

Hathaway Medical Centre

Patient Survey 2013 - Final

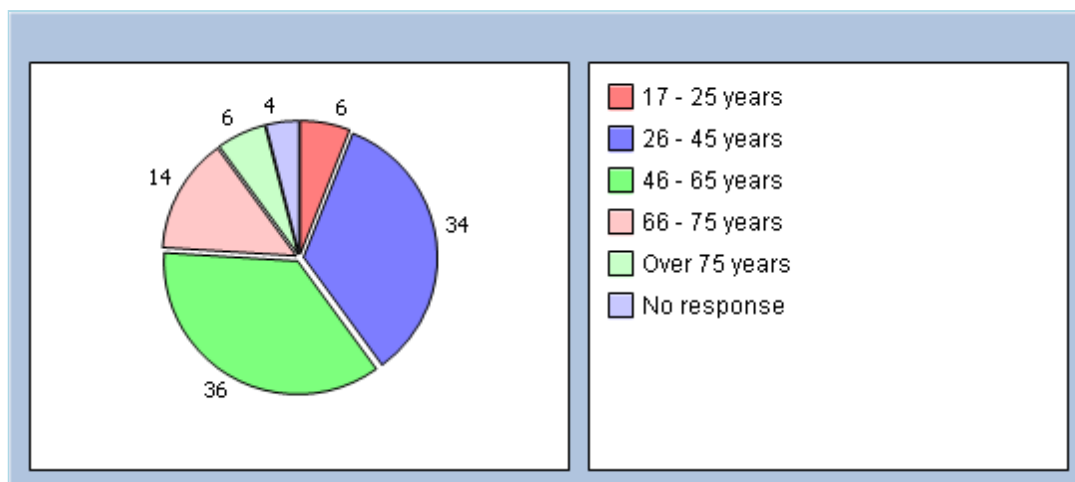
Number of Responses: 431

Your Background

This section covers your personal circumstances

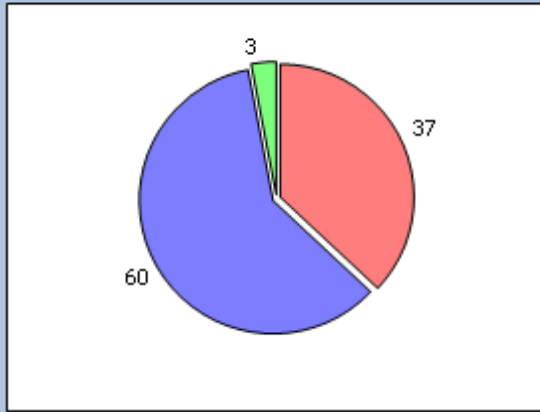
What is your age?

Under 16 years	0%
17 - 25 years	6%
26 - 45 years	34%
46 - 65 years	36%
66 - 75 years	14%
Over 75 years	6%
I'd prefer not to say	0%
No response	4%



Are you male or female?

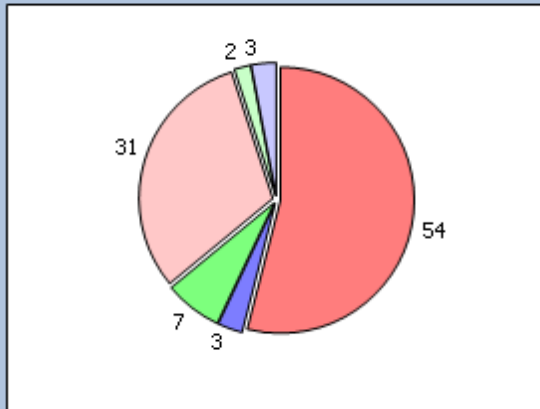
Male	37%
Female	60%
I'd prefer not to say	0%
No response	3%



- Male
- Female
- No response

Are you currently in a job or education?

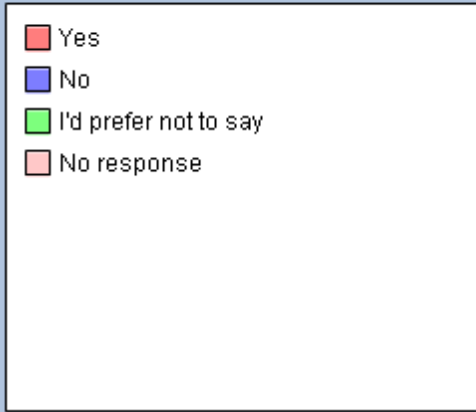
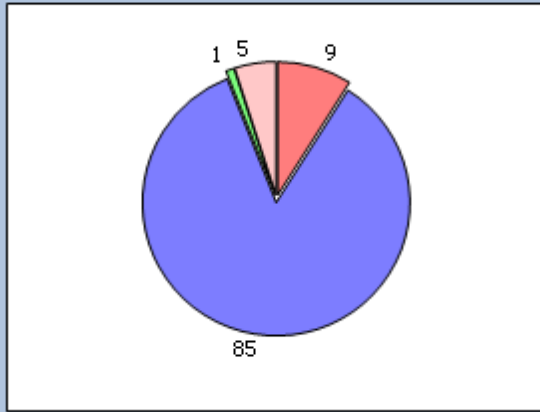
I have a job	54%
I am in education	3%
I do not currently have a job	7%
I am retired	31%
I'd prefer not to say	2%
No response	3%



- I have a job
- I am in education
- I do not currently have a job
- I am retired
- I'd prefer not to say
- No response

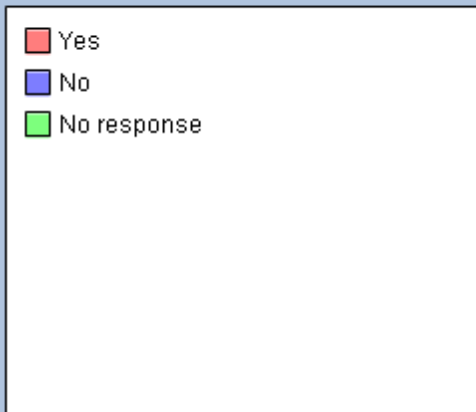
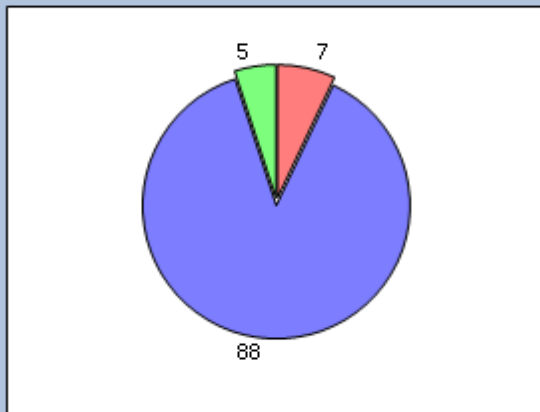
Are you a carer?

Yes	9%
No	85%
I'd prefer not to say	1%
No response	5%



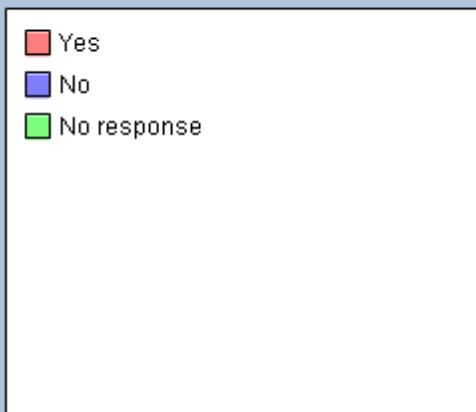
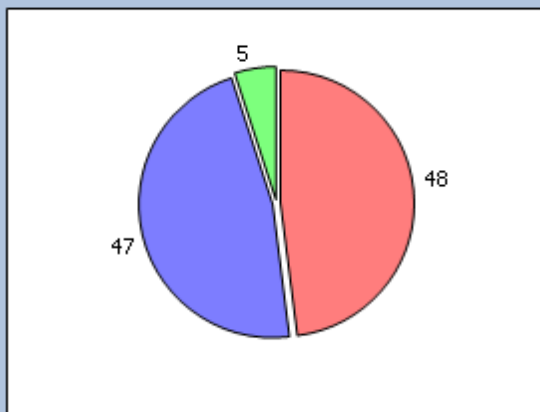
Are you disabled?

Yes	7%
No	88%
I'd prefer not to say	0%
No response	5%



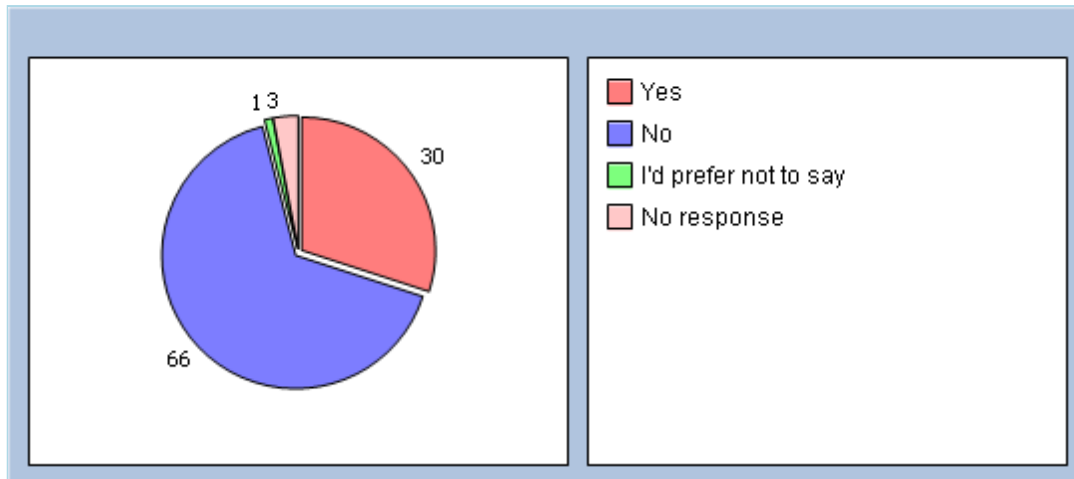
Are you aware that we are a training practice?

Yes	48%
No	47%
No response	5%



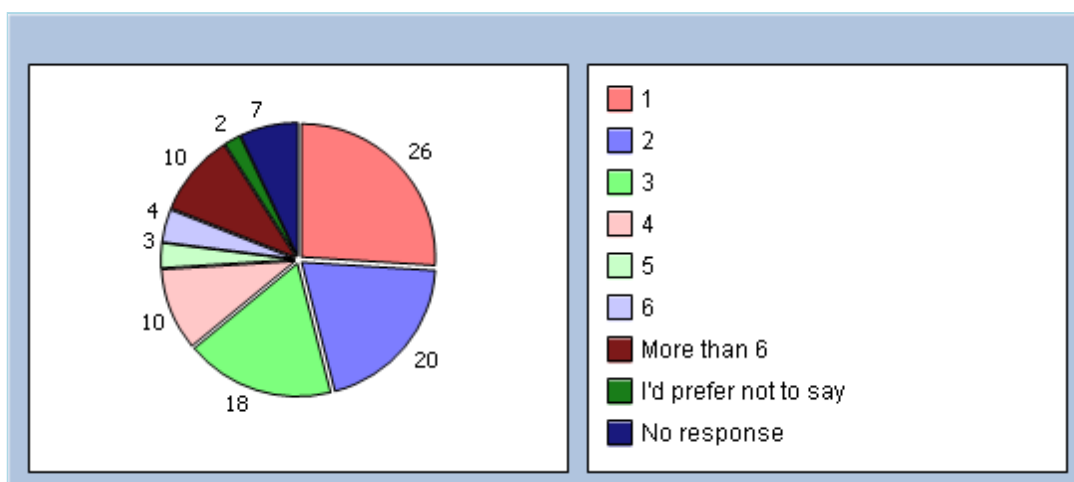
Do you feel adequately informed what being a training practice means to the service we give our patients?

Yes	30%
No	66%
I'd prefer not to say	1%
No response	3%



In the last 6 months how many times have you attended the surgery?

1	26%
2	20%
3	18%
4	10%
5	3%
6	4%
More than 6	10%
I'd prefer not to say	2%
No response	7%

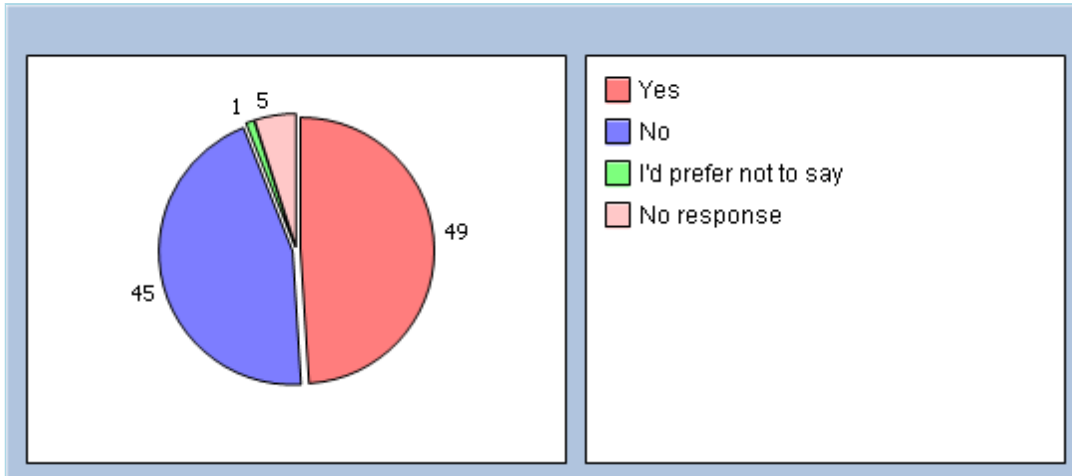


Section 1 - Routine GP Appointments - For You

This section covers our appointment system, whether it meets your expectations and, in an ideal world, what day/time you would prefer an appointment.

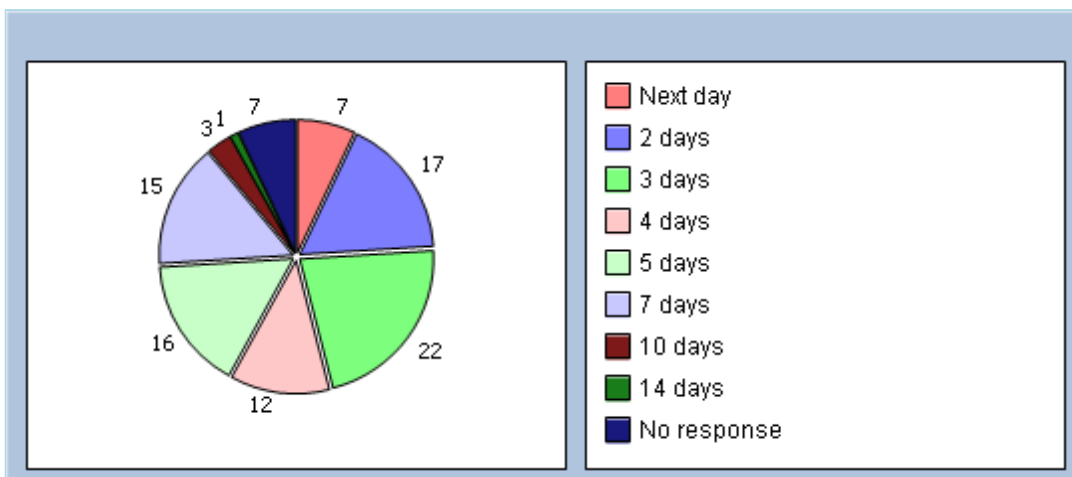
Are you generally satisfied with the appointment system and the time it takes to see a doctor for a routine appointment?

Yes	49%
No	45%
I'd prefer not to say	1%
No response	5%



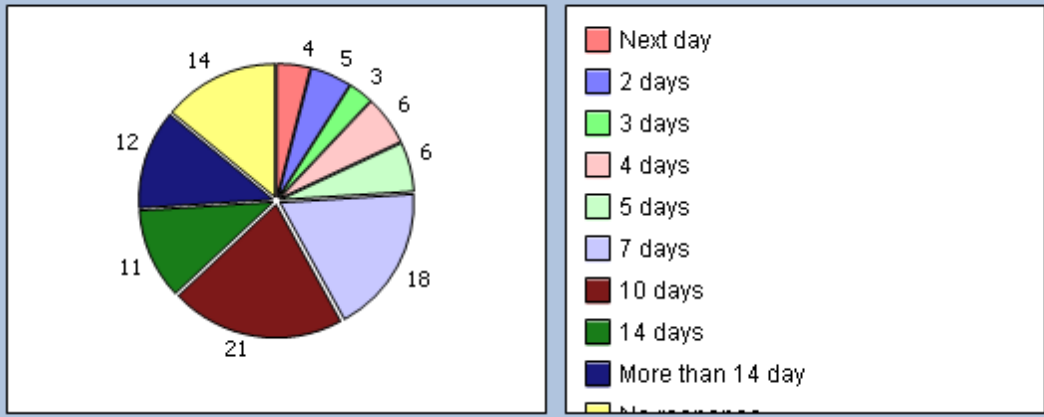
For an appointment to see a GP of your choice for a new non-urgent problem how many days do you feel it is acceptable to wait?

Next day	7%
2 days	17%
3 days	22%
4 days	12%
5 days	16%
7 days	15%
10 days	3%
14 days	1%
More than 14 days	0%
No response	7%



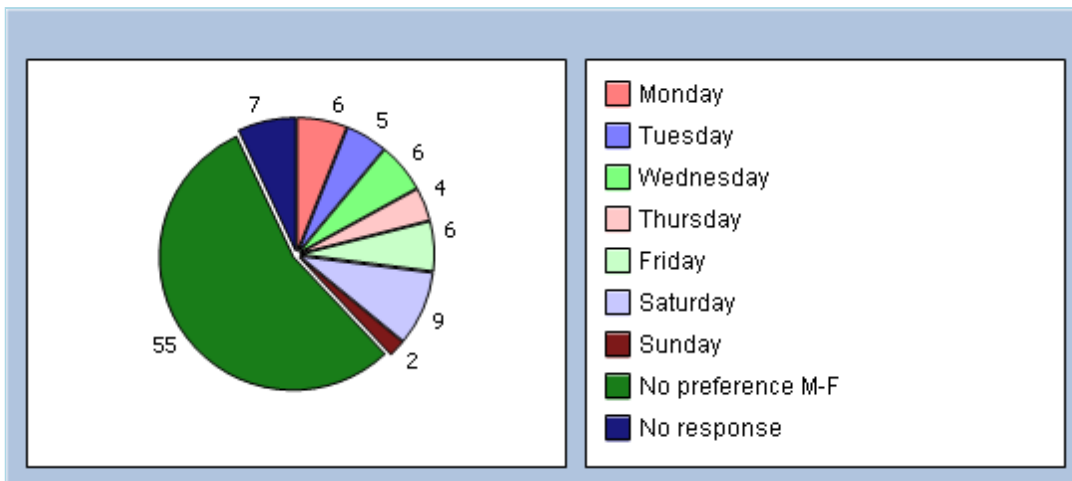
In your experience, how long does it take to see the GP of your choice?

Next day	4%
2 days	5%
3 days	3%
4 days	6%
5 days	6%
7 days	18%
10 days	21%
14 days	11%
More than 14 day	12%
No response	14%



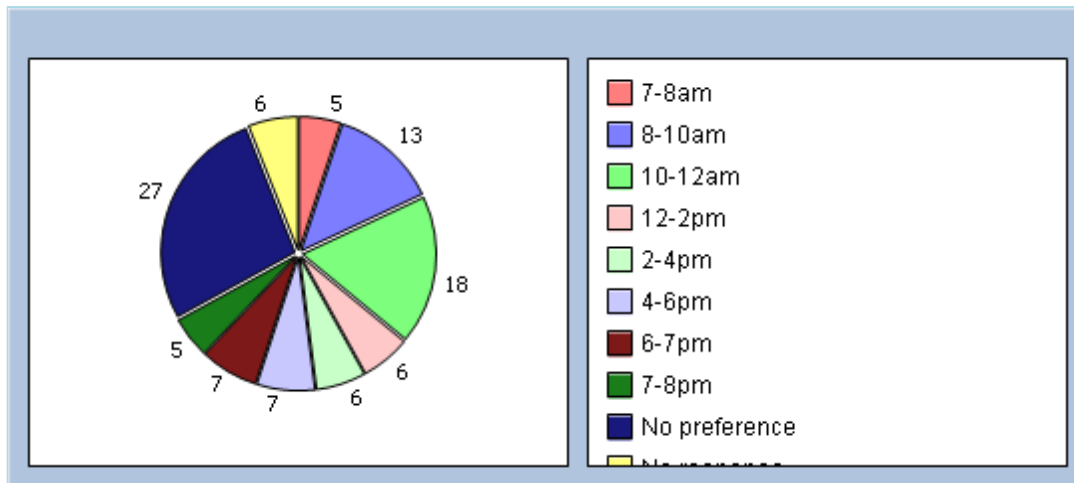
To help us review when appointments could be available throughout the week to meet patient preferences, for a routine appointment to see a GP, what one day of the week suits you best? You can only select one day.

Monday	6%
Tuesday	5%
Wednesday	6%
Thursday	4%
Friday	6%
Saturday	9%
Sunday	2%
No preference M-F	55%
No response	7%



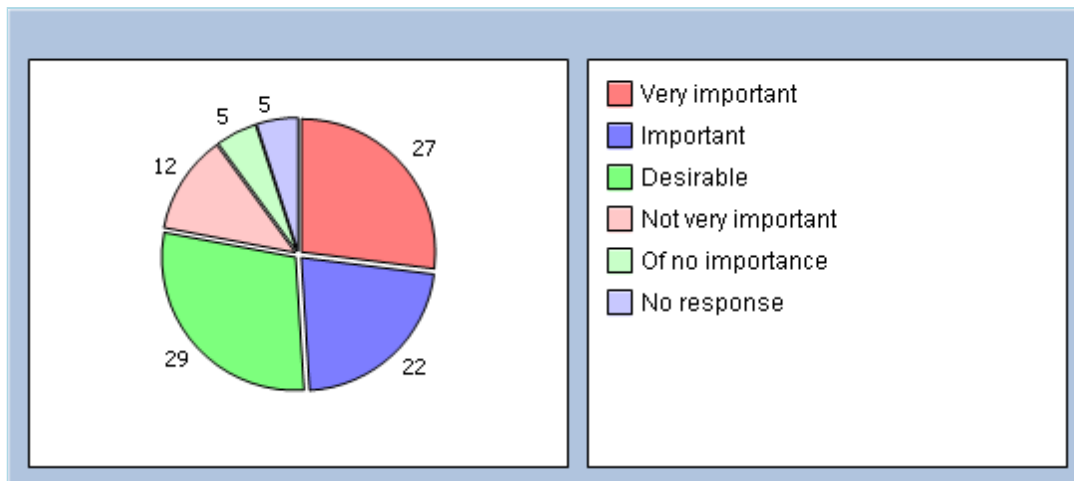
What time of the day suits you best?. You can only select one time period?

7-8am	5%
8-10am	13%
10-12am	18%
12-2pm	6%
2-4pm	6%
4-6pm	7%
6-7pm	7%
7-8pm	5%
No preference	27%
No response	6%



How important is it for you to see the same doctor or nurse on each visit?

Very important	27%
Important	22%
Desirable	29%
Not very important	12%
Of no importance	5%
Don't know	0%
No response	5%

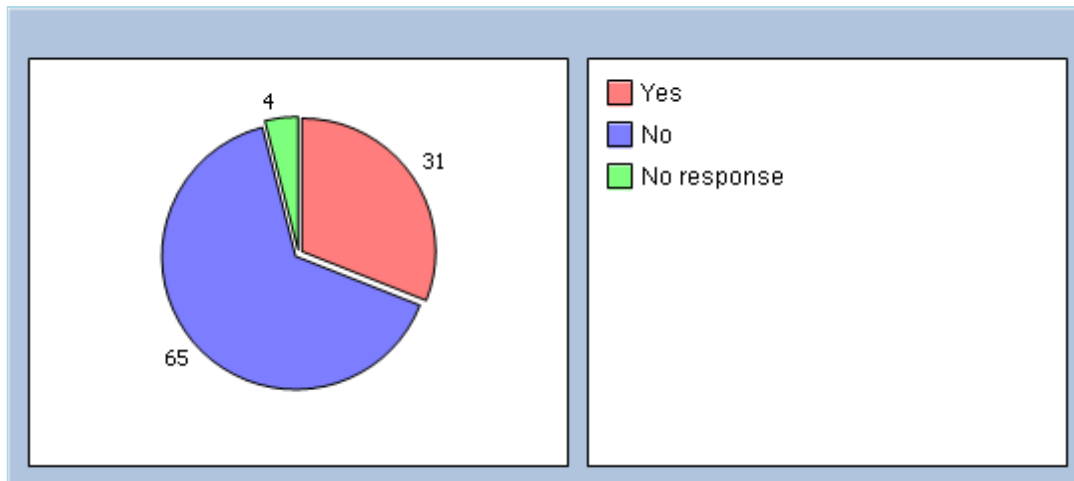


Section 2 - Referrals to an NHS hospital consultant

The following questions cover the process of being referred to a hospital consultant by the practice, our communication with you and how we managed your care following the appointment. It does not cover appointments at the hospital or follow-up appointments organised by the hospital.

Over the last 12 months, have you been referred to an NHS hospital consultant?

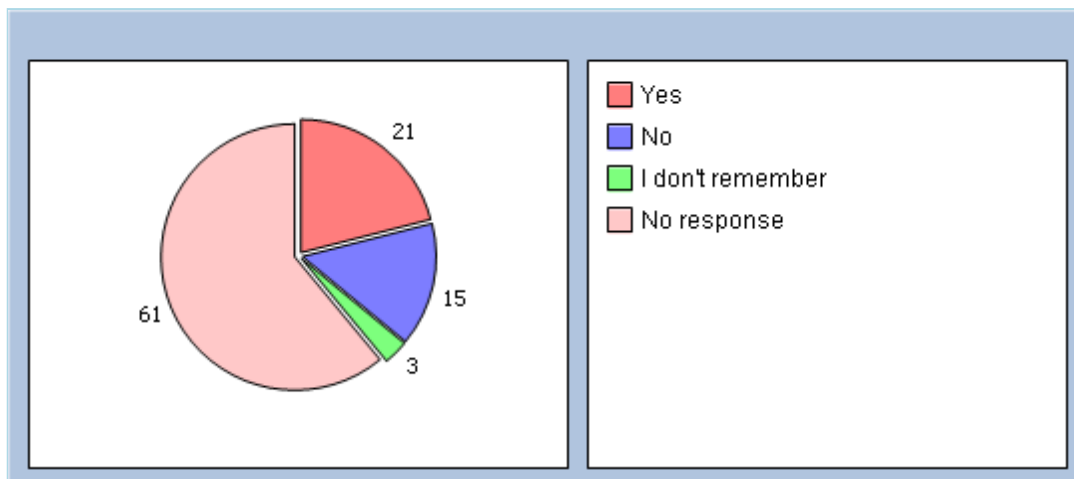
Yes	31%
No	65%
I'd prefer not to say	0%
No response	4%



If you have responded either No or I'd prefer not to say; please go to section 3

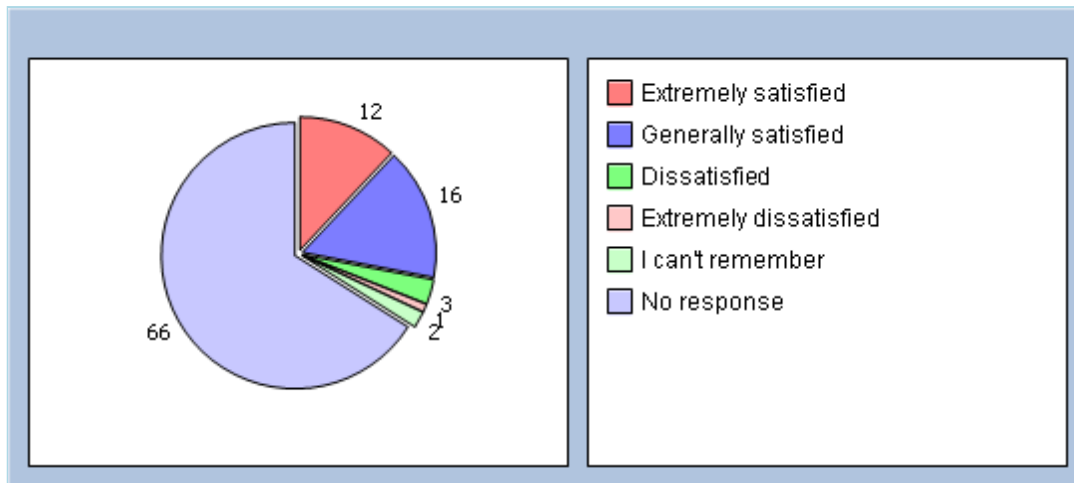
Most patients referred to an NHS hospital consultant book their appointment with the help and guidance of their GP under the "Choose and Book" scheme. Did you use choose & book? (If you have been referred more than once, please only answer based upon your last experience)

Yes	21%
No	15%
I don't remember	3%
No response	61%



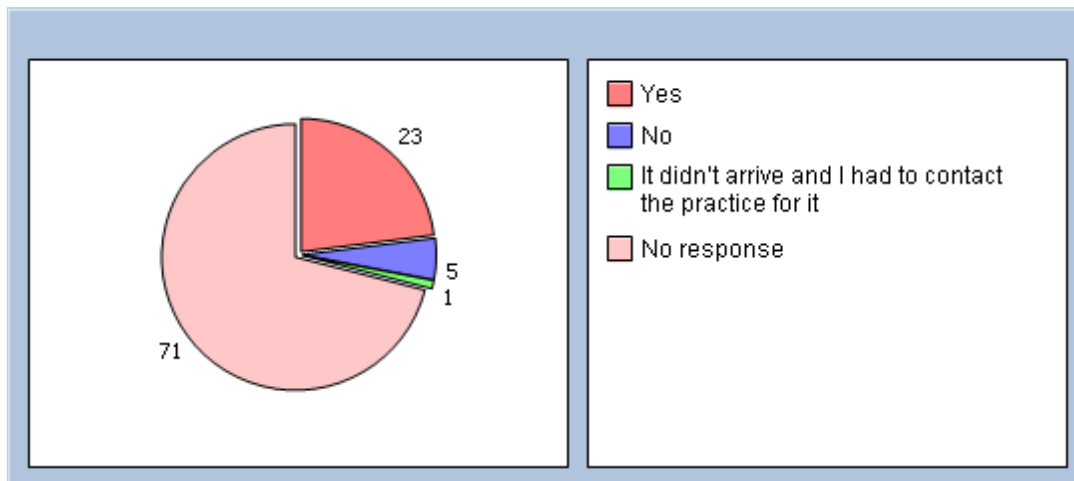
How satisfied were you with the help and guidance offered by the GP in selecting a Hospital/Clinic; Consultant of your choice?

Extremely satisfied	12%
Generally satisfied	16%
Dissatisfied	3%
Extremely dissatisfied	1%
I can't remember	2%
No response	66%



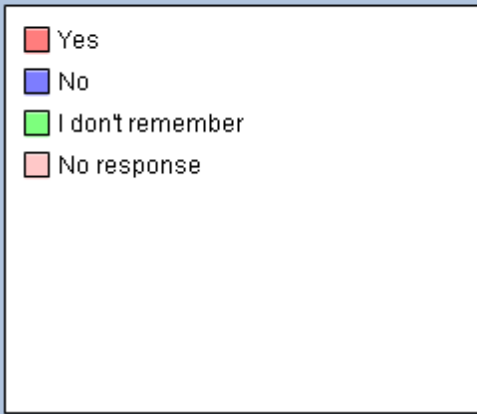
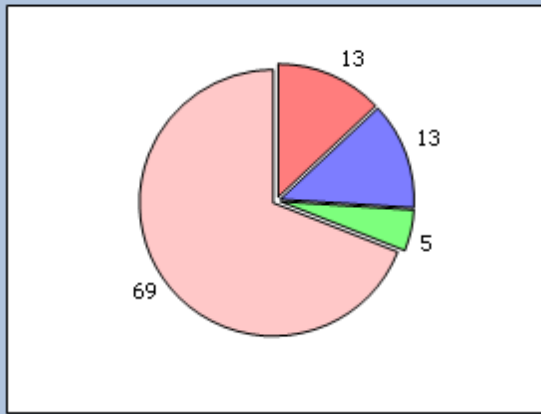
If you booked the appointment through Choose & Book, you will have been sent a letter by the practice giving the following details – a Password, the Booking reference number, your NHS number and a list of Clinics/Hospitals to choose from? Did this arrive within a satisfactory time scale?

Yes	23%
No	5%
It didn't arrive and I had to contact the practice for it	1%
No response	71%



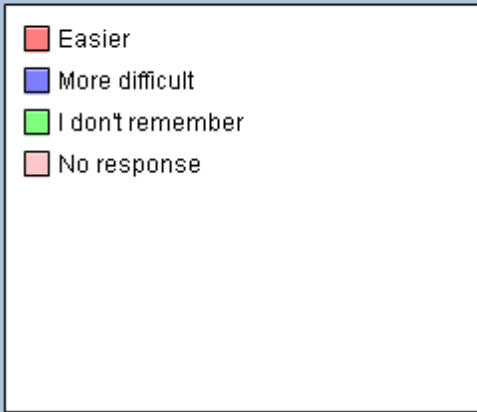
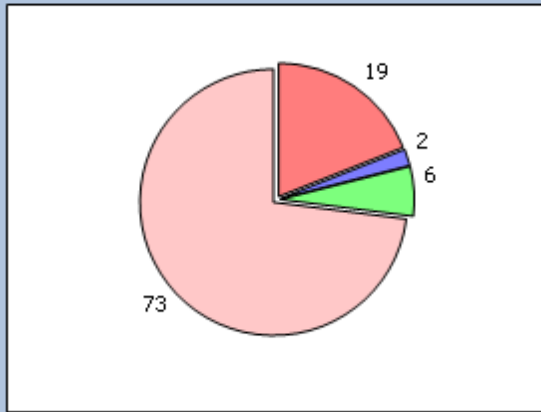
At the outset were you offered literature explaining choose and book or told where this information is available?

Yes	13%
No	13%
I don't remember	5%
No response	69%



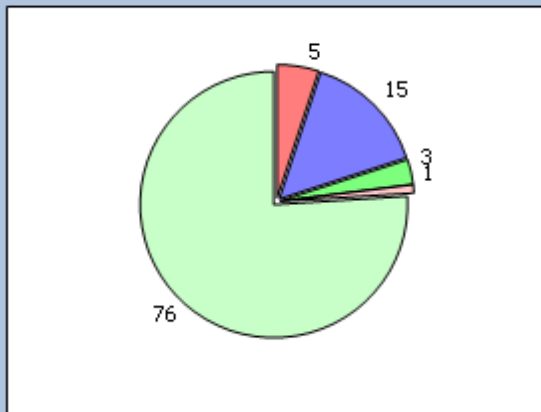
Was the system easier or more difficult to use than you expected?

Easier	19%
More difficult	2%
I don't remember	6%
No response	73%



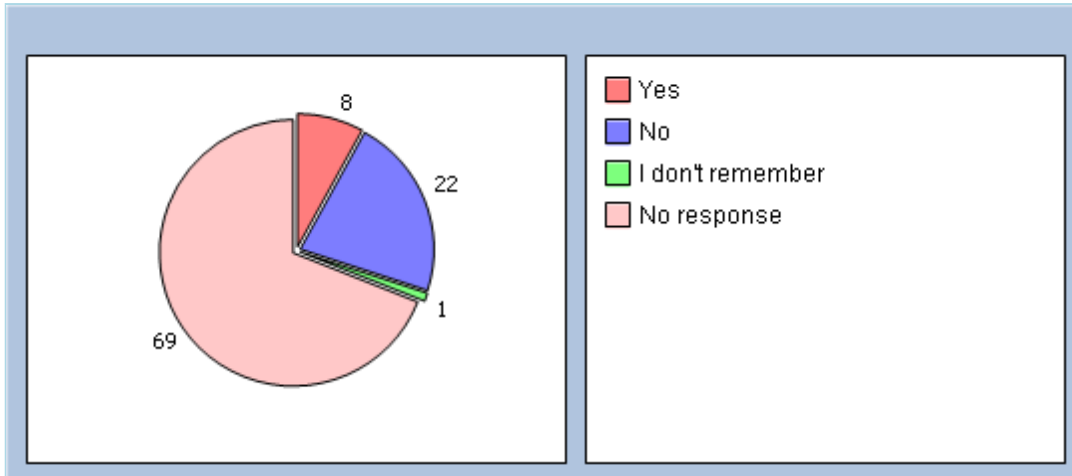
Following your referral did you have further contact with the surgery (written or verbal) on this matter, if so how satisfied were you with the way we responded?

Extremely satisfied	5%
Generally satisfied	15%
Dissatisfied	3%
Extremely dissatisfied	1%
No response	76%



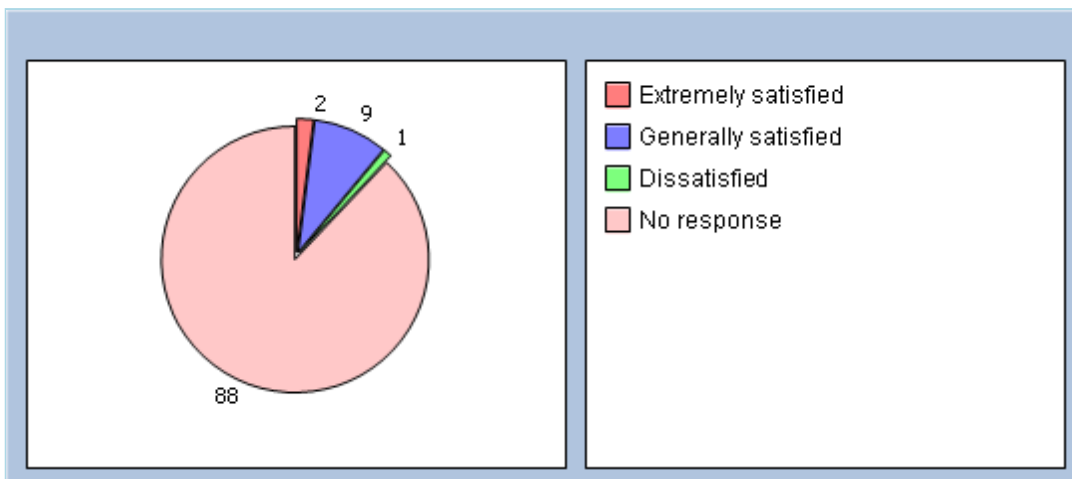
Following your referral to a hospital consultant, did you have to contact the surgery with any questions relating to the referral?

Yes	8%
No	22%
I don't remember	1%
No response	69%



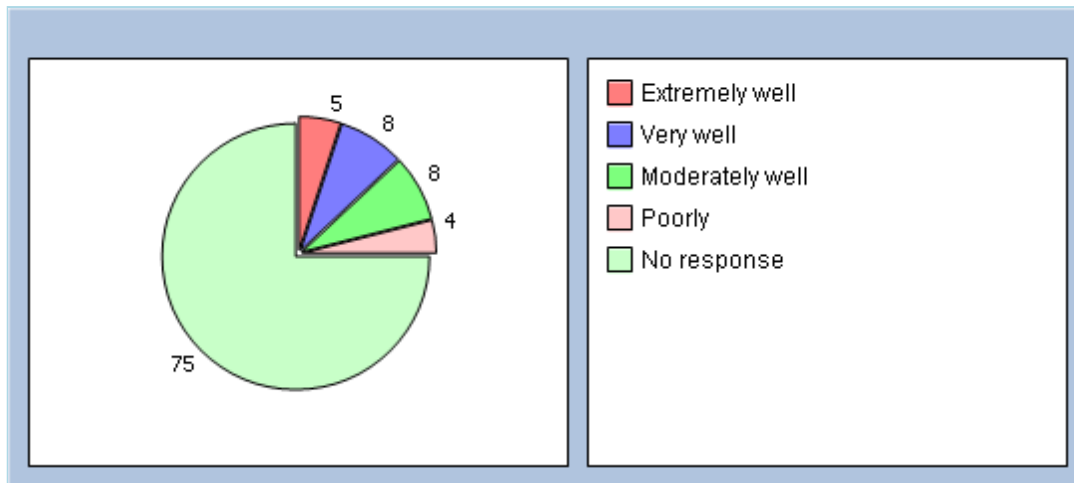
If you did have to contact the surgery, how satisfied were you with the way we responded?

Extremely satisfied	2%
Generally satisfied	9%
Dissatisfied	1%
Extremely dissatisfied	0%
No response	88%



Following your appointment with the Clinic/Hospital how well were follow up actions handled between the practice and the hospital?

Extremely well	5%
Very well	8%
Moderately well	8%
Poorly	4%
No response	75%



If you responded poorly to the previous question, please outline what went wrong and add any suggestions you feel may help us improve.

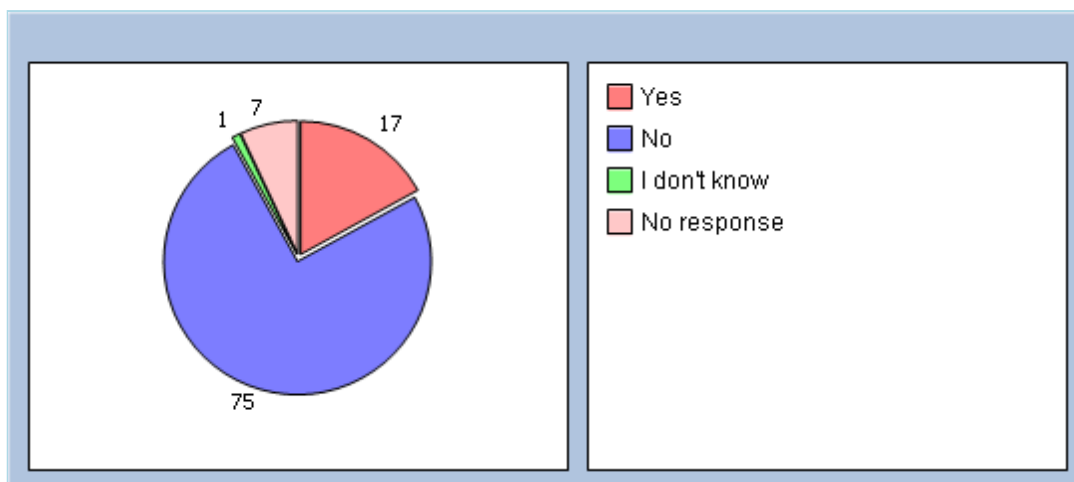
Section 3 - Referrals to another practitioner outside of the GP practice

Examples of other practitioners, sometimes referred to as Allied Health Professionals are: dieticians, physiotherapists, podiatrists, orthotics etc

The following questions cover the process of being referred to another practitioner by the practice, our communication with you and how we managed your care following the appointment. It does not cover appointments with that practitioner or follow-up appointments organised by them.

Over the last 12 months, have you been referred to another health practitioner?

Yes	17%
No	75%
I don't know	1%
No response	7%

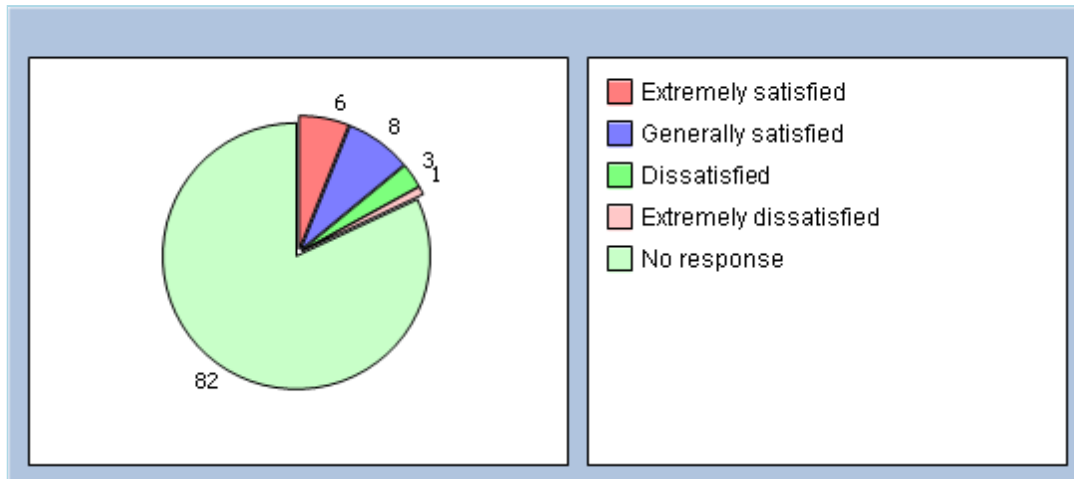


If you have responded either No or I don't know; please go to section 4

If you have, what type of practitioner was this – dietician, physiotherapist, podiatrist, etc. (If you have been referred more than once, please only answer based upon your last experience)

How satisfied were you with your experience of being referred to another practitioner?

Extremely satisfied	6%
Generally satisfied	8%
Dissatisfied	3%
Extremely dissatisfied	1%
No response	82%



Please add any comments you feel may help us improve the system of referral to another health practitioner?

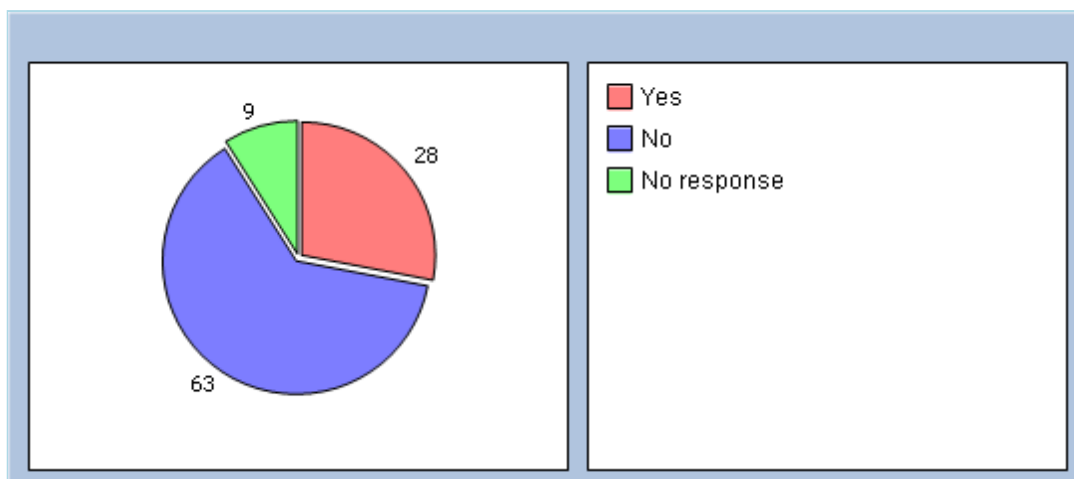
Section 4 - Referrals for a hospital test, examination or procedure

The following questions cover the process of being referred for a hospital test, examination or procedure by the practice, our communication with you and how we managed your care following the appointment. It does not cover the appointment for the test, examination or procedure or follow-up appointments organised by them.

Examples are: ultrasounds, x-ray, MRI, a biopsy, exercise ECG etc

Over the last 12 months, have you been referred for a hospital test, examination or procedure?

Yes	28%
No	63%
I don't know	0%
No response	9%

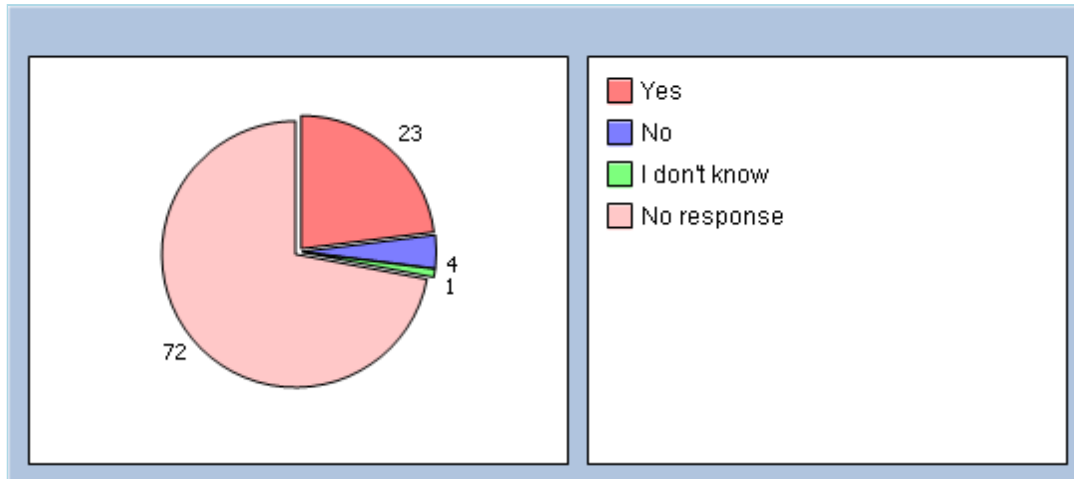


If you have responded either No or I don't know; please go to section 5

If you have, what type of test was this - MRI, ultrasound, gastroscopy, arthroscopy etc. (If you have been referred more than once, please only answer based upon your last experience)

Did the process of being seen by a GP/nurse and then being referred for a test/examination or procedure meet your expectation?

Yes	23%
No	4%
I don't know	1%
No response	72%



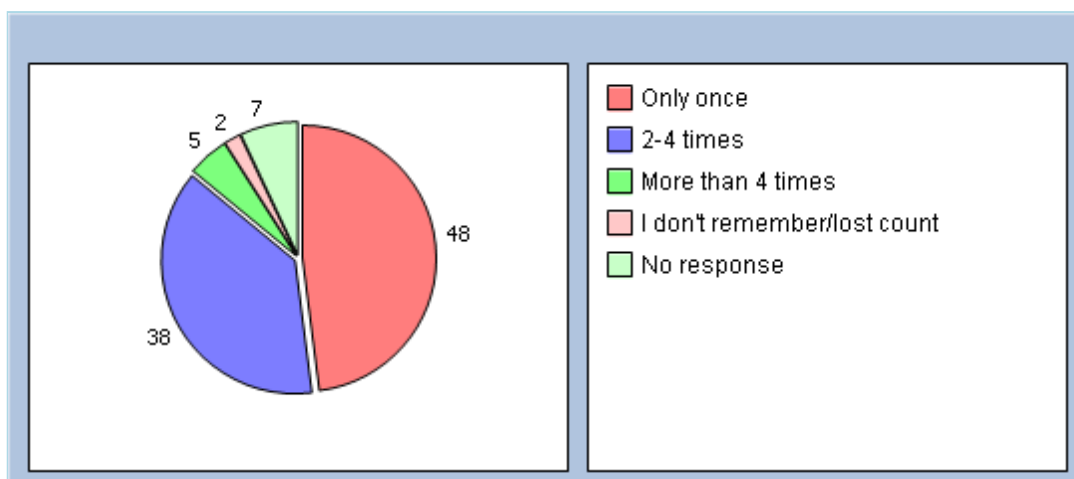
Please add any comments you feel may help us improve the system of referral for a hospital test, examination or procedure.

Section 5 - Accessing us by the telephone

This section covers the process of telephoning the practice and the automated telephone system we use; it does not cover the staff who answer the telephone as this topic is covered later.

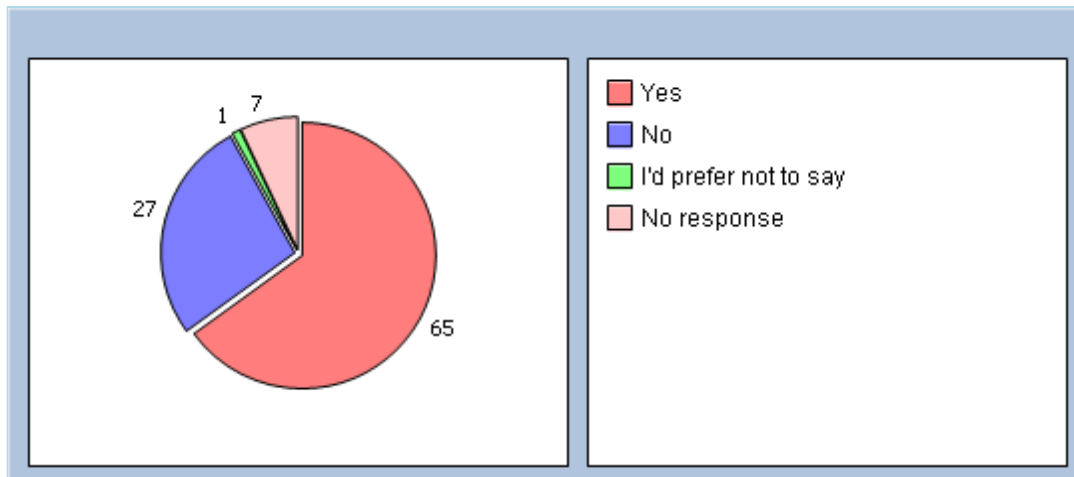
When you last contacted us by telephone, how many times did you have to try before getting through?

Only once	48%
2-4 times	38%
More than 4 times	5%
I don't remember/lost count	2%
No response	7%



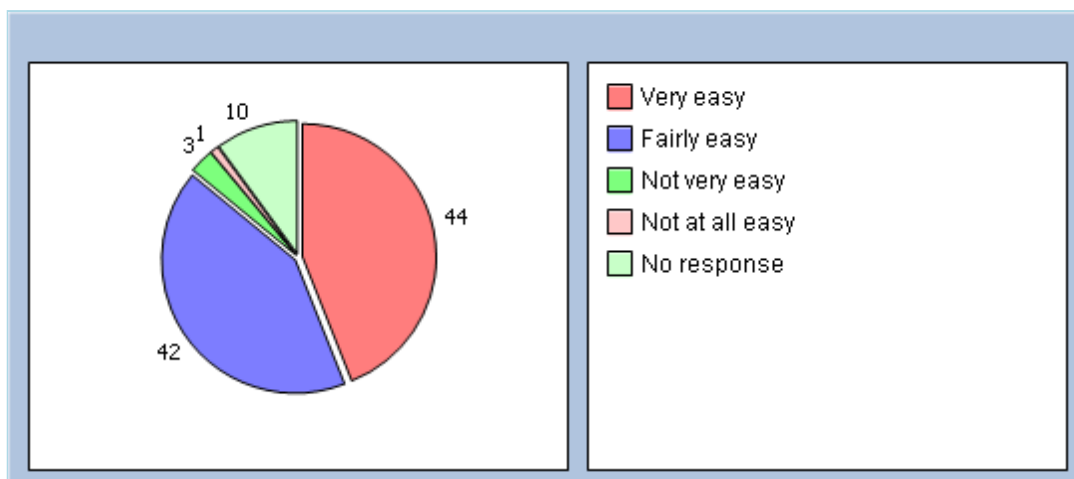
Given your circumstances and the time of day you contacted us, was this acceptable to you?

Yes	65%
No	27%
I'd prefer not to say	1%
No response	7%



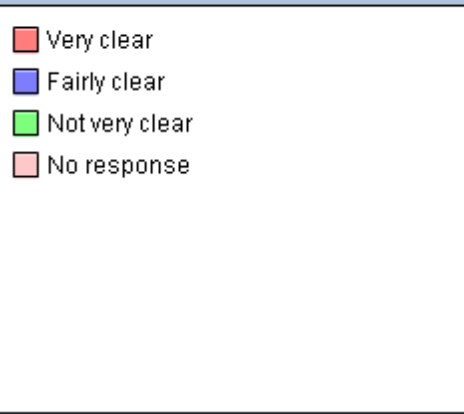
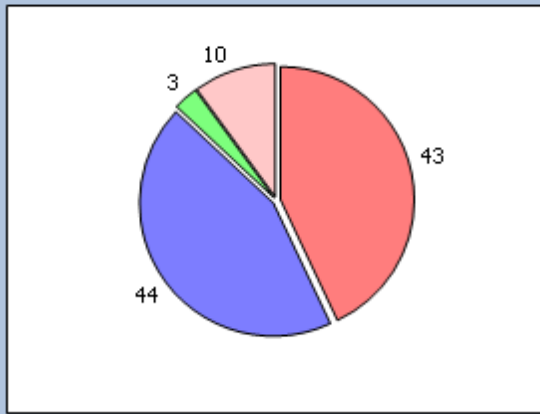
How easy was it to navigate the automated telephone system?

Very easy	44%
Fairly easy	42%
Not very easy	3%
Not at all easy	1%
I'd prefer not to say	0%
No response	10%



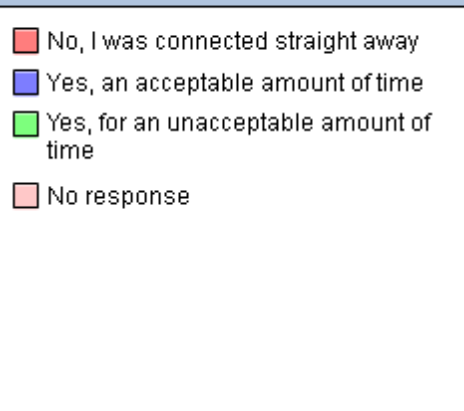
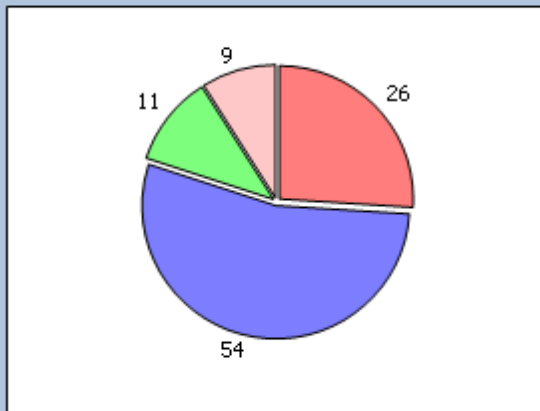
How clear are the choices on the automated telephone system?

Very clear	43%
Fairly clear	44%
Not very clear	3%
Not at all clear	0%
I'd prefer not to say	0%
No response	10%



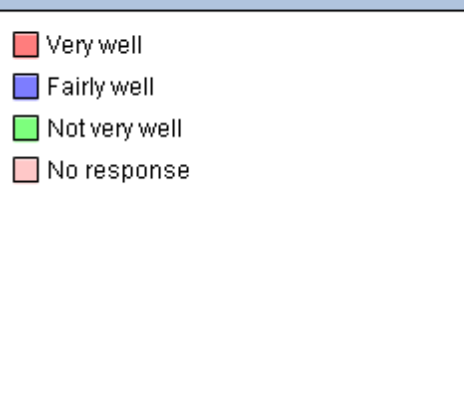
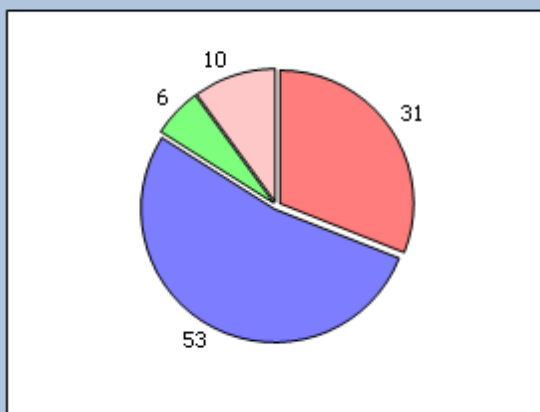
On the last occasion you telephoned the surgery, after you had been given the choices and made your selection, were you left holding?

No, I was connected straight away	26%
Yes, an acceptable amount of time	54%
Yes, for an unacceptable amount of time	11%
No response	9%



How well do the options on the telephone help you to access the services provided by the surgery?

Very well	31%
Fairly well	53%
Not very well	6%
Not at all well	0%
I'd prefer not to say	0%
No response	10%



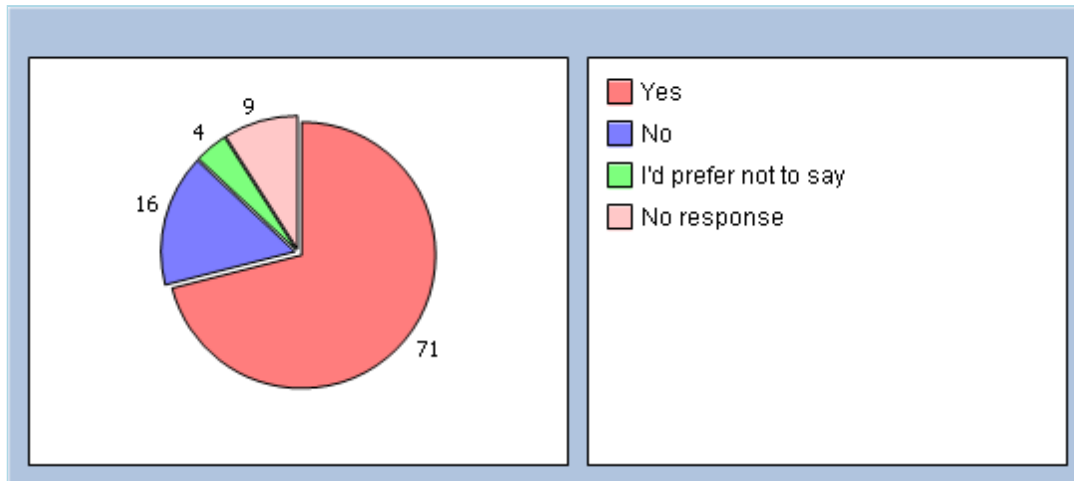
Please add any comment about how these options can be changed to improve your experience:

Please add any comments you feel may help us improve the way our telephone system works.

This section covers your experience of the staff who answer your telephone calls.

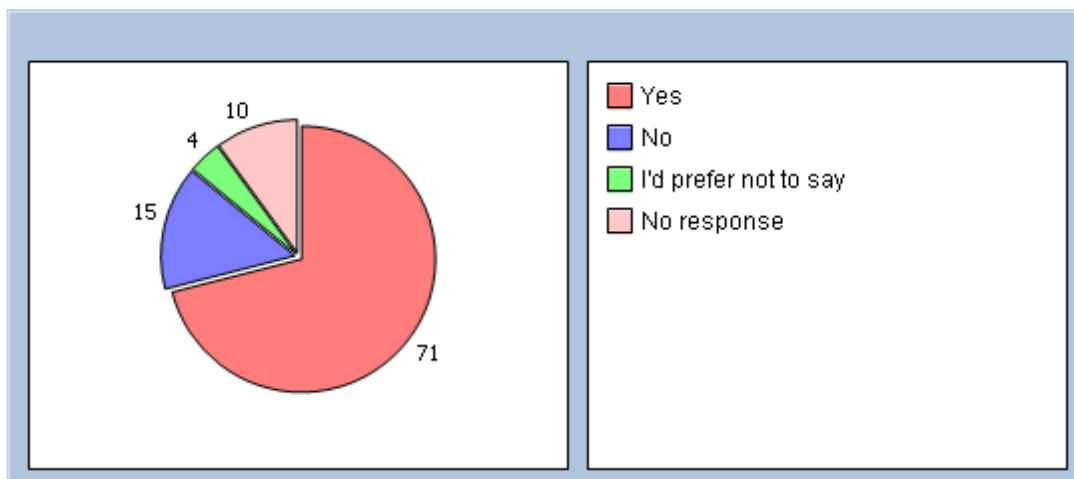
Our aim is for patients to feel comfortable and confident to discuss their medical needs with our trained telephone staff to enable us to respond to your needs in the most appropriate manner. Generally do you feel we manage to achieve this?

Yes	71%
No	16%
I'd prefer not to say	4%
No response	9%



Our staff are trained to ask appropriate questions in a friendly, helpful but non-intrusive manner, generally do you feel we manage to achieve this?

Yes	71%
No	15%
I'd prefer not to say	4%
No response	10%

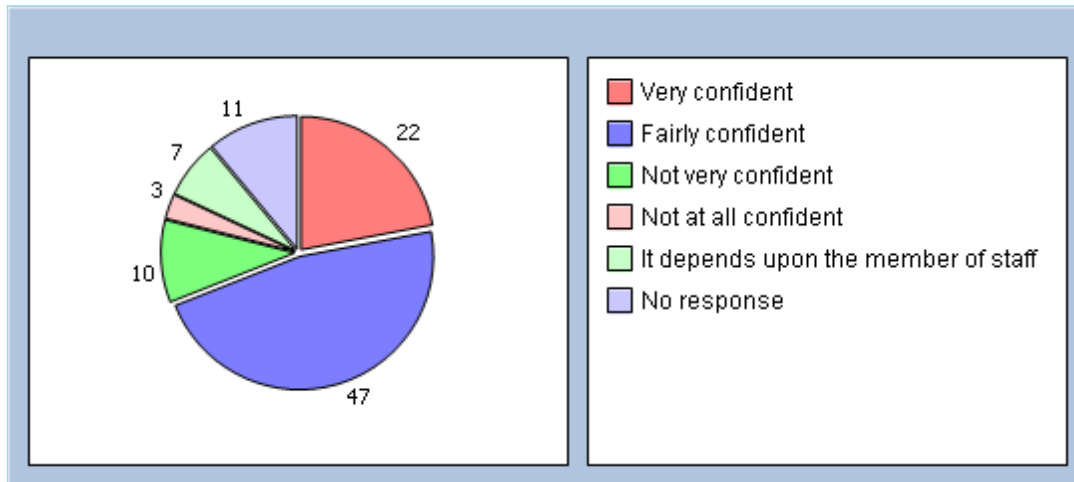


How confident are you in the skills, ability and knowledge of the staff answering the telephone?

Very confident	22%
Fairly confident	47%
Not very confident	10%
Not at all confident	3%
It depends upon the member of staff	7%
Prefer not to say	0%

No response

11%



Please add any comments you feel may help us improve the way our staff support you on the telephone.

Section 6 – Other services and facilities

This section is specifically about other additional NHS services we may be able to offer from Hathaway Medical Centre

Do you know that the following NHS services also take place in Hathaway Medical Centre? Please tick those you are aware of:

Dentist	87%
Surgical Theatre	30%
Mental Health Services	18%
Psychology	12%
Audiology	11%
Memory Clinical	3%
Othopaedic Outpatients with Circle Hospital	8%

We are always looking to offer additional NHS services if this can be arranged with the local hospitals. What other NHS services would you like to see available at Hathaway Medical Centre?

This section is specifically about other non-NHS services we may be able to offer from Hathaway Medical Centre

Do you know that the following NHS services also take place in Hathaway Medical Centre? Please tick those you are aware of:

Medical Research	28%
Medical Aesthetics (skin treatments)	23%
Medical Laser Services	23%
Chiropractor	12%
Osteopath	6%
Podiatrist	7%
Counsellors	16%
Private Surgery	15%

What other non-NHS services would you like to see available at Hathaway Medical Centre? This could be an optician, legal advice, advice for carers etc. Please add your comment in the box below.

Are there any facilities that we may be able to offer that will improve the patient experience when visiting either Hathaway Medical Centre or the branch surgery in New Road? Please add your comment in the box below.

Section 7 - Comments

Please feel free to give us any feedback (positive or negative) or suggestions on how we can change to better meet your needs. Can you identify one simple thing that, if we changed, would improve your patient experience with Hathaway?