

Buxted and East Hoathly Medical Centres. Patient Satisfaction Survey 2013/2014

Number of patients providing feedback: 244

Our patient feedback-distribution and frequency of ratings

	Poor	Good	Excellent	Blank		
Q1 Opening hours satisfaction	6	134	103	1		
Q2 Telephone access	31	132	75	6		
Q3 Appointment satisfaction	14	113	110	-		
Q4 See GP within 48hrs	29	103	99	13		
Q5 See GP of choice	45	121	60	18		
Q6 Speak to GP on phone	13	114	67	50		
Q7 Comfort of waiting room	4	90	150	-		
Q8 Waiting time	28	135	58	23		
Q9 Satisfaction with visit	3	58	179	4		
Q10 Warmth of greeting	1	38	203	2		
Q11 Ability to listen	1	39	189	15		
Q12 Explanations	-	55	183	6		
Q13 Reassurance	6	60	176	2		
Q14 Confidence in ability	3	44	194	3		
Q15 Express concerns/fears	1	61	179	3		
Q16 Respect shown	1	43	198	2		
Q17 Time for visit	1	67	173	1		
Q18 Consideration	3	58	173	10		
Q19 Concern for patient	2	53	184	5		
Q20 Self care	1	70	160	13		
Q21 Recommendation	-	53	182	9		
Q22 Reception staff	-	71	171	2		
Q23 Dispensary Staff	5	75	126	38		
Q24 Respect for privacy/confidentiality	2	81	154	7		
Q25 Information of services	10	93	117	24		
Q26 Illness prevention	12	116	93	23		
Q27 Reminder systems	27	112	82	23		
Q28 2nd opinion/complimentary medicine	2	95	73	76		

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Age Range from Surveys 2014	<25	25-59	60+
East Hoathly	1 male 3 female	8 male 16 female	17 male 19 female
Buxted	1 male	39 male	65 male
	7 female	68 female	60 female

Our patient feedback - mean percentage scores and benchmarks by practice list size (8001 – 10000 patients)

	Our Mean Score %	National Mean score	Min	Upper quartile
Q1 Opening hours satisfaction	70	65	50	69
Q2 Telephone access	58	59	31	67
Q3 Appointment satisfaction	70	67	49	71
Q4 See GP within 48hrs	65	62	38	68
Q5 See GP of choice	54	55	31	60
Q6 Speak to GP on phone	64	58	37	63
Q7 Comfort of waiting room	80	65	41	70
Q8 Waiting time	57	55	35	60
Q9 Satisfaction with visit	87	80	58	84
Q10 Warmth of greeting	91	81	60	85
Q11 Ability to listen	91	82	59	86
Q12 Explanations	88	81	57	85
Q13 Reassurance	85	79	58	83
Q14 Confidence in ability	90	82	59	86
Q15 Express concerns/fears	87	80	60	84
Q16 Respect shown	91	84	51	88
Q17 Time for visit	86	74	53	78
Q18 Consideration	86	78	57	82
Q19 Concern for patient	88	79	58	83
Q20 Self care	85	81	72	85
Q21 Recommendation	89	81	56	85
Q22 Reception staff	85	74	56	78
Q23 Dispensary Staff	79	74	56	78
Q24 Respect for privacy/confidentiality	82	74	57	77
Q25 Information of services	74	71	56	74
Q26 Illness prevention	68	68	55	71
Q27 Reminder systems	63	68	48	69
Q28 2 nd opinion/complimentary medicine	71	66	56	69
Overall score	78	72	56	75

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The results in **red** show the areas where our practice falls in the highest 25% of all means

Our patient feedback - current and previous mean percentage scores

	02/14	02/2013	12/2011	08/2008
Q1 Opening hours satisfaction	70	74	67	68
Q2 Telephone access	58	67	64	65
Q3 Appointment satisfaction	70	70	71	71
Q4 See GP within 48hrs	65	70	68	73
Q5 See GP of choice	54	58	60	60
Q6 Speak to GP on phone	64	66	61	60
Q7 Comfort of waiting room	80	80	58	67
Q8 Waiting time	57	57	46	48
Q9 Satisfaction with visit	87	87	82	82
Q10 Warmth of greeting	91	89	86	85
Q11 Ability to listen	91	89	85	85
Q12 Explanations	88	88	83	81
Q13 Reassurance	85	88	81	79
Q14 Confidence in ability	90	90	84	84
Q15 Express concerns/fears	87	88	82	81
Q16 Respect shown	91	91	87	87
Q17 Time for visit	86	88	81	75
Q18 Consideration	86	87	80	78
Q19 Concern for patient	88	87	83	82
Q20 Self care	85	88	80	-
Q21 Recommendation	89	89	84	84
Q22 Reception staff	85	87	83	82
Q23 Dispensary Staff	79	87	-	-
Q24 Respect for privacy/confidentiality	82	84	78	78
Q25 Information of services	74	75	75	76
Q26 Illness prevention	68	74	72	73
Q27 Reminder systems	63	73	66	67
Q28 2 nd opinion/complimentary medicine	71		69	68
Overall score	78	78	75	74

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Supporting documentation

Details of score calculation

The score provided for each question in this questionnaire is the mean (average) value of all the ratings of all the patients who completed the question. It is expressed as a percentage so the best possible score is 100%

Example of data from our Question 1. Opening hours satisfaction:

Questionnaire rating scale	Poor	Good	Excellent	Blank		
Number of ratings	3	12	68	120		

Value assigned to each rating	0	50	100	n/a		
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$$(6 \times 0) + (134 \times 50) + (103 \times 100) = 17006 / 244 = 70\%$$

Our mean percentage score for Q1 was 70%

Comments from Patients about the services we provide at our Medical Centres

HOW TO IMPROVE THE PRACTICE:

Weekend cover.

Open Saturdays

Weekend service. We are not always ill only Mon-Fri.

Increase opening hours.

Possibly having Saturday surgery for those working.

Drs available Tues & Thurs in addition to Mon, Wed & Fridays. (East Hoathly)

Appointments / Telephone System

Make it easier to get an appointment beyond calling at 8.15am.

Telephone reception good today but usually long time to get through even when phoning immediately after 8am.

Have more phone lines available for 8am in the morning as you can never get through and when you do all the appointments are usually gone.

Getting through on the phone to make an appointment in the mornings is awful - finally get through and appointments gone.

More appointment slots available to book online would be useful. Trying to book an appointment early in the morning for same day can be very frustrating.

Booking appointments - nightmare, engaged from 7.58am every morning!

I have been extremely happy with this practice but there has been difficulty getting a pre-booked apt and when you ring on the day all appointments have gone to 'the regulars'! It took a long time to get an appointment for my son which was unfortunate on this occasion.

Need to be able to book appointments in the future (i.e. review apt) on the day originally seen rather than ring on the day apt was required

Being able to pre-book appointments would be a huge improvement. The 'phone' on the morning system is useless.

Make it clear how the appointments service works, how you can book, in advance, an appointment with a Dr of your choice if not an 'emergency apt'. How a patient can have some kind of continuity with same doctor on separate visits.

Asked to make appointment for 4 weeks' time by my doctor only to be told I now couldn't do this and will have to ring in 2 weeks' time which seems strange and somewhat annoying.

Allowing future appointments. Charge patients for failure of appointment.

When one calls it is usually engaged. This is better than getting through and then having to wait ages sometimes to get through to reception.

A proper telephone system that tells you how long the wait is. Rather than keep getting the engaged tone. I often have to call more than 30 times before I get through at 8am.

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More appointments with own doctor available. More appointments available to book in the future not just on the day.

Difficulty booking future appointments.

Telephone access is sometimes difficult around 8-8.30am.

Trying to book an appointment - why have you stopped the 'ring back' service? We all (patients) wait so much time in frustration with present system!

Contacting Patients

More advice on staying healthy - should consider options of complimentary medicines?

Contact patients when reports received to discuss.

Recall those patients on repeat prescriptions for regular health checks - especially older patients who do not visit surgery regularly.

We should be able to make our 4 weekly appointments to see our doctor. In case we forget to ring up. -

In past was not reminded about health checks due.

Follow up and monitor aspects involving 3rd party treatments. Rather than leaving it to the patient to chase! i.e. Seal the loose ends - see it through!

Reception

Ask parents to control children more.

Computerised check-in & call system.

Pharmacy staff (female) were complaining loudly about the doctors so that everyone in the waiting room could hear! (And there was someone waiting at the pharmacy while the conversation continued).

It's good when there are 2 people at reception as queues quickly form.

May be an electronic board indicating the doctor is ready to see you and which room could be helpful.

I find Buxted surgery staff pleasant, helpful and very good at all times.

Buxted medical centre - nearly all the reception staff are rude and unprofessional at times.

Sort out reception layout. Screen off the doors. Install 'call system' for next person. Doctors calling for the patient is nice but relies on people being able to hear etc.

General

Letters of referral need to be dispatched within 24hrs. Letters should be dictated immediately after the consultation and passed to the typist.

Vaccine supply - Don't let the supplier decide what it will send you. If you order it demand they supply it at the promised time.

Postal campaign to educate patients on time wasting

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Service from pharmacy not necessarily that good over the last 18 months - not the most friendly service.

Time of waiting to see doctor is often 40 minutes late. This could be improved.

Better communication between departments would be beneficial.

Have a duty doctor system.

If doctor is running late, possibly advise patient upon arrival or maybe a screen advising this.

Opportunity to see the same Dr every time.

No change a lovely surgery the reception staff are wonderful and my Dr is great.

This is an excellent practice.

Fantastic! No room for improvement.

I take grandchildren to doctors in London and this practice comes out tops.

First class.

Quite satisfied.

Everything fine thank you.

Always excellent service.

It would be helpful if the East Hoathly practice had a timetable of which doctors are available on any given day at the Buxted practice. It would save some time when trying to arrange an appointment between the two practices.

Childrens' play area required. (E Hoathly)

Online booking system please.

Get ring-back facility to enable a fairer queuing process.

Waiting times.

On arrival at the reception desk (for a doctors appointment) it would be nice to be informed of the waiting time.

Appointments always run late (40minutes).

One particular member of staff could use some communicational skills when dealing with sick people, on numerous times I have avoided entering the surgery in fear of talking to her

Improve the booking system.

Follow-up after attending outside health care, i.e. X-ray or specialist treatment i.e. eye care.

HOW DR COULD IMPROVE SERVICE:

No change. Both Dr x and x (Practice Nurse) are superb.

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None.

No change required.

No change required.

Excellent practice. Very lucky to be signed up to this practice. All staff are very welcoming and friendly.

No improvements required she's fine the way she is.

First class.

A little more time to listen.

No change, perfect.

No change, always excellent.

Yes we need lots of clones of Dr x please.

None, couldn't ask for better.

Why do you not have an intercom system. I feel so sorry for the doctors coming down the corridor to get us.

No need for improvement he does an excellent job.

No improvement required.

Very satisfied.

It would be appreciated if the waiting time was less.

Doctors, stop rushing and listen.

The doctors are always professional and competent.