

Park Surgery Patient Group

Report On the Survey Held

Monday 4th February to Friday 8th February 2019

During the week beginning the 4th of February 2019 the PPG carried out a survey on patient's views and knowledge on a number of practice facilities which have been introduced at the Park Surgery. The PPG have conducted regular surveys since its creation in 2011. To ensure views, opinions and the profiles are captured on a regular basis and importantly that previous data is analysed and compared to detect trends and changes to patient makeup and usage. This process is repeated in the most recent report and once again comparisons are made using data collected.

There were 332 responses compared to 423 responses last year with 13 being incomplete, due to being called into the doctor, before completion.

Conducting the Survey

This year, as previously, members attended during Surgery hours from the 4th to the 8th of February, completing the questionnaire as the patients answered. The heaviest sessions were Monday Morning and Friday Morning with 48 and 47 responses respectively. It seems that the triage system has taken several patients out of the surgery using telephone consultations. The total time in collecting the returns was 40.5 hours. The total time on collation, producing pie charts and report was 16 hours.

The following table compares the number of responses for the last 6 surveys:

	2019	2018	2016 Oct	2016 Jan	2015	2014
Mon 4 th AM	48	58	49	67	69	66
Mon pm	26	0	32	58	29	2
Mon Eve	17	17	-	-	-	-

Tues	AM	27	52	53	53	78	52
Tue	PM	19	47	33	46	51	44
Wed	AM	18	57	49	57	64	61
WED	PM	28	33	0*	25	20	33
Thurs	AM	34	58	40	47	66	42
Thurs	PM	42	14	7	9	42	6
Fri	AM	47	53	31	57	41	53
Fri	PM	26	34	33	36	29	33
Totals		332	423	380	481	489	402

Note: Oct 2016 Thurs eve20, Jan 2016 Thurs Eve 19. In October 2016 there were 33 telephone calls to patients. * Surgery closed. The Result of the survey are detailed below.

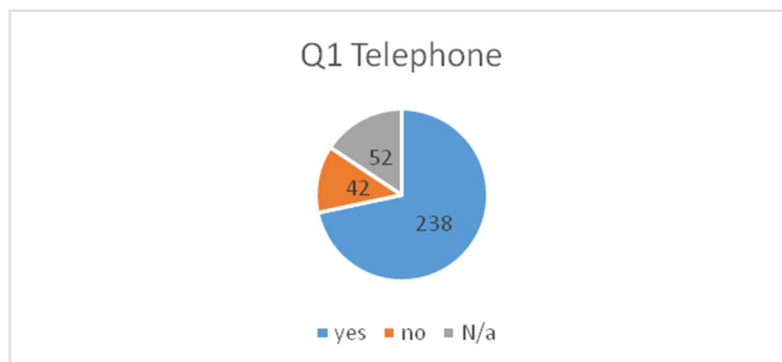
Surgery Survey 2019

Part 1 New Telephone system

Q1 do you now find it easy to phone the surgery

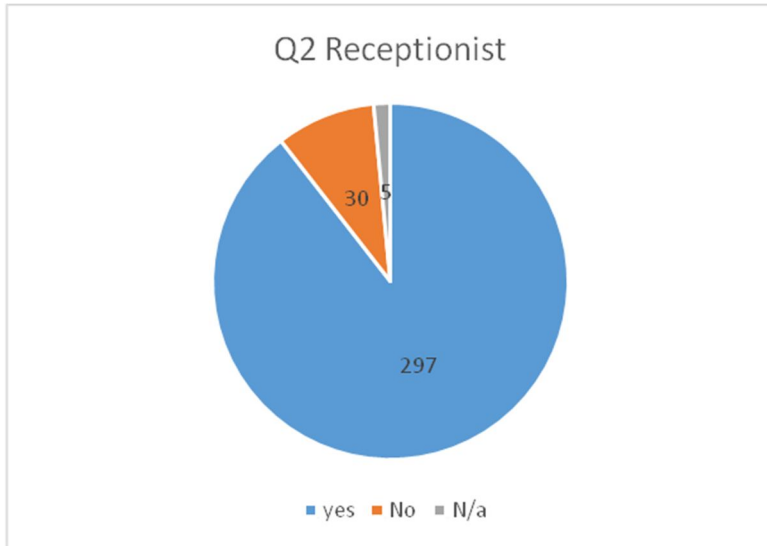
On the option phone

Yes	No	N/a
238	42	52

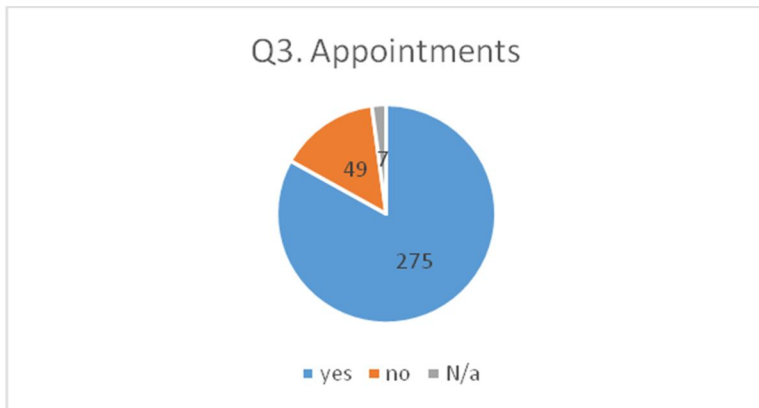


Q2 Do you find the receptionists helpful with your requests

Yes	No	N/a
297	30	5



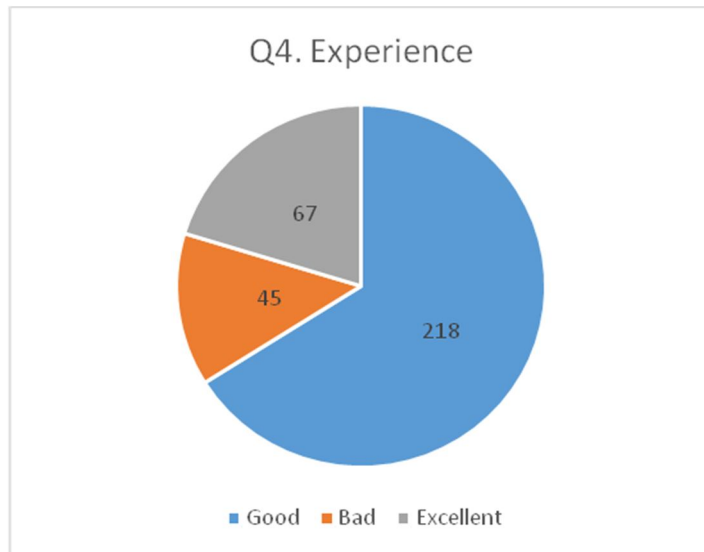
Q3 are you satisfied with the GP's appointment times available



Yes	No	N/a
275	49	7

Q4 How would you describe your experience at making appointments

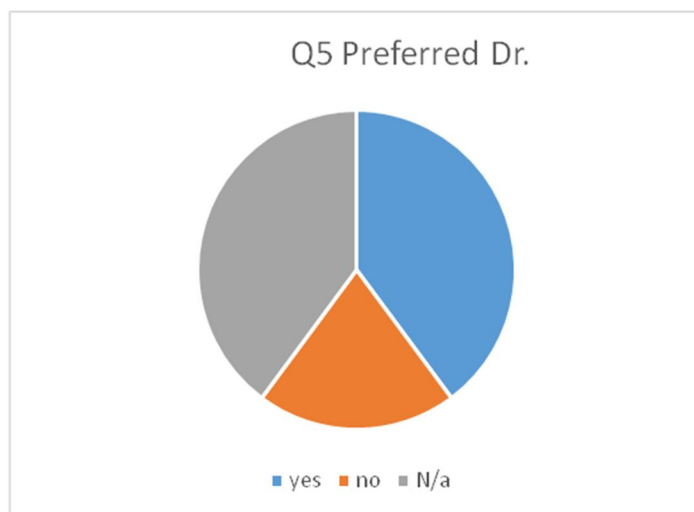
Good	Bad	Excellent
218	45	67



part 2 Surgery Experience

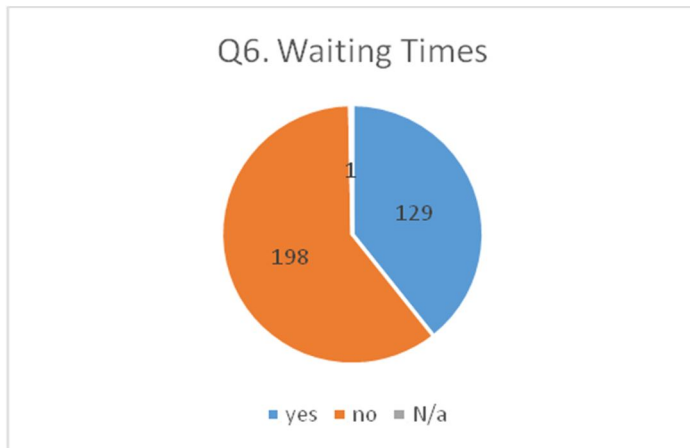
Q5 Do you usually get to see or speak to your preferred GP

Yes	No	N/a
131	67	131



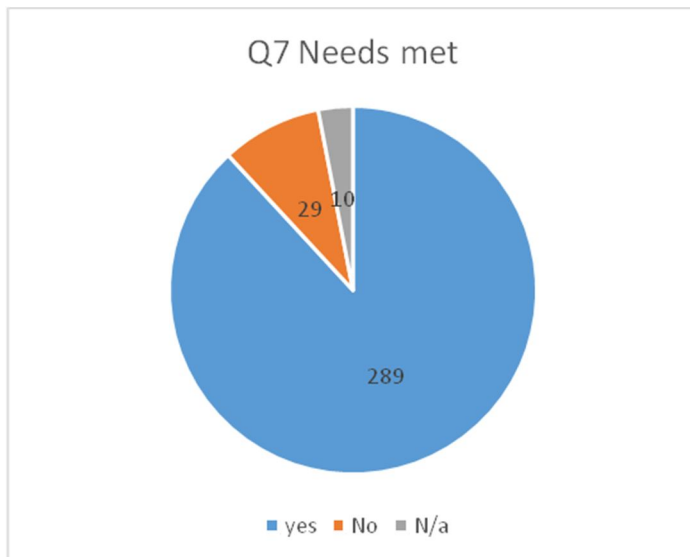
Q6 Do you consider the waiting times for your appointments too long

Yes	No	N/a
129	190	1



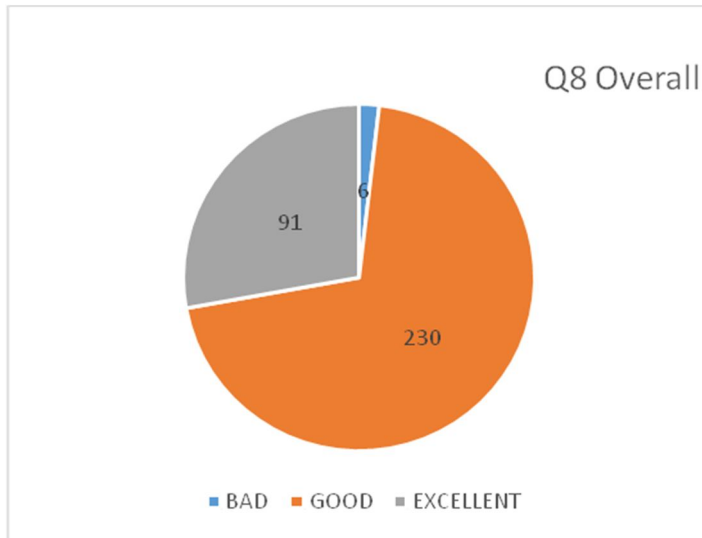
Q7 Do you feel your needs were met at your last GP appointment

Yes	No	N/a
289	29	10



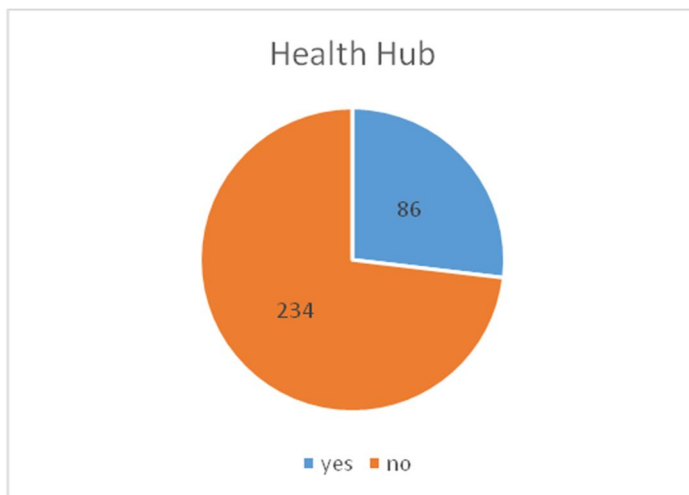
Q8 how would you describe your overall experience of the surgery

Bad	Go od	Excele nt
6	230	91

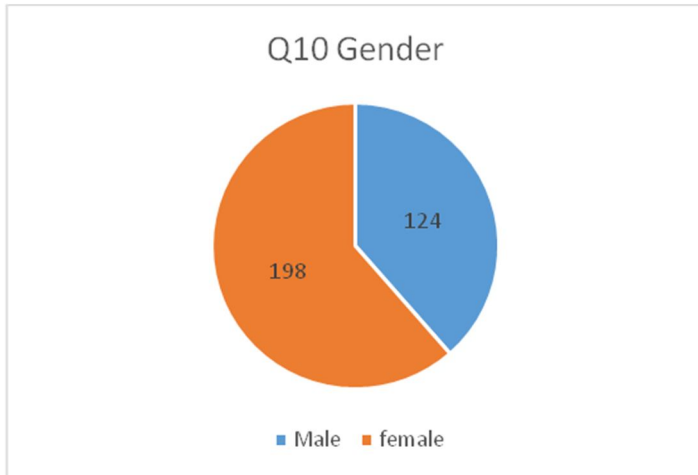


Q9 Are you aware of the Amber Valley Health Hub

Yes	No
86	234

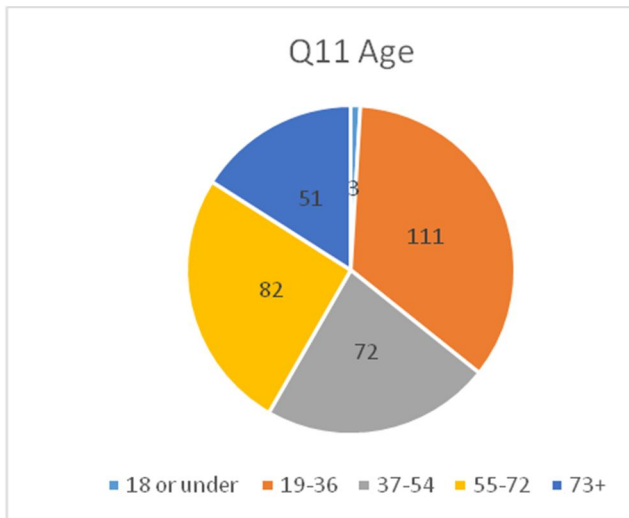


Q10 Gender



Male	Female
124	198

Q11 Age



>=18	19-36	37 - 54	55 - 72	73+
3	111	72	82	51

Remarks

As in previous surveys comments were recorded and are as follows:

Q1 5 not used it

4 still hard getting through

easy but a lot of phaffing

Easy but getting through harder

dialled 70 times to get an appointment

easy but takes a long time especially if hard of hearing

Not aware of it

Frustrating

Always visit to make an appointment

Rang 10 times, no response walked in and was given an appointment

Not happy with options

A lot of trouble

Expensive and difficult on a mobile

Struggle for elderly people pressing buttons

q2 some are some are not

Depends which one you get

Kay very helpful- brilliant actually

Mostly

Q3 sometimes

2 not always

Prefer same doctor

Once you get through

Working fulltime

New patient

Hard to get through on occasions

But patients walk round at 7.45

Q4 4 sometimes hard to get in

2 good but it varies

not happy with options

Came up at 8.00 had an appointment for 11.10

Between good and bad had 154 attempts to get through (Mary confirmed this) long while to get through 15 mins

Nightmare

Rang from 8.00-9.23 approx 30 times

Redialled 103 times started at 8.00

Difficult to get an appointment at times

q5 14 see the first available

2 yes but have to wait 3-4 weeks

New patient

Not always

Mostly

Very good

q6 6 last waited an hour

3 yes but not all the time

3 waited longer than 45 mins on one occasion

2 depends on Dr

in the past have experienced long waits

Sat in waiting room for two hours on one occasion receptionist didn't book me in

Hit and miss

Understand the need to wait

New patient

On occasion

Arrived on time for my appointment informed that 5 people before me

Usually in evenings

Unless over 1 hour

Depends on Dr

Took 4 weeks to get an appointment

q7 waited 5 months to even visit a specialist was referred by a-e

New patient

Last appointment 5 years ago can't remember

I've been coming here for one year and only just been sent for a blood test

Q8 moving surgery

Lot friendlier than the last practice

q9 13 will access details on internet

6 not on internet

The patient was told to make another appointment. Because they wished to discuss multiple illnesses and she was keen to point out that it wasn't the doctor's fault.

General question, why can't workers get early appointments and retired later?

Analysis

- It seems the main bone of contention is still the difficulty getting through to the surgery at eight o'clock
- The Triage system seems to be taking numbers out of attending the surgery as shown by the reduction of survey returns.
- The age groups and split between male and female seems to follow the previous patterns on surveys.

Appendix - The survey form

New Telephone appointment system

- Q1 Do you now find it easy to phone the surgery with the option Phone. Yes No N/a
- Q2 Do you find the receptionists helpful with your requests Yes No N/a
- Q3 Are you satisfied with the GP appointment times available Yes No N/a
- Q4 How would you describe your experience at making your appointments Bad Good Excellent

Surgery experience

- Q5 Do you usually get to see or speak to your preferred GP Yes No N/a
- Q6 Do you consider the waiting times for your appointments too long Yes No
- Q7 Do you feel your needs were met at your last GP appointment Yes No N/a
- Q8 How would you describe your overall experience of the surgery Bad Good Excellent
- Q9 Are you aware of the Amber Valley Health Hub (Appointments at Church Farm Ripley Mon-Fri 6-8pm Sat and Sun 8-30-12 midday) Yes No

Q10 Male Female

Q11 18 or under 9-36 37-54 55-72 72+

Date _____ Am PM EVE please circle