

Dr N Chandra & partners**Contact Details****DES Patient Survey Report 2011 -2012****Client**

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Dr N Chandra & partners**Mean rating scores**

Mean rating scores- how they are calculated?

The statements on the survey are all worded in the same direction, so a score can be given to each answer (please see below).

Positive Question Score

| | |
|-------------------|-----|
| Strongly Agree | 100 |
| Agree | 75 |
| Neutral | 50 |
| Disagree | 25 |
| Strongly Disagree | 0 |

The question scores and dimensions in this report are the means of these ratings for all the respondents to the component question.

Rating Scores

The tables below show your scores on each of the questions in the survey.

All scores are calculated so that 100 is the best score possible regardless of how the question was worded: if a question was worded positively . Strongly agree was given the highest score and Strongly disagree the lowest

Frequency Tables

How to read frequency tables

The tables below represent the amalgamation of all of the answers that the responders to the survey gave us. The base (number of people answering that question) figure will move up and down as this reflects the number of people responding to that individual question. As a rule we leave out no replies.

A simple way of interpreting the table below is to add together the first 2 answers (Strongly agree and Agree). This means that 89% (almost 9 out of 10) of patients are totally satisfied with the service provided.

Q1. I am totally satisfied with my visit to this doctor

| Answer | Frequency | Percentage |
|-------------------|-----------|-------------|
| BASE | 68 | 100% |
| Strongly Agree | 28 | 41% |
| Agree | 32 | 47% |
| Neutral | 3 | 4% |
| Disagree | 3 | 4% |
| Strongly Disagree | 2 | 3% |

Introduction and methodology

This bespoke survey is based on a broad range of questions taken from various patient survey instruments, such as GPAQ and CSQ. It is designed to measure patient satisfaction / experience and to highlight areas that the practice can improve. This survey was developed by the (PPG) in partnership with the Practice. The resulting 4 page questionnaire contains 25 or so questions and the results of these are combined to produce the following broad topic areas:

- Practice administration
- Appointments
- Booking
- Length of consultation
- Professional care
- GPs
- Nurses
- Practice matters
- Online services
- Waiting room

In this report you will find:

·Your scores out of 100 for questions that have been rated. I.e. a Mean score produced. Unfortunately comparison with a benchmark score for other practices is not possible as the questionnaire is unique to this practice. Although standard questions have been used the ability to benchmark would be too time consuming and therefore expensive. As a rule of thumb, score of 80 plus are usually achievable.

·Sample information produced by age and gender- where you can compare the breakdown in the type of patients completing your survey with that of the breakdown of the practice demographic. A requirement of the DES Patient survey.

·Your scores out of 100 for the rated questionnaires enable you to look at the strong and weak areas of each topic area.

·Frequency tables for each question- where you can see exactly how your patients responded to each question.

·Patient comments- where you can see comments patients made about their consultations.

The results of this DES Patient Survey will be used for the patient feedback component of the DES patient assessment. This report will be made available on the practice web site.

Methodology

PatientDynamics produced a bespoke questionnaire for the practice. This questionnaire was produced as a paper questionnaire and as an on-line version for people with access to the Internet to complete. It was important that each questionnaire retained the same question structure as this enabled faster and more complete analysis of these data. No attempt was made to differentiate between on-line replies or paper questions. Patients were invited to take part via an emailed link to the survey or by the receptionists in the practice. Questionnaires are collected in the practice or via email and returned to PatientDynamics for analysis.

149 replies were received and analysed

Patient Satisfaction Survey

CONTACTING THE SURGERY

- Q1 How easy is it to get through to someone at your GP practice on the phone?**
- | | |
|------------------------------|-------|
| <i>Very easy</i> | 30.4% |
| <i>Fairly easy</i> | 44.6% |
| <i>Not very easy</i> | 16.9% |
| <i>Not at all easy</i> | 7.4% |
| <i>Don't know</i> | 0.0% |
| <i>Haven't tried</i> | 0.7% |
- Q2 What is your usual telephone contact for? Please tick all that apply**
- | | |
|--|-------|
| <i>To book an appointment</i> | 94.6% |
| <i>For my test results</i> | 12.2% |
| <i>Prescription/medication query</i> | 14.9% |
| <i>To request Hospital Transport</i> | 0.0% |
| <i>To request a home visit</i> | 4.7% |
| <i>Because I have been left a message to contact the surgery</i> | 4.1% |
| <i>To cancel an appointment</i> | 7.4% |
| <i>Because of another reason. Please specify</i> | 0.0% |
- Q3 Were you aware that we have a dedicated appointment cancellation line available 24/7 01924 351631 to leave your appointment cancellation message**
- | | |
|------------------|-------|
| <i>Yes</i> | 75.0% |
| <i>No</i> | 11.5% |
- Q4 What other methods would you like to be able to use to contact the Practice? Please state**
- 16.2%

Practice website/on line services

Q5 Do you have access to the internet?

Yes66.2%

No.....31.1%

Q6 The practice web site

| | Yes | No |
|---|-------|-------|
| Do you use the Practice Website to find out information about the Practice Services? | 12.2% | 64.2% |
| You can request your Repeat prescription through the Practice Website do you do this? | 15.5% | 56.8% |
| Would you like to be able to book your appointment online? | 38.5% | 36.5% |
| Would you like to be able to obtain your test results on line? | 35.8% | 38.5% |
| Are there any other Practice services you would like to access online? | 2.7% | 51.4% |
| | 4.7% | |

Please state what these are

APPOINTMENTS

Q7 If you need to see a GP urgently, can you normally get seen on the same day?

Yes49.3%

No.....33.1%

Don't know / never needed to16.2%

Q8 Q5 How important is it to you to be able to book appointments ahead of time in your practice?

Important?83.1%

Not important14.2%

Q9 How easy is it to book ahead in your practice?

Very easy.....30.4%

Fairly easy39.9%

Not very easy.....16.9%

Not at all easy.....5.4%

Don't know.....2.0%

Haven't tried.....2.7%

| | | |
|------------|---|-------|
| Q10 | How do you normally book your appointments at your practice? | |
| | <i>In person</i> | 12.2% |
| | <i>By phone</i> | 73.6% |
| | <i>Doesn't apply</i> | 0.0% |

| | | |
|------------|--|-------|
| Q11 | How far ahead in advance would you like to be able to book a routine appointment? | |
| | <i>Up to 2 weeks</i> | 68.9% |
| | <i>Up to 4 weeks</i> | 18.9% |
| | <i>Up to 6 weeks</i> | 2.7% |
| | <i>Up to 8 weeks</i> | 1.4% |

| | | |
|------------|--|-------|
| Q12 | Which of the following methods would you prefer to use to book appointments at your practice? | |
| | <i>In person</i> | 27.0% |
| | <i>By phone</i> | 78.4% |
| | <i>Online</i> | 29.1% |
| | <i>Doesn't apply</i> | 0.7% |

Thinking of times when you want to see a PARTICULAR doctor:

| | | |
|------------|---|-------|
| Q13 | How quickly do you usually get seen? | |
| | <i>Same day or next day?</i> | 23.6% |
| | <i>2-5 days?</i> | 47.3% |
| | <i>5 days or more?</i> | 11.5% |
| | <i>I don't usually need to be seen quickly?</i> | 6.1% |
| | <i>Don't know, never tried</i> | 4.1% |

| | | |
|------------|------------------------------|-------|
| Q14 | How do you rate this? | |
| | <i>Excellent</i> | 20.9% |
| | <i>Very good</i> | 27.7% |
| | <i>Good</i> | 17.6% |
| | <i>Fair</i> | 18.2% |
| | <i>Poor</i> | 6.8% |
| | <i>Very poor</i> | 1.4% |
| | <i>Does not apply</i> | 4.7% |

Thinking of times when you are willing to see ANY doctor:

| | | |
|------------|---|-------|
| Q15 | How quickly do you usually get seen? | |
| | <i>Same day or next day?</i> | 45.3% |
| | <i>2-5 days?</i> | 33.1% |
| | <i>5 days or more?</i> | 6.8% |
| | <i>I don't usually need to be seen quickly?</i> | 3.4% |
| | <i>Don't know, never tried</i> | 6.8% |

| | | |
|------------|------------------------------|-------|
| Q16 | How do you rate this? | |
| | <i>Excellent</i> | 27.0% |
| | <i>Very good</i> | 23.0% |
| | <i>Good</i> | 24.3% |
| | <i>Fair</i> | 10.1% |
| | <i>Poor</i> | 7.4% |
| | <i>Very poor</i> | 0.7% |
| | <i>Does not apply</i> | 4.1% |

TELEPHONE CONSULTATIONS

| | | |
|------------|---|-------|
| Q17 | How easy is it to speak to a doctor or nurse on the phone at your GP practice? | |
| | <i>Very easy</i> | 17.6% |
| | <i>Fairly easy</i> | 28.4% |
| | <i>Not very easy</i> | 10.1% |
| | <i>Not at all easy</i> | 6.8% |
| | <i>Don't know</i> | 4.7% |
| | <i>Haven't tried</i> | 31.1% |

| | | |
|------------|--|-------|
| Q18 | Have you ever had a telephone Consultation? | |
| | <i>Yes</i> | 16.9% |
| | <i>No</i> | 79.1% |

| | | |
|------------|--|-------|
| Q19 | If yes was the consultation for | |
| | <i>A new urgent problem</i> | 8.8% |
| | <i>New routine problem?</i> | 10.1% |
| | <i>Follow-up?</i> | 5.4% |
| | <i>Other</i> | 2.7% |

| | | |
|------------|--|-------|
| Q20 | Was the GP able to deal with your problem on the phone? | |
| | <i>Yes</i> | 25.7% |
| | <i>No</i> | 7.4% |

| | | |
|------------|--|-------|
| Q21 | Would you request a telephone consultation again? | |
| | Yes | 22.3% |
| | No..... | 10.1% |

Getting information you need about the Practice/services

| | | |
|------------|--|-------|
| Q22 | Which of the following do you use to find out information about the Practice and services - please tick all that apply? | |
| | <i>Telephone contact</i> | 57.4% |
| | <i>Face to face contact</i> | 34.5% |
| | <i>Practice website</i> | 13.5% |
| | <i>Practice Newsletters</i> | 15.5% |
| | <i>NHS Choices website</i> | 2.7% |
| | <i>Practice Notice Boards</i> | 27.0% |

| | | |
|------------|--|-------|
| Q23 | Would you like to receive Practice updates via email? | |
| | Yes | 31.1% |
| | No..... | 57.4% |

If the answer is yes please fill in an up to date contact details form from our reception desk.

UNDERSTANDING YOUR CONDITION AND TAKING MORE CONTROL OF YOUR HEALTH PROBLEMS

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

| | | | | | |
|------------|---|------------------|---------------|----------------------|-----------------------|
| Q24 | | <i>Very well</i> | <i>Unsure</i> | <i>Not very well</i> | <i>Does not apply</i> |
| | Understand your health problems? | 83.1% | 7.4% | 4.7% | 0.7% |
| | Cope with your health problems | 73.6% | 8.1% | 3.4% | 2.7% |
| | Help you to self manage your health problem | 67.6% | 12.2% | 5.4% | 2.0% |

| | | |
|------------|---|-------|
| Q25 | What other services would you like to be able to access at the surgery? Please state | |
| | | 10.8% |

OVERALL EXPERIENCE OF YOUR SURGERY

Q26 Overall, how would you describe your experience of your GP surgery?

| | |
|---------------------------|-------|
| <i>Excellent</i> | 39.9% |
| <i>Very good</i> | 30.4% |
| <i>Good</i> | 20.3% |
| <i>Fair</i> | 6.1% |
| <i>Poor</i> | 2.0% |
| <i>Very poor</i> | 0.0% |
| <i>Any other comments</i> | 0.7% |

Q27 Would you recommend your GP surgery to someone who has just moved to your local area?

| | |
|---------------------------------|-------|
| <i>Yes, definitely</i> | 59.5% |
| <i>Yes, probably</i> | 29.7% |
| <i>No, probably not</i> | 3.4% |
| <i>No, definitely not</i> | 2.0% |
| <i>Don't know</i> | 2.7% |

ABOUT YOU

Q28 Are you ?

| | |
|---------------------|-------|
| <i>Male</i> | 37.2% |
| <i>Female</i> | 62.2% |

Q29 How old are you?

| | |
|-------------------------|-------|
| <i>Under 15</i> | 0.0% |
| <i>16 to 44</i> | 36.5% |
| <i>45 to 64</i> | 35.8% |
| <i>65 to 74</i> | 16.9% |
| <i>75 or over</i> | 9.5% |

Q30 Do you have a long-standing health condition?

| | |
|------------------|-------|
| <i>Yes</i> | 62.2% |
| <i>No</i> | 34.5% |

Q31 What is your ethnic group?

| | |
|-------------------------------------|-------|
| <i>White</i> | 83.1% |
| <i>Black or Black British</i> | 0.7% |
| <i>Asian or Asian British</i> | 12.2% |
| <i>Mixed</i> | 0.0% |
| <i>Chinese</i> | 0.0% |
| <i>Other ethnic group</i> | 1.4% |

Q32 Which of the following best describes you?

| | |
|---|-------|
| <i>Employed (full or part time, including self-employed)?</i> | 46.6% |
| <i>Unemployed / looking for work?</i> | 3.4% |
| <i>At school or in full time education?</i> | 0.7% |
| <i>Unable to work due to long term sickness?</i> | 9.5% |
| <i>Looking after your home/family?</i> | 6.1% |
| <i>Retired from paid work?</i> | 25.7% |
| <i>Other</i> | 2.7% |

Q33 Finally, please add any other comments you would like to make about your GP practice:

30.4%

Dr N Chandra & partners**General comments about the practice****Finally, please add any other comments you would like to ...**

compared to some other GP practices this one really works hard to give a good service to patients. I feel this practice cares about patients which is rare in today's climate.

I am a new patient since last September. Your practice is much better than others. Doctor is very nice and nurses are excellent.

My only complaint would be the lack of parking spaces.

Excellent surgery. Cant praise them enough.

Understanding, kind and considerate and listen to me.

More parking space.

Very good service by everyone.

Overall a good service.

Easier phone calls for semi-urgent and urgent doctor availability instead of staff in office try to be off putting.

Very friendly staff.

Excellent doctors and nurses always been very good for me and my family but getting appointment through telephone is always an issue.

My doctor is excellent with babies, great credit to the practice.

The receptionists can be very rude and unhelpful when I ring the surgery. I am always told there are no appointments available for the next few days.

Lovely staff.

A very good service from all at the practice. Keep up the good work.

I am very satisfied with the GP practice.

Doctor is excellent is very good. listens to you all and then provides a service 2nd to none.

Excellent surgery. Highly recommended.

Answer the telephone.

It would be very good if we don't have to wait a long time.

I have been disappointed with the length of time.

Urgent appointment should be given when needed.

Always been very satisfied with the service. Thank you.

Car parking is difficult.

Parking is not very good.

They are good at all times.

They are good doctors at all times.

Excellent service is provided in this practice.

Better than most I have used in the past. Keep up the good work.

Very efficient service throughout.

I think this surgery is run very well considering the busy world we live in. Waiting times are minimal.

Nurses very helpful.

Would like more early morning appointments.

The receptionists at the desk are very helpful and friendly. Always smiling. Phoning the surgery is a nightmare to get through. Online booking appointments would be great. Great service ordering prescriptions online.

Excellent. I have had problems with my husbands health and doctor has been excellent in the care and support we both needed.

Living 1 and half mile away, we travel by a car to visit the surgery. We always have concerns of the availability of car parking in the proximity of the centre.

Dr N Chandra & partners**General comments about the practice**

Finally, please add any other comments you would like to ...

Too many patients so doctor cant listen to you or have a good chat.

I think the service is excellent here.

To see more minor surgery carried out in the surgery to help patients travel and long waiting times at hospital. The work at the surgery is excellent.

An excellent practice with a caring and well mannered staff who do everything they can.

I like the nurse, she has a great bedside manner and the doctor is great.

Excellent all around. Keep up with the good work.

Very good, well managed excellent doctors.

Good surgery.

Staff are friendly which makes it easy to get help.