

## **Patient Survey Report**

### **Introduction**

Staffa Health Annual Patient Survey 2012 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 4 weeks in February 2012 both manually and by using free standing and hand held electronic devices within each surgery across Staffa Health.

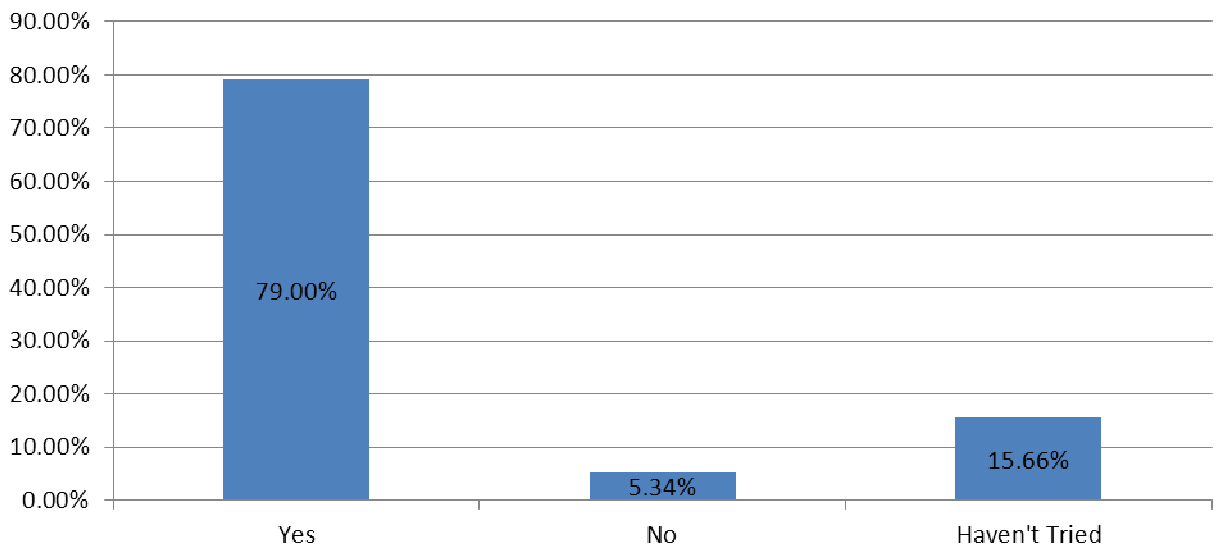
Total Surveys Collected via electronic survey device:	284 of 293
Additional surveys collected within the practice:	131
Total completed surveys =	415

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

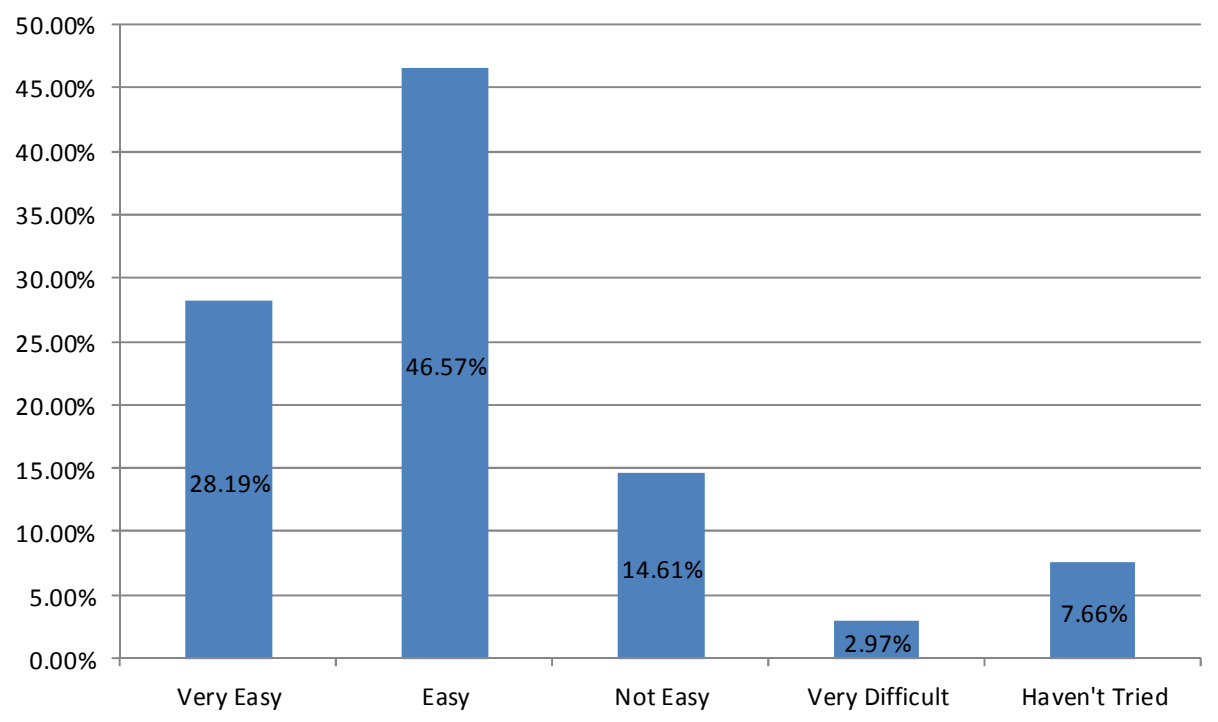
**Results**

**APPOINTMENTS:**

**When needing an urgent appointment, Were you able to see a clinician on the same day or within the next 2 days the Practice was open?**

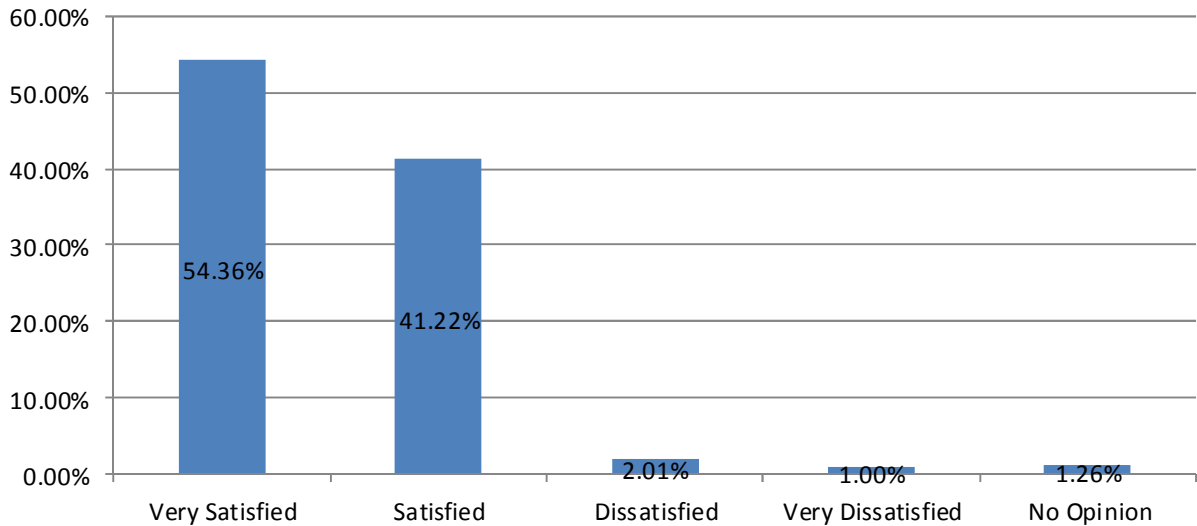


**How easy is it to get an appointment to see the preferred Clinician?**

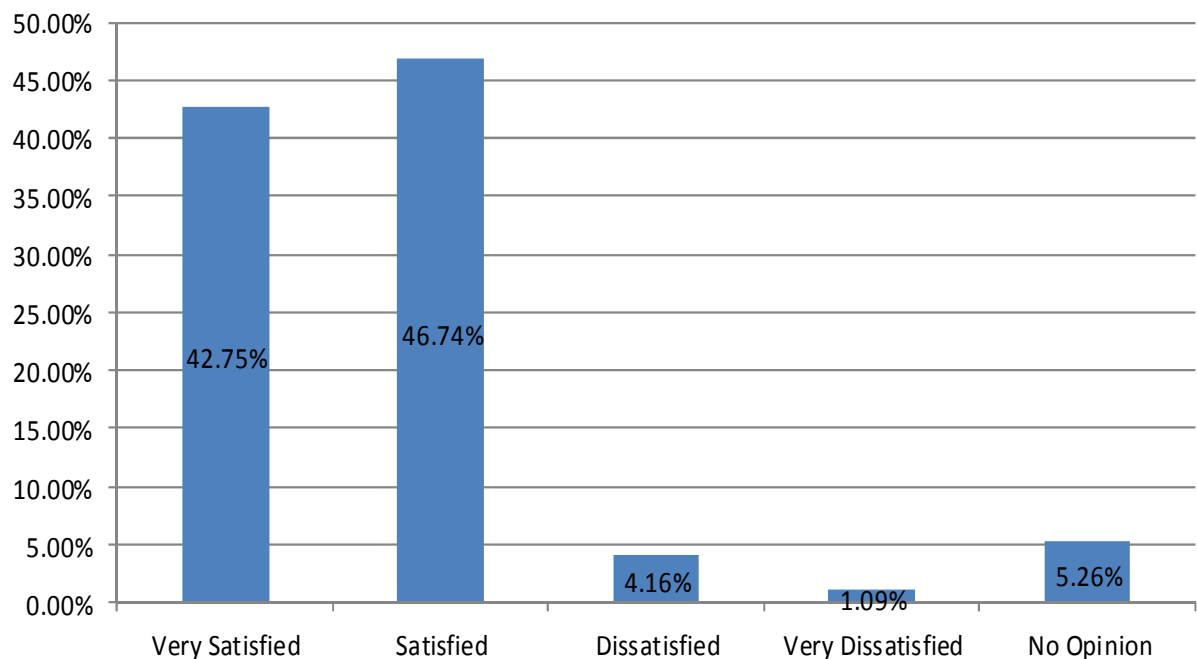


**CLINICAL CARE:**

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

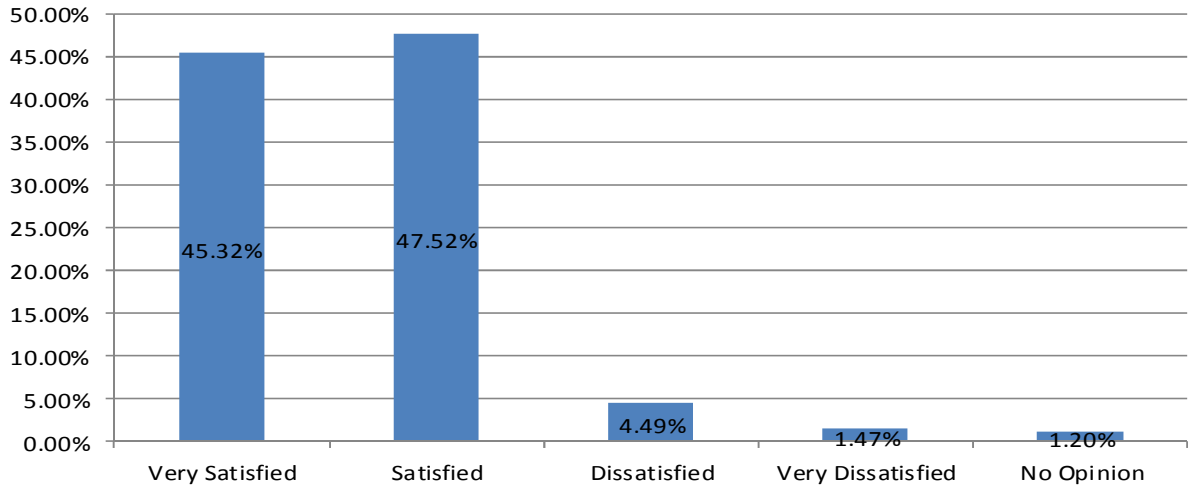


**How satisfied are you that your appointments with the Doctor/Nurse were long enough to give sufficient time to fully discuss and help treat your condition?**



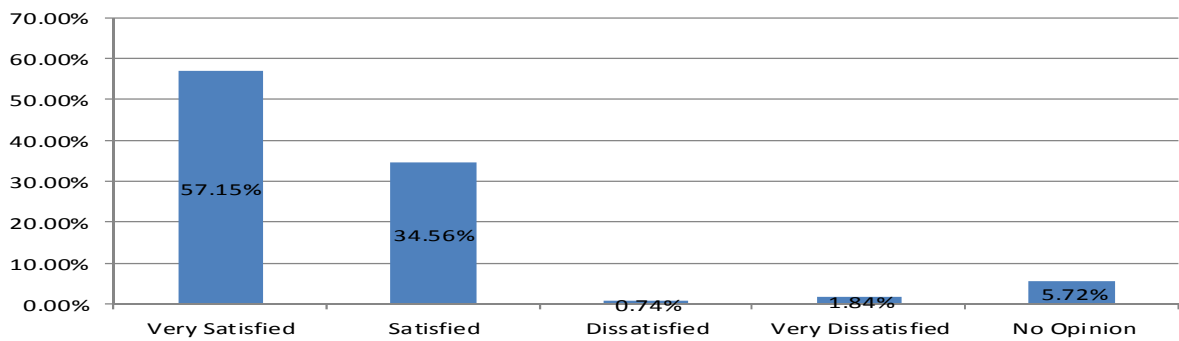
**OPENING HOURS:**

**How satisfied are you with the practice opening hours?**



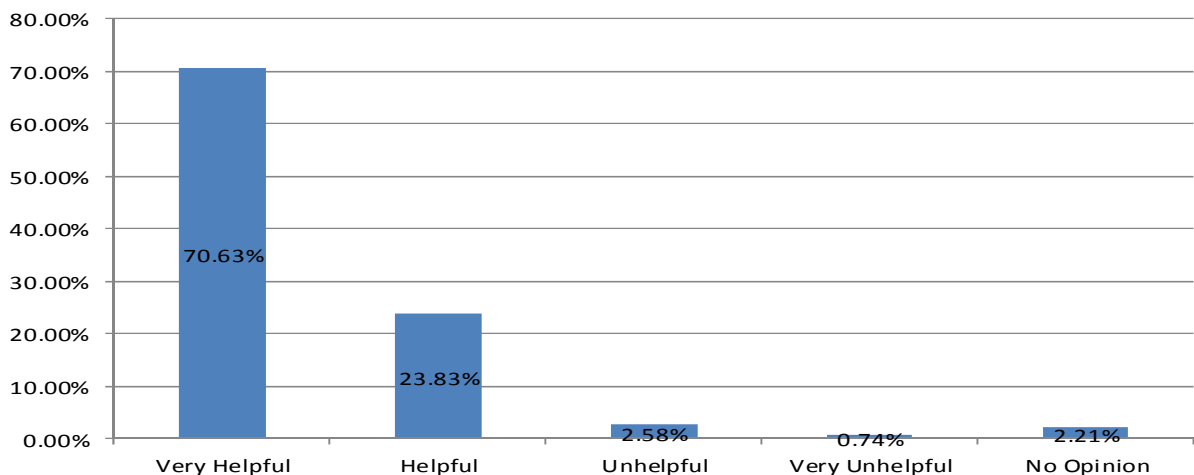
**How satisfied are you with the practices extended hours?**

**(e.g. 6:30pm-8:00pm Tuesday-Thursday & Saturday Mornings 7:30am-12:00pm)**



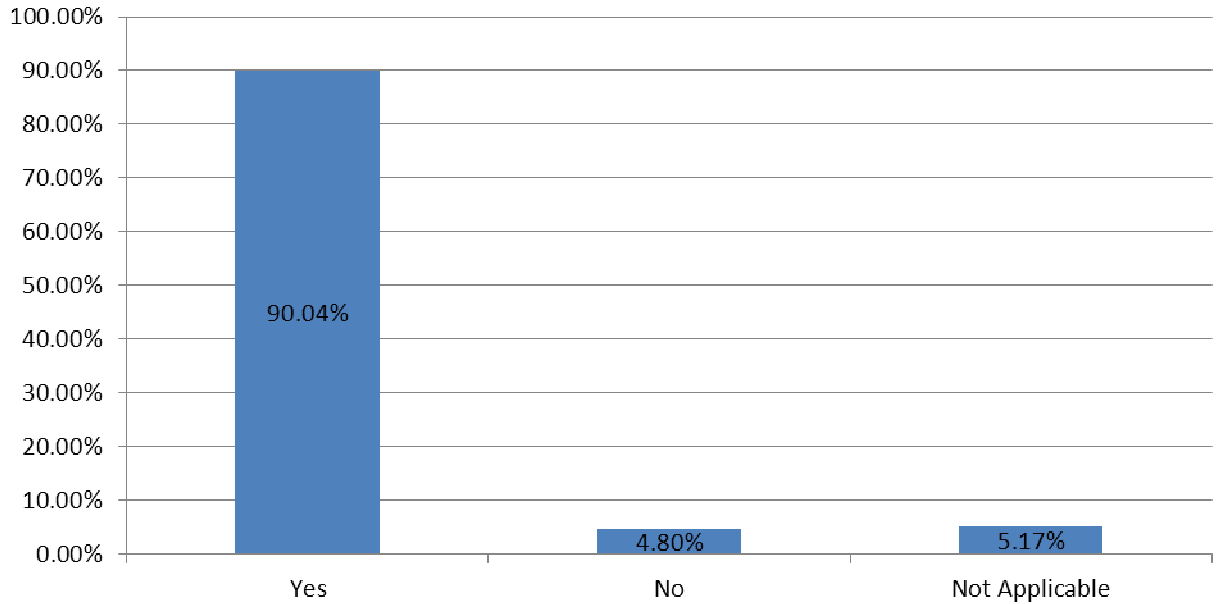
**STAFF:**

**How helpful do you find the reception staff?**



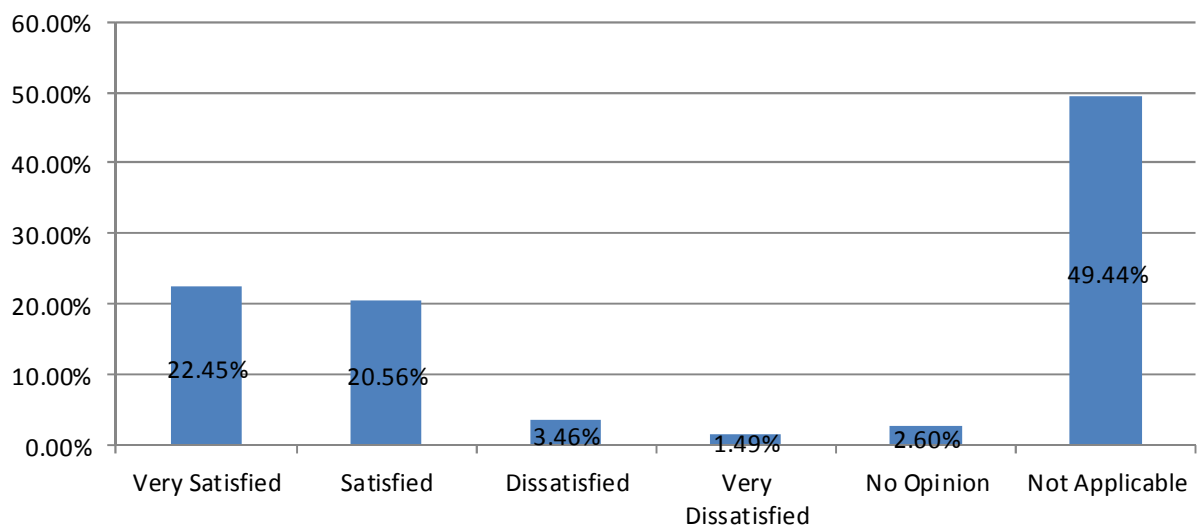
**FACILITIES:**

**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?**



## **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:

<b><u>Ethnicity</u></b>		<b><u>Age Breakdown</u></b>	
White British	95.72%	16 or Under	4.65%
White Irish	1.56%	17-24	3.88%
White - Other	0.39%	25-44	37.21%
Mixed - Other	0.00%	45-64	36.82%
Mixed Caribbean	0.00%	65-74	11.24%
Mixed African	0.00%	75-84	5.04%
Mixed Asian	0.00%	85+	1.16%
Indian	0.78%		
Pakistani	0.78%	<b><u>Visiting the surgery</u></b>	
Bangladeshi	0.00%	More than 4 times a year	51.16%
Asian - Other	0.39%	2-4 times a year	35.27%
Caribbean	0.39%	Once a year or less	13.57%
African	0.00%		
Chinese	0.00%	<b><u>Gender</u></b>	
Any Other Background	0.00%	Male	31.78%
		Female	68.22%

## **ADDITIONAL FEEDBACK AND OPEN ENDED QUESTIONS**

- 28 Responses Nothing to add
- 5 Comments Very satisfied with Service
- 6 Comments about waiting/delays in surgery when running late
- 12 Comments requesting services that we already offer
- 5 Comments illegible
- 2 Telephone comments
- 20 Random comments

### **78 Total number of comment responses**

#### **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 an 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	Ongoing from April 2012	Team leaders/ C Watts
	Publicise PPG in Patient newsletter	May	CH
Continuously seek patient views	Provide patient feedback forms in each surgery with box for posting	From May 2012	Team leaders at each site
	Make available the patient survey in all sites and local pharmacies for collection throughout the year		
Publicised services available at the Practice	Update Practice leaflet	December	VB/CH
	Develop a Display for each site to publicise services.	August	VB/CH/PPG
	Purchase and display leaflet rack with Practice leaflets on Services in each site relating to the Organisation and Services	August	VB
Improve Customer Services	QUEST Training Session on Customer Services	July	VB/CH
Review telephone contact with the surgery	Review telephone system across the practice	June	VB/PG/JB
	Establish a geographical number for patients which is a local call cost	November	