

Heath Lane Medical Centre

PPG Patient Survey October 2017

Report Analysis

Patient Survey Requirements

The survey was instigated following an NHS / Mori survey conducted during the summer of 2017 when 240 questionnaires were sent to patients of the medical centre. 121 replies were returned (1.6% of registered patients).

The results of the survey were "mixed" and staff and PPG members were surprised (and dismayed) at some of the responses to a wide range of questions regarding almost all elements of the medical centre.

The response was for the PPG to commission their own "in house" survey to compare the results with the national survey.

A questionnaire was drawn up with major questions mirroring those asked in the national survey. Rather than send out randomly in the post, PPG members approached patients who were waiting for appointments with a view to anonymously completing a 'tick box' questionnaire consisting of 31 questions.

Unlike the NHS/Mori survey, our survey numbered 208, a much larger sample of patients representing 2.8% of our patient number of c. 7,500.

Timing

The patient survey took place over a two week period - w/c 9th and 16th October 2017.

Demographics

The demographics (questions 30 and 31) were uncannily close to the NHS/Mori poll.

Q31 Age	%	N	NHS/Mori %
18 to 24	4%	8	4
25 to 34	11%	22	8
35 to 44	18%	38	14
45 to 54	20%	41	22
55 to 64	15%	32	18
65 to 74	10%	20	18
75 to 84	11%	23	12
85 or over	5%	10	0
TOTAL	100%	208	

Figure 1

Gender in both surveys were 43% male and 57% female.

The age profile of the in house survey had a slightly better age spread than the national survey with respondents in all age group categories (fig 1).

The largest number of patients were in the 45 - 54 age group.

Surgery Visits and contacts

Unlike the NHS/ Mori survey, 51% of respondents had attended the surgery to see a GP in the last 3 months and if up to 6 months were included this rose to 72% compared to 58% in the NHS/Mori survey. Overall, 98% had seen a GP in the last year, compared to 75% in the MORI survey. Therefore we could assume that respondents were more in tune to the changes / improvements made during the previous 12 months, a better reflection than the NHS/Mori poll. Indeed, in the nature of our surveys, all those surveyed were also visiting a clinician on the day.

It was a similar picture with those visiting to see a nurse more 'heavy users', 97% visiting within the past year compared with 72% in the MORI survey.

The NHS/Mori survey highlighted the issue of getting through to the surgery by phone. Only 12% found it 'very easy' while the PPG survey found that 34% found it 'very easy' (fig 2). This however was balanced out by those finding it 'Fairly easy' - adding both figures together we get a similar result around the 80% mark.

Q3. Ease of getting through to someone at GP surgery on the phone			
	%	N	NHS/Mori
Very easy	34%	70	12
Fairly easy	50%	103	68
Not very easy	12%	24	13
Not at all easy	2%	5	3
Have't tried	3%	6	3
TOTAL	100%	208	

Figure 2

This is a key point as 88% of patients surveyed in house make their appointments by phone (Q5) this conflicted with the NHS/Mori poll which suggested a much higher figure of 94%. The PPG survey found 35% of patients used one of the online services.

Appointments

Appointments always seem to be the most criticised element of the experience. Yet in the PPG survey, just 9% said they could not get an appointment or speak to someone when they wanted. This compared with almost 20% in the NHS/Mori survey.

In respect of convenience of the appointment just 10% found their appointment to be inconvenient with 90% finding them either very or fairly convenient, a similar result to NHS/Mori.

Q12. Overall experience of making an appointment			
	%	N	NHS/Mori
Very good	34%	71	20
Fairly good	46%	96	45
Neither good nor poor	13%	27	11
Fairly poor	5%	11	23
Very poor	1%	3	2
TOTAL	100%	208	

Figure 3

Question 12 (fig 3) dealt with a patients overall experience of making an appointment and while 13% of patients could not say the experience was neither good or poor 80% agreed it was very or fairly good (65% in the NHS/Mori poll).

One person over- wrote the "very good" box with the word "excellent" while another wrote "Often GP appointments are not available within the week and I have to call back to make appointment nearer the time if I don't want to take emergency time. Makes planning appointments difficult".

Having made the appointment, the next part of the process is the waiting time to see either the nurse or the GP. The most likely waiting time in the PPG survey was 5 - 15mins (62%), higher than the NHS/Mori poll. In both surveys, 35% - over a third, waited more than 15 minutes for their appointment.

This meant that almost 50% of patients impression of waiting times meant they either felt they had to wait a 'bit' too long or 'far' too long (Q14 /fig 4).

Q4. Impression of waiting time at surgery			
	%	N	NHS/Mori
Don't normally have to wait too long	49%	100	50
Have to wait a bit too long	37%	76	26
Have to wait far too long	12%	24	10
No opinion / doesn't apply	4%	8	14
TOTAL	100%	208	

This is a similar finding to the NHS/Mori poll.

One respondent wrote "*Disgraceful*" (against score 'have to wait far too long'). However, some commented that "*I accept may have to wait now and then*"

Figure 4

While we are only too aware of the issues that can arise and cause delay, the results seem to suggest that while patients are satisfied with the appointment process they are less than satisfied with the waiting time and although 48% didn't believe they had to wait too long and 4% had no opinion it still seems an area for improvement.

One respondent made a good point - "*My previous surgery had a sit and wait appointment system for appointments on the day (ticket system). Can the surgery try this. I know it means the GP is unable to say how long the morning surgery lasts, but it may make the waiting times improve*" is this worth considering?

The Reception Staff

Overall, feedback for the reception staff was positive with 95% of respondents in the PPG survey rating either very helpful or fairly helpful. One Person wanted to describe receptionists as "helpful" while others thought they were excellent.

Q4. Helpfulness of receptionists at GP surgery			
	%	N	NHS/Mori
Very helpful	52%	109	28
Fairly helpful	43%	89	50
Not very helpful	4%	8	15
Not at all helpful	0%	1	5
Don't know	0%	1	2
TOTAL	100%	208	

Figure 5

The NHS/Mori poll suggested 15% of respondents found the staff not very helpful while the PPG survey suggested just 4%, a reflection of the improvements in the last 12 months and more 'heavy users' being polled (fig 5).

However, a number made the point that it depends who is on (phone or desk) it does seem that some front desk staff are better than others and so perhaps an inconsistency in attitude and approach. Those that made the comments tended to mark in the 'fairly' category although one wrote against "very Helpful" "*all but one lady*"

Medical centre online services

For this survey and to keep in line with the NHS/Mori survey, the medical centre services section centred on online services rather than clinical (this could be a topic

for the next survey - "Patients awareness of Clinical / Support services / clinics" offered by the Medical centre).

The use of online services is low. We have already seen that 88% of patients make appointments by phone and just 7% online and only 3% view their medical records online. A patient commented they had tried to use on line appointments but there are never any available.....

It is encouraging to see that in terms of awareness the medical centre scores very well, indeed much better than the NHS/Mori poll suggested (57% did not know what is available) though a fifth (37% - fig 6) of respondents to the PPG survey still need to understand what is available.

Q6 Awareness of online services (Select as many as applicable)			
	%	N	% NHS/Mori
Booking appointments online	27%	55	14
Ordering repeat prescriptions online	58%	120	39
Accessing my medical records online	22%	46	2
None of these	29%	62	8
Don't know	6%	14	49
TOTAL (greater than 100 because multiple answers)		297	

Q7 Use of online services (Select as many as applicable)			
	%	N	% NHS/Mori
Booking appointments online	7%	15	1
Ordering repeat prescriptions online	25%	52	25
Accessing my medical records online	3%	6	0
None of these	69%	144	75
TOTAL (greater than 100 because multiple answers)		217	

Maybe this is a reflection of the age profile with almost a third of respondents aged 65 and over possibly not having access to a computer or internet.

Figure 6

It is also a reflection of the work done over the last 18 months by the surgery to raise awareness of these services.

The key for the future is to convert the awareness factor into the use of online services as 69% of those surveyed do not use the online booking service, repeat prescription service or the facility to access their medical records online.

Only one person *added* to both questions 6 and 7 that they use a fax in addition to ticking "booking appointments and repeat prescriptions online"

There was a comment on one of the forms that they had registered for on line medical records but still cannot access with no help from reception staff.

The Doctors

41% of patients have a preferred GP although only 7% of patients actually get to see their preferred GP always or almost always, 8% a lot of the time and 38% some of the time.

Only 21% felt they never get to see their preferred GP and as 59% had no preference to which GP they saw, and then 26% didn't even try or seem to worry about it.

Q25. Rating of GP giving you enough time			
	%	N	% NHS/Mori
Very good	27%	57	33
Good	50%	104	44
Neither good nor poor	15%	28	15
Poor	8%	16	1
Very poor	1%	2	2
Doesn't apply	0%	1	4
TOTAL	100%	208	

Figure 7

As the role of the nurses have changed in recent years, especially the introduction of ANP 's then the role or necessity to see a GP has decreased. As one respondent commented: "Nurses are great! Receptionists are great! Don't know who my doctor is! I see doctors rarely"

Another (female) patient noted " I have hardly ever seen a doctor" in the age bracket 75-84!

The view on the time given to the patient by the GP did not change between surveys. In both polls the figure of 77% between "very good" and "good" were the same although the ratio was different with the PPG figure for "very good" being 27% down from 33% in the NHS/Mori poll (fig 7 page 4).

One patient did cross out "very Good" and wrote "Excellent" while another commented that the "10 min rule should be dumped". while others felt they were being rushed, only allowed one topic and having to make another appointment to discuss further issues even if they are linked.

While 9% thought the amount of time given was "poor" or "very poor", this has to be balanced with the 49% who felt they had to wait a 'bit' too long or 'far' too long (Q14 / fig 4).

There was little difference in the way patients answered the question "How do you rate your GP in terms of listening to you?" between surveys (83%). The split between "Very Good" and "Good" was similar, the PPG had 14% of respondents stating "Neither good nor Poor" with only 2% thinking that the GP's were poor listeners.

Q17. Rating of GP explaining tests and treatments			
	%	N	NHS/Mori
Very good	33%	69	34
Good	42%	88	41
Neither good nor poor	13%	27	17
Poor	1%	3	0
Very poor	1%	3	2
Doesn't apply	9%	18	6
TOTAL	100%	209	

Figure 8

ticked the box "poor" and written "only had one experience of this and it was poor. I think I saw a locum!"

Question 17, (fig 8) asked respondents to rate how they felt about the way the GP explained tests and treatments, an important if not critical piece of communication. One respondent had

Despite this comment 75% of respondents thought the GP's were either "very Good" or "Good" with a further 13% expressing no view either way. Just 2% thought the explanations were "poor" or "very poor" results were in line with the NHS/Mori poll.

The GP's scored better on the question of involvement in decisions about care in the PPG poll rather than the NHS/Mori with 70% of respondents to the PPG survey saying "very good" or "good" compared to 63% in the NHS/Mori.

Likewise when asked about being treated with care and concern over 75% agreed that the GP's did show care, similar to the NHS/Mori poll. 3% did suggest that this was not the case with one patient commenting that he did feel that his care was being proactively managed.

The final question (fig 9) directed at the GP's was one of confidence and trust. The result showed a 92% rating with just 2% expressing no confidence and the balance as don't know / can't say, a similar result to the MORI poll (91%).

Q21. Confidence and trust in GP			
	%	N	NHS/Mori
Yes, definitely	82%	174	83
Yes, to some extent	9%	19	10
No, not at all	2%	4	0
Can't know / can't say	7%	14	4
TOTAL	100%	209	

Figure 9

The Nurses

There were no real surprises between the PPG and NHS/Mori poll. On all the key questions the results were almost identical (see final questionnaire). There were positive comments on our nursing staff with the ANP's being particularly 'popular'.

Q26: Confidence and trust in nurse			
	%	N	NHS/Mori
Yes, definitely	62%	128	68
Yes, to some extent	30%	62	25
No, not at all	0%	1	3
Don't know / can't say	8%	17	4
TOTAL	100%	208	

With regard to confidence and trust in the nurses (fig 10), there were no negative responses, with a 92% approval rating. Again this was in line

Figure 10

with the results of the NHS/Mori survey.

Jane , Kerry and Kate were all mentioned in dispatches.

Overall Impressions

There are three key questions that summarises the survey and draws comparisons with the NHS/Mori survey:-

1. How satisfied are patients with the medical centres opening hours (Q27)?

Q27: Satisfaction with opening hours			
	%	N	NHS/Mori
Very satisfied	47%	98	20
Fairly satisfied	41%	86	42
Neither satisfied nor dissatisfied	6%	13	17
Fairly dissatisfied	2%	5	10
Very dissatisfied	1%	2	5
I'm not sure when my GP surgery is open	2%	4	7
TOTAL	100%	208	

Only 3% of the PPG respondents were dissatisfied with the opening hours of the medical centre while 2% were not aware of the hours (fig 11). Overall a better response than the NHS/Mori poll. There was the odd comment

Figure 11 regarding Saturday mornings.

2. Overall experience of the medical centre (Q28)?

For question 28 (fig 12), one person ticked "neither good nor bad", but then added "It depends on who you see". Another added "Awful again today" (against score "Very poor"). However, despite this the PPG poll showed 85% for "very good" and "Good" against 69% in the NHS/Mori poll. Only 3% found their overall experience to be "fairly or very poor". In the NHS/Mori poll 24% were undecided while the PPG survey showed that half that (12%) were undecided. Again a much more positive result.

Q28: Overall experience of GP surgery			
	%	N	NHS/Mori
Very good	47%	98	20
Fairly good	40%	84	41
Neither good nor poor	12%	25	34
Fairly poor	2%	4	8
Very poor	1%	2	5
TOTAL	100%	208	

Figure 12

3. Would you as a patient, recommend the medical centre to new patients (Q29)?

Could be considered the acid question!

The result from the PPG survey showed a much better picture than that of the NHS/Mori survey (fig 13).

Q29. Recommending GP surgery to someone who has just moved to the local area			%
	%	N	NHS/Mori
Yes, would definitely recommend	45%	93	28
Yes, would probably recommend	34%	71	30
Not sure	14%	29	19
No, would probably not recommend	6%	12	18
No, would definitely not recommend	1%	3	5
Don't know	0%		1
TOTAL	100%	208	

Figure 13

79% of respondents to the PPG survey would definitely or probably recommend the medical centre to someone moving into the area. This is an increase of over 21% on the NHS/Mori survey. Equally important 14% was "not sure" v 19% on the NHS/Mori survey.

Equally encouraging is that only 7% would probably or definitely not recommend the medical centre. While we would prefer to see this figure at zero, it is much better than the 23% in the NHS/Mori poll.

Next steps

Firstly we need to address some of the concerns and comments made in the survey. Against the NHS/Mori survey, overall the PPG found a much less negative attitude among patients.

Secondly, whilst the results compare against the weighted average of Heath lane, they are not compared to the National figure. This would be a useful exercise as well as bench marking other practices in West Cheshire CCG.

A final comment from one of the patients:

"I think that the PPG do a first rate job as does the practice - thank you very much all of you....."

Says it all.....