

Patient Feedback Survey NORTON BROOK MEDICAL CENTRE						
<i>RESPONSES: 142</i>						
<i>FIRST RESPONSE: Jan 2013</i>						
<i>LAST RESPONSE: March 2013</i>						
Statistics						
Sources						
	Number of Surveys	142				
Access to a Doctor or Nurse						
	No Answer/Experience	Poor	Fair	Good	Very Good	Excellent
Speed at which the telephone was answered	3%	0%	12%	33%	33%	19%
Speed at which the telephone was answered if call transferred	29%	1%	6%	15%	22%	27%
Length of time you had to wait for an appointment	9%	6%	21%	22%	19%	23%
Convenience of day and time of your appointment	3%	0%	15%	25%	27%	30%
Seeing the doctor of your choice	11%	7%	11%	18%	18%	36%
Length of time waiting to check in with Reception	7%	1%	6%	20%	31%	36%
Length of time waiting to see the Doctor or Nurse	14%	8%	13%	30%	24%	10%
Opportunity of speaking to a Dr or Nurse on the telephone	37%	8%	8%	19%	16%	13%
Opportunity of obtaining a home visit when necessary	72%	4%	4%	6%	9%	5%
Level of satisfaction with the after hours service	59%	8%	5%	9%	13%	7%

Obtaining a repeat prescription						
	No Answer/Experience	Poor	Fair	Good	Very Good	Excellent
Prescription ready on time	20%	2%	1%	20%	20%	35%
Prescription correctly issued	26%	2%	1%	13%	21%	37%
Handling of any queries	36%	1%	2%	15%	19%	26%
Obtaining test results						
	No Answer/Experience	Poor	Fair	Good	Very Good	Excellent
Were you told when to contact us for your results	35%	3%	4%	17%	22%	19%
Results available when you contacted us	38%	2%	4%	18%	21%	16%
Level of satisfaction with the amount of information provided	33%	4%	4%	16%	25%	18%
Level of satisfaction with the manner in which the result was given	35%	3%	1%	20%	22%	19%
About the staff						
	No Answer/Experience	Poor	Fair	Good	Very Good	Excellent
The information provided by the reception staff	12%	2%	4%	20%	34%	28%
The helpfulness of the reception staff	15%	2%	5%	19%	32%	27%
The information provided by other staff	31%	1%	3%	24%	24%	17%
The helpfulness of other staff	29%	1%	2%	17%	32%	18%

And finally						
	No Answer/Experience	Poor	Fair	Good	Very Good	Excellent
My overall satisfaction with this Practice	6%	1%	7%	17%	40%	27%
STATISTICS OF SURVEY RESULTS						
Male/Female	Male	Female				
	39%	61%	100%			
Age	<18	18 -30	31- 50	51 -70	71<	
	0%	5%	25%	37%	33%	100%
Number of years registered at the practice	0 to 5	6 to 10	11 to 15	16 to 20	20+	
	18%	19%	15%	7%	41%	100%

Action Plan 2013

Dear Patient

2013 has brought us our second successful year of the Patient Reference Group (PRG) – a virtual group where patients can discuss and receive ideas for future services, identify areas that the surgery could improve in and overall involve our patients in the decision making of the practice that will benefit all patients in the future.

The practice continues to promote the Virtual Patient Reference Group by providing its registered patients with the opportunity to join at registration and advertising the group on its notice-boards.

From reviewing the patient survey the initial observations were presented in the following presentation

PATIENT SURVEY
2013

Norton Brook Medical Centre

Survey review Aims

- Celebrate the Goods
- Reduce the Poors/Fairs
- Look at ways of improving the Patient experience at Norton Brook
- Have a debate😊

Initial Observations (Highest score in Excellent)

- 27% speed at which the telephone was transferred
- 23% Length of time you had to wait for an appointment
- 30% convenience of day and time of appointment
- 36 % seeing doctor of choice
- 36% length of time waiting to check in with reception

Highest score in excellence continued ...

- 35% prescription ready on time
- 37% prescription correctly issued
- 26% handling of queries

The highest score for

- Obtaining test results/About staff/overall satisfaction was in **Very good**.

Initial Observations (Highest Poors/Fairs)

- Poor or Fair responses were less than 10% in all areas except Access to a Doctor or a Nurse

Top 3 areas

- 27% of patients felt that length of time you had to wait for an appointment was below good
- 21% of patients felt that length of time waiting to see a doctor or nurse was below good
- 18% scored below good for seeing doctor of choice

ACTIONS GOING FORWARD

It seemed from the survey that although we had changed our appointment system to allow more forward booking, there is still the opportunity to review the appointment system further.

The following areas will be our priority.

Length of time waiting for an appointment

Length of time in the waiting room waiting to see the doctor or nurse

Seeing of doctor of choice

Introducing telephone triage to Norton Brook may improve the waiting for appointments as we can prioritise who needs to be seen, and potentially with more information of the reason for the visit, the length of time in the waiting room may also be reduced.

Dr Mottram, Dr Jack and the Business Manager Rachel Rudd will be attending a presentation in April by Dr Hilary Neve, from St Levan Surgery who have adopted a triage service. This will be fed back to the PRG for discussion.

The practice will also be introducing a new clinical system, System one in the summer 2013 which will hopefully help the practice improve their appointment system.