

Barton House Survey Report 2013/14

Question 1: How satisfied are you with the opening hours (08:00-18:30)?

Results:

Very good 51% / Good 40% / Satisfactory 7% / Unsatisfactory 2%

Comments:

Based on the data collected, all patients were satisfied with the opening hours; the majority (91%) graded them as 'very good' or 'good'.

Proposed Action Plan:

No change in opening hours.

Question 2: What is your opinion of our extended opening hours (18:30-20:00 Monday; 18:30-19:00 Tue-Thurs)?

Results:

Very good 52% / Good 45% / Satisfactory 3% / Unsatisfactory 0%

Comments:

The patients are as equally satisfied with the extended hours as they were with the routine opening hours. 1 patient was unaware of our extended opening hours until they completed the survey. They are promulgated on our website and in our Practice leaflet

Proposed Action Plan:

No change in extended opening hours.

Question 3: Do you feel any additional hours are required? (e.g. early morning / evening / weekend)?

Results:

23% mentioned additional opening; 63 % were happy with the current arrangements; 14% made no comment

Additional hours - early morning/evening 1%

Additional hours – Saturday/weekend 20%

Comments:

The survey clearly demonstrates the wish for weekend, and specifically Saturday, opening. Generally patients have not specified whether this is for delivery of prescriptions requests, collection of prescriptions or GP/Nurse appointments (routine or emergency), although 1 response did mention weekend opening to save attending A&E. The partners have discussed this matter again this year and have reiterated the following reasons to substantiate their decision not to open the surgery on Saturdays:

1. We already offer extended hours as above for GP appointments on 4 evenings per week.
2. There is a minor injuries unit in Bridport Community Hospital open during working hours throughout the weekends (6 miles from Beaminster).
3. There are two 'out-of-hours' GP appointment surgeries in Bridport Community Hospital on both Saturday and Sunday.
4. There is a 24hour 'out-of-hours' GP service available for advice and home visits.
5. Prescription request and collection can take place between 8:00am-6.30 pm on Monday to Friday.
6. Repeat prescriptions can be requested 'on-line' via our surgery website 24hours daily, 7 days a week.

Proposed Action Plan:

No change in extended opening hours.

Question 4: How do you feel about the availability of a particular doctor / nurse that you want to see?

Results:

Same day urgent appointment: Very good 52% / Good 40% / Satisfactory 5% / Unsatisfactory 3%

Next working day: Very good 49% / Good 42% / Satisfactory 6% / Unsatisfactory 3%
Within the next week: Very good 56% / Good 35% / Satisfactory 6% / Unsatisfactory 3%

Comments:

Patients were generally satisfied with the availability of a particular GP / Nurse. There was 97% satisfaction with same day urgent appointments. 3% of patients were unsatisfied with same day appointments.

Proposed Action Plan:

Although the data is very favourable there were a small percentage of patients who were unsatisfied with same day urgent appointments. This may be because Dr Payne was away because of family matters whilst the survey was being carried out, and Dr Farrell is the GP Registrar's trainer, and as such is not as 'available' as she used to be. Patients may also be offered an evening appointment if it is urgent. It is also acknowledged that patients may not fully explain the seriousness or concerns to the receptionists that would result in failure to achieve an urgent same day appointment.

Question 5: What is your opinion on the availability of any GP / Nurse when you want to see one?

Results:

Same day urgent appointment: Very good 52% / Good 40% / Satisfactory 6% / Unsatisfactory 2%

Next working day: Very good 58% / Good 35% / Satisfactory 5% / Unsatisfactory 2%

Within the next week: Very good 55% / Good 35% / Satisfactory 10% / Unsatisfactory 0%

Comments:

The survey demonstrated a 98% satisfaction with availability of any GP / Nurse on the same day of an appointment request.

Proposed Action Plan:

Feedback outcomes to reception staff by Practice Manager to congratulate them on the overall satisfaction of our patients but also to remain aware of the importance of identifying potential serious problems that need to be offered same day urgent appointments.

Question 6: What is our opinion of the waiting times in the surgery waiting room?

Results:

Very good 54% / Good 35% / Satisfactory 8% / Unsatisfactory 3%

Comments:

These figures show a slight improvement over last year, but waiting times that are judged to be unacceptable are of great concern to the GPs and nurses. The 'unsatisfied' figure generally is not quantified with regard to length of time the patient has to wait (a GP running 10 minutes late may be acceptable to one patient but unacceptable to another), although 2 patients said they had waited over an hour, and one said they had never waited less than 25 minutes. Patients seem to be understanding if the GP is running 30 minutes late; beyond this time, patients seem to be dissatisfied. This is further emphasised if the patient has to 'top-up' their car parking ticket whilst waiting for their over-running appointment. Running late is a problem familiar to all GPs due to the unpredictability and increased complexity of cases presenting at surgery. Frequently patients attend for advice with a 'shopping list' of problems that they have stored up for the GP. Patients understand and are usually forgiving because of these factors. In order to address this issue the GP appointment lists have 'blanked-out' two appointments as 'catch-up slots' and added those two slots onto the end of surgery. The impression from the reception staff is that discontent by patients due to prolonged waiting times has diminished. In defence of the GPs, patients comment on the unhurried, 'listening' consultations provided in Barton House; this ethos enables patients to receive a holistic, thorough assessment and service.

Proposed Action Plan:

Reminder to GP and Nurses to be aware of appointment times and tighter time management of consultations.

Question 7: How satisfied are you with your ability to phone through to the practice?

Results:

Very good 59% / Good 33% / Satisfactory 7% / Unsatisfactory 1%

Comments:

There are always 2 receptions answering telephone calls during routine morning and evening surgeries. Our telephone system answers immediately at which point an initial recorded message is played which gives the patient the option to request an emergency response. The patient is then either answered or put on hold with calming background classical music.

There is only 1 comment this year relating to the 0844 telephone number. Although the Practice has always promulgated a local number alternative to the 0844 number, it will shortly be moving away from the 0844 number altogether. This will be fully promulgated, and a 'Change Number Information' message will be placed on the old 0844 number.

Proposed Action plan:

The Practice will stop using the 0844 number shortly, and move fully to a local number. This will be fully promulgated.

Question 8: How satisfied are you with your ability to speak to a doctor on the phone for advice?

Results:

Very good 55% / Good 35% / Satisfactory 10% / Unsatisfactory 0%

Comments:

The ability to speak to a GP on the phone was favourable in all the patients responding to this question in the survey. Availability of the GP by telephone is essential for many reasons. Valuable surgery appointments may be spared by a matter that can be dealt with over the phone. Telephone calls are convenient for patients who are at work, on holiday or have other commitments. Assessment of the need for a surgery consultation or home visit can be made by the GP over the telephone. Liaison with other members of the primary health care team is also possible over the phone.

Proposed Action Plan:

No change to the telephone service

Question 9: What is your opinion on the continuity of seeing the same Doctor / Nurse?

Results:

Very good 60% / Good 31% / Satisfactory 6% / Unsatisfactory 3%

Comments:

Continuity of care by one specific GP or Nurse is important as it enables the patients to receive best health care provision. It is encouraging to find that the survey revealed that continuity of seeing the same GP / Nurse is provided by the practice.

Proposed Action Plan:

No change to the system.

Question 10: How satisfied are you with our Repeat Prescribing Service?

Results:

Very good 60% / Good 40% / Satisfactory 0% / Unsatisfactory 0%

Comments:

One patient (presumably non-dispensing) commented that a Dispensary service for all would be good

Proposed Action Plan:
No change to the Repeat Prescribing Service.

Question 11: Are you aware that you can reorder your medication on line?

Results:
Yes 46% / No 27% / N/A 27%

Comments:
This question follows on from Q10 above. We have been offering an on-line repeat ordering service for a couple of years now, and currently have about 20% of the practice population registered for it. It is popular with both patients and Dispensary staff.

Proposed Action Plan:
Further publicity to advertise this very useful service will be made.

Question 12: If you have needed a home visit, how satisfied were you with the whole process?

Results:
Very good 64% / Good 30% / Satisfactory 5% / Unsatisfactory 1.5% / N/A 64%

Comments:
It is encouraging to note 99% satisfaction from those who have required the service (ie excluding the 'not applicables').

Proposed Action Plan:
No change to the system.

Question 13: What is your opinion of our reception services?

Results:
Very good 64% / Good 34% / Satisfactory 2% / Unsatisfactory 0%

Comments:
The role of the reception services is a key feature of an effective and harmonious general practice. The characteristics of a receptionist include empathy, practicality, good sense and judgement, communication skills, versatility, diplomacy, to name but a few..

Proposed Action Plan:
Practice Manager to inform Receptionists of the results. No change to the system.

Question 14: How satisfied are you with our waiting room space and comfort?

Results:
Very good 59% / Good 35% / Satisfactory 4% / Unsatisfactory 2%

Comments:
Although it is reassuring to note 98% satisfaction with the waiting room, one patient thought the seats were too high, the lighting was poor and wanted a clock. Another didn't like the way patients were called by the clinicians – by calling their names out loud.

Proposed Action Plan:
No change to waiting room.

Question 15: How do you feel about our dispensary services?

Results:
Very good 52% / Good 45% / Satisfactory 3% / Unsatisfactory 0% / N/A 16%

Comments:
The function of the dispensary as experienced by our patients is the efficient processing and issuing of request for regular prescriptions. The survey data demonstrates that 100% of the patients judged the dispensary services as satisfactory, once the 'not applicables' (ie those for whom we do not dispense) have been excluded. We are constantly looking at ways of

improving our services. The 'on-line' prescription ordering has been well received and appreciated particularly by patients who are in full-time employment. One of the top priorities is the processing of prescriptions within 2 working days of receiving the request for a repeat prescription. The favourable view of the patients suggest that this objective is achieved.

Proposed Action Plan:

Favourable response fed back to the dispensary staff. No modifications in the current dispensing system. Increased use of the prescription side-slip to communicate with patients; this is a handy way imparting information and reminding patients of when their check-ups are due.

Question 16: Are you satisfied with the car parking facilities?

Results:

Very good 51% / Good 35% / Satisfactory 9% / Unsatisfactory 5%

Comments:

When the surgery was built in 1987 we were unable to purchase enough surrounding land for patient car parking. There is no alternative to using the public 'pay and display' car park. Negative comments regarding the car parking mostly relate to appointments over-running and patients consequently having to 'top-up' their parking ticket, although some felt they should not have to pay to park when visiting their doctor. The parking fee is 30p for the first hour. The GPs and Nurses are aware of this and try to avoid running late in surgeries as discussed in comments for question 6.

Proposed Action Plan:

GPs and Nurses to be reminded of keeping to appointment times if possible.

Question 17: If you have visited our website what is your opinion of it?

Results:

Very good 54% / Good 40% / Satisfactory 5% / Unsatisfactory 1%

Comments:

48% of the patients who completed the survey answered this question, compared to 43% last year, so awareness of our site is increasing. The majority liked the website. One said it could be clearer. We will be upgrading the site in the Spring to make it more user-friendly.

Proposed Action Plan:

Update the site in the Spring.

Question 18: Any other comments?

The adverse comments have been covered above. Listed below are some of the verbatim positive comments made by patients completing the questionnaire:

- I appreciate the continuity of seeing my GP but at the same time I think it's important that I can see other GPs about particular things eg Dr Robinson about homeopathy and Dr Farrell for female matters.
- Absolutely no complaints – couldn't wish for a better Practice
- I have always found the Reception staff polite and helpful. Doctors have the patients' welfare and good health paramount in their service to the whole community
- Overall this is a first class surgery though increasingly difficult to see your own Doctor when you need to. My view is that continuity of seeing same doctor is vitally important
- I am very happy with the service provision at Barton House
- Everyone very friendly and helpful.
- Usually an excellent response from all staff. Dr Robinson has looked after me for years and the continuity and appointment system create confident relationship. I

have also felt supported on the rare occasions that I have had to see an alternative doctor.

- It is a very good service, patient orientated thank you
- Nurses services excellent. Fantastic you have a trainee GP as brings a fresh approach – not jaded! All trainees have been excellent. I always use them as can never get to see my assigned GP
- Very satisfied. .
- As far as I am concerned , we are extremely fortunate to have such a high calibre surgery in all aspects and I would not wish to change it.
- Dr Farrell is my doctor – I find her meticulous and very reassuring
- Fantastic place
- Very satisfied with both Doctors and Reception. Gold star.
- We are so lucky in this area to have such prompt attention
- Excellent care and professionalism, with friendly faces.
- Very good service, much better than many of our relatives' and friends' stories. Full marks for getting rid of rip-off phone number. You might think about a way for people to tell you in advance that they would like more than the standard 8 minutes. Also very concerned about private information leaving the surgery for the new database – nothing from you about opt-out yet?
- Reception staff extremely friendly and welcoming as are GPs
- I have been treated with respect and courtesy by all of the staff. I am more than satisfied and reassured by the medical coverage.
- Here in Beaminster we are fortunate to have such a marvellous Practice
- Always very good and helpful
- An excellent surgery – wonderful.
- One of the best Practices I have been to
- I think your patients are very fortunate especially in comparison with what one hears or reads of other practices.
- 1st class 5 star service thank you
- Nothing to complain about, the service is very good.