

## **William Fisher Medical Centre**

### **Commentary on the Patient Survey conducted during Feb/Mar 2013**

A total of 190 registered patients completed the patient survey by either post or on the website. This represents 3.2% of the total number of patients registered with the practice.

The survey addressed the following aspects of the Medical Centre:

- Appointments at your GP Surgery or Health Centre
- Getting through on the phone
- Arriving for your appointment
- Seeing a Doctor
- Seeing the Doctor you prefer
- Opening Hours
- Planning your care
- Emergency Ambulance Service
- Your Overall Satisfaction

Please note! All results from returned paper questionnaires have been manually entered into the on line questionnaire in order to complete the analysis. Although the questions on both the paper and on line version are identical, for program analysis reasons the question numbers differ between the on line and paper versions.

#### **Appointments at your GP Surgery or Health Centre**

##### **Q1. When did you last see a Doctor at the Health Centre?**

The majority of respondents have had an appointment within the last six months (90%), of which 78% had an appointment within the last three months.

##### **Q2. If you haven't seen a doctor in the past 6 months, why is that?**

Those respondents who have not had an appointment within the last past 6 months gave the following reason:

- Had no need to see a Doctor (88%)
- Had other undisclosed reasons (12%).

#### **Getting through on the phone**

##### **Q3. In the past 6 months how easy have you found getting through on the phone?**

Of those that responded, 6% had not tried to phone the Medical Centre. Of those that did phone, 87% found it 'very' (54%), or, 'fairly' (33%) easy, and 13% found it 'not very easy' (11%), or, 'not at all easy' (2%) to get through. The remainder were non committal.

##### **Q4. In the past 6 months how easy have you found getting to speak to a Doctor on the phone?**

Of those that responded, 62% had not tried to phone a Doctor. Of those that did try to speak to a Dr, 76% found it 'very' (30%), or, 'fairly' (46%) easy, and 24% found it 'not very easy' (5%), or, 'not at all easy' (19%). The remainder were non committal.

**Q5. In the past 6 months how easy have you found getting to speak to a Nurse on the phone?**

Of those that responded, 56% had not tried to phone a Nurse. Of those that did try to speak to a nurse, 84% found it 'very easy' (45%), or, 'fairly easy' (39%) easy, and 16% found it 'not very easy' (6%), or, 'not at all easy' (10%). The remainder were non committal.

**Q6. In the past 6 months how easy have you found obtaining test results on the phone?**

Of those that responded, 54% had not tried to phone for test results. Of the 33% that did try to obtain test results, 49% found it 'very easy' (31%), or, 'fairly easy' (18%), and 21% found it 'not very easy' (11%), or, 'not at all easy' (10%). The remainder were non committal.

**Q7. Would it be helpful if we had a system with a recorded message indicating where you are in the queue if a receptionist cannot answer straight away?**

The majority of respondents (68%) would like a telephone system with a recorded message indicating queuing position, and 28% did not. Another 4% did not respond. There was a single comment indicating that a recorded message system would not be suitable to those hard of hearing.

One respondent proposed that as well as a recorded message indicating a queue - could it not be possible for a call back system to be introduced as an option? e.g. "we will call you back within an hour" such as other organisation have

### Arriving for your appointment

**Q8. How easy do you find getting into the building at the Health Centre?**

The majority of respondents (97%) found it 'very' (90%), or, 'fairly' (7%) easy to get into the building.

**Q9. How clean is the Health Centre?**

The majority of respondents (97%) were happy with the cleanliness of the Medical Centre, of which 72% found it 'very clean' and 25%, 'fairly clean', and 1% 'not very clean'.

Three comments were made explaining reason for negative response:

- The inside is fine, but there are old leaves and a leaking gutter outside.
- Reception area is looking shabby.
- Snow not always cleared away on the approach.

### Seeing a Doctor

**Q10. In the past 6 months have you tried to see a Doctor fairly quickly?**

A total of 67% of respondents had tried to see a Doctor fairly quickly.

**Q11. 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 Health Centre was open.**

Of those who had tried to book ahead 75% were able to see a Dr. on the same day or in the next two days. A total of 15% were not able to. The remainder were non committal.

**Q12. If you weren't able to be seen during the next 2 weekdays that the Health Centre was open, why was that?**

Respondents who were not able to be seen gave the following reasons:

- There weren't any appointments **54%**
- Times offered didn't suit **6%**
- Appointment was with a Doctor who I didn't want to see **11%**
- A nurse was free but I wanted to see a Doctor **14%**
- Another reason **9%**.

**Q13. In the past 6 months, have you tried to book ahead for an appointment with a Dr?**

A total of 64% had tried to book ahead for an appointment.

**Q14. Last time you tried, were you able to get an appointment with a Dr more than 2 weekdays in advance**

A total of 65% of respondents who tried to book ahead were able to. A total of 27% were not able to.

Comments from respondents not able book ahead are as follows:

- Would prefer to be able to book an appointment more than 1 month in advance when attending appointment which require a follow up appointment.
- I would like to see the Doctor I prefer sooner than waiting. 3 weeks is not right.
- I find your booking appointments system very confusing. You do not seem to book ahead easily for 'non emergency' appointments.
- In my experience the choice is between asking for an emergency appointment or a 3 week wait. Most conditions fall somewhere between the two. Maybe one morning a week could be a 'drop in' which would meet that need.
- It would be helpful to book appointments weeks in advance if that is what has been recommended at a previous appointment (i.e. if the Doctor or nurse requests to see you again several weeks after an appointment, you should be able to book at the time, and not have to wait until a few days before.

**Seeing the Doctor you prefer**

**Q15. Is there a particular Dr you prefer to see at the Health Centre?**

A total of 70% of respondents prefer to see a particular Doctor.

**Q16. How often do you see the Dr you prefer?**

Of those who prefer to see a particular Doctor, 98% are able to see the Doctor they prefer:

- 'always or most of the time' (62%),
- 'a lot of the time' (19%)
- 'some of the time' (17%)

**Opening Hours**

**Q17. How satisfied are you with the opening hours at the Health Centre?**

The majority of respondents (95%) were 'very' (68%), or, 'fairly' (27%) satisfied with the opening hours.

**Q18. In a normal week can you access our services at the hours we are open ?**

A total of 89% of respondents are able to access the services of the Medical Centre during the hours they are open, whereas 9% reported having difficulty.

**Q19. If accessing our services is difficult, when would you like us to be open?**

Of those that made written proposals for changes to access times for appointments, the following ranks the preferences for availability of appointments:

- |  |     |
|--|-----|
| ▪ Earlier Morning Appointments           | 9%  |
| ▪ Lunch time Appointments                | 22% |
| ▪ Later Evening Appointments             | 25% |
| ▪ Saturday - Mainly Morning Appointments | 38% |

**Planning your care**

**Q20. Do you have any long-standing health problem, disability or infirmity?**

A total of 65% of respondents reported they have long-standing health problems.

**Q21. Have you had discussions in the past 12 months with a Doctor or Nurse about how best to deal with your long-standing health problems?**

A total of 93% have had discussions with a Doctor or Nurse regarding their long-standing health problem within the last 12 months, 7% had not.

**In these discussions.....**

**Q22. Did the doctor or nurse take notice of your views about how to deal with your health problem?**

Of those who have had a discussion with a Dr or nurse, a total of 85% who had long-standing health concerns indicated that the Dr or Nurse did take notice of their views. On this question 11% did not respond.

**Q23. Did the doctor or nurse give you information about the things you might do to deal with your health problem?**

Of those who have had a discussion with a Dr or nurse , a total of 76% with a long-standing health concern were given information related to their health concern. On this question 11% who reported did not respond.

**Q24. Did you and the doctor or nurse agree how best to manage your health problem?**

Of those who have had a discussion with a Dr or nurse, a total of 75% agreed with the Doctor or Nurse on how to manage their health concern. On this question 6% did not respond.

**Q25. Did the doctor or nurse give you a written document about managing your health problem?**

Only 13% of respondents who reported a long-standing health concern had been given written documents about managing their health concern. However, 65% reported they had not. On this question 11% did not respond.

**Q26. Would you have liked a written plan summarising your discussion with the doctor or nurse?**

Only 24% of respondents who reported a long-standing health concern wanted written documents about managing their health concern, but, 44% did not. On this question 30% of those who reported a long-standing health concern 'didn't know' (10%), or, indicated it wasn't applicable (9%), or, did not respond (14%).

**Q27. Do you think that having these discussions with your doctor or nurse has helped improve how you manage your health problems?**

A total of 83% thought the discussions 'helped them to improve' (55%), or, 'helped to some extent' (28%) how they manage their long-standing health concern. However, 10% considered they had not had enough support. On this question 7% did not respond.

**Q28. In the past 6 months have you had enough support from local services or organisations to help you manage your long-term health condition(s)?**

A total of 59% considered they had 'enough' (41%), or, 'to some extent enough' (18%) support to manage their health concern. However, 13% did not feel they had enough support. A total of 20% indicated they had no need for support. On this question 7% did not respond.

**Emergency Ambulance Service**

**Q29. Have you had cause to call for an Ambulance within the last 6 months?**

Only 13% of respondents had cause to call for an ambulance.

**Q30. Did you first receive a visit from a Paramedic?**

Of those who called for an ambulance, 67% received a visit from a paramedic first.

**Q31. Please indicate how long you had to wait for the Paramedic to arrive?**

Of the respondents who had a response by a paramedic, the reported response time was as follows:

- |   |     |
|---|-----|
| • Within 10 min.                          | 13% |
| • Longer than 10 min but less than 20 min | 19% |
| • Longer than 20 min but less than 30 min | 38% |
| • Longer than 30 min but less than 40 min | 6%  |
| • Longer than 40 min but less than 50 min | 6%  |
| • Longer than 50 min but less than 60 min | 13% |
| • Longer than 1 hour                      | 6%  |

**Q32. Was the Paramedic able to deal with your concern without the need to send you to hospital?**

Of the respondents who had a response by a paramedic, the paramedic was able to deal with 25% of the patients concerns without the need to transfer the patient to hospital.

**Q33. If Yes to Q32, were you happy with this?**

Of the respondents who had a response by a paramedic 56% were happy with how the paramedic dealt with their concern.

**Q34. If the Ambulance arrived first or the Paramedic called for the Ambulance, how long did it take to arrive?**

Of those who had experienced the ambulance arriving first, or, the paramedic called the ambulance, the reported response time was as follows:

• Within 10 min.	0%
• Longer than 10 min but less than 20 min	8%
• Longer than 20 min but less than 30 min	25%
• Longer than 30 min but less than 40 min	0%
• Longer than 40 min but less than 50 min	4%
• Longer than 50 min but less than 60 min	4%
• Longer than 1 hour	21%
• Did not respond	38%

### **Overall satisfaction**

**Q39. In general, how satisfied are you with the level of care you get at the William Fisher Medical Centre?**

The overall majority (95%) were either 'very satisfied' (78%), or, 'fairly satisfied' (17%) with the care they receive. However, 2% indicated they were quite dissatisfied, and 1% were neither satisfied or dissatisfied.

**Q40. Would you recommend the William Fisher Medical Centre to someone who has just moved in to your local area.**

The majority of respondents (89%) would recommend the Medical Centre, 7% were undecided, and 1% would probably not.

### **Commentary on respondent's text comments.**

Respondents recorded 149 separate written comments of which 69 (46%) are positive comments about Doctors, medical, administrative staff and the dispensary.

Apart from the positive comments mentioned above, the following list the various categories of comments received:

• **(Question 19). - Access to services (32)**

These account for 21% of total comments.

Analysis of changes requested is as follows:

▪ Earlier Morning Appointments (3)	9%
▪ Lunch time Appointments (9)	22%
▪ Later Evening Appointments (9)	28%
▪ Saturday - Mainly Morning Appointments (12)	38%
▪ Other (1)	3%

• **Comments relating to other specific questions in the questionnaire (10).**

These account for 7% of total comments.

Comments received in this category explain reasons why respondents answered the question in the way they did.

- **Other Suggested Improvements/Comments concerning many aspects from appointments to criticisms of personnel (38)**

All suggestions and comments have been read and reflected upon. Action will be taken where appropriate.

### **Commentary on how the respondents of the survey compares to demographics of the practices patient list.**

There are 51% Females and 49% Males registered to the practice, therefore, the gender balance of respondents to the survey is skewed to Females with 66% responding compared to 32% males. A total of 2% did not complete this section of the questionnaire.

Correlation of age demographics between the practices patient registration list compared to the survey sample is as follows:

	List	Survey
Under 18	21%	0%
18 to 24	8%	0%
25 to 34	10%	1%
35 to 44	12%	9%
45 to 54	16%	13%
55 to 64	13%	19%
65 to 74	12%	34%
75 to 84	6%	15%
85 and over	2%	4%

Patients in the under 18 age group are unlikely to respond to surveys that are distributed by post. If we are to reach the teenagers in this group, in future surveys, it may be better to target them by promoting the virtual PPG and prompting them by email to complete the website survey. This would equally apply to the 18 to 44 group.

The over representation the by the 65 to 85 age group is also to be expected as this is the age group that is probably the most frequent users of the GP services and are more likely to complete a survey.

Ethnicity of the survey sample was 97% white with 3% not responding. The practice list data is not available for comparison.

### **Description of respondents:**

Full-time paid work (30 hours or more per week)	16%
Full time education (school, college, university)	0%
Unemployed	2%
Permanently sick or disabled	7%
Fully retired from work	49%
Looking after the home	5%
Doing something else	2%
5% did not respond to this question.	

This analysis shows that retired patients seem to have the time and incentive to complete health surveys, possibly due to their need to use the services of the Medical Centre more frequently.