

UEA Medical Centre

Patient Satisfaction Survey Results 2012/13

SURVEY DATA COLLECTED BETWEEN OCTOBER 2012 AND JANUARY 2013

40 sheets filled in for twelve doctors = TOTAL OF 480 SHEETS REVIEWED

LENGTH OF REGISTRATION

Sample size - 480

			<i>Last year</i>
Registered 0 – 2 years	- 257/478	= 54%	46%
Registered 2 – 5 years	- 137/478	= 29%	35%
Registered more than 5 years	- 95/520	= 17%	17%

The number of patients registered less than two years has increased since the last survey. Over half of all patients have been registered less than 2 years.

SUMMARY

The practice is very pleased with the results of the survey. Scores were already very high and therefore hard to improve upon but the practice has achieved increases in over half of the questions.

This achievement is even more impressive given the increasing number of patients who 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 and with practice systems and services.

The areas where the scores have reduced slightly are related to access issues; satisfaction with practice opening hours, ability to see a favourite doctor quickly and ability to speak to doctor on the telephone. Even for these areas, the scores were good.

Satisfaction with the clinical care remains high although patients would like to be able to see their 'preferred' doctor more quickly. Despite plenty of appointments being available with other doctors, patients will often wait 2 – 3 weeks for an appointment with their regular doctor. Many of the doctors here only offer 4 sessions a week or less and it is difficult to see how we can improve access to them without them changing their working hours.

The lowest score of 69% continues to be about waiting in the waiting room for a doctor who is running late. Although the scores have improved from last year for individual doctors – this result is the lowest of all questions and some doctors do run later than others. Where patients have mental health problems, they do tend to take longer and it is difficult to keep clinics 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

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be difficult, as is trying to provide relevant information to patients about the practice, its services and structures without overloading them with information. 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, text reminder systems 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.

SECTION 1 – ABOUT THE PRACTICE

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

Sample size = 478 - (2 NN) – (never needed to know)

2012	78.5%	1877/2390 max
2011	79%	2060/2600 max
2010	78%	1707/2185 max
2008	77%	1818/2370 max
2007	72%	1535/2140 max

VERY GOOD SCORE – Dropped half a percent from last year which was highest score ever. Extended hours clinics operate on Tuesday evenings and Saturday morning and 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.

We have always stayed open all weekday lunchtimes and have extra doctors on Wed PM as these are times when students are available and lecture free. Patients are now more aware of the availability of appointments at weekends and in the evening and these are popular.

2. Ease of contacting the practice on the telephone.

Sample size = 428 (52 NN – never needed to phone the practice)

2012	82%	1754/2140 max
2011	80%	1880/2345 max
2010	81%	1493/1850 max
2008	81%	1688/2095 max
2007	79%	1495/1890 max

EXCELLENT SCORE – Best ever and 2% higher than last year

Achieving 82% is extremely good. Prompt phone access is important to patients and the practice continues to score very highly and maintain this. We have increased number of staff answering phones during early morning and employed an apprentice who works on phones in the mornings and it would

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appear to have helped. The number of appointments now booked on line continues to free up the telephones.

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

Sample size = 479 (1 blank)

2012	77%	1849/2395 max
2011	77%	1992/2575 max
2010	79%	1737/2190 max
2008	74%	1755/2385 max
2007	72%	1544/2135 max

VERY GOOD SCORE – Same as last year.

Appointments have been rearranged to increase availability by including one 'Book on Day' clinic on Monday, Wednesday and Friday afternoons (our busiest days) This has released 14 more appointments for those who need fairly urgent appointments and has provided support for the urgent doctor on these afternoons. Reception state that these clinics have made it much easier to meet patient demand. Patients continue to be able to book one month in advance for most routine clinics. Most dissatisfaction is caused by groups of patients all wanting to attend at similar times linked to the university schedule or working schedules and patients wanting appointments with a particular doctor who only works part-time and therefore has limited availability. It is hoped that the late Tuesdays and Saturday appointments help with these issues.

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

Sample size = 331 (149 NN – have never needed to see doctor quickly)

2012	71%	1171/1655 max
2011	72%	1369/1895 max
2010	74%	1213/1630 max
2008	72%	1200/1675 max
2007	68%	1034/1530 max

GOOD SCORE - Down 1% from last year / Lowest since 2007

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 fairly 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

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THEIR 'usual' doctor and would like to see a 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 = 179 (301NN – never needed or wanted a phone appt)

2012	74%	660/895 max
2011	76%	781/1025 max
2010	76%	702/925 max
2008	79%	702/890 max
2007	71%	543/765 max

GOOD SCORE – Reduced 2% from last year and 5% since 2008

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. It seems that many patients are not aware of this. *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 – 476 (4Blank)

2012	79%	1870/2380 max
2011	79%	2012/2535 max
2010	77%	1674/2175 max
2008	78.5%	1858/2360 max
2007	77%	1647/2150 max

VERY GOOD SCORE – HIGHEST SCORE EVER - Same as last year
Scores have remained consistent over the last few years. The practice has attempted to increase the variety of reading material in the waiting room but does find that many of the new magazines that are provided, do go 'missing' very quickly.

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

Sample size = 469 (11 Blank)

2012	84%	1977/2345 max
2011	83%	2092/2510 max
2010	81.5%	1734/2130 max
2008	82%	1854/2255 max
2007	80%	1641/2060 max

EXCELLENT SCORE – HIGHEST SCORE EVER

Attempts to improve privacy over the last few years in the waiting room are clearly helping to make people feel more comfortable but we still receive many comments in relation to privacy of information at the reception desk.

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

Sample size – 479 (1 blank)

2012	69%	1651/2395 max
2011	69%	1764/2555 max
2010	69%	1502/2190 max
2008	69%	1596/2315 max
2007	65%	1383/2120 max

AVERAGE SCORE - SAME AS LAST THREE YEARS BUT MATCHING HIGHEST EVER

This is a continuously weak area at the practice for some of the 12 doctors. Acknowledging this problem last year, we insisted that slower doctors increased the number of 'catch up' slots so that they did not keep patients waiting and we also resolved to keep patients better informed of any delays. It is still an area where improvements could be made. We do need to keep patients informed of long waits and improve waiting times where possible.

Scores for individual doctors for how long patients kept waiting beyond their appointment time. Lowest score reflects highest dissatisfaction caused by delays. These scores have improved from last year when 3 doctors had scores under 60%.

Doctor	Average Score	Percentage
TA	3.95	79%
KB	3.85	77%
AG	3.77	75%
SE	3.67	73%
MG	3.63	73%

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FS	3.41	68%
RM	3.28	66%
CT	3.3	66%
CP	3.28	66%
HT	3.28	66%
JC	3.15	63%
BC	3.0	60%

SECTION THREE – ABOUT THE STAFF

9 – 18

Doctors

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

EXCELLENT SCORES - Average overall satisfaction with doctors has increased from 89.2% up to 90.6%. These are incredibly high scores and have been steadily increasing over the last few years. Most of the individual comments about doctors are very positive.

Average overall scores range from:

97% (95.7% last year) to **88.4%** (85.1% last year).

97% is the highest score the practice has ever achieved. Six out of twelve doctors improved their scores from last year, one stayed the same, two doctors reduced scores and three new doctors have no previous results.

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 = Scores for doctor questions results from 85.7% - 94.5%

2007/2008 = Scores for doctor questions results from 80.2% - 94.3%

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

Sample size – 478 (2 Blank)

2012	87%	2083/2390 max
2011	86%	2223/2590 max
2010	84%	1842/2195 max
2008	84.5%	2024/2395 max
2007	83%	1795/2160 max

EXCELLENT SCORE – Best ever and very high

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 (at least most of the time) are doing well.

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The number of staff working within the reception area is comfortable and most staff are very experienced. The most difficult areas are still 'maintaining privacy at the reception desk and 'dealing with non English speaking patient'

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

Sample size = 401 (79NN)

2012	79%	1583/2005 max
2011	80%	1701/2130 max
2010	78%	1425/ 1830 max
2008	78%	1587/2035 max
2007	73%	967/1325 max

EXCELLENT SCORE – 1% down on last year

Great improvements have been made during the last couple of years in methods of communication to patients and a great deal more information is available electronically through the website. The practice now also circulates an 'e-zine' 3 times a year to provide information on services especially at registration and exam time.

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 = 242 (238NN)

2012	83.5%	1011/1210 max
2011	81%	1080/1340 max
2010	78%	883/1130 max
2008	77%	971/1265 max
2007	76%	880/1155 max

EXCELLENT SCORE – HIGHEST EVER SCORE – UP BY 2.5%

Satisfaction with compliments/complaints system has continued to increase over last 5 years. The practice responds very promptly to any verbal or written complaints and reviews all thoroughly. Very few are received. 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 = 356 (124NN)

2012	79%	1407/1780 max
2011	77%	1416/1830 max
2010	78%	1245/1595 max
2008	77%	1267/1655 max
2007	75%	1175/1570 max

VERY GOOD SCORE – Best ever – up by 2% on last year

The practice provides additional sexual health information within the practice leaflet and on the website and sends out annual recalls for all conditions requiring annual review. 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 = 375 (105NN)

2012	84.5%	1585/1875 max
2011	83%	1764/2120 max
2010	82%	1354/1655 max
2008	80.5%	1510/1875 max
2007	73%	967/1325 max

BRILLIANT SCORE – Best ever – up by another 1.5%

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. Most recall systems are slick, timely and electronic and they have improved a lot in recent years. The use of email for practice contacts continues to be increased and this seems to go down well with most patients

24. The practice respect the right to ask for a 2nd opinion

Sample size = 177 (303NN)

2012	81%	717/885 max
2011	80%	824/1025 max
2010	77%	696/900 max
2008	79%	685/870 max
2007	77%	592/770 max

EXCELLENT SCORE – best ever – up by 1%

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All patients can ask a second doctor for a further opinion if they wish. There were no comments in this section but no problems. Two thirds of people have never felt the need to consider this question.

25. Overall satisfaction with the practice

Sample size – 474 (6 Blank)

2012	85.5%	2026/2370 max
2011	86%	2221/2590 max
2010	84%	1850/2200 max
2008	84.5%	1984/2345 max
2007	83%	1775/2150 max

EXCELLENT SCORE – VERY HIGH AND CONSISTENT OVER LAST 5 YEARS

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

Positive

- Really great overall
- No improvements possible
- As an unfortunately regular visitor to the doctors here, I want to thank you all so much for the consistently high levels of care and attention I get.
- Services from all are excellent.
- Best practice I have used.
- Excellent – Keep it up
- Very good
- Brilliant
- Best practice I have had
- Have never had a reason to be unsatisfied with this practice
- I have been very impressed by the level of care I have received since I registered. From my perspective, no improvement is necessary
- Focus on core business – keep the excellent doctors and vice versa
- This is an outstanding practice. The doctors here are superb in both approach and knowledge. The same is true of nurses and reception staff. I'm so pleased to be a patient here. However, please be careful the way in which you collect data does have a bias! This is an excellent practice you can be confident to have more than one category for dissatisfaction – I'm sure it will rarely be used!.
- You're doing a good job. Keep it up
- It is good as it is – people come here for health care – no one is waiting for uber-fancy stuff.

Areas for improvement

- Parking is getting tricky
- If linked to pharmacy (we are not), improve the availability of actual prescriptions. Pharmacy staff are brilliant but I have not once in over 30 occasions got all the prescriptions I needed at once.
- Allow nurse bookings online for routine appointments such as jobs/sexual health/smear test bookings.
- Maybe a taxi service for emergencies to go to hospital
- Toilet taps are scaled up and act a bit like a jet wash
- More acknowledgement into alcohol/drug addiction since I received little understanding or help during my active addiction