

## **PATIENT SURVEY RESULTS OCTOBER 2015**

During October 2015, Oldfield Surgery patients were surveyed using both paper copies handed out in the waiting room and a via web link to a survey website, which was emailed to patient's registered email addresses. 947 responses were received. The surgery management team particularly wanted to understand what patients felt about appointment waits, and how well the existing appointment system met patients' needs.

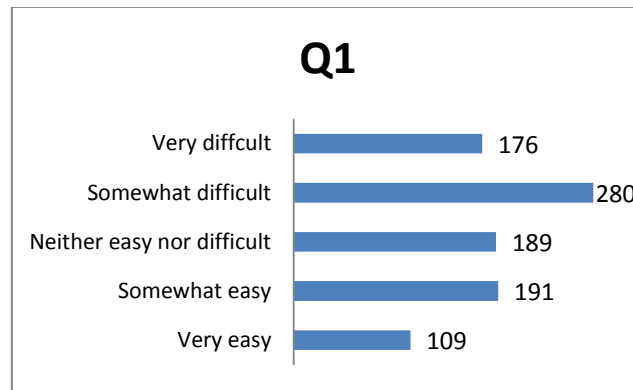
Responses were collected over a two week period and have been charted below. Questions were designed with multiple choice answers in order to ensure consistency, and make results simpler to analyse. Where more than one selection was made in a multiple choice question, all responses were recorded. For this reason, some questions may have more total responses than overall questionnaires completed.

The management team would like to thank both staff and patients for supporting this survey.

**Kelsa Smith**  
**Practice Manager**

## Results

### 1. How easy or difficult is it to make an appointment at a time that is convenient for you?

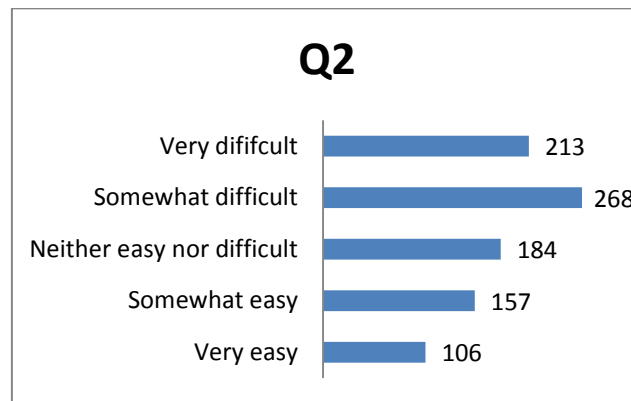


Choices	Paper Responses	Online Responses	Total	%	
Very easy		32	77	109	12
Somewhat easy		45	146	191	20
Neither easy nor difficult		32	157	189	20
Somewhat difficult		46	234	280	30
Very difficult		27	149	176	19
<b>Total</b>		<b>182</b>	<b>763</b>	<b>945</b>	

### Analysis

The wide range of responses to this question would suggest that patients are having very different experiences when booking at a time to suit them – informal feedback in the past has suggested that patients who work full time and parents of young children find it more difficult to see a doctor at a time that suits them – this may be reflected in the figures shown above. Although there is a small majority who find it difficult we also see a lot of satisfaction with the appointments on offer. Clearly we need to continue to offer appointments over a range of times and days of the week in order to offer as much flexibility as possible.

**2. How easy or difficult is it to make urgent appointments with your doctor when you're ill?**

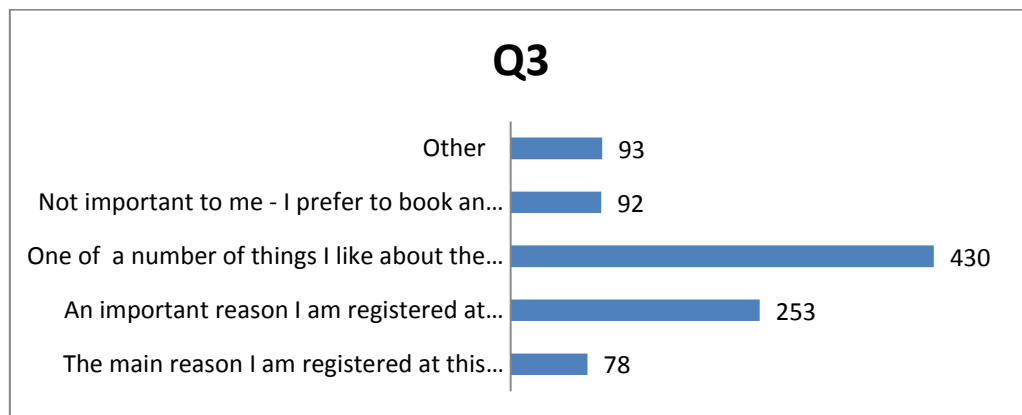


Choices	Paper Responses	Online Responses	Total	%
Very easy		35	71	106 11
Somewhat easy		32	125	157 17
Neither easy nor difficult		41	143	184 20
Somewhat difficult		40	228	268 29
Very difficult		31	182	213 23
<b>Total</b>		<b>179</b>	<b>749</b>	<b>928</b>

### Analysis

Again, a wide range of responses to this question about urgently required appointments, demonstrating very different experiences for patients, with the majority again feeling it can be quite difficult to see a doctor urgently. This would suggest that perhaps more thinking about how urgent health problems could be dealt with might be beneficial.

### 3. Would you describe the walk-in urgent surgery (open surgery) as:



Choices	Paper Responses	Online Responses	Total	%
The main reason I am registered at this surgery	27	51	78	8
An important reason I am registered at this surgery	49	204	253	27
One of a number of things I like about the surgery	94	336	430	45
Not important to me - I prefer to book an appointment	10	82	92	10
Other (comments)	5	88	93	1
<b>Total</b>	<b>185</b>	<b>761</b>	<b>946</b>	

Those choosing the ‘other ‘ option were invited to write in what they felt – the following comments are representative of most of the views expressed:

*“This is a fantastic service – if you are ill you don’t want to wait a week to book an appointment – you need immediate attention. Please keep this service going!”*

“Walk in clinics have a ridiculously long waiting time and I put off coming in as I know the wait will be too long for my kids to endure peacefully! Everyone uses walk in because they can’t book an appointment.”

“Useful when I cannot get an appointment in two or three days, but not ideal as I prefer my regular doctor.”

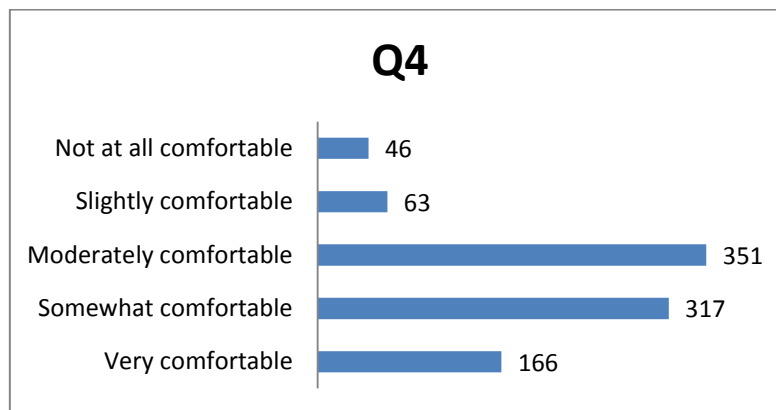
*“I hate the walk-in surgery. It’s such a waste of my time, I’d like to be able to book a slot on line and turn up without having to wait at least 45 mins...”*

**“To make advance bookings is the best option, but to know if this fails and I need to see a doctor I can is brilliant.”**

### **Analysis**

Clearly the urgent walk-in surgery is enormously popular, with the majority of patients saying it is an important reason they are registered here, or one of a range of things they particularly like about the surgery. However, many patients recognised that the urgent walk-in does reduce the availability of booked appointments and the trade-off of being seen immediately doesn’t always suit everyone when the waits can be long and they don’t get to see their regular or preferred doctor. A very strong message to the surgery from patients that this service is highly valued, and we need to keep it running.

#### 4. How comfortable is the reception and waiting area?



Choices	Paper Responses	Online Responses	Total	%
Very comfortable	69	97	166	18
Somewhat comfortable	56	261	317	34
Moderately comfortable	45	306	351	37
Slightly comfortable	5	58	63	7
Not at all comfortable	5	41	46	5
<b>Total</b>	<b>180</b>	<b>763</b>	<b>943</b>	

Again, respondents were encouraged to leave comments and the selection below captures many of the views expressed:

*“I’m quite short so I find the seats are too wide for me to sit with my full back against the seat back, so I find them a bit uncomfortable. If you sit in the corner by the window (reception end) you cannot see the digital board that comes up with people’s names.”*

**“Some of your receptionists could be politer.”**

“I prefer to wait in new wing as I find it easier with three small children. Main waiting room is not child friendly at all (open door to outside, no playhouse, water cooler that is begging to be played with!”

**“Receptionists are lovely.”**

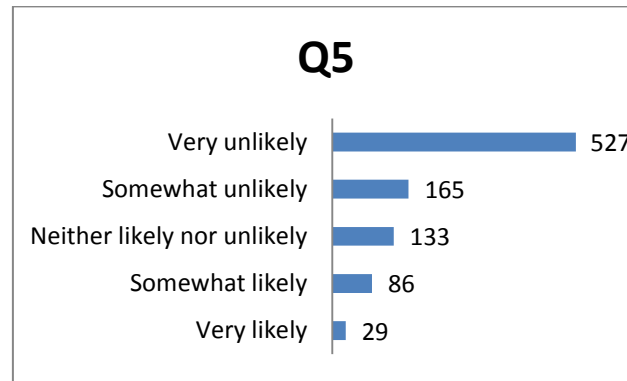
“Waiting area is fine. The reception could be more confidential.”

## Analysis

The message coming through loud and clear from the responses to this question was that our waiting room is not at all child friendly! Although many respondents felt it was sufficiently tidy, comfortable and suitable for its purpose, many others commented on the seating not being particularly comfortable and that visibility of the call screen is limited in some parts of the waiting room. Many parents of small children commented on the lack of facilities or amusement for small children - books and toys were removed from many GP waiting rooms several years ago due to concerns about infection control, but recent guidance has made it clear that surgeries are permitted to provide these facilities.

These are all issues that we'll look to address in the coming months. We are hoping to obtain funding to make some improvements to the design and facilities in the waiting room and reception area.

### 5. How likely are you to change your GP surgery in the near future?



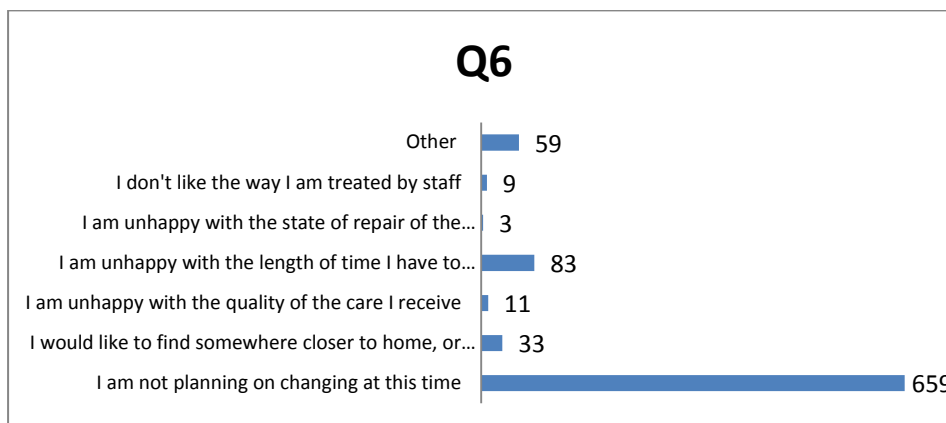
	Choices	Paper Responses	Online Responses	Total	%
Very likely		7	22	29	3
Somewhat likely		9	77	86	9
Neither likely nor unlikely		25	108	133	14
Somewhat unlikely		30	135	165	18
Very unlikely		109	418	527	56
<b>Total</b>		<b>180</b>	<b>760</b>	<b>940</b>	

#### Analysis

Reassuringly for us, the majority of patients felt that it was very unlikely they would change GP surgeries in future. However, for those who were considering changing we felt it was important to ask them *why* they wanted to change – which we asked in the following question.



## 6. I am planning on changing my GP surgery because:



Choices	Paper Responses	Online Responses	Total	%
I am not planning on changing at this time	130	529	659	77
I would like to find somewhere closer to home, or where I work	9	24	33	4
I am unhappy with the quality of the care I receive	1	10	11	1
I am unhappy with the length of time I have to wait in walk-in urgent surgery	5	78	83	10
I am unhappy with the state of repair of the building/waiting room	0	3	3	0
I don't like the way I am treated by staff	1	8	9	1
Other (comments)	11	48	59	7
<b>Total</b>	<b>157</b>	<b>700</b>	<b>857</b>	

### Representative comments made about this question were

*"The time it takes to get a doctor's appointment."*

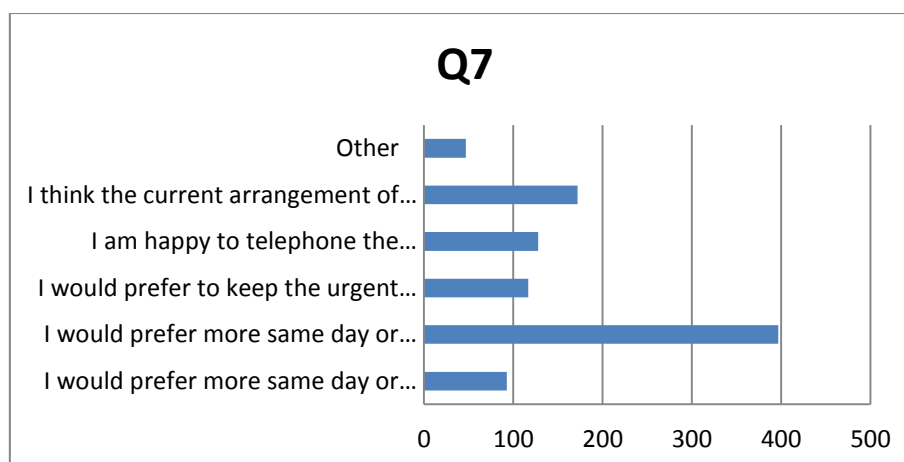
**"Leaving the area in the near future."**

**"I will change surgery if I move away from Bath."**

## Analysis

Of those that were planning on changing their GP surgery, most were unhappy about the length of the wait in open surgery or how long they waited to get a booked appointment. Clearly these are not easy issues to resolve but part of the reason for surveying patients was to better understand these frustrations, and we will consider how we might change our appointments system to better manage availability. As a result of this survey we are actively exploring whether it is economically viable to take on additional clinically trained staff to help with some of the appointment pressures. Other reasons for changing surgery such as moving out of the area were recorded – although it is important to note that patients leaving Bath but still living close to the city are able to remain registered here as an ‘out of area’ patient, it is just that the surgery will be unable to provide a home visit service. NHS 111 will source an alternative home visit should this be required for out of area patients.

## 7. Please select the statement that best describes your opinion



Choices	Paper Responses	Online Responses	Total	%
I would prefer more same day or next-day appointments, even if it meant the walk-in urgent surgery was not available any more	19	74	93	10
I would prefer more same day or next-day appointments, as well as the walk-in urgent surgery	81	316	397	42
I would prefer to keep the urgent walk-in surgery, even if it means a longer wait for booked appointments	29	88	117	12
I am happy to telephone the surgery in the morning and speak to a doctor about how I'm feeling to see if I need to come for an urgent appointment, instead of coming to the walk-in surgery	19	109	128	13
I think the current arrangement of urgent walk-in surgery and booked appointments works really well	43	129	172	18
Other	2	45	47	5
<b>Total</b>	<b>193</b>	<b>761</b>	<b>954</b>	

**Comments made about this question were**

“I think the system needs re-thinking, but urgent surgery is necessary for emergencies.”

*“Walk in and wait surgery is very important for busy, working parents and professionals.”*

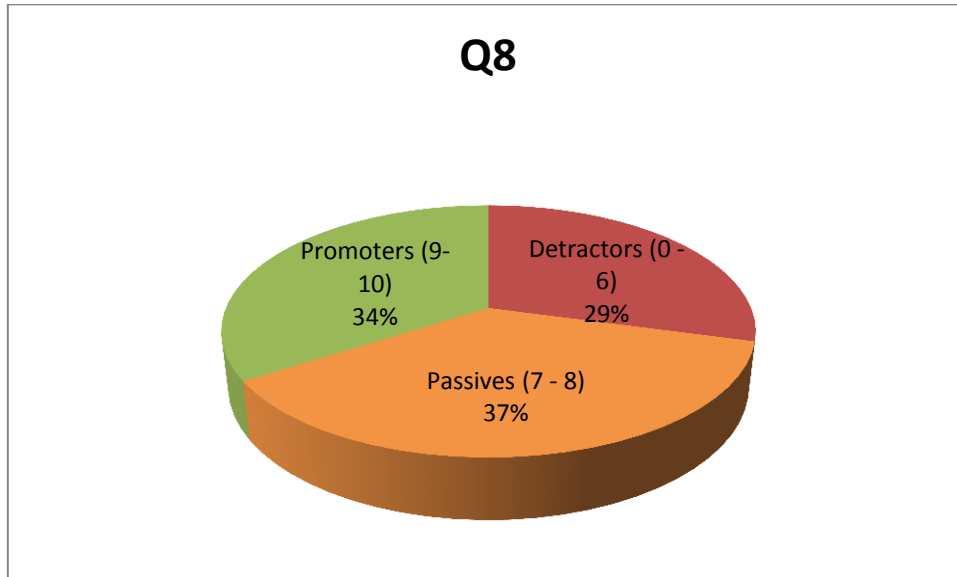
**“Although same/next day appointments are very efficient/beneficial to certain patients, the urgent surgery remains essential to patients with unforeseen circumstances/problems who need help quickly.”**

“I would consider that you should always be able to book an appointment within 7 days and have the walk in and wait. Any longer than 7 days is unreasonable.”

**Analysis**

The responses to this question told us very clearly that the walk-in open surgery, although in some ways problematic, remains very popular, but there is strong demand for more short-notice, bookable appointments for those wanting to have a longer discussion about urgent problems. As a result of this, we are experimenting with releasing appointments later for short notice/urgent bookable appointments and will monitor the impact this has on both urgent walk-in surgery and longer term booked appointments.

**8. How likely is it that you would recommend Oldfield Surgery to a friend or colleague?**



Choices	Paper Responses	Online Responses	Total	%
0	1	15	16	2
1	0	10	10	1
2	4	20	24	3
3	5	21	26	3
4	6	28	34	4
5	9	89	98	10
6	9	56	65	7
7	21	122	143	15
8	40	160	200	21
9	20	73	93	10
10	62	164	226	24
<b>Total</b>	<b>177</b>	<b>758</b>	<b>935</b>	

**Analysis**

Almost a third of patients surveyed would not necessarily recommend the surgery (giving a score between 0 and 6/10) which is disappointing, but given some of the issues and frustrations highlighted, perhaps not surprising. Just over a third of patients gave the surgery a score of 9 or 10/10 which is very pleasing to see. This would suggest that the

surgery is very good at meeting the needs of certain groups of patients, but less successful with others. The largest group were in the middle, giving a score of between 7 and 8/10 – not necessarily unhappy with the surgery, but sending a clear message that there is more work for us to do here.

In terms of some of the questions that the team here at the surgery wanted feedback about, we now have some distinct areas to focus on and we can match our ideas about some of the issues with the thoughts and opinions of the patients we serve. There is a significant proportion of those responding to the survey who are less happy with the services provided and we need to do further work to tackle some of the problems identified – particularly around how long patients wait to be seen in the urgent walk-in surgery and how long the wait is for a booked appointment. We've also got some strong messages about making our waiting room environment a better place for young children and will be looking into what we can do to make their wait a bit more interesting.

We will continue to engage with our patients and will look to identify some specific actions designed to improve service and where we can, alleviate some of the pressures you have told us about.