



**Rowan Tree Surgery**

# **GP Practice/PPG Patient Survey Results**

8<sup>th</sup> February 2013

Prepared for Denise Netherton, Rowan Tree Surgery

# Survey Objectives

1. Gather a broad range of patient views about the practice
2. Develop an Action Plan to address patient needs and suggestions

# What was done and when?

- The survey was conducted in January 2013
- Paper surveys were available and patients could also complete the survey online.
- A total of 160 responses were received
  - 131 were completed on paper
  - 29 were completed online
- The number of registered patients for The Rowan Tree Surgery is 3822 representing a response rate of 4%.

# Headlines (1 of 2)

- Virtually all (90%) respondents would recommend The Rowan Tree Surgery to a friend.
- These findings are similar to the results of the GP National Patient Survey in which 74% of respondents would recommend the surgery to someone who has just moved to the area.
- Staff were identified by the vast majority of respondents as being particularly good, including doctors, nurses and reception staff.
- Respondents feel that GPs are 'very good' or 'good' at involving them in decisions about their care.
- Over half of respondents were not aware of the new Electronic Prescription Service, or the practice's local number.
- 1 in 4 respondents were not aware of the practice website.

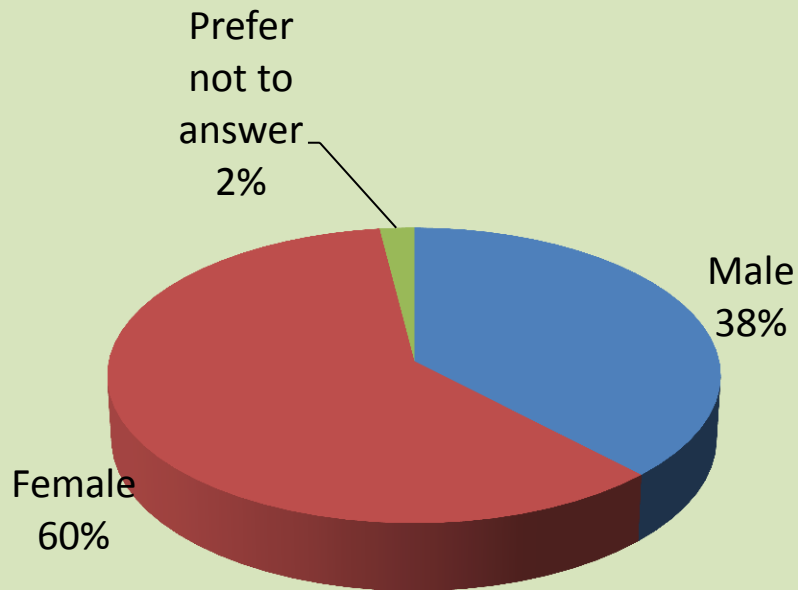
# Headlines (2 of 2)

- Many respondents indicated that they did not believe the practice needed to make any changes.
- Of those that did, respondents would like waiting times reduced and appointments to be on time as much as possible.

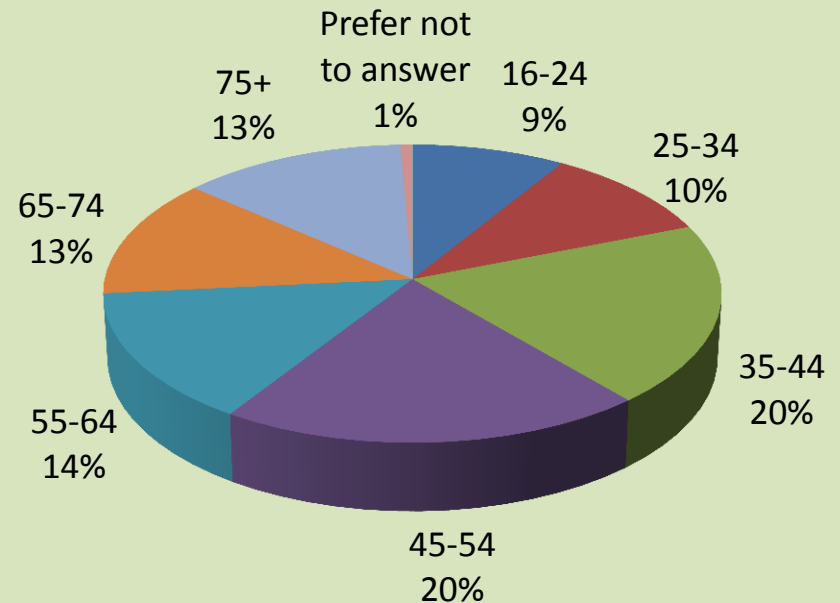
# **RESPONDENT PROFILE**

# *The majority of the respondents were female and there was a wide range of age groups*

Gender

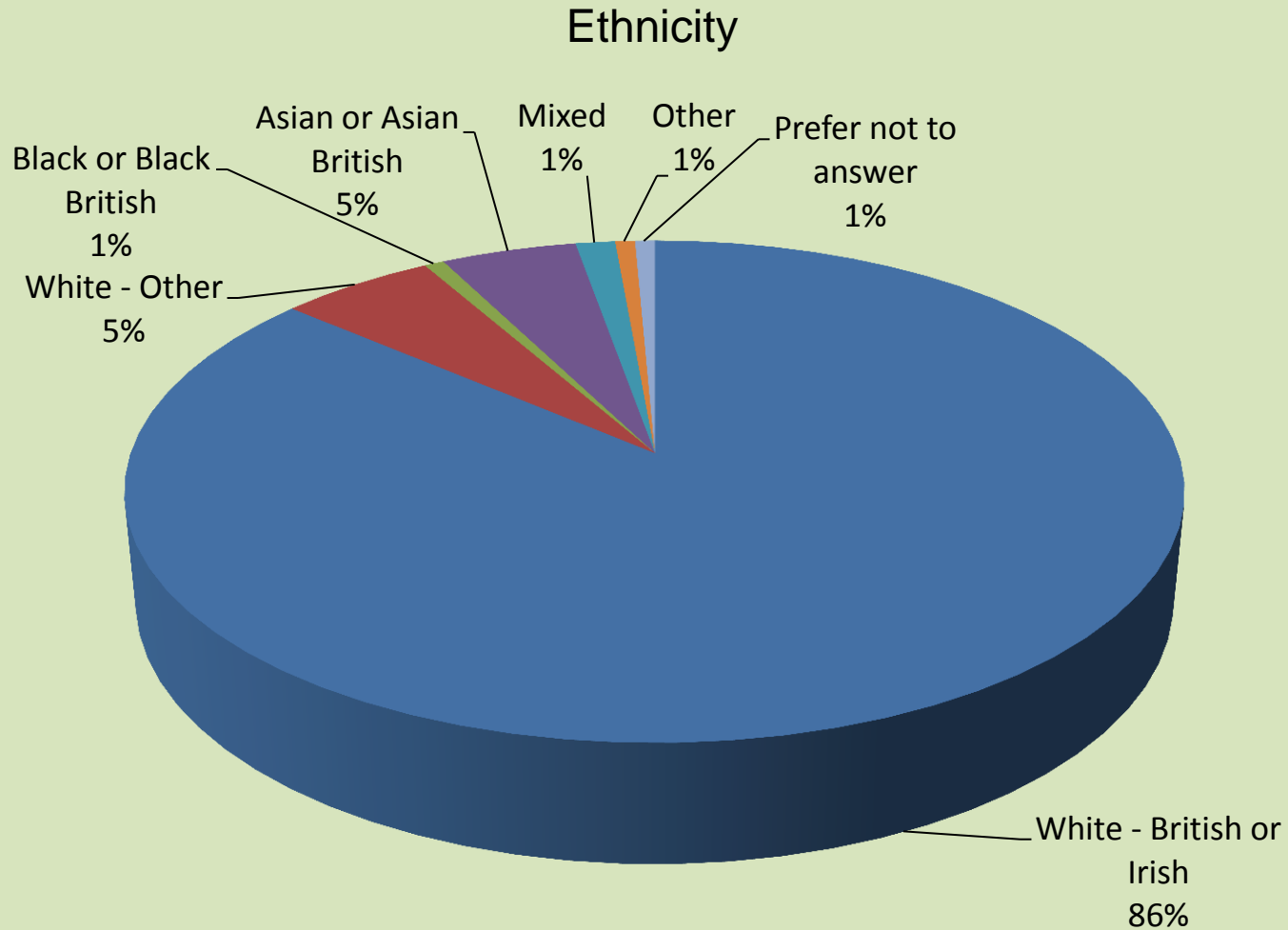


Age



Base: Q9 Gender: all responding: 148; Q10 Age: all responding: 147

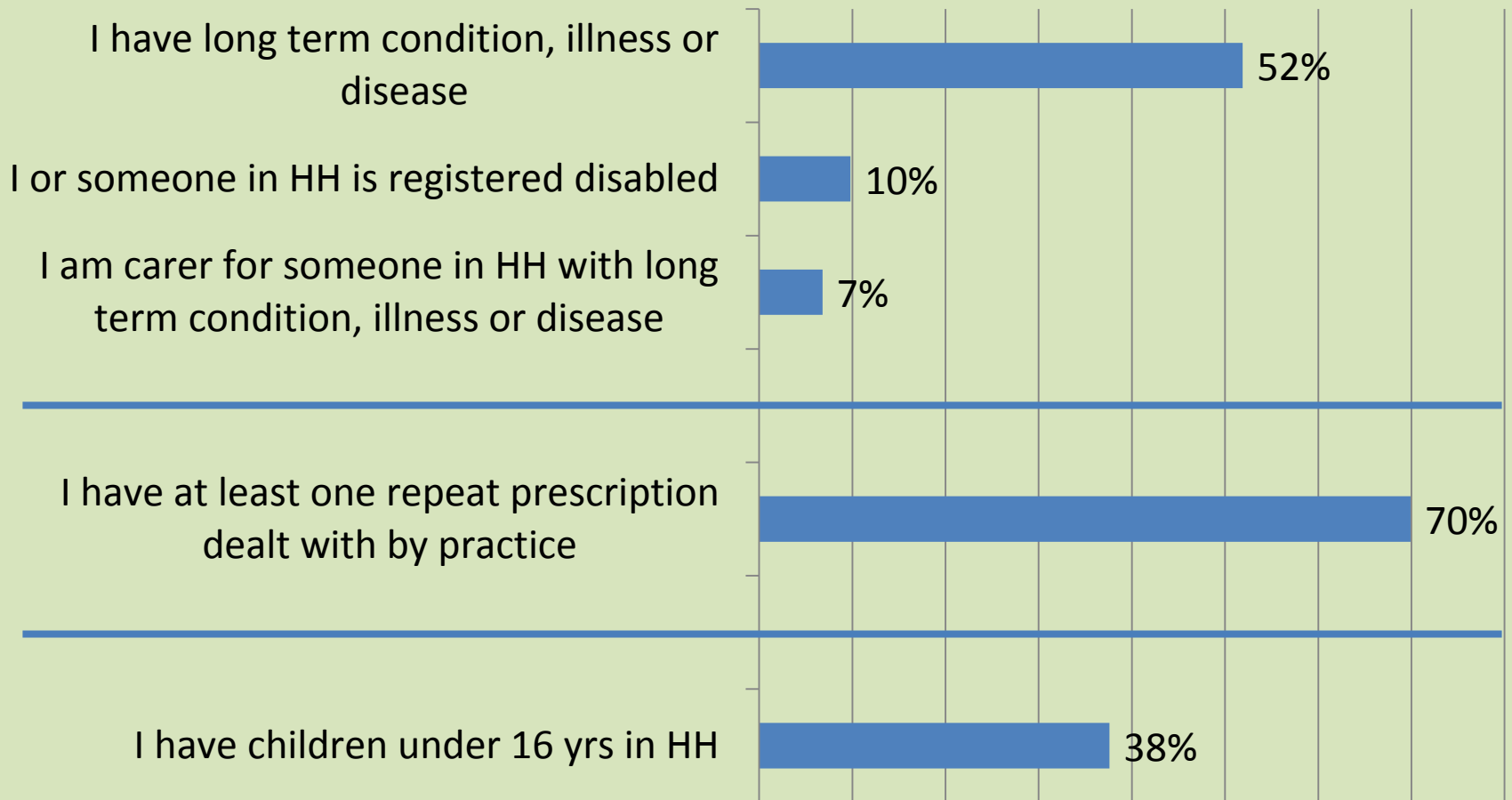
***Respondents were predominantly “White British/Irish”.***



Base: Q12 Ethnicity: all responding: 146



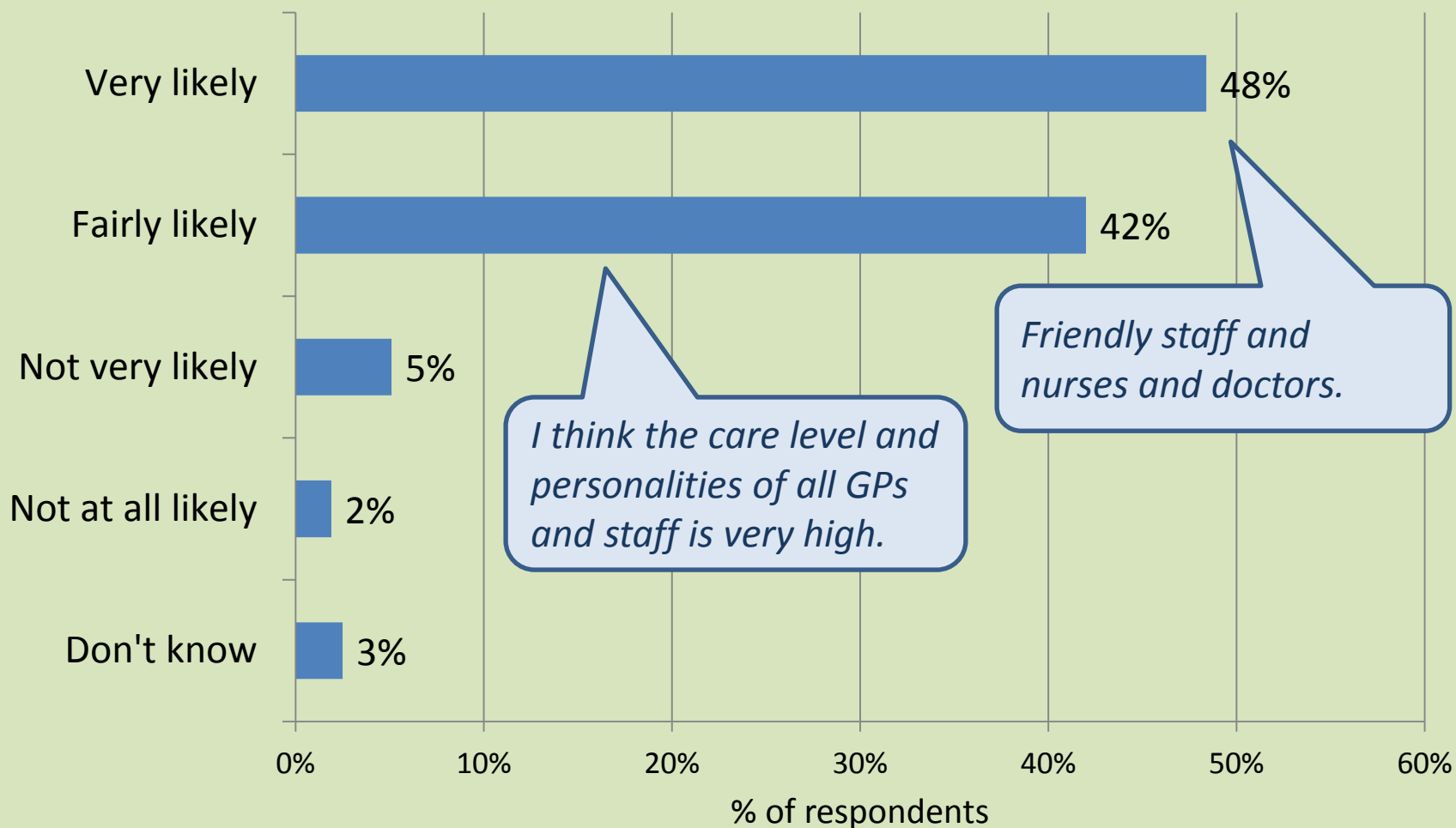
***The majority of respondents have at least one repeat prescription. Over half of the respondents have a long term condition, illness or disease.***



Base: Q11 all responding: 133

# **DETAILED RESULTS**

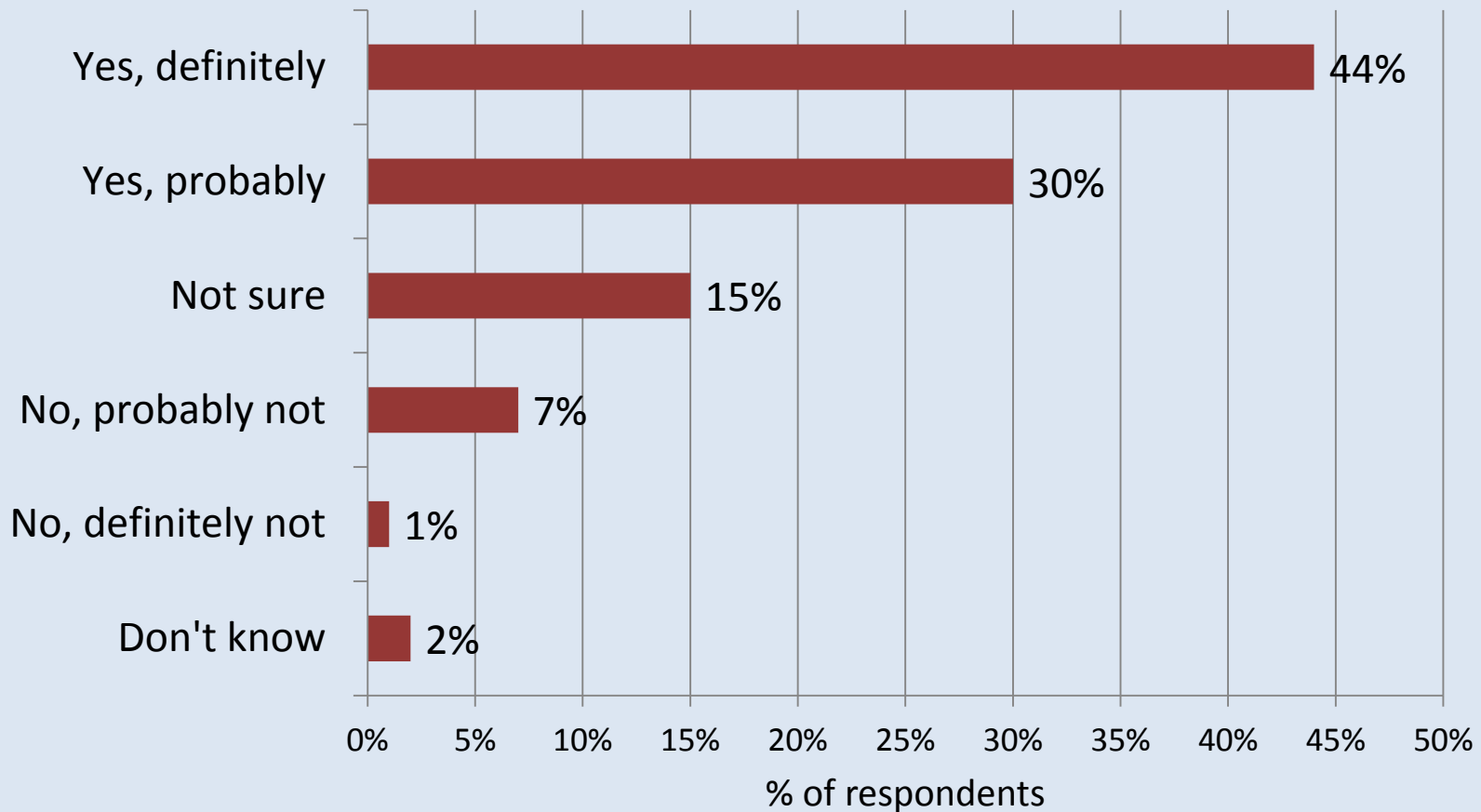
# ***9 out of 10 respondents would be 'very likely' or 'fairly likely' to recommend the Rowan Tree Surgery to a friend***



Base: Q1 Recommending to a friend: all responding 157

# *The chart below details the results from the GP National Patient Survey 2011-12*

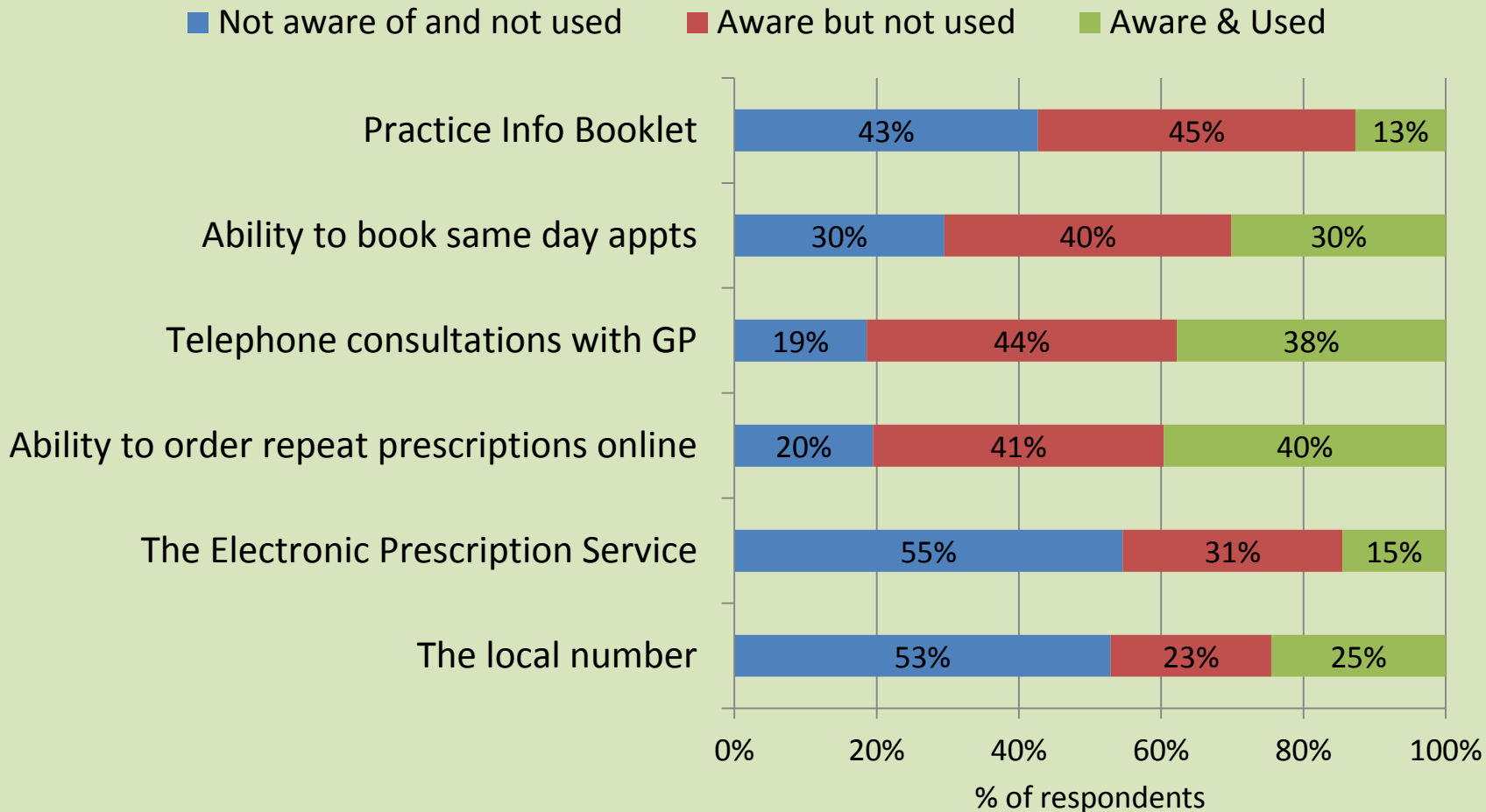
Q.29 Would you recommend your GP surgery to someone who has just moved to your local area?



Base:58

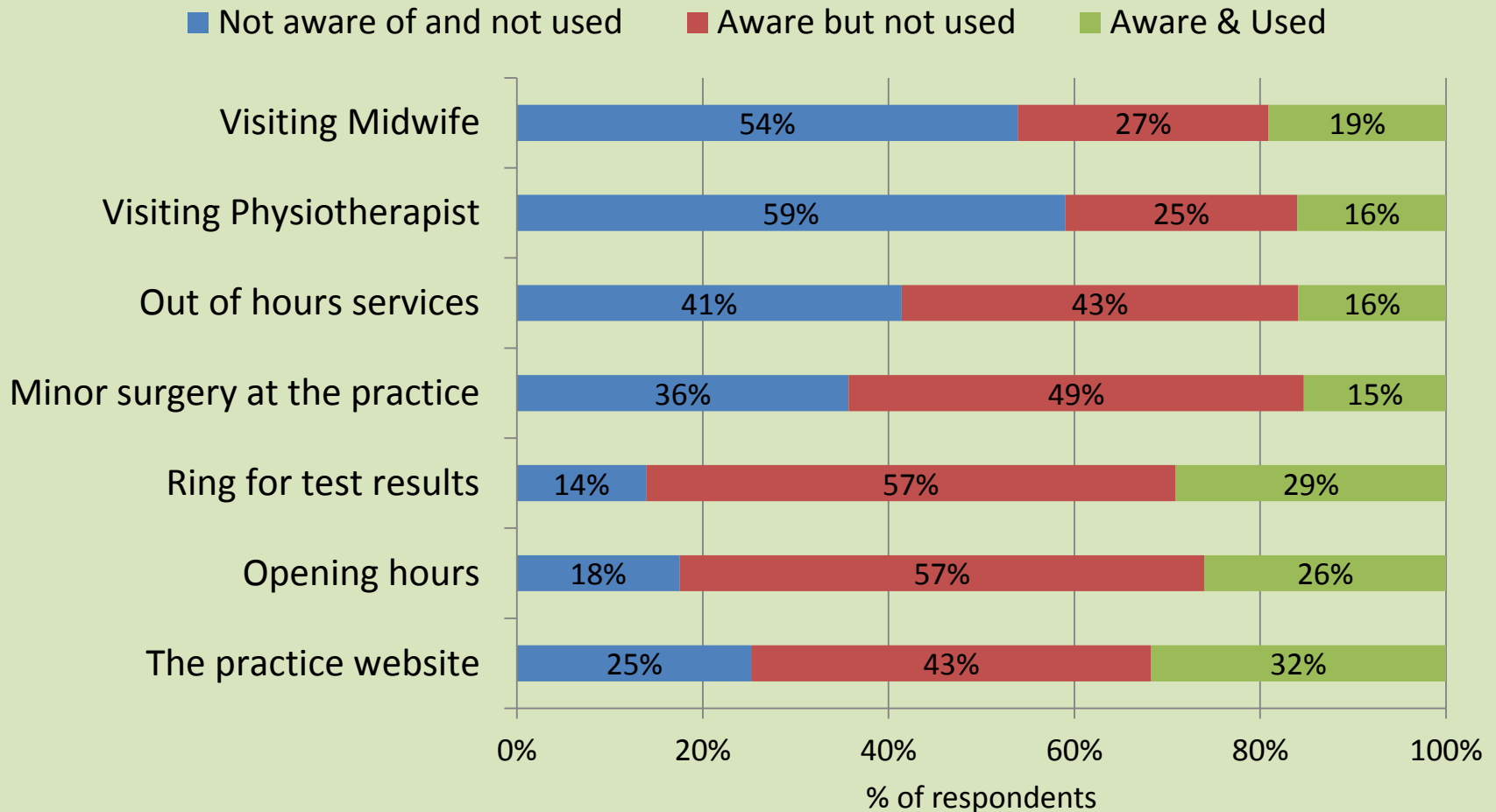
For full details of the GP National Patient Survey please visit:  
<http://results.gp-patient.co.uk/report/10/result.aspx>

# ***Over half of respondents were not aware of the new Electronic Prescription Service, or the practice's local number***

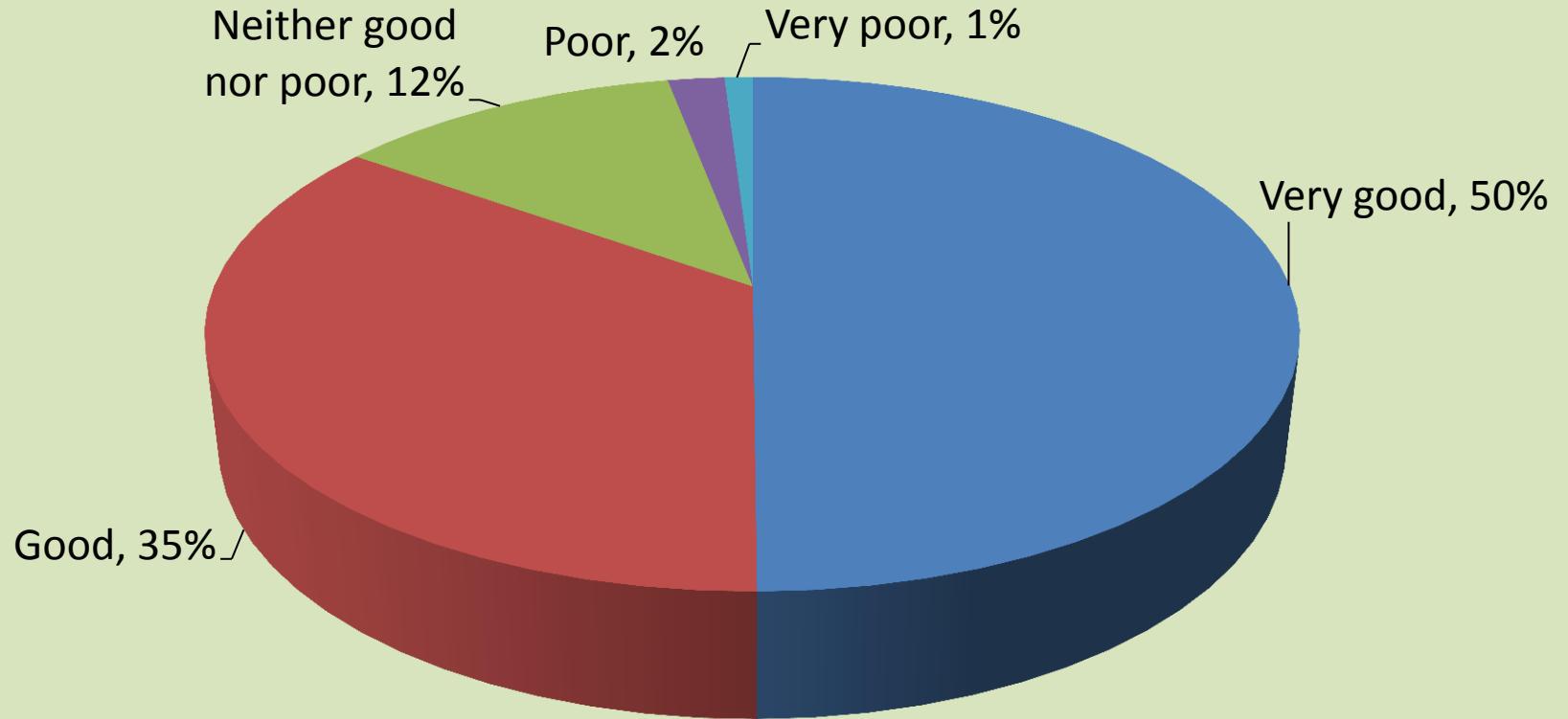


Base: Q2 Awareness: all responding 158

# *Over half of respondents were not aware that a midwife and physiotherapist visited the practice*



***Patients generally felt that GPs were 'very good' or 'good' at involving them in decisions about their care.***



Base: Q7 Involvement in care: 148

# Feeling more involved in your care

- 3 in 10 (57 respondents) completed Q8 to make comments as what could be done to help patients feel more involved in their care.
- The majority of those who did answer (44%) felt that no improvements were necessary.

*I am more than happy with the involvement I have.*

- The minority (5 respondents) indicated that they needed more time with their GP to enable them to feel more involved in their care.

*The time to ask questions and talk through options.*

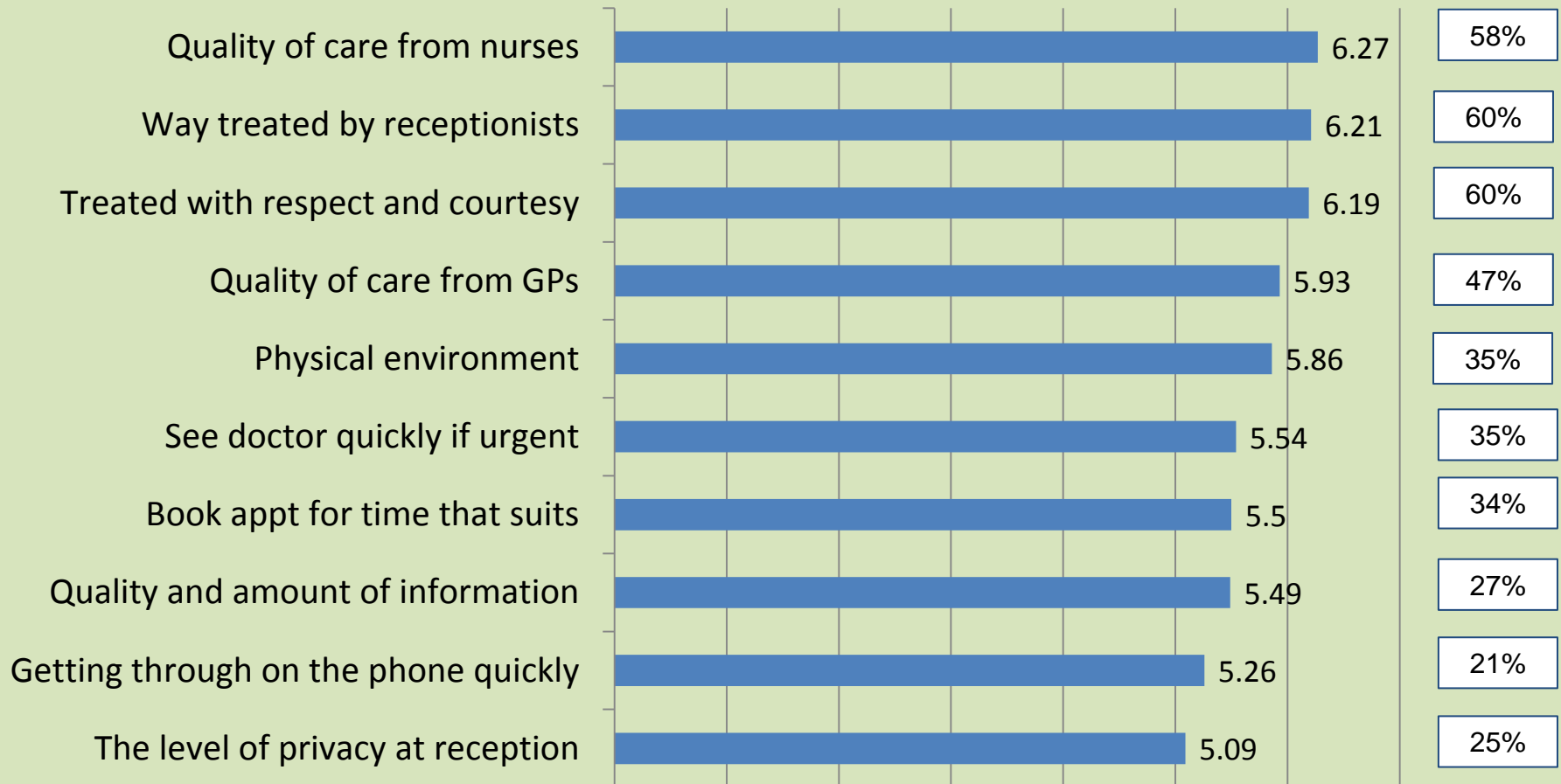
*Sometimes you don't have enough time to talk everything through with the doctor.*



***Most aspects of the practice were considered to be 'very good'.  
Highest ratings were for the quality of care  
received from nurses***

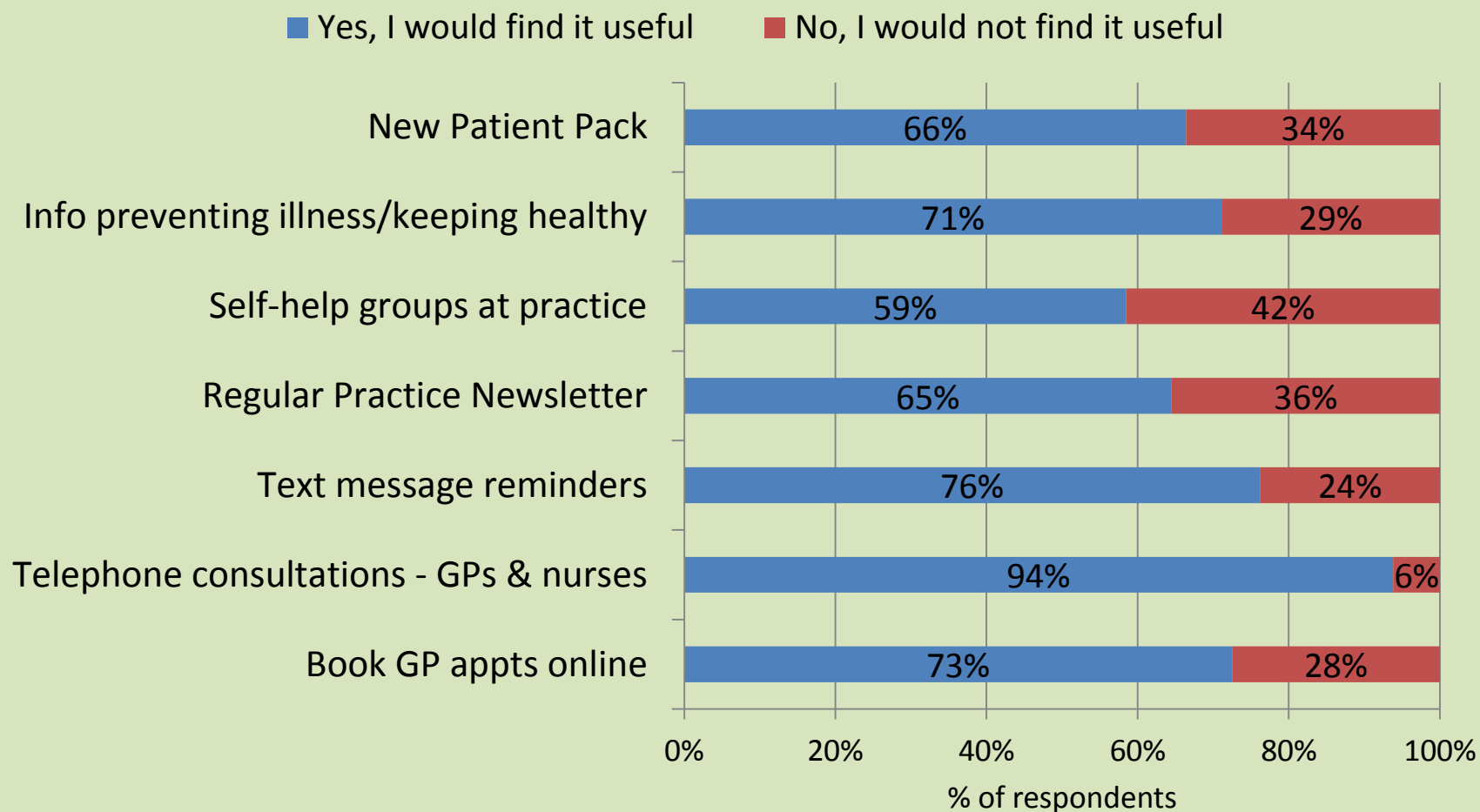
*Mean score out of 7 where 7 is 'excellent' and 1 is 'poor'.*

% rating aspect  
as "excellent"



Base: Q3 Ratings : all responding 152

# *The most popular improvement would be to have telephone consultations with GPs and nurses.*



Base: Q6 Possible Improvements: all responding 148

# Improvements

- Nearly half of respondents chose not to answer this question.
- Out of the 83 respondents who did answer, 24 stated that no improvements were necessary.
- The other common mentions include:
  - Time keeping; respondents asked that GPs keep to their appointment times and reduce waiting times (11 respondents).
  - Extra appointment times; early morning/evening and weekend (7 respondents).
  - Consistent staff team; respondents urged that there was less change of GPs (7 respondents).

*Appointments being on time.*

*Later appointment times. i.e. after my work.  
Or Saturday?*

# Particularly Good

- The majority of respondents commented that what was particularly good about the practice was the: Excellent staff, including the doctors, nurses and receptionists (46 respondents)

*The doctors, nurses and reception staff are all very nice and kind.*

*Receptionists have a good rapport and knowledge of individual families.*

*Politeness and concern shown by all those working at the surgery, feeling able to explain problems without being hurried away.*

# Next Steps

- Finalise report and share:
  - With all practice staff
  - With Patient Participation Group (PPG)
- Discuss results and develop action plan
- Agree implementation of action plan
- Publicise findings and agreed actions to wider patient group
- Agree timetable for review of performance against action plan