

Outcomes for Patient Questionnaire 2012

**Fordbridge Medical Centre
February 2012**

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Introduction

This report outlines the compilation and results for the Practice Questionnaire conducted by Fordbridge Medical Centre for early 2012. The questionnaire was completed by 100 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 gauge 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 100 anonymously completed patient questionnaires conducted between December 2011 and February 2012.

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 3.5 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 December 2011 and February 2012. All questionnaires were anonymous to enable patients to be more honest in their answers. It was completed by Monday 6th February 2012.

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.

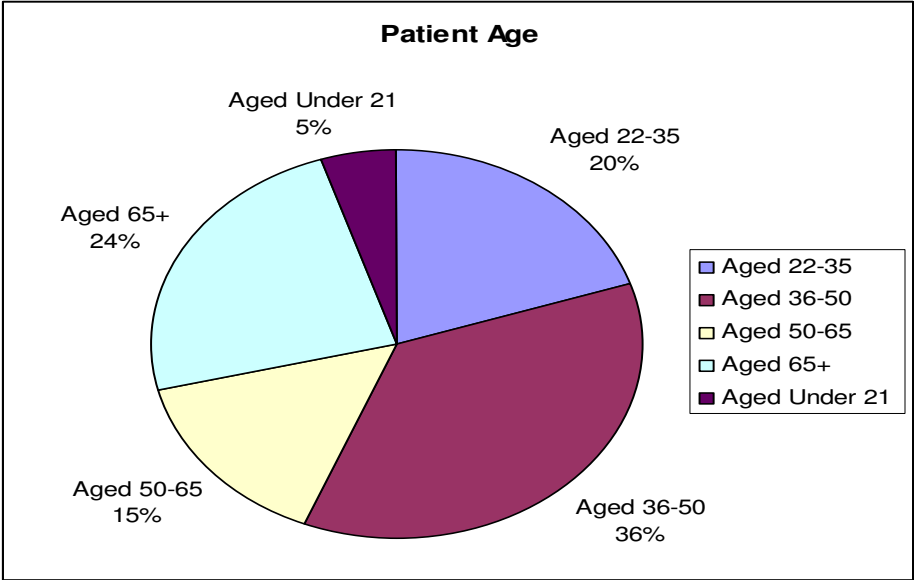
The main disadvantage to random sampling was mainly the time taken to conduct the questionnaires. However, this was not traversable to obtain true and fair results.

Results

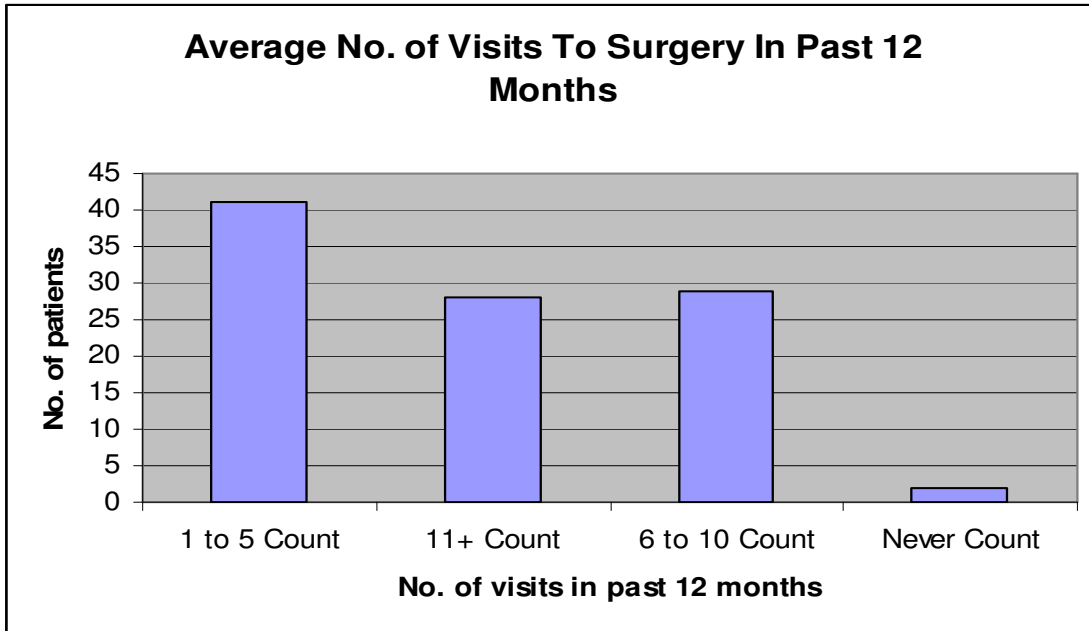
Demographics of those who completed the questionnaire:

- **Female 68**
- **Male 32**

Mean average years registered as a patient at the Practice: **18 years**



The modal average of patient visits in the past 12 months of the patients questioned was **1-5 visits in the past 12 months.**

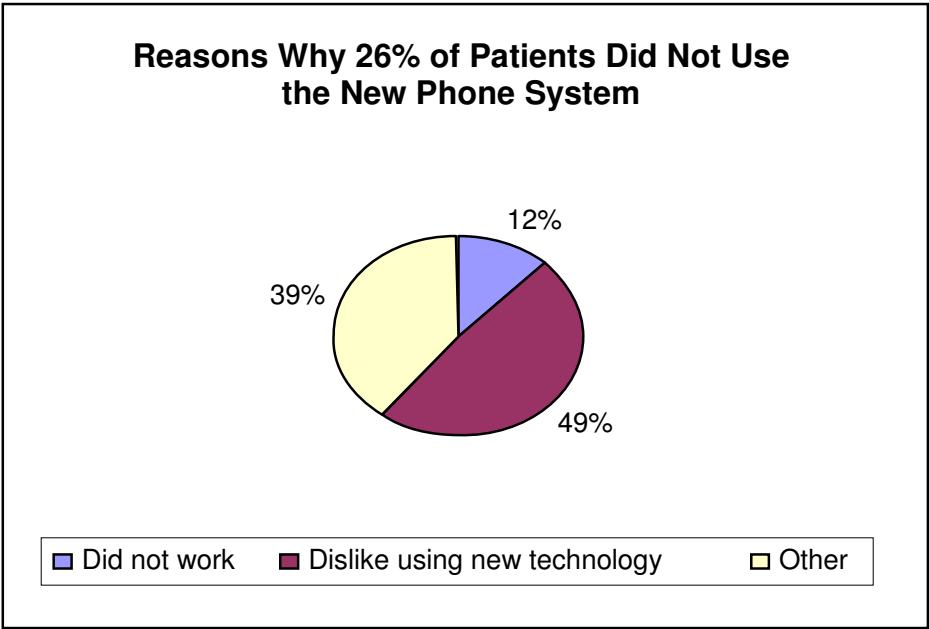


It was satisfying to read that 97% of patients said that they were offered appointments within 2 working days; however 22% were unaware that they can pre book appointments on our automated system up to 2 weeks in advance and up to 8 weeks in person/phone.

The Phone System

Of the 100 patients questioned, 74% had used the phone system and 67 of these (over 90%) found it to be very useful. This demonstrates that patient satisfaction has increased and that patients find it easier to make appointments by phone than before, therefore making it a worthwhile investment in terms of patient satisfaction.

Of the 26% of patients who had not used the phone system, the reasons why were:



Those who marked “other” tended to not to have used the system because they booked appointments face to face when passing the surgery or, in the case of one patient, they said they did not have phone so were unable to use the system.

Of those who did not use the phone system because they disliked using technology, 64.7% were in the age categories of 50+. Therefore it is fair to say that in this instance, older patients dislike using new technology more than younger patients.

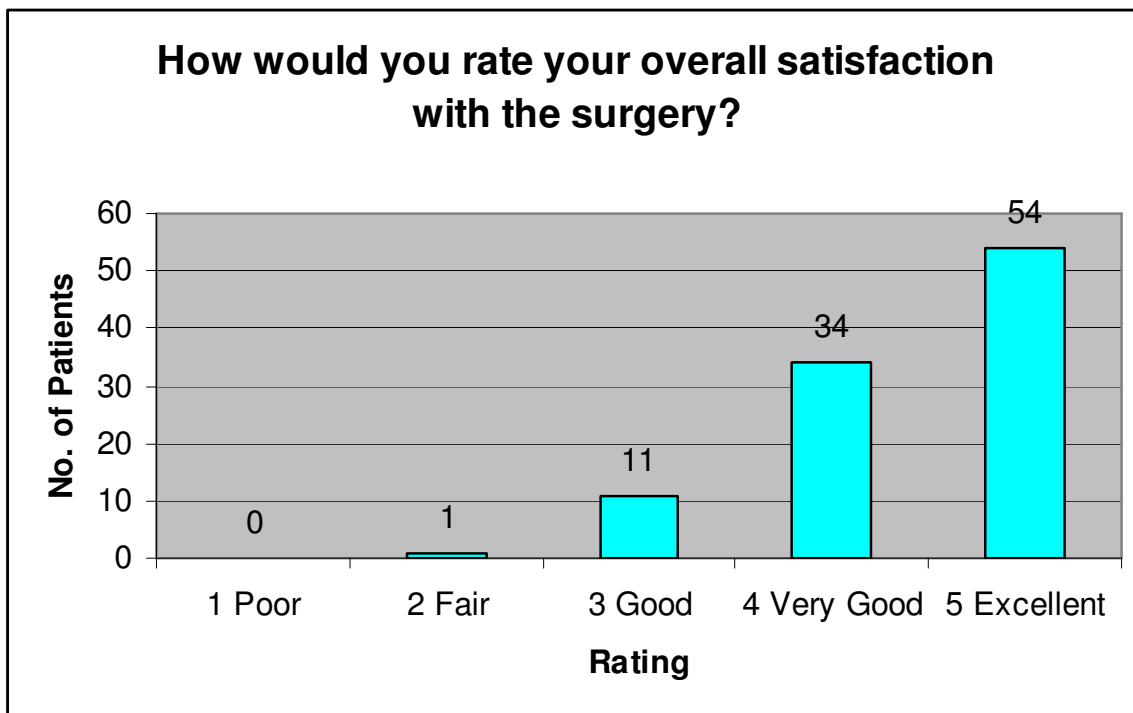
Patients were asked to rate other areas of the Practice on a scale of 1 to 5. 1=Poor, 2=Fair, 3=Good, 4=Very Good, 5=Excellent

Average Scores for other key areas:

	No. of Respondents	Average Mean Score	Score expressed as a Percentage
Satisfaction with opening hours	100	4.14/5	83%
Ease of contacting the Practice on the Phone	99	4.05/5	81%
Convenience of day and time of your appointment	100	4.16/5	83.2%
Length of time waiting to see the Doctor or Nurse	99	3.93/5	78.6%

	No. of Respondents	Average Mean Score	Score expressed as a Percentage
Opportunity of obtaining a home visit when necessary	53	4.44	88.8%
Ease of using out of hours service	62	4.11	82.2%
How satisfied are you of the ease of obtaining test results and medication?	91	4.19	83.8%
Information provided by the Practice about it's services	89	4.17	83.4%
The information provided by reception staff	100	4.33	86.6%
The helpfulness of the reception staff	100	4.42	88.4%
How would you rate the cleanliness of the building?	100	3.89	77.8%
I would rate the Doctor's ability to really listen to me as	100	4.34	86.8%
The Doctor's explanation of tests and treatment	95	4.38	87.6%
The amount of time given to me by the Doctor	99	4.32	86.4%
How you likely to recommend the Surgery to family and friends?	100	4.47	89.4%

The most crucial score was the overall satisfaction of patients:



The average score was **4.14/5 (82.8%)** which would rate as **“Very Good”**.

The average score for patients being likely to recommend the surgery to friends and family was **4.47/5 (89.4%)**.

Some patients left further comments which included:

“I have seen many changes and as far as I can see to the good”

“Practice Manager is always available to discuss any issues or concerns. Excellent service”

“Good surgery practice overall, but prefer speaking to human being on phone”

“Nurse Draper is very helpful and lovely”

“Telephone services have improved. Doctors and staff are excellent. Geraldine & Dr. Ashouri I find particularly helpful at all times”

“I have recommended this surgery already!”

“Kind. Very kind”

“I would like to praise the secretarial staff also for their kindness, help and support.”

Another question asked to patients was to ask them how aware they were of services run by the Practice Nurses, including diabetic clinics, asthma/COPD clinics, hypertension monitoring, weight loss, minor surgery, phlebotomy, family planning, cervical smear screening and travel immunisations.

It transpired that although some patients were aware of most of the services offered by Practice Nurses, others were not despite advertising on the Practice notice board and website. An increase in awareness regarding what clinics are held by Practice Nurses could free up more appointments with GP’s so as to surpass expectations further.

Action Plan / Points to Address

1. Cleanliness of the building

There was an element of disappointment in the rating of the cleanliness of the building as it scored 100% in last years survey is cleaned daily. However, it is still being rated **77.8%**

(Good). However, it was clarified in the additional comments section of the questionnaire that it was more the tired blinds and paintwork which made the building appear dirty.

"It's not the cleanliness but more the paint etc which makes it look less clean."

"It needs a good lick of paint. The blinds are tatty. The reception area is too large and looks cluttered"

"Although general tidiness good, the poor state of the decoration and window blinds give impression of drabness"

"Building looking a bit drab, could do with brightening up"

"Needs to be decorated- would make the surgery more welcoming."

"Lick of paint would not go amiss."

This was something the Practice has already begun to address but the plans to continue.

2. Nurse Clinics

The next area which the Practice needs to address is the advertising of the Practice Nurse lead clinics which will hopefully free up some GP appointments. This will include advertising more in the waiting area and also to reprint in the Practice newsletter.

3. Successful phone system

The new phone system appears to have been successful. To improve its use further the Practice aims to educate those who find it difficult to use to publish instructions in the Practice newsletter. However, it is difficult to change the views of those who simply dislike technology but resistance to change is to be expected. However, appointments can still be made by phoning and in person so these patients are still catered for.

Conclusion

This is a very positive outcome from the Patient survey with the Practice rated as "Very Good" overall. The small areas for improvement are already being addressed as outlined in the action plan.

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 is available outside normal surgery hours, out of hours cover is provided by Harmoni on 0300 101 305.

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
You can help the Practice to improve its service.

- **The Doctors and staff welcome your feedback**
- **Please do not write your name on this survey**
- **Please read and complete this survey while waiting for your appointment**

	Never	1-5	6-10	11+
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

	YES	NO
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. Do you know that you can pre book appointments on our automated system up to 2 weeks in advance and up to 8 weeks in advance in person or by phone?	<input type="checkbox"/>	<input type="checkbox"/>
4. Have you used our automated telephone system to book appointments?	<input type="checkbox"/>	<input type="checkbox"/>
5. If you answered yes to 4, did you find this service useful?	<input type="checkbox"/>	<input type="checkbox"/>
6. If you answered no to 4, why not?		
Dislike using new technology	<input type="checkbox"/>	
Did not work		<input type="checkbox"/>
Other		<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 after hours service?		1	2	3	4	5

Obtaining test results and prescriptions (please circle)

	N/A	Poor	Fair	Good	Very Good	Excellent
14. How satisfied are you, of the ease of obtaining test results and medication?		1	2	3	4	5
15. 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
16. The information provided by the Reception staff		1	2	3	4	5
17. The helpfulness of the Reception staff		1	2	3	4	5
18. 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
19. I would rate the Doctor's ability to really listen to me as		1	2	3	4	5
20. The Doctor's explanation of tests and treatment.		1	2	3	4	5
21. The amount of time given to me by the Doctor		1	2	3	4	5

Services at our surgery (please circle)

Are you aware the following clinics run by our practice nurses?

	Yes	No
22. Diabetic clinic	<input type="checkbox"/>	<input type="checkbox"/>
23. Asthma/COPD clinic	<input type="checkbox"/>	<input type="checkbox"/>
24. Hypertension monitoring clinic	<input type="checkbox"/>	<input type="checkbox"/>
25. Weight loss clinic	<input type="checkbox"/>	<input type="checkbox"/>
26. Minor surgery clinics	<input type="checkbox"/>	<input type="checkbox"/>
27. Phlebotomy (blood testing)	<input type="checkbox"/>	<input type="checkbox"/>
28. Family planning and cervical screening clinic	<input type="checkbox"/>	<input type="checkbox"/>
29. Travel immunisation clinics	<input type="checkbox"/>	<input type="checkbox"/>

	N/A	Poor	Fair	Good	Very Good	Excellent
30. My overall satisfaction with this Practice		1	2	3	4	5
31. Please rate how likely you would recommend this surgery to family and friends?		1	2	3	4	5

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

Are you...
Employed Unemployed Homemaker Retired Student

How many years have you been attending this Practice? _____

Any further comments:

Thank you very much for your time and assistance

Please return your completed questionnaire to reception