

Tadworth Medical Centre

Patient Participation Survey

The Practice developed its own patient survey form to address mainly access issues which had been identified during previous Patient Forum Meetings. A copy of the Questionnaire to be used was sent to the members of the Patient Forum Group by email and post.

Distribution:

Between the periods Friday 9th March to 22nd March a total of 430 survey forms were distributed randomly throughout the practice. Survey forms were given to GPs; practice nurses, the health care assistant, and visiting blood nurses, for patients to complete. A notice and survey forms were also placed near reception inviting patients to complete the survey. Patients were asked to place the completed surveys in a box in the waiting room. If patients needed assistance in reading the form, this was provided by reception staff, GPs, nurses or practice manager.

Number of Questionnaires Returned:

A total of 370 questionnaires were returned; 350 forms were complete and 20 forms were incomplete and were not included in the analysis.

Survey Questions

The survey questions were focused around access issues raised at patient forum meetings:

Extract from Practice Meeting with Patient Forum on 15th September 2011

Telephone System

Comments were sought on the telephone system. Overall it was felt that the new system was a great improvement on the old system which used to be constantly engaged at peak times. It was agreed that we should do a practice survey to seek other patients' views. Action: Practice Manager

Appointments

...It was noted that difficulty had also been experienced booking appointments in advance....

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Survey Questions and Methodology Used

- Q1) Overall rating this GP practice: I would recommend this practice to a friend
- Q2) I am able to get through to the practice by telephone
- Q3) I am able to book an appointment in advance
- Q4) I am able to be seen urgently on the day if necessary
- Q5) I am treated with dignity and respect by the staff
- Q6) The doctors / nurses involve me in decisions about my care and treatment
- Q7) This GP practice provides accurate and up to date information on services and opening hours
- Q8) The practice provides adequate parking for patients
- Q9) Are you happy with the surgery's current opening hours

Each question had a box for patients to tick “Always”; “Sometimes”; “Never”

Comparison of Different Groups

Sex = Male or Female, which is scored in hits M/F –

Age in groups, the groups are scored in individual groups –

Disabled = Yes or No, which is scored as Y/N -

EFL (English as First Language) = Yes or No is scored Y/N

Age Range surveyed

	Age range 21-35	Age range 35-45	Age range 45-60	Age range 60+
Practice Pop: 9034				
Practice Population within age range & percentage of total practice population	1408 = 15% of practice population	1235 = 14% of practice population	1960 = 22% of practice population	2764 = 31% of practice population
Responses received and percentages of age ranges within the total number surveys (350) analysed	67 = 19.14%	60 = 17%	96 = 27%	126 = 36%

Disability

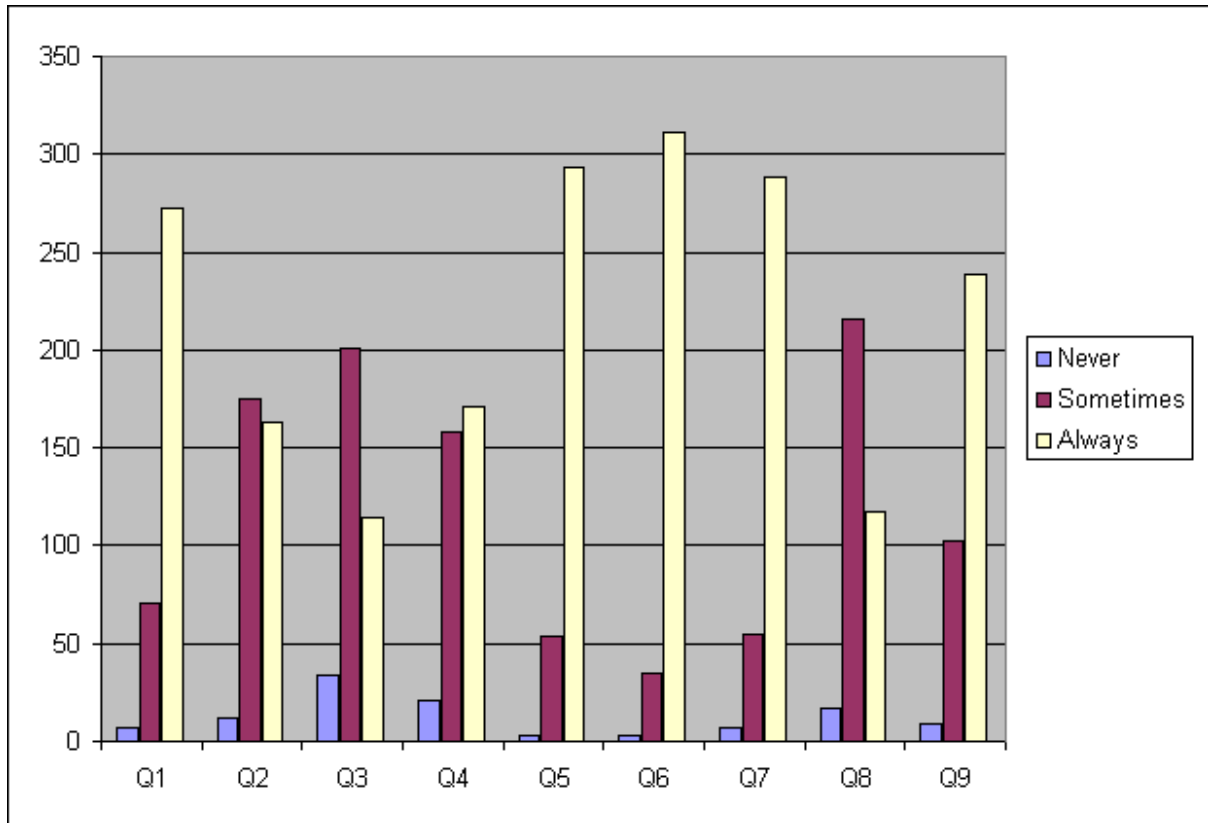
29 out 350 patients surveyed indicated they were disabled

English as First Language

11 out 350 patients surveyed indicated English was not their first language

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Survey Results



Q1) Overall rating this GP practice: I would recommend this practice to a friend

Q2) I am able to get through to the practice by telephone

Q3) I am able to book an appointment in advance

Q4) I am able to be seen urgently on the day if necessary

Q5) I am treated with dignity and respect by the staff

Q6) The doctors / nurses involve me in decisions about my care and treatment

Q7) This GP practice provides accurate and up to date information on services and opening hours

Q8) The practice provides adequate parking for patients

Q9) Are you happy with the surgery's current opening hours

Results – the Positives

- **Q1** – Overall rating of practice was good: I would recommend this practice to a friend. Patients said: “Always”: 272 (78%) of patients said “Sometimes”: 71 (20%) “Never”: 7 (2%)
- **Q5** – I am treated with dignity and respect by the staff: Patients said: “Always” 293 (84%) “Sometimes”: 54 (15%) “Never”: 3 (1%)
- **Q6** – the doctors/nurses involve me in decisions about my care and treatment Patients said: “Always”: 311 (89%) “Sometimes”: 35 (10%); “Never”: 3 (1%)

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Survey Results – the not so Positives

- The results were disappointing for
- **Q2:** I am able to get through to the practice by telephone
Patients said: “Always”: 163 (47%); “Sometimes”: 175 (50%) “Never”: 12 (3%)
- **Q3** I am able to book an appointment in advance
- Patients said: “Always: 114 (33%); “Sometimes”: 201 (57%) “Never”: 34 (10%)
- **Q8** The practice provides adequate parking for patients
- Patients said: “Always: 117 (33%); “Sometimes”: 216 (62%); “Never”: 17 (5%)

A meeting has been arranged for Tuesday 27th March with representatives of the Patient Forum, to discuss the survey results and comment on and agree the following draft action plan.

Draft Action Plan to be agreed at the Patient Forum

Looking at the results for individual questions suggests that we should concentrate on the areas that had a higher “Sometimes” result than “Always” results as the “Never” results were lower in comparison.

Focus 3 areas from the survey results.

Action no.1	Question	Action	Action By
1	Q2 :I am able to get through to the practice by telephone	Analyse incoming telephone calls to identify peak times	Practice Manager
2	Q3 I am able to book an appointment in advance	Evaluate appointments available -? Enough to meet demand	Receptionists, GPs and Practice Manager
3	Q8 The practice provides adequate parking for patients	Assess current parking versus demand - ? lines	Practice Manager
4	The findings of the survey to be communicated via posters on notice board and websites and via Patient forum	Meeting arranged with Patient Forum Action Plan to be agreed	Practice Manager
5	Re-survey in 12 months time	By February 2013	Practice Manager