

<p><b>Partners</b>  Dr S M Edmonds  Dr T Alderton  Dr C Price  Dr W Nixon  Dr F Sargen  Dr M Green  Dr K Burgess</p>	<p align="center"><b>UNIVERSITY MEDICAL SERVICE</b>  UNIVERSITY OF EAST ANGLIA  NORWICH NR4 7TJ</p> <p>Appointments: 01603 251600  Secretaries: 01603 251601  Fax: 01603 506579  Email: <a href="mailto:umsuea@nhs.net">umsuea@nhs.net</a>  Website: <a href="http://www.umsuea.co.uk">www.umsuea.co.uk</a></p>	<p><b>Salaried Doctors</b>  Dr Tabberer  Dr C Turner  Dr R McShane  Dr A Gillibrand</p> <p><b>Business Manager</b>  Christina Fielding</p>
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## **PRACTICE SURVEY**

*(Using nationally accredited questions developed by CFEP)*

### **2013 - 2014**

***Survey undertaken by:      Christina Fielding  
   Karen Gitsham  
   Zoë Barr***

### **Participating Doctors**

***Dr T Alderton  
Dr C Price  
Dr F Sargen  
Dr M Green  
Dr W Nixon  
Dr K Burgess  
Dr H Tabberer  
Dr C Turner  
Dr R McShane  
Dr A Gillibrand  
Dr B Cant - Locum  
Dr C Shephard- Locum  
Dr J Calne - Locum***

## **SURVEY DATA COLLECTED BETWEEN OCTOBER 2013 AND DECEMBER 2013**

40 sheets filled in for thirteen doctors = TOTAL OF 520 SHEETS REVIEWED

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### **LENGTH OF REGISTRATION**

Sample size - 520

				<i>Last year</i>
Registered 0 – 2 years	–	269/520	= 52%	54%
Registered 2 – 5 years	-	162/520	= 31%	29%
Registered more than 5 years	–	95/520	= 17%	17%

The split between the percentages showing length of time registered has remained fairly constant for quite a few years. Over half of patients have been registered for less than two years.

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### **SUMMARY**

The practice is overall very pleased with the results of the survey. Scores were already very high and therefore hard to improve upon but the practice has maintained consistently high scores over a number of years.

This achievement is even more impressive given that over 50% of patients have been registered for less than two years. There is much less chance of patient loyalty with a large group of new patients who are unfamiliar with any of the doctors.

Patients appear very happy with the practice opening hours and ability to contact the practice on the phone. Patients are less happy with their ability to see a doctor quickly for a routine appointment, especially a favourite doctor. Many still don't realise that phone appointments are available for most clinics.

Patients appear happy now with the waiting room and we achieved very high scores for respecting patient privacy at the front desk. The lowest score of 67% continues to be the length of time waiting in the waiting room for a doctor who is running late. This score has reduced 2% from last year and many comments related to this issue. Where patients have mental health problems, they do tend to take longer and it is difficult to keep appointments running to time.

The practice suffers from an extremely high turnover of patients so establishing relationships between clinical staff and patients is always going to be difficult, as is trying to provide relevant information to patients about the practice, its services and structures without overloading new patients. This is especially relevant to foreign patients who are often not familiar with NHS systems and possibly explains why many patients still do not realise we have weekend and evening opening hours and are unaware of many of the other services that we provide.

The results below show the practice achievements this year compared to the last four years for each individual question.

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## **SECTION 1 – ABOUT THE PRACTICE**

### **1. Are patients satisfied with the practice's opening hours?**

Sample size = 511 - (9 NN) – (never needed to know)

<b>2013</b>	<b>79%</b>	<b>2005/2555max</b>
<b>2012</b>	<b>78.5%</b>	1877/2390 max
<b>2011</b>	<b>79%</b>	2060/2600 max
<b>2010</b>	<b>78%</b>	1707/2185 max
<b>2008</b>	<b>77%</b>	1818/2370 max

EXCELLENT SCORE – Increased again by ½% to match our highest score ever from 2 years ago. The practice has always stayed open all weekday lunchtimes and for many years now has opened for Saturday morning clinics and evening clinics on a Tuesday. These have proved popular with patients (especially between 5pm – 7pm) and nurses have also agreed to work later on a Tuesday evening to support the doctors.

It is clear from the survey comments that despite a lot of advertising, some patients are still not aware that the practice does open on Saturdays and during an evening.

### **2. Ease of contacting the practice on the telephone.**

Sample size = 465 (55 NN – never needed to phone the practice)

<b>2013</b>	<b>80%</b>	<b>1867/2325 max</b>
<b>2012</b>	<b>82%</b>	1754/2140 max
<b>2011</b>	<b>80%</b>	1880/2345 max
<b>2010</b>	<b>81%</b>	1493/1850 max
<b>2008</b>	<b>81%</b>	1688/2095 max

GOOD SCORE – Dropped 2% from last year but constant and very high over the last 5 years.

Prompt phone access is important to patients and the practice continues to score very highly and maintain this. We have increased the number of staff answering phones during early morning and have devised systems to encourage patients to phone later in the morning to book routine appointments, allowing easier access first thing for those patients who need to be seen on the same day. Patients can also book appointments on line if they wish and the on line booking service is actively promoted to new patients. We do not use a call queuing system as many of our patients only have mobile

phones and this would be very expensive for them. We also find them very aggravating to patients

### 3. Satisfaction with the date and time arranged for the appointment

Sample size = 516 (4 blank)

<b>2013</b>	<b>76%</b>	<b>1938/2580max</b>
<b>2012</b>	<b>77%</b>	1849/2395 max
<b>2011</b>	<b>77%</b>	1992/2575 max
<b>2010</b>	<b>79%</b>	1737/2190 max
<b>2008</b>	<b>74%</b>	1755/2385 max

GOOD SCORE – Dropped 1% from last year.

Appointments are arranged to increase same day availability by including one 'Book on Day' clinic on Monday, Wednesday and Friday afternoons (our busiest days). Meeting patient demand for appointments remains a challenge as patients are requiring more appointments per year than ever before and an increasing number require double appointments for complex or mental health problems. This puts pressure on the doctor service that has not had any increases in funding for many years. Patients continue to be able to book one month in advance for most clinics. Most dissatisfaction is caused by groups of patients all wanting to attend at similar times linked to the university timetables and patients wanting appointments with a particular doctor who only works part-time and therefore has limited availability.

### 4. Chances of seeing (an unspecified) doctor within 48 hrs (urgent within 24 hrs)

Sample size = 401 (119 NN – have never needed to see doctor quickly)

<b>2013</b>	<b>71%</b>	<b>1414/2005 max</b>
<b>2012</b>	<b>71%</b>	1171/1655 max
<b>2011</b>	<b>72%</b>	1369/1895 max
<b>2010</b>	<b>74%</b>	1213/1630 max
<b>2008</b>	<b>72%</b>	1200/1675 max

GOOD SCORE - Same as last year

All urgent patients can see a doctor on the same day, within hours of making contact with reception as we have a doctor dedicated every day to see patients who need to see a doctor urgently. This doctor does not have booked patients, only sees urgent patients and will see all that turn up (no restriction on numbers).

It is possible most of the time for patients to see a doctor for a routine appointment within 48 hours but most of our regular patients are keen to see 'their' usual doctor and would like to see that particular doctor within 48

hours. This is very difficult when many work part-time and physically aren't in the building within the following 48 hours. It seems patients would rather wait to see their regular doctor rather than see an alternative.

### **5. Opportunity to speak to a doctor/nurse on the phone if required ie more telephone consultations.**

Sample size = 216 (304NN – never needed or wanted a phone appt)

<b>2013</b>	<b>74%</b>	<b>795/1080 max</b>
<b>2012</b>	<b>74%</b>	660/895 max
<b>2011</b>	<b>76%</b>	781/1025 max
<b>2010</b>	<b>76%</b>	702/925 max
<b>2008</b>	<b>79%</b>	702/890 max

GOOD SCORE – Same as last year but lower than previous years

Disappointing result given that we are undertaking more phone consultations than ever and most appointments (except sexual health and travel) can be booked as a telephone consultation. Half the doctors now offer an additional phone slot appointment at the end of every routine clinic.

NB. 2/3 of patients have never required/requested a telephone consultation but many working patients do enjoy the option.

### **6. Comfort level of the waiting room**

Sample size – 515 (5 Blank)

<b>2013</b>	<b>79%</b>	<b>2029/2575 max</b>
<b>2012</b>	<b>79%</b>	1870/2005 max
<b>2011</b>	<b>79%</b>	2012/2535 max
<b>2010</b>	<b>77%</b>	1674/2175 max
<b>2008</b>	<b>78.5%</b>	1858/2360 max

VERY GOOD SCORE – Very constant

Scores have remained consistent with a slight increase over the last few years.

### **7. Respect shown by reception staff for your privacy and confidentiality**

Sample size = 500 (20 Blank)

<b>2013</b>	<b>84%</b>	<b>2078/2500 max</b>
<b>2012</b>	<b>84%</b>	1977/2345 max
<b>2011</b>	<b>83%</b>	2092/2510 max
<b>2010</b>	<b>81.5%</b>	1734/2130 max
<b>2008</b>	<b>82%</b>	1854/2255 max

EXCELLENT SCORE – HIGHEST EVER SCORE AND SAME AS LAST YEAR  
 Attempts to improve privacy over the last few years in the waiting room are clearly helping to make people feel more comfortable. We have far fewer comments in this area than previous years suggesting that our efforts have been successful.

### 8. Length of time spent in waiting area in the practice to see the doctor

Sample size – 483 (37 blank)

<b>2013</b>	<b>67%</b>	<b>1618/2415 max</b>
<b>2012</b>	<b>69%</b>	1651/2395 max
<b>2011</b>	<b>69%</b>	1764/2555 max
<b>2010</b>	<b>69%</b>	1502/2190 max
<b>2008</b>	<b>69%</b>	1596/2315 max

POOR SCORE – DROPPED 2% FROM PREVIOUS YEARS

This is a continuously weak area at the practice for some of the 13 doctors. Quite a few doctors are very good at running to time. We have a few doctors that consistently run late and the majority of the comments relate to only a few doctors. Acknowledging this problem, we insist that slower doctors increase the number of 'catch up' slots so that they do not keep patients waiting and this has worked to a certain extent. We also resolved to keep patients better informed of any delays. It is still an area where improvements need to be made. We do need to keep patients informed of long waits and improve waiting times where possible.

The table below shows scores for individual doctors for how long patients were kept waiting beyond their appointment time. Lowest score reflects highest dissatisfaction caused by delays. These scores have reduced from last year when no doctors scored less than 60%

	Score	%
	3.82	<b>76.4</b>
	3.74	<b>74.8</b>
	3.71	<b>74.2</b>
	3.62	<b>72.4</b>
	3.49	<b>69.8</b>
	3.47	<b>69.4</b>
	3.31	<b>66.2</b>
	3.29	<b>65.8</b>
	3.29	<b>65.8</b>
	3.18	<b>63.6</b>
	3.14	<b>62.8</b>
	2.81	<b>56.2</b>
	2.72	<b>54.4</b>

## **SECTION THREE – ABOUT THE STAFF**

### **9 – 18**

#### **Doctors**

Doctors questionnaires have been reviewed individually for each doctor and distributed for each doctor for use in their appraisal in line with national guidance.

EXCELLENT SCORES - Average overall satisfaction with doctors has increased from 90.6% up to 90.7%. These are incredibly high scores and have been steadily increasing over the last few years.

Average overall scores range from 96% to 83.1%. Six out of eleven doctors improved their scores from last year, five doctors had reduced scores and two doctors have no previous results.

2013 = Scores for doctor questions results ranged from 83.1% - 96%

2012 = Scores for doctor questions results ranged from 85.9% – 97%

2011 = Scores for doctor questions results ranged from 85.1% - 95.7%

2010 = Scores for doctor questions results ranged from 83.4% – 93.7%

2008/2009 = Range of doctor questions results from 85.7% - 94.5%

#### *Clinical Comments*

- No improvements necessary - excellent
- Very great care and sensitivity from Dr Toni
- I honestly believe Dr Alderton to be one of the best GPs in the country.
- We feel very happy to be in such good hands both with our GP and all other staff.
- Absolutely nothing to improve, overall brilliance, kindness, patience and understanding, - keep it up.
- He can't improve – he is a great doctor
- Very helpful and good explanations
- Dr Burgess is the best doctor I have ever been seen by. Deserves a raise!
- Feel very comfortable seeing Dr Cant. Brilliant member of your surgery.  
Thank you so much Dr Cant
- I love Dr Cant, she has been seeing me for many years and knows everything about me.
- Have more doctors like Dr Cant
- She was really nice – best doctor I have been to so far
- Dr Cant is brilliant doctor (I can't think of anything to improve).
- Clone her (Dr Calne)
- I can't think of anything – the doctor was really helpful and nice
- Doctor could be a little less sarcastic.
- Dr McShane was very friendly and welcoming. Made me feel OK about my condition and explained everything well.
- Dr McShane is fantastic – understanding – never rushes me, respectful and thorough
- Timekeeping could be improved although I understand that isn't always possible.
- I have always found Dr McShane to be very understanding and keen to ensure I receive the treatment and support I need.
- Dr McShane fantastic as always. Goes beyond call of duty to provide the information I need. Very reassuring and would definitely recommend.

- Really caring doctor – best one I have seen.
- Brilliant – really helped with my concerns
- Dr McShane is exceptional
- Dr McShane great as always going beyond what I expect of her
- I have been a patient at this practice since 1992. I find all the doctors excellent
- I only gave a score of 3 on being reassured because I thought my eczema could be improved but apparently it cannot.....
- Nothing could be improved – she (WN) and everyone are marvelous. Thank you so much.
- Excellent doctor – very thorough
- Would be difficult to improve. Everyone treats me with the utmost respect, care and consideration
- Fantastic, helpful doctor (FS)
- Dr Sargen was brilliant. Talked about treatments and actually wanted to find out what had happened to my back to get the best treatment
- Excellent always. Dr Sargen has been understanding conscientious and 100% FANTASTIC. I have seen her a number of times for the past year and she has been nothing but lovely and perfect.
- All doctors and nurses have always made me feel important and they have always given me the time and attention I need when I have ill health or health issues to resolve.
- Impossible to improve.
- I was very comforted by Dr Shephard and felt listened to and taken seriously. She was very empathic, thank you
- Really, really, good. Listens, doesn't judge – very helpful.
- No complaints
- More attention to chronic conditions needed (eg backache) and their effect on students. I have asked to be referred to a physiotherapist before but nothing came of it. I also felt that the doctor I saw at that time was not interested in details of my condition.
- No problems with anything – very good.
- Dr Tabberer is a very good doctor and she is treating her patients in the best way.
- Appointments do need to be on time
- Dr Turner is the best GP I've ever had. Really listens, explains, reassures, takes you seriously and respects your ability to decide.
- Dr Price is the nicest and most knowledgeable-seeming doctor I have ever seen.

## 19. The manner in which patients were treated by reception staff.

Sample size – 518 (2 Blank)

<b>2013</b>	<b>87%</b>	<b>2231/2590 max</b>
<b>2012</b>	<b>87%</b>	<b>2083/2390 max</b>
<b>2011</b>	<b>86%</b>	<b>2223/2590 max</b>
<b>2010</b>	<b>84%</b>	<b>1842/2195 max</b>
<b>2008</b>	<b>84.5%</b>	<b>2024/2395 max</b>

EXCELLENT SCORE – Best ever and same for last 3 years

This section of the survey always generates a lot of comments despite the high scores. With such a high score it is very difficult to improve but the

comments suggest that reception staff (or at least most of them) are doing well and the high score has been maintained.

The number of staff working within the reception area is comfortable and most staff are very experienced. There have been less comments this year around privacy issues at reception which is a good sign of improvements made

## **20. Information provided by the practice and about its services (eg repeat prescriptions, test results, costs for private work)**

Sample size = 433 (87NN)

<b>2013</b>	<b>80%</b>	<b>1715/2165 max</b>
<b>2012</b>	<b>79%</b>	1583/2005 max
<b>2011</b>	<b>80%</b>	1701/2130 max
<b>2010</b>	<b>78%</b>	1425/ 1830 max
<b>2008</b>	<b>78%</b>	1587/2035 max

EXCELLENT SCORE – 1% up on last year – HIGHEST EVER

A lot of effort has been made during the last couple of years to improve methods of communication to patients and a great deal more information is available electronically through the website and through a termly emagazine. Next to the reception desk, the details/photos/working days of all doctors are clearly displayed to assist patient choice and the intranet has been developed to ensure information to doctors is very easily available during consultations.

## **21. The opportunity for making compliments or complaints to this practice about its service and quality of care.**

Sample size = 300 (220NN)

<b>2013</b>	<b>81%</b>	<b>1202/1500 max</b>
<b>2012</b>	<b>83.5%</b>	1011/1210 max
<b>2011</b>	<b>81%</b>	1080/1340 max
<b>2010</b>	<b>78%</b>	883/1130 max
<b>2008</b>	<b>77%</b>	971/1265 max

EXCELLENT SCORE – REDUCED TO SAME AS 2011

The practice has very few complaints given the number of consultations. It receives far more compliments. The practice responds very promptly to any verbal or written complaints and reviews all thoroughly. The practice welcomes compliments and positive feedback about staff and systems.

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## **FINALLY – OTHER STUFF.**

### **22. The information provided by this practice about how to prevent illness and stay healthy (eg alcohol use, smoking, diet etc)**

Sample size = 416 (104NN)

<b>2013</b>	<b>78%</b>	<b>1622/2080 max</b>
<b>2012</b>	<b>79%</b>	1407/1780 max
<b>2011</b>	<b>77%</b>	1416/1830 max
<b>2010</b>	<b>78%</b>	1245/1595 max
<b>2008</b>	<b>77%</b>	1267/1655 max

VERY GOOD SCORE – Down 1% on last year

The practice provides additional sexual health information within practice leaflet and information on common conditions and best places to receive treatment is available clearly on the website. The practice sends representatives to attend student welfare events at the university and attends specific meetings for groups of students travelling abroad who need specific advice. The practice also does twice yearly talks to groups of international students to help them understand the NHS and how to stay healthy. It's difficult to know what else we can do but we will ask advice of our PPG group.

### **23. The availability and administration of reminder systems for ongoing health checks is....**

Sample size =425 (95NN)

<b>2013</b>	<b>84.%</b>	<b>1773/2125 max</b>
<b>2012</b>	<b>84.5%</b>	1585/1875 max
<b>2011</b>	<b>83%</b>	1764/2120 max
<b>2010</b>	<b>82%</b>	1354/1655 max
<b>2008</b>	<b>80.5%</b>	1510/1875 max

BRILLIANT SCORE – Reduced by 0.5%

Extremely high score and much of this improvement must be down to the text messenger reminder service which now operates for most clinics. It has reduced the DNA rate considerably. The practice sends prompt email reminders for recalls for all other review appointments. The use of email for practice contacts continues to be increased and this seems to go down well with most patients. Annual recalls are sent out for all conditions requiring annual review.

## 24. The practice respect the right to ask for a 2<sup>nd</sup> opinion

Sample size = 288 (292NN)

<b>2013</b>	<b>82%</b>	<b>930/1140max</b>
<b>2012</b>	<b>81%</b>	717/885 max
<b>2011</b>	<b>80%</b>	824/1025 max
<b>2010</b>	<b>77%</b>	696/900 max
<b>2008</b>	<b>79%</b>	685/870 max

EXCELLENT SCORE – best ever – up by 1%

Continuously increasing over last 3 years. No comments in this area but no problems. Two thirds of people have never felt the need to consider this question. As there are 13 doctors working within the practice, a 2<sup>nd</sup> doctor opinion is always available.

## 25. Overall satisfaction with the practice

Sample size – 516 ( 4 Blank)

<b>2013</b>	<b>86%</b>	<b>2199.5/2580 max</b>
<b>2012</b>	<b>85.5%</b>	2026/2370 max
<b>2011</b>	<b>86%</b>	2221/2590 max
<b>2010</b>	<b>84%</b>	1850/2200 max
<b>2008</b>	<b>84.5%</b>	1984/2345 max

EXCELLENT SCORE – BEST EVER, EXTREMELY HIGH SCORE AND CONSISTENT OVER LAST 5 YEARS

*General comments on overall satisfaction not relating to any of previous questions*

### *Positive*

- Very happy with the calm, relaxed, confidential atmosphere this practice creates
- This is an excellent practice. I have been registered here for 23 years and cannot speak too highly of it
- An outstanding medical service with fantastic nurses, doctors and reception. No improvements necessary
- Nothing to improve, all staff have always shown me such kindness and understanding. Thank you and keep it up
- Everything about the practice is very good
- Nothing could be improved – I'm absolutely delighted with the quality and standard of facilities and expertise. I consider myself very lucky to have access to such a wonderful medical centre. Thank you for all your efforts and hard work.
- I think the practice is great. I feel safe coming here and know that I will be treated kindly and with respect.
- Excellent
- Everyone is fantastic and welcoming
- Good and better than my old practice

- The nurse who did my blood tests recently was so kind and made me relaxed knowing that I am a nervous patient. Thank you everyone.
- I have always been impressed with the service I have received here over the past several years. All the staff go out of their way and are very helpful. I don't believe they could do anything to improve their service.
- This is a great medical centre, you get to see a doctor very quickly and its hassle free. I am VERY pleased with the overall practice.
- Never had any problems
- UEA Medical Service has always provided me with a fantastic service. Thank you
- I have been a patient at this practice since 1992 as was my daughter until she moved from the catchment area. All services are excellent
- This is a great practice – such helpful staff
- I cannot imagine how the service can be improved
- Very good – all staff are friendly and helpful
- Impossible to improve
- No improvements possible – particularly impressed with the card congratulating me on the birth and the support throughout pregnancy and in the last 10 weeks with baby

*Comments regarding areas for improvement*

- Punish people who miss appointments
- Should give 5 mins grace for patients being late for appointments. (We give 10 minutes grace and then up to clinician if they'll see if later than 10 mins).
- Get another nurse in that can do the same job (All nurse roles are covered by more than 1 nurse).
- Consider allowing patients living out of the boundary on an individual basis to remain registered. (We have to be seen to be treating all patients equally. If patients are out of our boundary area and require a home visit we would then also need to justify to other patients why the doctor is running late).
- Have a separate service for health inductions for 1<sup>st</sup> year students to prevent strain on other services (We increase nurse and admin hours during the registration period to help cover this).
- Have better specialist mental health person to give advice in a crisis
- Improve parking but I know this is beyond your control
- More parking spaces. More appointment availability within 48 hours
- More and easier parking
- Get a new self check in machine

**All data available on request CVF**