

Teehey Lane Medical Centre

Patient Satisfaction Survey Report 2013/2014

Report prepared by:

Dr M Salahuddin
Joanne Griffiths
Matthew Downey
Ayesha Salahuddin

Teehey Lane Medical Centre

Patient Satisfaction Survey

Introduction

This survey was designed to allow patients to give us feedback on what we are doing right or wrong at the centre. It gave the participating patients the opportunity to appraise the work we do or raise any concerns they might have anonymously.

The comments were used to bring about changes to the services where required.

The main objective of the survey was to see what we could improve on to improve the patient's level of service.

Methodology

The questionnaire used was the one suggested by the Royal College of General Practitioners (RCGP.)

The survey was handed out to patients by the reception staff where they were asked to answer the questions appropriately, giving honest feedback about the doctor they were seeing on that day.

Report prepared by: Joanne Griffiths, Ayesha Salahuddin and Matthew Downey.

Once all of the questionnaires had been completed and returned, the results were tallied up by Ayesha Salahuddin and Matthew Downey before being inputted into spreadsheets detailing the results for individual doctors/nurses and one for the overall results.

The spreadsheets include percentages of how many patients gave positive answers.

Total number given out 100, number returned 71.

Results

The survey produced extremely positive results. Out of the 71 patients who participated 98.59% of the answers were YES on doctors ability to provide care. 100% of patients being completely happy to see the doctor they had seen on the day of completing the survey again.

Top three marks

- Doctors' /Nurse's being polite, listening, responsive: 92.96 % good / very good
- Doctors'/Nurse's making patient feel at ease: 95.77 % good / very good
- Doctors'/Nurse's listening skills: 94.37 % good / very good

The lowest mark was for patients seeing their usual doctor with just 67.6% answering yes. There were no other marks with a % of lower than 84.

Suggestions

As the practice has only one doctor on any day, patients should be widely informed about the availability of named doctors and the days they are available. We can achieve this by

- Updating the newsletter
- Handing leaflets door to door
- Updating screen display

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Patient Participation Report 2013/14

This report summarises the development and outcomes of the Patient Reference Group (PRG) in 2013/14.

1. Profile of the PRG

Our PRG currently has 5 members with an age group from 65 to 74 years.

There are 3 males and 2 females.

The practice has written to patients from the ethnic community inviting them to join our PRG but as yet have not received anything.

2. Priorities for the survey and how they were agreed with the PRG

Our PRG meets on a quarterly basis.

We have circulated our report to the PRG members showing our highest and lowest score ratings.

We have also included suggestions of how we could improve in our lowest ratings. We have emailed this to our PRG members and the results will be posted in our final report on the practice website

3. Method and results of patient survey

The practice conducted an in-house survey with 71 questionnaires which were divided between the 3 partners and practice nurse. The results were processed and the highest and lowest were discussed with management and the PRG were asked to comment.

4. How the survey findings were discussed and changes agreed with the PRG

These were discussed at a management meeting regarding the highest and lowest scores. A discussion took place regarding what we can do to improve and our lowest scores and we have sent our suggestions to the PRG.

5. Action plan agreed with the PRG

You said...	We did...	The result is...
Seeing your usual Doctor 2013/2014	As the practice has only one doctor any day patients should be widely informed about the availability on the doctor's days. This could be done by: Newsletter, Leaflets to households and screen displays	All patient would know when the Doctor preferred was in surgery
In 2012/2013 It was mentioned about the surgery needing modernisation.	The surgery have been modernised and fully extended also offering a full range of new facilities.	A more welcoming modern environment for patients and all staff members
2012/2013 A modern call and display system	The system was installed in April 2013.	More efficient way for patients to know exactly which room and which doctor they are seeing.
2012/2013 Patients Parking	We have full parking at the front of surgery completed in May 2013	We have disabled parking right outside the front of the surgery for easy access and also for GP's

6. Opening times

Monday – Thursday **8:30 am - 7:30pm**
Tuesday, Wednesday and Friday **8:30 am – 6:30 pm**

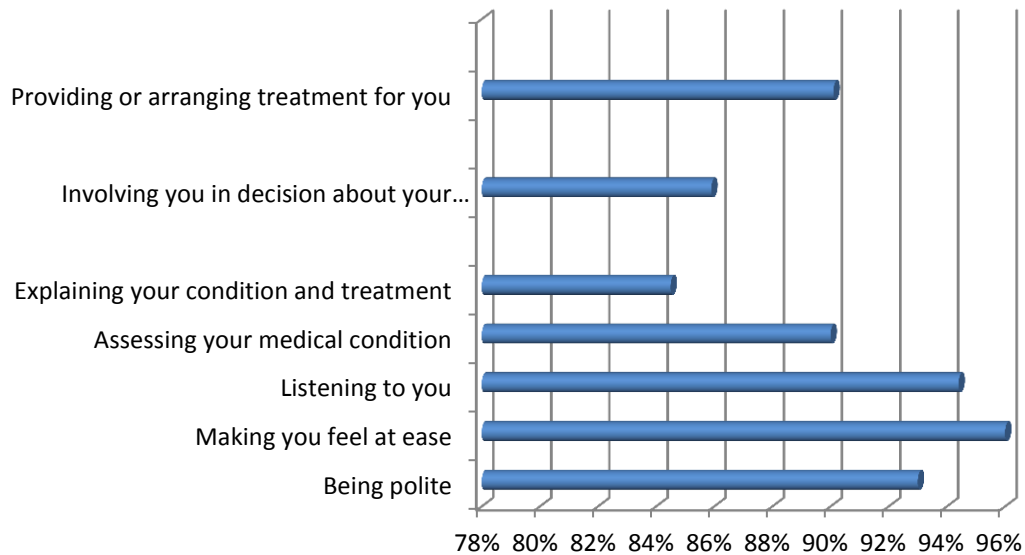
7. Extended hours

Monday and Thursday **6:30 pm -7:30 pm**
Open appointments and 3 telephone consultations

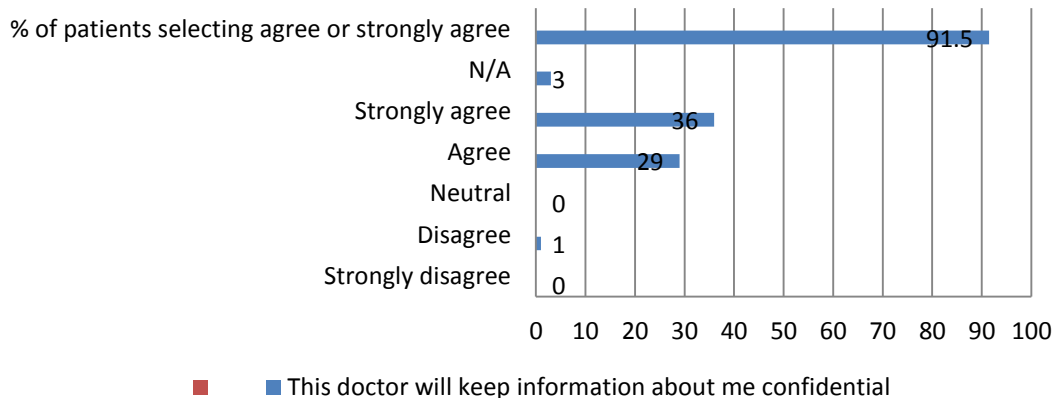
Appendix -B Graphs Patient Satisfaction report

Q: How good was your doctor today (B)

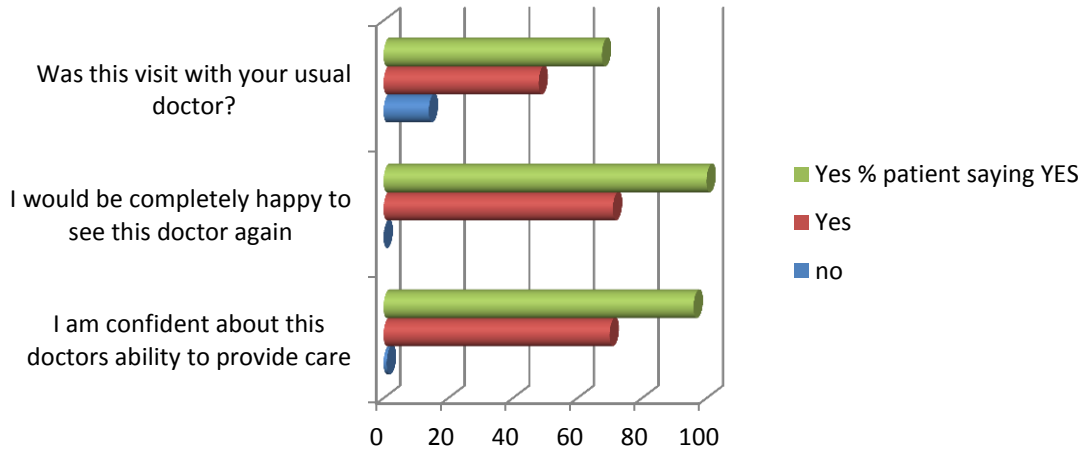
■ % of patients selecting good or very good



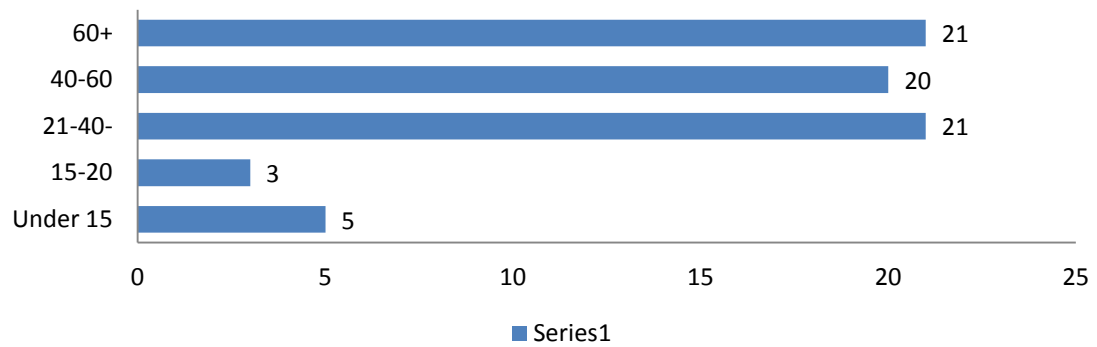
Q: The doctor keep informaton about me confidential



Confidence on this doctor



Age Group



Appendix B- Data

Total patients providing feedback: 71

Question/Statement	Poor	Less than satisfactory	Satisfactory	Good	Very Good	N/A	% of patients selecting good or very good
Being polite	0	0	3	12	54	0	93
Making you feel at ease	0	0	1	16	52	0	96
Listening to you	1	0	3	19	48	0	94.4
Assessing your medical condition	0	0	2	17	47	0	90
Explaining your condition and treatment	0	1	7	17	43	2	84.5
Involving you in decision about your treatment	1	0	5	19	42	3	85.9
Providing or arranging treatment for you	0	1	2	13	51	2	90.1

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A	% of patients selecting agree or strongly agree
This doctor will keep information about me confidential	0	1	0	29	36	3	91.5

	No	Yes	% of patients answering yes
I am confident about this doctors ability to provide care	1	70	98.6
I would be completely happy to see this doctor again	0	71	100
Was this visit with your usual doctor?	14	48	67.6

	Same day	One day	Two or more days
How long did you have to wait for this appointment?	46	13	10

	Less than 15m	30 minutes	30+ mins
How long did you have to wait to see this doctor?	46	15	0
Gender	Male	Female	
	34	37	

Age	Under 15	15-20	21-40-	40-60	60+
	5	3	21	20	21