

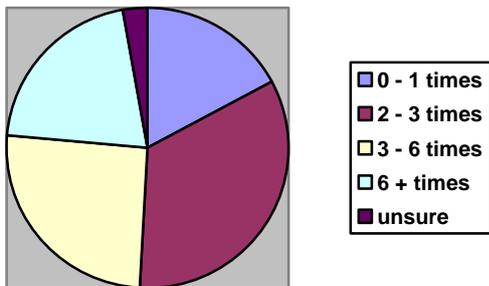
# Marazion Surgery

## Patient Satisfaction Survey February 2013

A total of 146 survey forms were handed out to patients; only 6 were not completed and returned. A total of 140 patients' were surveyed and the results are summarised below:

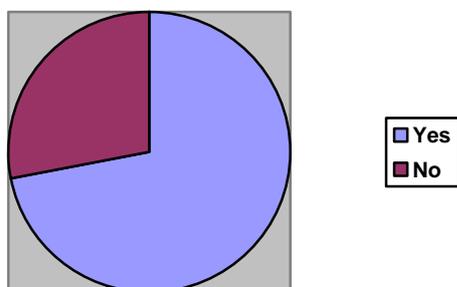
COMMENT: The survey had been given out by staff in the waiting room at different times of the day, for two weeks. The survey was four pages long and it was felt that this had deterred some patients from completing the survey. A small percentage of patients did not fully complete all pages. Although it was helpful to have repeated the same survey and be able to compare results, It was felt that a shorter survey would be more practical in future years.

1. The number of times patients had visited the surgery in last 6months:



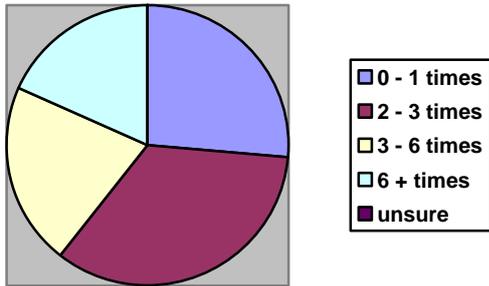
COMMENT: Patients who visited the surgery often, infrequently and rarely were all represented in the survey.

2. Are you aware that we offer booked appointments with the doctor once a week from 7.30am to 8.00am, and twice a week from 6.30pm to 8.00pm?



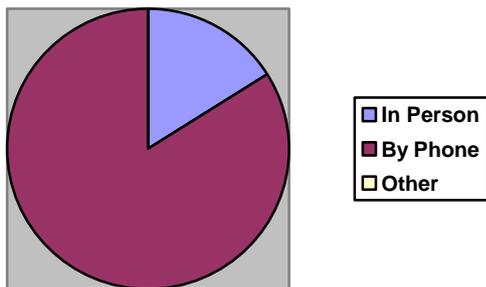
COMMENT: The majority of patients were aware of the early morning and evening clinics. It should be noted that these clinics were usually fully booked. This had shown a small improvement since the previous survey; however despite advertising the clinics in the surgery literature, electronic notice board and website, some patients were still not aware of these clinics.

3. A breakdown of how many times the patients who were NOT aware of extended hours, had attended the surgery in the last six months:



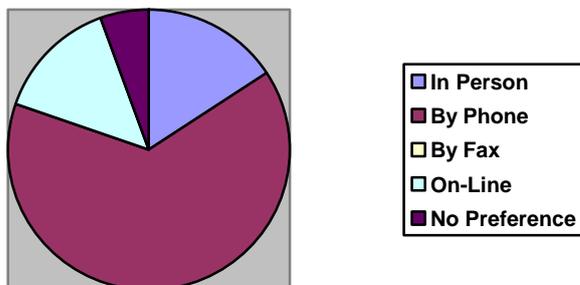
COMMENT: The majority of patients who were not aware of extended hours had only attended the surgery less than three times in the last six months. Patients who attended more often were more likely to be aware of them and this had improved since the previous survey.

4. How do you normally book your appointments to see a doctor, nurse or health care assistant at the surgery? *Please tick all that apply:*



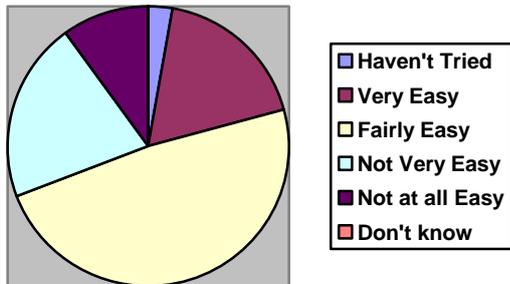
COMMENT: The vast majority of patients telephoned the surgery to make appointments.

5. Which of the following methods would you prefer to use to book an appointment at the surgery?



COMMENT: When asked how they would prefer to book appointments, the majority still said by telephone, however there was quite a lot of interest in being able to book appointments on-line. Booking appointments via the surgery website using a new system called 'The Waiting Room' had been started in mid 2012 but had to be discontinued due to administrative problems. These have now been resolved and it is anticipated to try this again.

6. In the past six months how easy have you found getting through on the telephone?

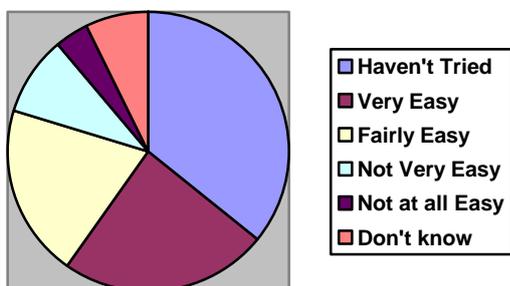


COMMENT: Nearly three quarters of patients surveyed felt that getting through to the surgery on the phone was very easy or fairly easy. This was an improvement on the previous survey.

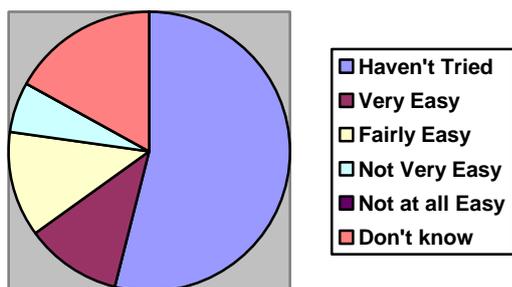
The Practice was aware that patients had difficulty getting through on the phone when they rang at 8.15am when the lines first opened, though this very busy period usually eased quite quickly. There was one telephone number for appointments, with the ability to answer four calls at once by four staff simultaneously. Staff dealt with calls quickly and efficiently in order to deal with demand. Patients were encouraged to ring after 10am for routine appointments (not on the day) and this was included in routine recall letters; test results were given out after 2pm as calls could be lengthy and the number of incoming calls was less in the afternoon. These measures had improved patient satisfaction.

Emergencies and other queries were dealt with on the main number, which was never congested.

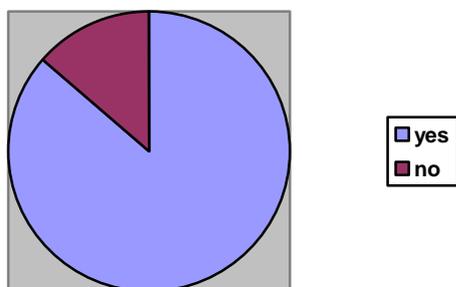
7. In the past six months how easy have you found speaking to a Doctor on the telephone?



8. In the past six months how easy have you found speaking to a Nurse on the telephone?

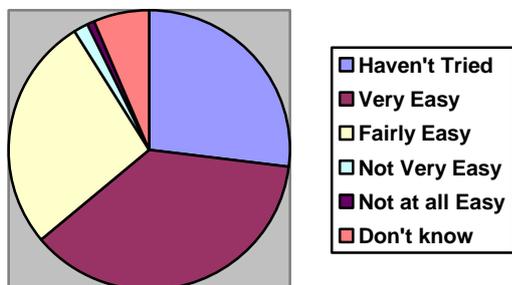


9. Are you aware that we offer telephone consultations with the doctor for problems that can be discussed over the telephone?



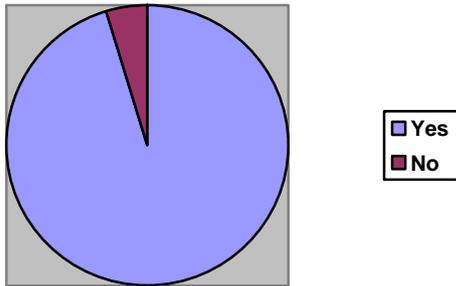
COMMENT: Since the previous survey more patients had become aware that they could speak to a doctor or nurse on the telephone, evidenced by the number of patients booking such over the previous months. The survey still showed that many patients had not tried to do so, but the majority of those who had found it very easy or fairly easy.

10. In the past six months how easy have you found obtaining test results by telephone?

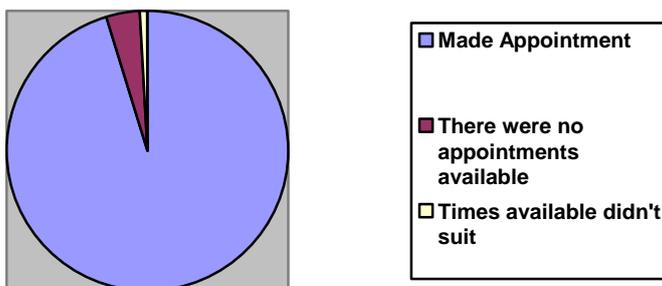


COMMENT: Patients found it very or fairly easy to obtain test results over the telephone. Survey results were similar to previously.

11. In the past six months have you tried to see a doctor fairly quickly? *By fairly quickly we mean on the same day or in the next two weekdays that the surgery was open.*

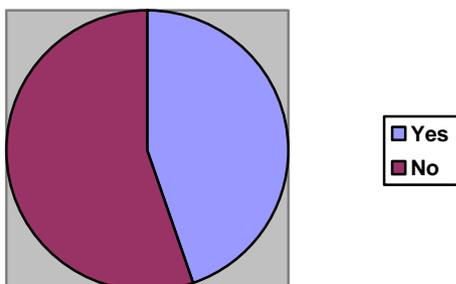


12. Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next two weekdays that the surgery was open? If you weren't able to be seen during the next two weekdays that the surgery was open, why was that?

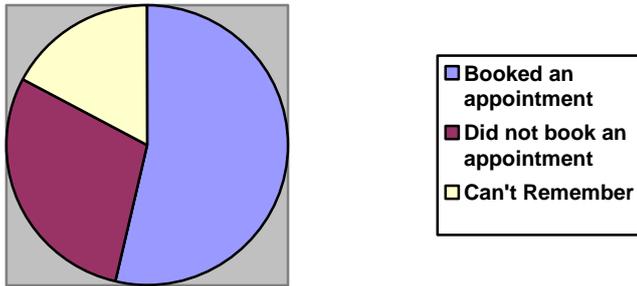


COMMENT: The vast majority of patients had successfully booked an appointment with a doctor on the same day or in the next two weekdays that the surgery was open.

13. In the last six months, have you tried to book ahead for an appointment with a doctor? *By 'booking ahead' we mean booking an appointment for more than two weekdays in advance.*



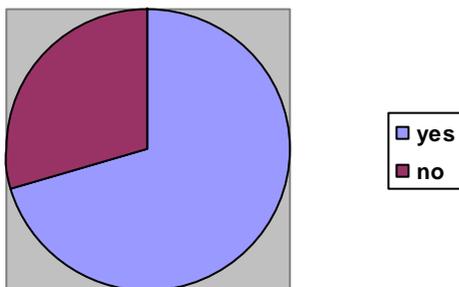
14. Last time you tried, were you able to get an appointment with a doctor more than two weekdays in advance?



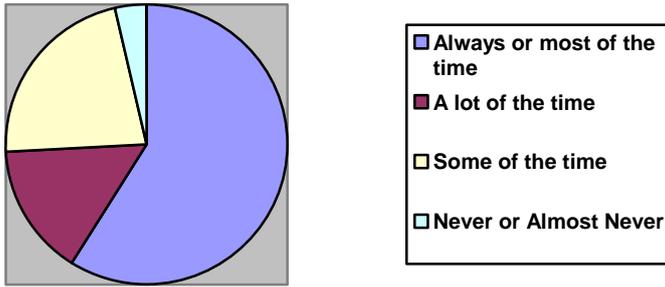
COMMENT: Nearly half of the patients had tried to book an appointment with a doctor more than two weekdays in advance. Of those, approximately a quarter stated that they did not book an appointment.

The surgery regularly compiled statistics, and thus knew approximately how many appointments were likely to be required on any given day. Approximately one third of the appointments each day were available to be booked two weeks in advance. Thus at 8.15am every day, the appointments available to be booked two weeks in advance were released (ie on Monday 5<sup>th</sup> March the appointments on Monday 19<sup>th</sup> March would be available to book). All patients had equal opportunity to book these appointments. It had previously been suggested by the PPG that these appointments should be released at lunchtime so that congestion at 8.15am was avoided, but this was not possible due to the restrictions of the computer system.

15. Is there a particular doctor you prefer to see at the surgery?

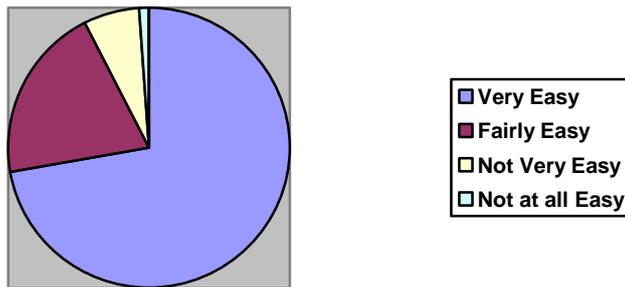


16. How often do you see the doctor you prefer?



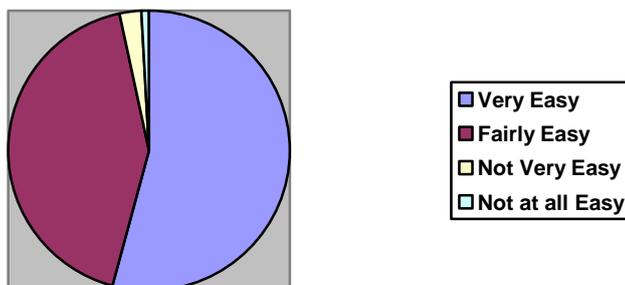
COMMENT: The number of patients who stated that there was a particular doctor they preferred to see had reduced since the previous survey. Very nearly all patients were satisfied that they were able to see that doctor regularly.

17. How easy was it for you to get an appointment with a Nurse or Health Care Assistant at the surgery?



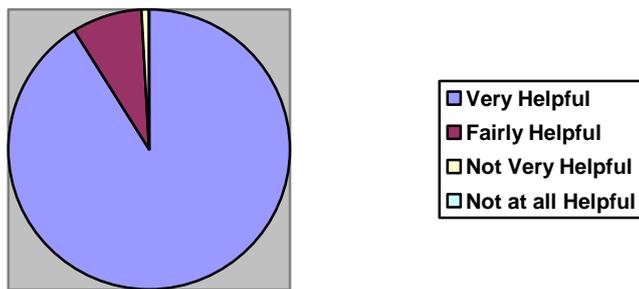
COMMENT: Nearly all patients found it very easy or fairly easy to make an appointment with the Practice Nurse or Health Care Assistant. These appointments can be booked four to six weeks in advance or longer when appropriate for specific clinics.

18. How easy do you find parking and access to the surgery building?



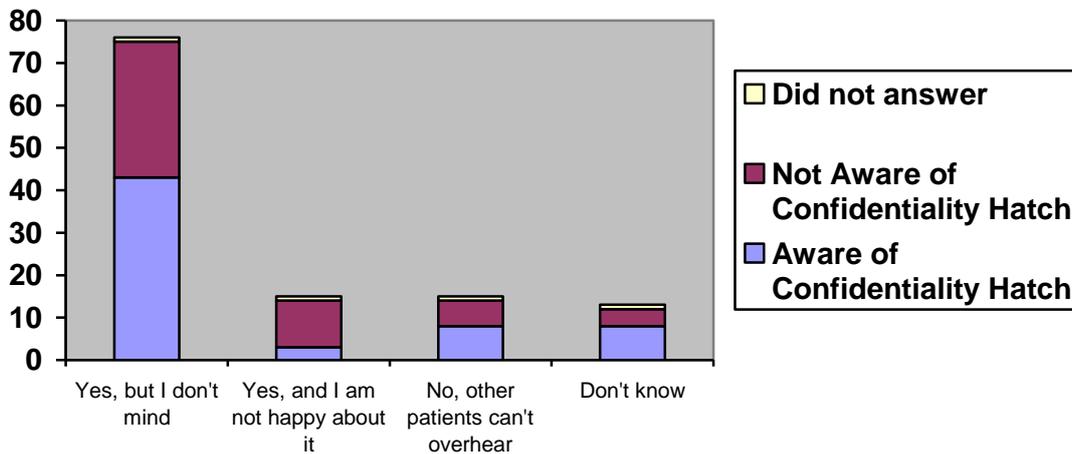
COMMENT: Patients found parking and access very easy or fairly easy.

19. How helpful do you find the receptionists at the surgery?



COMMENT: Patients found the Receptionists very helpful.

20. In the Reception area, can other patients overhear what you say to the receptionist?

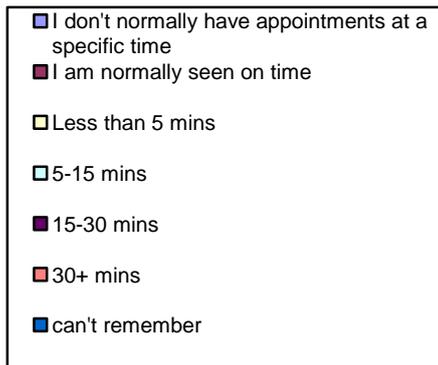
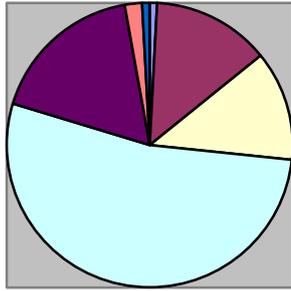


COMMENT: The reception front desk was open; however a freestanding sign was displayed asking for patients to stand back from the desk to give patients more space and confidentiality.

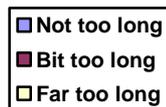
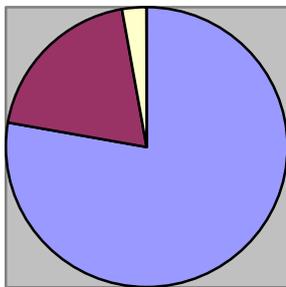
The telephones at the front desk are for making appointments, more confidential matters are dealt with at the back desks which cannot be overheard.

A larger percentage of patients than previously were aware that there was a separate hatch that they could speak to a receptionist quietly, however this could be advertised more to patients by the receptionists and by larger signage.

21. How long after your appointment time do you normally have to wait?

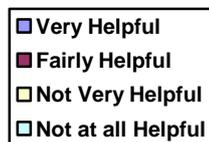
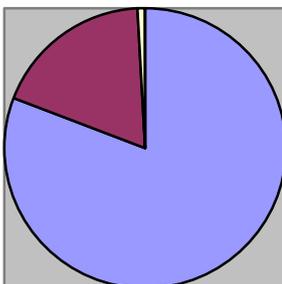


22. How do you feel about how long you have to wait?



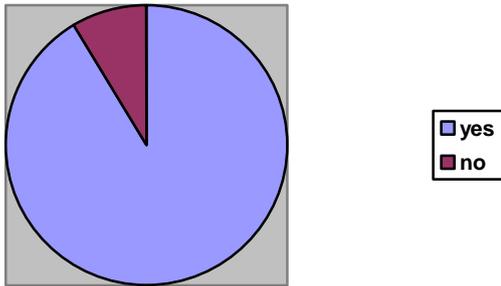
COMMENT: The length of time that patients had to wait for appointments was felt to be reasonable. As noted by patient comments, delays were often due to patient need and were therefore understandable. Patients did not feel that they had to wait too long.

23. How helpful are the Dispensers at the surgery?

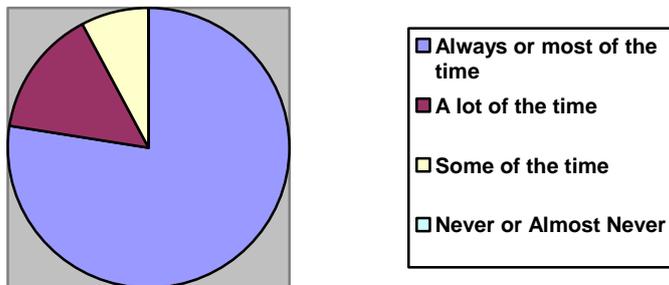


COMMENT: Patients found the Dispensers very helpful; this had improved slightly from the previous survey.

24. Are you aware that you should give *at least* two working days notice when requesting a repeat prescription?

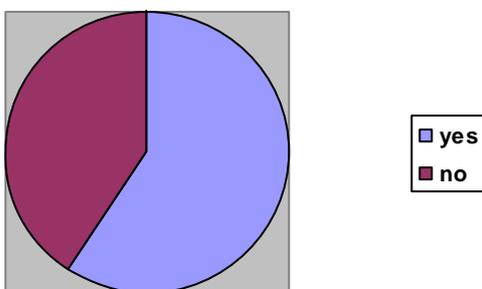


25. When you have given the *minimum notice of two working days*, how often is your prescription ready for collection when you return?



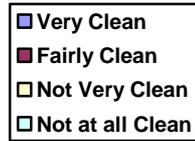
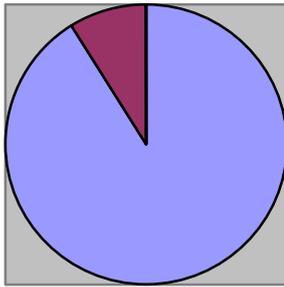
COMMENT: Patients were aware that they should give at least two working days notice for prescription requests and nearly all patients said that their prescription was always ready or ready a lot of the time.

26. Are you aware that the surgery provides a delivery service for patients who are housebound and patients who have particular difficulty in collecting their medication?



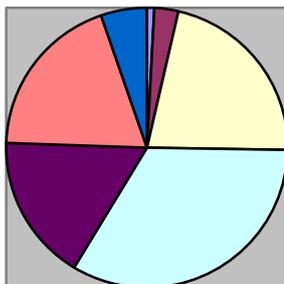
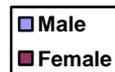
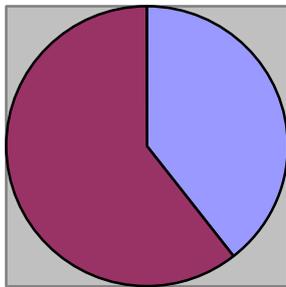
COMMENT: One third of patients were not aware that the surgery offers a prescription delivery service for patients who are housebound or have particular difficulty in collecting their medication.

27. How clean is the surgery?



COMMENT: The surgery is very clean.

28. Demographics:



Of the patients surveyed, 2 had learning disabilities, 15 noted a physical impairment/disability and 2 noted a sensory impairment/disability.

Religion and Ethnicity were also recorded.

COMMENT: The surgery has an high elderly population and this is reflected in the breakdown of demographics, of patients surveyed.

**Patient Comments** handwritten on survey form (in no particular order):

PATIENT COMMENT	PRACTICE COMMENT
<b>WAITING ROOM:</b>	
Waiting room is somewhat crowded at times	We are aware that there are times when we are busy, but we try to make it as comfortable an environment as possible and have a spacious, light waiting room and foyer.
Surgery too hot at times, lack of confidentiality	Please ask a receptionist to open a window in the waiting room if you are too warm, or to close a window if you are chilly. There is a smaller hatch to the right of the main reception desk where you can speak privately to a member of staff.
Electronic notice board does not alert by sound, the name only comes up and people do not always see it	There is a sound alert made by the electronic notice board when patients are called.
Parking can be awkward although I know we can use the community centre too	There are disabled parking spaces and easy access to the surgery via a ramp. There is a large car park on site and an overflow car park at the community centre next door.
Female toilet holder be made much smaller, if you are disabled it causes a problem when you open the door to come out	There is a separate disabled toilet next to the ladies that may be easier for you to use.
<b>APPOINTMENTS:</b>	
Sometimes (not often) I need to see the doctor on the day that I phone and it is never possible, this is a problem	Patients are never refused an appointment with a doctor if they need to be seen, however this may not be with their doctor of choice or at the time of their choice.
Always been able to see a doctor quickly	
I work full time and long hours. Saturday morning appointments would be very helpful. Also the same day of the week for early/late appointments would mean all patients know the service you offer.	We do not currently offer Saturday morning appointments. We vary the days of the week for early morning and evening clinics so that they are available for as many patients as possible.
It would be good if making appointments on the day or pre-booking could be easier, I have a limited time schedule and cannot always make the appointment offered and so I have to wait for another day	We offer a range of appointment times from 7.40am to 7.45pm Monday to Friday. You can prebook an appointment up to two weeks in advance with a doctor or at least four weeks in advance with a nurse.
It would be helpful to see a nurse for bloods straight away when a doctor requests a blood test, saves time and fuel	This suggestion will be discussed with the doctors and nurses; thank you for your suggestion.
My main problem is getting through on the telephone at 8.15am	We are aware that the telephone lines to make an appointment are congested at 8.15am. We have taken steps to alleviate this, suggesting that patients making routine appointments ring later in the morning (see survey results above).
Could have several receptionists on duty in the early mornings - some people have been unable to get through!	There are four incoming telephone lines being answered simultaneously by four members of staff.
Some way of being able to 'get through' on phone early in morning? More phone lines and receptionists or telephones.	The number of incoming telephone lines and the number of staff working at 8.15am cannot be increased.
More staff - one to book in appointments and the other to answer the phone when the surgery is busy	We have four full-time receptionists.
Appointments system needs overhaul	We constantly reviewing and adapting our systems to try and meet the demands of our patients.

PATIENT COMMENT	PRACTICE COMMENT
<b>DISPENSARY:</b>	
<p>The arrangements in reception are poor. There is usually along queue by dispensary because it takes AGES usually for anyone to answer the bell and you never know if they have heard so you daren't ring the bell again - the long dispensary queue is often across the route to the receptionist and to the loos and to the consulting rooms.</p>	<p>Dispensary Staff deal with patients as quickly and efficiently as possible, but may be presented with queries that take time; they usually apologise for the delay. The queue is usually well-mannered and will not obstruct passage of other patients on the premises.</p>
<p>Really don't like online prescription service, preferred it when I could just Email dispensary, no longer use on-line because of it.</p>	<p>You can still Email dispensary! Use <a href="mailto:dispensary@marazion.cornwall.nhs.uk">dispensary@marazion.cornwall.nhs.uk</a>. Please ask for a Dispensary Leaflet for more details on dispensary services.</p>
<p>Telephone messages to dispensary difficult early morning when I run out of inhalers</p>	<p>Please don't run out of your medication! You can telephone and speak to a Dispenser every day, or messages can be left with a Receptionist in an emergency.</p>
<b>OTHER:</b>	
<p>If a test is taken at WCH it can take much longer to get to the surgery than indicated and can cause unnecessary anxiety</p>	<p>We try to inform patients how long test results are likely to take so as not to cause unnecessary anxiety. If the test is taken in a hospital this may be out of our control.</p>
<p>Would be nice to find a way to reinstate blankets for when doctor or nurse has to do invasive or private procedures.</p>	<p>Blankets are not ideal because they may carry infection between patients. This will be discussed with the GP Partners and our Infection Control Lead.</p>
<p>It would be good to see the same doctor more than once.</p>	<p>Our survey has shown that the majority of patients who have a preferred doctor are happy that they are able to see that person the majority of the time. If you wish to discuss this further please speak to a Receptionist who will try to help resolve this.</p>
<b>PRAISE:</b>	
<p>I do not use the surgery often but when I do they're helpful and efficient, I am grateful to them all</p>	<p>Thank you for your kind words, we value your feedback, suggestions and comments.</p>
<p>Very very helpful and professional 10/10</p>	
<p>Very pleased with all aspects of the surgery, everyone very pleasant and helpful</p>	
<p>Excellent premises opening hours, pre-booking appointments not always easy, lovely staff especially on reception very understanding, dispensary staff always seem very busy</p>	
<p>(Illness aside) it is a pleasure to come to the surgery, very clean and airy, staff are lovely</p>	
<p>On the whole I think we are fortunate with both the doctors and the surgery staff and thank them all</p>	
<p>Don't come very often, when I do everything is good</p>	
<p>Excellent surgery, all staff courteous and helpful, doctors and nurses very professional and helpful</p>	
<p>Cannot fault service</p>	
<p>I am completely satisfied with service provided</p>	
<p>No criticism</p>	
<p>Everyone very helpful</p>	

PATIENT COMMENT	PRACTICE COMMENT
Your receptionists are excellent, phlebotomist also, nurse Chloe is very good with my children, dispensary can be a bit disorganised	Thank you for your kind words, we value your feedback, suggestions and comments.
I find the surgery to be very friendly and helpful. The receptionist always go out of their way to help and are polite and friendly, this also goes for the dispensary staff who always try to get meds asap. I have not had a bad experience at the surgery since I have been a patient. Well done.	
Very good practice, good continuity of care, usually able to see my own doctor, a service which I value highly, not passed around between various staff something which I know happens frequently in other practices. Although I am happy to see other doctors in the practice when necessary as they are all equally good, but continuity with a particular GP is very important and highly valued	
Very happy	
Reception always friendly and helpful, nursing staff friendly and sensible, doctors friendly usually sort ailments out first time	
I find the surgery is very good, always treated politely	
This is the most efficient surgery I have ever been to - well done!	
I think that you provide an excellent service and feel fortunate to be a patient here	
All doctors are great, some desk staff can be very officious and curt	
Keep up the good work, all staff do an excellent job, even for worriers like me! Thank you for all you do!	
Pleasant surgery with helpful staff	
Doing great work	