

Portesham Patient Survey 2013

SUMMARY

We had 23 responses to the survey this year (compared to 38 last year). In the charts below, numbers refer to the number of respondents and the text gives the percentages (eg Q1: 74% find it extremely easy to get through to us ie 17 out of 23 responders to that question). Patient comments on the survey are in black italics; the Practice responses are in red italics.

SECTION ONE: COMMUNICATIONS

1. How easy do you find it to get through to us on the phone?

74% extremely; 26% moderately easy

An improvement on last years figures of 58% extremely easy, 42% moderately easy.

2. If you experienced difficulty getting through on the phone, what time of day was this?

79% first thing, 21% mid morning

Your comments:

- You have many patients and you can't always expect to be top of the queue!*
- Always try to avoid phoning first thing in the morning*
- But when you do get through the service is excellent*
- Usually better if you leave it for half an hour*
- Monday mornings particularly difficult but first thing any day is the worst time*
- Normally no prob except Monday mornings which is to be expected.*

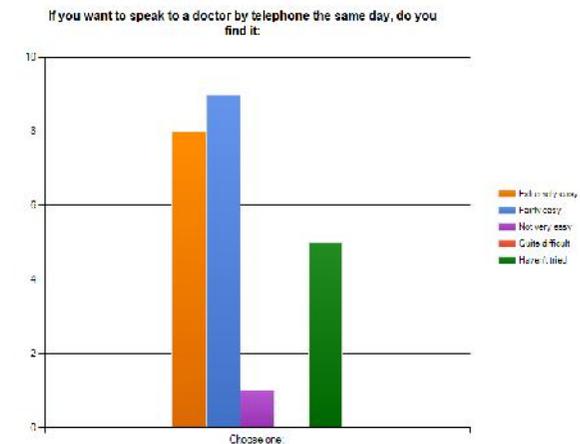
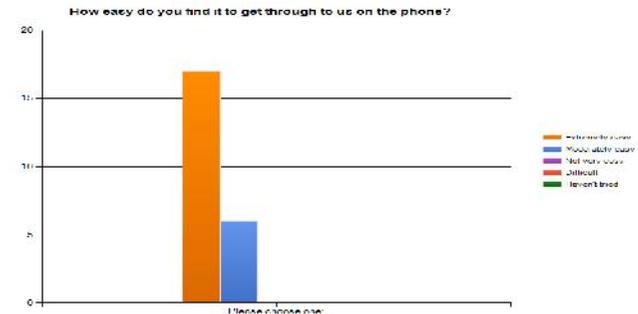
Last year 94% of the problems were experienced first thing in the morning. Since then we have altered our receptionist hours so that both morning staff are here at 8.30, and changes to the phone system have given us an extra line, so we are pleased that these changes have helped.

3. If you want to speak to a doctor by telephone the same day, do you find it:

35% extremely easy, 39% fairly easy, 4% not very easy, 22% haven't tried.

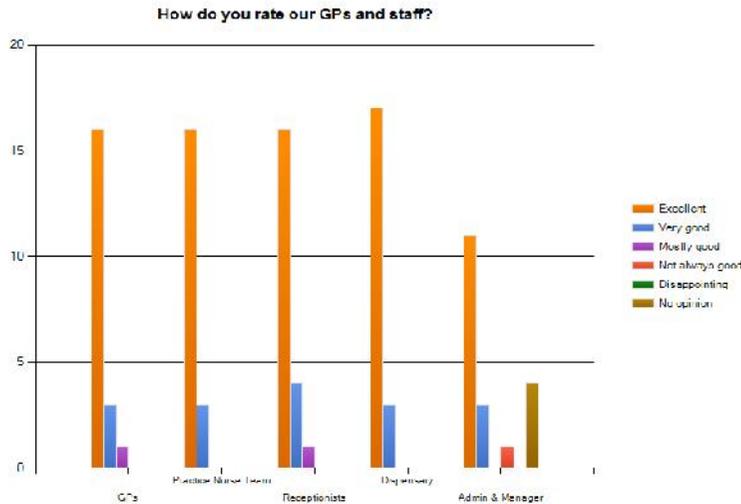
Comments:

- Didn't know this service was possible*
- My experience is you usually leave a message and a doctor phones you back quite quickly*
- Phoned yesterday and was put straight through to a doctor – on other occasions a doctor has called me back, usually the same day*
- Sometimes difficult but not too bad*



PART TWO: THE DOCTORS AND STAFF

4. Rating for staff:



	Excellent	Very good	Mostly good	Not always good	No opinion
GPs	81%	14%	5%		
Practice Nurses	85%	15%	0%		
Receptionists	77%	18%	5%		
Dispensary	86%	14%			
Admin & Manager	60%	15%		5%	20%

If not excellent what could we do to improve? Your comments were:

GPs

It is too minor for concern but inevitably some have a better "bedside manner" than others and are more able to give clear advice that you understand

Difficulties encountered re free prescriptions

Have found a certain doc can be complacent if suffering from long term condition and blames everything on that illness without looking for other possibilities

Nurses:

Had to reschedule an appointment with a doctor as unable to complete procedure

Hard to get appt at times if one is on leave

Reception:

Sometimes questions to patient could almost cross confidentiality when asked in the company of other patients

So lucky to have such an excellent and obliging staff

Frustrating when calling to find line engaged. Can a system be introduced saying you are 3rd in line, please wait etc

Not ask what the illness is

Rarely I have been asked intrusive questions

Dispensary:

Not had a lot of contact but what I have has been good

They are fantastic and nothing ever seems too much trouble – I guess it does somewhat depend on attitude and some patients probably have a problem!

*Try and avoid congestion around the hatch at peak times. Staff are usually very busy at these times and rushed off their feet
Occasionally the email responses can be a little curt
Rarely a brusque attitude is shown*

Admin/manager: *Improve communication from patient to doctor*

Have little to do with the admin or manager but any is always of a high standard.

It would be nice to know who you all are. The names are on your website but perhaps a photo?

Generally very comparable to last year's scores across the board.

GPs: inevitably some patients get on better with one doctor than another, as we all have different styles and personalities. We don't operate a fixed "list" system and patients are free to change doctors or see different doctors for different problems.

Nurse leave: in a small team we do struggle to find cover for leave or illness, but we are looking for more locum help.

Confidentiality: we are always very conscious of not asking intrusive questions in the hearing of other patients but sometimes this is unavoidable at the front desk. Receptionists do have to ask the reason for a nurse's appointment as this determines the length of appointment needed, and which nurse to book. We only ask the reason for a doctor's appointment if a patient requests to be seen urgently and we are already fully booked – in this instances receptionists have to judge whether and when to add an extra appointment so they will need more information.

Phones: we looked into various systems when upgrading our phone lines, but decided against the automated answering system because it sounded too impersonal for our surgery, and we felt many patients would dislike it. It is also more costly for patients (you get charged for waiting for us to answer) and for us to install. We will bear it in mind for the future if it becomes a frequent problem - so let us know!

5. Do you feel listened to by your doctor?

Always: 77%; most of the time: 23%

Comments:

- *From my little use of the doctor it seemed very good, and when calling about my blood sample I was invited to take it for discussion if I needed to, which I thought was rather nice.*
- *I always feel the doctor listens to your problem which from a patient's point of view is vital.*
- *They are always kind and friendly*
- *Always has time for me*
- *Very patient, but precise response.*
- *Depends which doctor*
- *Have not felt listened to several times pre diagnosis of existing condition. I was told my symptoms were all in my head!*

Comments to 5, 6 & 7: most responses are very positive; one patient has clearly had a problem with one doctor in the past, and we have discussed this. We always urge patients to talk to us if they have a concern, and we are glad that the patient has now settled with a different doctor.

6. How confident do you feel that your doctor is up to date with the latest treatment choices?

Very confident 73%; fairly confident 18%; no opinion either way 9%

Comments:

- Not had any need to take anything that would need cutting edge treatment yet.
- Would hope they are so but don't know so.
- Difficult to answer unless you know the latest treatments available, but I have every confidence in their decision
- Impossible to know
- At times NO I'm afraid I actually stopped going to the docs at one stage because of something that the doc said to me that upset me greatly!

7. Does your doctor explain your diagnosis, treatment and medications so that you:

Understand very well 77%; understand quite well 18%; sometimes don't understand 5%

Comments:

- Only having been once to the surgery for treatment for something I have had previously over the years, it did not need much beyond the diagnosis to verify my own thoughts on what it was I had
- It is very rare one does not understand but if queried it is then very clearly expressed
- As well as my medical knowledge allows me
- Have changed docs because I felt it wasn't explained or even discussed with me

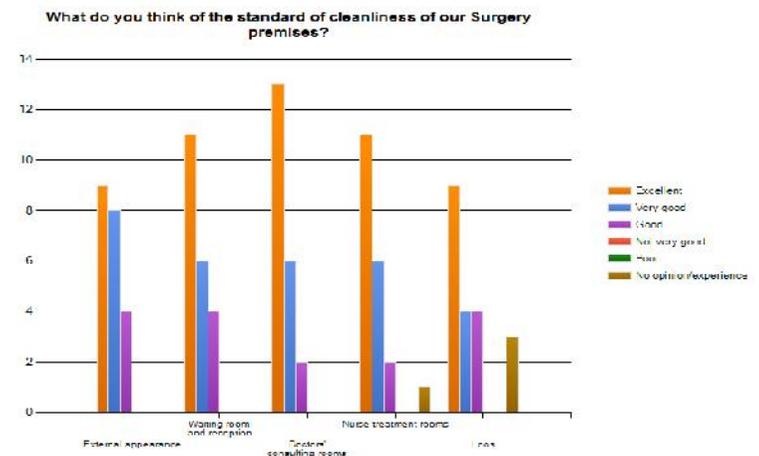
8. Do you feel your doctor involves you in your treatment choices?

Very much so 64%; usually 32%; no opinion 4%

Comments:

- Did not need a choice but if I do ever get anything that does need choices, it would be nice to feel I could discuss it with the doctor.
- Wherever possible but you come for advice and should consider this very carefully, after all the Doctor should know better than the patient
- They make suggestions but don't force you
- I trust the Doctor to suggest and implement the most appropriate form of treatment. I believe that "Doctor knows best".
- Now yes, but before I changed docs I didn't feel involved at all. I had a hysterectomy when I was 24 but I was asked 23 years later when my last period was!!

Re last comment: we understand that this kind of question can be distressing for patients. We discussed it in detail, but sadly there is no way of highlighting a particular past medical event to make it more obvious when the doctor looks at patient notes, and doctors do sometimes have to ask this kind of personal question in order to eliminate possible causes for particular symptoms.



PART THREE: CLEANLINESS AND HYGIENE

9. What do you think of the standard of cleanliness of our Surgery premises?

	Excellent	Very good	Good	No opinion/experience
External appearance	43%	38%	19%	
Waiting room & reception	52%	29%	19%	
Doctors' consulting rooms	62%	29%	9%	
Nurses treatment rooms	55%	30%	10%	5%
Loos	45%	20%	20%	15%

Comments:

- *Have to admit it is an excellent surgery from the practice design through to the look of it.*
- *Sometimes the waiting room seems a little cluttered with too many notices, but so what!*
- *Waiting room is showing its age*
- *Too many leaflets in the waiting room, looks cluttered*
- *Needs decorating update to make it appear cleaner*
- *Waiting room dull and overcrowded with leaflets*

There's a theme here! We are in the middle of an internal redecorating programme and will declutter the waiting room at the same time.

10. On your last visit did you observe your doctor or nurse clean their hands when you felt they should (ie before or after an examination or procedure)?

Doctor: 76% yes, 10% no, 14% can't remember

Nurse: 80% yes, 5% no, 15% can't remember.

Comments:

- *Cannot answer this one as I did not see them, but then again I have never been to a surgery in my life and seen a doctor wash their hands. It is a thing you think they would do normally the same as I do when I have been out and come home, what with handling fuel nozzles, supermarket trolley handles or bus seat handles.*
- *Felt my ankles and lower legs without using gel or washing hands.*

Where there is no broken skin or intimate contact the doctors may not cleanse their hands until the end of the consultation ie between patients.

PART FOUR: INFORMATION

Questions 11 – 15 were new this year

11. How frequently have you used our practice website in the last year?

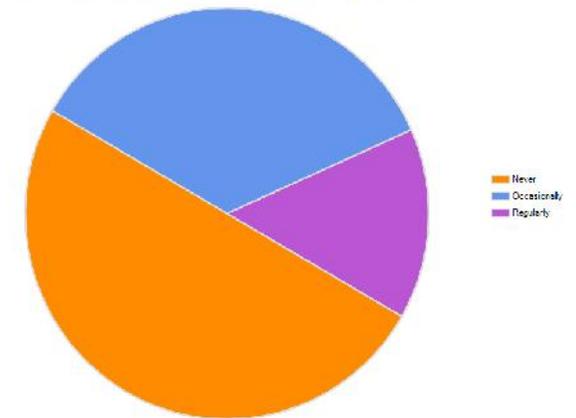
Never: 52%; occasionally 33%; regularly 14%

Comments:

- Have never thought of it
- Only having been a patient just over a year and until recently not needing a doctor, only looked when I joined and recently
- Primarily to reorder a prescription and the system seems to work very well
- Have just discovered it!
- Didn't know it existed
- 1. No mention of Dr Beale in the header block – still Dr Pouncey. 2. "This page is under construction" is unhelpful – better to leave page out until it's finished. But overall excellent – very clear and concise and easily navigable. I have yet to find a problem!
- Didn't know you had one!
- Did not know it existed.

Dr Beale only became an official partner at the end of February – we are now in the process of changing the business name and have changed our letterhead, leaflet and website. We are also getting better at keeping the website updated so hopefully you won't see the annoying "page under construction" message ever again!

How frequently have you used our practice website in the last year?



12. Are you aware that we can treat minor injuries at Portesham Surgery (eg cuts, soft tissue injury, bites, burns)

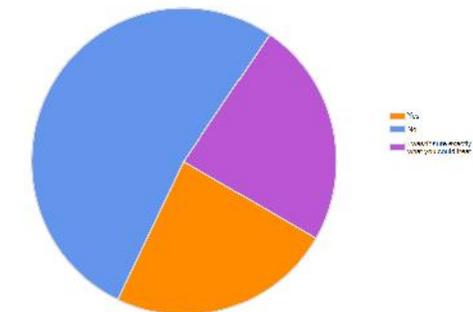
Yes 24%; No 52%; Not sure what you treat 24%

Comments:

- Very useful to know though
- Great providing you don't have a problem out of hours!
- I was aware of Dr Baird's 'wart clinic' but was unaware of the 'minor injuries' facility.

NB: we are happy to assess and treat many minor injuries here. There is a useful leaflet in the Surgery and on the website giving information about out-of-hours emergency care.

Are you aware that we can treat minor injuries at Portesham Surgery, using you a tip to ask, for cuts to be dressed or stitched, assessment of soft tissue injury, dog or insect bite, minor burns? (See the "Emergency" section on our website for details)



13. If you have had a minor injury in the last year and didn't come to us why not?

Didn't think of it: 13%; Didn't know you could have treated it 33% Surgery closed overnight 7%; too serious to be treated by the Surgery 13%; other 33%

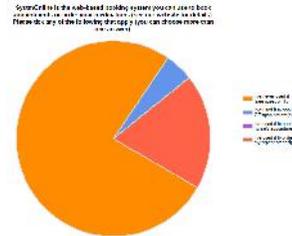
Comments:

- *It was out of hours*

14. SystmOnline is the web-based booking system you can use to book appointments or order your medications (see our website for details).

Please tick any of the following that apply:

- I've never used it 81%;
- used it to book GP appointments 5%;
- used it to order repeat prescriptions 19%

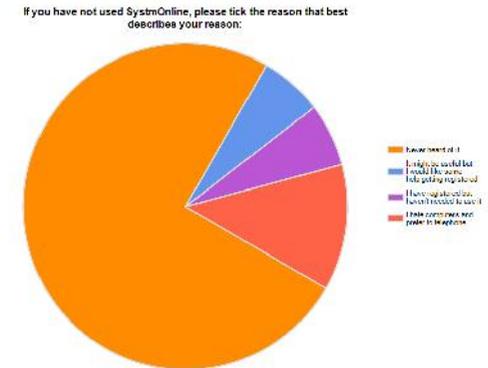


Comments:

- *Very easy*
- *But I really should try it before giving an opinion!*
- *I don't have a computer*

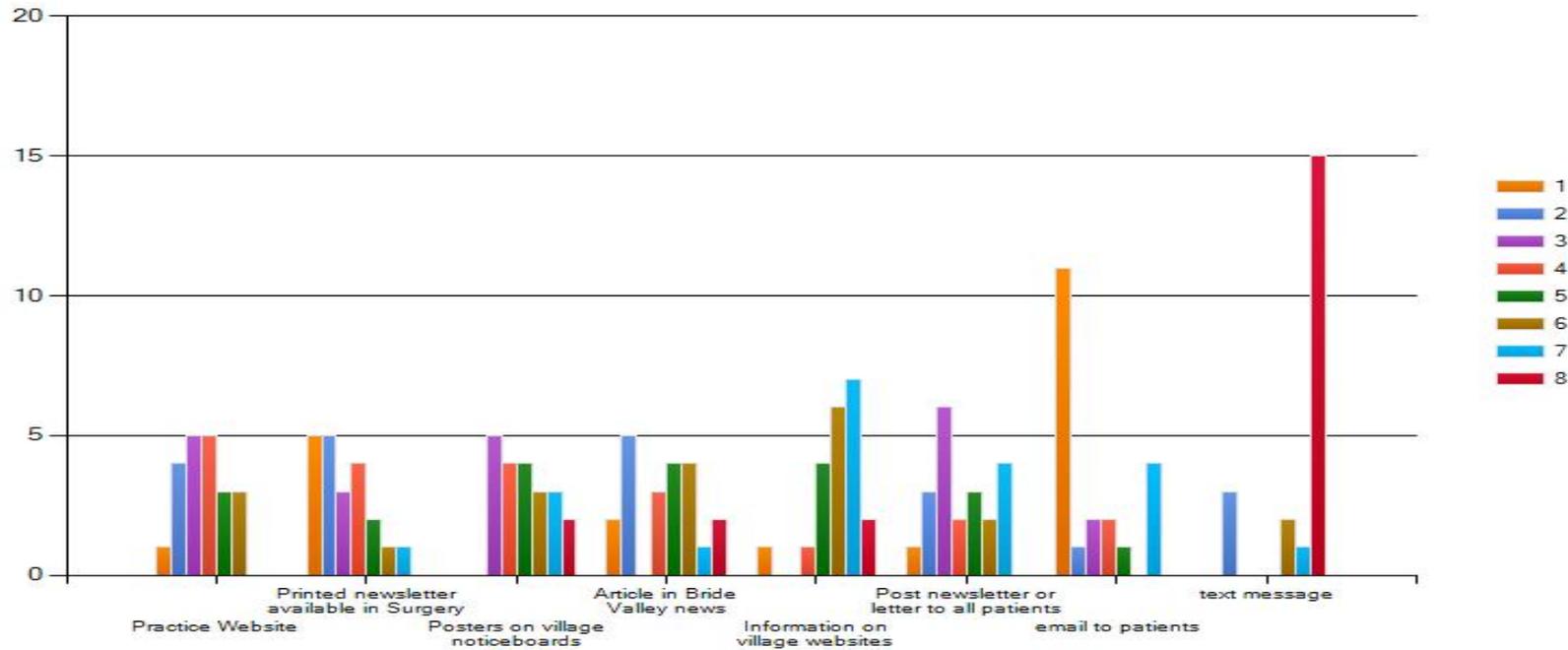
15. If you have not used SystmOnline, please tick the answer that best describes your reason:

- I've never heard of it 76%;
- it might be useful but I would like some help getting registered 6%;
- I have registered but haven't needed to use it 6%;
- I hate computers and prefer to telephone 12%.



16. Keeping you informed:

Which of these is the best way of getting information to you about our services and healthcare provision? (please rank in order of preference with 1 being your first preference - the order of the responses automatically changes as you rank them)



Hard to summarise, but a high proportion (52%) gave top ranking to communication by email, with texting predictably lowest ranking. Second & third ranking went mostly to the website, newsletter, Bride Valley news and posters in villages, so we will continue to use these methods. Letters posted to patients is popular, but we tend to use this only when writing with a specific message to individual or small groups of patients, as it is costly communication method for general information.

17. Your comments on how we communicate:

- *Text messaging is bottom because my mobile doesn't work at home. I have to go 100 metres outside to receive messages, otherwise it would be at number 4.*
- *I have no problems*
- *Post/deliver information to those (elderly?) patients who don't have/use email is a must, hence the printed newsletter available in the surgery has important value. With time, the practice website will, I am sure, become the key communications medium. Not convinced of the value of using facebook/twitter for this type of communication. (We agree!)*
- *Please advertise website address then I can use that*

PART FIVE: APPOINTMENTS AND CLINICS

18. If you need to get an urgent (eg same day) appointment, do you find it:

Doctor: very easy 50%; quite easy 40%; not very easy 5%; haven't tried 5%
Nurse: very easy 13%; quite easy 60%; not very easy 7%; haven't tried 20%

Comments:

- *You were very good as I rang the surgery Monday morning and there were no slots available until Wednesday but when you found it could be serious you slotted me in on the Monday morning. I did appreciate this.*
- *Staff and doctors very aware of my problems, excellent all round.*

We will always do our best to fit extra appointments in for urgent problems.

19. If you need an appointment within 48 hours (ie non-urgent) with your preferred doctor, do you find it:

Very easy 50%; quite easy 35%; not very easy 10%; Difficult 5%

Comments

- *Not had this happen*
- *Realistically Doctors' commitments and holidays do not always make seeing doctor of choice possible. This I believe is acceptable.*
- *I don't have a preferred doctor – they are all excellent.*
- *Not sure as to which doctors are in when.*
- *My doctor is not on duty over weekend or Mondays and Tuesdays.*

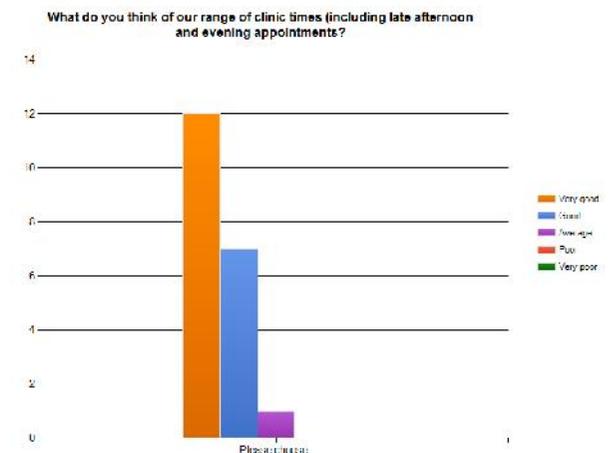
All three doctors are now part-time, but there is always a choice of doctors on any particular day. In a small practice it is difficult to provide so much choice as with a larger town practice, but hopefully we make up for it in other ways!

20. What do you think of our range of clinic times (including late afternoon and evening appointments)?

Very good 60%; Good 35%; Average 5%

Comments:

- *Because I work full time I find it difficult to make appointments, an evening or weekend surgery would be helpful*



- *Afternoon surgery is very short – very glad to see later appointments in the evening available*

We offered Saturday morning appointments two years ago and didn't get a single booking! We offer evening appointments on Tuesdays and Thursdays and a late nurse clinic on Tuesdays.

21. On average how late is the doctor or nurse running when you come for your appointment?

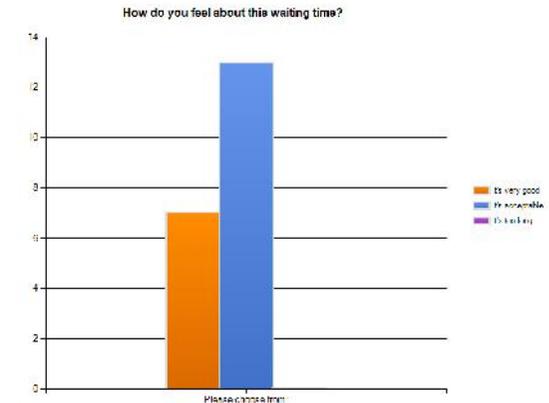
	Less than 10 mins	10 – 20 mins	20 – 30 mins
GP	32%	64%	5%
Nurse	86%	14%	

22. How do you feel about this waiting time?

Very good: 35%; Acceptable 65%

Comments

- *Doctors are busy people, you expect them to run late*
- *I always find it a useful time to catch up with local reading matter*
- *If the doctor is to spent time with patients this is unavoidable. Don't understand why nurses should be running late.*
- *Accept times will vary depending on cases presented to doctor*
- *Just!*



We are lucky to have such tolerant patients - but see the resounding response to question 23 regarding allowing patients more time if needed.

Nurses frequently have to perform tricky procedures, or fit in extra patients (eg if a doctor needs an investigative test done such as an ECG, or if someone is discharged from hospital and needs dressings changed or stitches removed at short notice). We do try not to run late and have "catch-up" slots scheduled during all surgeries, but any small hiccup such as a patient arriving late or needing to arrange an emergency hospital admission can throw things out.

23. Our policy is not to rush patients who may need more than the standard 10-minute appointment slot... should we stick strictly to 10 minutes per appointment?

Continue to allow more than 10 minutes if needed: 100%

Comments:

- *You always get a few at any surgery that should not be there and waste doctors' time, but if the patient needs to talk things through because they have something serious wrong with them, they should not feel they are being pushed in the back to leave and feel comfortable with the situation.*
- *It is important not to rush patients unless the Doctor feels they are time wasters!*

24. If patients turn up late for their appointment, we try to fit them in unless the surgery has finished. Should we continue to do this, even if it makes the rest of the surgery run late, or should we give them a new appointment?

Ask them to wait until the end of surgery 40%;

see them if less than 5 minutes late, otherwise ask to rebook 10%;

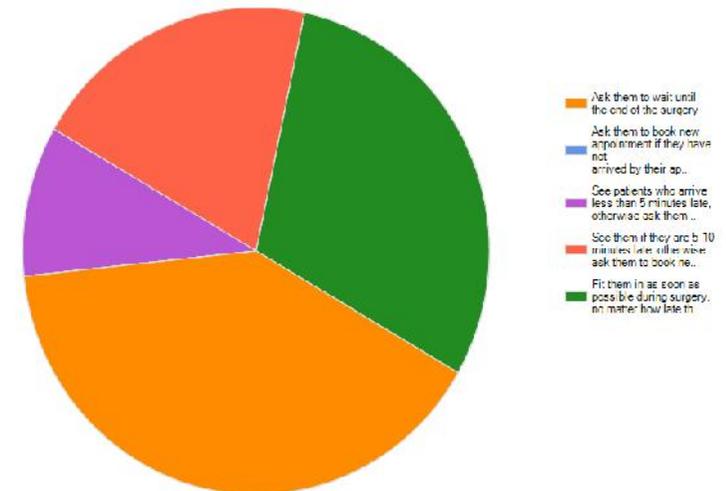
see them if 5-10 minutes late otherwise ask to rebook 20%;

fit them in as soon as possible during surgery 30%

- *Although you should turn up on time, things happen, could have a flat tyre on the car or the bus is late. I think that waiting until the end satisfies everyone (or should do).*
- *Don't think you can have a hard and fast policy on this – it must depend on the reason why they are late, how urgent their problem is. Discretion is essential. The surgery's great strength is its humanity. Don't lose this.*
- *This is a difficult one as much depends on the reason! If just "forgot" then let them rebook for example. There will be certain circumstances when they should be fitted in as soon as possible and others have to wait a little longer. It has to be at the discretion of the staff.*
- *...providing there are mitigating circumstances.*

You are tougher on lateness than we expected! We agree that discretion is vital and we take the circumstances into account. If a patient arrives extremely late we will ask them to rebook, as the doctors have to leave time for visits, phone calls, checking hospital letters and lab results, and making referral. If other patients have arrived on time for their appointments we will tend to see them at their appointed time, until we can fit the late arrival in.

If patients turn up late for their appointment, we try to fit them in unless the surgery has finished. Should we continue to do this, even if it makes the rest of the surgery run late, or should we give them a new appointment?



25. Could we improve our dispensary service for acute and repeat prescriptions?

	Excellent	Good	Satisfactory	No opinion
Ease of ordering	75%	20%	5%	
Range of Products	55%	25%	5%	15%
Helpfulness of staff	70%	30%		
Remote collection points	30%	15%	5%	50%

- Only used it once but found it very useful and pleasant staff as well
- As far as I am concerned I could not praise them highly enough – they have rules and patients need to help them; it is after all a two-way thing in my opinion
- No experience of remote collection points.

26. On a scale of 1-10 (where 10 is the highest) how happy are you with the healthcare we provide for you?

37% = Perfect

53% = 9/10

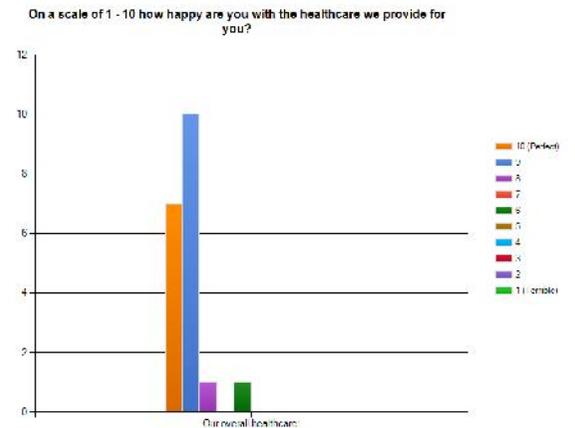
5% = 8/10

5% = 6/10

We will continue to work hard to get more 9s and 10s.

27. What is the best thing about our Surgery?

- *Getting appointments quickly*
- *Close to home and friendly staff*
- *Friendliness of staff. Love the dog bowl too, nice touch*
- *It's the feeling that people know you and take an interest in you. Just one minor gripe – everybody refers to me as Mr – I wish they wouldn't. I've never been addressed as Mr anywhere before by people who know me. All my working was in jobs where first names were the norm. Some other patients appear to be addressed by their first names. Is it a policy thing that patients over 65 are assumed to prefer something more formal? I'm a bit baffled – but this is a very minor point indeed. It's not an age-thing – individual staff may know some patients very well and others less so. We can't tell who you are from the survey, so please just put us straight next time any of us call you Mr!*
- *Quality of treatment*
- *The friendliness of the staff right across the board and the efficiency of the dispensary*
- *Friendly, caring and personal*



- *Very friendly atmosphere*
- *Friendliness of the staff*
- *Friendliness of staff*
- *The helpfulness and friendliness of the staff*
- *Friendly and helpful staff and good doctors and nurses*
- *Modern, available & local*
- *Everything*
- *A very caring and welcoming service, from people who know you personally*
- *Being made welcome even when just collecting a prescription*
- *The friendliness of receptionists*
- *The friendliness and kindness of every person*

*Nearly every comment includes the word “friendly” – what a lovely endorsement for our staff!
Re addressing patients as “Mr”:*

28. What is the worst thing about our Surgery?

- *Need better magazines in waiting room! **We rely on generous donations from patients but we do try to keep them up to date.***
- *Having to visit!*
- *Not had the problem but I guess the car park could be bigger. The only other thing I am not keen on is the tv. If it is to show messages about the doctors or surgery, ok, but if it is to show tv programmes while you wait, no thanks. My old surgery played radio 2 that was bad enough and no we don't want radio either!! **We are waiting for the TV to be removed as we haven't used it for many months. We stopped having background music because of the cost of the licences so unless we renew the necessary licences you are safe from all forms of background noise!***
- *No cover at weekend. On the few occasions I've used the out-of-hours service or NHS Direct neither were really satisfactory. **GPs haven't been required to provide weekend cover since 2004 and very few choose to do this; it is all centralised through the Dorset Out of Hours Doctor scheme. The job is so full on and demanding these days that time off away from the job is essential for the health of GPs as well as the safety of patients.***
- *Recently had an instance where I phoned to give the doctor a decision on a treatment option. The message was taken but not given to the doctor, despite assurance it was not necessary to phone again. This was only discovered two weeks later when I enquired as to why I had not received an appointment from the hospital. **We are very sorry that your message didn't get passed on. This happens rarely, but shouldn't happen at all, so please accept our apologies.***
- *Very difficult – perhaps more up to date magazines in the waiting room and a little less clutter **Noted***
- *It is in Portesham, not Litton Cheney!*
- *Magazines are a bit old*
- *I wish they could wear little name badges so I could remember their names. **We do have name badges and will make sure we wear them!***

- Nothing in particular
- Nothing
- Doctor who doesn't listen and makes patients feel like the doctor is saying all symptoms are in your head so you don't feel you can go down and discuss general problems with them! I have not gone to see a doctor because of this, to the detrimental effect on my health. *If any patient has a problem with a particular doctor please talk to any of the doctors or the practice manager so we can resolve the issue at the time. We gather from your responses that you have changed doctors and hope that you are happier now.*
- Can't order a bacon sandwich over the counter *(we have enough trouble resisting the biscuits – imagine how plump we would all be if we had bacon sandwiches on tap!)*
- Only very occasionally waiting a long time to see the doctor
- Just its general appearance in some areas – really needs a little TLC! *In hand*
- Distance to travel
- Can't think of anything

We would like to thank you all for taking the time to complete the survey and give your comments – we welcome all of them, positive and negative, as it helps to keep us on our toes and work out the priorities for improving how we look after you. Keep the feedback coming!