

## **Patient Satisfaction Survey 2019 Results**

Grafton Road surgery has been providing a GP service to approx. 2,800 patients to local residents for over 25 years.

The Practice distributed questionnaires during July & August 2019, 100 questionnaires were handed out and 71 were returned which is approximately 2.6% of the practice population. Results are shown below.

To enable the practice to complete the survey we have grouped the answers as below:

Agree  
Disagree  
Part agree  
Neither agree or disagree  
No response

The questionnaire was completed by both male and female patients aged between 16 to over 65 years which also included people with a chronic condition. A selection of positive and negative comments that have been made will be seen under the feedback section and questions.

This questionnaire was designed to be made available to patients to assess the service provided by our surgery. From the feedback, we hope to improve services given by all members of staff.

Thank you for your contributions towards this questionnaire

**The Practice offers health care information in terms of leaflets provided in reception and in the waiting room.**

Out of 71 patients who completed the survey, 69 (98%) of the patients agreed, 1 (1%) neither agreed or disagreed and 1 (1%) provided no response.

<b>Leaflets provided in reception</b>	
Agreed	98%
Disagreed	0%
Part agreed	0%
Neither agreed or disagreed	1%
No response	1%

**Practice Response:** We are happy and will ensure we continue to provide high quality information for patients.

**I am usually able to book appointments at a time that suits me**

Out of 71 patients who completed the survey, 45 (64%) agreed they could get an appointment at a time that suited them. 15 (21%) said the part agreed, 2 patients provided no response, 16 (8%) patients disagreed and 3 (4%) neither agreed or disagreed.

<b>Booking appointment at a time that suits the patient</b>	
Agreed	64%
Disagreed	8%
Part agreed	21%
Neither agreed or disagreed	4%
No response	3%

**Practice Response:** We constantly looking at ways to provide appointments that are convenient for the patient.

### **Do you get to book with a doctor of your choice?**

Out of 71 patients who completed the survey, 41 patients (59%) agreed they could get the GP of their choice, 13 patients (18%) part agreed, 6 (8%) patients disagreed and 11 patients (15%) neither agreed or disagreed.

<b>Doctor of choice</b>	
Agreed	59%
Disagreed	8%
Part Agreed	18%
Neither Agreed or Disagreed	15%
No response	0%

**Practice Response:** We are happy with the results, we recognise that patients sometimes cannot get their choice of doctor. We recognise the doctors here do not work on certain days.

### **Is it easy for me to enter and move around the building?**

Out of 71 patients who completed the survey, 69 (98%) of the patients agreed, 1 (1%) disagreed and 1 (1%) provided no response.

<b>Access around the building</b>	
Agreed	98%
Disagreed	1%
Part Agree	0%
Neither agree or Disagree	0%
No response	1%

### **The reception, treatment room and other parts of the practice are always clean, and tidy.**

Out of 71 patients who completed the survey, 70 (99%) agreed and 1 (1%) provided no response.

<b>Rooms are clean and Tidy</b>	
Agreed	99%
Disagreed	0%
Part agreed	0%
Neither agreed or disagreed	0%
No response	1%

**Whenever I want to talk about anything privately I am able to do so in a quiet area.**

Out of 71 patients who completed the survey, 59 (84%) agreed, 8 (11%) patients neither agreed or disagreed, 2 (3%) of patients part agreed and 1 (1%) disagreed. 1 (1%) patient provided no response.

<b>Talk privately</b>	
Agreed	84%
Disagreed	1%
Part Agreed	3%
Neither agreed or disagreed	11%
No response	1%

**Practice Response:** We would like to remind patients that should they need to discuss anything in confidence, there are places available to do this. Please advise a member of the Team should you wish to do so.

**I always feel I am treated well when I call to make an appointment or request a visit**

Out of 71 patients who completed the survey, 68 (96%) agreed 2 (3%) patients part agreed and 1 (1%) provided no response.

<b>Treated well when called to make appointment or request a visit</b>	
Agreed	96%
Disagreed	0%
Part agreed	3%
Neither agreed or disagreed	0%
No response	1%

**I have confidence in the knowledge and abilities of the doctors, Nurses and others involved in providing my health care?**

Out of 71 patients who completed the survey, 66 (93%) agreed, 2 (3%) patients part agreed and 1 (1%) patient disagreed. 2 (3%) patients provided no response

<b>Confidence in doctors, Nurses and others</b>	
Agreed	93%
Disagreed	1%
Part Agreed	3%
Neither agreed or disagreed	0%
No response	3%

**I am always treated with dignity, respect and care by the doctors and staff.**

Out of 71 patients who completed the survey, 66 (94%) of patients agreed, 3 (4%) patients part agreed and 1 (1%) patient neither agreed or disagreed. 1 (1%) patient provided no response.

<b>Treated with dignity &amp; respect</b>	
Agreed	94%
Disagreed	0%
Part Agreed	4%
Neither agreed or disagreed	1%
No response	1%

**My opinion is always taken into account when my treatment options are being discussed and agreed?**

Out of 71 patients who completed the survey, 59 (84%) of patients agreed, 10 (14%) patients part agreed and 1 (1%) neither agreed or disagreed. 1 (1%) patient provided no response.

<b>Treatment options discussed &amp; agreed</b>	
Agreed	84%
Disagreed	0%
Part agreed	14%
Neither agreed or disagreed	1%
No response	1%

### Were you able to get an appointment on the same day or within the next 2 working days?

Out of 71 patients who completed the survey, 58 (82%) of the patients stated they could get an appointment on the day or within the next 2 working days, 7 (10%) patients stated they could not get appointments on the same day or within the next 2 working days and 1 (1%) patient stated they could not remember. 5 (7%) patients provided no response.

Appointments same day or within next 2 working days	
Yes	82%
No	10%
I cannot remember	1%
No response	7%

### I would know how to make a complaint about my treatment today if I needed to:

Out of 71 patients who completed the survey, 40 (56%) of patients knew the procedure, 13 (18%) patients were not aware and 16 (23%) patients were unsure. 2 (3%) patients provided no response.

Yes I am aware	56%
No I am not aware	18%
I am not sure	23%
No response	3%

### Were you able to get through on the telephone lines with no problem?

Out of 71 patients who completed the survey, 64 (90%) patients said yes, 3 patients (4%) said no and 4 (6%) provided no response.

Yes	90%
No	4%
No response	6%

### Did you get good service from the reception team?

Out of 71 patients who completed the survey, 70 (99%) patients said yes and 1 (1%) patient provided no response.

Yes	99%
No	0%
No response	1%

**Action:** We are happy with the 99% scored and will continue to train all staff.

**Is there any other feedback or suggestions about the surgery or staff that you wish to make?**

**These comments are made in general.**

**Positive**

- Generally the team here are great. Very accommodating and friendly. Reception team always willing to go further to help.
- I recently changed doc, this surgery is much better, easier to get appt.
- Always friendly and accommodating.
- Staff always accommodating. I never have a problem especially when it comes to my children. I love the reception staff knows everybody's names, makes it that bit more personal. Thank you.
- Jo is very welcoming, it is lovely she goes the extra mile to remember patients names, and gives the best advice to suit the purpose. Extra helpful, since I joint the surgery have not personally got to know any other of the receptionist, I'm sure they are equally helpful. The doctors are always available when needed.
- The reception team are always polite and approachable and always try to accommodate my needs and my son's needs.
- The reception staff are so friendly and know everyone by name which makes it more welcoming. Always a clean and nice smelling practice.
- Great doctors. Excellent service at all times.
- Very lucky to have an excellent doctors surgery within my area plus the front of house staff are priceless.
- I have been with the practice for 6 years and have always been very pleased with the service and friendly staff.
- Always very professional and welcoming.
- Reception staff are extremely professional and friendly. I've never had any problems with any of the staff in 35 years I've been a patient. My Dr is always very understanding and helpful with my condition.

**Practice Response:** We would like to thank you for all of the positive comments, these have been shared across the team.

## Negative

- It is difficult to book appointments in general as well as for suitable times.
- Appointment system inconvenient for work and childcare.
- I'm uncertain about the new appointment system.
- My only comment concerns the appearance outside by saying the practice looks very rundown and uncared for plus the massive holes in the car park.
- Door system is awkward for people with disabilities.
- Dr is very abrupt.

**Practice Response:** We would like to thank all those who gave feedback . We are in the process of trying out a new way of allocating appointments following on from feedback. We have provided more on the day appointments slots and we have reduced the timescale for booking in advance to 3 – 4 days. We have also allocated appointments for online booking as well as telephone consultations. We also work in conjunction with Richmond Medical Centre, Olton who provide extended and out of hours appointments. Please ask at Reception for more information.

We will continue with the current system and monitor it. If you would like to discuss it further please do not hesitate to contact the Practice Manager.

We have also commissioned a local gardener to tidy up the external area of the Practice. This should be completed by end of August.

## Other comments/suggestions

- **The possibility to book appointments online.**
- **Review of the new appointment system and collection of statistics to allow comparisons between the number of people failing to keep booked appointments (DNA) for old and new booking system.**
- **I asked to speak with the practice manager, who was busy, so the receptionist took my number, but I never got a call back.**
- **Automatic doors would be great for buggies.**

**Practice Response:** We would like to thank all those who gave feedback .

We would like to remind our patients that you can sign up to Online Services which enables appointments to be booked along with repeat prescription ordering. Please ask at Reception for more information.

We are also in the process of producing DNA reports for display in the waiting area.

We are sorry to hear that the Practice Manager was unavailable, please contact her for further discussion.



**Grafton Road Surgery  
Patient Satisfaction Survey 2019**

**Action Plan**

<b>Area</b>	<b>Action</b>	<b>Timeframe</b>	<b>Comments</b>
Appointment System	We are trialing a new system and will review. Promote Extended Access	4 months	Review by end of year
Exterior of Practice untidy	Commission gardener to tidy	4 weeks	Gardner booked and work to be completed by end of August
Online Appointments	Encourage patients to sign up for online services	On Going	
Display DNA rate	Manager to produce reports outlining DNA ratio	1 month	Produce first set of data by End September 2019
Poster for Clinic Times for Doctors	Manager to produce a document outlining clinic days and times	Immediate	This has been done
Patient Participation Group	We are actively seeking new recruits /patients to develop the PPG.	End of Quarter 4	Update the website/advertise -