

The Parks Medical Centre

Survey Analysis 2013 – 14

Date: March 24th 2014

Background

The user survey was modified by the management team and the PRG in December 2013. The new version was used for 2013 – 14 user survey.

Analysis

The practice issued 50 surveys and received a return of 28 (56%) over a period of 3 weeks.

Accessing the Service

22/28 (78.5%) users have managed to see or speak to a GP in the last 3 months

17/28 (60.7%) users have managed to see or speak with a nurse in the last 3 months

18/28 (64.2%) users do not have any preference to see a particular doctor

18/28 (64.2%) users always saw their preferred doctor and 14.2% saw their preferred doctor most of the time

Making an appointment

25/28 (89%) made their appointment by phone and to a lesser extent in person or on line

24/26 (92%) managed to get through on the phone very and fairly easily

10/18 (55.5%) found it very and fairly easy to speak with a doctor on the phone

5/14 (36%) found it very and fairly easy to speak with a nurse on the phone

9/18 (50%) found it very and fairly easy to obtain test results on the phone

14/28 (50%) of respondents indicated they tried to see a doctor urgently in the last 6 months.

24/28 (86%) said they saw the doctor fairly quickly and 14% did not

16/25 (64%) were able to book a routine appointment with a doctor/nurse within 2 working days

7/18 (38%) were not able to make an appointment within 2 working days, however 22% were due to unsuitable times

22/24 (91.5%) were able to make an appointment with a doctor or nurse in more than 2 working days

Waiting Times

6/28 (21.5%) were seen normally on time

5/28 (18%) were seen within 5 minutes

16/28 (57%) were seen between 5-15 minutes

Only 1 patient waited more than 15 minutes

25/27 (92.5%) of users felt that they did not normally wait long

2/27 (7%) felt they waited a bit too long

Your last GP appointment

27/28 (96.5%) rated the GP giving them enough time as very good or good
28/28 (100%) said the GP were very good and good at asking about their symptoms
27/28 (96.5%) felt the GP was very good or good at listening to them
25/28 (89%) felt that the GP was very good or good in explaining the tests and treatments
25/27 (92.5%) felt that the GP was very good or good in involving them in the decision about their care. 1 patient felt that this was poor.
26/27 (96%) felt that the GP was very good or good at treating them with care and concern
26/28 (93%) felt that the GP was very good or good in taking their problem seriously
26/28 (93%) said they were very confident and trusting in their GP
2/28 (7%) felt confident and trusting in the GP to some extent

Your last nurse appointment

21/24 (87.5%) felt that the nurse was very good or good in giving them enough time
19/22 (86%) felt that the nurse was very good or good in asking about their symptoms
19/23 (82.5%) felt that the nurse was very good or good at listening to them
17/20 (85%) felt that the nurse was very good or good in explain the tests and treatments
16/18 (89%) felt that the nurse was very good or good in involving them in decisions about their care
20/23 (87%) felt that the nurse was very good or good at treating them with care and concern
16/21 (76%) felt that the nurse was very good or good at taking their problems seriously
22/25 (88%) were definitely confident and trusting towards the nurse
2/25 (8%) were to some extent confident and trusting

Overall Experience

26/28 (93%) of users indicated that access to the building was very easy and 7% fairly easy
24/27 (90%) indicated that the surgery was very clean and 7% fairly clean
25/27 (92.5%) indicated that they don't mind if they overhear other patients at the reception and 7.5% were not happy about it
25/28 (90%) regarded the receptionists very helpful and 10% fairly helpful
23/28 (82%) were very satisfied with the surgery opening hours and 18% were fairly satisfied
25/28 (90%) were very satisfied with the care they received and 10% were fairly satisfied
26/28 (93%) would recommend the surgery to someone new to the local area. Only 7 % said they might.
27/28 (96.5%) of respondents felt that they were treated with respect and dignity whilst attending the surgery. Only 1/28 (3.5%) felt they were treated with respect and dignity only sometimes.
27/28 (96.5%) felt that the doctors and nurses work together excellently or very good
100% of those that responded rated the care they received as excellent or very good

About your health

15/27 (55.5%) of users have a long standing health problem, disability or infirmity
12/27 (44.5 %) do not
19/28 (68%) had had discussions with the doctor or nurse about how best to deal with their health problems

During this discussion, 100% of users said the doctor nurse took notice of their views and gave them information on what they could do to help to deal with their problem. 95% said they agreed with the doctor or nurse on how best to manage their problem.

19/26 (73%) felt that these discussions helped improve how they manage their health problems, whilst 12% felt it helped to some extent.

Only 1 patient felt it did not help at all.

Respondents rated their health as:

10%	Excellent
29%	Very good
32%	Good
25%	Fair
4%	Poor

Respondents had the following conditions:

21%	A condition that substantially limits one or more basic activities
4%	A long-standing psychological or emotional condition
39%	Other, including any long standing illness
39%	Did not have a longstanding condition

0% were deaf

5/28 (18%) are a parent or legal guardian of under 16s living at home

8/28 (29%) have carer responsibilities for someone in the household with a long-standing health problem or disability, or they were cared for themselves.

17/24 (70%) of users have no problem with mobility, the remaining 30% have some problems

22/24 (91%) have no problems with self-care, whilst 9% have some problems washing and dressing

18/24 (75%) have no problem performing usual activities, whilst 25% have some problems

16/27 (96%) have no pain or discomfort, 10/27 (37%) have some pain or discomfort, and 1 patient has extreme pain or discomfort

20/28 (71%) are not anxious or distressed whilst 29% are moderately anxious or distressed

Out of Hours

19/28 (68%) of users know how to contact out of hours when the surgery is closed

10/15 (66.6%) felt it was very or fairly easy to contact out of hours. Only 1 patient felt it was not very easy.

9/20 (45%) had confidence and trust in the out of hours clinician they saw. 1 patient did not.

11/20 (55%) rated their experience of the out of hours service as very or fairly good

Demographics

12/28 (43%) of respondents were male

16/28 (57%) of respondents were female

Ages:

Under 18 0%

18 – 24 10%

25 – 34	7%
35 – 44	10%
45 – 54	4%
55 – 64	25%
65 – 74	22%
75 – 84	22%
85 and over	0%

Full time paid work (30 hrs or more per week)	32%
Part time paid work (under 30 hrs per week)	14%
Permanently sick or disabled	7%
Fully retired from work	40%
Looking after the home	3.5%
Doing something else	3.5%

Ethnicity:

80%	White
10%	Black
10%	Asian

Country of birth:

71%	England
10%	Zimbabwe
10%	India
9%	Wales

Where family originated from:

71%	England
10%	Zimbabwe
10%	India
9%	Wales

Sexuality:

Heterosexual	96%
Prefer not to say	4%