

NORTON BROOK MEDICAL CENTRE – PATIENT SURVEY RESULTS 2012

We would like to thank the patients who took time to complete the survey by hand or on-line. This assists us with reviewing our performance and what improvements we can make to ensure a high quality service is maintained.

The results have been summarised below. An action plan is in place as a result of patient input.

Question	Response
How often do you visit the practice?	<i>86.1% of patients visit the practice weekly or more than once/year</i>
When did you last see a doctor?	<i>83.6% saw a doctor in the past 3 months</i>
Have you seen a practice nurse in the last 12 months?	<i>83.8% saw a nurse during that time</i>
Have you tried to see a doctor quickly in the last 12 months?	<i>78.4% said yes</i>
Is there a particular doctor you prefer to see?	<i>85.5% said yes</i>
How often do you see the doctor you prefer?	<i>86.9% said always or most of the time, or a lot of the time</i>
How do you normally book the appointment	<i>23.6% said in person, 93.9% by telephone</i>
Which method would you prefer to book your appointment?	<i>26.4% said in person, 87.5% by phone and 24.3% would like to be able to book on-line</i>
Have you tried to book ahead an appointment with a doctor more than 2 days in advance?	<i>72.1% said Yes</i>
Were you able to get an appointment 2 days in advance?	<i>52.3% said yes</i>
How easy is it to book an appointment with a nurse?	<i>89.7% said very or fairly easy</i>
How long do you normally have to wait?	<i>64.4% said they usually don't have to wait too long, whilst 24.7% felt they had to wait too long.</i>
How much time did you spend with the doctor?	<i>86.4% were with the doctor for between 5 and 9 minutes or 10-19 minutes.</i>
In your opinion was this the right amount of time?	<i>87.9% felt this was the correct amount of time, whilst 12.1% felt it was too little.</i>
How satisfied are you with the opening hours?	<i>81% were very satisfied or fairly satisfied. 3 patients commented on the paper form that it would be helpful to open Saturdays. This is discussed from time to time. However the surgery does provide early morning and late evening surgeries.</i>
Question	Response
The last time you saw the doctor or nurse how good were they at the following:-	Giving you enough time: <i>Very good/good 91.1%</i> Asking about your symptoms: <i>91.8% thought very good/good</i> Giving you enough time: <i>Very good/good 91.1%</i> Asking about your symptoms: <i>91.8% thought very good/good</i>

The last time you saw the doctor or nurse how good were they at the following:-	Listening: 95.8% Very good or good Explaining tests/treatments: 82.6% thought very good/good Involving you in decisions about your care: 82.7% of patients very good/good Treating you with care & concern: 93.1% felt very good/good Taking your problems seriously: 91% very good/good
Did you have confidence & trust in the doctor or nurse?	81.6% very definitely, 14.3% to some extent
Were you treated with dignity & respect?	92.5% answered yes, always
In your opinion how much does your doctor or nurse know about your medical history?	59% said a lot and 29.2% a fair amount
How satisfied are you with the care you get at the practice?	93.9% of patients are very satisfied/fairly satisfied.
Would you recommend the practice?	91.1% said yes
Does your doctor give you enough information about any diagnosis/treatments?	79.5% answered yes and 15.1% to some extent
How satisfied are you with the skill and competency of the staff?	93.1% were very satisfied or somewhat satisfied.
How helpful do you find the receptionists at the practice?	84.4% found the staff very helpful/fairly helpful
In evaluating your most recent experience at the practice, was the quality of the service you received?	Very good 60.7%, good 29%
Do you get enough information about the practice and the services we offer?	Yes 79.7%
How would you like to receive information about the practice?	By post 39.3%, by e-mail 37.9%. Posters and leaflets 29.7%.

Other Comments from the Patient Reference Group

Several patients have requested that the appointment system be clarified. One of the problems experienced has been that if a patient tries to book an appointment with their own doctor for the following day – the patient is asked to call back at 08.00hrs. Quite often the lines are engaged and the available appointments have gone once they have got through to a receptionist.

One patient who is a parent with young children, mentioned that being open on Saturdays would be helpful rather than having to travel miles to see a GP over the weekend. They also mentioned that NHS Direct is very helpful.

Another patient wrote – with the number of GPs in the South Hams area, he would have thought that there could be some sort of rota system to cover this area, when there is an emergency, over the weekends or public holidays.