

Hathaway Medical Centre

Patient Participation Questionnaire 2013/ 4

Number of Responses: 377

During the spring of 2013 we conducted a second patient questionnaire to seek the views of patients regarding our appointment system, specifically around making appointments with GPs. Two very clear messages came out of the responses:

1. Patients want to be able to get a routine GP appointment within 7 days
2. Patients want to be able to get back to see or talk to the doctor or nurse who is treating them for a current problem

While no one has yet designed a perfect appointment system that can flex with changes in daily demand or demand for specific doctors, we have changed our system to incorporate these two key features with the aim of improving patient satisfaction by improving access and continuity.

You said:

89% of patients stated that routine GP appointments should be within 7 days or less. At that time we were only achieving 42% available within 7 days.

We have changed:

85% of appointments are held back and only made available 7 days in advance. The remaining appointments are available up to 6 weeks in advance for patients who need to organise their life further ahead. In the future these appointments may only be available through online booking.

You said:

Continuity - 78% of patient view continuity as very important, important or desirable

We have changed:

Our previous duty doctor system meant that urgent requests to speak to a doctor always went to the duty doctor; this potentially left a patient, whose health was deteriorating, talking to, or being seen by, different doctors. We have introduced telephone appointments specifically to support continuity; these are now available each day a doctor works. There may not always be sufficient appointments to satisfy all patients, but we hope to be able to accommodate the majority of patient requests and greatly improve continuity.

The questions below relate to two separate time periods, the period before the 1st of July 2013 and the period after.

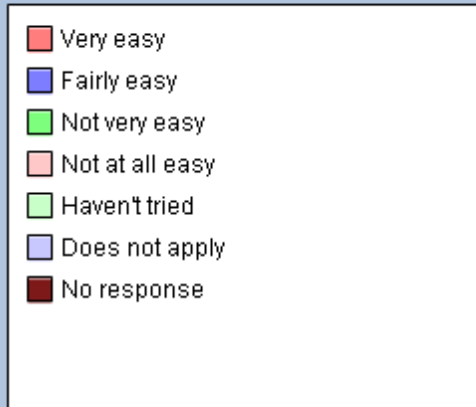
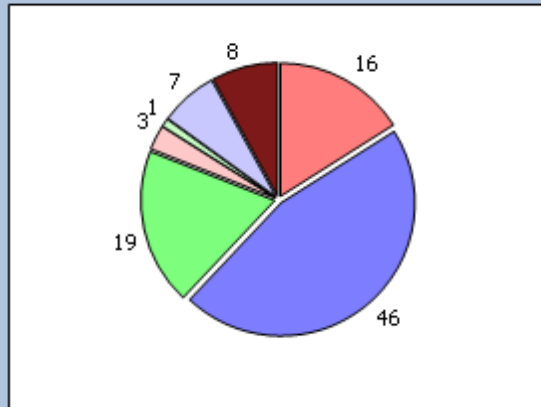
These questions relate to your experience BEFORE the 1st of July 2013

Q1. Generally, how easy has it been to get through to the surgery?

Very easy

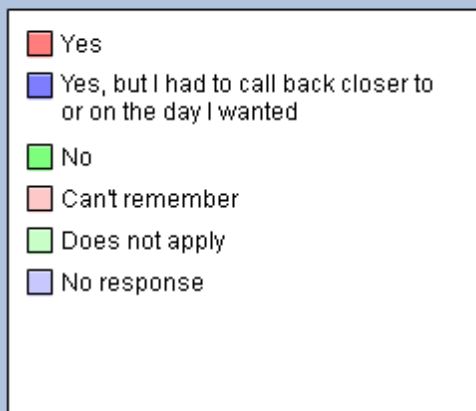
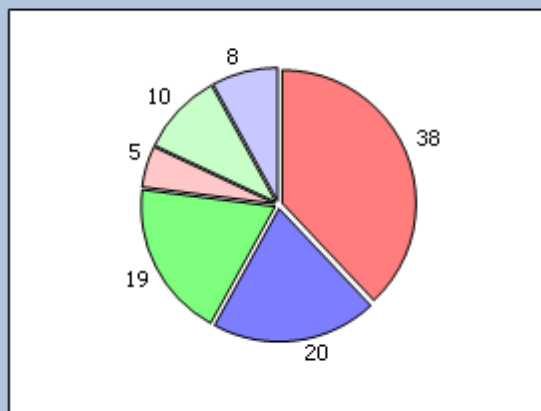
16%

Fairly easy	46%
Not very easy	19%
Not at all easy	3%
Haven't tried	1%
Does not apply	7%
No response	8%



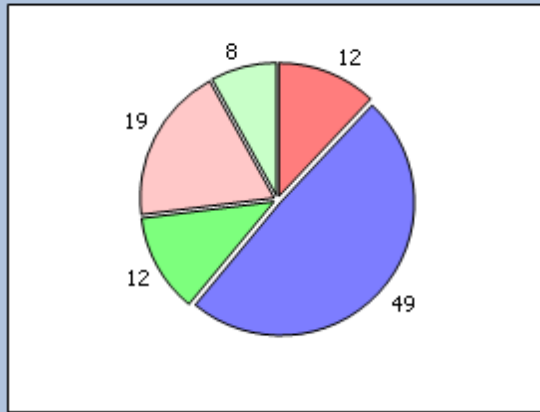
Q2. Were you been able to get an appointment to see or speak to someone within an acceptable period of time?

Yes	38%
Yes, but I had to call back closer to or on the day I wanted	20%
No	19%
Can't remember	5%
Does not apply	10%
No response	8%



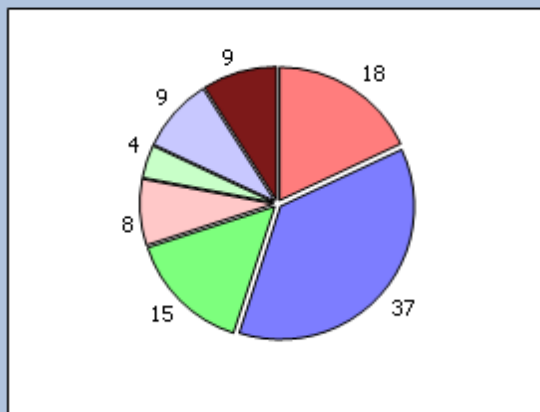
Q3. How did you find getting a routine GP appointment?

Better	12%
No difference	49%
Worse	12%
Does not apply	19%
No response	8%



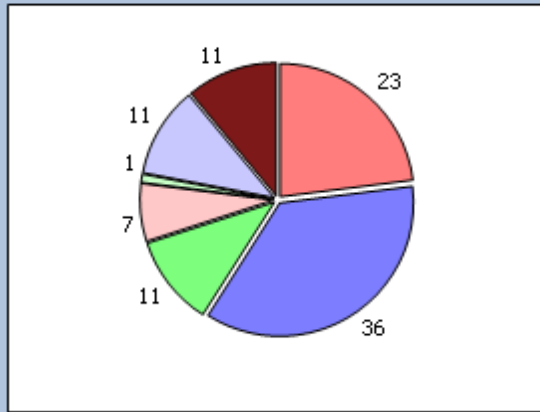
Q4. Overall, how would you describe your experience of making an appointment over the phone?

Very good	18%
Fairly good	37%
Neither good nor poor	15%
Fairly poor	8%
Very poor	4%
Does not apply	9%
No response	9%



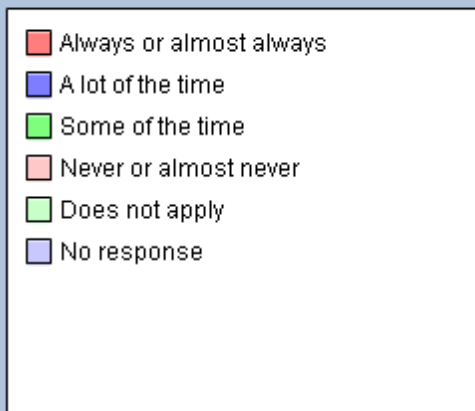
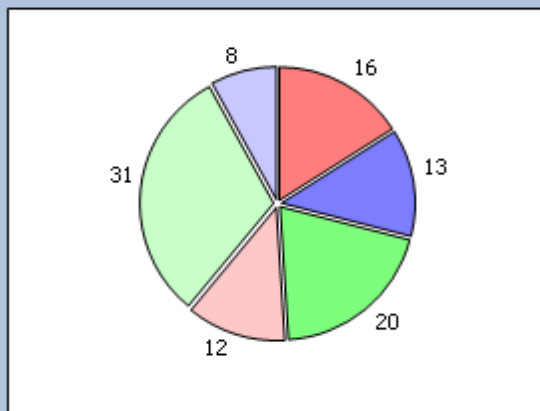
Q5. Overall, how would you describe your experience of making an appointment with the receptionists since?

Very good	23%
Fairly good	36%
Neither good nor poor	11%
Fairly poor	7%
Very poor	1%
Does not apply	11%
No response	11%



Q6. If you have a preferred GP:How often did you see or speak to the GP of your choice?

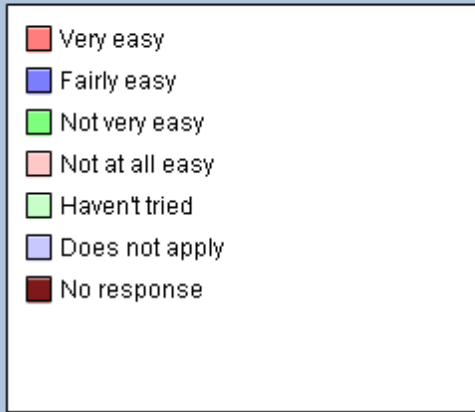
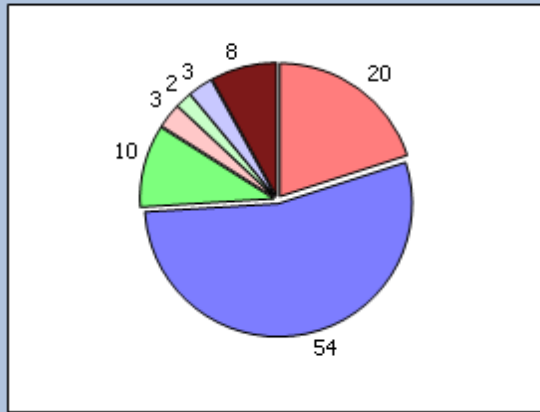
Always or almost always	16%
A lot of the time	13%
Some of the time	20%
Never or almost never	12%
Does not apply	31%
No response	8%



These questions relate to your experience AFTER the 1st of July 2013

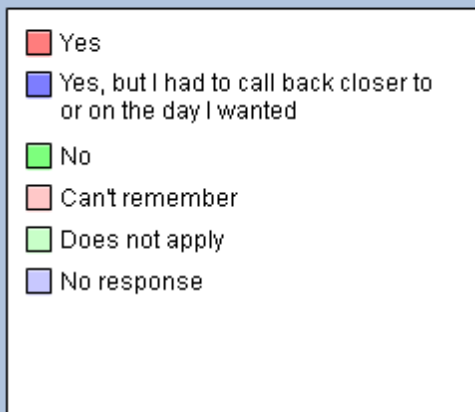
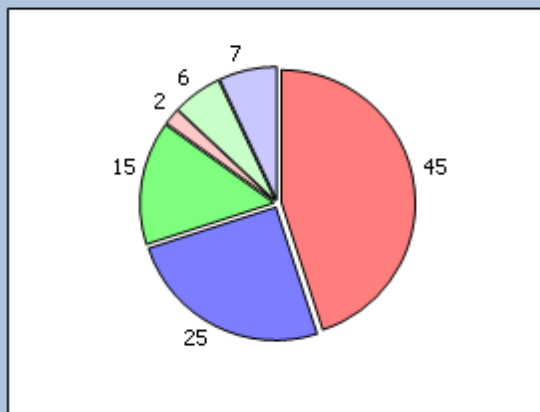
Q1. Generally, how easy has it been to get through to the surgery?

Very easy	20%
Fairly easy	54%
Not very easy	10%
Not at all easy	3%
Haven't tried	2%
Does not apply	3%
No response	8%



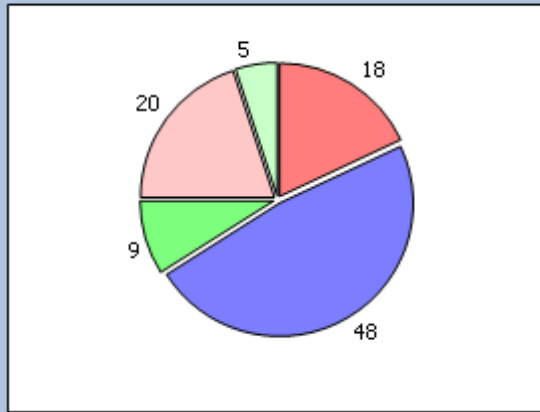
Q2. Have you been able to get an appointment to see or speak to someone within an acceptable period of time?

Yes	45%
Yes, but I had to call back closer to or on the day I wanted	25%
No	15%
Can't remember	2%
Does not apply	6%
No response	7%



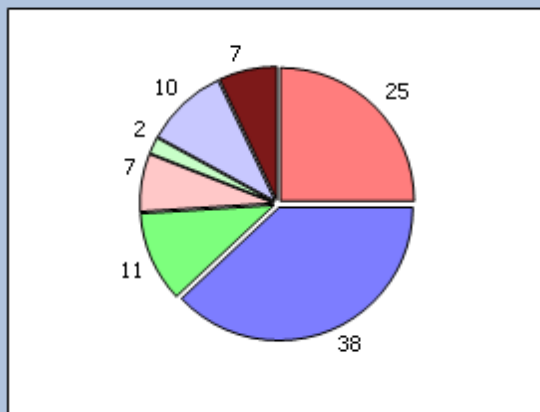
Q3. How have you found getting a routine GP appointment?

Better	18%
No difference	48%
Worse	9%
Does not apply	20%
No response	5%



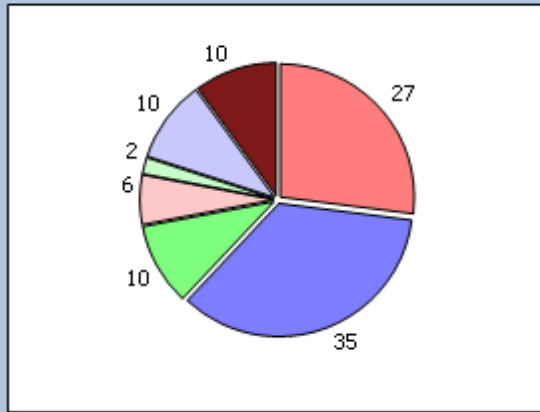
Q4. Overall, how would you describe your experience of making an appointment over the phone?

Very good	25%
Fairly good	38%
Neither good nor poor	11%
Fairly poor	7%
Very poor	2%
Does not apply	10%
No response	7%



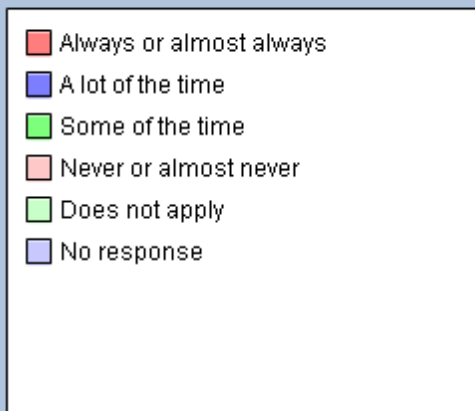
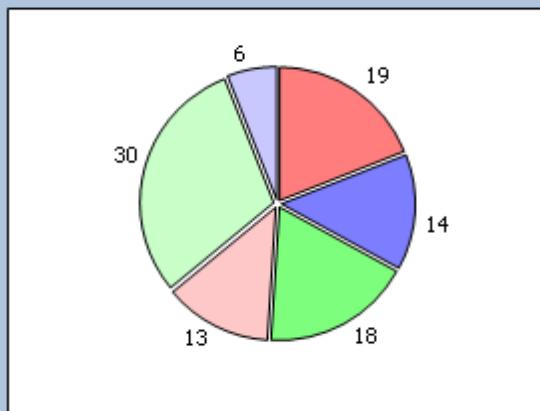
Q5. Overall, how would you describe your experience of making an appointment with the receptionists since?

Very good	27%
Fairly good	35%
Neither good nor poor	10%
Fairly poor	6%
Very poor	2%
Does not apply	10%
No response	10%



Q6. If you have a preferred GP:How often did you see or speak to the GP of your choice?

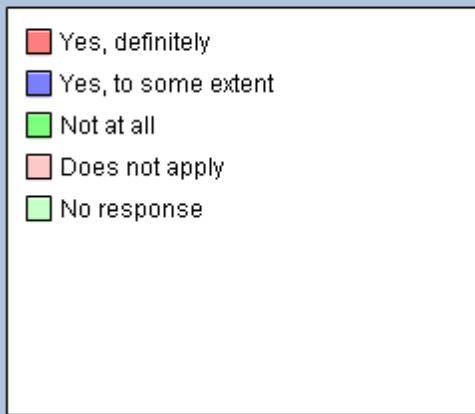
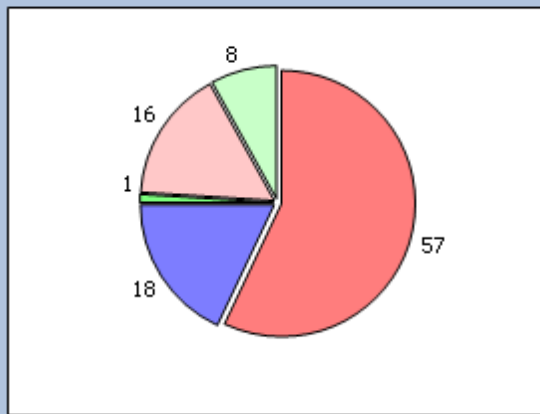
Always or almost always	19%
A lot of the time	14%
Some of the time	18%
Never or almost never	13%
Does not apply	30%
No response	6%



Views on Staff

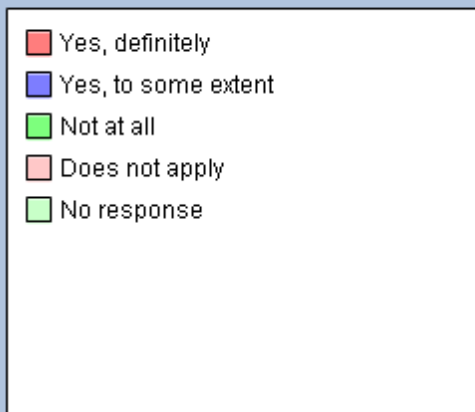
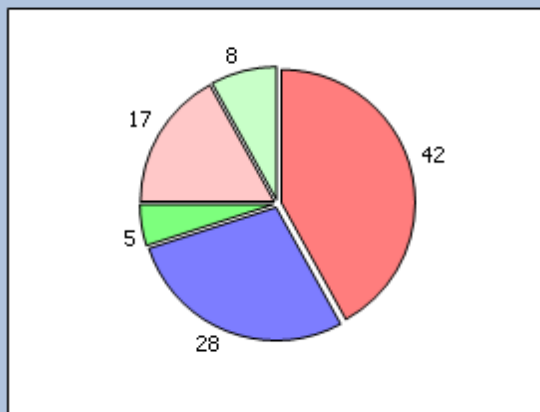
Q1. When you last saw the GP of your choice, did you have confidence and trust in the GP?

Yes, definitely	57%
Yes, to some extent	18%
Not at all	1%
Does not apply	16%
No response	8%



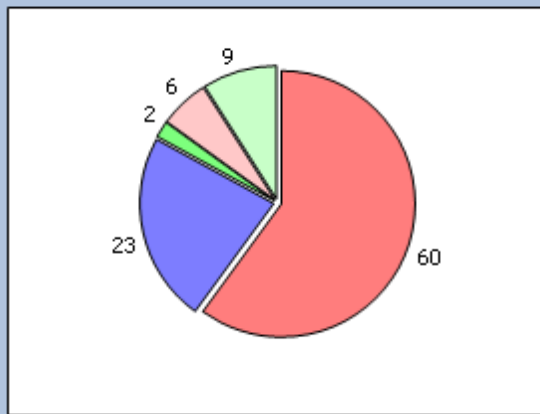
Q2. When you last saw another GP, did you have confidence and trust in the GP?

Yes, definitely	42%
Yes, to some extent	28%
Not at all	5%
Does not apply	17%
No response	8%



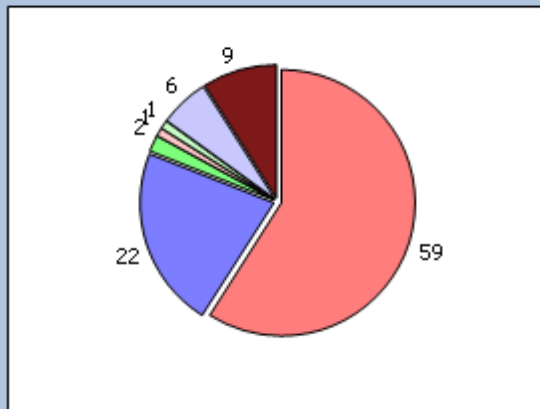
Q3. Did you have confidence and trust in the nurse you saw or spoke to?

Yes, definitely	60%
Yes, to some extent	23%
Not at all	2%
Does not apply	6%
No response	9%



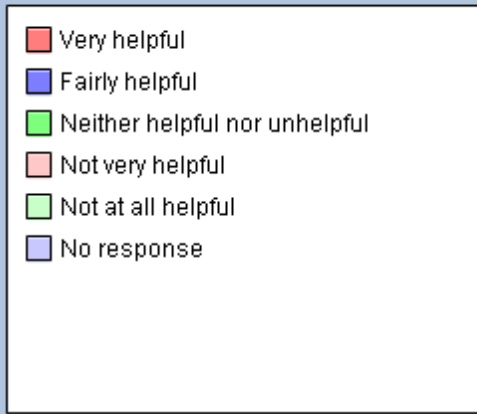
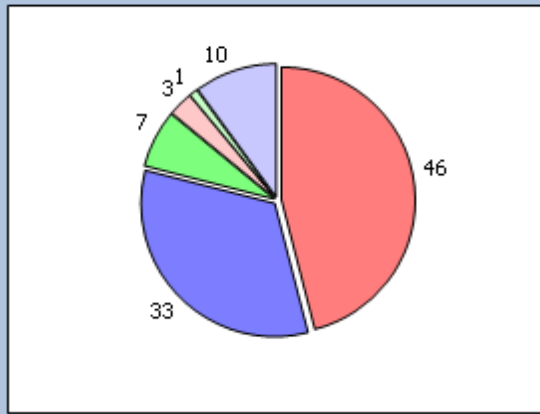
Q4. Last time you saw or spoke to a nurse from your GP surgery, how good was that nurse at treating you with care and concern

Very good	59%
Fairly good	22%
Neither good nor poor	2%
Fairly poor	1%
Very poor	1%
Does not apply	6%
No response	9%



Q5. How helpful do you find the receptionists at your GP surgery?

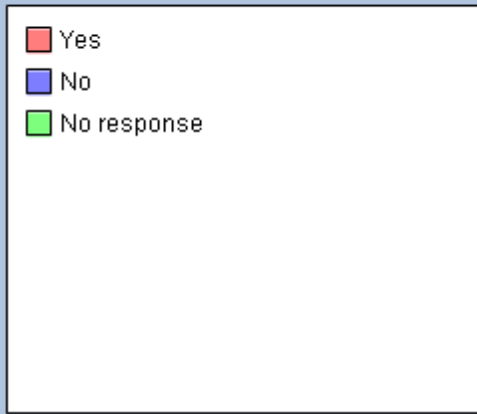
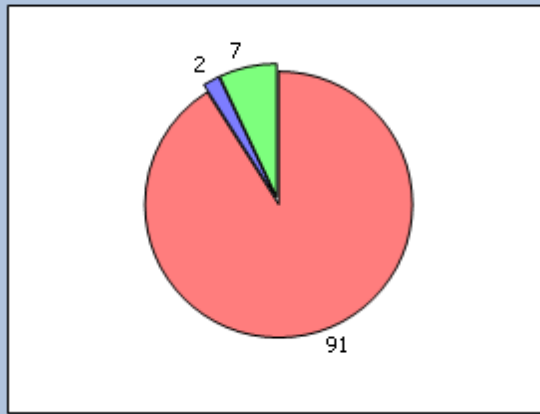
Very helpful	46%
Fairly helpful	33%
Neither helpful nor unhelpful	7%
Not very helpful	3%
Not at all helpful	1%
No response	10%



Q6. Would you describe the reception staff at your GP surgery as...

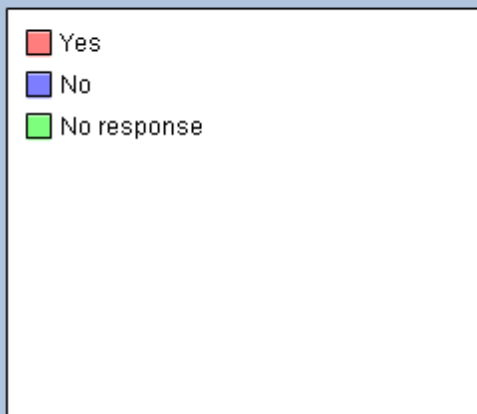
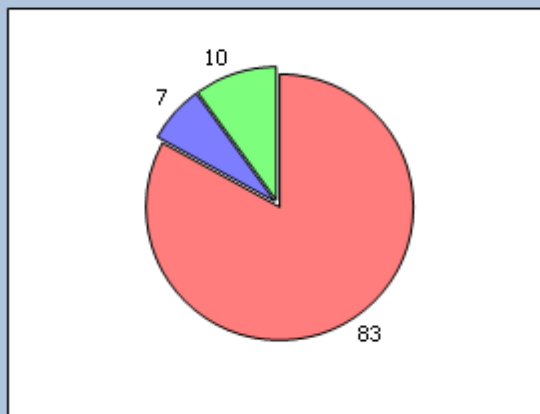
Polite

Yes	91%
No	2%
No response	7%



Approachable

Yes	83%
No	7%
No response	10%

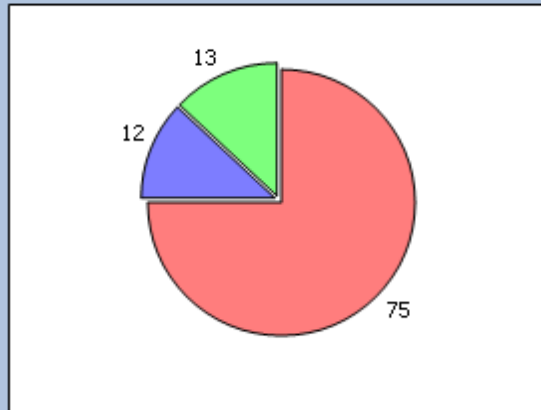


Efficient

Yes	75%
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No
No response

12%
13%

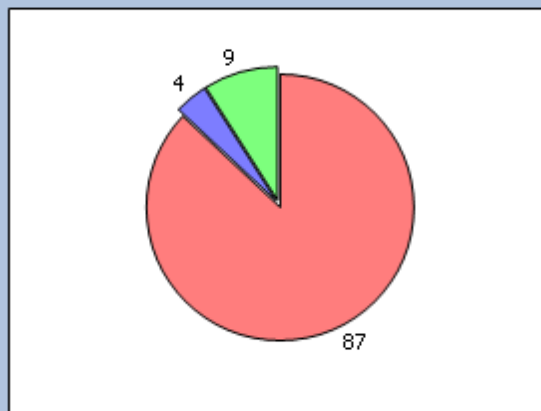


Yes
No
No response

Q7. Would you describe the telephonists at your GP surgery as...

Polite

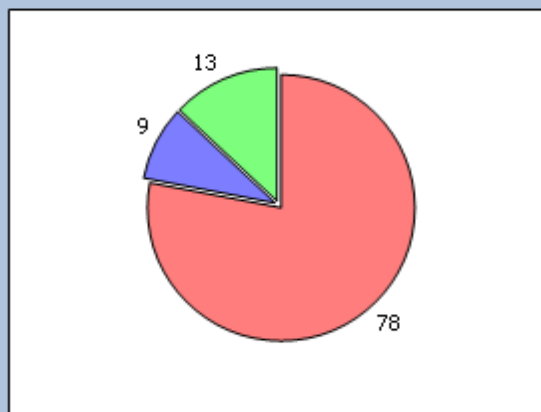
Yes **87%**
No **4%**
No response **9%**



Yes
No
No response

Approachable

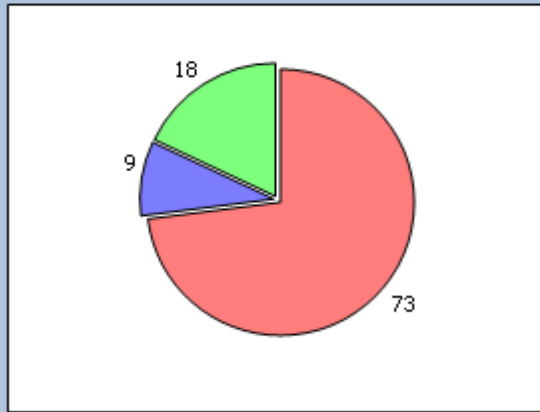
Yes **78%**
No **9%**
No response **13%**



Yes
No
No response

Efficient

Yes	73%
No	9%
No response	18%

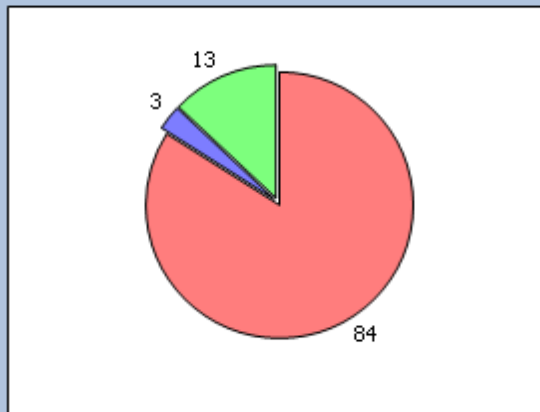


■ Yes
■ No
■ No response

Q8. Would you say that reception staff at your GP surgery..

Made eye contact

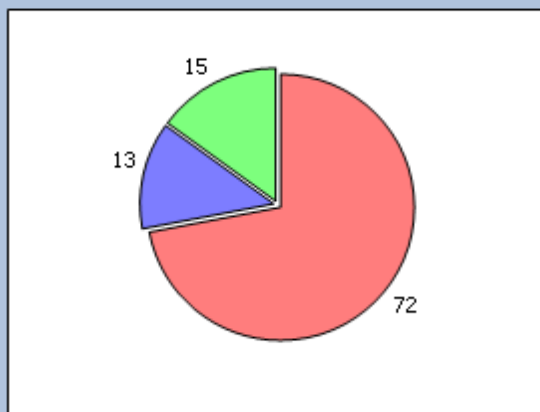
Yes	84%
No	3%
No response	13%



■ Yes
■ No
■ No response

Smiled

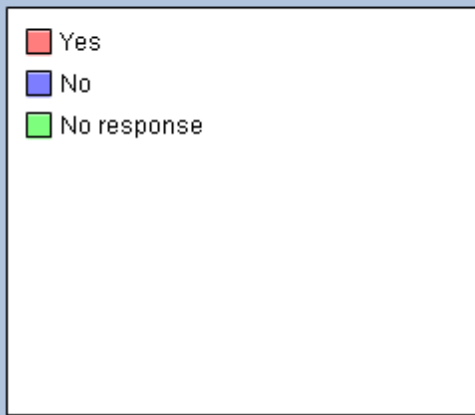
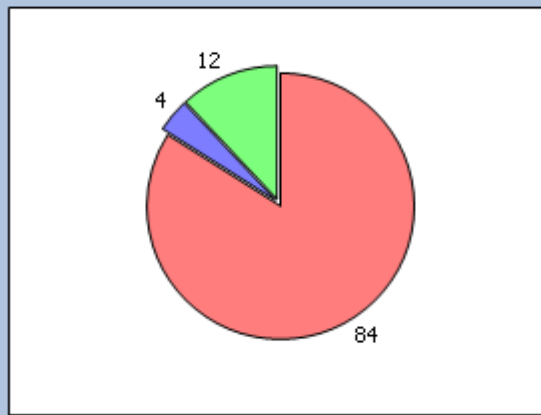
Yes	72%
No	13%
No response	15%



■ Yes
■ No
■ No response

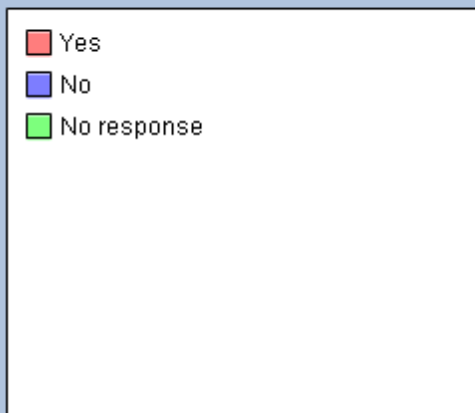
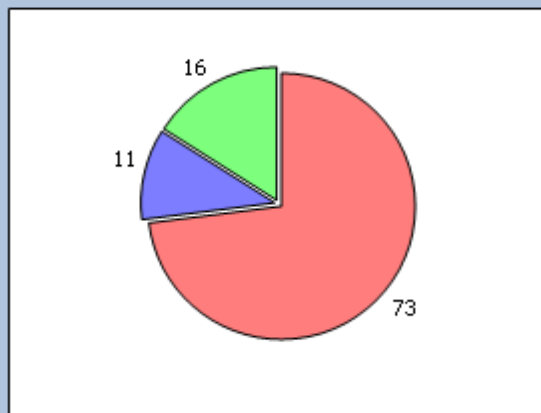
Acknowledged you

Yes	84%
No	4%
No response	12%



Listened attentively

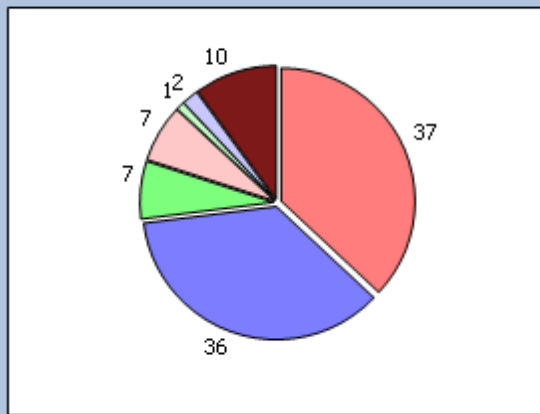
Yes	73%
No	11%
No response	16%



In General

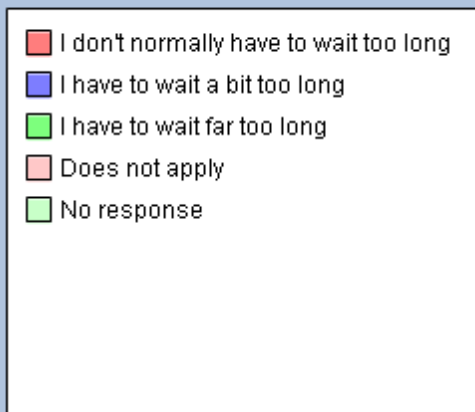
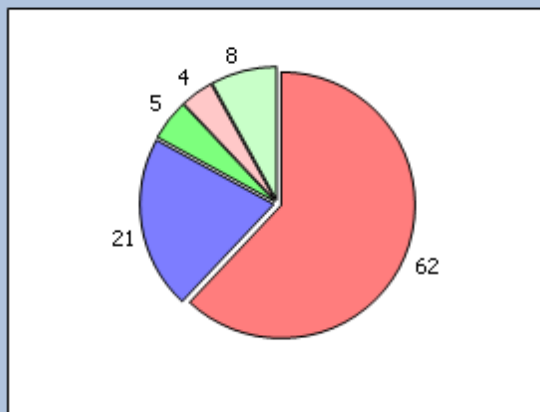
Q1. How satisfied are you with the hours that your GP surgery was open?

Very satisfied	37%
Fairly satisfied	36%
Neither satisfied nor dissatisfied	7%
Fairly dissatisfied	7%
Very dissatisfied	1%
Not sure when GP surgery is open	2%
No response	10%



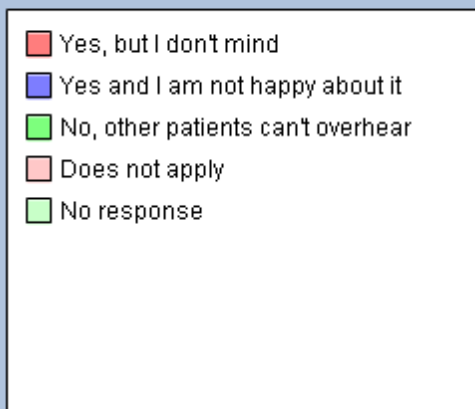
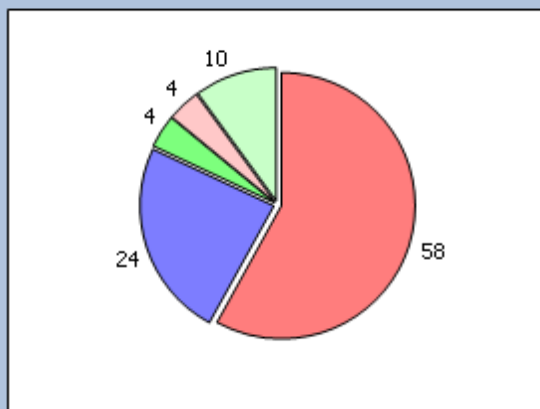
Q2. After you arrived at the practice on time for an appointment, how do you feel about how long you have normally had to wait to be seen?

I don't normally have to wait too long	62%
I have to wait a bit too long	21%
I have to wait far too long	5%
Does not apply	4%
No response	8%



Q3. In the reception area, could other patients overhear what you say to the receptionist?

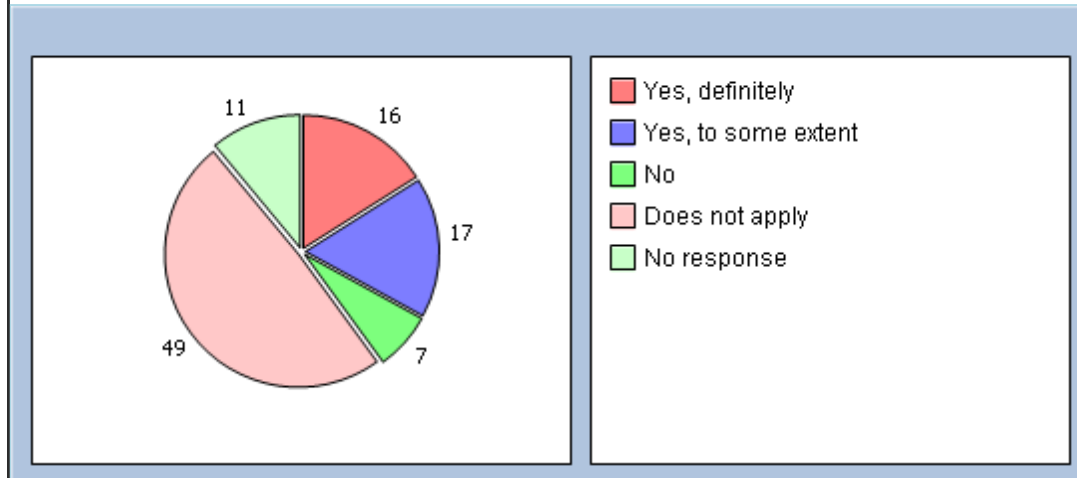
Yes, but I don't mind	58%
Yes and I am not happy about it	24%
No, other patients can't overhear	4%
Does not apply	4%
No response	10%



If so - what can we do to alleviate this?

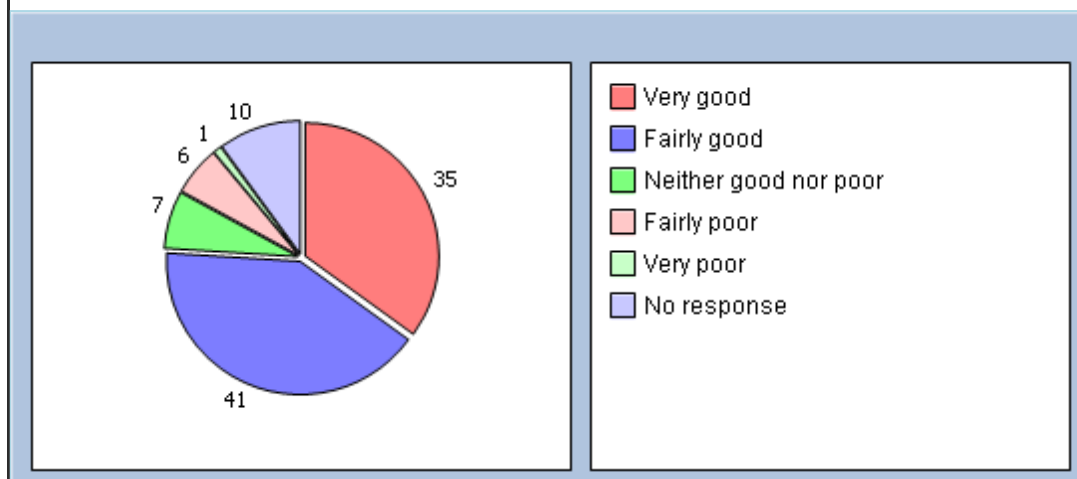
Q4. If you have a long term condition: In the last 6 months, have you had enough support from other local services or organisations to help you to manage your long-term health condition(s)?

Yes, definitely	16%
Yes, to some extent	17%
No	7%
Does not apply	49%
No response	11%



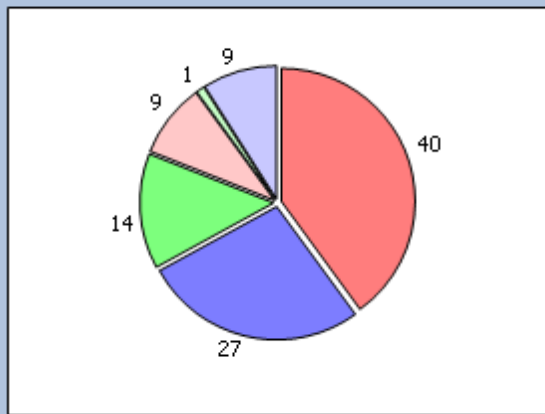
Q5.. Overall, how would you describe your experience of your GP surgery?

Very good	35%
Fairly good	41%
Neither good nor poor	7%
Fairly poor	6%
Very poor	1%
No response	10%



Q6. Would you recommend your GP surgery to someone else?

Yes, would definitely recommend	40%
Yes, would probably recommend	27%
Not sure	14%
No, would probably not recommend	9%
No, would definitely not recommend	1%
No response	9%



- Yes, would definitely recommend
- Yes, would probably recommend
- Not sure
- No, would probably not recommend
- No, would definitely not recommend
- No response

Any further comments