

Nethergreen Surgery Patient Survey Results

September 2008



I'm sure you will recall that earlier in the year , (June and July) some of you were asked to complete a questionnaire about the service and care they received from staff and Doctors here at Nethergreen Surgery . The questionnaire covered the same areas as previously, and these varied from how easy it was to obtain appointments, contact us by telephone, how they were treated by the Reception team, and so on, culminating in the patient's experience with the Doctor and their overall views about the Surgery,

Our patient expectations remain, quite rightly, high, and the survey results this year go a long way to showing that we are making the best of efforts to meet these demands.

In all, 390 patients completed the survey; we have 9300 patients registered with this practice and therefore the survey results represent the views of just over 4% of the total Practice population.

This year, I want to compare the satisfaction levels against last years, and the overall response was that **86% of patients rated this Practice, and it's services etc, as good, very good, or excellent.** The scores for some of the other individual areas on the survey are as follows:

Question	This years score	Last year	% good, very good, excellent
Satisfaction with opening hours	46	40	84
Telephone access	31	29	65
Appointment satisfaction	49	51	83
See GP of choice	24	27	54
See GP within 48 hours	44	45	73
Waiting room comfort	51	47	91
Attitude of Reception staff	67	63	95
Waiting time	39	30	70

The score rating us as good or better are excellent, but as always, there are some concerns, and these are covered overleaf.

Telephone Access: Despite the large percentage rating this as good or better, there were still many comments about the problems encountered in getting through to the Surgery. We all appreciate the importance that each one of you places on the need to contact us to arrange an appointment, discuss results etc, and we do make every effort to answer the phones as quickly as possible. The phones are now answered from 8.00 am to 6.00 pm each day, and at busy times (especially first thing in the morning) all the incoming lines are manned by staff. If you have to wait for the call to be answered, then I apologise, but we don't have the resources either in manpower or finance to increase this. The "scrum" first thing in the morning is something that is out of our control as this is dependent upon the numbers of patients ringing at that time.

One thing that the staff have noticed, and which may improve the speed of answering calls, is that quite often, patients will ring up for an appointment and spend a considerable time in agreeing a suitable Doctor, time or day; the longer one patient spends in arranging this, the longer other patients are waiting to get through, so it would be helpful if you could be as succinct as possible when contacting us. Also, please only ring for results after 1.30 pm, as the mornings are tied up with patients ringing for appointments!

Remember also that you can register for on line booking of appointments, so you don't need to ring us up!

Appointments/Opening hours: Again, there were many comments on this, even though 83% of you rated the service as good or better. However, as you will be aware, from October 2008 we are offering pre-bookable appointments on a Monday evening from 6.30 pm—8.30 pm and on a Saturday morning from 8.00 am—10.45 am; along with our 8.00 am starts each morning, that have been available since the start of the year, then we feel we are now offering patients appointments at all times of the day and week that should suit all needs.

Staff/confidentiality issues: It was pleasing to see that the overall satisfaction had increased to 67% for staff attitudes and 61% for respect shown (63 & 58 last year) and that overall 95% of you rated the reception staff as good or better. There were still some comments over attitudes to patients and confidentiality, and we'll address these, but generally, I'm pleased that you think this aspect of our service has improved.

Doctors working hours: This has never been raised before, and although 54% of you rated seeing the GP of your choice as good or better, some of you have commented on the part time working arrangements for our GP's and that you find it difficult to obtain return appointments with the same Doctor, and I'll try to explain why we operate this way.

A full time Doctor is classed as seeing patients for 8 sessions per week; the Doctors here at Nethergreen see patients for between 5 and 7 sessions per week., dependent upon their personal circumstances. As well as working here, some also do other work in the NHS, especially Dr Cummins who is currently looking at ways of improving the NHS services that are available to patients in the city, Additionally, based on our current population of 9300 patients, if the Doctors worked full time, we would only have a complement of 5 Doctors, against the current 7, so full time working would effectively reduce your choice of Doctor and possibly the services we currently offer.

I'm sorry that some of you don't feel you are receiving the continuity of GP as a result of part time working arrangements, but I hope the above has gone some way to explaining why this happens at Nethergreen.

Finally, thank you to everyone who took the time to complete the questionnaire, and it has been helpful in reinforcing the message that the care we provide is generally appreciated and thought to be of a high standard, and we will continue to focus our efforts on this in the future. If you want to discuss any comments you have made, or the survey in general, in more detail, I am always happy to see you.

Finally— a comment from a patient: " In this age of quick judging and ultra criticism, lack of understanding and selfish behaviour, I think the Practice is brilliant. Copes with all these social issues with amazing patience. Thank you ".

Richard West, Manager, September 2008