

# Prospect Surgery's 2021 Patient Survey Evaluation Report

## 1. Introduction

As part of the surgery's ongoing commitment to provide an efficient and effective service to our patients, the partners agreed to use the Improving Practice Questionnaire.

## 2. Patient Survey

Again this year the practice agreed to use the Improving Practice Questionnaire, which is a nationally used, long established, extensively validated patient feedback tool and was chosen to obtain constructive practice feedback.

The survey, which was undertaken by Client-Focused Evaluations Programme (CFEP), is split into the following sections:-

- Section One** - About the practice
- Section Two** - About the practitioner
- Section Three** - About the staff
- Section Four** - Additional Comments

CFEP calculated that in order to provide appropriate confidence levels of validity and with a practice list of almost 7000, a minimum of 105 completed questionnaires were required. A total of 125 questionnaires were completed.

## 3. Breakdown of Response

### 3.1 Response by Age

Age	No of Responses	% Response		No of Practice Patients in Age Group	% of Practice Patients in Age Group
		Including "not completed"	Excluding "not completed"		
Under 25	9	7.2	7.9	2198	31.8
25 – 59	58	46.4	50.9	3566	51.7
60 +	47	37.6	41.2	1139	16.5
Blank	11	8.8			
<b>Total</b>	<b>125</b>	<b>100</b>	<b>100</b>	<b>6903</b>	<b>100</b>

### 3.2 Response by gender

Gender	No of Responses	% Response		No of Practice Patients in Gender Group	% of Practice Patients in Gender Group
		Including "not completed"	Excluding "not completed"		
Female	75	60	68.2	2970	43.0
Male	35	28	31.8	3933	57.0
Blank	15	12			
<b>Total</b>	<b>125</b>	<b>100</b>	<b>100</b>	<b>6903</b>	<b>100</b>

### 3.3 Response by patients visiting their usual practitioner

Visiting usual practitioner	No of Responses
Yes	74
No	25
Not completed	26
<b>Total</b>	<b>125</b>

### 3.4 Response by length of time patients have attended the practice

Years Attending	No of Responses
< 5 years	12
5 – 10 years	14
> 10 years	77
Not completed	22
<b>Total</b>	<b>125</b>

## 4. Responses

The overall patient ratings for the practice are shown below, with 92% being good, very good or excellent, as follows:-

- Excellent ... .. 29%
- Very Good . . . . . 35%
- Good ... .. 27%
- Fair ... .. 7%
- Poor . . . . . 3%

Appendix 1 shows the responses to each question, with the table below summarising responses. Appendix 2 shows the comparison to previous surveys.

Section	Summary of Responses
Opening Times	<ul style="list-style-type: none"> <li>• 89% of patients thought the surgery opening times are good, very good or excellent</li> <li>• 41% patients thought the opening times are good or fair</li> <li>• Two patients thought the opening times are poor</li> </ul>
Telephone Access	<ul style="list-style-type: none"> <li>• 80% of patients rated telephone access as good, very good or excellent</li> <li>• 11% of patients rated it as fair</li> </ul>
Overall satisfaction with the doctor/nurse visited that day	<p>The overall satisfaction of patients who visited that day was:</p> <ul style="list-style-type: none"> <li>• 29.6% = excellent</li> <li>• 32.8% = very good</li> <li>• 24.0% = good</li> <li>• 8.8% = fair</li> <li>• 3.2% = poor</li> <li>• 1.6% = blank</li> </ul>
The Recommendation	<ul style="list-style-type: none"> <li>• The recommendation 83.2% of patients would give to their friends about the doctor they saw that day was good, very good or excellent</li> <li>• 0.8% rated them as poor</li> </ul>
Reception Staff	<ul style="list-style-type: none"> <li>• 86.4% of patients thought the manner in which they were dealt with by the reception staff was good, very good or excellent</li> <li>• 3.2% thought the manner in which they were treated was fair</li> <li>• 1.6% of patients though the manner in which they were treated was poor</li> </ul>
Chances of seeing a doctor/nurse within 48 hours	<ul style="list-style-type: none"> <li>• 29.6% of patients thought the chances of seeing a doctor/nurse within 48 hours would be fair or poor</li> </ul>
Chances of seeing a doctor of YOUR choice	<ul style="list-style-type: none"> <li>• 73.6% of patients thought the chances of seeing a doctor of their choice would be good, very good or excellent</li> </ul>
Opportunity of speaking to a doctor/nurse on the telephone when necessary	<ul style="list-style-type: none"> <li>• Less than 6% of patients thought the opportunity of speaking to a doctor/nurse on the telephone when necessary would be poor</li> </ul>
Length of time waiting in the practice	<ul style="list-style-type: none"> <li>• 16.8% of patients were unhappy with the length of time they waited in the practice</li> </ul>

## 5. Comparison to previous surveys

Similar surveys have been undertaken in previous years. Where possible, comparisons have been identified in Appendix 2.

## 6. Conclusion

It is disappointing that the figures have decreased this year. The ability to contact the practice by telephone having decreased the most.

We have now had a new telephone system installed with more incoming lines which we hope will make it easier for patients to contact the practice and also giving them the option to chose which members of the Admin team they require which will make contacting the practice easier and quicker.

We are continuing to try and improve our service. Please see below some of the positive feedback received in the patient survey.

- ❖ The service I receive in the surgery is very good
- ❖ I have been dealing all the way through the pandemic with my doctor. They have all been amazing and fantastic. Each and every one of them should be proud of themselves. Thank you for being fab.
- ❖ The doctor listened to what I had to say and explained what was going to happen next. Very happy with the doctors and the staff.
- ❖ I am happy with the service, no need to improve.
- ❖ It's an excellent surgery. I have been here since I was born,
- ❖ Good polite, reliable service.
- ❖ I have always found the both the admin staff and the medical staff very good.

Any comments about how the clinician could improve?

- ❖ No improvement needed.
- ❖ Amazing doctors.
- ❖ Fantastic doctor, always feel comfortable with their service.
- ❖ Excellent treatment.
- ❖ The doctor I saw was first class.

**Appendix 1**

**Responses to Survey Questions**

<b>Question</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>	<b>Blank/spoilt</b>
<b>About the Practice</b>						
Q1 Opening hours satisfaction	2	10	41	44	26	2
Q2 Telephone access	6	14	34	39	27	5
Q3 Appointment satisfaction	4	44	30	41	37	2
Q4 See practitioner within 48 hours	18	19	38	23	19	8
Q5 See practitioner of choice	6	19	42	34	15	8
Q6 Speak to practitioner on phone	7	10	32	49	23	4
Q7 Comfort of waiting room	2	12	39	41	29	2
Q8 Waiting time	7	14	39	42	17	6
<b>About the Doctor/nurse (whom I have just seen)</b>						
Q9 Satisfaction with visit	2	4	32	39	42	6
Q10 Warmth of greeting	0	4	31	39	45	6
Q11 Ability to listen	0	7	24	47	41	6
Q12 Explanations	0	7	33	38	39	8
Q13 Reassurance	2	4	33	42	38	6
Q14 Confidence in ability	1	5	27	41	44	7
Q15 Express concerns/fears	1	6	26	40	44	8
Q16 Respect shown	0	5	28	39	47	6
Q17 Time for visit	3	6	27	40	39	10
Q18 Consideration	0	8	27	45	33	12
Q19 Concern for patient	1	5	25	43	34	17
Q20 Self care	1	5	32	38	37	12
Q21 Recommendation	1	5	34	31	39	15
<b>About the staff</b>						
Q22 Reception staff	2	4	20	47	41	11
Q23 Respect for privacy/confidentiality	1	5	21	39	50	9
Q24 Information of services	3	4	27	40	39	12
<b>Additional Services</b>						
Q25 Complaints/compliments	3	5	37	44	21	15
Q26 Illness prevention	3	5	33	44	24	16
Q27 Reminder systems	3	5	30	43	31	13
Q28 Second opinion/complimentary medicine	3	5	31	39	22	25

## Appendix 2

### Comparison to Previous Surveys

Area	Current Scores	April 2018	January 2017	January 2016
Opening hours satisfaction	67	72	71	70
Telephone access	64	78	75	75
Appointment satisfaction	70	77	75	73
See practitioner within 48 hours	51	59	66	60
See practitioner of choice	57	63	63	63
Speak to practitioner on phone	65	64	62	70
Comfort of waiting room	67	68	66	69
Waiting time	60	64	56	62
Satisfaction with visit	74	80	75	82
Warmth of greeting	76	81	75	82
Ability to listen	76	83	76	83
Explanations	73	81	76	81
Reassurance	73	80	73	80
Confidence in ability	76	82	77	83
Express concerns/fears	76	82	73	81
Respect shown	77	83	77	84
Time for visit	73	79	73	81
Consideration	73	77	74	80
Concern for patient	74	79	74	79
Self-care	73	80	73	78
Recommendation	73	81	76	81
Reception staff	77	82	81	82
Respect for privacy confidentiality	78	82	79	81
Information of services	74	78	75	77
Complaints/compliments	67	69	71	71
Illness prevention	69	72	70	72
Reminder systems	71	75	71	72
Second opinion/complimentary medicines	68	70	69	72
Overall Score	70	76	72	76