



## **Crawcrook Medical Centre**

### **PATIENT SURVEY – June 2017**

A survey of patients was carried out during June 2017, the findings of which will contribute towards ongoing service improvement at Crawcrook Medical Centre.

#### **1. PURPOSE & SCOPE**

The survey aimed to explore:

- a) Patients' perceptions of the quality of clinical service provided by doctors and nursing staff at the surgery.
- b) The ease with which patients are able to access timely appointments
- c) Waiting times in reception
- d) The helpfulness of reception and administrative staff
- e) Surgery accessibility
- f) Whether patients' would be likely to recommend the surgery to family and friends

#### **2. METHODOLOGY & RESPONSE**

Patients attending the practice were asked to complete a paper-based survey during June 2017. The survey comprised a number of questions about each patient's age, gender

All responses were anonymous and independently analysed; 35 questionnaires were completed.

This document summarises the main findings of the survey and highlight a comparative change since April 2017 survey.

## Crawcrook Medical Centre

### Patient Experience

#### Overall Satisfaction with this practice

- 83% of respondents rated their *overall satisfaction with the practice* Good to Excellent, with 28% rating as excellent. This represents 8% positive change from April's survey of 78%

	No Experience	Poor	Fair	Good	Very Good	Excellent	Total Responses
Overall satisfaction with this practice	0	1	4	6	10	8	29
% of respondents	0%	3%	14%	21%	34%	28%	100%
83%							

#### The helpfulness of other staff

- 90% of respondents rated *the helpfulness of other staff* at the practice Good to Excellent, with 31% rating as excellent. This represents 17% positive change from April's survey of 78%

	No Experience	Poor	Fair	Good	Very Good	Excellent	Total Responses
The helpfulness of other staff	3	0	0	7	10	9	29
% of respondents	10%	0%	0%	24%	34%	31%	100%
90%							

#### The information provided by other staff

- 86% of respondents rated *the information provided by other staff* at the practice Good to Excellent, with 31% rating as excellent. This Represents 15% positive change from April's survey of 72%

	No Experience	Poor	Fair	Good	Very Good	Excellent	Total Responses
The information provided by other staff	3	0	1	9	7	9	29
% of respondents	10%	0%	3%	31%	24%	31%	100%
86%							

## Crawcrook Medical Centre

### The helpfulness of Reception staff

- 93% of respondents rated *the helpfulness of Reception staff* at the practice Good to Excellent, with 36% rating as excellent. This represents a 13% positive change since April's survey of 80%

	No Experience	Poor	Fair	Good	Very Good	Excellent	Total Responses
<b>The helpfulness of Reception staff</b>	0	0	2	7	10	10	29
<b>% of respondents</b>	0%	0%	7%	24%	34%	34%	100%
93%							

### The information provided by the Reception Staff

- 90% of respondents rated *the information provided by the Reception Staff* at the practice Good to Excellent, with 37% rating as excellent. This represents a 10% positive change since April's survey of 80%

	No Experience	Poor	Fair	Good	Very Good	Excellent	Total Responses
<b>The information provided by the Reception Staff</b>	0	0	3	8	8	11	30
<b>% of respondents</b>	0%	0%	10%	27%	27%	37%	100%
90%							

### Satisfaction with the manner in which the result was given

- 70% of respondents rated *Satisfaction with the manner in which results were given* at the practice Good to Excellent, with 15% rating as excellent. Although this appears low 19% had responded as having no experience in this area. This represents a 2% positive change since April's survey of 68%

	No Experience	Poor	Fair	Good	Very Good	Excellent	Total Responses
<b>Satisfaction with the manner in which the result was given</b>	5	0	3	9	6	4	27
<b>% of respondents</b>	19%	0%	11%	33%	22%	15%	100%
70%							

## Crawcrook Medical Centre

### Level of satisfaction with the amount of information provided

- 67% of respondents rated the *level of satisfaction with the amount of information* provided by the Reception Staff at the practice Good to Excellent, with 15% rating as excellent. This represents no change overall since April's Survey

	No Experience	Poor	Fair	Good	Very Good	Excellent	Total Responses
Level of satisfaction with the amount of information provided	5	1	3	9	5	4	27
% of respondents	19%	4%	11%	33%	19%	15%	100%
						67%	

### Results available when you contacted us

- 61% of respondents rated *results available when they contacted us* at the practice Good to Excellent, with 11% rating as excellent. Although this appears low 25% had responded as having no experience in this area. This represents 1% negative change since April's survey of 62%

	No Experience	Poor	Fair	Good	Very Good	Excellent	Total Responses
Results available when you contacted us	7	2	2	7	7	3	28
% of respondents	25%	7%	7%	25%	25%	11%	100%
						61%	

### Were you told when to contact us for your results?

- 61% of respondents rated *that they were told when to contact the practice for results* at Good to Excellent, with 14% rating as excellent. Although this appears low 29% had responded as having no experience in this area. This represents a 2% positive change since April's Survey of 59%

	No Experience	Poor	Fair	Good	Very Good	Excellent	Total Responses
Were you told when to contact us for your results?	8	0	3	7	6	4	28
% of respondents	29%	0%	11%	25%	21%	14%	100%
						61%	

## Crawcrook Medical Centre

### Handling of any queries

- 72% of respondents rated *handling of any queries* by the practice as Good to Excellent, with 31% rating as excellent. Although this appears good an additional 17% had responded as having no experience in this area. This represents 5% positive change since April's Survey of 67%

	No Experience	Poor	Fair	Good	Very Good	Excellent	Total Responses
Handling of any queries	5	0	3	3	9	9	29
% of respondents	17%	0%	10%	10%	31%	31%	100%
				72%			

### Prescription ready on time

- 76% of respondents rated *Prescription ready on time* by the practice as Good to Excellent, with 28% rating as excellent. Although this appears good an additional 17% had responded as having no experience in this area. This represents a 6% positive change since April's Survey of 70%

	No Experience	Poor	Fair	Good	Very Good	Excellent	Total Responses
Prescription correctly issued	5	1	1	5	9	8	29
% of respondents	17%	3%	3%	17%	31%	28%	100%
				76%			

### Prescription correctly issued

- 76% of respondents rated *Prescription correctly issued* by the practice as Good to Excellent, with 28% rating as excellent. Although this appears good, an additional 17% had responded as having no experience in this area. This represents a 6% positive change since April's Survey of 70%

	No Experience	Poor	Fair	Good	Very Good	Excellent	Total Responses
Prescription correctly issued	5	1	1	5	9	8	29
% of respondents	17%	3%	3%	17%	31%	28%	100%
				76%			

## Crawcrook Medical Centre

### Level of satisfaction with the after-hours service

- 23% of respondents rated *level of satisfaction with the after-hours service* by the practice as Good to Excellent, with 8% rating as excellent. Although this appears poor an additional 77% had responded as having no experience in this area. This represents 3% positive change since April's survey of 20%

	No Experience	Poor	Fair	Good	Very Good	Excellent	Total Responses
Level of satisfaction with the after hours service	20	0	0	2	2	2	26
% of respondents	77%	0%	0%	8%	8%	8%	100%
				23%			

### Opportunity of obtaining a home visit when necessary

- 19% of respondents rated *Opportunity of obtaining a home visit when necessary* through the practice as Good to Excellent, with 15% rating as excellent. Although this appears poor an additional 73% had responded as having no experience in this area. This represents 4% positive change since April's Survey of 15%

	No Experience	Poor	Fair	Good	Very Good	Excellent	Total Responses
Opportunity of obtaining a home visit when necessary	19	1	1	1	0	4	26
% of respondents	73%	4%	4%	4%	0%	15%	100%
				19%			

### Opportunity of speaking to a doctor/nurse on the telephone when necessary

- 48% of respondents rated *Opportunity of speaking to a doctor/nurse on the telephone when necessary* at the practice as Good to Excellent, with 13% rating as excellent. Although this appears poor an additional 42% had responded as having no experience in this area. This represents 10% positive change since April's survey of 38%

	No Experience	Poor	Fair	Good	Very Good	Excellent	Total Responses
Opportunity of speaking to a doctor/nurse on the telephone when necessary	13	1	2	2	9	4	31
% of respondents	42%	3%	6%	6%	29%	13%	100%
				48%			

## Crawcrook Medical Centre

### Length of time waiting to see Doctor/Nurse

- 62% of respondents rated *Length of time waiting to see doctor/nurse* at the practice as Good to Excellent, with 12% rating as excellent. This represents no change since April's Survey

	No Experience	Poor	Fair	Good	Very Good	Excellent	Total Responses
Length of time waiting to see doctor/nurse	0	3	7	7	6	3	26
% of respondents	0%	12%	27%	27%	23%	12%	100%
62%							

### Length of time waiting to check in at Reception

- 90% of respondents rated *Length of time waiting to check in at Reception* at the practice as Good to Excellent, with 37% rating as excellent. This represents 13% positive change since April's Survey of 77%

	No Experience	Poor	Fair	Good	Very Good	Excellent	Total Responses
Length of time waiting to check in at Reception	2	0	1	10	6	11	30
% of respondents	7%	0%	3%	33%	20%	37%	100%
90%							

### Seeing the Doctor/Nurse of your choice

- 53% of respondents rated *seeing the doctor/Nurse of your choice* at the practice as Good to Excellent, with 19% rating as excellent. An additional 19% had responded as having no experience in this area. This represents no change since April's Survey

	No Experience	Poor	Fair	Good	Very Good	Excellent	Total Responses
Seeing the doctor/Nurse of your choice	6	2	7	3	8	6	32
% of respondents	19%	6%	22%	9%	25%	19%	100%
53%							

## Crawcrook Medical Centre

### Convenience of day and time of your appointment

- 88% of respondents rated *seeing the doctor/Nurse of your choice at the practice* as Good to Excellent, with 31% rating as excellent. This represents 11% positive change since April's Survey of 77%

	No Experience	Poor	Fair	Good	Very Good	Excellent	Total Responses
Convenience of day and time of your appointment	0	1	3	9	9	10	32
% of respondents	0%	3%	9%	28%	28%	31%	100%
						88%	

### Length of time you had to wait for an appointment

- 67% of respondents rated *Length of time you had to wait for an appointment at the practice* as Good to Excellent, with 21% rating as excellent. Overall this represents 1% negative change since April's survey of 68%

	No Experience	Poor	Fair	Good	Very Good	Excellent	Total Responses
Length of time you had to wait for an appointment	0	5	6	3	12	7	33
% of respondents	0%	15%	18%	9%	36%	21%	100%
						67%	

### Speed at which a transferred call was answered

- 48% of respondents rated *speed at which a transferred call was answered at the practice* as Good to Excellent, with 13% rating as excellent. An additional 42% had responded as having no experience in this area. This represents 6.7% positive change since April's survey of 42%

	No Experience	Poor	Fair	Good	Very Good	Excellent	Total Responses
Speed at which a transferred call was answered	13	1	2	6	5	4	31
% of respondents	42%	3%	6%	19%	16%	13%	100%
						48%	



## Crawcrook Medical Centre

### Speed at which telephone was answered initially

- 75% of respondents rated *speed at which telephone was answered initially* at the practice as Good to Excellent, with 22% rating as excellent. This represents 19% positive change since April's survey of 56%

	No Experience	Poor	Fair	Good	Very Good	Excellent	Total Responses
Speed at which telephone was answered initially	3	2	3	11	6	7	32
% of respondents	9%	6%	9%	34%	19%	22%	100%
				75%			

### Have you asked to specifically see this clinician?

- Less than 15% of respondents had specifically asked to see a specific clinician.





## Crawcrook Medical Centre

### Reasons for specifically seeing by their clinician included:

- *He knows my history of my current problems*
- *She has been helping me through this illness*
- *I used to see a female Dr*

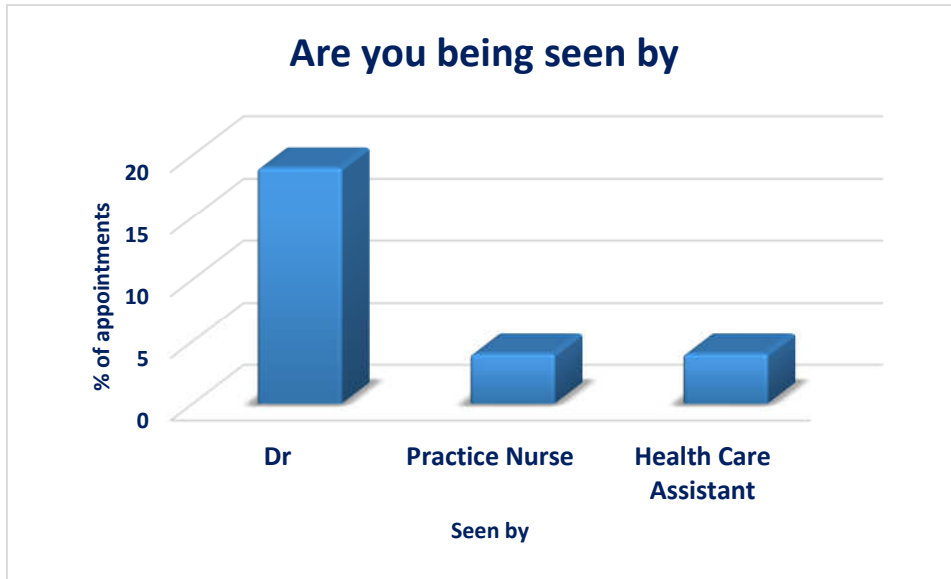
### Alternate reasons for seeing a specific clinician included:

- *Don't mind who I see/ Not bothered who I see*
- *All equally skilled/qualified*
- *Because they know what they are doing*
- *Not fussed who I see/any fine*
- *Routine/yearly bloods*

## Crawcrook Medical Centre

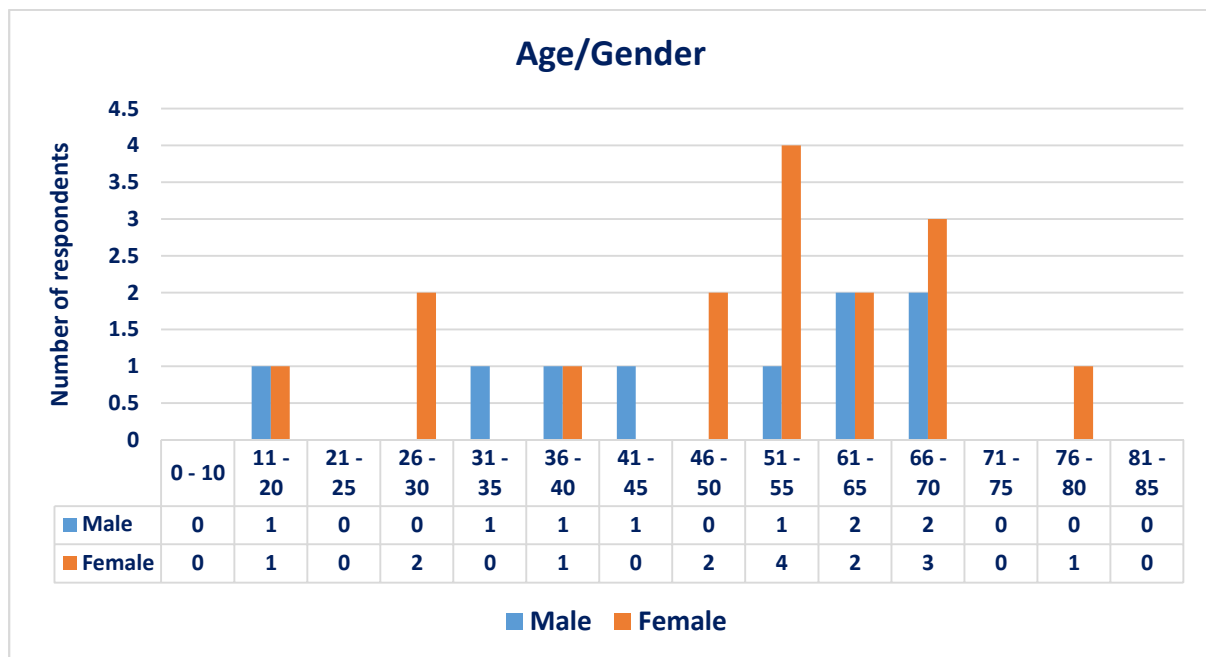
### Seen by

- 70% of respondents were being seen by a GP, 15% of respondents were being seen by a Practice nurse and the other 15% of respondents being seen by a Health Care Assistant.



### Age Gender Profile

The age and gender profile of the respondents can be seen in the chart below



## Crawcrook Medical Centre

### Years Attending Practice

- The average years attending the practice was 27.5 years for respondents

### Are you aware of the NHS Choices website?

- 73% of respondents said they were aware, this represents 14% positive change from April's 59%

### Are you aware you can comment on the practice on the NHS Choices Website?

- 45% of respondents stated that they knew they could comment about the practice on the NHS Choices Website, this represents 5% negative change from April's 50%

### Further Comments included:

- *Services are very good*
- *Both my legs were sore, but I was told to come in, I was tired but I walked in pain*
- *Always welcome at reception even when the receptionist is under stress. Clinicians always listen and helpful*
- *Wait too long*