

MOATFIELD SURGERY PATIENT SURVEY 2016

Implementation of the Survey

The PPG agreed to use the same survey questions that were used the previous year as this would give a good comparison. The questions were split separately between the GPs and Nurses. It was agreed to leave the questions to focus on the care provided by the GPs and Nurses for this year, but for our next survey concentrate more on the practice as a whole and opening times, waiting times, the reception area and services provided etc.

The patient survey was conducted during October and November 2016. Paper copies of the survey were available to patients within the surgery during this time. Members of the PPG also attended during the Saturday flu clinics to promote the survey and collect feedback.

Surveys completed were the highest yet compared to previous years:

2014	134 surveys completed	
2015	130 surveys completed for the GPs	97 for the nurses
2016	141 surveys completed for the GPs	138 for the nurses

Results

As the survey was the same as last year we could do a direct comparison. The results were as shown:

GP Questionnaire

Bold = 2016

Blue = 2015

- **93% of patients felt they were treated with respect, dignity and had confidence and trust in the GP they saw**
- 93% of patients felt they were treated with respect, dignity and had confidence and trust in the GP they saw

- **86% felt they had all their questions answered to their satisfaction**
- 96% felt they had all their questions answered to their satisfaction

- **94% felt the GP was excellent at listening to their needs**
- 91% felt the GP was excellent at listening to their needs

- **87% felt the explanation of their treatment by the GP was excellent**
- 87% felt the explanation of their treatment by the GP was excellent

- **86% felt they were involved in decisions**
- 86% felt they were involved in decisions

- **91% felt their overall service from the GP was either excellent or good**
- 92% felt their overall service from the GP was either excellent or good

Nurse Questionnaire

- **97% of patients felt they were treated with respect, dignity and had confidence and trust in the Nurse they saw**
- 97% of patients felt they were treated with respect, dignity and had confidence and trust in the Nurse they saw

- **98% felt they had all their questions answered to their satisfaction**
- 98% felt they had all their questions answered to their satisfaction

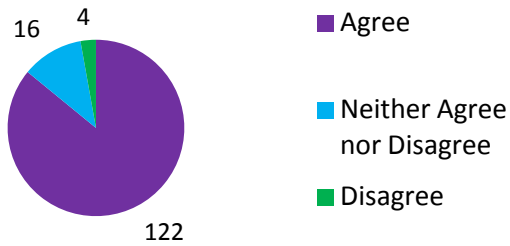
- **95% felt the Nurse was excellent at listening to their needs**
- 94% felt the Nurse was excellent at listening to their needs

- **93% felt the explanation of their treatment by the Nurse was excellent**
- 86% felt the explanation of their treatment by the Nurse was excellent

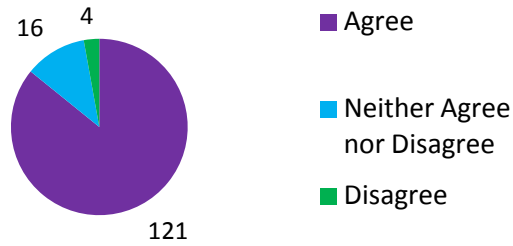
- **93% felt they were involved in decisions**
- 86% felt they were involved in decisions

- **98% felt their overall service from the Nurse was either excellent or good**
- 99% felt their overall service from the Nurse was either excellent or good

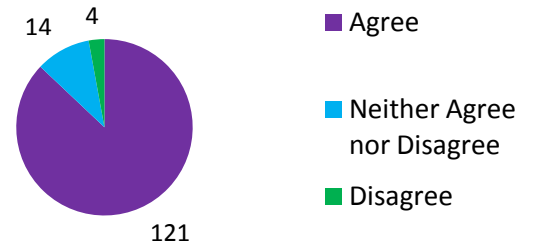
All my questions were answered to my satisfaction:



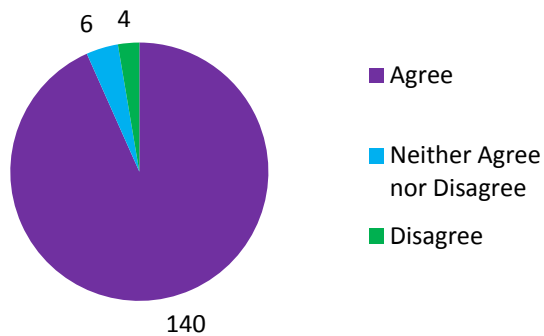
I feel I was sufficiently involved in decisions about my care:



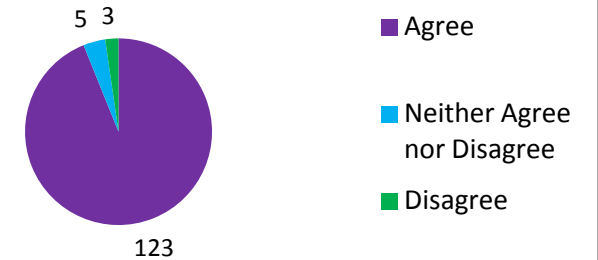
I was given a full explanation of my treatment:



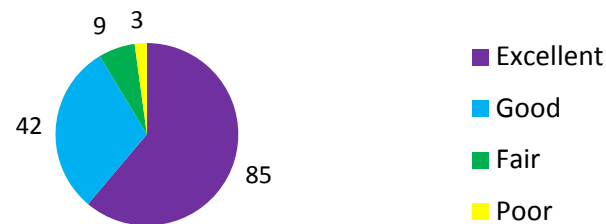
I was treated with respect, dignity and had confidence and trust in the GP I saw:



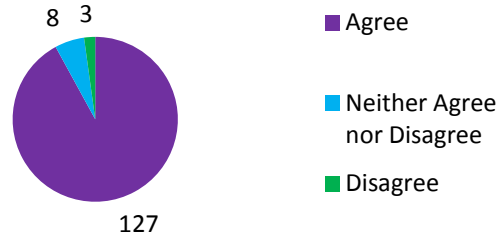
The GP listened to my needs:



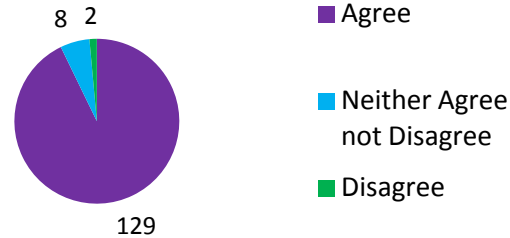
In general, how would you rate the service you received from the GP:



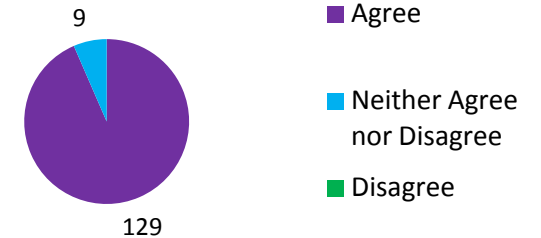
All of my questions were answered to my satisfaction:



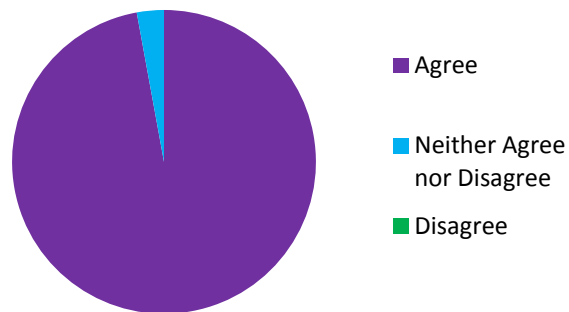
I feel I was sufficiently involved in decisions about my care:



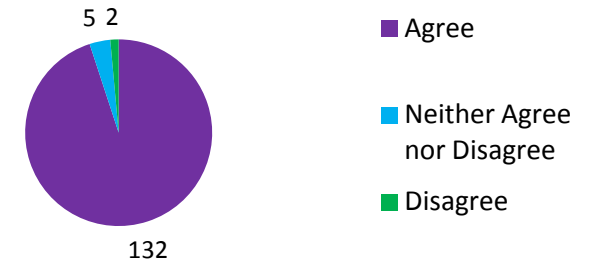
I was given a full explanation of my treatment:



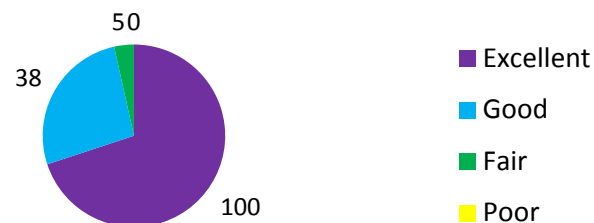
I was treated with respect, dignity and had confidence and trust in the Nurse I saw:



The Nurse listened to my needs:



In general, how would you rate the service you received from the Nurse:



There was also a section on the survey for patients to add 'any further information' and the following comments were given on the survey sheets:

Further comments to GPs questionnaire

- Working in London, it remains difficult sometimes to get an appointment.
- So difficult to get a non-urgent appointment by phone.
- I have had a few problems but the surgery and GP helped to ease my mind.
- Luckily so far I haven't needed to visit the doctors often but the few times I have the service has been excellent.
- Getting a GP appointment could be a lot better.
- Excellent service.

Further comments to Nurses questionnaire

- Impossible to obtain appointment, telephone unsatisfactory; no continuity.

CONCLUSIONS

The practice was very pleased with the survey results this year. Moatfield has had a difficult year, having to cap our list size due to recruitment difficulties. The whole practice team from GPs, Nurses, Receptionists and Admin staff have all worked hard to maintain the high standards of care given to patients and we have also continued to offer all our services including the early morning, late evening and Saturday appointments as usual.

The responses received on the Nurse's survey are excellent and these have been shared with the nursing team.

The Practice Action Plan is as below and will be shared with the members of the patient participation group for their comments.

PRACTICE ACTION PLAN ARISING FROM THE RESULTS OF THE PATIENT SURVEY 2016
IMPROVING PATIENT SATISFACTION
MOATFIELD SURGERY

Area for Improvement	Recommendation and Action required	Practice Lead	Timeframe
GP Survey			
Questions answered to patient satisfaction	This area was the lowest scoring in the results from the GP survey and also the only area to score lower than last year's survey. This item will be put on the clinical meeting agenda for discussion.	Dr J Clarke	3 months
Difficulty in obtaining an appointment	<p>This will improve with the recruitment of 2 new salaried GPs and the re-opening of the list of a nearby surgery. The practice list is still capped, alongside the other 2 surgeries in the town, with an application to close refused by NHSE. This has not helped with appointment availability.</p> <p>The practice regularly discusses recruitment and retention in partnership meetings and is at present looking at various options to improve appointment availability.</p> <p>The practice is committed to finding resolutions to continue to offer adequate appointments for patients in line with our growing list size.</p>	Practice Manager	Ongoing

Nurses Survey			
	<p>In 2015 difficulties in obtaining a nurse appointment was flagged in the survey as a problem.</p> <p>The nursing team is now up to full strength and the practice has seen no complaints in obtaining nurse appointments.</p> <p>The practice has continued to recruit an agency nurse practitioner to provide additional minor illness appointments which has helped with demand.</p> <p>The practice regularly discusses recruitment and retention for nurses with the Nurse Manager and is at present looking at various future options to improve appointment availability even further.</p>	<p>Practice Manager/ Nurse Manager</p>	<p>Ongoing</p>