

**STAINES  
THAMESIDE  
MEDICAL**

Outcomes for Patient  
Questionnaire  
2014-15

*March 2015*

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## ***Introduction***

This report outlines the compilation and results for '*Improving the Practice Questionnaire*' completed at Staines Thameside Medical in March 2015. The questionnaire was completed by 50 patients registered at the Practice who were selected at random.

## ***Aims and Objectives***

The aims are to discover what our patients feel the Practice is doing well, how to improve on things that are not satisfactory and also to assess the success of any changes implemented in the last year.

## ***Terms of Reference***

This report is conducted for the QOF and DES contract for the NHS. The results are based on 50 anonymously completed patient questionnaires in March 2015.

The report aims to compile the results of the questionnaire to draw conclusions as to the successes and identify potential areas for improvement. This report will be published on the Practice website: [www.stainesthamesidemedical.co.uk](http://www.stainesthamesidemedical.co.uk)

## ***Methodology***

A questionnaire was compiled within the practice based largely on the MORI questionnaire and on questions agreed by the Practice PRG at their February meeting.

The questions were compiled using simple "yes" or "no" answers and answers graded 1 to 5 (1=poor, 2=fair, 3=good, 4=very good, 5=excellent) to obtain a quantitative outcome. The aim for an average score of 3 would indicate whether the Practice was performing to a satisfactory level.

A copy of the questionnaire is included at Appendix A.

## **Results**

Demographics of those who completed the questionnaire:

- **Female**        **26**
- **Male**         **24**

90% of patients said that they were offered appointments within 2 working days.

The Website

Of those questioned only 50% were aware of the practice website.

Patients were asked to rate other areas of the Practice on a scale of 1 to 5. 1=Poor, 2=Fair, 3=Good, 4=Very Good, 5=Excellent

Average Scores for other key areas:

	<b>No. of Respondents</b>	<b>Average Mean Score</b>	<b>Score expressed as a Percentage</b>
Satisfaction with opening hours	50	4/5	80%
Ease of contacting the Practice on the Phone	50	3.5/5	70%
Convenience of day and time of your appointment	50	3.8/5	76%
Length of time waiting to see the Doctor or Nurse	50	3.7/5	74%
Ease of speaking to a Doctor or Nurse on the telephone	40	3.5/5	70%
Opportunity of obtaining a home visit when necessary	22	3.4/5	68%
Ease of using out of hours service	22	3.3/5	66%
How would you rate the ease of parking at the surgery	50	2.5/5	50%
How would you rate the ability to access the building?	50	4/5	80%
How satisfied are you of the ease of obtaining test results and medication?	40	4/5	80%
Information provided by the Practice about its services	50	4/5	80%
The helpfulness of the reception staff	50	4.4/5	88%
How would you rate the cleanliness of the building?	50	4.0/5	80%

I would rate the Doctor's ability to really listen to me as	50	4.0/5	80%
The Doctor's explanation of tests and treatment	50	4.0/5	80%
The amount of time given to me by the Doctor	50	4.2/5	84%
How you likely to recommend the Surgery to family and friends?	50	4.3/5	86%

*The overall satisfaction of patients:*

- **85.6% rated it as Very Good**
- **86% would recommend it to friends and family**

Some patients included additional comments: e.g. 'great practice lovely staff and doctors', from a fulltime carer the following comment: 'reception staff excellent. We like our friendly doctors' surgery who are willing to help us and our family.'

2 negative comments received were related to parking and the building being in need refurbishment.

### ***Conclusion***

This is over all a very positive outcome from the Patient survey with the Practice rated as "Very Good" overall. The patients are satisfied with the clinical care received at the surgery.

It was noted that when asked if patients knew or were interested in our Patient Participation Group the majority of patients said 'no' they did not know and also were 'not' interested in joining.

We need to be more creative in marketing the Group.

Last year parking bays opposite the surgery were designated as being limited to 2 hours by the Council to stop shoppers parking there. However, patients still do not seem satisfied with the amount of space.

We need to explore other alternative and perhaps speak with Surrey Council to ask advice.

We recognise that the building is in need of decoration and refurbishment. Funding has been secured to undertake this work beginning this month (March 2015).

### ***Further Information***

The opening hours are:

#### **Core Hours:**

Mon 08.00 – 18.30

Tues 08.00 – 18.30

Wed 08.00 – 14.00

Thur 08.00 – 18.30

Fri 08.00 – 18.30

**Extended Hours: Tues: 18.30 – 20.00 and Thursday 18.30 – 19.00**

Closed: Weekends and Bank Holidays

To obtain access to services throughout the core hours, appointments can be made by telephone or in person. The surgery is open throughout the day.

#### **Out of Hours:**

The times at which individual health care professionals are accessible to registered patients is available outside normal surgery hours, out of hours cover is provided by Harmoni via the 111 telephone number.

Alternatively, patients can attend the Walk-in Centre at Ashford Hospital. Please note that the walk-in centre is not suitable for children less than 2 years of age or pregnancy problems.

If there is a medical emergency patients should dial 999 for an ambulance or attend their local Accident and Emergency department.

***“Improving the Practice” Questionnaire 2014-15*****You can help the Practice to improve its service**

- |  | Never                    | 1-5                      | 6-10                     | 11+                      |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. How many times have you visited this Practice in the last 12 months (including collecting prescriptions and consultations with nurses and/or GP’s?) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Booking an appointment**

- |  | YES                      | NO                       |
|--|--------------------------|--------------------------|
| 2. Were you offered an appointment with a GP within 2 working days? (Not necessarily the GP of your choice).   | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Have you used our Practice website ( <a href="http://www.orchardsurgeryashford.co.uk">www.orchardsurgeryashford.co.uk</a> )                                     | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. How would you prefer to book your appointments?<br><br>In person <input type="checkbox"/> Online <input type="checkbox"/> On the phone <input type="checkbox"/> |                          |                          |
| 5. Are you aware of the extended hours available at the surgery?<br><br>Yes <input type="checkbox"/> No <input type="checkbox"/>                                   |                          |                          |

**Access to a Doctor or Nurse (please circle)**

	N/A	Poor	Fair	Good	Very Good	Excellent
6. Your level of satisfaction with the Practice’s opening hours		1	2	3	4	5
7. Ease of contacting the Practice on the telephone		1	2	3	4	5
8. Convenience of day and time of your appointment		1	2	3	4	5
9. Length of time waiting to see the Doctor or Nurse		1	2	3	4	5
10. Ease of speaking to a Doctor or Nurse on the telephone		1	2	3	4	5
11. Opportunity of obtaining a home visit when necessary		1	2	3	4	5
12. How would you rate the ease of using our out of hours service?		1	2	3	4	5
13. How would you rate the ease of parking at the surgery?		1	2	3	4	5
14. How would you rate the ability to access the building?		1	2	3	4	5
15. How satisfied are you, of the ease of obtaining test results and medication?		1	2	3	4	5
16. Information provided by the Practice about its services, e.g. repeat prescriptions, test results and clinics.		1	2	3	4	5

**About the staff and Practice in general (please circle)**

	N/A	Poor	Fair	Good	Very Good	Excellent
17. The helpfulness of the Reception staff		1	2	3	4	5
18. How do you rate the cleanliness of the building?		1	2	3	4	5

**About the Doctor (please circle)**

	N/A	Poor	Fair	Good	Very Good	Excellent
19. I would rate the Doctor's ability to really listen to me as		1	2	3	4	5
20. The Doctor's explanation of tests and treatment.		1	2	3	4	5
21. The amount of time given to me by the Doctor		1	2	3	4	5
22. My overall satisfaction with this Practice		1	2	3	4	5
23. Please rate how likely you would recommend this surgery to family and friends?		1	2	3	4	5

Patients are involved in decisions about the range and quality of services provided by the surgery. Are you aware that there is a Patient Participation Group?

Yes  No

Would you be interested in participating in a Patient Participation group?

Yes  No

If you are interested in joining our PPG, please can you pass your details to our reception team.

The following questions provide us only with general information about the range of people who have responded to this survey. It will not be used to identify you, and will remain confidential.

How old are you? Under 21  21-35  36-50  50-65  65+

Are you male or female? Male  Female



What is your ethnic group?

**a) White**

British

Irish

Any other white background

**b) Mixed**

White & Black Caribbean

White & Asian

White & Black African

Any other mixed background

**c) Asian or Asia British**

Indian

Pakistani

Bangladeshi

Any other Asian background

**d) Black or Black British**

Caribbean

African

Any other Black background

**e) Chinese or other ethnic group**

Chinese

Any other ethnic group

Are you...

Employed

Unemployed

Homemaker

Retired

Student

How many years have you  
been attending this Practice?

Any further comments:

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*Thank you very much for your time and assistance.*

*Please return your completed questionnaire to reception.*