

# PHOENIX SURGERY PATIENT SURVEY RESULTS

In November 2008 we conducted a Patient Satisfaction Survey in the form of a questionnaire which patients completed anonymously. We selected at random 2.5% of our patients, from our practice population of just below 12,000.

The completed questionnaires were sent to an external company for analyses. The following results 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.

## 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 scores supplied by the NPCRDC (National Primary Care Research and Development Centre) based at Manchester University.

<b>Survey Questions 2008</b>	<b>Phoenix Surgery Score</b>	<b>National Score</b>
Satisfaction with receptionists	84.1 %	77.2 %
Satisfaction with opening hours	69.1 %	66.8 %
Satisfaction with availability of particular doctor	70.6 %	60 %
Satisfaction of availability of any doctor	77.8 %	69.1 %
Satisfaction with waiting times at practice	66.4 %	56.9 %
Satisfaction with phoning through to practice	64.5 %	59.4 %
Satisfaction with phoning through to doctor for advice	69.6 %	60.6 %
Satisfaction with continuity of care	80.9 %	68.8 %
Satisfaction with doctor's questioning	84.4 %	81.4 %
Satisfaction with how well doctor listens	86.6 %	83.5 %
Satisfaction with how well doctor puts patient at ease	86 %	83.6 %
Satisfaction with how much doctor involves patient	85.2 %	81.4 %
Satisfaction with doctors explanations	86.1 %	83.1 %
Satisfaction with time doctor spends	83.2 %	80 %
Satisfaction with doctor's patience	85.8 %	83.5 %
Satisfaction with doctor's caring and concern	86 %	83.7 %
Understanding of problem after seeing doctor	68.4 %	69.1 %
Better able to cope with problem after seeing doctor	67.1 %	65.5 %
Better able to keep healthy after seeing doctor	63.5 %	61.7 %

We are delighted that the results of the survey have confirmed that the service we offer is above the national average in all but one of the areas covered in the survey. We are continually aiming to enhance the service we offer our patients. The Practice is proud to offer a personal list system whereby you are able to your own doctor each time you make an appointment. Continuity of care remains of the utmost importance to the practice.

## **Review of Survey Results and Improvements Made in 2008.**

The following report is what we have already done in order to improve our service to you, and what we intend to do.

### **Longer Opening Times**

One of the major changes we introduced in October 2008 is to trial longer opening times with the doctors now offering some early morning, evening and alternate Saturday morning appointments. (please see the web-site or newsletter for details of your own doctor's additional surgery times). These appointments may be booked in advance for patients who find they are unable to get to the surgery during our normal opening hours. We hope you find this additional service of help. We shall be reviewing how these extra appointments have been received in the spring and would appreciate any comments you have.

### **Nurse appointments**

Last year the feedback from the survey was that it was difficult to get an appointment with a practice nurse. We have now increased the appointments we offer and in November 2008 Nurse Jill joined the nursing team to help us provide additional clinics.

### **Reception**

We are delighted that once again our receptionists were rated so highly in the survey. Our team of ten receptionists are here to help all patients and endeavour to provide the best possible service, in very busy circumstances!

In 2008 we 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 are reviewed on a regular basis.

**Booking appointments on line.** We are now able to offer 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.

### **Complementary Therapies**

We offer services such as **acupuncture, osteopathy and chiropody at Phoenix Surgery**. 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](http://www.thephoenixsurgery.co.uk)

**Seating in the waiting room.** We have responded in the past to requests to improve our waiting room and in 2008 we purchased a further two high backed armed chairs.

### **Telephoning the Surgery**

We recognise that at times it can be difficult getting through to the surgery by telephone. With our present telephone system we are unable to make any further improvements. We are currently awaiting the outcome of the NHS consultation in the spring of 2009, on the use of certain telephone numbers before we are able to consider any improvements.

### **Waiting Time in the Surgery**

The survey this year again shows that one of the areas that we do not do so well in, even though we are well above the national average, is that patients feel they are kept waiting having checked in at reception to see a doctor. The doctors try very hard to run to time but occasionally there maybe cause for a delay with your appointment if the doctor has an emergency situation to deal with, or if a patient has a problem that takes longer to deal with than expected. The Receptionists will inform you if the doctor or nurse is running a late. If, however you have checked yourself in on our automatic check in screen please do let the receptionist know if you are waiting for more than twenty minutes in the waiting room.

### **Continuing Improvement**

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. We welcome your comments and suggestions.