

# **Outcomes for Patient Questionnaire 2015**

**Fordbridge Medical Centre  
February 2015**

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## ***Introduction***

This report outlines the compilation and results for the Practice Questionnaire conducted by Fordbridge Medical Centre for early 2015. The questionnaire was completed by 54 patients registered at the Practice who were selected at random.

## ***Aims and Objectives***

The aims are to discover what our patients feel the Practice is doing correctly, how to improve it and also to assess the success of the changes implemented in the last year which include the new telephone system. Findings can also be used to discuss at our next PRG and to work on for the next year.

## ***Terms of Reference***

This report is conducted for the QOF and DES contract for the NHS. Findings are based on 54 anonymously completed patient questionnaires conducted between January 2015 and February 2015.

The report aims to compile the results of the questionnaire to draw up conclusions as to the successes and the areas of improvement. This report will be published on the Practice website <http://www.fordbridgemedicalcentre.co.uk/>.

## ***Methodology***

A questionnaire was compiled within the practice based largely on the MORI questionnaire and on questions the Practice PRG agreed was a priority.

The questions were compiled using simple “yes” or “no” answers and answers graded 1 to 5 (1=poor, 2=fair, 3=good, 4=very good, 5=excellent) to obtain a quantitative outcome. The aim for an average score of 3 was aimed for to indicate whether the Practice was performing to a satisfactory level.

A copy of the questionnaire is included in the appendix.

Patients who filled in the questionnaire were selected at random by those who attended the surgery between January 2015 and February 2015. All questionnaires were

anonymous to enable patients to be more honest in their answers. It was completed by Friday 20<sup>th</sup> February 2015.

When a random sample is conducted, every item in the population has an equal possibility of being selected.

One advantage of random sampling is that it also decreases the chances of unbiased statistics. This would suggest that as the sample size increases, the statistics from the sample approaches the true values of the population. However this is limited to whether the probability distribution of the population does not vary with time, or as a result of being sampled.

The main disadvantage to random sampling was mainly the time taken to conduct the questionnaires. However, this was not traversable to obtain true and fair results.

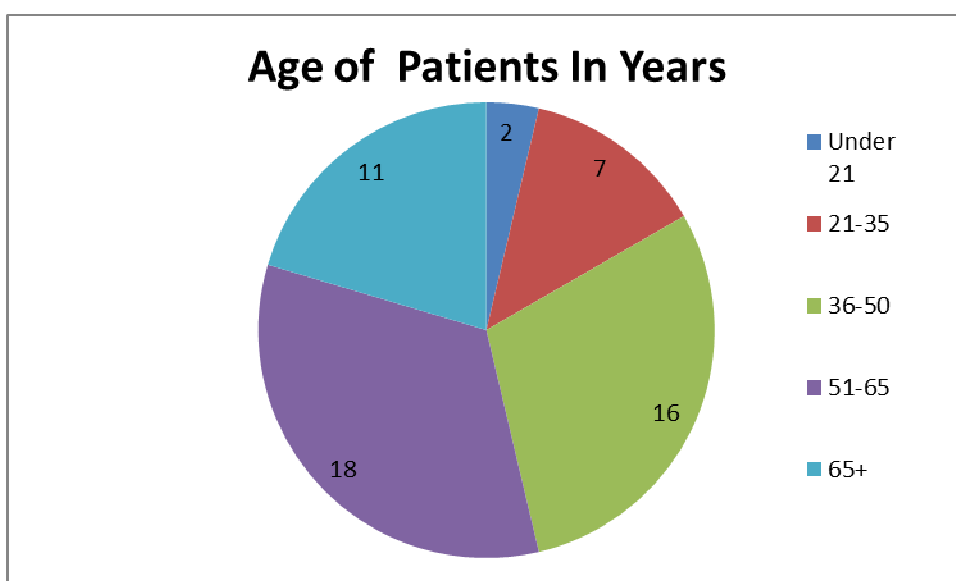
## **Results**

Demographics of those who completed the questionnaire:

- **Female**      **29**
- **Male**        **25**

Mean average years registered as a patient at the Practice: **17.4 years**

The modal average of patient visits in the past 12 months of the patients questioned was **6 - 10 visits in the past 12 months.**



78% of patients said that they were offered appointments within 2 working days; with 26% booking appointments on our automated system.

### The Phone System

Of the 54 patients questioned, 72% had used the phone system to book an appointment. However, 87% of patients said that they would be willing to hold longer to speak to a receptionist rather than book another way. 61% were aware of our extended hours.

### The Website

Of those questioned 36% were aware of the practice website. 7% of patients had used it to book their appointments.

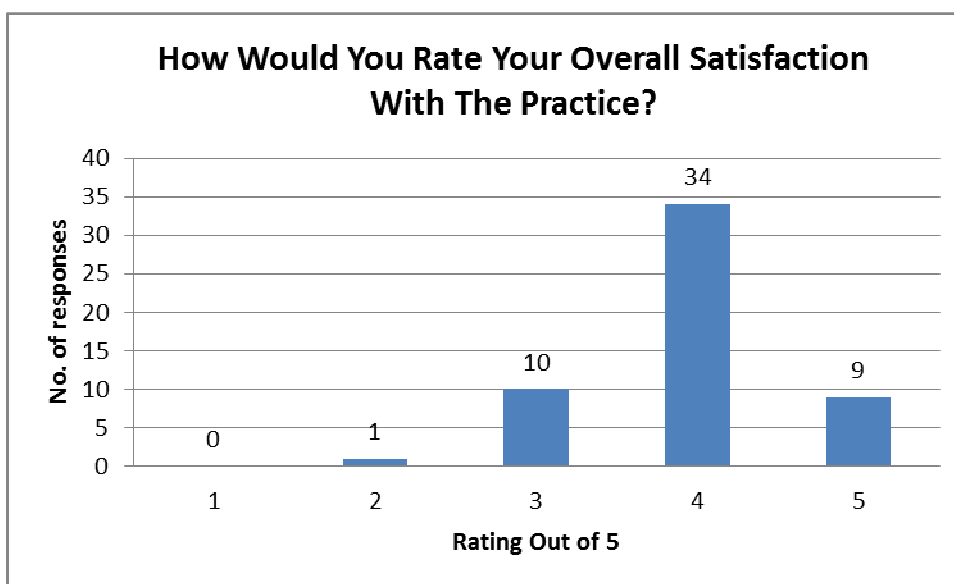
Patients were asked to rate other areas of the Practice on a scale of 1 to 5. 1=Poor, 2=Fair, 3=Good, 4=Very Good, 5=Excellent

Average Scores for other key areas:

	<b>No. of Respondents</b>	<b>Average Mean Score</b>	<b>Score expressed as a Percentage</b>
Satisfaction with opening hours	54	3.5/5	70%
Ease of contacting the Practice on the Phone	53	3.3/5	66%
Convenience of day and time of your appointment	54	3.5/5	70%
Length of time waiting to see the Doctor or Nurse	53	3.5/5	70%
Ease of speaking to a Doctor or Nurse on the telephone	53	3.3/5	66%
Opportunity of obtaining a home visit when necessary	25	3.7/5	74%
Ease of using out of hours service	34	3.3/5	66%
How would you rate the ease of parking at the surgery	47	2.8/5	56%
How would you rate the ability to access the building?	54	3.8/5	76%
How satisfied are you of the ease of obtaining test results and medication?	53	3.6/5	72%
Information provided by the Practice about its services	53	3.8/5	76%
The helpfulness of the reception	54	4.1/5	82%

staff			
How would you rate the cleanliness of the building?	54	3.9/5	78%
I would rate the Doctor's ability to really listen to me as	54	3.9/5	78%
The Doctor's explanation of tests and treatment	54	3.9/5	78%
The amount of time given to me by the Doctor	54	3.8/5	76%
How you likely to recommend the Surgery to family and friends?	54	4/5	90%

The most crucial score was the overall satisfaction of patients:



The average score was 4 (80%) which would rate as “Very Good”.

The average score for patients being likely to recommend the surgery to friends and family was 4 (80%).

Some patients left further comments which included:

- “A lot of the questions are difficult to answer as the service between one Doctor and another varies. I find most of the Doctors to be very good and listen to what you are saying. Some others go off on their own tack and do not listen to you. The practice nurses are very good and I cannot fault them.”
- “Being able to book an advanced appointment by phone. Hand Gel by touch screen booking arrival.”
- “Having more full time doctors and not so many locums who do not know anything about us and do not seem to have any real interest and do not refer us for more tests.”
- “Helpfulness of receptionist depends on the person.”
- “Just that brilliant for children but I was told that I would have to wait 2 weeks for an appointment. I understand you are all busy but this is a bit long to wait!! Got better in this time and did not bother getting checked out. Maybe children’s toys not by the radiator, although my son loves them! And some broken.”
- “More opportunities for preventative appts e.g. MOT etc.”
- “Overall I am really happy with the practice. However, as a student, I do find it difficult

*sometimes to obtain appointments outside of school hours.”*

- *“Parking with young children is always a problem for us.”*
- *“Receptionists are kind and understanding, considerate and helpful. The GP's are the same and always ask that we understand the diagnosis and any relevant medication. Always make us welcome. Sincere thanks to all at Fordbridge Medical Centre.”*
- *“The reception paid full attention and they care very much and are very helpful keep it up.”*

## **Conclusion**

This is a very positive outcome from the Patient survey with the Practice rated as “Very Good” overall.

## **Appendix**

See overleaf

## **Further Information**

The opening hours of Fordbridge Medical Centre are:

Monday	08.00 - 18.00
Tuesday	08.00 - 18.00 18.30 -20.00
Wednesday	08.00 - 13.00
Thursday	08.00 - 18.00 18.30 - 20.00
Friday	08.00 - 18.00
Saturday	Closed
Sunday	Closed

To obtain access to services throughout the core hours, appointments can be made by telephone or in person. The surgery is also open throughout these times.

## **Extended Hours Access Scheme**

The times at which individual health care professionals are accessible to registered patients are available outside normal surgery hours, out of hours cover is changing to 111.

Alternatively, patients can attend the Walk-in Centre at Ashford Hospital, which is open 24 hours a day. Please note that the walk-in centre is not suitable for children less than 2 years of age or pregnancy problems.

If there is a medical emergency that cannot wait for the out-of-hours service patients should dial 999 for an ambulance or attend their local Accident and Emergency department.



## ***“Improving the Practice” Questionnaire 2015***

### **You can help the Practice to improve its service**

- |  | <b>Never</b>             | <b>1-5</b>               | <b>6-10</b>              | <b>11+</b>               |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. How many times have you visited this Practice in the last 12 months (including collecting prescriptions and consultations with nurses and/or GP's?) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

### **Booking an appointment**

- |   | <b>YES</b>               | <b>NO</b>                |
|---|--------------------------|--------------------------|
| 2. Were you offered an appointment with a GP within 2 working days? (Not necessarily the GP of your choice).  | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Have you used our automated telephone system to book appointments?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Have you used our Practice website ( <a href="http://www.fordbridgemedicalcentre.co.uk">www.fordbridgemedicalcentre.co.uk</a> )?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. How do you prefer to book your appointments?   |                          |                          |
| a) By automated phone system <input type="checkbox"/> In person <input type="checkbox"/> Online <input type="checkbox"/><br>Talking directly to receptionists on the phone <input type="checkbox"/> |                          |                          |
| b) Would you be prepared to hold the line longer if your preference is talking directly to reception staff?   |                          |                          |
| Yes <input type="checkbox"/> No <input type="checkbox"/>  |                          |                          |
| 6. Are you aware of the extended hours available at the surgery?  |                          |                          |
| Yes <input type="checkbox"/> No <input type="checkbox"/>  |                          |                          |

### **Access to a Doctor or Nurse (please circle)**

	N/A	Poor	Fair	Good	Very Good	Excellent
7. Your level of satisfaction with the Practice's opening hours		1	2	3	4	5
8. Ease of contacting the Practice on the telephone		1	2	3	4	5
9. Convenience of day and time of your appointment		1	2	3	4	5
10. Length of time waiting to see the Doctor or Nurse		1	2	3	4	5
11. Ease of speaking to a Doctor or Nurse on the telephone		1	2	3	4	5
12. Opportunity of obtaining a home visit when necessary		1	2	3	4	5
13. How would you rate the ease of using our out of hours service?		1	2	3	4	5
14. How would you rate the ease of		1	2	3	4	5

parking at the surgery?						
15. How would you rate the ability to access the building?		1	2	3	4	5

**Obtaining test results and prescriptions (please circle)**

	N/A	Poor	Fair	Good	Very Good	Excellent
16. How satisfied are you, of the ease of obtaining test results and medication?		1	2	3	4	5
17. Information provided by the Practice about its services, e.g. repeat prescriptions, test results and clinics.		1	2	3	4	5

**About the staff and Practice in general (please circle)**

	N/A	Poor	Fair	Good	Very Good	Excellent
18. The helpfulness of the Reception staff		1	2	3	4	5
19. How do you rate the cleanliness of the building?		1	2	3	4	5

**About the Doctor (please circle)**

	N/A	Poor	Fair	Good	Very Good	Excellent
20. I would rate the Doctor's ability to really listen to me as		1	2	3	4	5
21. The Doctor's explanation of tests and treatment.		1	2	3	4	5
22. The amount of time given to me by the Doctor		1	2	3	4	5
23. My overall satisfaction with this Practice		1	2	3	4	5
24. Please rate how likely you would recommend this surgery to family and friends?		1	2	3	4	5

Patients are involved in decisions about the range and quality of services provided by the surgery. Are you aware that there is a Patient Participation Group?

Yes  No

Would you be interested in participating in a Patient Participation group?

Yes  No

If you are interested in joining our PPG, please can you pass your details to our reception team.

The following questions provide us only with general information about the range of people who have responded to this survey. It will not be used to identify you, and will remain confidential.

How old are you?                      Under 21                      21-35                      36-50                      50-65                      65+  
                                                                                                                                                       

Are you male or female?                      Male                                      Female  
                                     

What is your ethnic group?

**a) White**  
British   
Irish   
Any other white background

**b) Mixed**  
White & Black Caribbean   
White & Asian   
White & Black African   
Any other mixed background

**c) Asian or Asia British**  
Indian   
Pakistani   
Bangladeshi   
Any other Asian background

**d) Black or Black British**  
Caribbean   
African   
Any other Black background

**e) Chinese or other ethnic group**  
Chinese   
Any other ethnic group

Are you...  
Employed                       Unemployed                       Homemaker                       Retired                       Student

How many years have you been attending this Practice? \_\_\_\_\_

Any further comments:

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*Thank you very much for your time and assistance*  
*Please return your completed questionnaire to reception*