

Denton Medical Practice

www.dentonmedical.co.uk

Patient Satisfaction Survey October/November 2013 Results

Question	Poor	Fair	Good	Very Good	Excellent
Your level of satisfaction with our opening hours?	1 2%	3 6%	11 25%	14 32%	13 30%
Ease of contacting the practice by telephone?	3 6%	5 11%	13 30%	10 23%	10 23%
Helpfulness of staff when answering the telephone?	0	1 2%	7 16%	15 34%	21 48%
Satisfaction with the appointment you were offered?	2 4%	7 16%	7 16%	11 25%	14 32%
Chances of seeing a doctor/nurse of your choice?	1 2%	8 18%	11 25%	9 20%	12 27%
Opportunity of speaking to a doctor/nurse on the telephone?	0	5 11%	13 30%	11 25%	12 27%
Comfort level of the waiting area?	1 2%	2 4%	12 27%	14 32%	12 27%
Length of time waiting for your appointment?	5 11%	7 16%	9 20%	11 25%	12 27%
Overall satisfaction with your visit to the doctor/nurse?	0	2 4%	9 20%	11 25%	20 46%
The manner in which you were treated by the reception staff?	0	1 2%	7 16%	9 20%	22 51%
Information provided by the practice about it's services?	0	1 2%	10 23%	11 25%	15 34%

With regards to the new triage system for same day appointments – have you used this service and how did you find it?

- Yes, very good. Had a phone call earlier than expected from the nurse. Got an appointment the same day.
- Very often and think it is excellent.
- I have used it, not overly impressed.
- Very good.
- Yes, very good.
- I did, however giving my symptoms over the phone to someone who is not a doctor isn't ideal. I then had to explain my symptoms again when the triage nurse rang.

- I have used this system for the first time today. I got an appointment very quickly and I was very pleased.
- Good.
- It was very good, except when I was being sick and had to answer a few questions.
- Ok, but if patient is not known to person triaging explaining patients previous problems i.e. mobility and breathing problems can get confusing, but if known by staff – excellent and can't do enough to help – wonderful staff.
- Yes and find it very good and very helpful.
- Excellent.

Any other comments about how we could improve our service?

- Appointment times
- Provide more appointments if possible.
- Staff are lovely! Dr Smith is brill.
- Very happy and excellent service, thank you.
- Sometimes you have to wait far too long to see a doctor.
- By having emergency appointments available first thing.
- Friendly and helpful.
- More appointments needed for people who work full time.
- I'm not sure how it can be improved but people do not want to wait a long time to get an appointment.

Date of discussion with Primary Health Care Team: 8th January 2014

Actions From Previous Report

Appointment Access

The changes made were in summer last year to expand our paediatric and urgent same day appointments and have had a positive impact on patient satisfaction. Extending the triage system from 10.30 until 12 mid day also improved patient access.

Triage System

We also employed a new practice nurse in June 2013 to run the patient triage system, therefore improving patient access to the other nurses and streamlining the triage system.

Telephone System

The actions completed from last year's report regarding the telephone system have proved beneficial. The partners felt that we should continue to reinforce the message to patients that urgent calls should be made in the mornings and non-urgent can wait until after 11am. The reception staff find the system much better, as they do not have to deal with as many complaints regarding patients getting through to the surgery.

Actions From October/November 2013 Survey

1. Length of time waiting for an appointment

Action: Weekly appointment audits to track availability of 'next available routine appointment'. If availability is over 5 days discuss with partners regarding provision of extra appointment sessions to improve access. Partners can choose to extend surgeries or provide extra hours on Saturday mornings. **(Action: Lynn Redford to monitor appointments and inform GP's accordingly)**

2. Chances of seeing a doctor/nurse of your choice.

This is difficult to achieve as all the doctors and nurses work part time. Patients who are seen via the same day triage system have to see the GP who is on-call that day. Unfortunately this is the only way the triage system is effective in patient management. All other routine appointments can be named GP's depending on availability. We will monitor individual GP availability via the audit of 'next available routine appointment'. (Action: Lynn Redford – as above)

3. Satisfaction with the appointment offered.

This area can be improved via the steps taken above. We were scored 32%/excellent on this question but also scored 20% poor/fair.
(Action: Review results after next survey in April/May 2014)

4. Complaint Themes

As per the CCG guidance it was decided that a breakdown of patient complaints be discussed with the PPG. The PPG were happy for this to be added and an anonymised report will be compiled for the next quarter for discussion. (Action: Lesley Hynds to provide report).

5. CQC

Most of the members were already aware of CQC through the media. They want a clearer understanding of what it means to general practice and any impact it may have on service provision or patient care. (Action: Lesley Hynds to provide overview and area's for discussion).