

The GP Patient Survey

We are pleased to be able to share the results of the General Practice Patient Survey 2008/9 which was carried out for the Department of Health by Ipsos MORI earlier this year.

The full results are available on this site for you to read (although they are summarised below if you do not wish to download the whole document)

Many of you will be aware that we carry out a standard survey every year and present the results in our newsletter and in the surgery. The results of this survey and those we have carried out are very similar which is, I am sure you will agree, a good thing.

We regularly seek patients feedback, providing opportunities through our newsletter, website and through surveys such as these. Please take the time to read through the document or the summary below.

We are extremely pleased to read the following achievements:-

Question	Spinney Percentage	PCT Percentage
Able to see a doctor on the same day or next 2 days the surgery was open	92%	90%
Able to get an appointment with a doctor more than 2 days in advance	96%	78%
Frequency of seeing preferred doctor	92% saying "almost always or a lot of the time"	79% saying "almost always or a lot of the time"
Ease of getting through to the surgery on the telephone	84% saying "easy"	73% saying "easy"
Satisfaction with surgery opening hours	89% saying "satisfied"	82% saying "satisfied"
Satisfaction with overall care received at the surgery	96% saying "satisfied"	94% saying "satisfied"
Ease of getting an appointment with practice nurse	98% saying "easy"	95% saying "easy"
Had a discussion with a doctor or a nurse about managing a long standing health problem	78% saying "yes"	76% saying "yes"

The Primary Care Trust always receives copies of our survey results, and this one is no different. Having reviewed the results of the survey, the Primary Care Trust has identified “Areas where the practice has performed well” and areas that they have asked us to review - “Areas for Improvement”

The areas in which the practice was identified as having performed well according to this survey (and how they differ from the PCT and National averages) are shown below.

Comment	% of patients responding saying this	PCT average %	National Average %	Difference from Practice and PCT%
I found it easy to speak to a doctor on the phone	57%	31%	25%	+26%
I found it easy to speak to a nurse on the phone	51%	31%	25%	+20%
I was able to book ahead for an appointment with a doctor	96%	78%	76%	+18%

The areas identified for improvement according to this survey (and how they differ from the PCT and National averages) are shown below.

Comment	% of patients responding saying this	PCT average %	National Average %	Difference from Practice and PCT%
I don't normally have to wait too long	59%	70%	68%	-11%
I find it easy to get into the building	94%	98%	97%	-4%
My doctor was good at giving me enough time	91%	91%	90%	0%

Practice Comments

I don't normally have to wait too long

This seems to be saying that 41% of patients are waiting too long. It does not clarify if they are unhappy about this wait. The practice team is aware that patients do usually have to wait for a length of time when they arrive at the surgery before they are called in to see the doctor. In the past patients have stated anecdotally that "they don't mind waiting because they know they will get the time they need when they see the doctor".

Obviously, it is a hard one to balance. In recent times, we have become more aware that often patients have pressures on them to get away quickly and be seen on time. We are also aware that some patients do have complicated health problems and that maybe the standard ten minute appointment is not sufficient for their needs.

To help us understand the needs and wishes of our patients, it would be very helpful if patients could give us feedback on this area of the practice together with any suggestions about how to meet the needs of patients who need longer than ten minutes as well as those who need or wish to be seen quickly.

I find it easy to get into the building

This question scored very positively but is 4% lower than the PCT average. The practice building is 35 years old and has been renovated and extended over the years. We recently had a St Ives Access Group Survey of the premises from a mobility

point of view and made certain amendments and adjustments. These have been carried out since the patient survey, so the answers to this question may differ if asked now. However we are aware that a building of this age offers limited scope for improvement. We would also like any feedback or suggestions about feasible improvements

My doctor was good at giving me enough time

This question was included in areas for improvement by the Primary Care Trust although it scores the same as the PCT average and is higher than the national average. It links slightly with the first aspect "I don't normally have to wait too long" and may have been answered from the perspective as described above – "I don't mind waiting as I know I will get the time I need"

We would very much appreciate your feedback, comments, suggestions and thoughts about these three specific areas for improvement, but also any aspect of the survey.

These can be in writing to Debra Wheatley, Managing Partner, Spinney Surgery, Ramsey Road, St Ives, Cambs. PE27 3TP

Or by e mail to debbie.wheatley@nhs.net

Many thanks.

Debra Wheatley
Managing Partner
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