

Patient Survey 2016

During the early part of 2016 we invited patients using the practice to complete a survey letting us know their thoughts on various topics including how we communicate, how we process patients' appointment bookings and their general feelings about the practice and our staff.

Patients were given a questionnaire with 29 questions and asked to rate each one.

There were over 150 responses. Our current patient base is in excess of 6,000 so a small sample nevertheless the outcomes do represent the opinions of more than 150 individuals. We would like to thank everyone who took the time to participate in the survey.

Here are the findings.

GPs		
Question		Responses
Q1 Putting you at ease		
	Good	151
	Satisfactory	4
	Poor	0
Q2 Being polite & considerate		
	Good	154
	Satisfactory	1
	Poor	0
Q3 Listening to you		
	Good	154
	Satisfactory	1
	Poor	0
Q4 Assessing your medical condition		
	Good	146
	Satisfactory	6
	Poor	0

Q5 Explaining your condition & treatment		
	Good	148
	Satisfactory	6
	Poor	0
Q6 Providing or arranging treatment		
	Good	148
	Satisfactory	5
	Poor	0
Q7 Did you have confidence that the doctor will keep your information confidential		
	Yes	151
	No	0
Q8 Would you be completely happy to see this GP again?		
	Yes	150
	No	0
Appointment Booking		
Q9 How helpful do you find the receptionists at the GP practice?		
	Helpful	145
	Not very helpful	1
Q10 How easy is it to get through to someone at your GP practice on the phone?		68% of our patients find it very easy to get through to the practice by phone
	Very easy	99
	Fairly easy	44
	Not easy	2

Q11 If you need to see a GP urgently, can you normally get see on the same day?		Of those who needed to, 94% of our patients can normally see a GP on the same day
Yes	116	
No	7	
Never needed to	24	
Q12 How important is it to you to be able to book appointments ahead of time in your practice?		
Important	134	
Not important	9	
Q13 How easy is it to book ahead in your practice?		
Very easy	129	
Not very easy	12	
Q14 How do you normally book your appointments ahead of time in your practice?		For details of how to book an appointment online, please visit www.highfieldsurgery.co.uk/hours.aspx and click on 'Patient Access'
In person	39	
By phone	121	
Online	23	
Q15 Which of the following methods would you prefer to use to book appointments at your practice?		
In person	50	
By phone	121	
Online	51	
Q16 How quickly can you see a doctor of your choice?		55% of our patients see the doctor of their choice within 4 days of initial contact
Same day or next day	33	
2 – 4 days	46	
5 days or more	65	

Q17 How do you rate how quickly you were seen by a doctor of your choice?		
Good	99	
Satisfactory	40	
Poor	6	
Q18 How quickly do you usually get seen (any doctor)?		92% of our patients see a doctor within 4 days of their initial contact
Same day or next day	84	
2 – 4 days	46	
5 days or more	11	
Q19 How do you rate how quickly you were seen by any doctor?		72% of our patients are very pleased with how quickly there were seen
Good	109	
Satisfactory	27	
Poor	7	
Q20 Is your GP practice open at times that are convenient to you?		For out-of-hours services, please visit our website www.highfieldsurgery.co.uk and click on the 'Out-of-Hours' tab on right hand menu
Yes	137	
No	7	
Q21 Which of the following additional opening hours would make it easier for you to see or speak to someone?		
From 8am	59	
After 6.30pm	54	
On a Saturday	61	
Practice Nurses		
Q22 Giving you enough time		
Good	100	
Satisfactory	1	
Poor	0	

Q23 Listening to you		
	Good	102
	Satisfactory	0
	Poor	0
Q24 Explaining your condition & treatment		
	Good	96
	Satisfactory	2
	Poor	0
Q25 Involving you in decisions about your care		
	Good	97
	Satisfactory	0
	Poor	0
Q26 Providing or arranging treatment for you		
	Good	95
	Satisfactory	0
	Poor	0
Q27 Would you be completely happy to see this nurse again?		
	Yes	99
	No	0
Overall		
Q28 Overall how would you describe your experience at your GP surgery?		
	Good	98
	Satisfactory	6
	Poor	0
Q29 How likely are you to recommend your GP surgery to your family & friends if they need similar care or treatment?		
	Likely	103
	Unlikely	0

The following are comments collected from the completed survey forms:

Practice in general

“They have always been excellent”

“All I can say is that I have been in this area for around 12 years and the surgery has always been a very pleasant place”

“This is a very good practice and all the staff are helpful”

“This appointment was booked 3 weeks ago, agreed it was Christmas, but I often have to wait this long to get to see my doctor at a time that works around school runs. Also once again the appointment was over 20 minutes late”

“Generally it takes well over a week to see a doctor of my choice. However, over many years I would rate the practice as first class - and this is still my view”

“I always arrive on time and never seen on time. If someone requires more than standard appt time then give it”

“10/10 !”

“The best doctor we could have, thank you”

“I would thoroughly recommend the practice. We feel grateful to have had such good care over the last 30 years. So many people see to have problems getting appointments at other practices, so we realise how fortunate we are. Thank you”

“Good practice very helpful and pleasant”

“Very good re:appointments etc, ie prescriptions”

“Friendly receptionists, competent, caring doctors”

“I could quite easily and truthfully reply "excellent" to every question. Dr Yaseen has been my doctor for some years now and I have always found him kind and very efficient.”

And more specifically.....

DR MARTIN DAVIS

“Dr Davis has helped me and listens to all I have to say. We get on well”

“Dr Davis treats me like a person not just a patient which I appreciate”

CATHERINE TUTT

“Very caring. Looks after Mum brilliantly. Lovely nurse”

ELAYNE SAUNDERS

“Always ready to chat”

“Nurse was very helpful and a lovely person”

“Encouraging, informative, helpful. Put me at my ease straight away”

JILL McEWEN

“Very pleased with my treatment”

“Excellent”

“Very satisfied with the service and care from this surgery”

“Excellent as seen within 2 hours”

“I come regularly am always made welcome. Everyone is always pleasant and concerned.”

Dr Jill Deacon, Senior Partner at the practice has reviewed the data collected and says:

“At Highfield we are always striving to provide a quality, friendly service to our patients. Of course the survey only takes into account a small number of our patients but it does give us a steer on how we are doing. The majority of scores and comments are positive which is very pleasing to hear, however it is the more negative ones that we need to hear so that we can, where possible, address these.

The practice is in the process of losing some of its more long standing members of staff whilst bringing in new faces – it is an exciting time and one which we look forward to embracing.”