

## Old Henry Street



## Medical Centre

## Patient Participation Group

Chairperson : Alan Dutton  
Secretary : Judith Johnson  
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## Patients Survey 2011

### Introduction

We are a group of patients who have volunteered to be part of the Patients Participation Group for the Old Henry Street Medical Centre. We hope that our involvement and work will enable all patients to have more information about the Practice.

### The aims of our Group are :-

- Keeping in touch with and listening to patients and reporting their views
- Maintaining close links with and putting forward ideas to the Practice
- Helping the Practice move forward in light of the changing role of General Practitioners
- Supporting the Practice in its strive for excellence
- Assisting in the monitoring of Practice standards
- Relaying of information to you, the patients, on a regular basis
- Helping to improve the quality of care provided by the Practice

Our first task was to help in the establishment of this new Medical Centre Website. We hope that it is relevant to the needs of all patients in the Practice and that it provides up to date information that is useful to everyone. One of the first innovations that we hope has been welcomed is the ability for patients to order repeat prescriptions on line.

This next major task has been to organize and carry out an Old Henry Street Medical Centre Survey of Patients for 2011. We hope that this completed survey will help the Practice to ensure that the ideas and thoughts put forward by patients are considered carefully.

## The Survey

The survey is of a representative sample of patients of the Old Henry Street Medical Centre to answer the following questions :-

- What is the Old Henry Street Medical Practice doing well ?
- In which areas might the service provided by the Practice, to its patients, be improved ?

A total of 500 Survey forms were printed.

Of these 400 were given out within the Practice to patients visiting for an appointment with a Doctor or who were attending a Practice Clinic.

One member of staff was designated to hand out the forms at random over a period of 11 working days between the 14<sup>th</sup> and 28<sup>th</sup> September 2011.

With each form was an envelope for the completed survey.

It was remarkably successful and we would like to thank all those patients who took part. We had a 100% success rate – with all 400 completed forms being returned.

A further 100 forms were posted out to patients along with general letters going out to them. A total of 32 completed forms were returned to the practice. We did not include a stamped addressed envelope with these – just an addressed one – and on reflection we feel that we may have had a better response had we done so. However we are very grateful to the 32 patients who did send in their forms.

So – in total – our survey consists of 432 completed forms. This is a considerably larger number than were completed in the last Practice Survey (211) which was carried out by a professional company.

We believe that it gives a very clear overall picture of the views of patients about the performance of the Practice.

## Ages of Patients Taking Part

We divided the patients into 4 groups

A	Unspecified – did not complete question	5 patients in total (1%)
B	Those patients under 25	34 patients in total (8%)
C	Those patients aged between 25 and 59	259 patients in total (60%)
D	Those patients 60 years and over	134 patients in total (31%)

## Sex of Patients Taking Part

We divided the patients into 3 groups

U	Unspecified – did not complete question	4 patients in total (1%)
M	Male	160 patients in total (37%)
F	Female	268 patients in total (62%)

## Ethnicity of Patients Taking Part

We divided the patients into 9 groups

U	Unspecified – did not complete question	8 patients in total (1.9%)
2	White British	414 patients in total (96%)
3	Pakistani	3 patients in total (3%)
4	Indian	0 patients in total (0%)
5	Black Caribbean	0 patients in total (0%)
6	Black African	0 patients in total (1%)
7	Chinese	1 patient in total (0.2%)
8	White German	1 patient in total (0.2%)
9	White Irish	5 patients in total (1%)

## Patients with a Registered Disability

We divided the patients into 3 groups

U	Unspecified – did not complete question	4 patients in total (1%)
Y	Yes – with a registered disability	65 patients in total (15%)
N	No registered disability	363 patients in total (84%)

## How long have Patients been attending the Practice

We divided the patients into 4 groups

U	Unspecified – did not complete question	15 patients in total (3%)
X	Less than 5 years	64 patients in total (15%)
Y	5 – 10 years	55 patients in total (13%)
Z	Over 10 years	298 patients in total (69%)

Since the Practice has been on three sites (Manchester Road, Bengal Street and Old Henry Street) during the past 20 years we did feel that the figure of 69% of patients attending the Practice for 10 years or more is a tribute to their loyalty to the Practice.

## Survey Results – WOMEN (268)

<b>Access</b>	Poor	Fair	Good	Very Good	Excellent
Your level of satisfaction with the practice's opening hours	5 2%	30 11%	91 34%	106 40%	36 13%
How do you rate how easy it was to contact the practice by telephone	24 9%	74 28%	81 30%	75 28%	14 5%
How do you rate the length of time you had to wait for an appointment	26 10%	81 30%	74 28%	69 25%	18 7%
How do you rate your chance of seeing the doctor or nurse of your choice	17 6%	73 27%	99 37%	52 20%	27 10%
How do you rate the time taken for you to check in at Reception	3 1%	36 13%	103 39%	93 35%	33 12%
How do you rate the time you had to wait in the waiting area for your appointment to see the doctor or nurse	16 6%	81 30%	100 37%	55 21%	16 6%
How do you rate the comfort of the waiting room	2 1%	37 14%	114 42%	83 31%	32 12%

<b>Seeing the doctor / nurse</b>	Poor	Fair	Good	Very Good	Excellent
The warmth of the greeting of the doctor/nurse	0 0%	19 7%	83 31%	97 36%	69 26%
The doctor/nurse's explanations to you	1 1%	18 6%	83 31%	91 34%	75 28%
The opportunity that you were given to express your concerns / fears	0 0%	22 8%	84 31%	91 34%	71 27%
Your overall satisfaction with your visit(s) to see the doctor / nurse	0 0%	19 7%	80 30%	100 37%	69 26%

<b>The Staff</b>	Poor	Fair	Good	Very Good	Excellent
The way in which the Reception staff deal with you when you arrive for your appointment(s)	5 2%	19 7%	78 29%	100 37%	66 25%
The helpfulness of staff you have met within the practice	3 1%	21 8%	75 28%	99 37%	70 26%
The information provided to you about our services (e.g. our website, repeat prescriptions, test results etc)	11 4%	39 14%	85 32%	83 31%	50 19%

## The new Practice Website

	Not useful	Useful	Very Useful	Not Used / No Internet
Is our Practice website useful in giving you more information about the Practice ?	23 8%	88 33%	51 19%	106 40%
You can now order repeat prescriptions online – is this be useful for you ?	34 13%	60 22%	81 30%	93 35%

## Health Information

	Poor	Fair	Good	Very Good	Excellent
How do you rate the information we provide about how to prevent illness and stay healthy (e.g. alcohol use, health risks from smoking, having a healthy diet)	3 1%	44 17%	102 38%	81 30%	38 14%

## Finally

	Yes	No	Not Sure
Do you feel that you have the opportunity to give a compliment or make a complaint about the services we provide for you	226 84%	37 14%	5 2%

## Survey Results – MEN (160)

<b>Access</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
Your level of satisfaction with the practice's opening hours	2 1%	9 6%	51 32%	71 44%	27 17%
How do you rate how easy it was to contact the practice by telephone	9 6%	13 8%	60 37%	56 35%	22 14%
How do you rate the length of time you had to wait for an appointment	7 5%	16 10%	60 37%	55 34%	22 14%
How do you rate your chance of seeing the doctor or nurse of your choice	2 1%	5 3%	67 42%	57 36%	29 18%
How do you rate the time taken for you to check in at Reception	2 1%	2 1%	62 39%	57 36%	37 23%
How do you rate the time you had to wait in the waiting area for your appointment to see the doctor or nurse	5 3%	12 8%	61 38%	53 33%	29 18%
How do you rate the comfort of the waiting room	2 1%	4 3%	56 35%	70 44%	28 17%

<b>Seeing the doctor / nurse</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
The warmth of the greeting of the doctor/nurse	0 0%	0 0%	29 18%	79 49%	52 32%
The doctor/nurse's explanations to you	0 0%	0 0%	40 25%	69 43%	51 32%
The opportunity that you were given to express your concerns / fears	0 0%	1 1%	39 24%	66 41%	54 34%
Your overall satisfaction with your visit(s) to see the doctor / nurse	0 0%	0 0%	36 22%	67 42%	57 36%

<b>The Staff</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
The way in which the Reception staff deal with you when you arrive for your appointment(s)	1 1%	4 3%	39 24%	72 45%	44 27%
The helpfulness of staff you have met within the practice	2 1%	1 1%	39 24%	73 46%	45 28%
The information provided to you about our services (e.g. our website, repeat prescriptions, test results etc)	2 1%	7 4%	46 29%	68 43%	37 23%

## The new Practice Website

	Not useful	Useful	Very Useful	Not Used / No Internet
Is our Practice website useful in giving you more information about the Practice ?	<b>20</b> <b>13%</b>	<b>75</b> <b>47%</b>	<b>29</b> <b>18%</b>	<b>36</b> <b>22%</b>
You can now order repeat prescriptions online – is this be useful for you ?	<b>27</b> <b>17%</b>	<b>61</b> <b>38%</b>	<b>41</b> <b>26%</b>	<b>31</b> <b>19%</b>

## Health Information

	Poor	Fair	Good	Very Good	Excellent
How do you rate the information we provide about how to prevent illness and stay healthy (e.g. alcohol use, health risks from smoking, having a healthy diet)	<b>2</b> <b>1%</b>	<b>19</b> <b>12%</b>	<b>63</b> <b>39%</b>	<b>53</b> <b>33%</b>	<b>23</b> <b>15%</b>

## Finally

	Yes	No	Not Sure
Do you feel that you have the opportunity to give a compliment or make a complaint about the services we provide for you	<b>140</b> <b>88%</b>	<b>16</b> <b>10%</b>	<b>4</b> <b>2%</b>

## Survey Results – ALL (432)

<b>Access</b>	Poor	Fair	Good	Very Good	Excellent
Your level of satisfaction with the practice's opening hours	7 1%	39 9%	144 34%	178 41%	64 15%
How do you rate how easy it was to contact the practice by telephone	33 8%	87 20%	141 33%	134 31%	37 8%
How do you rate the length of time you had to wait for an appointment	33 8%	97 22%	136 31%	125 29%	41 10%
How do you rate your chance of seeing the doctor or nurse of your choice	19 5%	78 18%	166 39%	109 25%	56 13%
How do you rate the time taken for you to check in at Reception	5 1%	38 9%	165 38%	152 35%	72 17%
How do you rate the time you had to wait in the waiting area for your appointment to see the doctor or nurse	21 5%	93 22%	161 37%	108 25%	45 11%
How do you rate the comfort of the waiting room	4 1%	42 10%	170 39%	154 36%	62 14%

<b>Seeing the doctor / nurse</b>	Poor	Fair	Good	Very Good	Excellent
The warmth of the greeting of the doctor/nurse	0 0%	19 5%	113 26%	177 41%	123 28%
The doctor/nurse's explanations to you	1 0%*	18 4%	124 29%	161 37%	128 30%
The opportunity that you were given to express your concerns / fears	0 0%	23 6%	123 28%	159 37%	127 29%
Your overall satisfaction with your visit(s) to see the doctor / nurse	0 0%	19 4%	119 28%	167 39%	127 29%

<b>The Staff</b>	Poor	Fair	Good	Very Good	Excellent
The way in which the Reception staff deal with you when you arrive for your appointment(s)	6 1%	23 5%	119 28%	173 40%	111 26%
The helpfulness of staff you have met within the practice	5 1%	22 5%	114 27%	174 40%	117 27%
The information provided to you about our services (e.g. our website, repeat prescriptions, test results etc)	13 3%	46 11%	133 31%	153 35%	87 20%

1 = 0.2% rounded down to 0%



## The new Practice Website

	Not useful	Useful	Very Useful	Not Used / No Internet
Is our Practice website useful in giving you more information about the Practice ?	<b>43</b> <b>10%</b>	<b>163</b> <b>38%</b>	<b>80</b> <b>19%</b>	<b>142</b> <b>33%</b>
You can now order repeat prescriptions online – is this be useful for you ?	<b>61</b> <b>14%</b>	<b>122</b> <b>28%</b>	<b>125</b> <b>29%</b>	<b>124</b> <b>29%</b>

## Health Information

	Poor	Fair	Good	Very Good	Excellent
How do you rate the information we provide about how to prevent illness and stay healthy (e.g. alcohol use, health risks from smoking, having a healthy diet)	<b>5</b> <b>1%</b>	<b>63</b> <b>15%</b>	<b>166</b> <b>38%</b>	<b>136</b> <b>32%</b>	<b>62</b> <b>14%</b>

## Finally

	Yes	No	Not Sure
Do you feel that you have the opportunity to give a compliment or make a complaint about the services we provide for you	<b>369</b> <b>85%</b>	<b>54</b> <b>13%</b>	<b>9</b> <b>2%</b>

## Survey Results – Using Good as the ‘Norm’

To equate our Survey with the NHS Standard which takes ‘Good’ as the average or the ‘norm’ we have developed the format below for the areas ACCESS, SEEING THE DOCTOR / NURSE and THE STAFF.

The NHS believes that everything a Practice does should have a significant majority of patients who judge it to be at least good or better.

### ACCESS

Access	Less than Good	Good	Better than Good
	←	‘The norm’	→
Your level of satisfaction with the practice’s opening hours	46 10%	144 34%	242 56%
How do you rate how easy it was to contact the practice by telephone	120 28%	141 33%	171 39%
How do you rate the length of time you had to wait for an appointment	130 30%	136 31%	166 39%
How do you rate your chance of seeing the doctor or nurse of your choice	97 23%	166 39%	165 38%
How do you rate the time taken for you to check in at Reception	43 10%	165 38%	224 52%
How do you rate the time you had to wait in the waiting area for your appointment to see the doctor or nurse	114 27%	161 37%	153 36%
How do you rate the comfort of the waiting room	46 11%	170 39%	216 50%

#### ‘Your level of satisfaction with the practice’s opening hours’

90% of patients think it is doing at least good (the average) or better.

A significant number (56%) think it is doing better than the average.

10% of patients think it is doing less than the average or ‘norm’.

#### ‘How do you rate how easy it was to contact the practice by telephone’

70% of patients think it is doing at least good (the average) or better

39% think it is doing better than the average.

30% of patients think it is doing less than the average or ‘norm’.

**'How do you rate the length of time you had to wait for an appointment'**

72% of patients think it is doing at least good (the average) or better

39% think it is doing better than the average.

28% of patients think it is doing less than the average or 'norm'.

**How do you rate your chance of seeing the doctor or nurse of your choice**

77% of patients think it is doing at least good (the average) or better

38% think it is doing better than the average.

23% of patients think it is doing less than the average or 'norm'.

**'How do you rate the time taken for you to check in at Reception'**

90% of patients think it is doing at least good (the average) or better.

A significant number (52%) think it is doing better than the average.

10% of patients think it is doing less than the average or 'norm'.

**'How do you rate the time you had to wait in the waiting area for your appointment to see the doctor or nurse'**

73% of patients think it is doing at least good (the average) or better.

36% think it is doing better than the average.

27% of patients think it is doing less than the average or 'norm'.

**'How do you rate the comfort of the waiting room'**

89% of patients think it is doing at least good (the average) or better.

50% think it is doing better than the average.

10% of patients think it is doing less than the average or 'norm'.

Clearly within this data for 'ACCESS" there are areas which the Practice will wish to address in terms of its performance.

However it is equally clear that some improvements are more difficult to achieve than others. The Practice has only three main telephone lines into the Surgery. So, if 10 people are all trying to make a telephone call at exactly 8.30am, then whilst 3 patients will get through immediately the other 7 patients will not. This does – from several comments – cause a degree of frustration.

Similarly there are a fixed number of appointments during a working day for the surgery and sometimes – from the comments made – demand can outstrip availability.

An area that should concern all patients is the significant number of patients who book appointments and then fail to attend. This deprives other patients of an appointment slot they wish to have. DNA's (do not attend) is a serious problem that needs to be addressed as it reduces the efficiency of the Practice.

## SEEING THE DOCTOR / NURSE

Seeing the doctor / nurse	Less than Good ←	Good	Better than Good →
The warmth of the greeting of the doctor/ nurse	19 4%	113 26%	300 70%
The doctor/nurse's explanations to you	19 4%	124 29%	289 67%
The opportunity that you were given to express your concerns / fears	23 6%	123 28%	286 66%
Your overall satisfaction with your visit(s) to see the doctor / nurse	19 4%	119 28%	294 68%

### 'The warmth of greeting of the doctor / nurse'

96% of patients think it is doing at least good (the average) or better – a very significant number.

70% think it is doing better than the average.

Only 4% of patients think it is doing less than the average or 'norm'.

### 'The doctor / nurses explanations to you'

96% of patients think it is doing at least good (the average) or better – a very significant number.

67% think it is doing better than the average.

Only 4% of patients think it is doing less than the average or 'norm'.

### 'The opportunity you are given to express your concerns / fears'

94% of patients think it is doing at least good (the average) or better – a very significant number.

66% think it is doing better than the average.

Only 6% of patients think it is doing less than the average or 'norm'.

### **'Your overall satisfaction with your visit(s) to see the doctor / nurse'**

96% of patients think it is doing at least good (the average) or better – a very significant number.

68% think it is doing better than the average.

Only 4% of patients think it is doing less than the average or 'norm'.

It is clear that 'SEEING THE DOCTOR / NURSE' is a considerable area of strength for the Practice and this is supported by individual comments by Patients within the Survey Forms.

Very considerable numbers of patients (94% +) believe that the Practice is providing at least a Good and often a Better than Good service to its patients.

This is further supported by the data within the Patient Profile which shows that a very large number of patients (69%) have been with the Practice for more than 10 years. Many patients comment upon being patients at Manchester Road, Bengal Street and now at Old Henry Street – showing a very real sense of loyalty and satisfaction with the Practice.

# THE STAFF

The Staff	Less than Good	Good	Better than Good
	←		→
The way in which the Reception staff deal with you when you arrive for your appointment(s)	29 6%	119 28%	284 66%
The helpfulness of staff you have met within the practice	27 6%	114 27%	291 67%
The information provided to you about our services (e.g. our website, repeat prescriptions, test results etc)	59 14%	133 31%	240 55%

## 'The way in which the Reception staff deal with you when you arrive for your appointment(s)'

94% of patients think it is doing at least good (the average) or better – a very significant number.

68% think it is doing better than the average.

Only 6% of patients think it is doing less than the average or 'norm'.

## 'The helpfulness of staff you have met within the practice'

94% of patients think it is doing at least good (the average) or better – a very significant number.

67% think it is doing better than the average.

Only 6% of patients think it is doing less than the average or 'norm'.

## 'The information provided to you about our services (e.g. our website, repeat prescriptions, test results etc)'

86% of patients think it is doing at least good (the average) or better – a very significant number.

55% think it is doing better than the average.

14% of patients think it is doing less than the average or 'norm'.

It is clear that the vast majority of patients value their positive relationship with staff. The Practice will need to look at the fact that 14% of believe the information provided is less than the 'norm'.

