



DR P J COX DR K N COOKE & DR A PARRY
TIDESWELL SURGERY
PARKE ROAD
TIDESWELL
BUXTON
SK17 8NS

Practice Manager – Jayne Wharton – e-mail jayne.wharton@nhs.net

www.surgeriesonline.com/thenewsurgery

Admin email – admin.tideswellsurgery@nhs.net

VAT Registration No 732 4357 44

Enquiries 01298 871292

01298 871396

Fax No 01298 872580

Emergencies/Out of Hours NHS 111

Tideswell Surgery Patient Survey Report March 2015

Our aim was to utilise a questionnaire to measure patient satisfaction/experience and to highlight areas that the practice can improve upon regarding clinical episodes and service provision including the building environment.

As we did last year, we reviewed the previous year's questionnaire and decided with the PPG to use the same questionnaire, after having identified our own priorities.

The questionnaire contained 30 questions including the following topics areas-

- *Ethnic Group*
- *Gender*
- *Age*
- *Patients with a Disability*
- *Do You Have difficulty Moving Round the Surgery?*
- *How many times in the last 12 months have you visited the Surgery?*
- *Have you been put off seeing a GP due to inconvenient hours? if yes, why?*
- *Are the receptionists as helpful as you think they should be?*
- *Do you feel that you have enough time during a consultation?*
- *Can you get through via the telephone to your GP surgery within a satisfactory time?*
- *Are you able to book an urgent appointment when you need one?*
- *Are you able to see a particular Doctor when you would like to?*
- *Does your GP treat you as you would wish when giving you a physical examination?*
- *Does your GP treat you with dignity and respect?*
- *Does your GP know enough about your medical history?*
- *Do you feel that your GP explains about your condition/treatment in a way that is easy to understand?*
- *Does your GP Listen to you no matter how busy he/she is?*
- *Do you feel able to ask as many questions as you would like?*
- *Were you given a leaflet or written information about your condition or treatment?*
- *Were you given any information on any other Support Groups?*
- *Was the information/leaflet useful?*
- *If you did not receive a leaflet, would you have liked one?*

- *Does your Nurse treat you as you would wish when giving you a physical examination?*
- *Does your Nurse treat you with dignity and respect?*
- *Do you feel that your Nurse explains about your condition/treatment in a way that is easy to understand?*
- *Do you feel able to ask as many questions as you would like?*
- *Does your nurse know enough about your medical history?*
- *Were you given a leaflet or written information about your condition or treatment?*
- *Was the information/leaflet useful?*
- *Were you given any information on any other Support Groups?*
- *If you did not receive a leaflet, would you have liked one?*
- *How far in advance would you like to be able to book an appointment?*
- *Are you aware the Surgery has early morning and late night appointments?*
- *Do you use the online booking service?*
- *Do you find the online booking system easy to use?*
- *Do you use the online prescription ordering?*
- *Do you find it easy to use?*
- *Do you know the surgery has a website? If yes, what do you find useful about the website?*
- *Do you use the website?*
- *Are you aware of other services the Surgery offers? E.g physio & CAB*
- *Are you a carer?*
- *Did you complete this form on behalf of the person you care for?*

*We also had an additional area for any comments or suggestions for the practice
The questionnaire was available as a paper questionnaire.*

The patient comments were reviewed.

- *The surgery provides an excellent services and offers appointments early and late. I can speak to a doctor or nurse when I want to, can't ask for anything else*
- *Excellent service from everyone involved with the surgery. I am sure other surgeries wish they could look after their patients as well as Tideswell. Congratulations to you all.*
- *No, I am very happy with the service provided from all aspects of the surgery*
- *No I consider the service to be excellent*
- *Just keep doing it the way you are Tideswell is probably the best practice I have ever used.*
- *No the service given works very well for me. Most of my treatment is done at a Nephrology clinic. Some of the survey does not apply to me.*
- *I think the surgery provides a wonderful service already.*
- *No. I think that the care and attention that I receive is always very good.*
- *I think it is excellent that we can have open surgeries which enable us to see a doctor quickly*
- *Keep up the good work - a wonderful level of care and service*
- *Excellent service*



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- ***The service is excellent.***
 - ***The service is perfect as it is. Please do not change anything.***
 - ***Excellent service already provided. You cannot better the best service.***
 - ***Very well satisfied with all services here. thank you.***
 - ***Ok as it is.***
 - ***think we get a very good service.***
 - ***You are excellent.***
 - ***Please stay as you are.***
 - ***No, it is perfect the way it is. do not change. thank you.***
 - ***Very satisfactory.***
 - ***Very satisfactory.***
 - ***Open surgery is brilliant, many of my friends are envious that our surgery does this. Did not know about the website, will definitely have a look at this.***
 - ***No happy with the service.***
 - ***The service is fantastic, the nurses are fantastic if you ask for something it just happens. Thank you- excellent practice.***
 - ***Excellent nurses.***
 - ***Think the practice gives excellent service. Thank you.***
 - ***Wonderful surgery, well done.***
 - ***Keep up the good work , a fantastic practice.***
 - ***Keep up the good work .***
 - ***I think you deserve a pat on the back for the current service that you offer.***
 - ***I have no suggestions for a better service. The practice offers a good workable service which should work for most people.***
 - ***No- I don't see how you can improve on the service you already give. Many thanks for all you have done for me over the years.***
 - ***You provide good service and I am proud to be a patient. Sometimes time pressures can be a nuisance but I have nothing but respect for the practice, the whole practice.***
 - ***No suggestions, the service is very good.***
 - ***No, I have not got any suggestions. I am very satisfied with the surgery at all times.***
 - ***There isn't anything I can think of.***
 - ***No, I am happy with this service.***
 - ***An excellent service compared to comments made by work colleagues using other surgeries.***
 - ***Clearer intercom/led display in waiting room for being called in to surgery- conversation great, but makes it difficult to hear especially for hard of hearing.***

- *Please keep the open appointment/ drop in system.*
- *Don't have the music quite as loud as those hard of hearing find it difficult to hear their name called especially when the waiting room is full and lots of people talking. Some voices come over the tannoy rather quietly especially the female ones.*

Patients were invited to take part in the survey by:

- *Sent by email*
- *Given with prescriptions*
- *Given with medication dispensed*
- *Give out during consultations*
- *PPG member distributed to local groups, such as WI, Luncheon club etc.*
- *HV at drop in clinics or being handed out by reception staff in the practice.*

It was also distributed at the open Health and Well Being Day.

We had 170 questionnaires that were completed. Of these 105 were female and 63 male. (2 did not state)

Age distribution :

| | | |
|-------------------|-----------|--------------|
| <i>Under 16</i> | <i>2</i> | <i>1.2%</i> |
| <i>16 to 44</i> | <i>31</i> | <i>18.0%</i> |
| <i>45 to 64</i> | <i>74</i> | <i>43.0%</i> |
| <i>65 to 74</i> | <i>33</i> | <i>19.2%</i> |
| <i>75 or over</i> | <i>32</i> | <i>18.6%</i> |

A meeting was held at Tideswell surgery on 9th February 2015 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.

The following areas have been chosen for our priority action plan 2015:

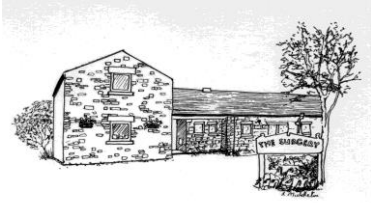
- *Bid to NDCCG for funding for electric door to the entrance of the surgery*
- *Include area to leave prams, mobility scooters in new lobby area*
- *Patients on Line - Identified online booking for appointments and ordering prescription was not widely understood or available. Also to include Summary Care Record*

We also reviewed the previous year's actions from questionnaire report and actions completed and to establish the plan from this year's.

2014 action areas:

1. Comfort of waiting room

- *Completed – new bright coloured pain, wallpaper and blinds.*
- *Completed – A children's corner papered with bright children's wallpaper – table and Play cube on top with different play tools and a blackboard. Also a blackboard and chalk area on the wall.*
- *Two high back chairs replaced with new bright washable fabric.*



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-
- **Reception staff to open window in the waiting room every morning**

2. Online Booking for appointments and prescriptions not used widely

- **Advertising Patients On line on Jayex, Newsletter. Sending Newsletter out with Prescriptions and putting them in medicine bags for collection.**
- **Member of staff registering all 14/15 year old patients when they are sent a letter to come in for their teenage check**
- **All new patients are automatically registered with Patients on Line**
- **Adhoc patients asked at reception if reception is not busy**

3. Waiting time for patients in waiting room

If clinician is running more than 20 minutes late reception staff to go into waiting room and let patients know and ask if they are okay to wait or rebook another time, or see a different doctor on that day.

4. When questionnaires are sent out, we always add the question on “Are you a Carer” District Nursing team to keep us informed.

Conclusion

We are again, very proud of the questionnaire results.

We have established an excellent relationship with our Patient Participation Group and they are becoming more involved with the Practice.

We have also had outstanding results from our Friend and Family Test:

“Would you recommend this practice to your family or friends?” and this is now ongoing with online, computerised and paper contributions.

The Tideswell Surgery Patient Survey Results and Report, 2015 can be accessed:

www.tideswellsurgery.co.uk

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