

## **Summary of Practice Survey Results and Patient Comments 2018/19:**

### **Demographics**

There was a fair distribution of patient demographics, showing response from all groups.

- All age groups (no under 16s asked or eligible to take part)
- Equal split of sex of patients
- The Practice is predominantly of White British population, of respondents were White British.
- There was a mix of respondent ages.

### **Appointments**

- 86% of patients agreed they were seen the same day for an urgent appointment. 10% higher than last year.
- 73% of non-urgent appointments were seen within one week. 23 % higher than last year.
- 69 % of respondents were happy with the current appointment system, 12 %higher 18% neither agreed nor disagreed. 25% Urgent 42% Routine 33% Ongoing

### **Opening Times**

- 86 % of patients stated we were open at times they could attend. 5% higher than last year.
- 83% were happy with the current opening times, 9 % higher than last year with 8 % being unhappy. 6.8 % Lower than last year.
- 17% have attended the extended hours service, 100% of these 17% found service useful of the 17% - 75% saw a GP 8% PN 11% HCA

### **Our surgeries**

- Attended most often 45% Kippax Health Centre 30% Garforth and 25% Monk Fryston.
- 82% of patients agreed there was easy access. 8%lower than last year.
- 83% agreed the reception staff were friendly and approachable. 5 % Higher than last year.
- 83% agreed the premises were clean and tidy. 7% less than last year.
- 85% agreed Practice is welcoming. 3.5% HIGHER than last year.

### **Clinical Care**

- 85% of patients felt they were listened to by their clinician. 4.7% less than last year.
- 86% of patients agreed they were treated with dignity and respect. 5.1% less than last year.
- 85% of patients agreed the clinical staff communicated their message to them appropriately. 3.5% less than last year.
- 95% of patients were confident in the treatment they received. 1.9 MORE than last year.
- 95% of patients were happy with the care they received. 1.1% higher than last year.
- Clinician seen GP – 41% Practice Nurse – 12% , HCA –6% Phlebotomist –2% HEALTH TRAINER 6% Pharmacist 14 % LTC Nurse 19%
- Why patient saw GP: Ongoing problem 25% , Routine check 5% , Treatment including prescription 8% , To ask advice 3% , One Off problem 11% 48 % No answer

### **Communication and Technology**

- 75% of patients own a computer, tablet or smart-phone. 1.8% more than last year.
- 32% of patients had visited the practice website. 12.6% less than last year.
- 15% of patients read the practice newsletter. 6% less than last year.
- 75% of patients were aware that they could book appointments and request prescriptions online. 2% lower than last year.

### **General**

Completed February 2019

- 25.9% were morning appointments
- 3.7% were evening appointments.
- 7% saw Dr Townsend, 7 % Dr Hirst, 2% Dr Skipp, 4% Dr James, 4% Dr Smith, 6% Dr Grainger. 70% - no GP noted.
- 21% saw the GP of their choice.
- 5.4% were unable to see the GP of their choice.
- 34% had no preference as to the GP they saw.
- 39.6 % didn't answer this question.
- 16.3% were offered a telephone call on the day.
- 1.7% were offered a telephone appointment for the next day.
- 2.1% were offered a telephone appointment within 2 days.
- 14.6 % were offered a telephone appointment after 2 days.
- 65.3 % didn't respond to this question.

### **Patient Comments**

#### **Appointments & opening times:**

- After going up to the surgery at 8am, I was seen the same day. I was happy with that.
- All very good
- Most of the time my appointment needs are met.
- Always find the staff friendly and helpful.
- Generally I am happy with telephone appointments as long as they are used correctly.
- When phone rings, can be a long wait.
- Had a phone call back to see if it was urgent. (yes it was)
- I have to attend at 8am to get an appointment urgently. Not able to get through on telephone.
- The best way for me to book to see the doctor dealing with on-going condition is to drive to the surgery and book at 8am.
- Very good.
- I was waiting 30 minutes in reception.
- I think patients would feel better if they could see the same doctor if possible, in my experience I see a different one every time.
- Even if you ring as early as 8, you find yourself way down the que. However once through staff are efficient.
- I have a lot of dissatisfied comments from people but I think that the main issue is not understanding the system.
- Booked online as I knew I needed an appt for a further sick note. Only works if you know in advance that you need an appointment.
- I am happy with my treatment from all staff at Kippax the only problem I have is its difficult at times to get an appointment.
- I find the 8am phone system so hard when trying to juggle a school run. Then often the doctor I'd like to see doesn't have any available slots by the time I do get through.
- Lots of people do not have online availability. At my age it can be difficult by phone at 8 a clock – mostly booked up. Also the amounts of people that do not turn up for their appointments probably do online appointments.

#### **Our Surgeries**

- I am always happy with my visits to the surgery.

- All excellent
- I have hearing difficulties. The staff are helpful and considerable to my needs.
- Car parking a problem at Monk Fryston.
- Both surgeries Kippax and Hazelwood Ave are impossible to park at.
- When phoning for appointments, always told to phone at 8am. (which I do always engaged)  
Can't get appointment, always told to phone back.
- Very good
- It is often difficult to park.
- All staff are excellent, friendly and approachable.
- Parking sometimes difficult but plenty of spaces provided.
- I have had on going health problems 25-30 years and we have always been very well cared for at Kippax, Thank you

### **Clinical Care**

- Nurse excellent
- I have routine blood pressure checks which are completely satisfactory.
- The clinical care is excellent. I have been with this surgery for 42 years.
- Very good
- Very friendly. Helped me with my fear of needles.
- On-going, but fantastic service.
- Dr Hirst listened to my concerns.
- I was advised that continuity of care can only be done if see same GP. However the appointments available with my usual gp have been near impossible.
- I don't believe receptionists should ask what the medical problem is.

### **Communication & Technology**

- All very helpful
- I am not good with technology.
- According to system one, Patient records are not available at this practice.
- Sometimes it can be hard to order repeat prescriptions online as it only allows you to order medicines so many days before they are due Not seen practice newsletter.
- Very good
- I always book at the desk as I only live around the corner.
- Text reminders are sent. I find these very helpful
- If you ring for an appointment it can take until 8:20 until you can speak to someone.
- I am always finding that there are very few limited- pre bookable appointments available online and usually for 10-14 days ahead.

### **Equality Monitoring**

No comments

### **Telephone appointments Questionnaire**

- I have hearing difficulties; this method of communication is not helpful. Texting is helpful.
- Unable to book apt in advance.
- Receptionist rang me on Friday to tell me there was a problem with my blood test. But wouldn't say what. I waited till the Monday to find out. This spoilt my weekend through worry. More tact is required by your receptionists.

Completed February 2019

- I find Telephone Appointments convenient when I don't want to waste Gp time and I am at work
- I rang to speak to a GP at 2pm and received a call back at 2:30pm Gp gave me some medication over the phone and the prescription was even sent to the chemist for me which I collected after work excellent service.