

TOPCLIFFE SURGERY - ANNUAL PATIENT SURVEY RESULTS (January - February 2015)

ASSESSMENT AND AGREED ACTION PLAN - PRG MEETING 12 March 2015

Q No.	Question	Result (G = Good VG = Very Good Exc = Excellent)	Assessment/ Suggested Action
1	Your general level of satisfaction with the practice	VG/Exc: 94% G/VG/Exc: 99%	Acceptable. "Excellent" ratings had increased by 5% over last year's survey.
2	Ease of contacting the practice on the telephone	VG/Exc: 91%	Acceptable.
3	Satisfaction with the day and time arranged for your appointment	VG/Exc: 94%	Acceptable.
4	Chances of seeing a doctor or nurse within 48 hours	VG/Exc: 93%	Acceptable
5	Chances of seeing a doctor or nurse of your choice	VG/Exc: 76%	A drop of 9% from last year's survey. This is probably in response to the reduced sessions undertaken by Dr. Parker because of his CCG commitments - although these have been covered by a long-term locum who has previously worked for the practice. Also, due to the revised timetable, Dr. Chappelow is not now in the surgery before Wednesdays, during the week.
6	Opportunity of speaking to a doctor or nurse on the telephone when necessary	VG/Exc: 69%	An improvement in the purely "excellent "ratings, possibly as a result of the practice advertising this facility.
7	Comfort of waiting room	VG/Exc: 81%	An improvement of 7% over last year. Hopefully a response to the refurbishment programme undertaken by the practice.

8	Length of waiting time	VG/Exc: 68%	Acceptable. (G/VG/Exc: 94%)
9	My overall satisfaction with the latest visit to a doctor or nurse	VG/Exc: 90%	Acceptable. (G/VG/Exc: 94%)
10.	The doctor/nurse's ability to really listen to me was	VG/Exc: 90%	Acceptable.
11	The doctor/nurse's explanation of things to me was	VG/Exc: 89%	Acceptable. Purely "excellent" ratings increased by 5%, a pleasing outcome given a slightly disappointing score in last year's independent NHS Survey.
12	My confidence in this doctor/nurse's ability is	VG/Exc: 93%	Acceptable.
13	The opportunity I was given to express my concerns or fears was	VG/Exc: 87%	Acceptable.
14	The respect shown to me by the doctor/nurse was	VG/Exc: 90%	All scores were down versus last year. However, the group was unable to explain these findings.
15	The amount of time given to me for this visit was	VG/Exc: 92%	Acceptable, 3% higher than for last year.
16	How do you rate our reception team	VG/Exc: 82%	Down 11% on last year. PRG members still valued the team but the practice has asked the staff for their views. NB. This question and the following questions were on the reverse of the questionnaire and the "No response" rate for these questions was at least 12%. This was probably due to a combination of questionnaire fatigue and a failure by some patients to turn the questionnaire over.

17	How do you rate our dispensary team	VG/Exc: 71%	See note to Question 16.
18	How do you rate our general cleanliness of surgery	VG/Exc: 77%	See note to Question 16.
19	How do you rate our opening hours	VG/Exc:	See note to Question 16.
20	Did you know you can book appointments online?	Yes: 57% No: 29%	Still nearly one-third of patients unaware of this facility. Actions: 1. The practice will undertake a search of the total number of patients who have registered and the proportion of those who actually use the service. 2. Continue advertising the service through the information screen, newsletters, questionnaires, etc.
21	Did you know you can order prescriptions online?	Yes: 54% No: 32%	See above note.
22	Would you be interested in registering for online services?	Yes: 25%	A fall from 41% last year, possibly indicating that our advertising has had some effect and people have already registered.
23	If you already use our online services, have you had any problems?	Yes: 0%	Acceptable.
24	Appointments Change - difficulty in booking an appointment with a Practice Nurse	Yes, a lot: 0% Yes, a little: 8% No: 65% Not applicable: 16%	Generally speaking, this change has been successful.

Comments:

Generally, the specific comments made by patients were overwhelmingly positive and congratulatory.

However, negative comments and suggestions included the following:

1. **Sound insulation:** Sometimes patients are able to hear discussions in the upstairs consulting room.

Actions: Turn up the volume of the music played in the waiting room.
Investigate making the consulting room door soundproof with door brushes.
Investigate the use of carpeting in the waiting room.

2. **Opening hours:** Some patients requested evening and/or weekend opening.

Actions: The practice is taking part in the pilot "Open for Longer" programme, initiated by the Hambleton, Richmondshire and Whitby Clinical Commissioning Group. Topcliffe Surgery is opening on Wednesday evenings, and local practices are open the other weekends during the week. Weekends are covered by the Friarage Hospital and the Harewood Medical Centre, Catterick.

3. **Car parking space:** This was accepted by the practice as an ongoing problem, exacerbated in part by a couple of neighbours parking their cars here, instead of on Winn Lane. The practice has contacted the landlord about this issue and awaits their response.

Actions: Investigate using the land vacant next to the playing fields.
Ask the local hotel if they would mind patients using their car park during the day.
Review staff car parking arrangements.