

William Fisher Medical Centre

Commentary on the Patient Survey conducted during Feb/Mar 2012

A total of 165 registered patients completed the patient survey by either post or on the website. This represents 3% of the total number of patients registered with the practice.

The survey addressed the following aspects of the Medical Centre:

- Appointments
- Access to Doctors
- Opening Times
- Access to the Surgery and Broomfield Hospital

Appointments

Q1. If you need to see a GP urgently, can you normally get seen on the same day?

The majority of respondents (69%) indicated that they normally get an appointment on the same day when they need to see a GP urgently. However, 10% indicated that they could not. The remainder were non committal.

Written comments indicate a concern with the need to ring before 8.30am for a morning appointment, and after 2.00pm for an afternoon appointment.

Q2. How easy is it to book ahead in your practice?

Most patients (78%) find it easy to book ahead whilst 13% have some difficulty.

Written comments indicate a difficulty in getting an appointment with the same Doctor when the Doctor has requested to see the patient after a specific period. However, there is recognition that Doctors are very busy.

Q3. How quickly do you usually get seen?

If patients wish to see a particular doctor 34% indicate that they are usually able to be seen within four days. However, 47% indicate that it takes five days or longer.

Written comments indicate that this generally applies to Doctor Bowton, who is the only female Doctor in the practice, and some females patients with female related health issues prefer to see a female Doctor.

Q4. How do you rate this?

Of those who responded 39% (7 males, 19 females) were not happy with the time it takes to see a particular Doctor.

Thinking of times when you are willing to see any doctor:

Q5. How quickly do you usually get seen?

When patients are willing to see any Doctor most (76%) are able get seen within four days.

Q6. How do you rate this?

Just 4% thought this was poor.

Q7. Is your GP practice currently open at times that are convenient to you?

A majority (81%) thought that opening times were convenient.

Q8. Which of the following additional opening hours would make it easier for you to see or speak to someone?

The respondents who did not find opening times convenient suggested the following:

Before 8am **11%**
At lunchtime **9%**
After 6.30pm **14%**
On a Saturday **19%**
On a Sunday **5%**

About how patients get to their appointments

Q9. How easy is it for you to get to the surgery?

Most respondents (91%) find it easy to get to the surgery.

Q10. How do you usually get to the surgery?

Most patients (97%) drive, or are driven there by car or taxi to the surgery. Very few (2%) use public transport.

Written comments indicate that those who find it difficult are those who rely, or may in the future have to rely, on public transport due to the poor bus links to the surgery from some of the rural areas the practice serves.

Q11. How easy is it for you to get to Broomfield Hospital?

Getting to Broomfield is more problematic, with only 66% finding it easy or quite easy to get there.

Q12. How would you get to Broomfield Hospital for a non emergency appointment?

Most either drive or are driven by car, taxi or ambulance. Those who have most difficulty are those that use public transport (3%).

Written comments on how easy it is to get to Broomfield indicate that it is not an easy journey. It is a long and time consuming journey, taking up to 1.5 hours, and once there parking is difficult and expensive. Those that have to use public transport find it particularly difficult, with mention that it will become more difficult when the D5 service is discontinued, (due to cease in September 2012).

Commentary on respondent's text comments.

Respondents recorded 186 separate written comments of which 85% are very positive comments about Doctors, medical and administrative staff and the pharmacy.

Apart from the comments mentioned above, the following improvements are suggested:

The only suggestion with multiple mentions was:

- Conduct blood tests, including INR blood tests at the surgery.

Individual mentions are:

- Conduct an annual blood test covering all aspects on blood test form.
- Supply three months supply of tablets instead of one month.
- Health checks at the surgery.
- Physiotherapy at the surgery.
- Be able to collect prescriptions nearer to home i.e. local shop
- Payment for prescriptions by card
- Confirmation that prescriptions ordered by email have been received.
- Should be able to call at anytime to get medical advice rather than having to make an appointment.

Incidents of service or premises criticisms (mainly single mentions):

- Not happy when nurse substitutes for Doctor (3 mentions)
- Always difficult to get through to reception.
- Receptionists can be rude and unhelpful.
- Receptionists could smile more.
- Phoning for results is not always helpful.
- Reception area a bit shabby and waiting room cramped.
- Dispensary office is very overbearing with their attitude.
- Whole practice could do with a lick of paint.
- Phoning for results is not always helpful.

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

There are 49.2 Males and 50.8 Females registered to the practice, therefore, the gender balance of respondents is skewed to Females with 72% responding compared to 26% 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 16	17.9%	0%
16 to 44	35.6%	24%
45 to 64	28.3%	30%
65 to 74	10.6%	31%
75 or over	7.5%	10%

Patients in the under 16 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 16 to 44 group.

The over representation by the 65 to 75 age group is also to be expected as they are the age group that are probably the more frequent users of the GP services and are more likely to complete a survey.

Within the survey sample 49% of the respondents had a long term health condition, of which 68% are females.

The age distribution of those with long term conditions is:

14% in the age group 16-44
32% in the age group 45-64
44% in the age group 65-74
10% in the age group 75+

Ethnicity of the survey sample was 94% white with 1% other. The practice list data is not available for comparison.

Description of respondents is:

Employed (full or part time, including self-employed)	38%
Unemployed / looking for work	0%
At school or in full time education	0%
Unable to work due to long term sickness	1%
Looking after your home/family	10%
Retired from paid work	43%
Other	1%