

PATIENT SATISFACTION QUESTIONNAIRE RESULTS

The data collection

The data was collected over a five week period from Monday 19th December 2016 to Friday 20th January 2017.

500 questionnaires were given out and at the end of the data collection period 127 questionnaires had been completed and returned – compared with 136 for 2015/16; 310 for 2014/15, 308 for 2013/14 and 298 for 2012/13. This continues to be a low response rate and largely due to patients refusing. When questioned patients said they did not want to take part as they felt they were surveyed about everything; they also commented they were fed up with being asked to complete FFT cards too. Patients were also asked to complete GP feedback questionnaires, for the latter part of the year – needed to support the GPs in their annual appraisals.

The following tables provide the results from the questionnaires for years 2013/14, 2014/15, 2015/16 and 2016/17 (these are highlighted in blue).

In consultation with our Patient Participation Group (PPG) the questions remained the same, to enable benchmarking.

BREAKDOWN

Age and Gender

Age	Female				Male				Prefer not to say			
	13/14	14/15	15/16	16/17	13/14	14/15	15/16	16/17	13/14	14/15	15/16	16/17
16-24	7	14	3	8	6	10	0	9	2			
25-34	20	29	12	12	10	8	3	4				
35-44	14	48	6	15	8	17	9	12				
45-54	32	26	3	13	23	14	12	7				
55-64	30	30	12	9	24	28	18	7				
65-74	42	20	15	12	38	25	24	7				
75+	30	21	9	7	22	20	9	5				
Total	175 56.5%	188 60.6%	60 44.44%	76 59.84%	131 42.5%	122 39.4%	75 55.56%	51 40.16%	2 1%	0 0%	0 0%	

This year we have seen the regular pattern of more females responding than males. We can also see a decline in responses from those 55-64 and 65-74 (significantly in males).

Are you satisfied with the appointment system?

Age	Gender	Yes				No				Mostly satisfied				No answer			
		13/14	14/15	15/16	16/17	13/14	14/15	15/16	16/17	13/14	14/15	15/16	16/17	13/14	14/15	15/16	16/17
16-24	Female	2	4	3	5	2	8	0	0	3	2	0	3				
	Male	2	8	0	4	4	2	0	2	0	0	0	3				
	Prefer not to say	2															
25-34	Female	6	15	3	6	0	6	0	2	14	8	9	4				
	Male	4	2	3	1	2	2	0	0	4	4	0	3				
35-44	Female	8	12	3	7	2	20	0	4	4	16	3	4				
	Male	4	7	3	8	2	2	2	1	2	0	3	3		2		
45-54	Female	10	6	3	3	4	10	0	6	18	10	0	4				
	Male	9	6	6	4	8	4	2	0	6	4	3	3				
55-64	Female	4	8	3	3	12	12	3	2	14	10	6	4				
	Male	14	13	12	2	8	6	6	1	2	9	3	4				
65-74	Female	12	8	6	0	4	11	0	3	26	5	9	9				
	Male	12	14	15	0	12	4	0	3	14	7	9	4				
75+	Female	16	8	3	1	8	2	6	0	6	13	0	6				
	Male	12	6	0	2	4	4	6	1	6	10	3	2				
Total		117 38%	117 38%	63 46.6 7%	46 36.2 2%	72 23%	93 30%	24 17.7 8%	25 19.6 9%	119 39%	98 31.5 %	48 35.5 6%	56 44.0 9%	0 0 %	2 0. 5 %	0 0 %	

Those satisfied with the appointment system has decreased to 36.22% (a 10.45% decrease). Those not satisfied has slightly increased to 19.69% (a 1.91% increase). Those mostly satisfied has significantly increased by 8.53% to 44.09%; overall this was the most popular answer. Although most comments received were positive we still received a few about being 'unable to see a Doctor of their choice on the day'.

How do you book your appointment?

		16-24	25-34	35-44	45-54	55-65	65-74	75+	Total
Phone	13/14	11	14	8	22	32	58	32	177 (57%)
	14/15	18	27	33	8	25	14	21	146 (47%)
	15/16	3	6	0	3	9	3	0	24 (17.78%)
	16/17	14	8	19	11	11	8	13	84 (66.14%)
Internet	13/14	0	6	6	4	6	2	6	30 (10%)
	14/15	4	0	4	8	10	7	2	35 (11%)
	15/16	0	0	3	9	9	9	6	36 (26.67%)
	16/17	0	1	1	1	1	4	5	13 (10.24%)
In Person	13/14	0	0	2	6	2	8	4	22 (7%)
	14/15	0	6	0	6	1	6	10	29 (9%)
	15/16	0	0	0	0	3	12	6	21 (15.56%)
	16/17	1	1	0	2	1	3	6	14 (11.02%)
Phone/Internet	13/14	2	0	4	4	6	2	2	20 (6%)
	14/15	2	2	12	4	3	8	2	33 (11%)
	15/16	0	3	0	3	3	9	0	18 (14.07%)
	16/17	0	5	4	2	2	3	4	20 (15.75%)
Phone/In Person	13/14	0	0	2	12	4	8	6	32 (10%)
	14/15	0	0	14	8	6	8	6	42 (14%)
	15/16	0	6	6	0	6	6	6	30 (22.22%)
	16/17	2	1	1	3	1	0	2	10 (7.87%)
Internet/In person	13/14	0	0	0	0	2	2	2	6 (2%)
	14/15	0	2	0	0	1	0	0	3 (1%)
	15/16	0	0	3	0	0	0	0	3 (2.22%)
	16/17	0	0	0	0	0	1	1	2 (1.57%)

Phone/Internet/ In Person	13/14	2	10	0	7	0	0	0	19 (6%)
	14/15	0	0	3	6	11	2	0	22 (7%)
	15/16	0	0	3	0	0	0	0	3 (2.22%)
	16/17	0	0	1	1	0	0	0	2 (1.57%)

We have seen a significant increase in the number of patients booking their appointments via phone (a 48.36% increase); this is now the most popular way. The comments received from patients are reflective of this as we have also seen an increase in patients asking for the phone to be answered quicker or complaining of the engaged tone. All appointments are still offered on-line so there is no logical reason as to why the shift to phone has occurred.

How easy do you find making an appointment to see your preferred doctor?

	Number				Percentage %			
	13/14	14/15	15/16	16/17	13/14	14/15	15/16	16/17
Very easy	24	30	18	7	8	10	13.33	5.51
Fairly easy	112	99	45	54	36	32	33.33	42.52
Not very easy	166	174	69	61	54	56	51.11	48.03
No Answer	6	7	3	5	2	2	2.22	3.94
No preferred Doctor	0	0	0	0	0	0	0	0
Total	308	310	135	127				

Patients have found that during 16/17 it has been slightly easier to make an appointment with their preferred doctor, overall 48.03% (an increase of 1.37%). Again we see a trend which shows the decrease in the number of patients finding it not very easy to make an appointment, this year it has reduced by 3.08%. Earlier stats show that patients are still overall satisfied with our appointment system, which demonstrates that the Practice is making every effort to provide primary health care to all patients, however, unfortunately this may not always be with a preferred Doctor.

How easy do you find making an appointment to see a nurse?

	Number				Percentage %			
	13/14	14/15	15/16	16/17	13/14	14/15	15/16	16/17
Very easy	111	105	33	35	36	34	24.44	27.56
Fairly easy	155	164	90	79	50.5	53	66.67	62.20
Not very easy	20	6	0	5	6.5	2	0	3.94
No Answer	22	35	12	8	7	11	9.63	6.30
No preferred Nurse	0	0	0	0	0	0	0	0
Don't use	0	0	0	0	0	0	0	0
Total	308	310	135	127				

27.56% of patients found it very easy to make an appointment to see a nurse compared with 24.44% for 2015/16 – an increase of nearly 3.12%; however, 3.94% indicated it was not very easy to get an appointment. This may be reflected in the nurse team changes that have happened during 2015/16, when one experienced member of staff left and another when on maternity leave. Also, the demand for PCP appointments continues to increase considerably, to support with duty triage services and one of our experienced PCPs retired.

Can you easily contact the practice when you wish to cancel an appointment?

	Number				Percentage %			
	13/14	14/15	15/16	16/17	13/14	14/15	15/16	16/17
Always	120	91	42	49	39	29	31.11	38.59
Most of the time	74	69	39	33	24	22	28.89	25.98
Usually	58	72	27	31	19	24	50	24.41
Sometimes	18	57	6	3	6	18	4.44	2.36
Never	4	0	0	1	1	0	0	0.79
Never Cancel/Not applicable	2	11	21	0	0.5	4	15.56	0
No Response	32	10	0	10	10.5	3	4.44	7.87
Total	308	310	135	127				

Patients have continued to feed back that cancelling an appointment is easy to do, this compares with the findings for previous years.

If you need to see a GP urgently, can you normally get an appointment for the same day?

	Number				Percentage %			
	13/14	14/15	15/16	16/17	13/14	14/15	15/16	16/17
Yes	131	135	69	69	43	44	51.11	54.33
No	94	97	30	24	30	31	22.22	18.90
Don't Know never necessary	73	74	36	31	24	24	26.67	24.41
Sometimes	2	0	0	1	0.5	0	0	0.79
No Answer	8	2	0	2	2.5	.5	0	1.57
Not applicable	0	2	0	0	0	.5	0	
Total	308	310	135	127				

2016/17 saw another increase (3.22%) for those patients answering 'yes' to being able to get an appointment with a GP urgently on the same day; with a supported decrease of 3.32% answering 'no'. However, comments received reflect being unable to see a Doctor of your choice.

How helpful and/or informative do you find our notice boards?

	Number				Percentage %			
	13/14	14/15	15/16	16/17	13/14	14/15	15/16	16/17
Very	102	86	57	55	33	28	42.22	43.31
Fairly	160	189	63	56	52	61	46.67	44.09
Not very	28	16	0	7	9	5	0	5.51
No Answer	18	19	15	9	6	6	11.11	7.09
Total	308	310	135	127				

2016/17 shows a continued increase in patients very satisfied with our notice boards 43.31% a 1.09% increase. We have continued to work hard to focus on tidying up our boards and displaying more professional and user friendly information in a uniformed style, with a dedicated member of staff employed to monitor these. This hard work has paid off with the stats provided.

In general, how satisfied are you with the Medical and Nursing care you get at the surgery?

	Number				Percentage %			
	13/14	14/15	15/16	16/17	13/14	14/15	15/16	16/17
Very	198	187	93	82	64	60.5	68.89	64.57
Fairly	82	100	33	34	27	32.5	24.44	26.77
Not very	12	16	0	4	4	5	0	3.15
No Answer	16	7	9	7	5	2	6.67	5.51
Total	308	310	135	127				

Patients have fed back that overall they are satisfied with the medical and nursing care they get at the surgery 91.34% (this is a slight decrease of 1.99%, compared to 2015/16). We have also seen an increase of 3.15% saying there were 'not very' satisfied from the previous year. Rugby is one of the largest growing towns and public services have not been funded to support this. Practices in Rugby have worked with NHS England to ensure geographically Rugby is covered but more investment is needed to support with growing services.

How helpful do you find the reception staff at the surgery?

	Number	Percentage %
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	13/14	14/15	15/16	16/17	13/14	14/15	15/16	16/17
Very	194	172	99	89	63	55	73.33	70.08
Fairly	76	115	27	30	25	37	20	23.62
Not very	20	14	3	2	6	5	2.22	1.57
No Answer	18	9	6	6	6	3	4.44	4.73
Total	308	310	135	127				

Patients have fed back that overall they find reception staff helpful (93.70%) an increase of 0.37% from 2015/16. We have worked hard this year to continue with our positive feedback and this is reflective in the scores. We have also worked hard to ensure standards haven't slipped due to the loss of experienced staff members.

How satisfied are you with the opening hours of the surgery?

	Number				Percentage %			
	13/14	14/15	15/16	16/17	13/14	14/15	15/16	16/17
Very	130	150	87	70	42	48	64.44	55.12
Fairly	146	128	42	44	48	41	31.11	34.65
Not very	16	18	0	6	5	6	0	4.72
No Answer	16	14	6	7	5	5	4.44	5.51
Total	308	310	135	127				

Patients have fed back that overall they are satisfied with the surgery opening hours 89.77%. Comments we receive still mention evening, early morning and weekend appointment times; we have continued to promote heavily the availability of these appointments via our website, posters, waiting room TV screens and the outdoor A Frame.

Would you like to see any changes to the surgery services?

	Number				Percentage %			
	13/14	14/15	15/16	16/17	13/14	14/15	15/16	16/17
Yes	106	143	63	62	34	46	46.67	48.82
No	148	121	57	56	48	39	42.22	44.09
No Answer	54	46	15	9	18	15	11.11	7.09
Total	308	310	135	127				

Would you like to see any changes to the surgery services?

- For appointments to run on time
- Charge those patients who do not attend their appointment and do not cancel
- Stop taking on new patients
- Larger car park
- Longer opening hours, i.e. 7am – 7pm and weekends
- More on-line access especially test results
- Guide to repeat prescriptions
- Real 'Sit and waits' would stop no shows
- More flexibility to see doctor of choice
- Thank you for all you do at CRS.