

Patient Questionnaire Responses

We wanted to find out what our patients thought about various aspects of our service, and so we asked our Patient Participation Group to devise a questionnaire to give all patients the chance to let us know what they thought about the aspects of Littlebury that matter most to them. The survey was anonymous, and was available online and in paper form in the practice.

For each question a response of 0% would indicate very poor, whilst 100% would indicate excellent.

There were 172 responses altogether.

Our Systems

	Response
How do you rate our emergency appointment system - when you need to see a Doctor or nurse on the day ?	82%
How do you rate our routine appointment system - when you need an appointment, but there is no rush ?	81%
How do you rate the waiting times - the length of time that you have to sit in the waiting room ?	80%
How do you rate the way that we call you from the waiting room to the consulting room ?	85%
How do you rate our opening times ?	83%
How do you rate the way you find out about any test results ?	81%

Our Premises

	Response
Waiting Room -- Cleanliness	84%
Waiting Room -- Size	84%
Waiting Room -- Confidentiality	74%
Waiting Room -- Access	85%
Consulting Rooms -- Cleanliness	88%
Consulting Rooms -- Size	85%
Consulting Rooms -- Access	87%
How suitable is the Car Park ?	72%

Our Staff & Doctors

	Response
Doctors - are they helpful ?	87%
Doctors - are they polite ?	90%
Doctors - how good are their explanations ?	85%
Doctors - do you have confidence in their abilities ?	88%
Nurses - are they helpful ?	91%
Nurses - are they polite ?	92%
Nurses - how good are their explanations ?	90%
Nurses - do you have confidence in their abilities ?	91%
Receptionists - are they helpful ?	84%
Receptionists - are they polite ?	85%
Receptionists - how good are their explanations ?	81%
Receptionists - do you have confidence in their abilities ?	82%
Dispensary Staff - are they helpful ?	88%
Dispensary Staff - are they polite ?	88%
Dispensary Staff - how good are their explanations ?	86%
Dispensary Staff - do you have confidence in their abilities ?	87%

A discussion took place between the members of the Patient Participation Group who had devised the survey and the practice to look at any areas that stood out as being particularly good or bad.

The following areas were noted and actions agreed:

- The appointment system does not satisfy all patients, but it allows access in a timely manner for most of the patients, most of the time. As 4 out of every 5 patients are satisfied with this, the group decided that no action was required, but that it was an area that should be reviewed regularly to ensure ongoing satisfaction of patients, and appropriateness of the system.
- Calling from the waiting room is not seen as an issue by most patients, but it must be acknowledged that some patients, particularly those who are hard of hearing, may not find it easy to hear when they are called. It was agreed that all clinical staff would be asked to only call names after they had arrived in the waiting area, rather than calling while they were walking towards the area. This would allow those waiting to see that someone was being called and to concentrate on what was being said before it was spoken.
- An area of concern was around the confidentiality of the waiting area. This is something that had been identified previously and the practice has begun to look at changes that could be made to the physical layout of the waiting area in order to improve this. This was an ongoing project and one which would require funding from central NHS sources. The practice has made approaches to NHS about these changes and is awaiting a response.
- The car park was also an area of weakness according to survey respondents. The practice had expanded the car park 3 years ago, but this was still not sufficient, especially when Diabetic Retinopathy or Mammography screening vehicles were in the car park. Practice will seek advice on changing the layout in a cost-efficient way (if possible), but if not, then funding for increased parking will be sought as part of the development budget mentioned above.
- All responses regarding Drs and staff were seen as very positive, and the Practice Manager was asked to convey the congratulations and thanks of the PPG to all staff. It was acknowledged that the dispensary and in particular the reception staff had a very hard job, and coped remarkably well with people who were sometimes difficult and often very unwell. Of course there was still a small percentage (1 in 5) who were not as happy with the service provided, and the practice would continue to try and improve this at every opportunity through staff training and development.

Overall the survey was seen as a positive experience, and one in which the Patient Participation Group had been able to ask the questions in which the majority of patients were interested. The practice is always interested to hear the views of patients and to make changes when they are appropriate and feasible. Having an independent patient group is helpful as they can represent the views of patients and help in the patient:staff dialogue that is important for the future of healthcare planning