

## Appendix 2

### BACKWELL + NAILSEA MEDICAL GROUP 2013.14 Annual Patient Survey – Summary

The practice would like to thank all our patients who completed our annual patient survey.  
The results will be discussed with PPG/PRG members and staff before agreeing actions for 2014.15

#### Q1

##### On comfort - Waiting Room

Answer Options	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Rating Average	Response Count
	104	233	57	15	2	1.98	410
	<i>answered question</i>						410
	<i>skipped question</i>						0

#### Q2

##### On providing important information

Answer Options	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Rating Average	Response Count
	107	209	82	11	1	2.00	410
	<i>answered question</i>						410
	<i>skipped question</i>						0

#### Q3

##### On facilities for young children

Answer Options	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Rating Average	Response Count
	27	79	240	13	4	2.69	363
What improvements can be made ( please note for Infection control reasons we are no longer able to have toys in the waiting areas)							70
	<i>answered question</i>						363
	<i>skipped question</i>						47

#### Summary of Q1/2/3

Q1 – 82% of patients were either satisfied or very satisfied on the comfort of the waiting room  
 Q2 – 77% of patients were either satisfied or very satisfied on the practice providing important information.  
 Q3 – 66% of patients stated that they were neither satisfied or dissatisfied with facilities for young people.  
 (Comments suggest that patients who chose this category as they did not have children or have an opinion)  
 On reflection a N/A tab should have been used.

#### Patient comments for Q1/2/3

68 patients made a comment on the above 3 questions  
 These comments were further filtered into the following categories

Category	No	%	Comment
<b>Ambiance</b>	6	9%	Despite redecorating and improving lighting in both practice waiting rooms this still seems to be an issue for patients and one patient likened them to a British Rail waiting room.
<b>Books</b>	5	7%	Mainly books for young children required and a suitable container.
<b>Children's Room</b>	3	4%	The practice is very limited for space at both sites.
<b>Chairs</b>	14	21%	A significant number of patients commented on the standard of chairs in both waiting areas

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<b>Signage/electronic signage</b>	<b>3</b>	<b>4%</b>	Comments were made for using signage for partially sighted patients.
<b>Intercom</b>	<b>1</b>	<b>1%</b>	The Brockway intercom will be repaired
<b>Magazines</b>	<b>4</b>	<b>6%</b>	Better choice of reading material
<b>Music</b>	<b>1</b>	<b>1%</b>	Back ground music.
<b>Toys</b>	<b>6</b>	<b>9%</b>	As expected a number of patients passed comment on both practice no longer having toys for young patients.
<b>T.V</b>	<b>11</b>	<b>16%</b>	The majority of comments related to having a separate TV playing children's TV or DVDs
<b>Not Applicable</b>	<b>15</b>	<b>22%</b>	Patient that did not make a specific comment as above.

### Q4

On booking an appointment with any doctor?

Answer Options	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Rating Average	Response Count
	160	164	35	27	7	1.87	393
	<i>answered question</i>						<b>393</b>
	<i>skipped question</i>						<b>17</b>

### Q5

If your answer to the question 4 above was between 'Neither Satisfied or Dissatisfied - Very Dissatisfied' what are your reasons?

Answer Options	Response Percent	Response Count
Difficulty In getting through to the practice to book	41.9%	26
No available appointment for any GP on the day I rang,	43.5%	27
No suitable appointment time,	37.1%	23
other	24.2%	15
Other (please specify)		27
	<i>answered question</i>	
	<b>62</b>	
	<i>skipped question</i>	
	<b>348</b>	

### Q6

On booking an appointment with a Preferred doctor?

Answer Options	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Rating Average	Response Count
	113	167	67	40	6	2.13	393
	<i>answered question</i>						<b>393</b>
	<i>skipped question</i>						<b>17</b>

### Q7

If your answer to the question 6 above was between 'Neither Satisfied or Dissatisfied - Very Dissatisfied' what are your reasons?

Answer Options	Response Percent	Response Count
Difficulty In getting through to the practice to book	15.7%	16
No available appointment for my preferred GP on the day I rang,	66.7%	68
No suitable appointment time,	20.6%	21
other	29.4%	30
Other (please specify)		42

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<i>answered question</i>	102
<i>skipped question</i>	308

**Summary of Q 4/5/6/7**

Q4 – 82 % of patients were either satisfied or very satisfied of booking an appointment with any doctor  
 Q5 – 43.5 % of patients stated this was because there was no available appointment for any GP on the day they rang.  
 Q6 – 71% of patients were either satisfied or very satisfied with booking an appointment with a preferred GP  
 Q7 – 20% said this was because there was no suitable time 29 % said other.

**Patient comments for Q4/5/6/7**

67 patients made a comment on the above questions  
 These comments were further filtered into the following categories

Category	No	%	Comment
<b>Advance Booking</b>	14	21%	Comments relate to difficulty in booking in advance or with in advance with preferred GP
<b>Any GP</b>	10	15%	Patients happy booking with any GP or never tried
<b>Consistency</b>	8	12%	Consistency and availability of seeing same GP/Continuity.
<b>Late</b>	1	1.5%	GPs running late
<b>On Line</b>	10	15%	Lack of on-line availability
<b>Opening times</b>	1	1.5%	Appointments not applying to 7 days opening
<b>Preferred</b>	4	6%	Patients preferring to see their own GP
<b>Staff</b>	1	1.5%	Answer phone to be manned
<b>Tel</b>	2	3%	Ringling at 8 and difficulty of over 65's booking appointment
<b>Triage</b>	1	1.5%	Patient asked that we consider triaging
<b>Worker</b>	2	3%	Difficulty of workers booking appointments
<b>N/A</b>	13	19%	Comments not specific to above

**Q8**

On booking a Nurse/Treatment Room appointment?

Answer Options	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Rating Average	Response Count
	141	180	61	11	0	1.85	393
	<i>answered question</i>						393
	<i>skipped question</i>						17

**Q9**

On booking a Phlebotomy appointment ( blood test)

Answer Options	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Rating Average	Response Count
	136	158	87	11	1	1.94	393
	<i>answered question</i>						393
	<i>skipped question</i>						17

**Q10**

If your answer to the question 8 or 9 above was between 'Neither Satisfied or Dissatisfied - Very Dissatisfied' what are your reasons?

Answer Options	Response Percent	Response Count
Difficulty In getting through to the practice to book	8.1%	6
No available appointment for Nurse/Treatment Room on the day I rang,	20.3%	15

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No suitable appointment time,	16.2%	12
other	63.5%	47
Other (please specify)		61
<i>answered question</i>		<b>74</b>
<i>skipped question</i>		<b>336</b>

### Summary Q8/ 9/ 10

Q8 - 82% of patients were either satisfied or very satisfied on booking a nurse or treatment room appointment

Q9 – 75% of patients were either satisfied or very satisfied on booking a blood test

Q10 – 20% of patients said there was no available appointment for Nurse/Treatment Room on the day they rang – 63% said other – most of these patients had not used the service

### Patient comments for Q8/9/10

60 patients made a comment on the above questions

These comments were further filtered into the following categories

Category	No	%	Comment
<b>Advance</b>	<b>13</b>	<b>22%</b>	Patients comments ranged from not liking being sent to the other practice to not being able to book far enough in advance
<b>Staff</b>	<b>1</b>	<b>2%</b>	Bloods only being able to be done in morning – this is because the bloods need to be sent to UHB laboratory for testing and many samples do not keep in the fridge.
<b>Work</b>	<b>1</b>	<b>2%</b>	Working patients unable to get appointments
<b>N/A</b>	<b>45</b>	<b>74%</b>	Comments not specific to above or not requiring appointment

### Q11

How satisfied are you with the range of appointments the surgery offers throughout the week/Saturdays

Answer Options	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Rating Average	Response Count
	99	213	60	21	0	2.01	393
Other (please specify)							22
<i>answered question</i>							<b>393</b>
<i>skipped question</i>							<b>17</b>

### Q12

Were you aware that you can book appointments up to 4 weeks in advance for both GPs and Nurses and not just on the day?

Answer Options	Response Percent	Response Count
Yes	45.8%	180
No	54.2%	213
<i>answered question</i>		<b>393</b>
<i>skipped question</i>		<b>17</b>

### Q13

Were you aware that you can book appointments on line?

Answer Options	Response Percent	Response Count
Yes	60.1%	236
No	39.9%	157
<i>answered question</i>		<b>393</b>
<i>skipped question</i>		<b>17</b>

### Q14

Were you aware that the practice offers early, evening and Saturday pre bookable appointments for working patients

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Answer Options	Response Percent	Response Count
Yes	65.9%	259
No	34.1%	134
<i>answered question</i>		<b>393</b>
<i>skipped question</i>		<b>17</b>

### Q15

Were you aware that a 10 minute appointment was for 1 problem?

Answer Options	Response Percent	Response Count
Yes	74.6%	293
No	25.4%	100
<i>answered question</i>		<b>393</b>
<i>skipped question</i>		<b>17</b>

### Summary Q11/12/13/14/15

Q11 – 79% of patients were either satisfied or very satisfied with the range of appointments the surgery offers throughout the week/Saturdays.

Q12 -54% of patients did not know you could book an appointment with a GP/Nurse up to 4 weeks in advance

Q13 – 60% were aware you could book appointments on line

Q14 – 65% were aware that we offered early, late and Saturday appointments

Q15 – 74% were aware that a 10 minute appointment was for 1 problem.

### Patient comments for Q11/12/13/14/15

21 patients made a comment on the above questions

These comments were further filtered into the following categories

Category	No	%	Comment
Chronic Disease	1	5%	unable to book Chronic disease appointment at weekend
Extended Hours	3	14%	Uncertainty of days, would like Brockway to open on a Saturday or appointments get booked up quickly
On Line	1	5%	To have more early and late appointments available on line
Times available	1	5%	Days GPs work – this information not available
Work	4	19%	Working patients
Advance	1	5%	Unable to book in advance as part time worker
N/A	10	47%	Comments not specific to above

### Q16

Other than booking appointments by telephone on the day, In advance, on line, or face to face, can you think of another way to make booking appointments easier?

Answer Options	Response Count
	115
<i>answered question</i>	<b>115</b>
<i>skipped question</i>	<b>295</b>

### Patient comments for Q16

71 patients made a comment on the question above

These comments were further filtered into the following categories

Category	No	%	Comment
Advance	9	12.9	Comments range from not able to book in advance for preferred or any GP
Double appt	1	1.43	Would it be possible to book a double appointment?

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<b>Email</b>	<b>3</b>	<b>4.3</b>	Use email more/ consultations?
<b>Ext</b>	<b>1</b>	<b>1.43</b>	Brockway opening
<b>GP</b>	<b>2</b>	<b>2.85</b>	Running late/GP working Part time
<b>OK</b>	<b>13</b>	<b>18.6</b>	Commented that we were doing OK
<b>On Line</b>	<b>17</b>	<b>24.3</b>	Various comments regarding availability, system failings, range of times
<b>Signage</b>	<b>1</b>	<b>1.43</b>	To get rid of check in machine as it does not tell you if a GP is running late
<b>Tech</b>	<b>1</b>	<b>1.43</b>	Use of tablets apps/mobile phones
<b>Phone</b>	<b>6</b>	<b>8.6</b>	Open on time, access at 8am etc
<b>Tel Consultations</b>	<b>1</b>	<b>1.43</b>	Offer more
<b>Text</b>	<b>4</b>	<b>5.7</b>	Use more texting
<b>Triage</b>	<b>1</b>	<b>1.43</b>	Consider using triage
<b>Website</b>	<b>2</b>	<b>2.85</b>	Use website to advertise times open/appointments available?
<b>Working</b>	<b>2</b>	<b>2.85</b>	Working patients and difficulty accessing appointments
<b>N/A</b>	<b>1</b>	<b>1.43</b>	Pigeon!

### Q17

On communication with you our patients (text reminders, letter invites etc)

Answer Options	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Rating Average	Response Count
	126	183	62	15	2	1.93	388
	<i>answered question</i>						<b>388</b>
	<i>skipped question</i>						<b>22</b>

### Q18

Making patient comments and suggestions?

Answer Options	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Rating Average	Response Count
	62	176	135	6	3	2.25	382
	<i>answered question</i>						<b>382</b>
	<i>skipped question</i>						<b>28</b>

### Q19

Being informed if a GP/Nurse is running late?

Answer Options	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Rating Average	Response Count
	51	173	106	51	7	2.46	388
	<i>answered question</i>						<b>388</b>
	<i>skipped question</i>						<b>22</b>

### Q20

Being treated with dignity and respect?

Answer Options	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Rating Average	Response Count
	202	156	18	5	2	1.56	383
	<i>answered question</i>						<b>383</b>

**Summary Q17/18/19/20**

Q17 – 79.6% of patients were either very satisfied or satisfied on communications with our patients

Q18 – 62.3% of patients were either very satisfied or satisfied on making comments or suggestions

Q19 – 57.7% of patients were either very satisfied or satisfied on being informed when a GP or nurse is running late

Q20 – 93.5% of patients were either very satisfied or satisfied with being treated with dignity and respect.

**Q21****Friends and Family Test - Would you recommend this Practice to your friends and family?**

Answer Options	Response Percent	Response Count
Yes	90.2%	350
No	4.6%	18
Other	5.2%	20
Other (please specify)		23
<i>answered question</i>		<b>388</b>
<i>skipped question</i>		<b>22</b>

**Summary Q21**

90.2 % would recommend us to friends or family.

**Q22****What is your gender?**

Answer Options	Response Percent	Response Count
Female	51.7%	199
Male	48.3%	186
<i>answered question</i>		<b>385</b>
<i>skipped question</i>		<b>25</b>

**Q23****What is your age?**

Answer Options	Response Percent	Response Count
18 to 24	2.3%	9
25 to 34	4.9%	19
35 to 44	11.4%	44
45 to 54	12.7%	49
55 to 64	26.5%	102
65 to 74	28.3%	109
75 or older	13.8%	53
<i>answered question</i>		<b>385</b>
<i>skipped question</i>		<b>25</b>

**Q24****What is your ethnicity? (Please select all that apply.)**

Answer Options	Response Percent	Response Count
American Indian or Alaskan Native	0.5%	2
Asian or Pacific Islander	0.0%	0
Black or African American	0.3%	1
Hispanic or Latino	0.0%	0
White / Caucasian	95.3%	367
Prefer not to answer	4.4%	17

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<i>answered question</i>	<b>385</b>
<i>skipped question</i>	<b>25</b>

### Q25

What Practice are you registered with?

Answer Options	Response Percent	Response Count
Backwell	37.1%	143
Brockway (Nailsea)	62.9%	242
	<i>answered question</i>	<b>385</b>
	<i>skipped question</i>	<b>25</b>

### Summary Q22/23/24/25

Q22 – an almost equal split between male and female patients completing the survey

Q23 – 54.8% of patients completed the survey between the age groups of 55-74

Q24 – 95.3 % of patient completing the survey were White British. The ethnicity selection within Survey Monkey was American and patients made comment on the categories. This was noted.

Q26 – More patients from Brockway completed the survey – 62%

### Q26

Do you have any other comments, questions, or concerns?

Answer Options	Response Count
	158
	<i>answered question</i>
	<b>158</b>
	<i>skipped question</i>
	<b>252</b>

### Summary Q26

Q26 – 158 responded

### Patient comments for Q16

158 patients made a comment on the question above

These comments were further filtered into the following categories

Category	No	%	Comment
<b>Negative</b>	<b>24</b>	<b>15.2%</b>	Patients made various comments ranging from problems with referrals to stopping the telephone line for repeat prescribing
<b>Positive</b>	<b>54</b>	<b>34.2%</b>	Patients made many positive comments on the services we provide.
<b>Suggestion</b>	<b>53</b>	<b>33.5%</b>	Patients made many positive suggestions on how we might improve our services and these will be considered when reviewing the survey
<b>N/A</b>	<b>27</b>	<b>17.1%</b>	Comments not specific to above