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Tideswell Surgery Patient Survey Report February 2013

Our aim was to utilise a questionnaire to measure patient satisfaction/experience and to highlight area's that the practice can improve upon regarding clinical episodes and service provision including

the building environment. We reviewed the previous year's questionnaire and decided with the PPG to use an alternative company to compile our questionnaire and provide us with a more understandable report for us to interpret.

The group sourced and decided to employ cfep Surveys (1). Extensive published validation studies(2) have established that the Improving Patient Questionnaire (IPQ) is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored. We would, therefore, look as a group to utilise this format in future years surveys.

The questionnaire contained approximately 28 questions combining to produce the following topic areas-

- Q1 Opening hours satisfaction
- Q2 Telephone access
- Q3 Appointment satisfaction
- Q4 See practitioner within 48hrs
- Q5 See practitioner of choice
- Q6 Speak to practitioner on phone
- Q7 Comfort of waiting room
- Q8 Waiting time
- Q9 Satisfaction with visit
- Q10 Warmth of greeting
- Q11 Ability to listen
- Q12 Explanations
- Q13 Reassurance
- Q14 Confidence in ability
- Q15 Express concerns/fears
- Q16 Respect shown
- Q17 Time for visit
- Q18 Consideration
- Q19 Concern for patient
- Q20 Self care
- Q21 Recommendation
- Q22 Reception staff

Q23 Respect for privacy/confidentiality
Q24 Information of services
Q25 Complaints/compliments
Q26 Illness prevention
Q27 Reminder systems
Q28 Second opinion / comp medicine

Plus an additional area for any comments or suggestions for the practice

The questionnaire was available as a paper questionnaire and as an online version for people on the internet to complete. We ensured that each method retained the same question structure. This enabled faster and complete analysis. No attempt was made to differentiate between on line and paper questionnaires.

Patients were invited to take part via the email link or being handed out by reception staff in the practice. Numerous were distributed at our Health and Well being Day in October and during the flu clinics. In addition the PPG took responsibility to distribute to local groups meeting e.g. Mothers Union

99 replies were received and analysed. Some copies were found to be blank in respect of age, sex and years attending however:

55 Females (57.8%)
40 Males (42%)
5.2% being aged under 25
16.6% aged between 25-59
78.8% aged 60 and over
completed the survey.

Years attending the practice was reported on this year-

7.3% <5years
14.7% 5-10 years
77.8% >10 years

Distribution and frequency of ratings, mean percentage scores and benchmarks from all participating practices plus mean percentage scores and benchmarks by practice list size (2001-4000 patients) was tabulated for our interpretation as well as patient comments-covering consultations, information and practice environment.

A meeting was held at Tideswell surgery on 21st November, 2012 attendees included practice staff and members of the Patient participation Group. A review of the survey was undertaken and areas highlighted for action. The survey result was emailed to those members participating via the internet and all feedback has been fed into the report review.

Upon analysis it was noted that –

Q15 Express concerns/fears and Q20 Self care all charts recorded the practice as falling in the middle 50% of all means. The rest being highest 25% of all means
Q7 Comfort of waiting room 6 patients reported this to be poor or fair
Q6 Speak to practitioner on phone 3 patients recorded as Fair



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The patient comments were reviewed.

Compliments dominated the survey, receiving 9 staff compliments within the “how practice can improve” and 8 within the Doctor/ improvement section.

The additional comments included waiting room, intercom system, privacy at reception and too many posters on the walls (waiting room)

A further meeting was held on 16th January, 2013 in order to review the previous year’s actions from questionnaire report and actions completed and to establish the plan from this year’s.

2011-2012 action areas

Look at opening hours/extended hours branch surgeries

Action - discuss changes in time with GP/Nurses.

Action - Hours reviewed and early mornings and late nights available. No plans to open on a Saturday.

Information on Diagnosis

Action - Access leaflets for patients to take away or print via NHS Choice. All staff have quick links available on desktop of computer and via intranet. Recording information given to patients encouraged. Card with NHS Choices handed to patient with credible sites for their own home access.

P/A System-

Action- Requires new system, ongoing saving through fund raising eg Well being day/coffee mornings. We now have Radio playing as opposed to CD’s.

Advertising services

Action

Include in Newsletter/practice website/leaflet/notice board/other websites eg Bradwell.

2012-2013 action areas, identified by PPG group and practice staff

PA System

Action - PPG & Practice raising funds to purchase new JX System -ongoing

Information regarding Practice Services

Action - To include information on the practice in Tideswell "Welcome Pack". PPG member distributes these and will take responsibility.

Information regarding services in waiting room

Action- Folder in waiting room containing practice specific information, practice leaflet, website addresses, local services. Survey and QOF Reports. Information on eg complaints and compliment procedures

Waiting room needing attention

Action - look at Ventilation. Possible change colour of paintwork. Children's area –possibly a "blackboard". Meeting arranged for PPG members to review these .

Patients wait when they have an appointment-ie consultation delayed

Action- Admin - speak to patients keeping them informed

Speaking to practitioner on the phone

Action-this is to be included on newsletters advising of procedure. eg later morning surgery return patients calls

Conclusion

We feel that the practice has confirmed the high quality of service that the Patients of Tideswell and surrounding villages receive.

We are aware that this year's questionnaire result's has a different age and sex distribution comparison to last years. There is a higher proportion of age 60+ patients (78.8%) this is perhaps due to the questionnaire's being distributed at the flu clinics where the highest "At Risk" group attending is the over [65's](#). [Next](#) year we will ensure further distribution to cover the younger age groups

77.8% of respondents had been at the practice for >10 years, we interpret this positively in that these patients potentially have in depth knowledge as our patients and can make very valuable comments. However, we recognise the need for newer patients as they will have experience of other practices and the areas, and they may contribute to enhance our service.

We recognise the need to expand the PPG to include all age ranges. We aim to attempt another distribution of invitations to join via schools, playgroups, another coffee morning etc.



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We are very proud of the questionnaire results.

References/websites

- (1) www.cfepsurveys.co.uk
- (2) (<http://www.cfepsurveys.co.uk/library/publications.aspx>)

The Tideswell Surgery Patient Survey Results and Report, February, 2013 can be accessed:

www.surgeriesonline.com/thenewsurgery

<http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=38861>