

PHOENIX SURGERY PATIENT SURVEY RESULTS

In November and December 2007 we conducted a Patient Satisfaction Survey in the form of a questionnaire which patients completed anonymously. The completed questionnaires were sent to an external company for analyses. Of the 302 returned questionnaires the following results and comments show the outcome.

We would like to thank everyone who took part in the questionnaire. It is extremely valuable to us to have your views and assists us with improvements we should be considering. In the past we have responded to your comments and now provide an automatic opening front door, a hearing loop system, air conditioning and new chairs for the waiting room.

We have installed an **automatic check in system** at reception. This is not to replace the receptionist, it is there in order for patients to be able to check in for their appointments quickly should there be a queue at reception.

We have also added a **Feedback box** at reception where we welcome any suggestions or compliments on the service we offer. These will be reviewed on a regular basis.

We are delighted that the results of the survey have confirmed that the service we offer is above the national average in all the areas covered in the survey, and although the report states that there are no areas that require improvement we are continually aiming to enhance the service we offer our patients.

The survey also provided the opportunity for patients to give their comments on specific issues that weren't covered in the core table below. Not all patients added comments, however from the 302 completed questionnaires 33% were very complimentary with a running theme of how doctors and staff of Phoenix Surgery go out of their way to help.

Other comments made are as detailed below:

15 people (5% of the completed questionnaires) suggested **Saturday morning surgery**.

6 people (2% of the completed questionnaires) suggested more **evening surgeries**.

7 people (2.3% of the completed questionnaires) would like to see improvements that are the responsibility of the Government and Primary Care Trust, such as no parking charges at the hospital, or hospital transport.

Last year the Government Patient Survey showed that 97% of our patients at Phoenix Surgery were happy with our opening times (see the National Patient

Survey results from January 2007). The government plans to introduce extended opening hours for general practice and we are awaiting details.

Other comments for improvement that we have either recently implemented or already have in place are:

Booking appointments on line. We have been piloting this during 2007 and are now offering this service to all patients who wish to see their doctor in Cirencester or South Cerney. Please see the receptionist if you wish to register for this option. At present our computer system will only enable us to offer this service for routine appointments with your doctor.

Offering services such as acupuncture and osteopathy. We already have these in house, plus **chiropody** and although this is not available through the NHS, the Phoenix Trust may be able to assist in helping with payment. For a referral please see your doctor. The Phoenix Trust provides services to advance education and services in the preservation and protection of health that is outside the normal provision of the NHS.

Newsletters. We produce these quarterly and now also place them on our website. www.thephoenixsurgery.co.uk

Seating in the waiting room. We have responded in the past to requests to improve our waiting room and last year provided new cushions and 2 high backed armed chairs. Following requests from this year's survey we intend to purchase a further 3 high backed chairs.

Ventilation in the waiting room. Last year we installed air conditioning for the waiting room as it can get very warm in the summer. This can also be used in the winter if it feels warm and stuffy. Please see the receptionist if you are unhappy with the temperature.

The above comments for improvement reflect the general tone of the feedback. There were other single comments such as frustration in getting through on the telephone on Monday mornings, information required by the receptionist in order to book the correct appointment, and length of time to wait for a specific nurse appointment. These issues we are also addressing and we will feedback any future changes in our newsletters.

There is always the scope to improve the service we offer and we run frequent training programmes for all Partners and staff of Phoenix, both in service and reviewing our systems.

RESULTS FROM THE SURVEY

The following table summarises the individual scores for the evaluation questions in the survey, ie, the questions where patients made a judgement about how good that aspect of care was. The scores for this Practice are shown (as a percentage) compared to the latest national benchmark scores supplied by the NPCRDC (National Primary Care Research and Development Centre) based at Manchester University.

| Question 2007/2008 | Phoenix Surgery Score | National Benchmark |
|--|------------------------------|---------------------------|
| Satisfaction with receptionists | 84 | 75 |
| Satisfaction with opening hours | 71 | 67 |
| Satisfaction with availability of particular doctor | 73 | 58 |
| Satisfaction of availability of any doctor | 79 | 68 |
| Satisfaction with waiting times at practice | 69 | 56 |
| Satisfaction with phoning through to practice | 71 | 59 |
| Satisfaction with phoning through to doctor for advice | 76 | 59 |
| Satisfaction with continuity of care | 81 | 68 |
| Satisfaction with doctor's questioning | 84 | 79 |
| Satisfaction with how well doctor listens | 84 | 81 |
| Satisfaction with how well doctor puts patient at ease | 85 | 82 |
| Satisfaction with how much doctor involves patient | 84 | 79 |
| Satisfaction with doctors explanations | 84 | 81 |
| Satisfaction with time doctor spends | 80 | 78 |
| Satisfaction with doctor's patience | 84 | 81 |
| Satisfaction with doctor's caring and concern | 85 | 82 |
| How well nurse listens to what you say | 80 | 76 |
| Quality of care nurse provides | 83 | 78 |
| How well nurse explains problems/treatments | 81 | 77 |