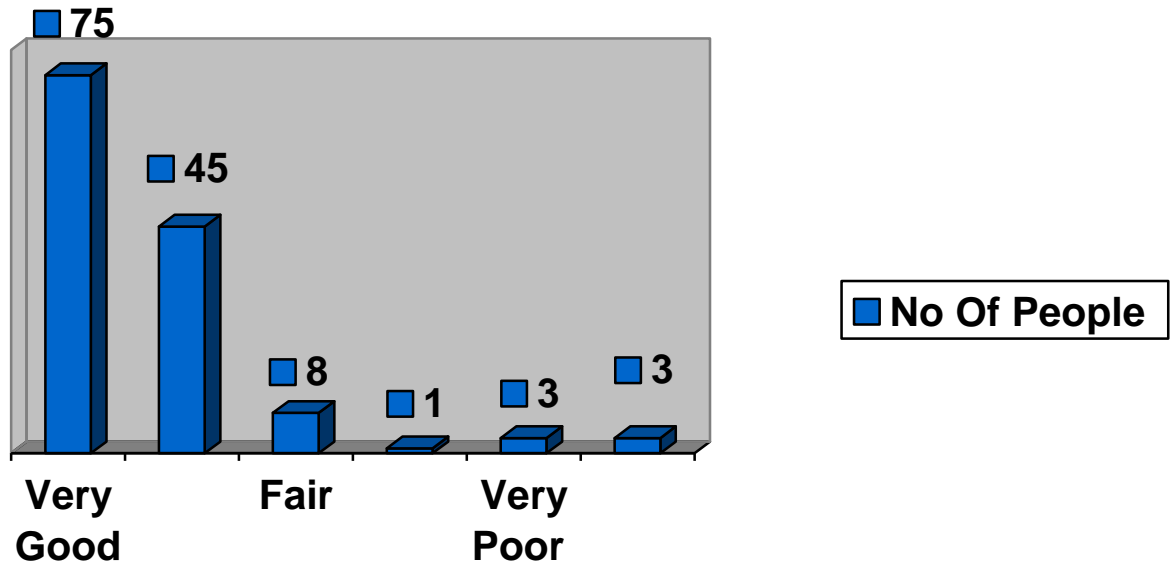
### Comfort and safety whilst waiting



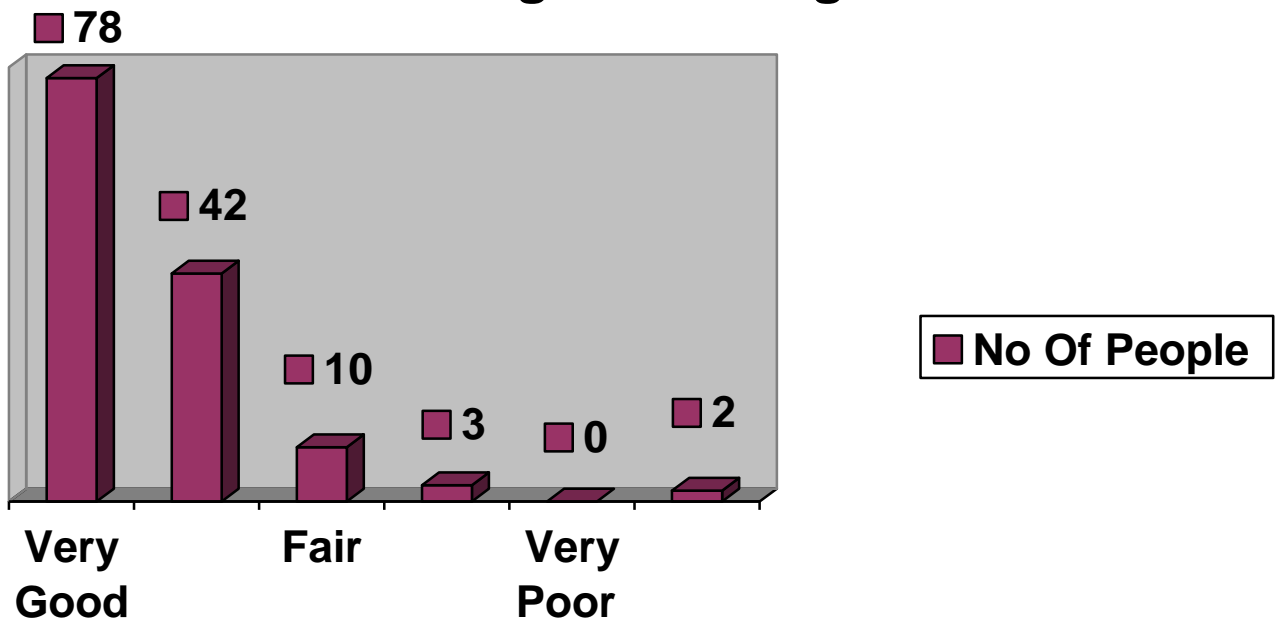
### The building is neat and clean



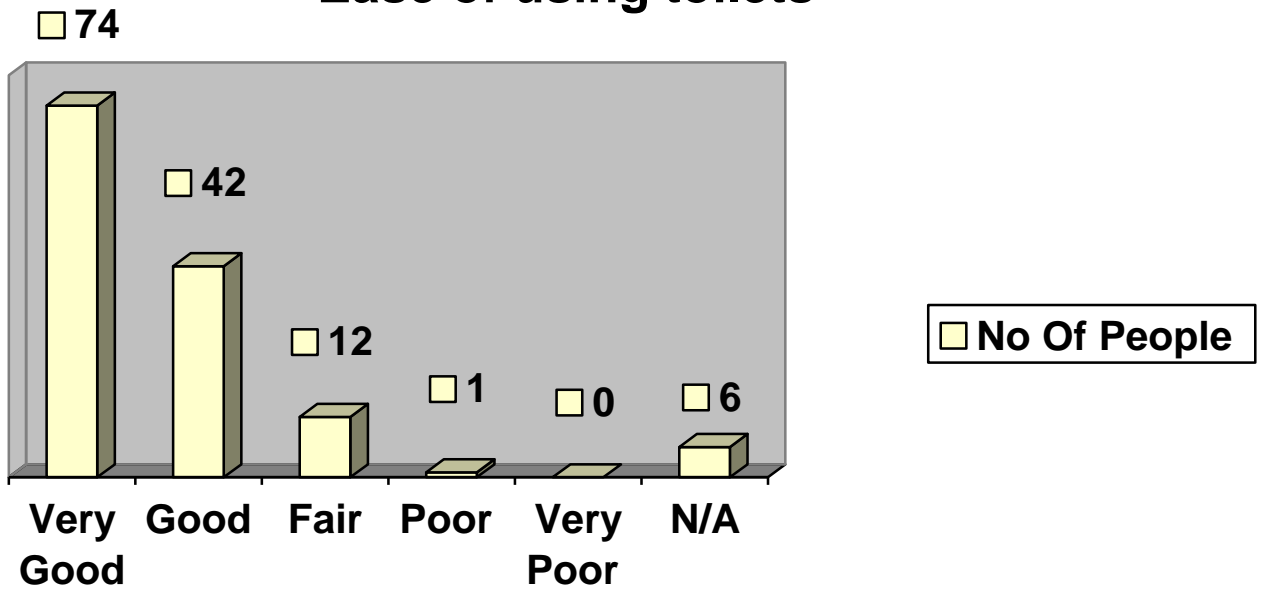
### Ease of getting on and off chairs



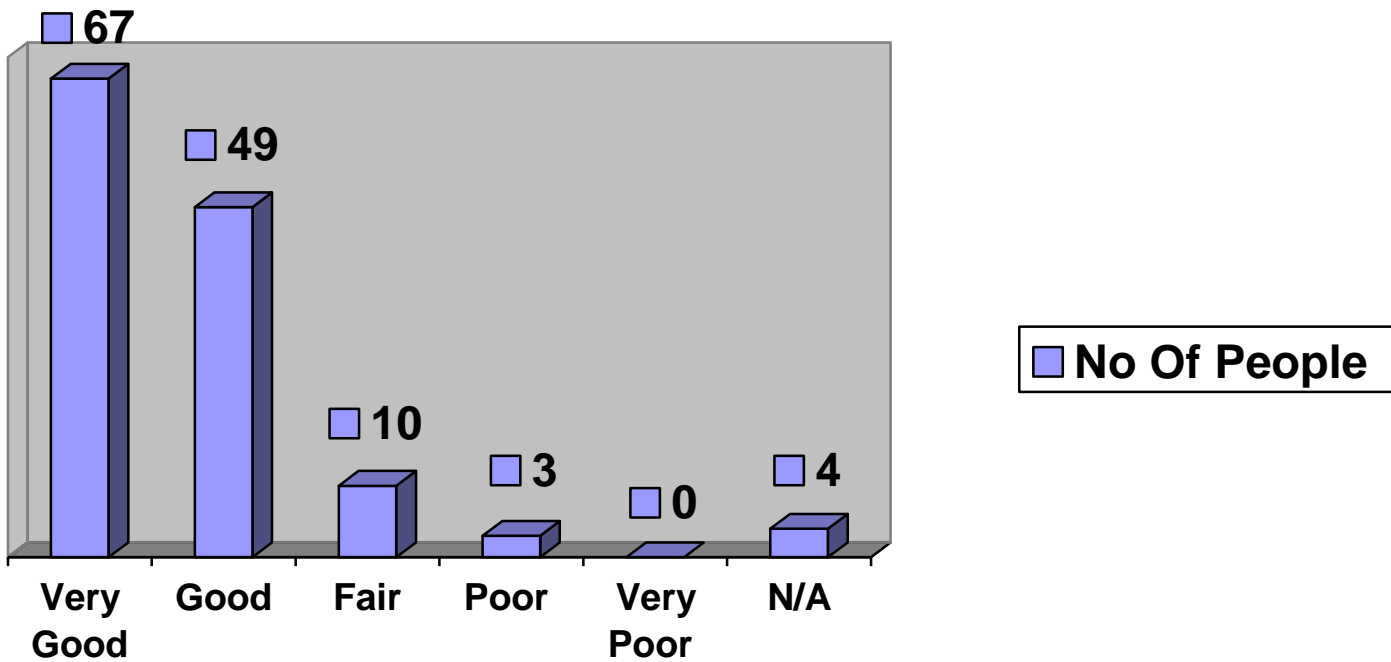
### Ease of entering consulting rooms



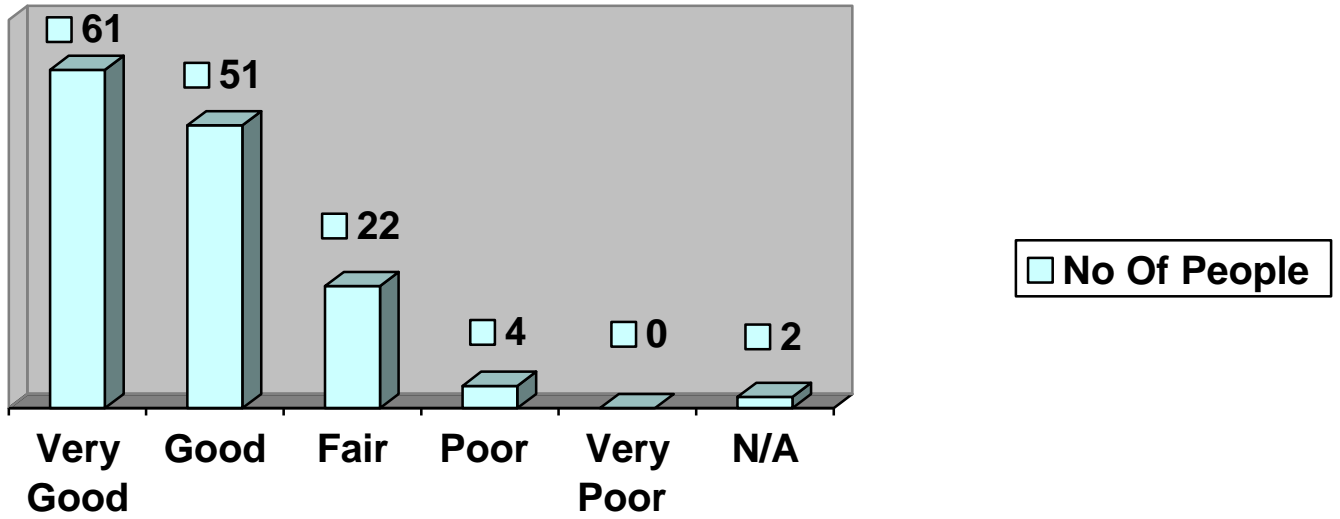
### Ease of using toilets



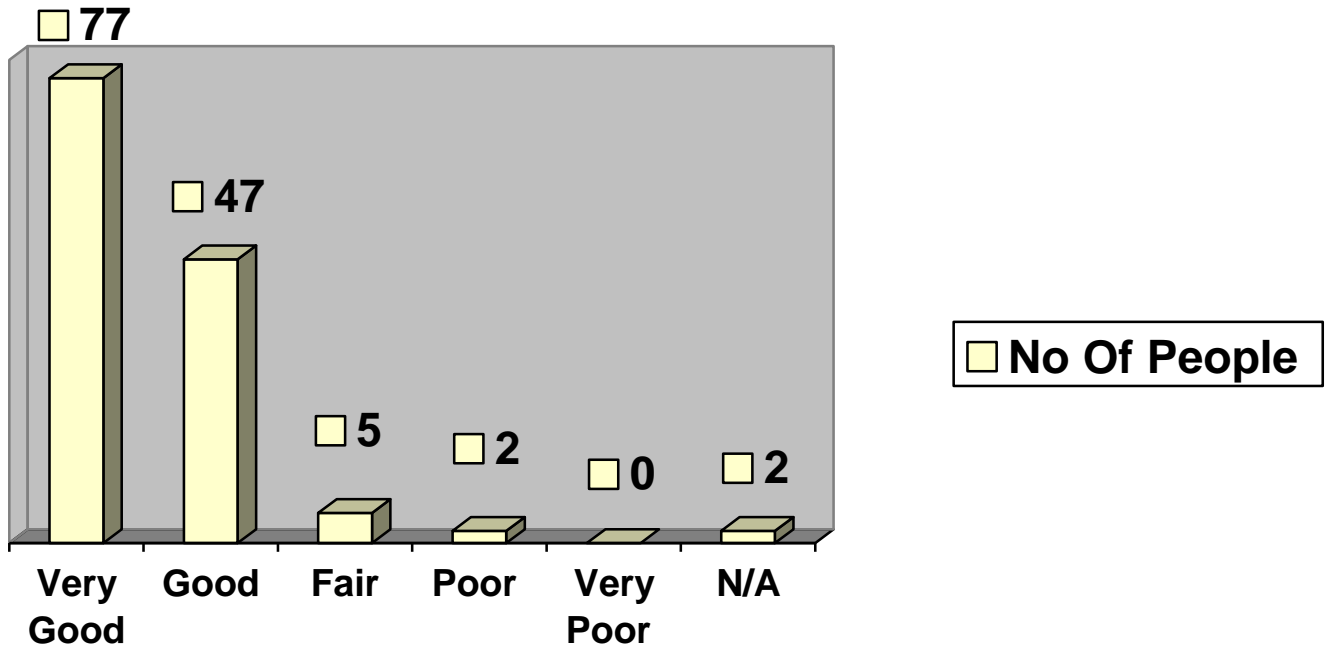
### Ease of getting on and off treatment couches



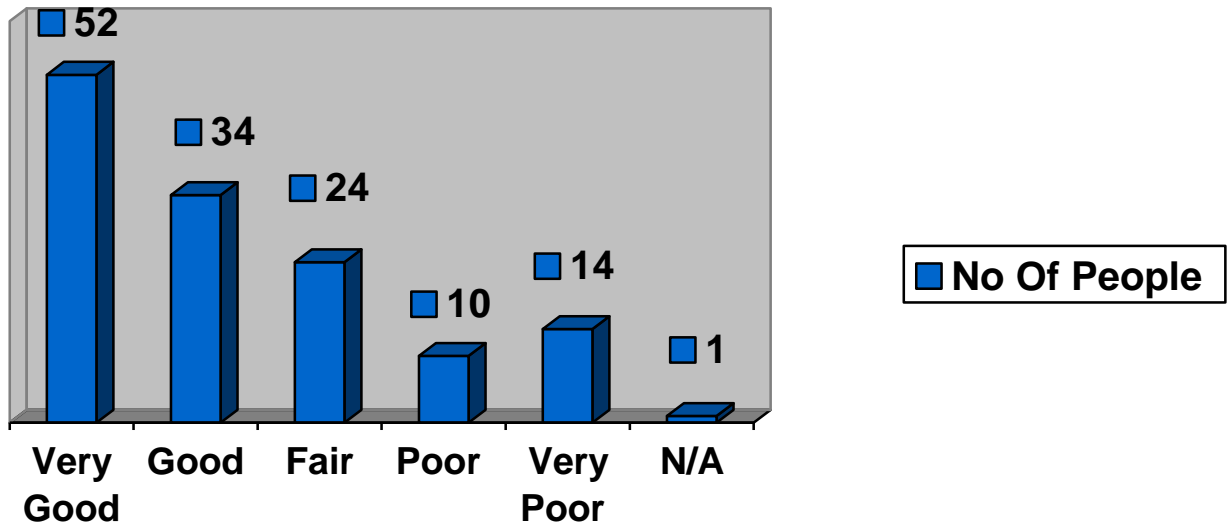
### Ease of finding where to go



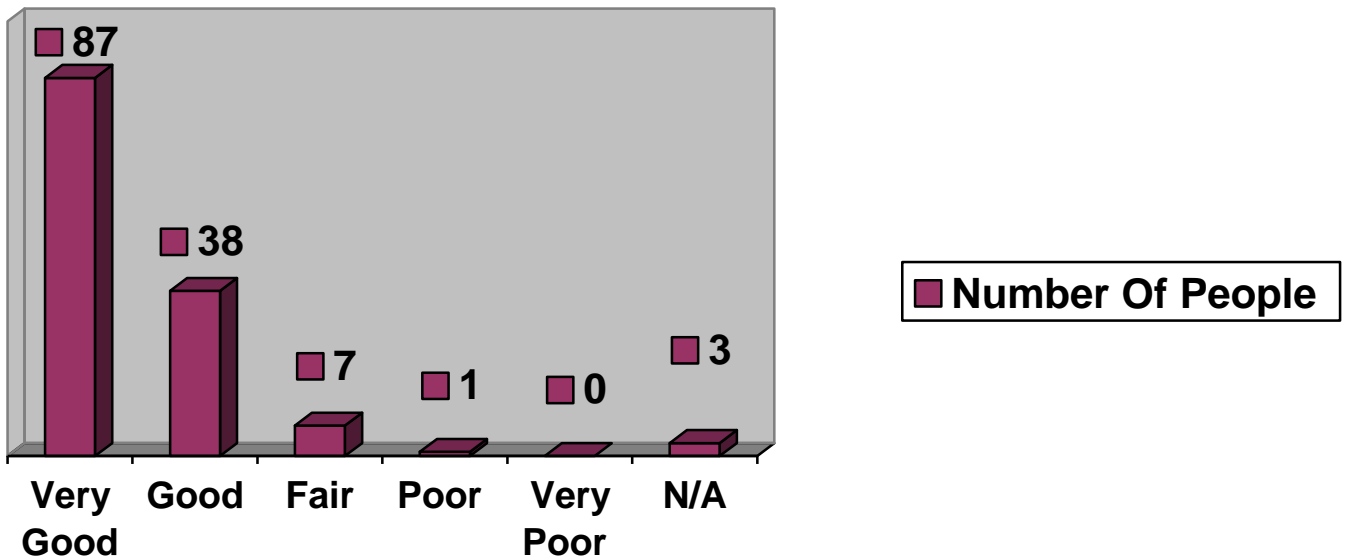
### Getting to the building



## Privacy - In Reception



## Privacy - In Consultation Rooms





Ease Of Getting Care:-

- As a new patient, I haven't experienced the N/A above
- My favorite doctor is part-time, so it can be difficult to get to see her quickly, I have to plan ahead!
- Both my wife and I wish the doctors and staff a very big Thank you.
- Not always able to see my preferred doctor, perhaps a good sign?
- I've waited one week to get an appointment when I wanted
- I have lived in many parts of the country as an adult, you come top.
- I am very satisfied
- Always very helpful
- Did not know I could phone doctors or nurses.
- Never had cause to speak to doctor or nurse over the telephone
- Smashing – You lot always do your best

Is the time you usually have to wait for an appointment acceptable to you?

- I can normally plan ahead on the odd occasion when urgency appointments have been made available.
- I know sometimes you have to wait, but some appointments take longer,
- You fit me in A.S.A.P always
- Since my GP became popular, I accept that a wait of 2 days is inevitable.
- Recently waited one hour for my appointment with the doctor – First time!
- Always does their very best to get me an appointment
- It varies the time you wait depending on who you see but worst time I waited was over an hour. But it's normally half an hour.

Please let us know us know how well the last doctor or nurse you visited treated you:-

- In particular this consultation the doctor took the trouble to phone me at home.
- It is always well worth waiting to see Dr. Bev, I am sorry she is now down to two sessions a week.
- This is for my favorite doctor. I have not always had a good experience with others.
- Great GP and nurse practice – best I've ever been to
- Very difficult first thing in the morning to get through on the phone.
- Both Tom and Sally give excellent service.
- Not always interested in alternative medicines, not well versed in latest Pharma products.
- Very satisfied
- Our doctors give enough time to everybody though sometimes your appointment is not on time. But I never mind waiting all the time will be spent as the same as me. Blood tests spot on. – I think this Dr's survey is AI. Always staff, Dr's and nurses so cheerful, considerate, helpful and caring. We are very lucky.
- Always gives me good advice
- I have always been treated by all the people in the surgery with concern, help and friendship. You were all wonderful during my husband's illness and after his death. Thank You.

### Receptionists:-

- They may be under enormous pressure, but they do not show it.
- Very helpful and professional
- At peak times difficult – but is to be expected
- Often have to wait a few minutes due to people waiting. The other morning the queue stretched to the road.
- Some remember my name without asking.
- Very good people and service. E-mails need to be looked at regularly. Wireless internet for net-books should be available.
- I have experienced great help by the receptionists, especially over my father in law.
- Receptionists always very good
- I always get plenty of help from the receptionists
- They do their best at all times
- It would be helpful to be passed on. The receptionists behind the entrance door. Perhaps if not too busy start booking in patients.

### Our Building:-

- The existing reception area is awful. A broom cupboard proportion
- Reception area much too crowded for the number of people using it. Difficult sometimes to pass through it to get to computer touch screen.
- The existing layout is very cramped. With little room for coats etc. Certainly past it's sell-by date.
- A larger reception area would be a big improvement.
- Signage could be better
- Easy for me to get to
- All is well here.
- Waiting room could be better. Larger and more comfortable. Impossible in these premises
- My late Wife and I have the highest respect for the staff at portcullis; please make sure it will be as good at the new hospital.
- Reception area a little too small
- Not sure where doctors rooms are. Not many directions given in the reception area.
- Not always easy for new patients to know where they are going. At risk of saying wrong thing – maybe take patients in their room
- The entrance and reception area is rather small.
- My only complaint is not being able to park without being charged. Also difficult to park during busy periods.
- Easy to get to and friendly, don't want it moved
- Everyone is very helpful and have the greatest confidence in all of the staff
- I find entering OK but the reception area is so small that you can't move. Or have to wait outside when it's busy.
- Easy to get to will be a shame when it moves.
- Reception area could be larger

- Difficult sometimes when children were small to access could do with an area for children. Very difficult to keep them settled and occupied especially when waiting for a fit – in appointment.
- The entrance door to reception makes entering the building easy. But takes a long time to close and makes the waiting area cold, especially during the winter months.
- Reception area is small and difficult to approach. Not very private when speaking to a receptionist
- Warm drinks machine would be good in the cold winter days.

What do you like best about our medical practice?

- Close proximity to home.
- Proximity to shops, library and parking
- Relative ease of getting there, whilst I'm still able to drive. And friendly local atmosphere.
- Friendly treatment
- Doctors attitude towards patients
- Friendliness and very good help given
- The friendliness of everyone
- Friendly and helpful staff.
- Friendliness and professional
- All of it.
- Easy for me to get to on mobility scooter
- Always manage to get an appointment within two days, and very good at making an appointment for my children.
- Conveniently situated. Lucky to have such a good service on the NHS
- Respect shown to patients from staff
- Welcoming professional service
- The receptionists are always very friendly and extremely helpful and work very hard to meet the needs of all service. Doctors always give the appropriate time needed, and listen when a patient is explaining symptoms/concerns. But mostly the staff speaks to the patients directly, and explains things really well.
- The people. Doctors nurses and staff
- Conveniently situated
- Busy but friendly
- Receiving good professional advice
- Dr's Farnell and the nurses have always taken notice of my worries whether unfounded or not, and taking them seriously.
- I feel I would not receive better care going anywhere else.
- Friendly and helpful
- Accessibility and friendliness of staff
- High level of staff
- “ ”
- Feeling at ease during a very stressful time.
- Friendly, useful information leaflets available.

- Friendly people at all times.
- Friendliness and happy staff
- Dr Beverley!! Though some others are good too.
- I do not drive, and can just walk an easy distance
- The staff – all competent and caring. .
- Always pleasant and the ease to see a doctor quickly
- The pleasantness of doctors nurses and staff
- Ease of access
- Good GP's, friendly nice staff generally.
- Friendly and relaxed
- Always helpful
- Both staff and Doctors friendly and approachable
- Handy to town
- It is in town and not far for me to walk to
- I feel everyone listens
- It is in town and easy to walk to from home and work
- Accessible and welcoming
- The care and understanding we get from the practice is more important than where it is, if you need help to get there.

What do you least like about our medical practice?

- Untidy consultation and reception areas
- Access and layout of building.
- Lack of facilities for children – books magazines etc.
- Disability access
- Very content
- Too crowded
- Not always able to see preferred doctor
- Hard to keep children occupied whilst waiting for an appointment
- Reception Area
- Nothing to complain about in 5 years, my father was a GP so I know the situation
- It's not in Craven Arms
- Close to car parking and shops
- You have to wait several days to see the doctor you wish
- No Car Park
- Having to attend
- Seating
- Gloomy and untidy reception area. All those random notices
- Cramped reception
- Choice of interlude music – not for the older person
- Waiting in queue, sometimes outside to speak to receptionist

- Have found the new computer system poor – can't make regular 3 months appointment straight after current.
- Getting appointments
- Waiting room
- No free parking
- The small space checking into appointments
- Good connections between Gps and physios but advice are fairly old with no development. So would it be possible to develop a three way setup between GP, Physio's and Leisure Centre's.
- Reception area – could be brighter.
- No signs in waiting room to show which way to go.
- Trying to make an appointment on the phone.
- Not being able to make an appointment with Dr Beverley quick enough.
- Crowded reception area
- Décor – needs brightening up
- The waiting area
- Smallness of reception
- Nothing – Doctors and staff always pleasant and polite
- Too crowded
- Friendly
- The reception
- Cramped reception area, lack of privacy
- Crowded at times
- Not applicable
- Reception area too small
- Lack of privacy in reception.
- Too small

#### Suggest Improvements for our medical practice

- Less cluttered consultation rooms to give feeling of efficiency
- If it is possible for the doctor to come and call you out by name to add a personal touch.
- Bigger reception area
- Greater use of other entrance – as an exit possibly.
- Booking appointments
- More private reception area.
- You can't clone Dr Beverley – Unfortunately! Apart from that, the practice is good.
- Pharmacy in the same building
- Cut waiting times – stay in town
- Move waiting area
- Night or day call outs
- Parking area
- More than one phone line extension

- Nothing – but if moving to new hospital, consider people without vehicles.
- Perhaps a larger reception area
- Move reception
- Larger reception area would be good
- Move to new hospital
- Improve disability access
- None needed
- Regular feedback
- Dr's room or Nurses room.
- Seating
- Answering telephone quicker will need more staff.
- Quite satisfied
- None
- Could do with an area for children to play.
- More cheerful music.
- Coffee machine
- Bigger reception

How do you get your information about your health?

- Medical practice
- “ ”
- “ ”
- “ ”
- “ ”
- NHS Direct, Internet
- Medical Practice
- Medical Practice
- Daughter is a trained nurse, Medical practice
- Medical Practice
- Personal involvement with my body, and regular assessment by my doctors.
- Medical practice
- Internet, GP and nurse
- Medical practice
- Doctor
- Medical Practice
- Medical practice and mental health team
- Medical practice, Internet.
- Leaflets.
- Medical Practice
- Internet
- Medical practice
- Medical practice, newspapers, internet.

- GP and Internet
- Internet
- Medical Practice, ARC and Diabetes Association
- Medical Practice
- Medical practice, hospital
- Medical practice, hospital, voluntary organizations, internet.
- Medical practice, hospital
- Medical practice
- Medical Practice
- Medical practice, internet.
- Medical practice
- “ ”
- “ ”
- “ ”
- “ ”
- “ ”
- “ ”
- Medical practice, Hospital
- Medical practice, Hospital
- Everywhere
- Books internet or medical practice
- Medical practice, Hospital
- Medical practice, Hospital
- Medical practice, Internet
- Medical practice, Hospital
- Medical practice, Hospital
- Medical Practice
- Medical Practice, Voluntary organizations, internet.

What Other Services would you like us to provide?

- Clinics – women and men’s health and weight management.
- Pharmacy in the building.
- Pharmacy
- In house Pharmacy
- Review reminders
- Pharmacy
- Pharmacy
- Review reminders
- Pharmacy
- Review reminders
- I’m happy with the present set-up
- More information on diet, exercise etc.
- Repeat prescription alert service
- SMS and Email alerts
- Pharmacy
- Pharmacy
- SMS Alerts
- Pharmacy in the building.
- Review reminders
- Pharmacy in the building
- Pharmacy
- Coffee and biscuits. Wider range of reading material in waiting area.
- Review Reminders
- Repeat prescription alerts.
- Pharmacy, repeat prescription alerts.
- Pharmacy would be ideal
- Repeat prescription alert service, review reminders.
- Repeat alert service
- Review reminders



## CONCLUSION

After discussions on Thursday the 22<sup>nd</sup> March 2012. The following action plan was agreed by the Portcullis Surgery Patient Participation group.

### 1. Receptionist on the Phone

How well can you get through on the telephone?

Zero patients said very good.

78% said good.

20% said ok

8% said fair

It was thought that we would like to look at how this can be improved so our aim for our next survey in 2012/2013 will be to aim for 75% of patients saying very good.

Discussions took place around our existing telephone systems and the incoming lines to the practice. It was thought that the existing telephone did have call attendant software that with development could direct the patients so that they are not constantly getting the engaged tone.

### 2. Are you aware that you can book and appointment on-line and order your prescriptions electronically?

72% of patients **did not know** they could book an appointment on-line and order prescriptions electronically.

24% of patient said yes they did know.

4% said N/A

The group decided that if more patients booked on line this would free up the overload on the telephone system. It was decided that we could deliver this message via the right hand side of the prescription, via the practice registration pack, notice board and also on the LED screen in the waiting room area. Inviting patients to complete a simple form to receive a password to enable them to access the surgery appointment system.

### 3. Are you aware we have an early morning and late evening surgery?

51% of patients **did not know** we had an early morning and late evening surgery.

42% said yes they knew

7% said N/A

The group thought that as we were delivering the message for appointments on line we could add this small message so giving the patients that are unable to get in core hours to have an appointment before or after they go to work.

**4. Are you aware that we have a room should you want to discuss something in private and not at the reception desk?**

54% of patients **did not know** we had a room should they want to discuss something in private and not at the reception desk?

40% of patient said yes they knew

6% said N/A

The group discussed the signage in the waiting room area from the comments and also from the above results. It was decided that the signage be re looked at and a lot of the posters removed from the waiting area to make the signage good on the eye. The patient group will undertake this duty. There is a poster for advertising the room on the notice board but it is over powered by every thing else.

**FURTHER COMMENTS FROM THE PATIENT REFERENCE GROUP**

It is to be noted that there were comments from the patient survey relating to the cramped areas in the waiting area and also in the reception area. As we are moving to a new practice in 2014 it was decided by the group that there wasn't any point in spending money in these areas but just keeping them clean, tidy and free from clutter until we move would benefit a lot of patients.

For more information about the patient group please contact Anne Baird –  
Practice Manager 01584 872939