

Patient Survey Report 2013

Introduction

Staffa Health Annual Patient Survey 2013 was developed in conjunction with the Practice Patient Participation Group. Areas to survey were identified and questions developed to ask patients. The survey was carried out during January and February 2013 by posting the survey to patients and inviting patients attending each surgery to complete a questionnaire both manually and by using free standing and hand held electronic devices within each surgery across Staffa Health.

This year the Practice survey went to 1000 patients 25% of which were sent out by post, of which 362 were returned, a response rate of 36%.

Patient Surveys Collected **362**

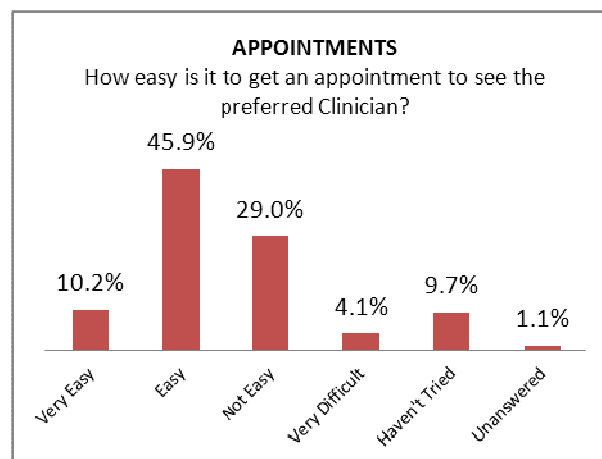
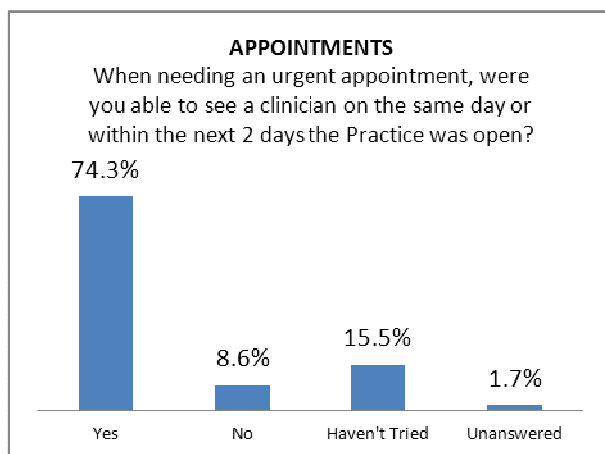
Our “How we are doing” survey went out to 120 out of a total 183 students in Year 11 at Tibshelf Community School. 75 replied, which is a response rate of 40% of our targeted (Y11) 15-16 year old, Staffa Health population.

“How we are doing” Surveys Collected **75**

Total completed surveys **434**

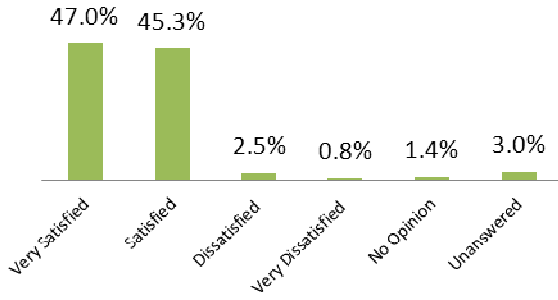
The surveys were collated and analysed and the following graphs of the results produced:-

Results of our Patient Survey 2012-13



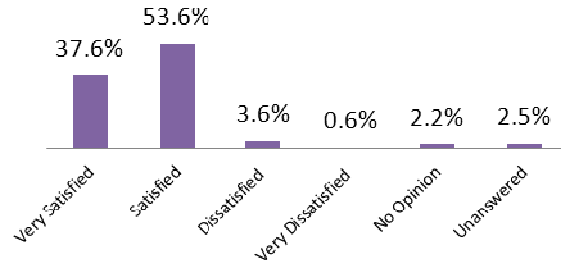
CLINICAL CARE

How satisfied are you with the level of care provided by our Doctors/Nurses in helping you with your condition?



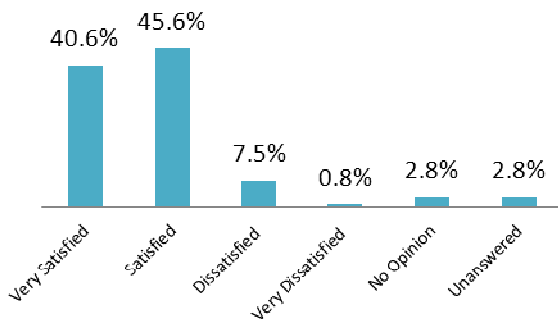
CLINICAL CARE

How satisfied are you that your appointments with the Doctor/Nurse were long enough to give sufficient time to fully discuss and help treat your condition?



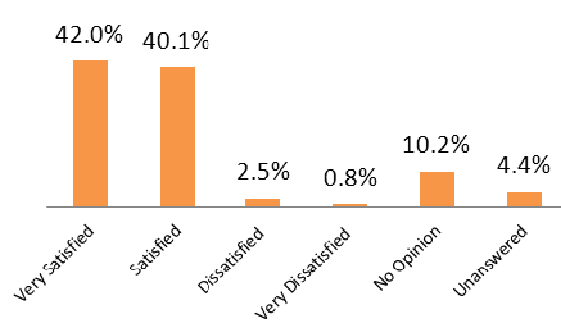
OPENING HOURS

How satisfied are you with the Practice opening hours?



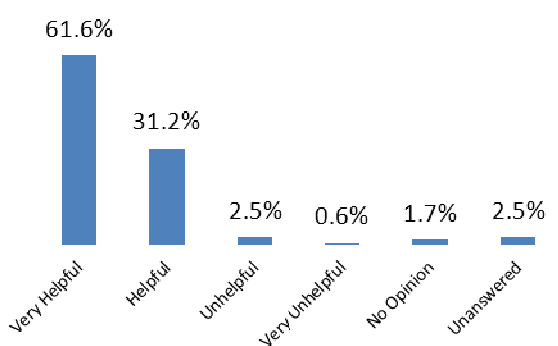
OPENING HOURS

How satisfied are you with the Practice's extended hours?



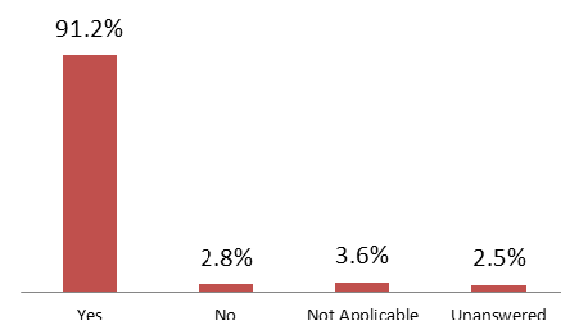
STAFF

How helpful do you find reception staff?



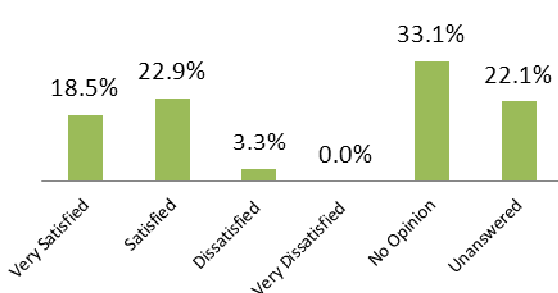
FACILITIES

Are you satisfied with the facilities on offer at our surgeries?

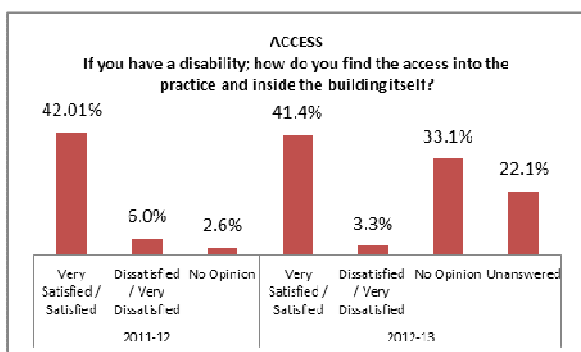
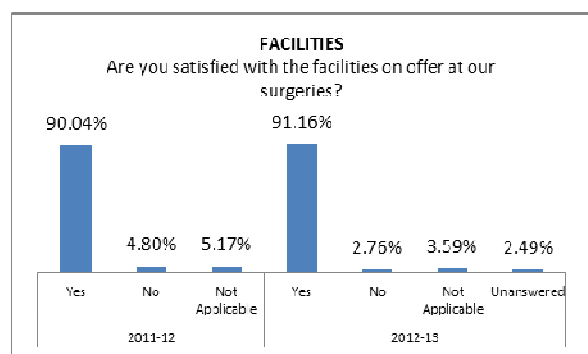
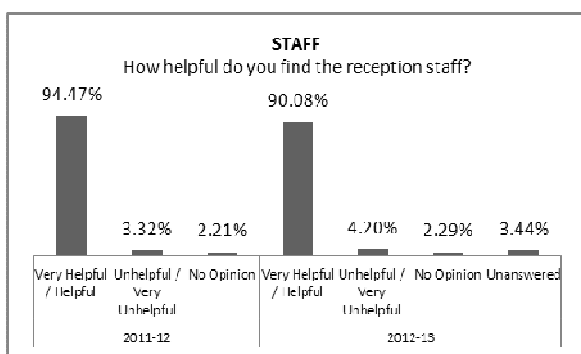
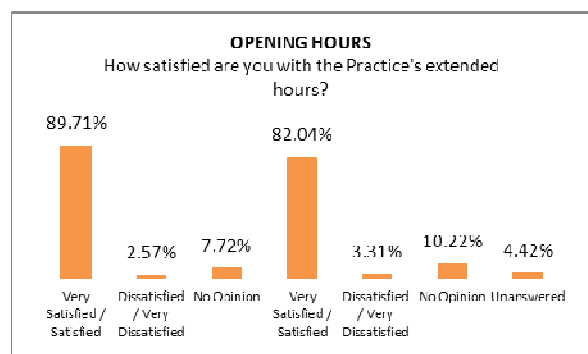
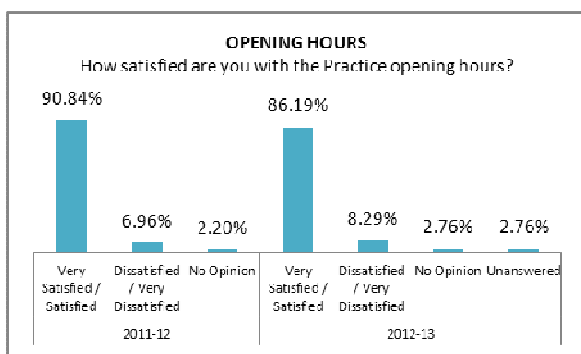
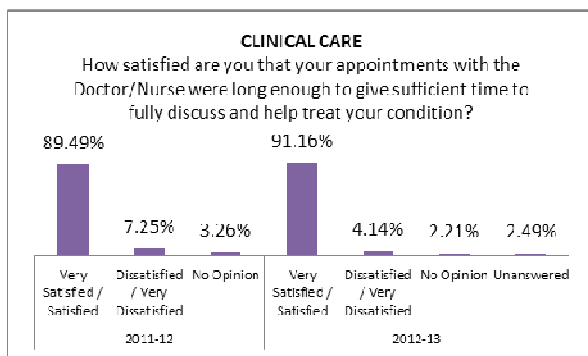
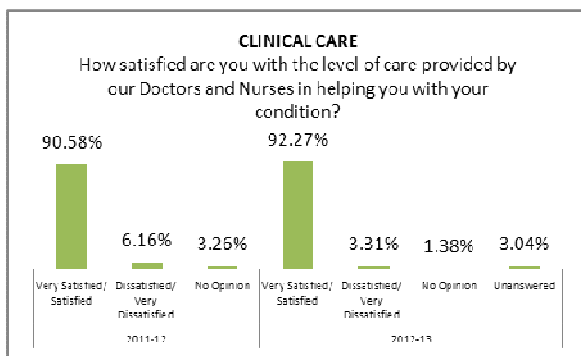
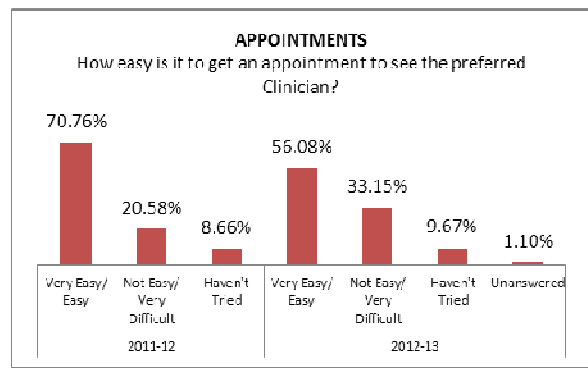
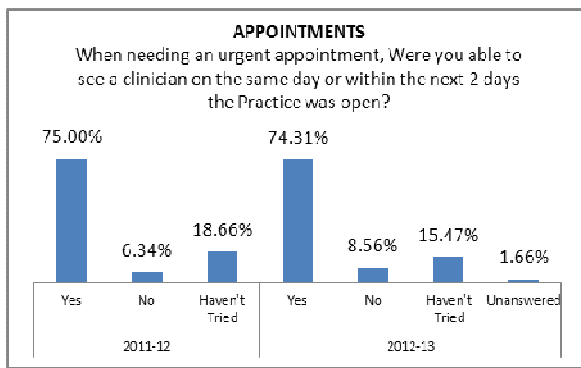


ACCESS

If you have a disability, how do you find the access into the Practice and inside the building itself?

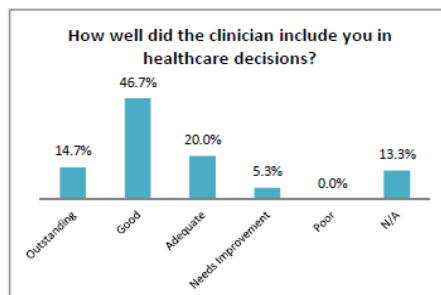
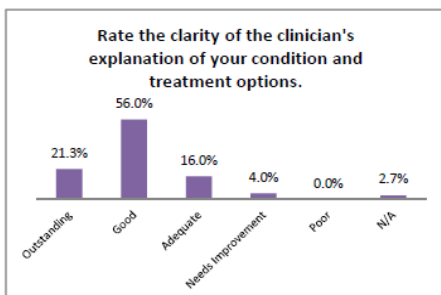
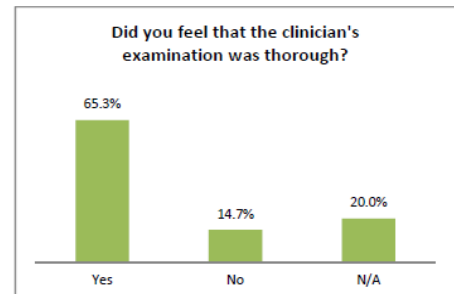
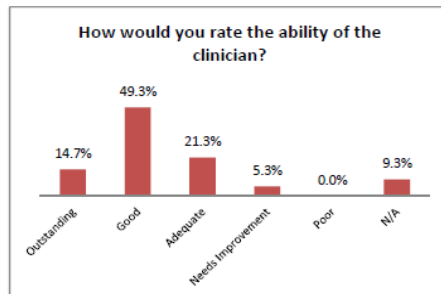
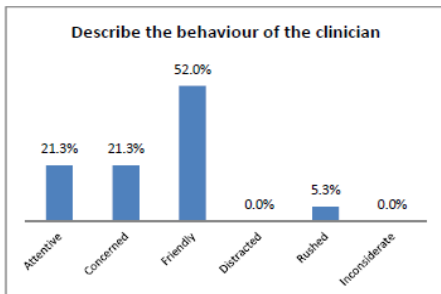
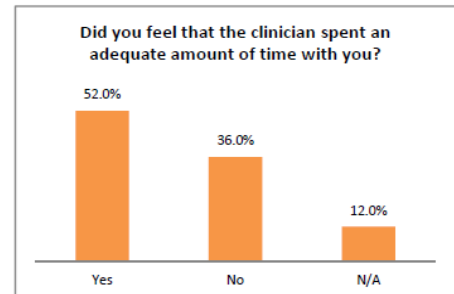
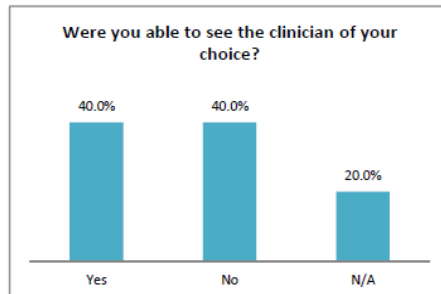
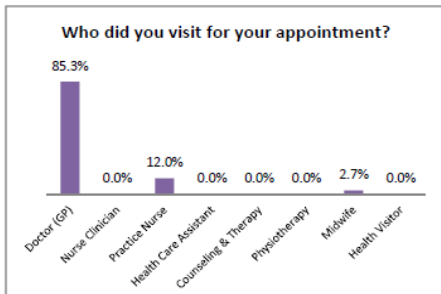
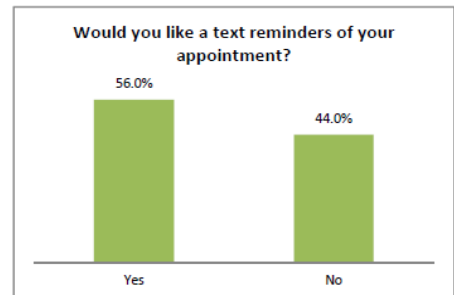
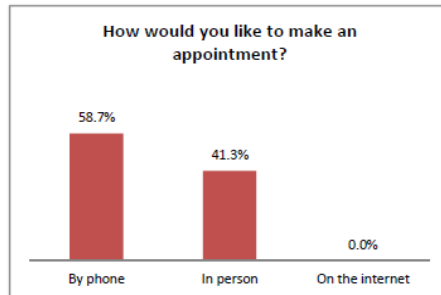
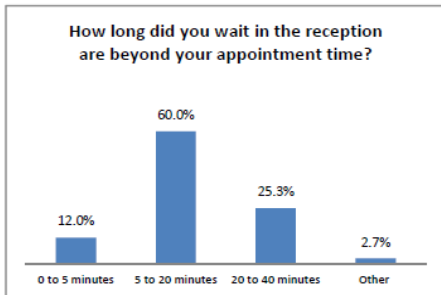
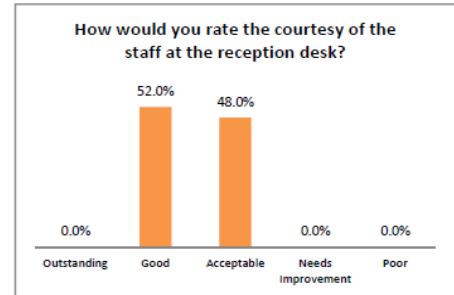
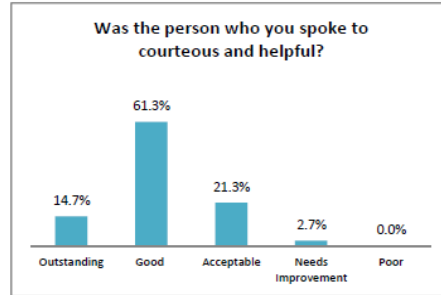
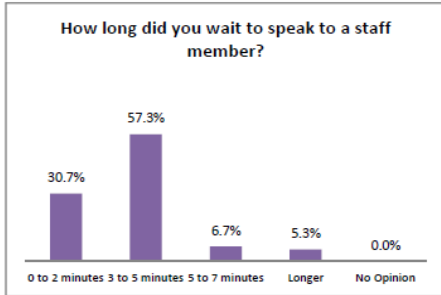
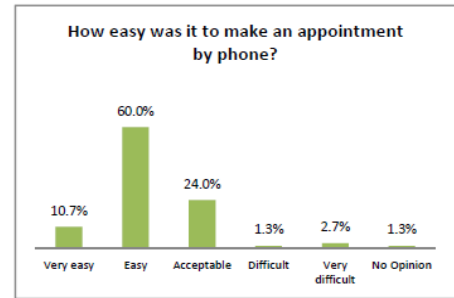
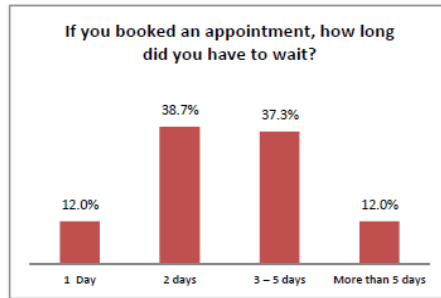
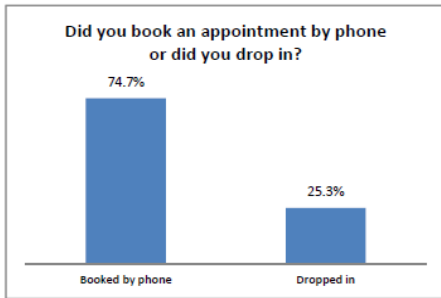


Comparing this 2011-12 surveys to 2012-13 surveys the following results were found:-

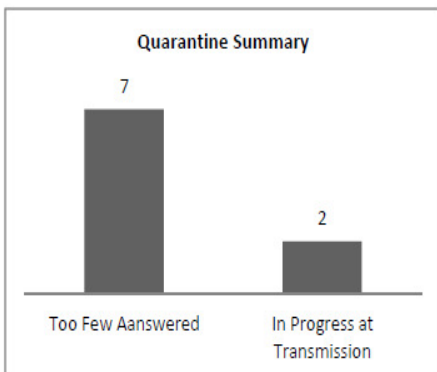
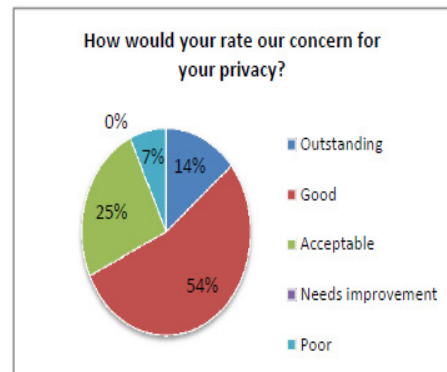
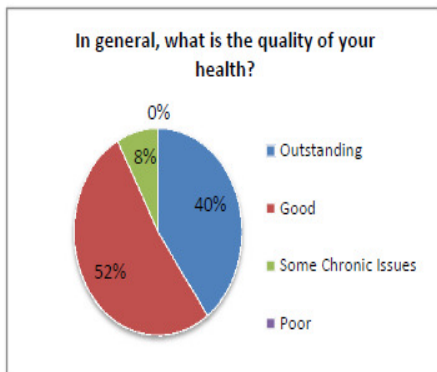
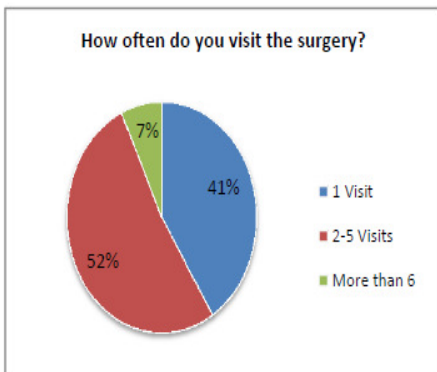
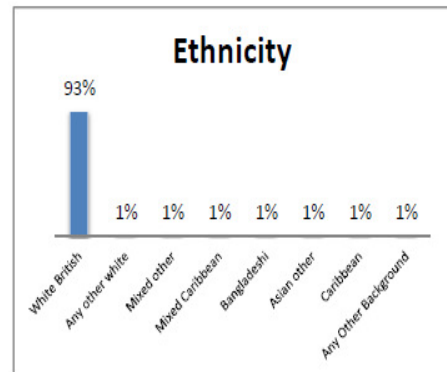
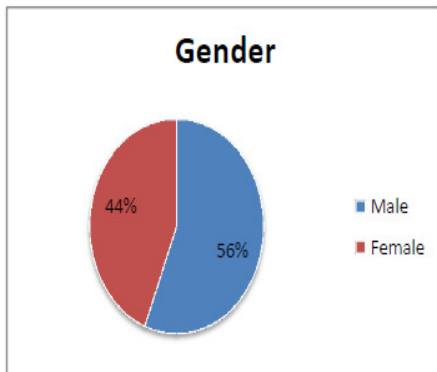
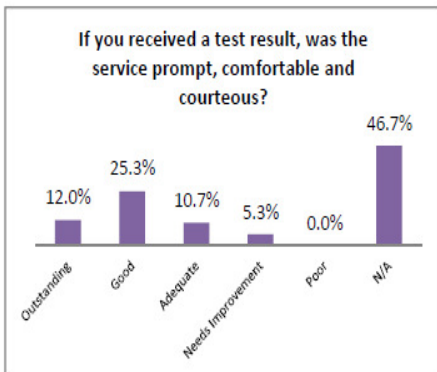
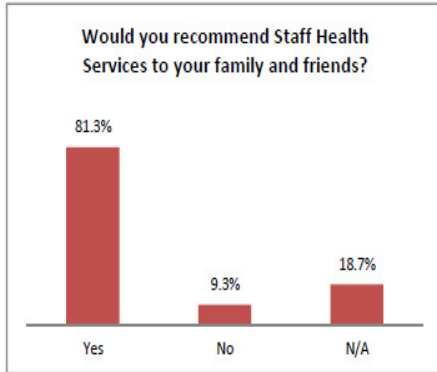


Results of “How we are doing” Patient Survey

Staffa Health Teenage Patient Survey 2013



Staffa Health Teenage Patient Survey 2013 (Continued)



ABOUT OUR LOCAL COMMUNITY

We asked further questions such as age, gender ethnicity and how often the surgery was visited to ensure the responses was a cross representative of patients sampled.

Our results were:

Ethnicity

| | |
|-------------------|--------|
| White - British | 90.61% |
| White - Irish | 1.38% |
| White - Other | 1.66% |
| Mixed - Other | 0.55% |
| Mixed - Caribbean | 0.00% |
| Mixed - African | 0.00% |
| Mixed - Asian | 0.00% |
| Indian | 0.00% |
| Pakistani | 0.00% |
| Bangladeshi | 0.00% |
| Asian - Other | 0.00% |
| Caribbean | 0.28% |
| African | 0.00% |
| Chinese | 0.55% |
| Other Background | 0.00% |
| Unanswered | 4.97% |
| Total | |

Age Breakdown

| | |
|-------------|-------|
| 16 or Under | 5.2% |
| 17-24 | 3.9% |
| 25-44 | 18.0% |
| 45-64 | 32.0% |
| 65-74 | 22.4% |
| 75-84 | 9.9% |
| 85+ | 2.8% |
| Unanswered | 5.8% |

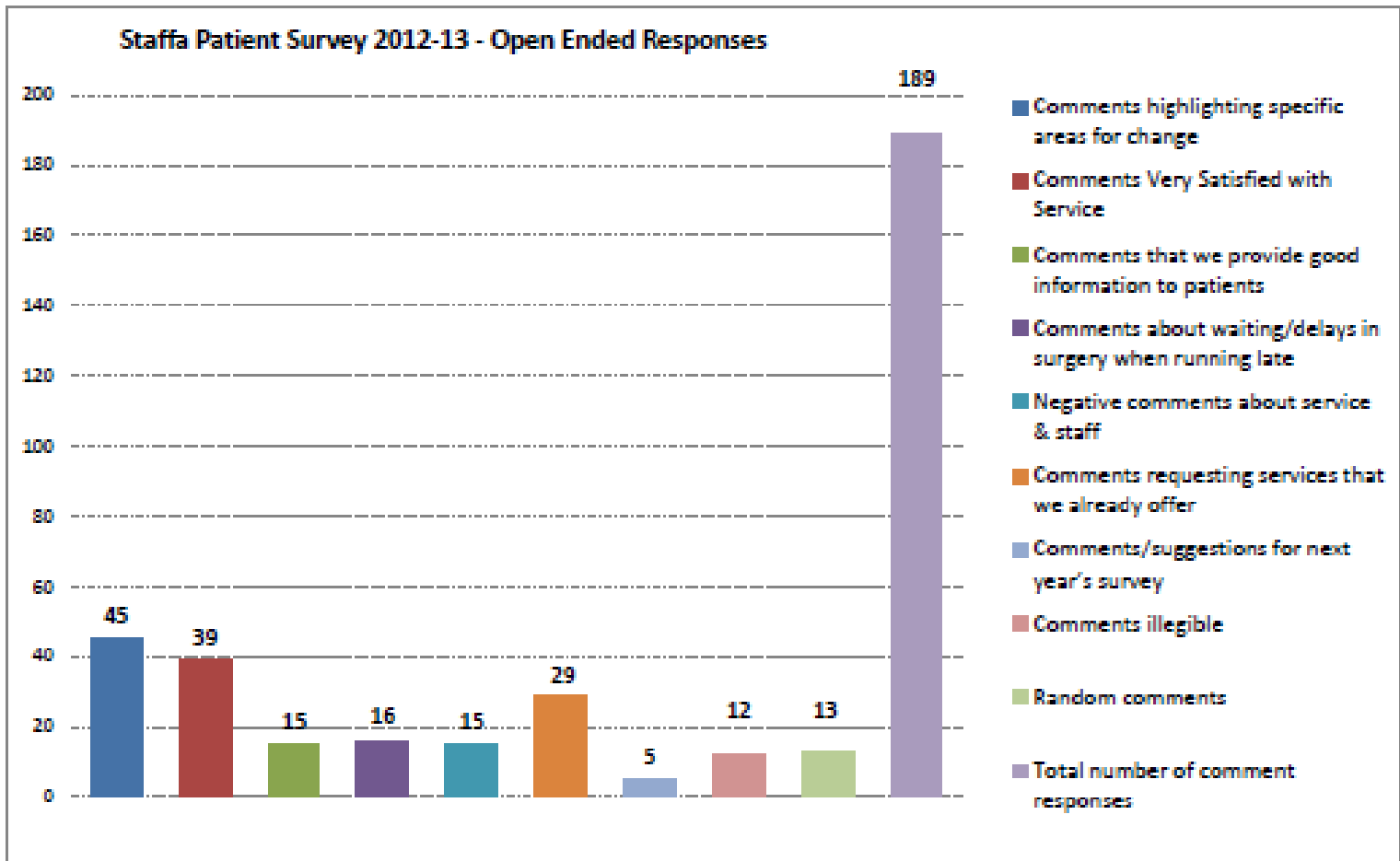
Visiting the Surgery

| | |
|--------------------------|-------|
| More than 4 times a year | 59.7% |
| 2-4 times a year | 25.7% |
| Once a year or less | 9.1% |
| Unanswered | 5.5% |

Gender

| | |
|------------|-------|
| Male | 35.4% |
| Female | 59.1% |
| Unanswered | 5.5% |

ADDITIONAL FEEDBACK AND OPEN ENDED QUESTIONS



Conclusion

The PPG were pleased to receive the patient comments and to note the responses came from wide range of ages. The patients are in general satisfied with the services received. Following discussion we developed the following Action Plan which will assist in addressing points raised in the open ended feedback.

Patient Participation Group

Action Plan 2012/13

Priorities for Action

| Area | Action | Timescale | Lead |
|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---------------------------|
| Expand the Virtual patient group contact list | Ensure completion of registration forms collection of patient email and consent to contact | On-going | Team leaders/ C Watts |
| | Publicise PPG in Patient newsletter and on notice Boards in the surgery | May 2013 | CH |
| Continuously seek patient views | Provide patient feedback forms in each surgery collecting both positive & negative comments with box for posting Make available the patient survey in all sites and local pharmacies for collection throughout the year | On Going | Team leaders at each site |
| Patient communication | Use available information systems to improve communication with patient population eg email, texting and patient direct access to on line appointment system | October 2013 | CW/VB |
| Publicised services available at the Practice | Update Practice leaflet | May 2013 | VB/CH |
| | Develop a Display for each site to publicise services. | May 2013 | VB/CH/PPG |
| | Provide information to patients about Practice appointment systems and opportunities for contacting clinicians | July 2013 | CH/RB |
| Improve Customer Services | Update training on Customer Relations Training 4 sessions per year | | VB/RB |