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## Prospect Surgery's 2018 Patient Survey Evaluation Report

### 1. Introduction

As part of the surgery's ongoing commitment to provide an efficient and effective service to our patients, the partners agreed to continue participating in the Patient Participation DES.

### 2. Patient Participation Group

The Practice PPG was established in 2011/12. Member details are as follows:-

<b>Age Group</b>	<b>&gt;25 years</b>	<b>0</b>
	<b>25 – 59</b>	<b>4</b>
	<b>&gt;60</b>	<b>3</b>
<b>Gender</b>	<b>Male</b>	<b>5</b>
	<b>Female</b>	<b>2</b>
<b>Ethnicity</b>	<b>White British</b>	<b>6</b>
	<b>British Pakistani</b>	<b>1</b>
<b>No of years a patient</b>	<b>0 - 5</b>	<b>0</b>
	<b>5 - 10</b>	<b>1</b>
	<b>10 - 20</b>	<b>1</b>
	<b>20&gt;</b>	<b>5</b>

The members of the PPG are very enthusiastic and will be contacted for their views on various issues throughout the year.

The practice recognises that this is not a representative group, and continues in its efforts to recruit new patients to the group, via information in the waiting room and through the Practice Newsletters.

### 3. Areas of Priority

It was considered to be important to measure the Practice against the results of last year's survey. For this reason, the same survey as last year was agreed.

#### 4. Patient Survey

Again this year the practice and the PPG agreed to use the Improving Practice Questionnaire, which is a nationally used, long established, extensively validated patient feedback tool and was chosen to obtain constructive practice feedback.

The survey, which was undertaken by Client-Focused Evaluations Programme (CFEP), is split into the following sections:-

- Section One** - About the practice
- Section Two** - About the practitioner
- Section Three** - About the staff
- Section Four** - Additional Comments

CFEP calculated that in order to provide appropriate confidence levels of validity and with a practice list of 6000, a minimum of 90 completed questionnaires were required. The survey was undertaken within the practice and commenced on Monday, 12 March 2018. A total of 167 questionnaires were completed.

#### 5. Breakdown of Response

##### 5.1 Response by Age

Age	No of Responses	% Response		No of Practice Patients in Age Group	% of Practice Patients in Age Group
		Including "not completed"	Excluding "not completed"		
Under 25	28	16.8	18.4	1903	31.7
25 – 59	81	48.5	53.3	3042	50.7
60 +	43	25.7	28.3	1055	17.6
Not completed	15	9.0			
<b>Total</b>	<b>167</b>	<b>100</b>	<b>100</b>	<b>6000</b>	<b>100</b>

##### 5.2 Response by gender

Gender	No of Responses	% Response		No of Practice Patients in Gender Group	% of Practice Patients in Gender Group
		Including "not completed"	Excluding "not completed"		
Female	83	49.7	58.8	2656	44.3
Male	58	34.7	41.2	3344	55.7
Not completed	26	15.6			
<b>Total</b>	<b>167</b>	<b>100</b>	<b>100</b>	<b>6000</b>	<b>100</b>

### 5.3 Response by patients visiting their usual practitioner

Visiting usual practitioner	No of Responses
Yes	90
No	47
Not completed	30
<b>Total</b>	<b>167</b>

### 5.4 Response by length of time patients have attended the practice

Years Attending	No of Responses
< 5 years	30
5 – 10 years	20
> 10 years	99
Not completed	18
<b>Total</b>	<b>167</b>

## 6. Responses

The overall patient ratings for the practice are shown below, with 92% being good, very good or excellent, as follows:-

- Excellent ... .. 29%
- Very Good . . . . . 30%
- Good ... .. 33%
- Fair .. . . . . 3%
- Poor . . . . . 1%
- Blank ... .. 4%

Appendix 1 shows the responses to each question, with the table below summarising responses.

Section	Summary of Responses
Opening Times	<ul style="list-style-type: none"> <li>• 91.6% of patients thought the surgery opening times are good, very good or excellent</li> <li>• 36.5% patients thought the opening times are good or fair</li> <li>• One patient thought the opening times are poor</li> </ul>
Telephone Access	<ul style="list-style-type: none"> <li>• 94% of patients rated telephone access as good, very good or excellent</li> <li>• 4.8% of patients rated it as fair</li> </ul>

Overall satisfaction with the doctor/nurse visited that day	<ul style="list-style-type: none"> <li>• The overall satisfaction of patients who visited that day was</li> <li>• 44.9% = excellent</li> <li>• 29.9% = very good</li> <li>• 16.2% = good</li> <li>• 2.5% = fair</li> <li>• 1.1% = poor</li> <li>• 5.4% = blank</li> </ul>
The recommendation	<ul style="list-style-type: none"> <li>• The recommendation 85% of patients would give to their friends about the doctor they saw that day was good, very good or excellent</li> <li>• 1% rated them as poor</li> </ul>
Reception Staff	<ul style="list-style-type: none"> <li>• 92% of patients thought the manner in which they were dealt with by the reception staff was good, very good or excellent</li> <li>• 1.2% thought the manner in which they were treated was fair</li> <li>• No patients though the manner in which they were treated was poor</li> </ul>
Chances of seeing a doctor/nurse within 48 hours	<ul style="list-style-type: none"> <li>• 25% of patients thought the chances of seeing a doctor/nurse within 48 hours would be fair or poor</li> </ul>
Chances of seeing a doctor of YOUR choice	<ul style="list-style-type: none"> <li>• 80% of patients thought the chances of seeing a doctor of their choice would be good, very good or excellent</li> </ul>
Opportunity of speaking to a doctor/nurse on the telephone when necessary	<ul style="list-style-type: none"> <li>• Less than 5% of patients thought the opportunity of speaking to a doctor/nurse on the telephone when necessary would be poor</li> </ul>
Length of time waiting in the practice	<ul style="list-style-type: none"> <li>• 14% of patients were unhappy with the length of time they waited in the practice</li> </ul>

## 7. Comparison to previous surveys

Similar surveys have been undertaken in previous years. Where possible, comparisons have been identified in Appendix 2.

## 8. Conclusion

Despite making improvements in 26 areas over the last 12 months, the practice will continue to try and improve, taking into account the comments made in the patient feedback section of the questionnaire. Where possible these have been addressed in the practice action plan at Appendix 3.

## 9. How we responded to the 2017 action plan

Area	Issue	Action	Results
About the Practiice	Level of satisfaction with the Practice's opening hours	<ul style="list-style-type: none"> <li>• We continue to offer Saturday morning appointments for flu vaccinations.</li> <li>• Patients can be booked into the STAR service for preferred evening or weekend appointments, these include appointments in the nurse led clinics for cervical smears and ear irrigation</li> </ul>	The Saturday morning flu vaccination clinic continues to be well received by all patients.
	Appointment satisfaction	<ul style="list-style-type: none"> <li>• We continue to offer appointments 3 days each week from 7.20.</li> <li>• Nurse appointments are also available on 2 of these days.</li> <li>• Patients can book appointments up to one month in advance if required.</li> <li>• Patients are now sent a text messaging confirming their appointment and a reminder text message 24 hours before their appointment is due</li> <li>• Saturday morning appointments were introduced for flu vaccinations</li> <li>• Telephone consultation appointments are available both in the morning and the afternoon and can be booked from 24 hours to 1 month in advance</li> <li>• We continue to offer appointments which can be booked online by patients</li> </ul>	<p>We monitor appointments on a day-to-day basis. Appointments and telephone consultation appointments are available to book from 24 hours to 1 month in advance.</p> <p>The Saturday morning appointments for flu vaccinations are extremely well received by patients.</p>

About the Doctors		The practice wants all of our patients to have a positive experience every time they come into contact with any member of the surgery team; from reception/admin staff through to doctors and nurses.	We will continue to ensure that all our patients are treated with respect and dignity.
About the staff	Respect for Privacy and Confidentiality	Privacy and confidentiality is often a problem due to the position of the reception desk and the waiting room. It is sometimes necessary for a receptionist to ask the patient about their illness. We do try to keep this to a minimum.	There is a sign in the reception area advising patients that a private room can be made available if they wish to speak confidentially

**Responses to Survey Questions**

<b>Question</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>	<b>Blank/spoilt</b>
<b>About the Practice</b>						
Q1 Opening hours satisfaction	1	6	55	50	48	7
Q2 Telephone access	0	8	33	55	70	2
Q3 Appointment satisfaction	2	5	35	53	64	8
Q4 See practitioner within 48 hours	15	27	38	42	37	8
Q5 See practitioner of choice	6	22	53	42	39	5
Q6 Speak to practitioner on phone	7	17	52	46	35	10
Q7 Comfort of waiting room	6	14	43	55	44	5
Q8 Waiting time	3	21	56	45	38	4
<b>About the Doctor/nurse (whom I have just seen)</b>						
Q9 Satisfaction with visit	2	4	27	50	75	9
Q10 Warmth of greeting	0	2	29	54	70	12
Q11 Ability to listen	1	4	20	50	82	10
Q12 Explanations	0	2	33	50	72	10
Q13 Reassurance	1	6	28	49	74	9
Q14 Confidence in ability	1	5	24	44	84	9
Q15 Express concerns/fears	1	3	24	53	79	7
Q16 Respect shown	1	2	28	45	85	8
Q17 Time for visit	0	5	38	39	76	9
Q18 Consideration	1	8	30	50	62	16
Q19 Concern for patient	1	6	27	48	67	18
Q20 Self care	1	7	23	46	72	18
Q21 Recommendation	1	5	23	47	72	19
<b>About the staff</b>						
Q22 Reception staff	0	2	21	63	70	11
Q23 Respect for privacy/confidentiality	0	0	26	63	69	9
Q24 Information of services	1	3	26	64	54	19
<b>Additional Services</b>						
Q25 Complaints/compliments	1	11	50	50	37	18
Q26 Illness prevention	1	4	46	57	40	19
Q27 Reminder systems	0	5	42	49	50	21
Q28 Second opinion/complimentary medicine	2	7	43	50	34	31

**Appendix 2****Comparison to Previous Surveys**

<b>Area</b>	<b>Current Scores</b>	<b>20.01.2017</b>	<b>23.01.2016</b>	<b>04.03.2015</b>
Opening hours satisfaction	72	71	70	65
Telephone access	78	75	75	70
Appointment satisfaction	77	75	73	70
See practitioner within 48 hours	59	66	60	57
See practitioner of choice	63	63	63	57
Speak to practitioner on phone	64	62	70	59
Comfort of waiting room	68	66	69	61
Waiting time	64	56	62	52
Satisfaction with visit	80	75	82	76
Warmth of greeting	81	75	82	77
Ability to listen	83	76	83	77
Explanations	81	76	81	76
Reassurance	80	73	80	75
Confidence in ability	82	77	83	78
Express concerns/fears	82	73	81	74
Respect shown	83	77	84	78
Time for visit	79	73	81	75
Consideration	77	74	80	73
Concern for patient	79	74	79	72
Self-care	80	73	78	71
Recommendation	81	76	81	76
Reception staff	82	81	82	76
Respect for privacy confidentiality	82	79	81	73
Information of services	78	75	77	71
Complaints/compliments	69	71	71	62
Illness prevention	72	70	72	64
Reminder systems	75	71	72	63
Second opinion/complimentary medicines	70	69	72	63
Overall Score	76	72	76	69

**Prospect Surgery Action Plan 2018**

<b>Area</b>	<b>Issue</b>	<b>Specific Patient Comments</b>	<b>Action</b>	<b>Timescale</b>
About the Practice	Level of satisfaction with the Practice's opening hours	<ul style="list-style-type: none"> <li>Open longer hours and weekends</li> </ul>	<p>Saturday morning appointments have been introduced for flu vaccinations.</p> <p>The surgery is open from 8.00 am to 6.00 pm Monday to Friday (excluding bank holidays). In addition we offer early appointments three mornings a week from 7.20 am. We recognise that early morning appointments are not suitable for all patients.</p> <p>Patients can be booked into the STAR service for preferred evening or weekend appointments. These include appointments in nurse led clinics for cervical smears and ear irrigation</p>	Ongoing
	Appointment satisfaction	<ul style="list-style-type: none"> <li>I have to wait for 3 days to be able to see the doctor and I was in pain. I called to book an appointment on Tuesday and was booked for Friday</li> <li>Being able to book an appointment with a nurse would be useful [maybe you can now]</li> </ul>	<p>We have 9 same day appointments available every day. These appointments are not available for booking until 8.00 am that day. These appointments are generally for patients who think that they cannot wait until the next routine appointment but must make the receptionist aware of this. A selected number of appointments are available to book online. Patients can register for online booking by speaking to a receptionist. All other appointments are available to book up to one month in advance. Telephone consultation appointments are available both in the morning and the afternoon. Same day telephone consultation appointments are used for anything that needs to be dealt with on that day. The patient is informed that the doctor will call after morning surgery, if the patients thinks they cannot wait until then, the duty doctor is asked to call the patient as soon as possible. Routine telephone consultation appointments can be made for any day in the week that the doctor is available. A selected number of appointments are</p>	Ongoing

			available to book online. Patients can register for online booking at reception. We do not offer nurse appointments for online booking as these are often specialist appointments which are need a longer appointment time than a regular ten minute appointment.	
	About the Service	<ul style="list-style-type: none"> <li>• Please make the medication order ready in less time than it usually takes as it takes too long to be ready</li> <li>• No complaints at all. Very satisfactory</li> <li>• Good service</li> </ul>	Prescriptions take 48 hours to be processed. We try to encourage patients to request repeat medication about 7 days before they will run out. Prescriptions are signed once a day. In the event of someone being completely out of medication we do our best to ensure the prescription is processed as quickly as possible.	Ongoing
About the doctors		<ul style="list-style-type: none"> <li>• The time allocated is too short</li> <li>• I've been at this surgery for many years and have been very happy</li> <li>• No room for improvement as the practice is first class</li> </ul>	Appointments with a doctor 10 minutes long. If a patient thinks they may need a longer appointment they can request a double appointment. The practice wants all our patients to have a positive experience every time they visit the surgery from the doctors and nurses through to reception and admin and will continue to ensure that our patients are treated with respect and dignity.	Ongoing
About the staff		<ul style="list-style-type: none"> <li>• I respect the staff as they seem to respect me</li> </ul>	We constantly strive to ensure that all patients are treated with respect and dignity.	Ongoing
And finally		<ul style="list-style-type: none"> <li>• The waiting area is dull and depressing – colour scheme change would be a welcome change. Otherwise all good</li> </ul>	The decoration of the surgery is carried out by NHS Property Services	

## Positive Feedback

We think we should also share some of the positive feedback that was received in the patient survey.

- Well done everyone.
- Good service.
- No complaints at all. Very satisfactory.
- Would not change a thing.
- No room for improvement as the practice is first class.
- I have been in this surgery since childhood and have always had excellent service from all the staff – receptionists, doctors, nurses, midwife etc.
- I have been with this surgery for many years and have been very happy.
- Always happy with the service
- None as the doctors are nothing less than 100%
- No, just keep being lovely caring staff