

The Misbourne Practice Patient Survey Results February 2016

Questionnaires for the 2016 patient survey were collected over a 3 week period at the end of January and beginning of February.

The areas we asked for feedback on were as follows:

- Ordering Prescriptions online
- Electronic prescribing
- Communication
- Patient Participation Group
- Services
- Feedback for clinicians
- What did we do well?
- What could have been improved?
- How would you describe your experience of the surgery?
- Would you recommend the surgery?

The following pages summarise the results.

Thank you to all those patients who completed a questionnaire.

Ordering Prescriptions online

1. Are you aware that you can order repeat prescriptions online?

Yes = 74% No = 26%

2. Do you use this service?

Yes = 37% No = 63%

3. If you use this service are you happy with it?

Yes = 96% No = 4%

If you are not happy with this service – why not?

- *Please note that most tablets etc. arranged direct through the chemist repeat service*
- *Do not have repeat scripts*
- *I forgot my password and no one seems able to clear my record*
- *I organise repeats with local pharmacy*
- *Private prescriptions seem to go missing*

Practice Comment

We will continue to publicise this facility both in the Practice and on our website.

Electronic prescribing

4. Are you aware that you can have your prescription sent electronically to any pharmacy of your choice?

Yes = 70% No = 30%

5. Do you use this service?

Yes = 41% No = 59%

6. If you use this service are you happy with it?

Yes = 89% No = 11%

If you are not happy with this service – why not?

- *Do not have repeat scripts*
- *What is the difference between the questions about ordering repeat online & electronic are the same aren't they?*

7. If you have chosen not to use this service – why not?

- *My reordering schedule varies and I prefer flexibility both in receiving prescriptions and use of pharmacy*
- *I don't always visit same pharmacy*
- *I will try and use it in future*
- *Use online service*
- *Do not prescribe anything*
- *Not applicable*
- *No particular reason other than it's not a frequent requirement*
- *I use two different pharmacy shops!*
- *Because I live local*
- *Wasn't aware of the service*
- *Has not arisen my repeat prescriptions are provided by the local branch of Lloyds*
- *I probably will in future*
- *Quite happy with the current arrangements*
- *I organise repeats with local surgery*
- *Not thought about it*
- *Useless with my Ipad*
- *no need*
- *find it easier to pop in*
- *no computer*

- *at the moment easier to collect*
- *order repeat prescriptions online but usually take prescription to pharmacy where shopping (even supermarket)*
- *happy with current system*
- *didn't know about it*
- *wasn't aware of it, will use it now*
- *I do not mind picking up prescription*
- *Computer skills are not good*

Practice Comment

We have seen a steady increase in the number of patients opting to have their prescriptions sent directly to a pharmacy of their choice. This is of particular value to those patients who regularly order a repeat prescription online (using Patient Access) as there is no need for them to make a separate visit to the surgery to collect a script. They can go directly to the pharmacy (allowing 48 hours for the script to be processed) to collect their medication.

Please enquire at Reception if you wish to apply for online access.

Communication

8. If you wish to find out more about our services which of the following methods do you use?

Surgery website = 26%
Noticeboards in surgery = 20%
TV screens in waiting rooms = 18%
Telephone surgery to ask for info = 36%

Other (please specify)

- *suggest this goes on the website, important if people do not visit the surgery often*
- *letter*
- *I would look at the surgery website more often if I knew it was up to date and had information I might not otherwise know. Maybe this could be publicised more widely? I had assumed it would only have fairly basic information and would not be frequently updated but I am probably wrong.*
- *I've never checked*
- *Confusion on my part – I thought this meant the website I use for repeat prescriptions...Apparently not, perhaps there should be a live link between the two*
- *Not interested*

9. Last year we installed new TV information screens in surgery. Do the screens add any benefit to your experience when visiting the surgery?

Yes = 60% No = 40%

Do you have any suggestions for content to include on the screens?

- *as an infrequent visitor this is not of much use, suggest you update the website*
- *where to contact places, like citizens advice bureau?*
- *Haven't noticed!*
- *A programme showing what days the different doctors are on duty*
- *Doctors in attendance*
- *Not looked at them thought the TV was always advertising a wealth management company, please no adverts these stop me looking at these screens in other places*
- *Maybe some interesting facts, like "Six things you might now know about Chalfont St Giles", "Six things you might not know about this surgery". Health tips, things you can do to improve your own health?*
- *New to area, not seen before*
- *I haven't used it*
- *Currently it says "winters are cold & stay warm..." Duhh?*

10. Were you aware that we can now send appointment reminders by text?

Yes = 46%

No = 54%

Patient Participation Group

11. Were you aware that we have a Patient Participation Group (PPG)?

Yes = 37%

No = 63%

Practice Comment

Website

We have been using our new website for approx. 2 years now. We endeavour to update it frequently. There is a mixture of content on the website, some of the information is specific to the surgery but there is also a wealth of general information which is supplied by the NHS.

TV screens

We will review the ideas for additional information to put on the screens. At present most of the short clips are chosen from an NHS 'library'.

Text reminders

If you would like to have a text reminder of forthcoming appointments please let Reception know.

PPG

We will continue to advertise the fact that we have a Patient Participation Group. If you would like to know more about this please ask to speak to the Practice Manager.

Services

12. Are there any services or clinics that you would like us to consider offering at the surgery?

If so, which?

- *are reminders sent to patients who need annual blood tests? Especially the elderly or other procedures that patients need?*
- *Blood tests on site x 4*
- *Blood tests and Warfarin tests*
- *Allowing to email for non-urgent medical queries*
- *Minor surgery (joint injections)*
- *Physiotherapy*
- *Open on Saturdays*
- *Counselling service*
- *Pharmacist led medicine review*
- *Blood and Urine test*
- *Weight management*
- *Chiropody, blood tests, lumps and bumps (skin)*
- *New to area so not sure what already exists*

Practice Comment

Thank you for these comments, we will certainly bear them in mind when reviewing any potential changes to our services.

In the meantime, please note the following:

At present our Practice policy is not to get into personal email correspondence with patients. This is due to advice regarding the security of email.

We do offer joint injections – please discuss this with your GP.

Due to a shortage of rooms (at both surgeries) it would be very difficult for us to offer rooms for external providers to use – eg counsellors/physiotherapists/chiropodists.

Feedback for clinicians:

Thinking about the GPs :	Thinking about the nurses :
<p>How good was the last GP you saw at each of the following:</p> <p>14. Listening to you</p> <ul style="list-style-type: none"><input type="checkbox"/> Very good = 90%<input type="checkbox"/> Good = 10%<input type="checkbox"/> Poor = 2%<input type="checkbox"/> Very poor = 0%<input type="checkbox"/> Does not apply = 0% <p>15. Explaining tests and treatments</p> <ul style="list-style-type: none"><input type="checkbox"/> Very good = 85%<input type="checkbox"/> Good = 10%<input type="checkbox"/> Poor = 0%<input type="checkbox"/> Very poor = 0%<input type="checkbox"/> Does not apply = 5% <p>16. Involving you in decisions about your care</p> <ul style="list-style-type: none"><input type="checkbox"/> Very good = 80%<input type="checkbox"/> Good = 10%<input type="checkbox"/> Poor = 0%<input type="checkbox"/> Very poor = 0%<input type="checkbox"/> Does not apply = 10% <p>17. Treating you with care and concern</p> <ul style="list-style-type: none"><input type="checkbox"/> Very good = 87%<input type="checkbox"/> Good = 10%<input type="checkbox"/> Poor = 0%<input type="checkbox"/> Very poor = 0%<input type="checkbox"/> Does not apply = 3%	<p>How good was the last nurse you saw at each of the following:</p> <p>18. Listening to you</p> <ul style="list-style-type: none"><input type="checkbox"/> Very good = 92%<input type="checkbox"/> Good = 3%<input type="checkbox"/> Poor = 2%<input type="checkbox"/> Very poor = 0%<input type="checkbox"/> Does not apply = 3% <p>19. Explaining tests and treatments</p> <ul style="list-style-type: none"><input type="checkbox"/> Very good = 89%<input type="checkbox"/> Good = 0%<input type="checkbox"/> Poor = 0%<input type="checkbox"/> Very poor = 0%<input type="checkbox"/> Does not apply = 11% <p>20. Involving you in decisions about your care</p> <ul style="list-style-type: none"><input type="checkbox"/> Very good = 81%<input type="checkbox"/> Good = 3%<input type="checkbox"/> Poor = 0%<input type="checkbox"/> Very poor = 0%<input type="checkbox"/> Does not apply = 16% <p>21. Treating you with care and concern</p> <ul style="list-style-type: none"><input type="checkbox"/> Very good = 89%<input type="checkbox"/> Good = 5%<input type="checkbox"/> Poor = 0%<input type="checkbox"/> Very poor = 0%<input type="checkbox"/> Does not apply = 6%

22. Thinking about the last time you visited the surgery, was there:

a) anything particularly good about your visit?

- *everyone takes their time to help you*
- *clean, plenty of magazines, seen on time – what has happened about the idea of music?*
- *Always great service, advice and treatment*
- *I did not have to wait long to be seen – but it was an early appointment 8.50am*
- *Little delay!*
- *Been on time*
- *All aspects of my visit good*
- *The care I have always received from Dr Brodie and receptionists*
- *Everything is good*
- *Like the music while waiting*
- *Reception area was quiet and clean*
- *GP listens*
- *Always good*
- *Dr Nash appointment was on time*
- *Nurse appointment was on time*
- *Enjoyed looking at the pictures on the walls*
- *All good*
- *Dr Nash was helpful as always (for me) Dr Hettiaratchi similarly (for my wife)*
- *Waiting area – friendly, calming.*
- *Appointment on time*
- *Minimum waiting time*
- *Very professional approach*
- *Sense of calm*
- *Usual high standards of listening from staff & medics*
- *Pleasant staff, helpful, accommodating*
- *The doctor*
- *Very understanding*
- *Polite, helpful receptionists. Attentive, thorough and compassionate response from Dr Taylor*
- *All good*
- *Short waiting time*
- *Nice waiting environment*
- *Excellent service all round*
- *The service from the doctor was amazing and not a long waiting time*
- *GP's are very good indeed, I've been visiting the surgery since childhood and every doctor I've seen has been professional, helpful and I've never had a complaint (I'm 33 years old now!)*
- *Very caring and explored different avenues that other doctors hadn't thought about*
- *I was seen (pretty much) on time and my problem resolved*
- *Reception staff excellent and helpful*
- *As ever excellent treatment and skill. Made to feel valued*
- *All pleasant & helpful*

- *Friendly staff*
- *Was aware of my past and previous conditions*
- *Dr Hettiaratchi saw my son (15) and listened very well to him. Understood his concerns and prescribed something that really worked. Made a big difference to him.*
- *Very informative*
- *Very caring professional approach*
- *Doctor was very caring & did not feel rushed*
- *Friendly, polite receptionist. Doctor very understanding & supportive*
- *No queues*
- *The care and the attention is excellent*
- *The service is very professional*

b) anything that could have been improved?

- *No x 17*
- *less waiting time*
- *water & coffee machine!*
- *Waiting times*
- *Not as far as I am aware (unless of course you bring Dr Brodie back!)*
- *It was satisfactory*
- *Reduce waiting time*
- *The time it takes to get an appointment with your named doctor*
- *Diabetic nurse did not explain reason for change in tablets (for my wife)*
- *I would want childrens appointment to be booked online*
- *Not really. I am a resident of some 13 years and have never had a problem with this surgery and I've attended a few in my time. It's run very well, I can always get an appointment when I need one. Single mother of three that works!*
- *Shorter waiting times*
- *Privacy at desk*
- *Waiting time for an appointment*
- *I have to have immunisation jabs, the nurse wants me to go to a website and find out what I need done and get a print out. It would be a lot easier if the nurse just looked online when I got here and showed me. The website is very confusing and unnecessary*
- *Waiting time- perhaps one could be texted if doctor running more than 15 mins late.*
- *Better choice of magazines & more current issues*
- *Probably but my visit was very short and uncomplicated*
- *Get a good coffee machine!*
- *Long wait to be seen by doctor, waited 1 hour and 10 mins*

23. Overall, how would you describe your experience of the surgery?

Excellent = 55%
Very good = 36%
Good = 6%
Fair = 3%
Poor = 0%
Very poor = 0%

24. Would you recommend the surgery to someone who has just moved to your local area?

Yes = 95%
No = 2%
Don't know = 3%

If 'No', why not?

- It is not unusual to have to wait two or three weeks for an appointment with your "named doctor". The "named doctor" concept was intended to improve and cement long term caring relationships between doctor and patient. As most of the doctors only appear to work 2 or 3 days a week at this surgery the "named doctor" is operated in name only and there is no patient confidence that reports, test results and follow ups are seen and acted upon or, perhaps, just filed away*

Practice Comment

Thank you for all comments. We will consider the less favourable ones to see if we can make any of the improvements suggested.

With regard to the final comment in response to the question as to whether you would recommend the surgery, the surgery does have robust processes in place to ensure that all reports, test results etc are reviewed daily by the doctors who are on duty.

Denise Burnham
Practice Manager
Feb 2016