

Francis Grove Patient Participation Group Annual Patient Survey

November/December 2016

Aim of the Survey: This year it was decided that the same survey would be used as last year so that like for like data could be compared. The focus was patients if they had noticed an improvement over the past year. Are they aware of the services the community pharmacists can provide, and how good is our customer care service. We asked patients how clean they feel the practice is. Can our patients get an appointment with the GP and Practice Nurse and how satisfied are they after their consultation with a GP.

Design: We used paper surveys in differing formats for people with impaired vision.

Survey Sample Size: We agreed on the same sample size as last year. 100 patients

Collect: We asked patients to complete this whilst they were waiting in the surgery for appointments. These were collected and manually analysed the data.

Analyses: We compared the results with the results from last year

Analysis overview:

- We were unable to get 100 completed, we reached 91 before the analysis took place
- 30% of respondents were under 34 this year compared to 22% last year. The number of respondents over 65 reduced from 25% to 21%.
- The gender balance of respondents remained very similar
- The ethnicity and disability breakdown is somewhat skewed as almost a quarter of respondents did not realise there was a reverse side with those 2 questions on it, meaning 23% did not respond to ethnicity and 18% didn't respond to disability questions. However, by far our greatest ethnicity to respond was White British, followed by White Other, there were double the amount of Indian respondents this time.
- There was a 2% increase in who would recommend the surgery to others

- There was a notable decrease in the number of people using our website for information, increasing from 30-35% for those who 'never' visit the website and a reduction from 48% to 40% for those visiting when they need information.
- All respondents felt the surgery was either 'very clean' or fairly clean', although it was concerning to see that 26% compared to 16% last year ticked 'fairly clean'.
- The ratings for reception staff has gone by from 70% to 77% as being 'very helpful', with no negative responses to this question.
- The responses regarding the helpfulness of the Admin team were less encouraging with the 'Very helpful' rating going down from 71% to 53%. We had 33% states 'don't know' well over double that of last year, which definitely highlights that patients are unsure of what the administration team does to assist them.
- The answers to the improvements made over the last 12 months were quite different to the previous year, we had quite a lot of Not Applicable answers to these. A few of the respondents stated they hadn't been with the surgery for 12 months yet, but others just wrote N/A. I can only make suggestions as to why this could be for example none of the responses applied to them or they hadn't actually required these services within the last year. Due to the high numbers of NA's the data is again very skewed. It does clearly highlight though that the number of 'much the same's' has remained very steady and are almost identical to the previous year's response rate for this answer, which I think (assuming they believe what we are doing is good) is a positive place to be. Last year's responses gave 5 negative scores where this year we only got 1 which was a slightly worse for Long Term Conditions information.
- Appointment availability for Urgent appointments got a higher percentage this year across the board for all options in this question which is excellent to see, although I think it is worth acknowledging that we do get a lot of patients who express their frustration about the lack of availability of routine appointments.
- Availability of Nurses appointments has reduced in percentage. A number of factors has contributed to this, we have one nurse on maternity leave, we've had 2 nurses training over the last year, we have had a vacancy for a HCA in the last 2 months as well as the revaccination situation which has taken up appointments alongside the flu season also. I think it is also worth noting that appt's such as spirometry have increased in time length per appt to ensure we are providing the best care for our patients

Outcomes/Actions:

- Questions/answers to be fully reviewed for next year, with consideration of options which states 'NA for me' and the reason. As well as reviewing the similar nature of some of the answer options i.e. 'not always' and 'sometimes'
- Nurses appointments reduced scoring-This will ease somewhat now we are coming out of the flu season, the revaccination situation has passed and we now have a new HCA on board.
- Cleanliness of the practice rating has reduced-Action Required: Review meeting with cleaning company has taken place