

Stockwell Road Surgery Knaresborough Survey Report

2012-2013.

Which patients were included in the patient reference group (PRG) who participated in the survey.

Stockwell road surgery undertook the PRG DES in 2012/2013. To recruit patients to complete this we invited patients who had participated in the electronic survey for 2011/12 – who had been recruited during the influenza vaccination programme of 2011. On reviewing the results for 2011/2012 we were aware that the patients who had responded to the survey were recruited when they visited the surgery. Unfortunately this meant that the numbers were heavily weighted with patients over 65. We have tried to rectify this in our survey for 2012-2013 by specifically inviting younger patients to participate in the survey whilst they attended the surgery. Results were monitored and patients were invited to be able to represent the practice population appropriately. As a result we have many more respondents aged under 50 which is more representative of our surgery list. We have still noticed an excess of patients responses from patients aged over 50 – but this is probably representative of those patients attending the surgery and using its services regularly.

Discussion of what to include

Using the results from the 2011-2012 survey a discussion was held at the patient group meeting in November 2012 about how the survey could be reported and any areas that might be useful to include in the survey as well as clinical care, receptionist care and availability. It was felt at the meeting that telephone appointments may be useful to enquire about. At that time we were looking to add telephone consultations to routine surgeries. This was to enable receptionists to book in patients who had queries that could be dealt with by phone. The patient group agreed these areas were good to discuss in the survey.

How the survey was undertaken

The survey was designed electronically using the web based survey site “smart-survey.co.uk”. Patients who had offered to be part of the ePRG, both members from 2011/12

and those who had joined for this year, were sent emails with the link to the survey in December 2012.

Survey results publication

The results of the surgery survey were evaluated in February 2013. A full copy was published on the surgery website (copy enclosed). A large poster of graphic results (copy enclosed) was made and placed in reception at the surgery. Paper slips were made asking for comments from patients in reception who had seen the results. A full copy of the survey with all comments was also made available to patients waiting in reception. All patients who had participated in the survey were sent an email link to the results and were invited to reply with any comments to the surgery PRG email (nyy-pct.stockwellsurgeryprg@nhs.net). A test email confirmed that the email had been sent but 3 weeks later there were still no electronic comments made regarding the results. The results were also issued to patients at a meeting of the patient participation group in March 2013

Action points from surveys 2011/12 and 2012/13

We were proud to realise that the majority of the respondents were happy with the service they received at the surgery. The action points that we have noted from the 2012/2013 survey are:

- Acknowledging that bookable telephone appointments with the doctor are useful and increasing the availability of these
- Reviewing telephone access at lunchtime – currently our phones are switched off to support reception staff in getting lunch
- Men's sports magazines being purchased for the waiting room
- Reviewing the chairs and chair covers in the reception area

Despite receiving no comments about the results (either on paper or electronically) we have tried to action the feedback that we have been given by increasing the number of telephone appointments and buying some new magazines for the waiting room. The availability of receptionists at lunchtime is something that we will be reviewing in line with changes to the phone system 111.

The action points from the 2011/2012 survey included:




- Changing the telephone system so that less patients received the engaged tone when ringing the surgery. Our results in the 2012/2013 survey seem to have improved as a result of this change.
- Replacing some of the chair covers that were said to be “grubby”
- Reviewing the parking arrangements – which unfortunately could not be altered.

The graphic results for the 2012/13 survey are shown below. A full copy of the results can be seen at:

<http://results.smartsurvey.co.uk/?i=63878&uc=wywmq>






Results Summary In Graphs

Stockwell Road Surgery Survey 2012/13

1. How helpful did you find the receptionists at the practice?				
			Response Percent	Response Total
1	very helpful		84.51%	60
2	fairly helpful		14.08%	10
3	not very helpful		0.00%	0
4	not at all helpful		1.41%	1
			answered	71
			skipped	0
2. How easy or difficult did you find it to get through on the telephone?				

			Response Percent	Response Total
1	very easy	<div><div></div></div>	43.66%	31
2	fairly easy	<div><div></div></div>	46.48%	33
3	neither easy nor difficult	<div><div></div></div>	4.23%	3
4	fairly difficult	<div><div></div></div>	4.23%	3
5	very difficult		0.00%	0
6	I haven't tried	<div><div></div></div>	5.63%	4
			answered	71
			skipped	0

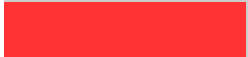



3. How easy is it to book appointments with a health professional (doctor, nurse, midwife, phlebotomist) at the surgery?

			Response Percent	Response Total
1	very easy		42.25%	30
2	Easy		43.66%	31
3	neither easy nor difficult		9.86%	7
4	difficult		4.23%	3
5	Very difficult		1.41%	1
6	I haven't tried		0.00%	0
			answered	71
			skipped	0
			14 answers	




3. How easy is it to book appointments with a health professional (doctor, nurse, midwife, phlebotomist) at the surgery?

		Response Percent	Response Total

4. How useful is it to book appointments on the internet?

			Response Percent	Response Total
1	very useful		42.25%	30
2	fairly useful		5.63%	4
3	no opinion		0.00%	0
4	I haven't tried		42.25%	30
5	I didn't know I could book appointments on the internet		11.27%	8
			answered	71
			skipped	0
			10 answers	

5. How helpful would you find telephone appointments with a doctor?

			Response Percent	Response Total
1	Very helpful		25.35%	18
2	Helpful		47.89%	34
3	Neither helpful nor unhelpful		14.08%	10

5. How helpful would you find telephone appointments with a doctor?

			Response Percent	Response Total
4	Unhelpful	<div><div></div></div>	1.41%	1
5	Very unhelpful	<div><div></div></div>	1.41%	1
6	No opinion	<div><div></div></div>	8.45%	6
			answered	71
			skipped	0




6. Think about the last time you had to see a doctor URGENTLY. Were you able to be seen within 2 working days?

			Response Percent	Response Total
1	yes	<div><div></div></div>	74.65%	53
2	no	<div><div></div></div>	4.23%	3
3	don't know		0.00%	0
4	I haven't asked to be seen urgently	<div><div></div></div>	21.13%	15
			answered	71
			skipped	0

7. For questions 7 to 9 could you state to what extent you agree or disagree with the following statements regarding your last visit to the surgery. Did the health professional listen carefully to your needs?

			Response Percent	Response Total
1	strongly agree	<div></div>	69.01%	49
2	agree	<div></div>	28.17%	20
3	neither agree nor disagree		0.00%	0
4	disagree	<div></div>	1.41%	1
5	strongly disagree	<div></div>	1.41%	1
			answered	71
			skipped	0





8. I was treated with respect, dignity and had confidence in the healthcare professional that I saw.

			Response Percent	Response Total
1	strongly agree		72.86%	51
2	agree		25.71%	18
3	neither agree nor disagree		0.00%	0
4	disagree		0.00%	0
5	strongly disagree		1.43%	1
			answered	70
			skipped	1
			3 answers	

8. I was treated with respect, dignity and had confidence in the healthcare professional that I saw.

	Response Percent	Response Total




9. If appropriate for your last consultation, do you agree that you were sufficiently involved in decisions about your care?

		Response Percent	Response Total
1	Strongly agree - I was definately involved in decisions about my care		60.56% 43
2	Agree - I was involved in decisions about my care		28.17% 20
3	Neither agree nor disagree		0.00% 0
4	Disagree - I was not involved in decisions about my care		1.41% 1
5	Strongly disagree - I was definately not involved in decisions about my care		0.00% 0
6	The consultation did not need me to agree to any decisions about my care		9.86% 7
		answered	71
		skipped	0





10. How do you rate the standard of care

	Response Percent	Response Total

10. How do you rate the standard of care

			Response Percent	Response Total
1	excellent		66.20%	47
2	very good		29.58%	21
3	good		4.23%	3
4	fair		0.00%	0
5	poor		0.00%	0
6	very poor		0.00%	0
			answered	71
			skipped	0
			5 answers	





11. I found the surgery clean and comfortable.

			Response Percent	Response Total
1	strongly agree		53.52%	38
2	agree		42.25%	30
3	neither agree nor disagree		2.82%	2
4	disagree		1.41%	1
5	strongly disagree		0.00%	0
			answered	71
			skipped	0
			5 answers	




11. I found the surgery clean and comfortable.

		Response Percent	Response Total

12. Do you ever get prescriptions from the surgery?

			Response Percent	Response Total
1	yes regularly - please go to question 13		61.43%	43
2	yes occasionally - please go to question 13		20.00%	14
3	not in the last 6 months - please go to question 14		10.00%	7
4	never - please go to question 14		8.57%	6
			answered	71
			skipped	0
			3 answers	

13. If you do get prescriptions, how helpful is it to use the internet to order your prescriptions?

			Response Percent	Response Total
1	Very helpful		31.67%	19
2	Helpful		6.67%	4
3	Neither helpful nor unhelpful		1.67%	1
4	Unhelpful		0.00%	0

13. If you do get prescriptions, how helpful is it to use the internet to order your prescriptions?

			Response Percent	Response Total
5	Very unhelpful		0.00%	0
6	I do not use this service		50.00%	30
7	How do you order prescriptions?		20.00%	12
			answered	60
			skipped	11
			12 answers	
			10 answers	




14. How satisfied or dissatisfied are you with the opening hours of the surgery?

			Response Percent	Response Total
1	very satisfied		45.71%	32
2	satisfied		51.43%	36
3	neither satisfied nor dissatisfied		2.86%	2
4	dissatisfied		0.00%	0
5	very dissatisfied		0.00%	0
			answered	70
			skipped	1
			4 answers	





14. How satisfied or dissatisfied are you with the opening hours of the surgery?

		Response Percent	Response Total

15. Are you aware of the evening and weekend surgeries run at Stockwell Road Surgery?

			Response Percent	Response Total
1	I am aware and have used them		16.90%	12
2	I am aware and have not used them		63.38%	45
3	I was unaware of them		19.72%	14
4	I would not use them		0.00%	0
			answered	71
			skipped	0

16. How would you best describe yourself?

			Response Percent	Response Total
1	patient		76.06%	54
2	parent		14.08%	10
3	guardian		0.00%	0
4	carer		1.41%	1
5	Other, please specify:		8.45%	6
			answered	71

16. How would you best describe yourself?

	Response Percent	Response Total
	skipped	0
	6 answers	

17. Are you?

	Response Percent	Response Total
1 male	43.66%	31
2 female	56.34%	40
	answered	71
	skipped	0

18. what is your age?

	Response Percent	Response Total
1 under 16	0.00%	0
2 17-24	1.41%	1
3 25-34	7.04%	5
4 35-44	9.86%	7
5 45-54	15.49%	11
6 55-64	15.49%	11
7 65-74	18.31%	13

18. what is your age?				
			Response Percent	Response Total
8	75-84	<div><div></div></div>	28.17%	20
9	over 84	<div><div></div></div>	4.23%	3
			answered	71
			skipped	0

Our opening hours are:

Monday to Friday 8am until 6pm

We can be contacted via phone 01423 867433, or fax 01423 869633, or in person, or via Systmone online for appointments or prescriptions. Between 6pm and 8am patients are directed to OOH on 0845 0568060 and after April 2013 phone no 111

We offer appointments for workers either on Wednesday evenings (6.30 – 8pm) or Saturday mornings.

On 14.3.13 Our patient population is:

Age	Male	Female	Total
0-18	743	693	1436
19-30	401	383	784
31-50	867	888	1755
51-65	671	632	1303
66-80	382	430	812
81-100	95	196	291
101+	0	1	1
Total	3159	3223	6382