

Thank you to everyone who took part in this year's survey; your opinions are very important to us. If you would like to be part of our ePRG and help us shape our practice services in the future, please contact the Practice Manager.

STOCKWELL ROAD SURGERY PATIENT SURVEY 2013/14

Which patients were included in the patient reference group (ePRG) who participated in the survey?

Stockwell road surgery undertook a local practice survey in 2013/2014. This was carried out online using a virtual patient reference group (ePRG) recruited initially during the influenza vaccination programme of 2011. Unfortunately this meant that the members of this PRG were heavily weighted towards those in the "65 and over" age group. This year we have taken steps to address this by positively recruiting younger members to the PRG, obtaining email addresses directly in consultations and on registration. We have now found that although the survey responses are still from a majority of the 65-74 age group, we now have a significant proportion of respondents in the 45-64 category. It is still difficult to garner responses from those under 25 but this is most likely due to their relatively lower usage of the surgery and reduced contact with that group. We have now created a Facebook page and hope to engage our younger patients through social media. Our survey response was split almost equally male : female (53%:47%).

How did we decide what to include?

Following the 2012/2013 survey, our patient group felt that the survey priorities were the quality of clinical care, receptionist care and appointment availability. As the 2012/2013 survey raised issues about telephone consultations this was also included in the 2013/2014 survey. Our practice priorities on improving the waiting room were also covered with specific questions as to what patients would appreciate. Also, as the ultimate test, we decided to include the Friends and Family test for the first time.

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 previous surveys and those who had joined for this year, were sent emails with the link to the survey in December 2013. A reminder email was sent out in January 2014.

Survey results publication

The results of the surgery survey were evaluated in March 2014. A full copy was published on the surgery website www.stockwellroadsurgery.co.uk and on the surgery Facebook Page www.facebook.com/stockwellroadsurgery. A large poster of graphic results has been made and placed in reception at the surgery. Paper slips are available asking for comments from patients in reception on the results. A full copy of the survey can also be read in reception.

Our ePRG 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. The results were also discussed with retired members of the patient participation group in March 2014

Action points from survey 2013/2014

We are proud to realise that the majority of the respondents were happy with the service they received at the surgery. In particular, we were delighted to see that 98.65% of ePRG respondents would recommend us to friends and family. The action points that we have noted from the 2013/2014 survey are:

- Acknowledging that 34% of patients found bookable telephone appointments with the doctor are useful but that 34% of patients were unaware these were available. We will be publicising these more to patients
- Acknowledging that the majority of respondents were interested in a television in reception, although if it was to contain surgery information, most patients felt that advertisements would not be acceptable on this. This led to our decision not to take advantage of a free display screen which was advertising driven and the design of reception will be discussed again within the PPG
- We should look into the availability of email contact with the surgery
- We should encourage our patients with online capability to access our online services for booking appointments and requesting repeat prescriptions. We will design and undertake a promotional campaign to do this.
- There is little we can do about the size of the car park at the surgery but we are discussing within the practice whether staggered surgeries may help alleviate the problem.

The action points from the 2012/2013 survey included:

- Making telephone access available at all times including the lunch hour (which has now been achieved)
- Increasing the availability of telephone appointments with a doctor (which has been done but needs to be better publicised)

The graphic results for the 2013/14 survey are shown below. A full copy of the results are available in reception.

| How helpful did you find the receptionists at the practice? | | | | |
|---|--------------------|--|------------------|----------------|
| | | | Response Percent | Response Total |
| 1 | very helpful | | 91.89% | 68 |
| 2 | fairly helpful | | 8.11% | 6 |
| 3 | not very helpful | | 1.35% | 1 |
| 4 | not at all helpful | | 0.00% | 0 |

We are proud of our team in reception and were pleased by the many positive comments that they received in the survey.

| How easy or difficult did you find it to get through on the telephone? | | | | |
|--|----------------------------|--|------------------|----------------|
| | | | Response Percent | Response Total |
| 1 | very easy | | 42.67% | 32 |
| 2 | fairly easy | | 49.33% | 37 |
| 3 | neither easy nor difficult | | 2.67% | 2 |
| 4 | fairly difficult | | 0.00% | 0 |
| 5 | very difficult | | 0.00% | 0 |
| 6 | I haven't tried | | 5.33% | 4 |
| | | | answered | 75 |

Installing a new telephone system 2 years ago has helped with access on the telephone.

| 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 | | 38.67% | 29 |
| 2 | Easy | | 41.33% | 31 |
| 3 | neither easy nor difficult | | 14.67% | 11 |
| 4 | difficult | | 2.67% | 2 |
| 5 | Very difficult | | 0.00% | 0 |
| 6 | I haven't tried | | 2.67% | 2 |
| | | | answered | 75 |

| How useful is it to book appointments on the internet? | | | | |
|--|---|--|------------------|----------------|
| | | | Response Percent | Response Total |
| 1 | very useful | | 38.67% | 29 |
| 2 | fairly useful | | 8.00% | 6 |
| 3 | no opinion | | 4.00% | 3 |
| 4 | I haven't tried | | 45.33% | 34 |
| 5 | I didn't know I could book appointments on the internet | | 4.00% | 3 |
| | | | answered | 75 |

It is pleasing to see that most of those surveyed new that it was possible to book an appointment on the internet. However we would like to encourage those not using it to give it a try.

| In response to the last survey we have initiated telephone appointments with a doctor. Were you aware of these? Have you used them and if so did you find them helpful? | | | | |
|---|---|--|------------------|----------------|
| | | | Response Percent | Response Total |
| 1 | Very helpful | | 14.86% | 11 |
| 2 | Helpful | | 18.92% | 14 |
| 3 | Neither helpful nor unhelpful | | 2.70% | 2 |
| 4 | Unhelpful | | 0.00% | 0 |
| 5 | Very unhelpful | | 0.00% | 0 |
| 6 | No opinion | | 1.35% | 1 |
| 7 | I was unaware of telephone appointments with the doctor | | 33.78% | 25 |
| 8 | I have not used telephone appointments with the doctor | | 32.43% | 24 |
| | | | answered | 74 |

Telephone appointments were made in a response to last years' survey. We are pleased that they have been considered helpful by the 34% of patients who have used them. We were surprised that 34% of patients were unaware of telephone appointments and this indicated to us that we need to make patients more aware of the availability of telephone appointments with a doctor.

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 | 76.00% | 57 |
| 2 | No | 4.00% | 3 |
| 3 | don't know | 0.00% | 0 |
| 4 | I haven't asked to be seen urgently | 20.00% | 15 |
| | | answered | 75 |

We try to see all patients who request urgent appointments on the same day.

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

| | | Response Percent | Response Total |
|---|----------------------------|------------------|----------------|
| 1 | strongly agree | 76.00% | 57 |
| 2 | Agree | 24.00% | 18 |
| 3 | neither agree nor disagree | 0.00% | 0 |
| 4 | Disagree | 0.00% | 0 |
| 5 | strongly disagree | 0.00% | 0 |
| | | answered | 75 |

We are very pleased with this outcome which reflects positively on the behaviours of our clinical staff.

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 definitely involved in decisions about my care | 68.00% | 51 |
| 2 | Agree - I was involved in decisions about my care | 22.67% | 17 |
| 3 | Neither agree nor disagree | 2.67% | 2 |
| 4 | Disagree - I was not involved in decisions about my care | 1.33% | 1 |
| 5 | Strongly disagree - I was definitely 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 | 5.33% | 4 |
| | | answered | 75 |

| How do you rate the standard of care | | | | |
|--------------------------------------|-----------|--|------------------|----------------|
| | | | Response Percent | Response Total |
| 1 | excellent | | 66.67% | 50 |
| 2 | very good | | 32.00% | 24 |
| 3 | good | | 1.33% | 1 |
| 4 | fair | | 0.00% | 0 |
| 5 | poor | | 0.00% | 0 |
| 6 | very poor | | 0.00% | 0 |
| | | | answered | 75 |

We are pleased to have such positive feedback regarding the medical care that patients have received.

| Thinking about the surgery, do you ever read the posters on the notice board or take home a leaflet? | | | | |
|--|--------------------|--|------------------|----------------|
| | | | Response Percent | Response Total |
| 1 | Never | | 2.67% | 2 |
| 2 | Yes - occasionally | | 80.00% | 60 |
| 3 | Yes - regularly | | 17.33% | 13 |
| | | | answered | 75 |

| Do you think a television screen showing information about the surgery would be a useful addition to the waiting room? | | | | |
|--|------------------|--|------------------|----------------|
| | | | Response Percent | Response Total |
| 1 | Yes - Definitely | | 12.16% | 9 |
| 2 | Yes - Possibly | | 59.46% | 44 |
| 3 | No | | 22.97% | 17 |
| 4 | Definitely not | | 5.41% | 4 |
| | | | answered | 74 |

| If this screen showed public health information and local business adverts, would this change your answer to the previous question above? | | | | |
|---|-----|--|------------------|----------------|
| | | | Response Percent | Response Total |
| 1 | Yes | | 21.92% | 16 |
| 2 | No | | 78.08% | 57 |
| | | | answered | 73 |

| If this screen showed public health information and local business adverts, would this change your answer to the previous question above? | | | |
|---|-----|------------------|----------------|
| | | Response Percent | Response Total |
| Would you watch a television scheme set to show a news channel? | | | |
| | | Response Percent | Response Total |
| 1 | yes | 57.33% | 43 |
| 2 | no | 42.67% | 32 |
| | | answered | 75 |
| Would you find it beneficial if you could access free WiFi in the surgery waiting room? | | | |
| | | Response Percent | Response Total |
| 1 | Yes | 32.43% | 24 |
| 2 | No | 67.57% | 50 |
| | | answered | 74 |

We are grateful for your opinions on how we can improve the waiting area. There was a mixed response regarding a television in the waiting area but a clear negative response regarding advertisements.

We also asked a general open-ended question about how we could improve our service to our patients

- *Several comments concerned the difficulty in car parking. We are limited in space but are considering whether we can adjust our clinician's appointments so that the demand for spaces is more evenly spread throughout the day*
- *We already offer evening appointments for both nurses and doctors and will be taking steps to publicise this*
- *We have increased the number of nursing appointments since January and the benefits are now being felt with much shorter waiting times*
- *We are considering how to improve the waiting area*
- *Email access is something we are looking into*

| Would you recommend Stockwell Road Surgery to friends and family? | | | |
|---|----------------|------------------|----------------|
| | | Response Percent | Response Total |
| 1 | Yes definitely | 91.89% | 68 |
| 2 | Yes possibly | 6.76% | 5 |
| 3 | Probably no | 1.35% | 1 |

Would you recommend Stockwell Road Surgery to friends and family?

| | | Response Percent | Response Total |
|---|---------------|-----------------------------|---------------------------|
| 4 | Definitely no | 0.00% | 0 |
| 5 | Not sure | 0.00% | 0 |
| | | answered | 74 |

The positive response received about recommending us to friends or family is a credit to the team that work here at the surgery.

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 6.30 pm patients are directed to our “out of hours” service when they dial our phone number.

With effect from 1 April 2014 we will be offering appointments for patients with doctors and nurses every Wednesday evening between 6.30pm – 8.15pm

As at 14.3.14 our patient population is:

| Age | Male | Female | Total |
|--------------|-------------|---------------|--------------|
| 0-24 | 956 | 864 | 1820 |
| 25-44 | 725 | 770 | 1495 |
| 45-64 | 952 | 930 | 1882 |
| 65-74 | 361 | 360 | 721 |
| 75-84 | 163 | 213 | 376 |
| 85+ | 45 | 121 | 166 |
| Total | 3202 | 3258 | 6460 |