

## **Patient Satisfaction Feedback March 2017**

### **Introduction**

During 2016 the Surgery went through a period of refurbishment and expansion, creating a second storey to the rear of the building and with it four new consulting rooms, an administrative office, disabled toilet and staff shower and toilet. This was a particularly difficult time with temporary accommodation in situ.

However, the extension is now complete with staff and patients alike benefiting from the new facilities on offer.

A Patient Questionnaire and feedback is essential for the Practice to improve, review and evaluate the service we are providing to our patients. During February/March 2017 we asked a random selection of patients to complete our local survey and the results and findings can be found below.

A total number of 161 responses were received, representing 2.06% of our practice population. We discussed this and felt that as patients were able to feedback through the Friends and Family Test, NHS Choices and the national NHS England patient questionnaire that this was actually a reasonable representation.

Our practice website also has opportunity for patients to provide feedback via our online tool.

The comments and suggestions will be discussed with the Friends of the Surgery group at a date to be arranged.

Evaluation of our questionnaire has been produced by Mrs Gill Hawlins Practice Manager and discussed with the Practice GP Partners and the Friends of the Surgery for further input.

### **Summary**

NHS Choices provides another marker for the practice and we are pleased to report a 5 Star rating at the present time which is some achievement and one to be incredibly proud of.



**5 stars out of 5**

**5 ratings**

**93.4% - Among the best in the county overall**

### Comparison to other Practices – taken from GP Survey July 2017

	Longlevens	Cheltenham Rd	Barnwood Road
% of patients who find it easy to get through to this surgery by phone	93% Local CCG Average 81% National average 71%	58% Local CCG Average 81% National average 71%	74% Local CCG Average 81% National average 71%
% of patients who find the receptionists at this surgery helpful	94% Local CCG average 90% National average 87%	92% Local CCG average 90% National average 87%	88% Local CCG average 90% National average 87%
& of patients who were able to get an appointment to see or speak to someone the last time they tried	92% Local CCG average 89% National average 84%	87% Local CCG average 89% National average 84%	82% Local CCG average 89% National average 84%

### Practice Plans

The NHS is facing new and fresh opportunities as we begin 2017. Additional winter pressures on secondary care and the Out of Hours service has an impact on Primary Care and the service we can safely deliver to our patients.

From the end of April we welcome Dr K Wittering a female GP who will be joining us as a 6 session Salaried GP.

Our nursing team will undergo some changes over the coming months as we look at our current skill mix.

The new housing within the Longlevens area has given rise for some challenges in terms of our appointment availability with new patients wishing to register.

There are indeed some concerns with the additional housing planned in Longlevens and where these patients will want to register meaning our service will be stretched even further. Measures are currently being discussed as to how we might manage the situation as things progress and with patients living outside of our current boundary. The Friends of the

Surgery are key advocates for the patients at Longlevens and we hope to be able to keep them updated with developments as we go forward. They are always keen to welcome new members to the group and will have the noticeboard in the surgery available to them to promote activities and different things they are keen to promote. Using the surgery when rooms are free for social prescribing, community groups is something that we are keen to encourage and we are hopeful of doing something for the Carers of the Surgery patients over the next few months and maybe in connection with our colleagues at Churchdown Surgery.

During the last twelve months the Friends of the Surgery have been involved in some fund raising for the practice and the money raised has helped with new equipment. Further fundraising is planned and we are looking at the possibility of using some of this to improve the safety of the ramp to the front of the building.

### **Three key priority areas**

The practice is keen to develop within the constraints of the building, current funding and staffing levels. As part of this report and forward planning it is important to look at our priority areas for the forthcoming year and beyond. We have considered what is important and have outlined our suggested three key priority areas below.

1. To manage the increasing patient numbers wishing to join the practice. This may involve reviewing the boundary area for the practice and or patients living outside.
2. Meeting to explore the possibility of expansion with NHS England.
3. Training and development of Practice staff to include Practice Nurses/GPs and administrative staff

### **About the Surgery**

		Poor	Fair	Good	Very Good	Excellent
1.	How happy are you with the Surgery opening hours?		2	40	60	59
2.	Do you find it easy to contact the practice on the phone?		8	30	59	64
3.	How easy do you find it to get an appointment with any Doctor within a reasonable time (i.e. 48 hours)?	4	10	25	40	82
4.	Comfort of waiting room, chairs, ambiance, heating		10	40	30	81
5.	Friendlessness and manner of reception team			25	45	91

### **About the Doctor or Nurse**

		Poor	Fair	Good	Very Good	Excellent
1.	Overall how satisfied with this visit to the Doctor/Nurse were you?		1	25	47	88
2.	The warmth of the Doctor/Nurses greeting to me was?		3	15	20	123
3.	Did the Doctor/Nurse explain things fully?		2	8	27	124
4.	Was I given an appropriate amount of time for this visit?		1	16	35	109
5.	Did I feel listened to on this visit?		3	10	34	114

### **General Questions**

		Poor	Fair	Good	Very Good	Excellent
1	Respect for your privacy and confidentiality			17	46	95
2	Information provided by the practice about its service e.g. repeat prescriptions, test results, cost of private certificates etc.		3	24	18	116
3	Do you feel you are appropriately communicated with, for example your annual check-up invitations?		2	36	29	94

## **Practice Questionnaire Feedback**

1. Very good service but also very long waiting time  
Appointment times are certainly longer now for a routine matter or Dr of choice. Since April 2017 Dr Wittering has joined us so we are providing an additional 80 Dr appointments each week. Demand is also growing and we need to ensure that patients are educated as to self-help options before rushing to see a Doctor. The Minor ailment scheme at the Pharmacist has been running successfully for some time but our Friends of the Surgery were unaware of its existence - more needs to be done with the advertising of this service.
2. It is always easy to get an appointment always friendly
3. Other Drs Surgeries should see how you operate as you are exemplary
4. Radio may be better option in waiting room
5. Last three appointments 21days, 16days, 27 days my next appointment was given a date 6 weeks later
6. Better music in waiting room it is shocking
7. Just overall a great service
8. Been with the practice for 27 years
9. Always able to get an appointment in a reasonable time and Dr very helpful and polite (also the nurses)
10. I have noted it is increasingly difficult to get an appointment with a named Dr within the same week of
11. Phoning. This never used to be case as now there is often a 4+ week wait
12. Very helpful
13. Surgery always clean and helpful. Drs excellent & I have never had any problems. On
14. occasions I have felt reception team having difficulties with some basic requirements
15. Have always found the service here very good and staff helpful and friendly
16. Good local based in community surgery - overall well satisfied
17. Very good
18. Dr very understanding
19. Excellent care, friendly staff
20. Able to book appointments in advance unlike other surgeries
21. I have had 1st class service from this practice for 50 years everything seems to run like
22. clockwork
23. Excellent service
24. Doctors & Receptionist very understanding, nurses always have been 1st class
25. All my needs are cared for - excellent all round
26. Friendly staff
27. Personal service from all members of staff has been perfect - we have been with the practice for over 30 years when coming to Longlevens and have never found a better service in England
28. I am very happy with all the practioner at this practice
29. Very Friendly practice lovely Doctors - long wait for steroid injection
30. Very helpful Doctors
31. Staff and Doctors always professional and polite
32. Very happy with experience My concerns were listened to and discussed very professional but friendly approach I appreciate that very much
33. Very speedy appointment availability
34. More Doctors to keep waiting time down

35. Very efficient surgery
36. Excellent professional service I have total confidence in all the Drs and Nurses and admin staff
37. Always good service
38. Very welcoming and friendly practice
39. Very well examined and care taken
40. I think the staff very helpful and efficient, this also includes Dr and Nurses
41. None patronising approach by all staff - small wall outside entrance could provide liability with general public stepping over
42. Feel that I am listened to = always better if we can get quicker appointments
43. Excellent service although sometimes difficult to see the same Dr about ongoing problem
44. Satisfied
45. Excellent
46. Just hard to get through
47. Great team
48. Very good Drs and Nurses
49. Very friendly staff
50. Very satisfied after 30 years with the practice