

## **MOATFIELD SURGERY PATIENT SURVEY 2015**

### **Implementation of the Survey**

A copy of the survey questions were presented at the PPG meeting on 15 September 2015 for comments. It was agreed to split the questions separately between the GPs and Nurses and to also reduce the number of answers available to patients to make the survey more appealing and not so lengthy. It was agreed to leave the questions to focus on the care provided by the GPs and Nurses for this year, and then 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 2015. Paper copies of the survey were available to patients within the surgery during this time. Members of the PPG also attended during 3 Saturday flu clinics to promote the survey and collect feedback. Electronic copies of the survey were also sent via email to 50 patients.

We had nearly double the number of completed surveys compared to last year with 130 being completed for the GPs and 97 for the Nurses.

Last year we had a total of 134 surveys completed.

### **Results**

As the survey was split between the GPs and Nurses for this year, meaning a direct comparison to last year's results could not be done. The results were as below.

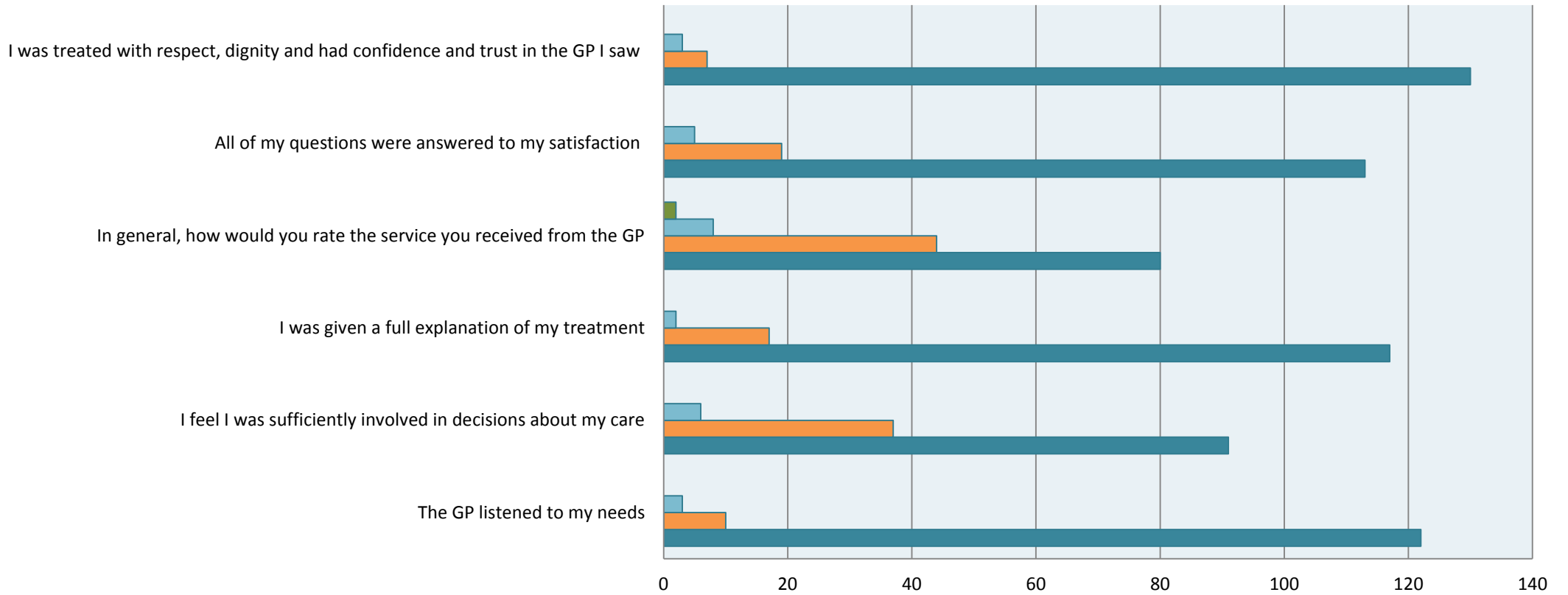
### **GP Questionnaire**

- 93% of patients felt they were treated with respect, dignity and had confidence and trust in the GP they saw
- 96% felt they had all their questions answered to their satisfaction
- 91% felt the GP was excellent at listening to their needs
- 86% felt the explanation of their treatment by the GP was excellent
- 68% felt they were involved in decisions
- 92.5% felt their overall service from the GP was either excellent or good

### **Nurse Questionnaire**

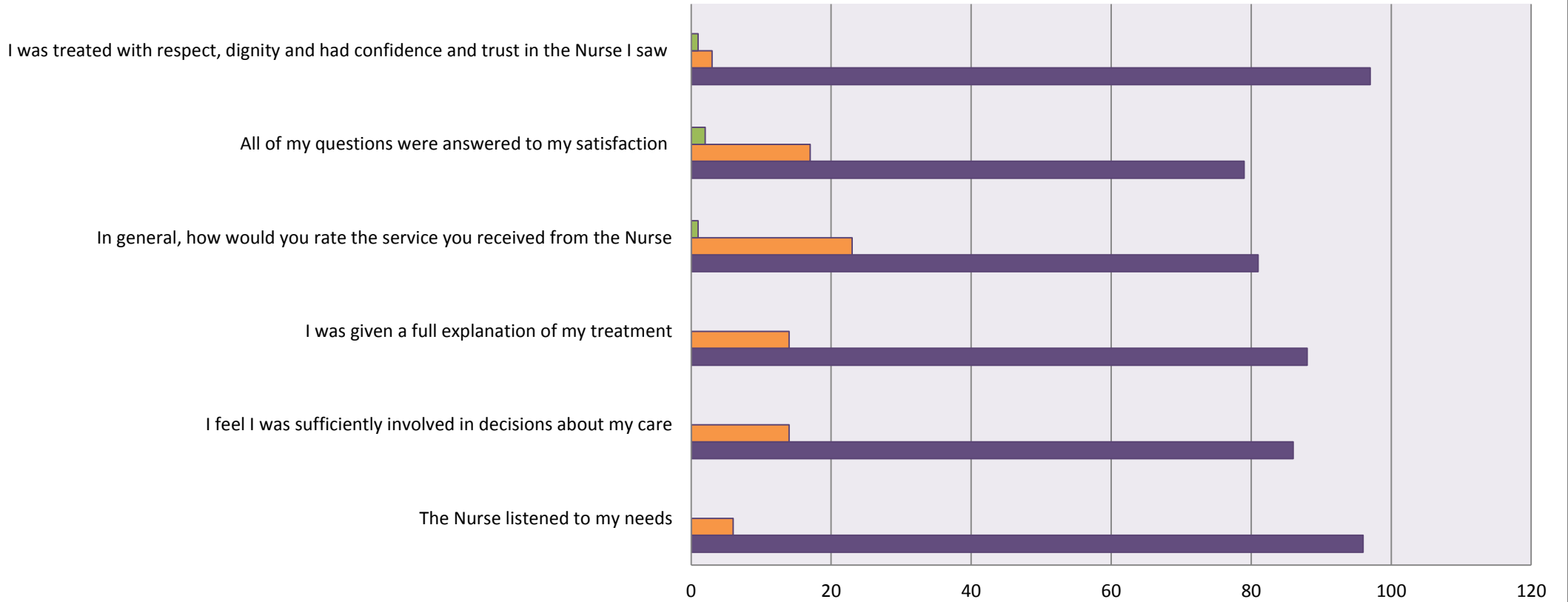
- 96% of patients felt they were treated with respect, dignity and had confidence and trust in the Nurse they saw
- 98% felt they had all their questions answered to their satisfaction
- 94% felt the Nurse was excellent at listening to their needs
- 86% felt the explanation of their treatment by the Nurse was excellent
- 86% felt they were involved in decisions
- 99% felt their overall service from the Nurse was either excellent or good

## GPs Questionnaire



	The GP listened to my needs	I feel I was sufficiently involved in decisions about my care	I was given a full explanation of my treatment	In general, how would you rate the service you received from the GP	All of my questions were answered to my satisfaction	I was treated with respect, dignity and had confidence and trust in the GP I saw
■ Poor	0	0	0	2	0	0
■ Disagree /Fair	3	6	2	8	5	3
■ Neither /Good	10	37	17	44	19	7
■ Agree/Excellent	122	91	117	80	113	130

# Nurses Questionnaire



	The Nurse listened to my needs	I feel I was sufficiently involved in decisions about my care	I was given a full explanation of my treatment	In general, how would you rate the service you received from the Nurse	All of my questions were answered to my satisfaction	I was treated with respect, dignity and had confidence and trust in the Nurse I saw
■ Poor	0	0	0	0	0	0
■ Disagree /Fair	0	0	0	1	2	1
■ Neither /Good	6	14	14	23	17	3
■ Agree/Excellent	96	86	88	81	79	97

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

- Very welcoming in all aspects. Reception, Doctor, all aspects of patient care
- Difficulty in booking appointments
- Better treatment from GPs who know patients history
- Difficulties with practice admin
- Difficulty seeing same GP.
- Since joining the practice again I have been reallocated a new doctor who I still have not seen yet
- The service we receive from staff and doctors is excellent
- My only complaints is the difficulty of getting an appointment
- Far too complicated and stressful to get an appointment especially when you need an urgent one and don't mind which doctor you see
- Due to the previous patient taking 20 mins. My time spent with the doctor was at most 5 minutes. I understand why but thought I had, had short shift
- Can't get an appointment as soon as necessary, major problem.
- Dr Patel listened to me – not always my experience with others in the practice
- Last time I saw a GP was to ask for a consideration to have a replacement knee. My requests were accepted without hesitation and the knee was replaced in just a few weeks

Further comments to Nurses questionnaire

- Difficulty in obtaining appointment
- Friendly and caring
- Last time I saw a nurse was just to have a blood test, but the nurse was very friendly and caring
- Fortunately don't often need to be seen
- Always friendly when dealing with my care
- Never rushed
- I haven't been seen by many nurses that have spotted an error in my prescription and corrected it also they always managed to find a vein to take blood samples, which is not easy on me!

## **CONCLUSIONS**

The practice was very pleased with the overall results of the survey given the difficulties experienced with recruitment over the past few months. The practice has worked hard to maintain the high standard of care given to patients during this difficult time. The entire practice team from GPs, Nurses, Receptionists and Admin staff have all pulled together to ensure, despite the influx of additional patients registering with the practice, we have continued to offer our early morning, late evening and Saturday appointments as usual.

The comments received on the Nurse patient survey were 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 2015**  
**IMPROVING PATIENT SATISFACTION**  
**MOATFIELD SURGERY**

<b>Area for Improvement</b>	<b>Recommendation and Action required</b>	<b>Practice Lead</b>	<b>Timeframe</b>
<b>GP Survey</b>			
Involving the patient in decisions	<p>This area was the lowest scoring in the results from the GP survey. This item will be put on the partnership meeting agenda in the New Year for discussion and decisions on how best to improve on this area for patients.</p> <p>The PPG will also be consulted on whether they have any ideas on how the practice can improve in this area.</p>		
Difficulty in booking appointments	<p>The practice has been aware of the difficulties in obtaining appointments over the past few months. This has been due to recruitment difficulties for a new salaried doctor as well as an increasing list size due to additional housing in the area and a local practice closing their list. The practice has attempted to fill the vacancy with locum GPs but this has also proved difficult. The practice regularly discusses recruitment and retention in partnership meetings and is at present looking at various options to improve appointment availability in the absence of being able to recruit GPs. 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

Reallocation of registered GP	It has been unfortunate that due to the retirement of two GP Partners, patients have been reallocated their registered GP to the new partners. There has also been a change in salaried GPs which has also led to changes in allocated registered GP. These reallocations have been unavoidable and done in line with the NHS England contractual requirement that patients are informed of their registered GP. At a recent PPG meeting, some members expressed confusion over the reason for having a registered GP and what this actually meant. Information will be put in the waiting room and the practice website explaining allocation of a GP to patients, the reasons for this and what this means for patients.	Practice Manager	By end of December 2015
<b>Nurses Survey</b>			
Difficulty in obtaining an appointment	The practice has been aware of the difficulties in obtaining nurse appointments over the past few months. This has been due to a practice nurse and full time health care assistant leaving the practice very close to each other. Recruitment has proven difficult and an increasing list size due to additional housing in the area and a local practice closing their list has increased demand. The practice has provided agency nurses where possible to fill the vacancies but there has still been an unavoidable gap in service provision. The practice has recently successfully recruited a new practice nurse and health care assistant and the improvement in appointment availability has already improved. The practice regularly discusses recruitment and retention for nurses in partnership meetings and is at present looking at various future options to improve appointment availability even further. The practice is committed to finding resolutions to continue to offer adequate nursing appointments and high standard of care for patients in line with our growing list size.	Practice Manager/ Nurse Manager	Ongoing



