

Drs, Chin, Ross, Cameron, Rayner, Santhanam & Malone The Northolme Practice



THE NORTHOLME PRACTICE - PATIENT SURVEY RESULTS **2012/13**

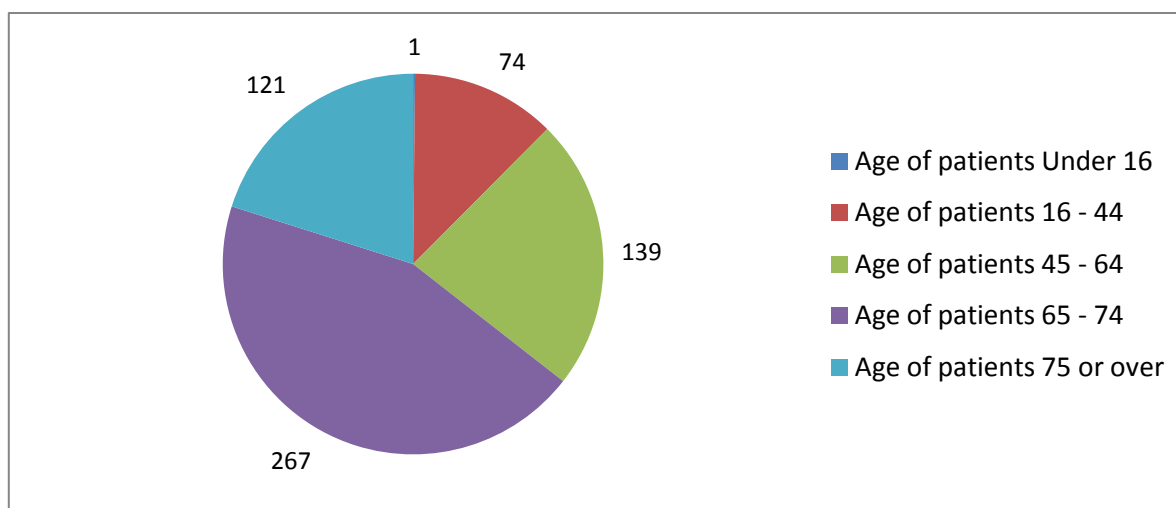
The Northolme Patient survey conducted a patient survey between September and November 2012. The Patient survey is based on the GPAQ questionnaire and refined by the Patient Group to cover the areas identified as a priority. It was agreed with the Group that the number of completed questionnaires would be in line with previous guidance of (25 per registered 1,000 patients). The paper based questionnaire was handed out during surgery times, flu clinics, baby clinics and available on reception for patients calling at reception/collecting prescriptions. Patients from the Group supported the practice by handing out questionnaires and encouraging patients to complete them during flu clinics. The results of the patient survey were collated by the practice using a spreadsheet and analysed in house.

GENERAL INFORMATION:

The practice has approximately 13,600 registered patients.

A total of 900 patients questionnaires were printed and distributed with 602 questionnaires being completed and returned to the surgery. This return far exceeded the number required.

- 220 males
- 382 female

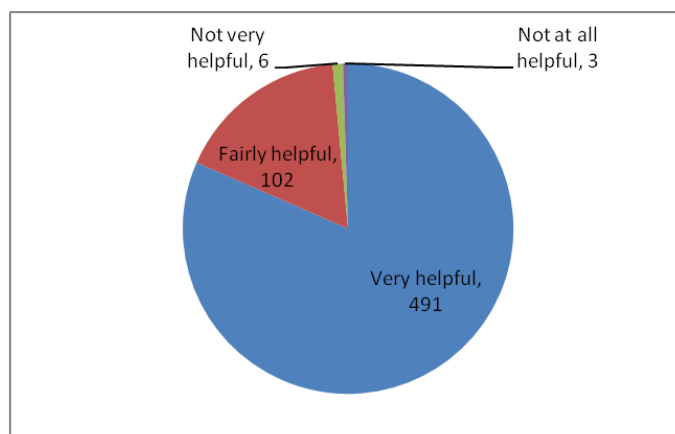


Ethnicity of patients who completed the questionnaire

- White 591
- Black or black British 2
- Asian 2
- Not stated 6
- Chinese 0
- Other ethnic group 1

ABOUT RECEPTIONISTS AND APPOINTMENTS:

How helpful do you find the receptionist at your GP Practice?



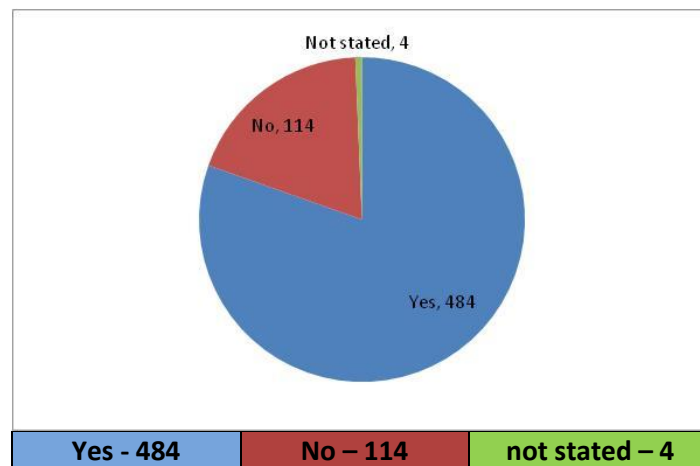
Yes - 491	Fairly helpful - 102	Not very helpful - 6	Not at all helpful - 3
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<i>How easy is it to get through to someone at your GP practice on the phone?</i>	Very easy	187
	Fairly easy	298
	Not very easy	86
	Not easy at all	14
	Haven't tried	17

<i>How easy is it to speak to a doctor or nurse on the phone at your GP practice?</i>	Very easy	164
	Fairly easy	184
	Not very easy	47
	Not easy at all	9
	Haven't tried	197
	Not stated	1

<i>If you need to see a doctor urgently, can you normally get seen on the same day?</i>	Yes	424
	No	42
	Never needed to	133
	Not stated	3

Are you aware that you can book your appointments in advance?



<i>How do you normally book your appointments at your practice?</i>	In person	50
	By phone	517
	In person and by phone	28
	Doesn't apply	2
	Not stated	5

HOW GOOD WAS THE LAST DOCTOR OR NURSE PRACTITIONER YOU SAW AT EACH OF THE FOLLOWING:

<i>Giving you enough time?</i>	Very good	452
	Good	132
	Fair	15
	Poor	0
	Very poor	0
	Patients did not comment	3

<i>Listening to you?</i>	Very good	453
	Good	128
	Fair	17
	Poor	1
	Very poor	0
	Not stated	3

<i>Explaining tests and treatments?</i>	Very good	412
	Good	163
	Fair	19
	Poor	1
	Very poor	0
	Not stated	7

<i>Involving you in decisions about your care?</i>	Very good	384
	Good	178
	Fair	25
	Poor	2
	Very poor	1
	Not stated	12

<i>Treating you with care and concern?</i>	Very good	429
	Good	152
	Fair	13
	Poor	1
	Very poor	0
	Not stated	7

<i>Did you have confidence & trust in the Dr or nurse practitioner you saw or spoke to?</i>	Yes, definitely	521
	Yes, to some extent	68
	No, not at all	1
	Don't know / can't say	4
	Not stated	8

HOW GOOD WAS THE LAST PRACTICE NURSE YOU SAW AT EACH OF THE FOLLOWING?

<i>Giving you enough time?</i>	Very good	443
	Good	132
	Fair	9
	Poor	0
	Very poor	0
	Not stated	18

<i>Listening to you?</i>	Very good	435
	Good	130
	Fair	16
	Poor	1
	Very poor	0
	Not stated	20

<i>Explaining tests and treatments?</i>	Very good	417
	Good	143
	Fair	17
	Poor	1
	Very poor	0
	Not stated	24

<i>Involving you in decisions about your care?</i>	Very good	399
	Good	149
	Fair	24
	Poor	3
	Very poor	0
	Not Stated	27

<i>Treating you with care and concern?</i>	Very good	418
	Good	147
	Fair	15
	Poor	1
	Very poor	1
	Not Stated	20

<i>Did you have confidence and trust in the doctor or nurse practitioner you saw or spoke to?</i>	Yes, definitely	511
	Yes, to some extent	58
	No, not at all	2
	Don't know / can't say	3
	Not Stated	28

ABOUT CARE FROM YOUR DOCTORS AND NURSES

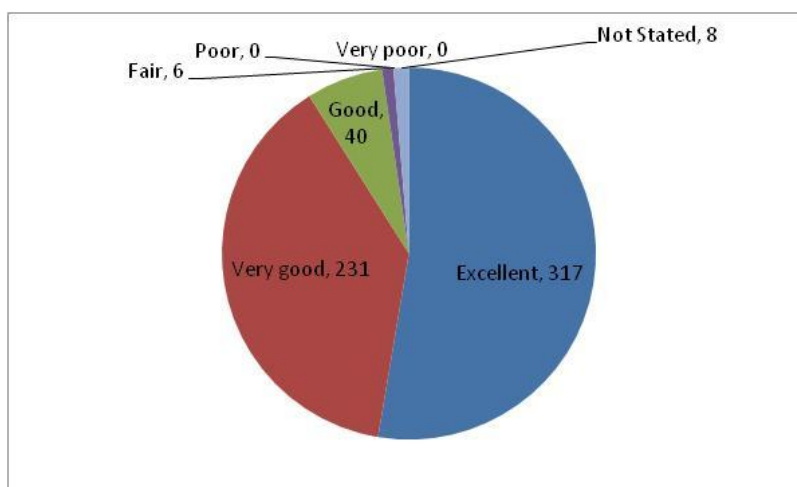
Thinking about the care you received from your doctors and nurses overall, how well does the practice help you to:

Understand your health problems	Very well	542
	Unsure	43
	Not very well	7
	Not Stated	10

Cope with your health problems	Very well	542
	Unsure	43
	Not very well	7
	Not Stated	10

Keep yourself healthy	Very well	527
	Unsure	50
	Not very well	9
	Not Stated	16

Overall, how would you describe your experience of your GP surgery?



Excellent – 317 Very good – 231 Good – 40 Fair – 6 Poor – 0 Very Poor – 0 Not stated – 8

Would you recommend your GP surgery to someone who has just moved to your local area?	Yes, definitely	502
	Yes, probably	84
	No, probably not	4
	No, definitely not	0
	Not Stated	12

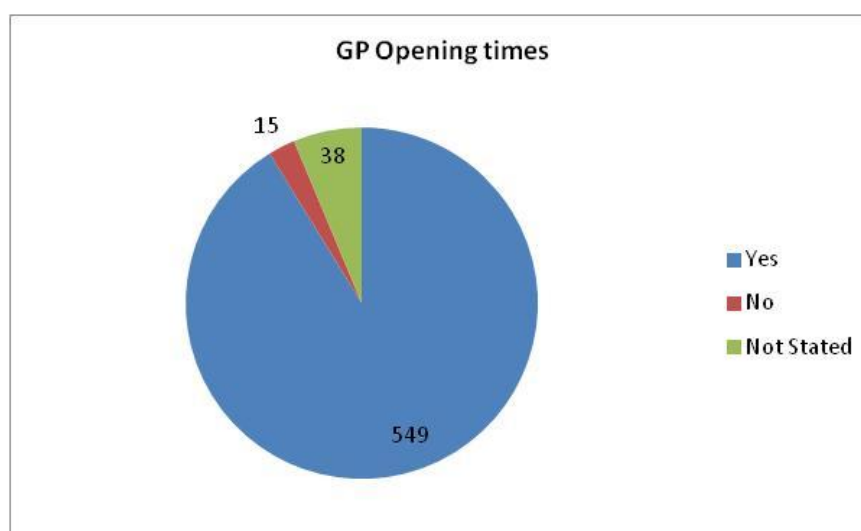
OPENING TIMES AND CHOICE OF DOCTOR

Thinking of the times when you want to see A doctor (any doctor in the surgery), how quickly do you usually get seen?	Same day or next day	471
	2 - 4 days	75
	5 days or more	0
	I don't usually need to be seen quickly	43
	Don't know never tried	10
	Not Stated	3

Thinking of the times when you want to see A PARTICULAR doctor how quickly do you usually get seen?	Same day or next day	204
	2 - 4 days	232
	5 days or more	24
	I don't usually need to be seen quickly	57
	Don't know never tried	79
	Not Stated	6

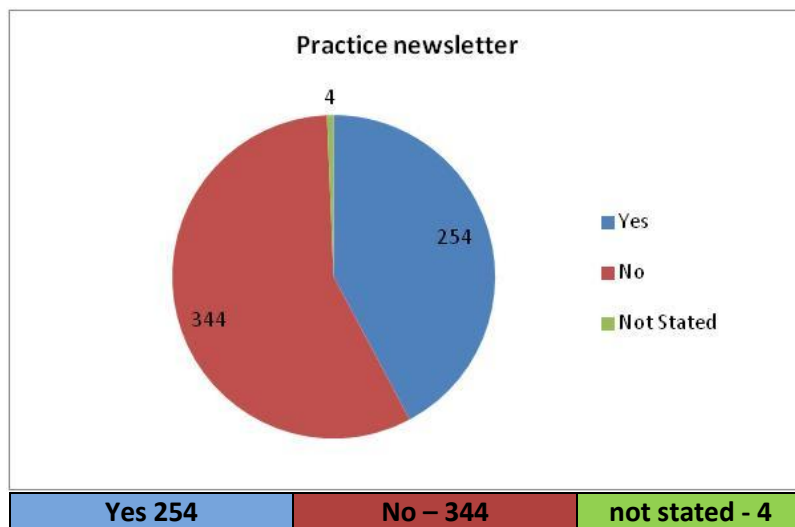
Thinking of the most recent visit with a doctor or nurse, how long did you wait for your consultation to start?	Less than 5 minutes	182
	5 - 10 minutes	323
	11 - 20 minutes	80
	21 - 30 minutes	10
	More than 30 minutes	1
	There was no set time for my consultation	4
	Not Stated	2

Is your GP surgery open at times that are convenient to you?

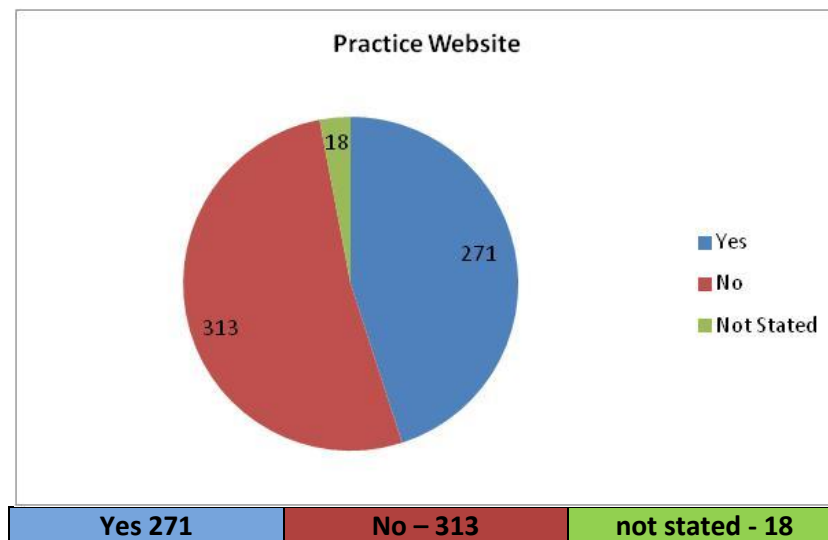


Yes 549	No – 15	not stated – 38
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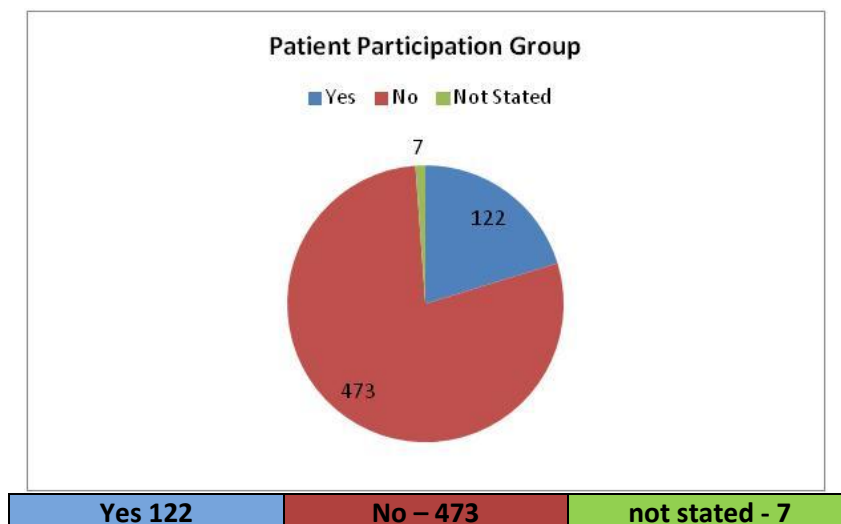
Did you know that the practice produces regular newsletters?



Did you know the practice has a website?



Did you know the practice has a Patient Participation Group?



SUMMARY OF PATIENT FEEDBACK FROM PATIENTS SURVEY QUESTIONNAIRE

The following summarises the overall feedback and comments received from the Patient Questionnaire. This covers the following areas:

- Access
- Appointments
- Online requests
- Patient Questionnaire
- Receptionists
- Surgeries , clinics and blood tests
- Telephones
- Miscellaneous
- Compliments

ACCESS – parking and opening times

- Make car parks larger
- Poor wheelchair access at Hipperholme (Kos)
- Road surface needs repairing at Kos
- Move to larger premises
- Parking limited - could staff park with GP's?

APPOINTMENTS

- Booking appointments at peak times 8am and 11am difficult to ring at specific times
- Pre-bookable appointments – some patients not aware can book in advance
- How the appointment system works
- More telephone lines to be able get through to make appointments
- Can't always see a Dr of my choice
- Having to ring back if all the appointments have gone for that morning
- Lunchtime surgeries
- Would like telephone consultations

ONLINE REQUESTS

- Order repeat prescriptions online
- Book appointments on line
- Email patients

PATIENT QUESTIONNAIRE

- Separate questionnaires for Northowram and Kos

RECEPTIONISTS

- Compliments and minor concerns over initial contact with receptionists

SURGERIES, CLINICS AND BLOOD TESTS

- Blood tests at Northowram as well as Kos
- Privacy during baby clinics

TELEPHONES

- Telephone lines engaged first thing in a morning
- Difficulty getting through in a morning
- More telephone lines particularly at 8am and 11am
- Improve telephone system for appointments – queuing system for incoming calls

COMPLIMENTS

A total of 79 comments have been received from patients complimenting the staff on the level the care they have received and the services that are available. This includes comments relating to GP's, Nurse Practitioners, Practice Nurses, Health Care Assistant and staff.

MISCELLAENOUS

- Can the Newsletter be emailed to patients
- Text reminders are excellent