

# Swaffham ~ Carningland Surgery Patient Group



## Analysis of questions and responses

### Purpose of survey.

To obtain patients views on the surgery, the delivery of its services, its systems and infrastructure so that where practicable and possible these might be improved.

### Target and objectives

- Target was aimed at 10% of the surgery client base, being agreed as 600.
- Questions and wording were agreed between the PPG and Practice Manager.
- Number of questions agreed was 29.

### Implementation

- PPG agreed that 400 questionnaires would be completed in house and this was carried out by them through an agreed timed work rota.
- Practice management carried out a random search of the patient database to generate 200 postal questionnaires.

During the "in house" survey some patients asked about duplication although only three returned postal questionnaires indicated that an "in house" questionnaire had been completed by them.

### Analysis of the questionnaire

- Compilers comments are shown with each of the questions, together with a précis of client comments taken from their completed questionnaire.

## Introductory questions (Gender, Age, Ethnicity etc)

### Note:

Due to inconsistencies in patient completion of this section data is not a true representative of the group dynamics. Nevertheless it will be presented in the data analysis which may be of use to management.

### Problem

Q) If you have children, what are their age groups?

Some **elderly** patients truthfully answered, indicating they had children aged over 12. Perhaps this question should have asked...

Q) If you have children who attend this surgery what are their ages.....

### Main Questions

1) **How do you get to the surgery?**

No issues with this question

#### **Patient Comments:**

1) Mobility Scooter (An aspect of travel not considered) (2)

2) **When did you last see a doctor at the surgery?**

No issues with this question

3) **Do you feel that the doctor (or nurse) listens to you?**

No issues with this question

4) **Do they give you the time you feel you need?**

No issues with this question

5) **Do you feel that things are clearly explained to you?**

No issues with this question

6) **If you do not understand their explanation, do you feel that you are able to ask for clarification?**

No issues with this question

7) **If a referral is suggested, do you feel confident that this will be done promptly?**

No issues with this question

8) **In general how satisfied are you with care you receive from the surgery?**

No issues with this question

**Patient Comments:**

- 1) Home Visit was requested, but this never happened? (1)
- 2) Dr is slow in taking action with reoccurring health issues (1)
- 3) Don't always get the right answers, seems to be trial and error (1)

9) **Do you book your appointment yourself?**

No issues with this question

But ... Question: Does this question does not elicit any useful data?

10) **What method do you use?**

No issues with this question

11) **If you consider it is an emergency, are you able to get an appointment on the day you need it?**

No issues with this question

12) **If you cannot get an appointment for the day and time you request, are you offered an acceptable alternative?**

No issues with this question

**Patient comments**

- 1) No consideration for patients who work full time. (2)

13) **In your experience how long do you have to wait to see a particular doctor?**

No issues with this question

**Patient Comments:**

- 1) Had experience of waiting more than 6 weeks, not acceptable. (3)

>>> **New questions (generated from patients)**

- 1) When you attend the surgery is your appointment on time?
- 2) How long do you have to wait beyond your appointed time?

14) **How easy do you find it to make an appointment to see a nurse?**

No issues with this question

15) **Do you use the on-site dispensary?**

No issues with this question

16) **How helpful do you find the on-site dispensary staff?**

No issues with this question

**Note:** Contradictions, where patients indicated they "did not" use the dispensary,

but commented about the dispensary staff.

**17) How helpful do you find the surgery receptionists?**

No issues with this question

**18) At the appointments desk and dispensary, has the "One patient at a time" policy helped you with confidentiality?**

No issues with this question.

**Patient Comments:**

- 1) Not understanding the question (3)
- 2) Confidentiality was actually observed by staff (2)

**19) Are the current surgery opening times convenient for you?**

No issues with this question

**Patient Comments:**

- 1) More early morning appointments (3)
- 2) Open at weekends ~ Saturdays (25)
- 3) Dispensary open at lunchtime. (2)
- 4) Cover weekend emergencies. (1)
- 5) More evening appointments for "late workers". (2)
- 6) Feels isolated when there is nobody to contact at weekends. (1)
- 7) Out of hours Dr has not been very helpful, poor service. (1)
- 8) No problem, but please grit the entrance when it is icy! (1)
- 9) More polite and well presented receptionists (1)

**20) If you need to drive to the surgery, how easy do you find it to park?**

No issues with this question

**Patient Comments:**

- 1) Inadequate number of spaces for "disabled drivers" (2)

**21) What other support facilities would you like to see available at the surgery?**

No issues with this question.

**Patient comments**

- 1) Diabetics (+ information for young people) (4)
- 2) Tea ~ Coffee facilities (1)
- 3) Prostrate support group (1)
- 4) Complimentary therapies (1)
- 5) Post operative cancer care (1)
- 6) Crones Disease (1)
- 7) Fitness (1)
- 8) "Walk in" facility ~nurse, ECG, Urine testing etc. (1)
- 9) Eczema and skin allergies. (1)
- 10) Diet and weight control for disabled people. (3)

- 11) Exercise machines (and advice on exercise) (3)
- 12) "Well Woman" clinic. (5)
- 13) "Well Man" clinic (3)
- 14) Physiotherapy (1)
- 15) Dealing with elderly relatives. (1)
- 16) Arthritis support (1)
- 17) Hearing Clinic (1)
- 18) Mental Health issues (4)
- 19) Annual health check for the over "60" group (1)
- 20) Acupuncture (1)
- 21) Smoking Cessation (1)
- 22) Skin specialist (1)
- 23) After sugary care (1)

**22) As a patient, are you aware of the Patient Participation Group, (PPG)?**

No issues with this question.

**Patient comments**

- 1) No idea who (or what) the PPG are. (6)
- 2) At meetings I have trouble understanding chairperson (1)

**23) Do you know the aims and objectives of the PPG?**

No issues with this question.

**Patient comments**

- 1) More information required (4)

**24) Have you seen the activities of the PPG advertised?**

No issues with this question

**25) Would you be interested in becoming an "active member" of the PPG?**

No issues with this question

**26) Is there adequate seating in patient waiting areas?**

No issues with this question

**Patient comments**

- 1) Not enough seats in the small waiting area. (2)

**27) Is the seating comfortable?**

No issues with this question

**Patient Comments**

- 1) More chairs and more comfortable. (6)
- 2) Better selection, wider range of current magazines. (3)
- 3) Seat not large enough, like sitting in a classroom. (1)
- 4) Choice of music is annoying (Pop can be stressful, try Classical) (6)
- 5) Higher chairs with "arms" to help getting up from the seat. (6)

- 6) Seats are too close to each other. (3)
- 7) Larger people find that seats and space are cramped. (1)
- 8) Inadequate space for invalid chairs (1)

**28) Do you find information within waiting areas is clearly displayed?**

No issues with this question

**Patient comments**

- 1) Larger displays with less wording (2)
- 2) Too much information, some text much too small (6)
- 3) More specific information booklets. ?? (2)
- 4) Information is cluttered, too much (4)
- 5) Information out of date. (2)
- 6) Information could be displayed topically. (2)
- &) Consideration for those with impaired vision (1)

**29) Would you recommend this surgery to somebody who has just moved here?**

No issues with this question

**Patient Comments:**

- 1) No, due to the bizarre appointment system. (1)

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**Post Survey Issues**

- Postal votes were initially not clearly marked. Therefore numbers returned as against the total number posted will not accurately reflect potential returns.
- Total returns / completions both postal and in-house were 495 out of the 600 target being 82.5%.
- This survey was compiled by PPG members, in cooperation with the Practice Manager.
- Responses and analysis compiled by JAC & DJC.

Thursday, 19 January 2012