

# **Outcomes for Patient Questionnaire 2013**

**Fordbridge Medical Centre  
February 2013**

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## ***Introduction***

This report outlines the compilation and results for the Practice Questionnaire conducted by Fordbridge Medical Centre for early 2013. The questionnaire was completed by 80 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 80 anonymously completed patient questionnaires conducted between November 2012 and February 2013.

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 November 2012 and February 2013. All questionnaires were

anonymous to enable patients to be more honest in their answers. It was completed by Thursday 28<sup>th</sup> February 2013.

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.

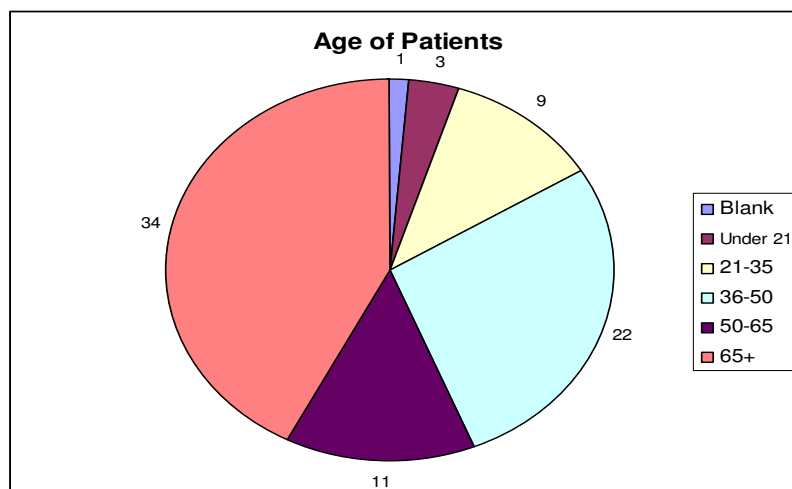
## ***Results***

Demographics of those who completed the questionnaire:

- **Female**      **45**
- **Male**        **35**

Mean average years registered as a patient at the Practice: **23.5 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.**





71% of patients said that they were offered appointments within 2 working days; however 24% 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 80 patients questioned, 55% had used the phone system which is decline from the number last year (74%). The reasons for this were not made known.

#### The Website

Of those questioned 59% were aware of the practice website. 42 % of patients found it useful, 12% did not and 46% did not respond as they had not used.

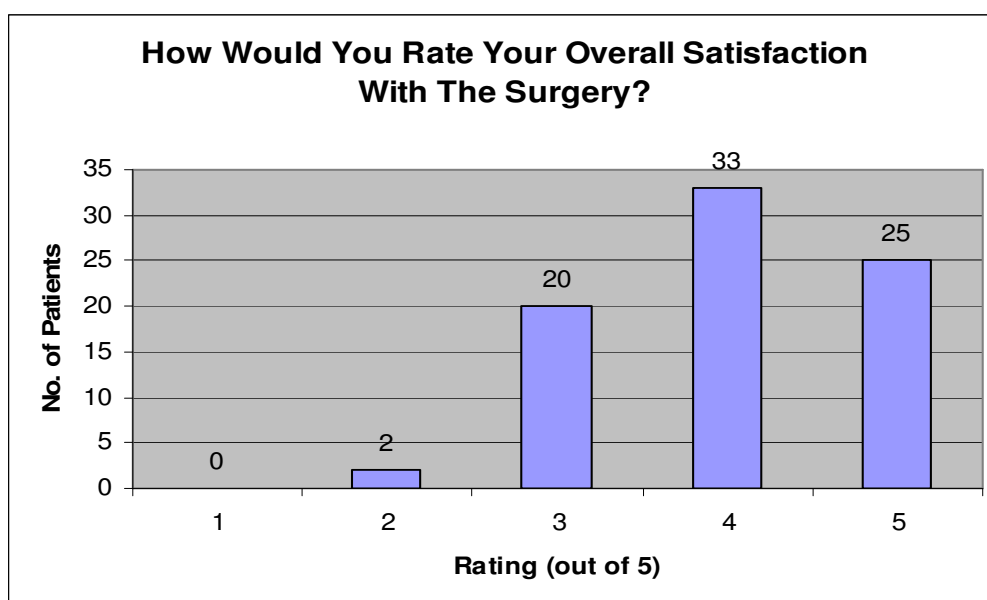
Patients were asked to rate other areas of the Practice on a scale of 1 to 5. 1=Poor, 2=Fair, 3=Good, 4=Very Good, 5=Excellent

Average Scores for other key areas:

	No. of Respondents	Average Mean Score	Score expressed as a Percentage
Satisfaction with opening hours	80	3.8/5	76%
Ease of contacting the Practice on the Phone	78	3.3/5	66%

	No. of Respondents	Average Mean Score	Score expressed as a Percentage
Length of time waiting to see the Doctor or Nurse	80	3.8/5	76%
Opportunity of obtaining a home visit when necessary	26	4.2/5	84%
Ease of using out of hours service	37	3.7/5	74%
How satisfied are you of the ease of obtaining test results and medication?	77	3.8/5	76%
Information provided by the Practice about it's services	78	3.8/5	76%
The information provided by reception staff	80	3.9/5	78%
The helpfulness of the reception staff	80	4.1/5	82%
How would you rate the cleanliness of the building?	80	3.8/5	76%
I would rate the Doctor's ability to really listen to me as	77	4.2/5	84%
The Doctor's explanation of tests and treatment	74	4.2/5	84%
The amount of time given to me by the Doctor	77	4.2/5	84%
How you likely to recommend the Surgery to family and friends?	79	4.1/5	82%

The most crucial score was the overall satisfaction of patients:



The average score was **4.01 (80.2%)** which would rate as “**Very Good**”.

The average score for patients being likely to recommend the surgery to friends and family was **4.1(82%)**.

Some patients left further comments which included:

*“Reception staff are excellent and always willing to assist whether it be by arranging for an upstairs Doctor to see my disabled relatives downstairs, sorting out emergency prescriptions when I have forgotten to submit repeats, their caring attitude is superb. The Doctors are so considerate and caring, they give as much time as is needed with patients, therefore I never mind waiting if they overrun as I know that should we need extra time it would be there for us. Thank you so much for all your help and support.”*

*“Thank you for all your help in the past.”*

*“Your staff are all very pleasant.”*

*“Big praises for Lynda Hook who I see regularly.”*

*“Surgery staff all fantastic.”*

*“We are lucky you have such and efficient practice with the NHS in its current state.”*

*“Very happy with everybody working in this friendly surgery. Well done and thank you!”*

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.

## **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 is 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***

**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**

- |  | <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. 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. Are you aware of the Practice website for the latest information about the Practice? ( <a href="http://www.fordbridgemedicalcentre.co.uk">www.fordbridgemedicalcentre.co.uk</a> ) | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. If you answered yes to 5, did you find this service useful?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. If you answered no to 5, 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)**

	<b>N/A</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
8. Your level of satisfaction with the Practice’s opening hours		1	2	3	4	5
9. Ease of contacting the Practice on the telephone		1	2	3	4	5
10. Convenience of day and time of your appointment		1	2	3	4	5
11. Length of time waiting to see the Doctor or Nurse		1	2	3	4	5
12. Ease of speaking to a Doctor or Nurse on the telephone		1	2	3	4	5
13. Opportunity of obtaining a home visit when necessary		1	2	3	4	5
14. 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
15. How satisfied are you, of the ease of obtaining test results and medication?		1	2	3	4	5
16. 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
17. The information provided by the Reception staff		1	2	3	4	5
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

**Services at our surgery (please circle)**

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

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

	N/A	Poor	Fair	Good	Very Good	Excellent
31. My overall satisfaction with this Practice		1	2	3	4	5
32. 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 so, would you prefer to do this by:

Pre arranged meetings at the surgery every three months

By internet/email

Telephone

Post

**If you are interested in joining out patient participation group, please fill in the attached slip to put in your details.**

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*