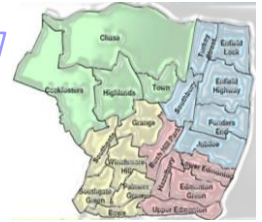


The Town Surgery

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PATIENT SATISFACTION SURVEY NOVEMBER 2015

How The Town Surgery Patient Survey was carried out:

The patient questionnaire was randomly distributed amongst patients in the waiting room by reception staff, whilst they were waiting for their consultation. This was done on different days across morning and afternoon sessions.

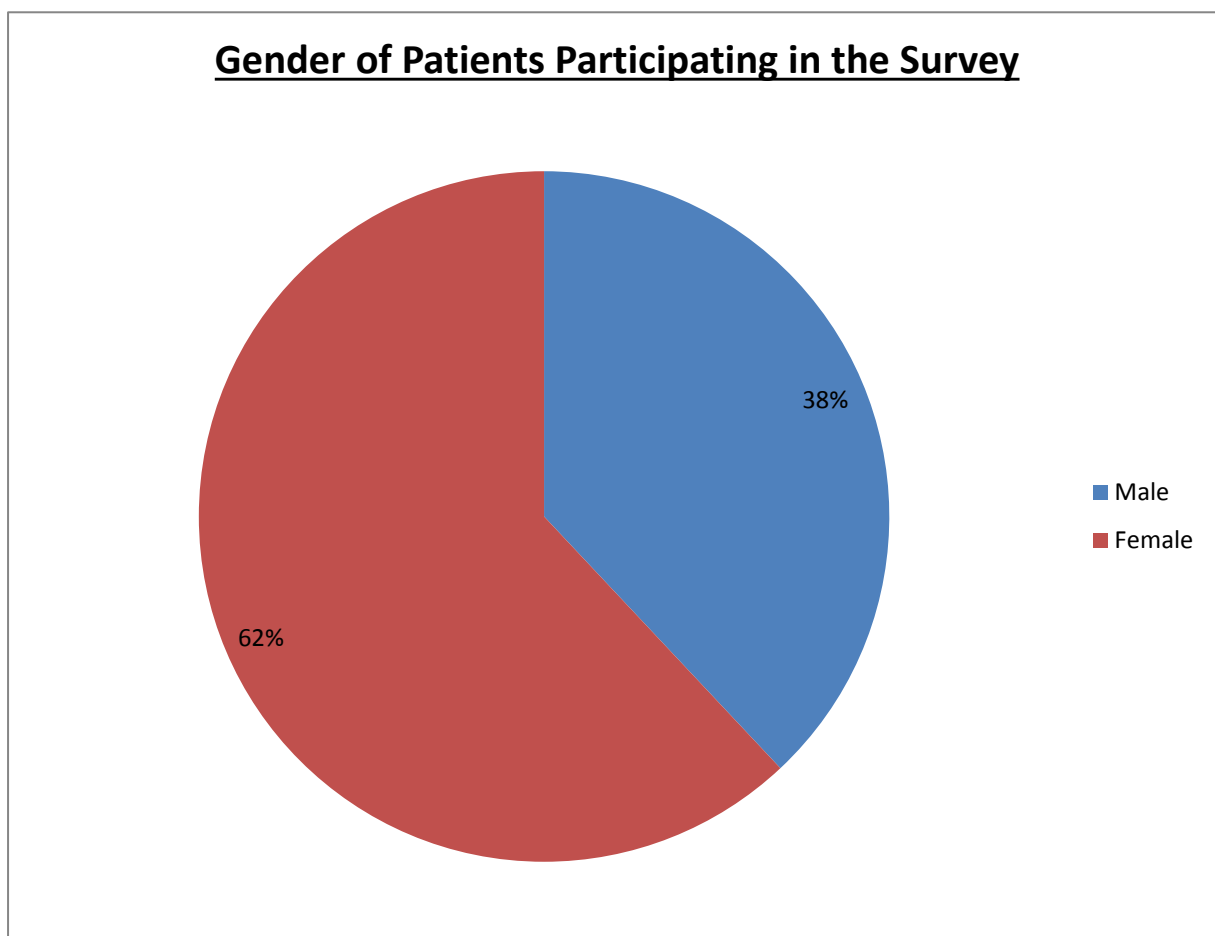
In order to promote impartial results and an accurate as possible reflection of Practice list size, the questionnaire was distributed amongst a varied practice population.

A total of 50 questionnaires were distributed amongst various ethnic, age and gender groups to reflect the Practice Patient list size.

The results have been analysed and represented below in a tabular and schematic format.

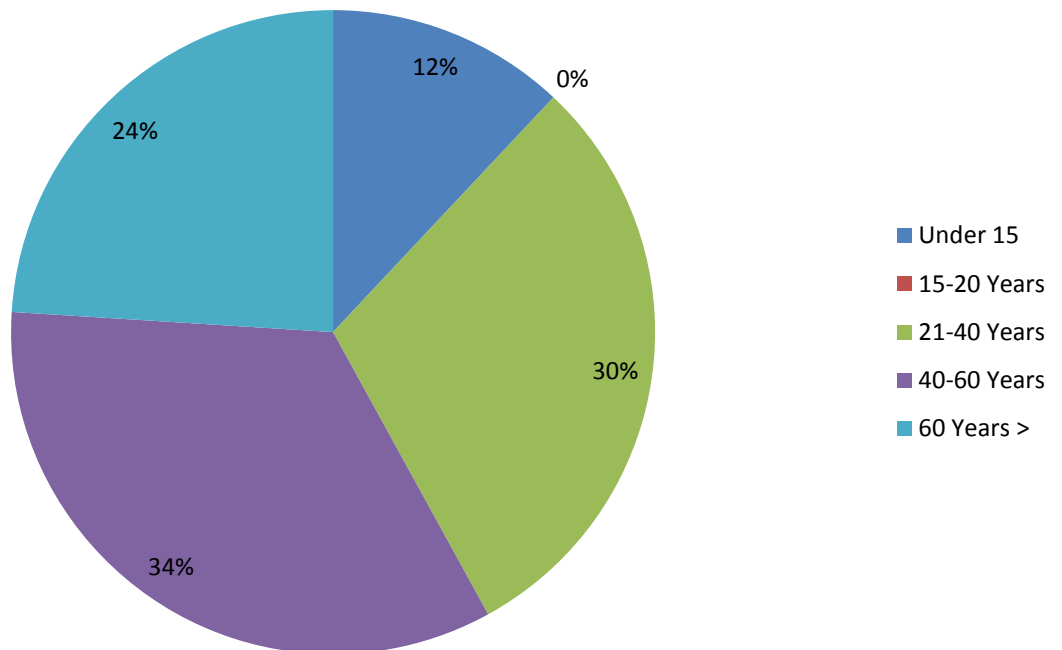
Some patients' also fed-back comments which have been represented at the end of this report.

<u>Gender of Patients Participating in the Survey</u>	
Female	19
Male	31



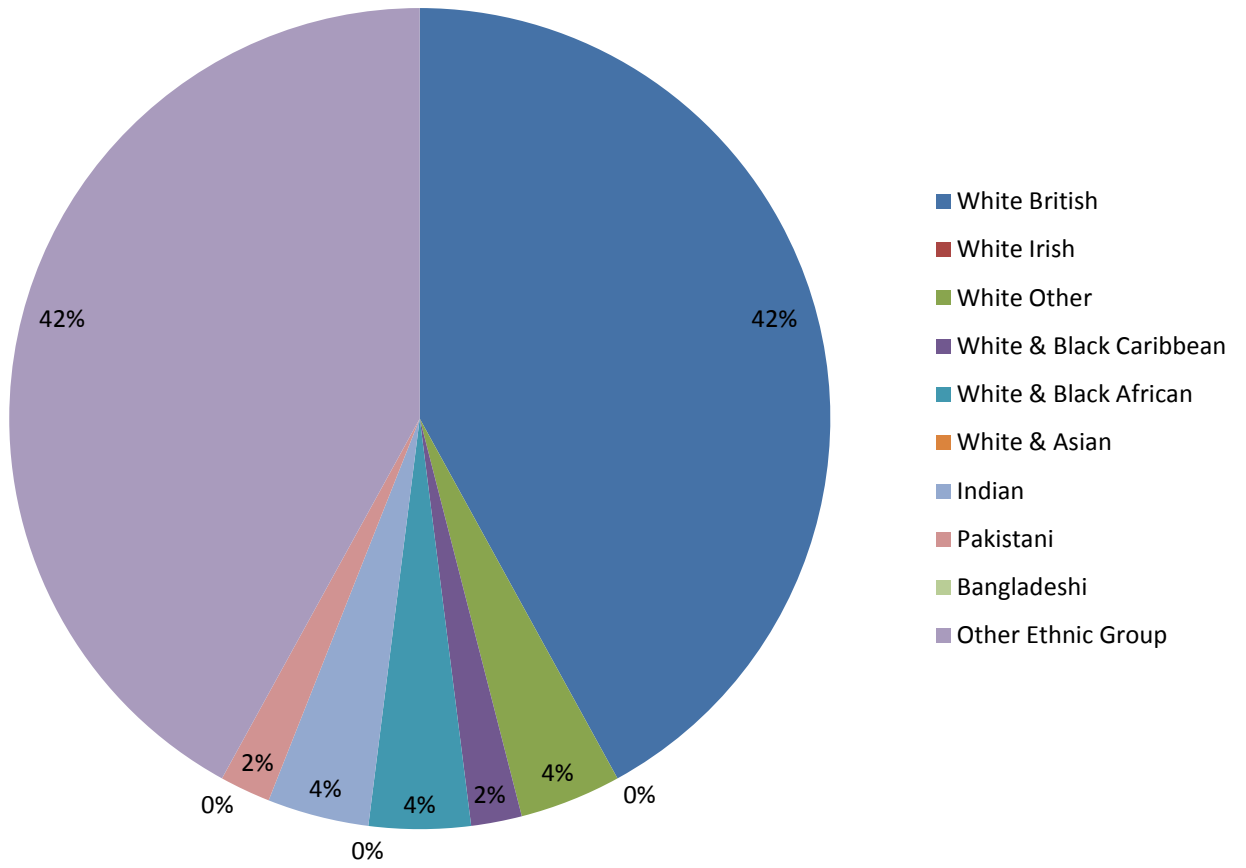
<u>Age categories of Patients Participating in the Survey</u>	
Age Category	No. of Responses
Under 15 [Parent/career filled form on behalf of the child]	6
15-20 years	0
21- 40 years	15
40-60 years	17
60 >	12

Age Categories of Patients Participating in the Survey



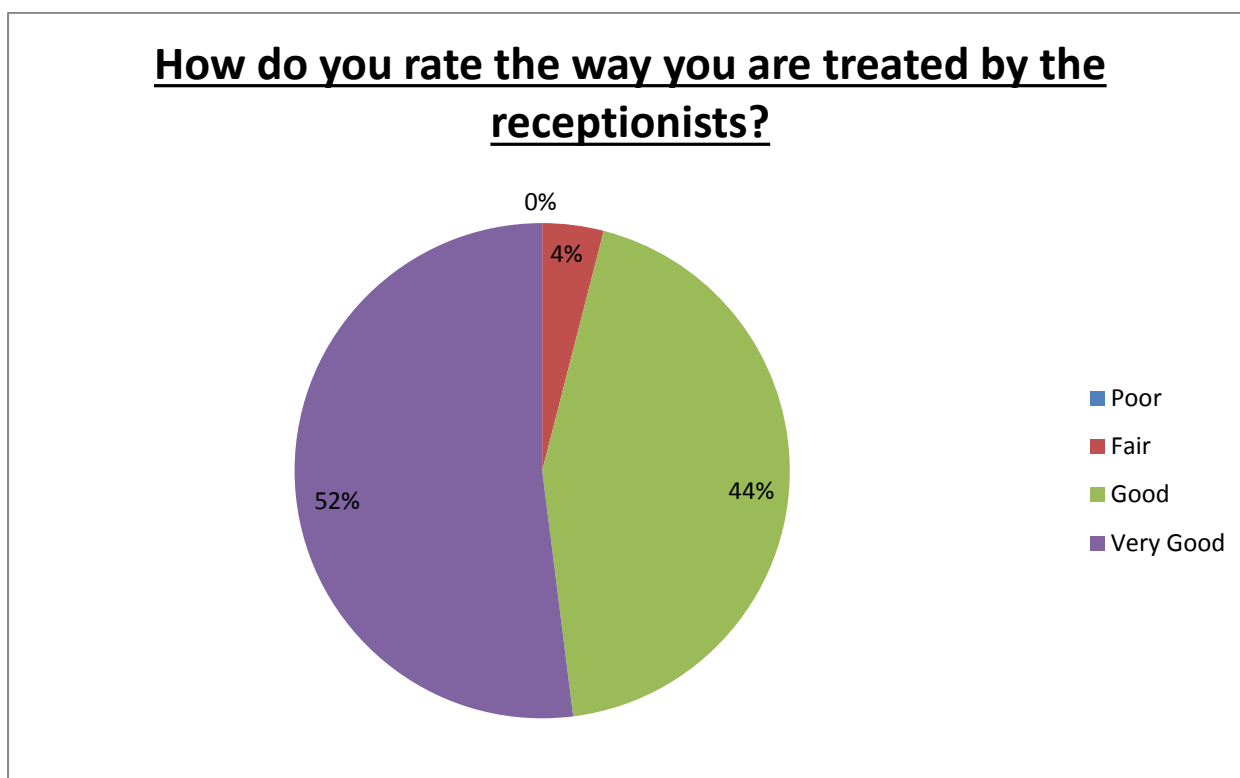
<u>Patient Group Ethnicity</u>	
Ethnicity	No. Of Responses
White British	21
White Irish	0
White Other	2
White & Black Caribbean	1
White & Black African	2
White & Asian	0
Indian	2
Pakistani	1
Bangladeshi	0
Other Ethnic Group	21

Patient Group Ethnicity



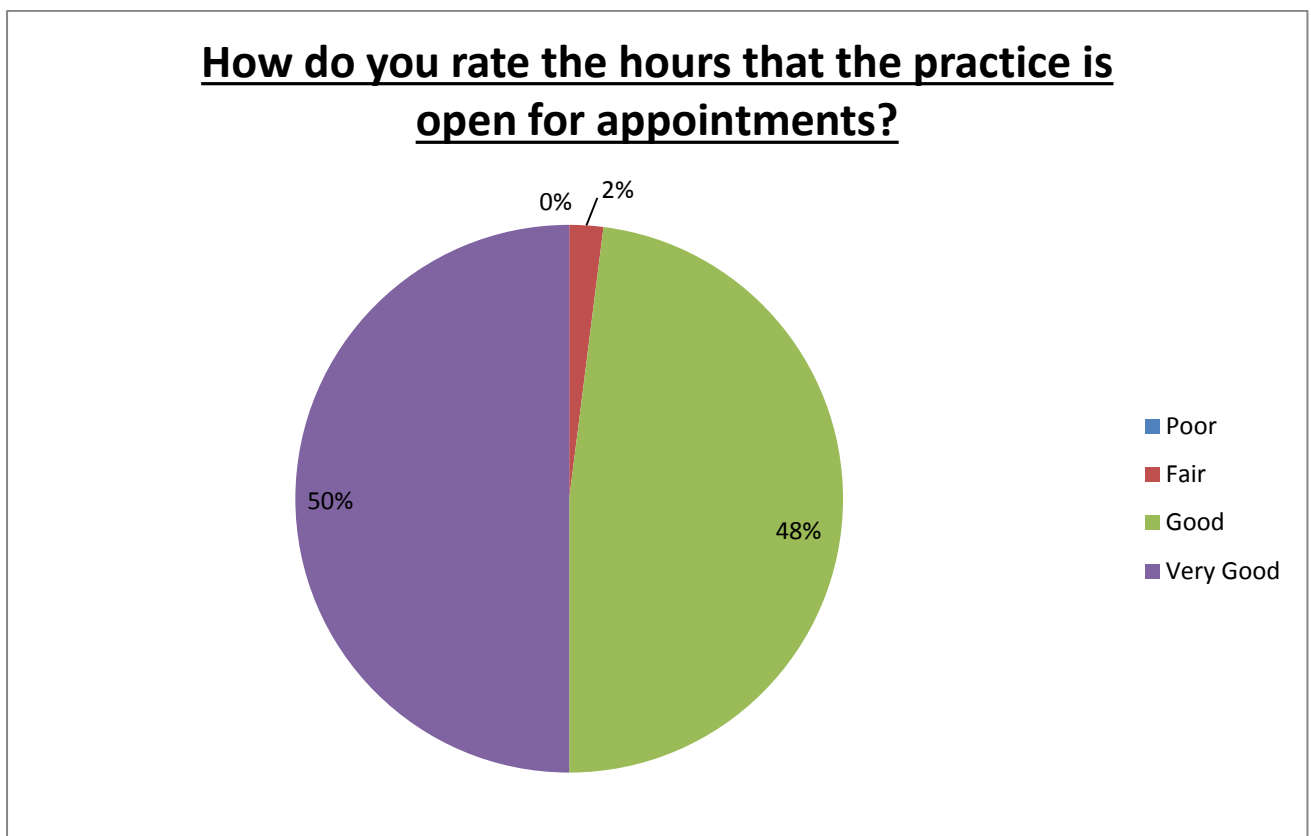
The following questions look at satisfaction of general service

<u>How do you rate the way you are treated by the receptionists?</u>	
	No. of Responses
Poor	0
Fair	2
Good	22
Very Good	26



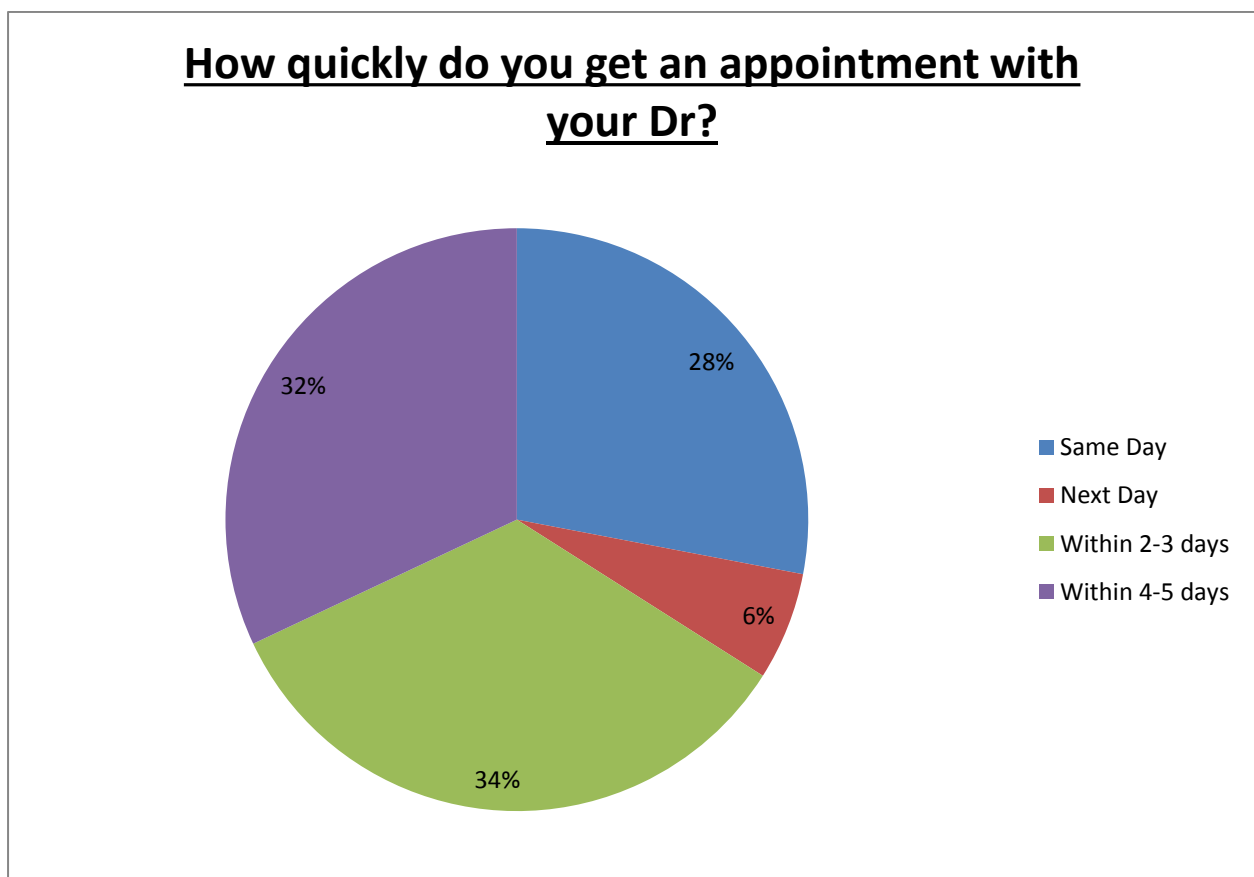
Looking at the pie chart it can be seen that 52% of patients surveyed thought that the treatment by Reception staff is Very Good, whilst 44% thought it was good. It can be concluded that the majority of our patients are likely to feel well treated by our Reception staff at The Town Surgery.

<u>How do you rate the hours that the practice is open for appointments?</u>	
	No. of Responses
Poor	0
Fair	1
Good	24
Very Good	25



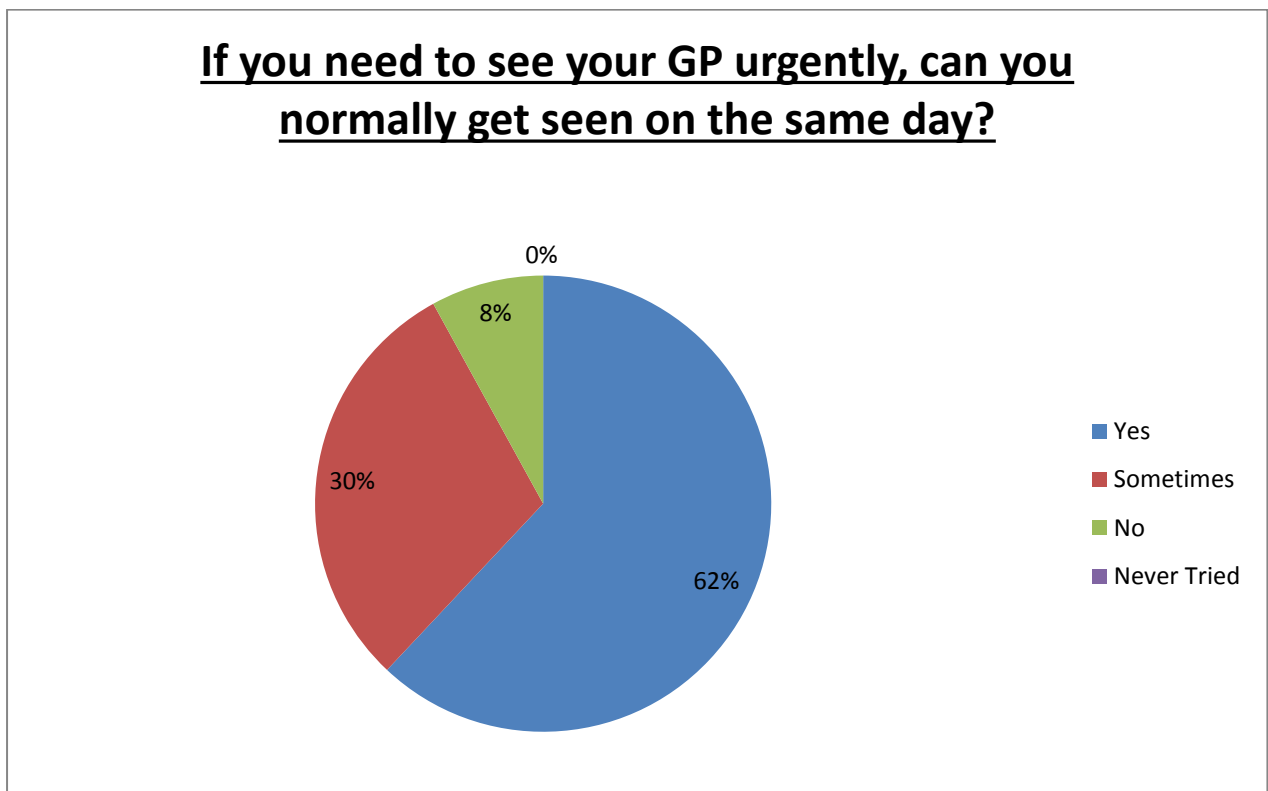
The majority of patients felt that the current opening hours for appointments were either good or very good. Therefore, it can be deemed that on a whole most patients are satisfied with the current opening hours for appointment at The Town Surgery.

<u>How quickly do you get an appointment with your Dr?</u>	
	No. of Responses
Same Day	14
Next Day	3
Within 2-3 days	17
Within 4-5 days	16



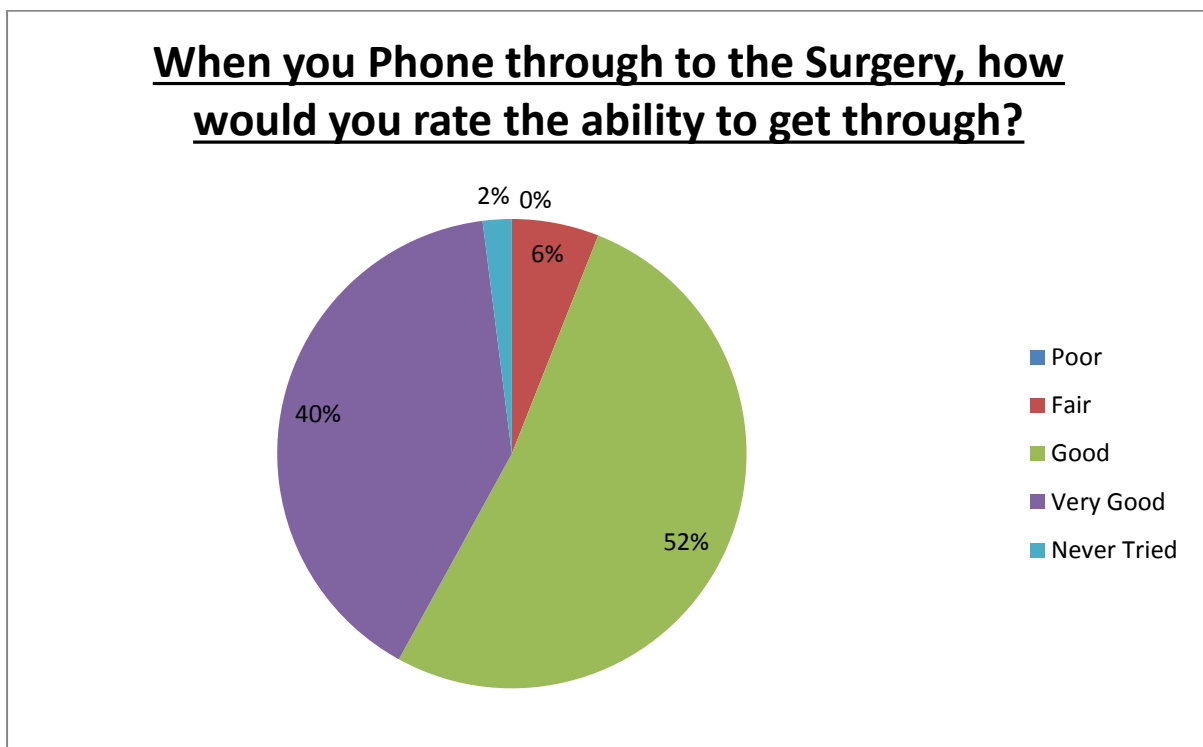
The results above highlight that all patients who try to book an appointment are given one within 5 days. Where possible The Surgery books normal non-urgent appointments within 2-3 days where there are availability. All urgent requests for appointments are treated on and emergency basis and same day/next day appointments given.

<u>If you need to see your GP urgently, can you normally get seen on the same day?</u>	
	No. of Responses
Yes	31
Sometimes	15
No	4
Never Tried	0



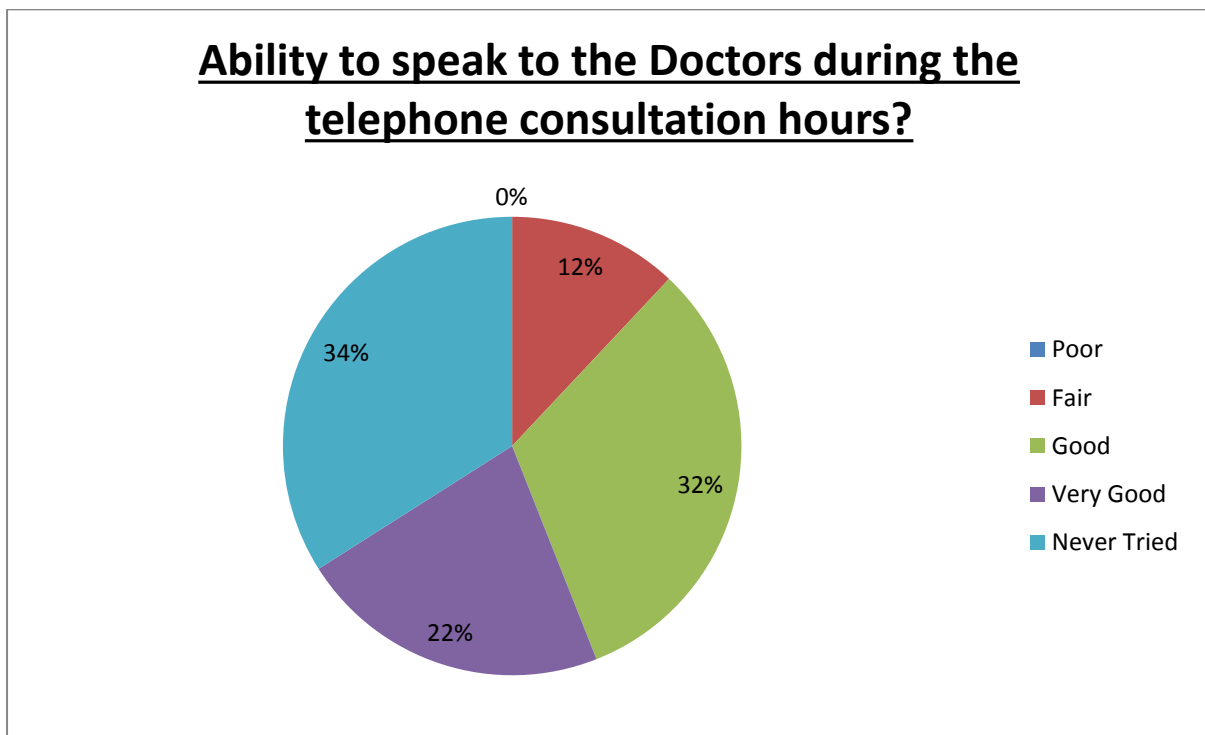
The Surgery endeavours to give urgent appointments on the same day to all patients specifically those in vulnerable categories [i.e. Elderly, children]. This is reflected in the results above. Urgent appointments are appropriately triaged by reception where there is no same day appointment availability; the patient is requested to call the next morning to secure a next day emergency appointment.

<u>When you Phone through to the Surgery, how would you rate the ability to get through?</u>	
	No. of Responses
Poor	0
Fair	3
Good	26
Very Good	20
Never Tried	1



More than half the patients surveyed felt the ability to get through the Practice via the phone is good and more than quarter through it is very good. All receptionists try and answer a call within three rings. The integral phone system also has a queuing system to allow a patient to decide whether they want to wait or try again later. We have also opened up an extra line to allow a higher call volume.

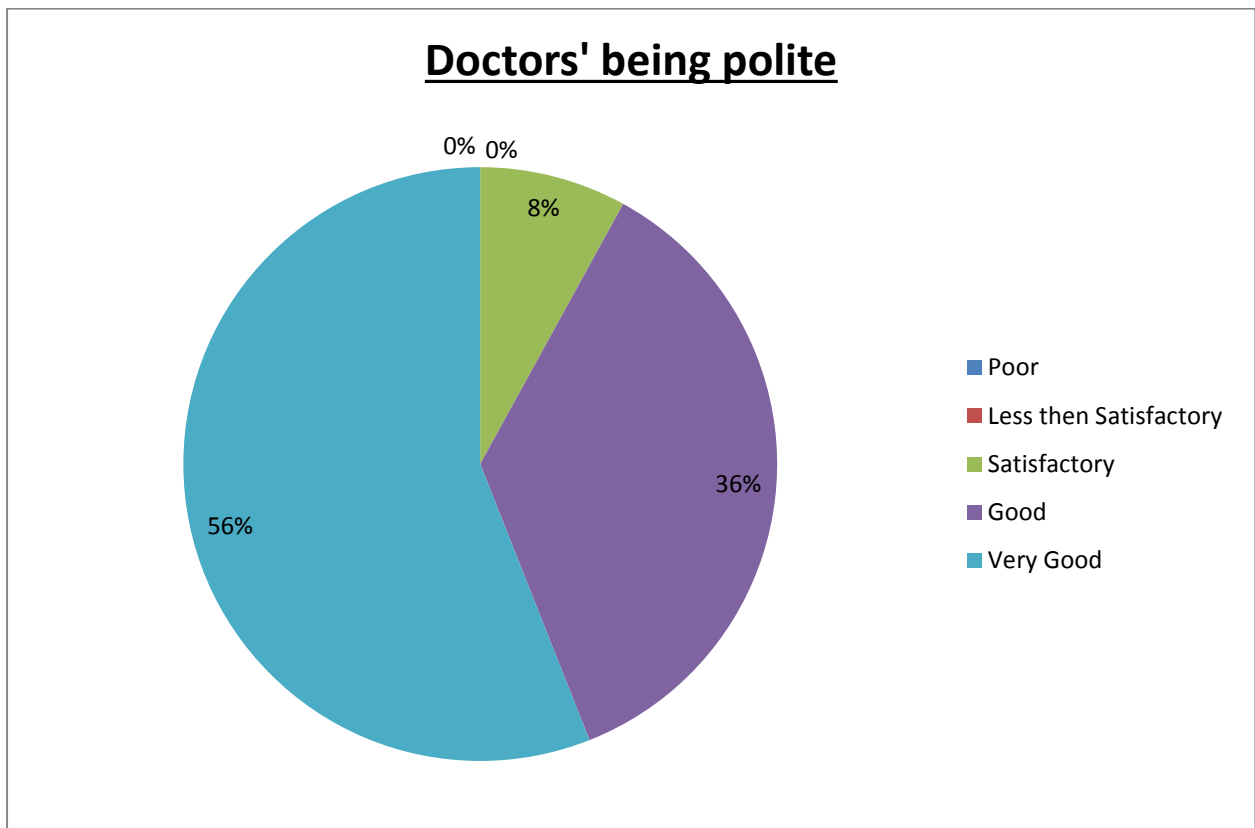
<u>Ability to speak to the Doctors during the telephone consultation hours?</u>	
	No. of Responses
Poor	0
Fair	6
Good	16
Very Good	11
Never Tried	17



32% of the patients' surveyed felt the ability to speak to the Dr on the telephone is good whilst 22% thought it was very good. A large proportion of the patients' have never tried. It is unclear whether this due to the fact that they are unaware that the telephone consultation slots exist or whether they just prefer face to face consultation with the Doctor.

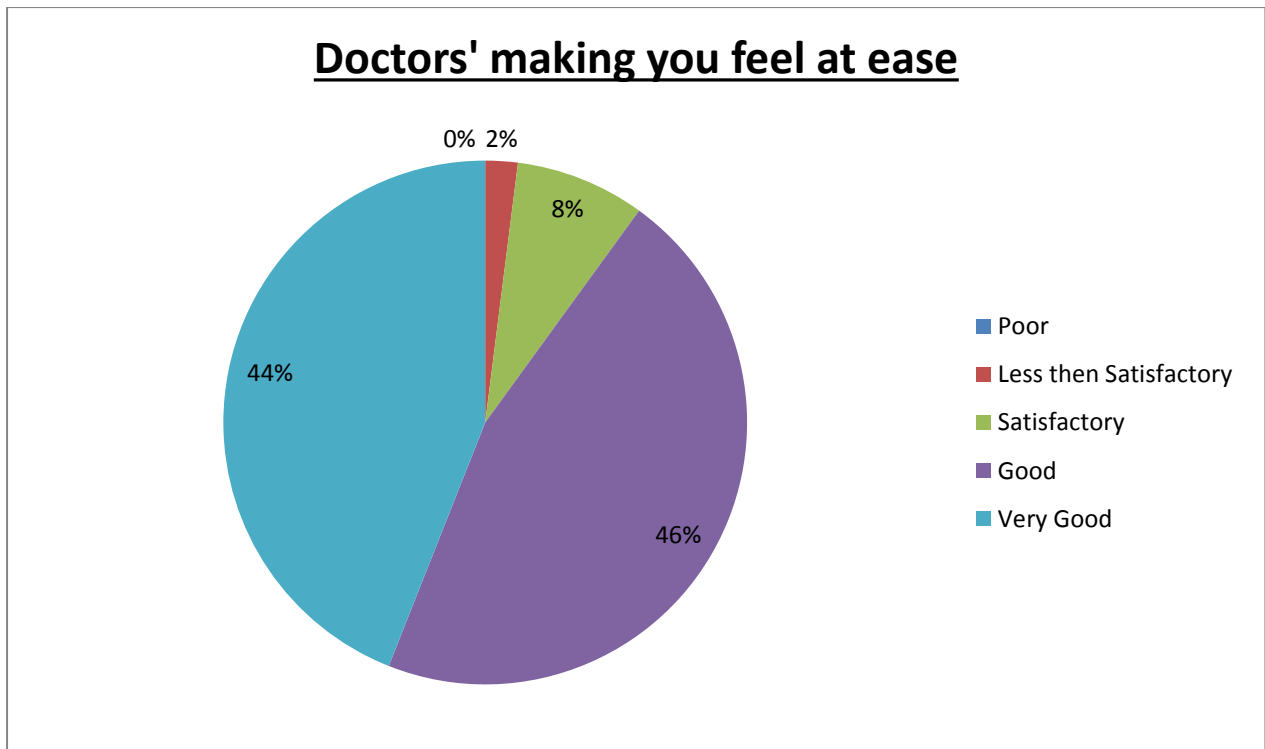
The following questions looked at Doctors' Communication and interpersonal skills

<u>Being polite</u>	
	No. of Responses
Poor	0
Less than satisfactory	0
Satisfactory	4
Good	18
Very Good	28



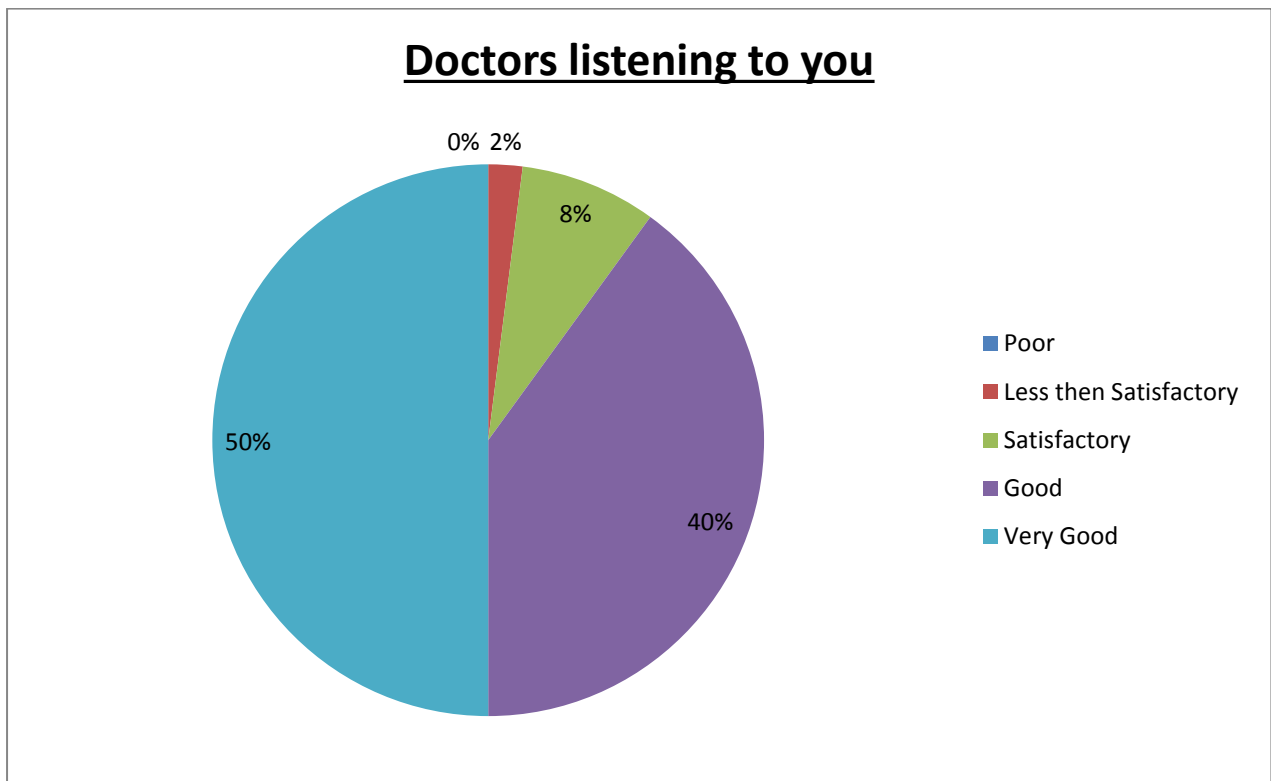
The majority of the patients Surveyed felt that the Doctor they saw were either good or very good at being polite to patients.

<u>Making you feel at ease</u>	
	No. of Responses
Poor	0
Less than satisfactory	1
Satisfactory	4
Good	23
Very Good	22



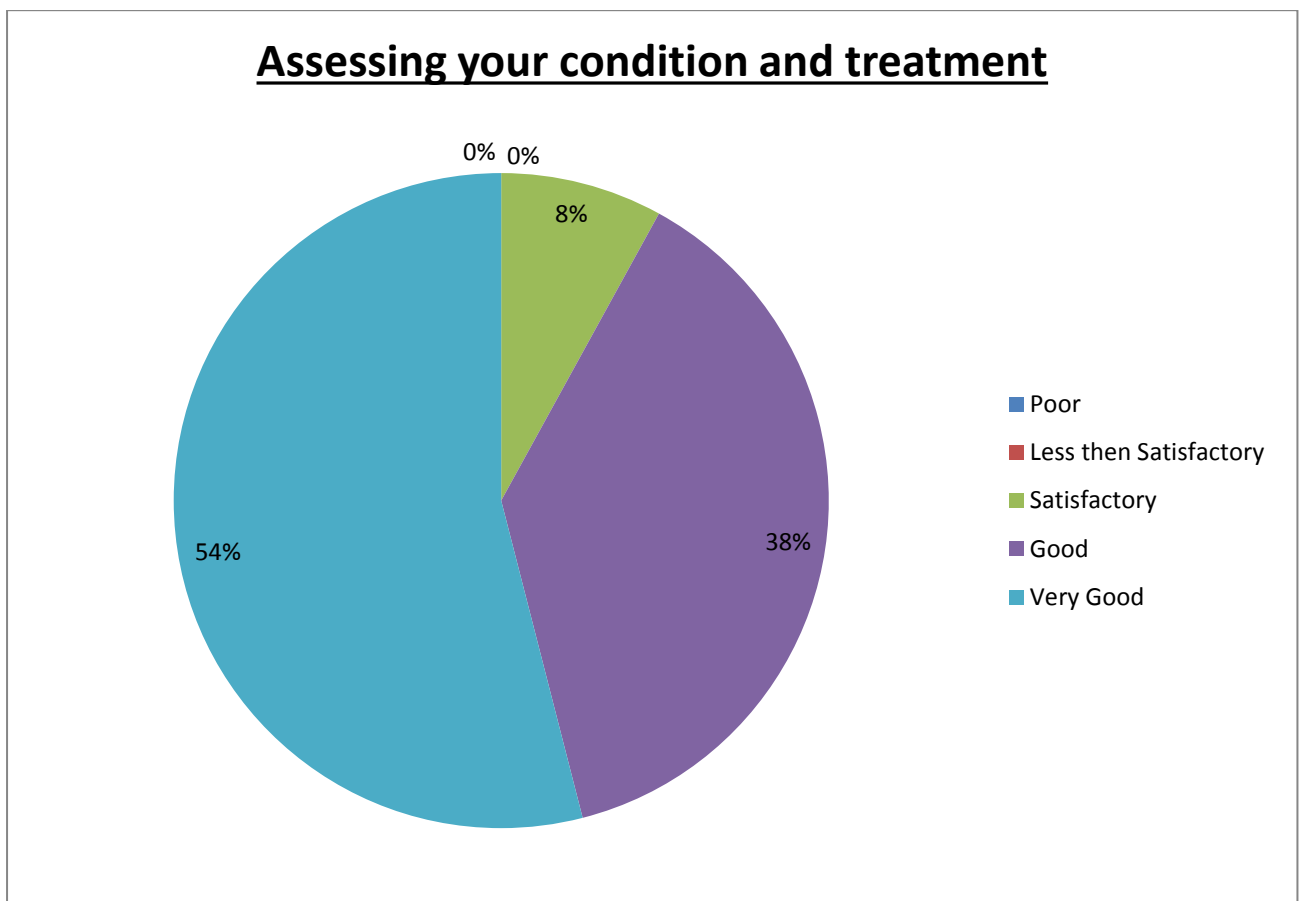
It can be seen by looking at the above results that 46% of patients' felt that the Doctor is good at making them feel at ease, whilst 44% felt that the Doctor that they saw was very good at making them feel at ease. Only 2% of the patients surveyed felt that the Doctor making them feel at ease was less than satisfactory. This report will be shared with the Doctors' at The Town Surgery and areas for improvement will be discussed.

<u>Listening to you</u>	
	No. of Responses
Poor	0
Less than satisfactory	1
Satisfactory	4
Good	20
Very Good	25



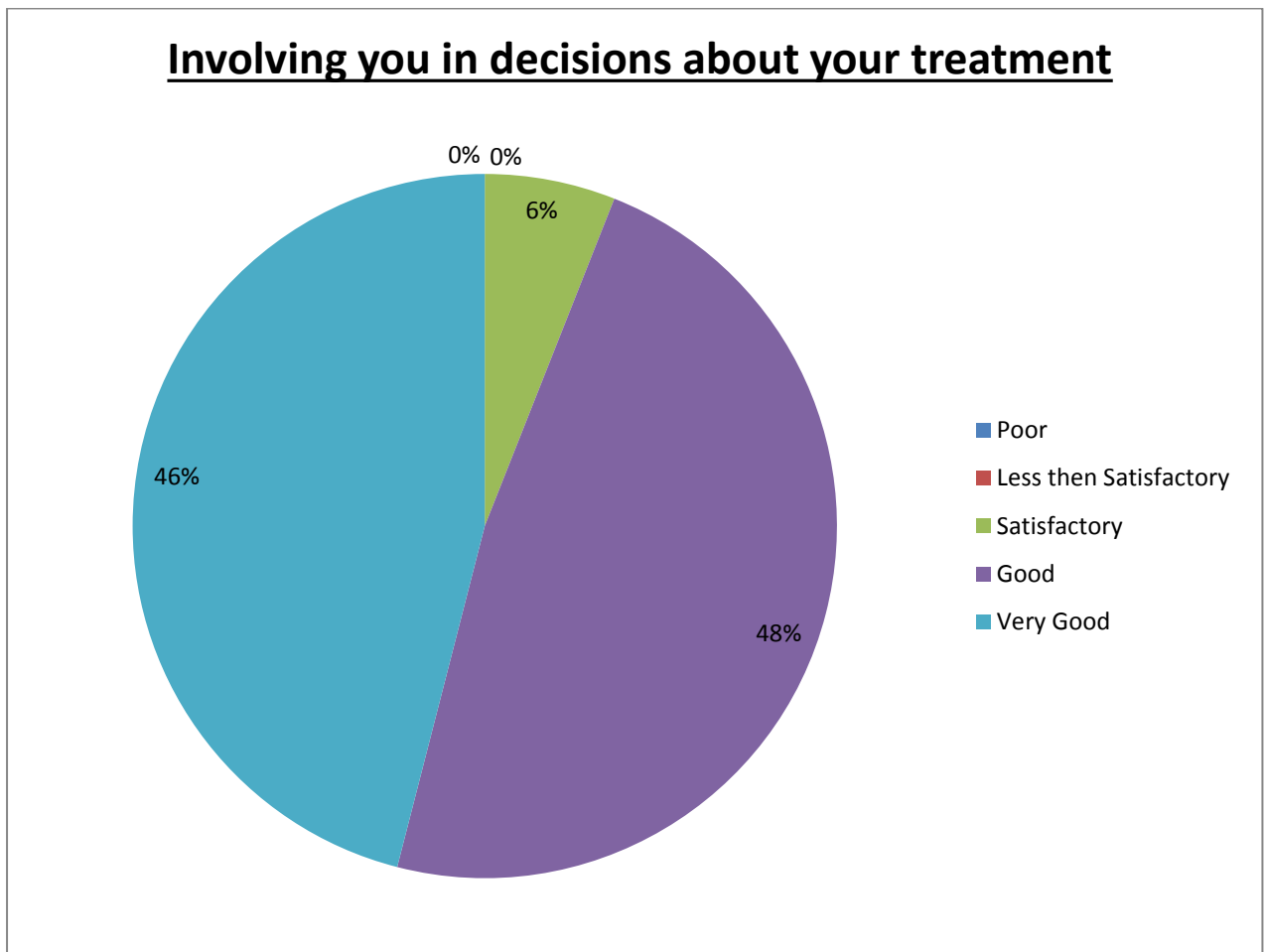
50% of the patients' surveyed felt that the Doctor they see is very good at listening to their concerns. 40% felt that they were good and 8% felt that the Doctor listening to them was satisfactory. Only 2% felt that this aspect was less than satisfactory. This report will be shared with the Doctors' at The Town Surgery and areas for improvement will be discussed.

<u>Assessing your condition and treatment</u>	
	No. of Responses
Poor	0
Less than satisfactory	0
Satisfactory	4
Good	19
Very Good	27



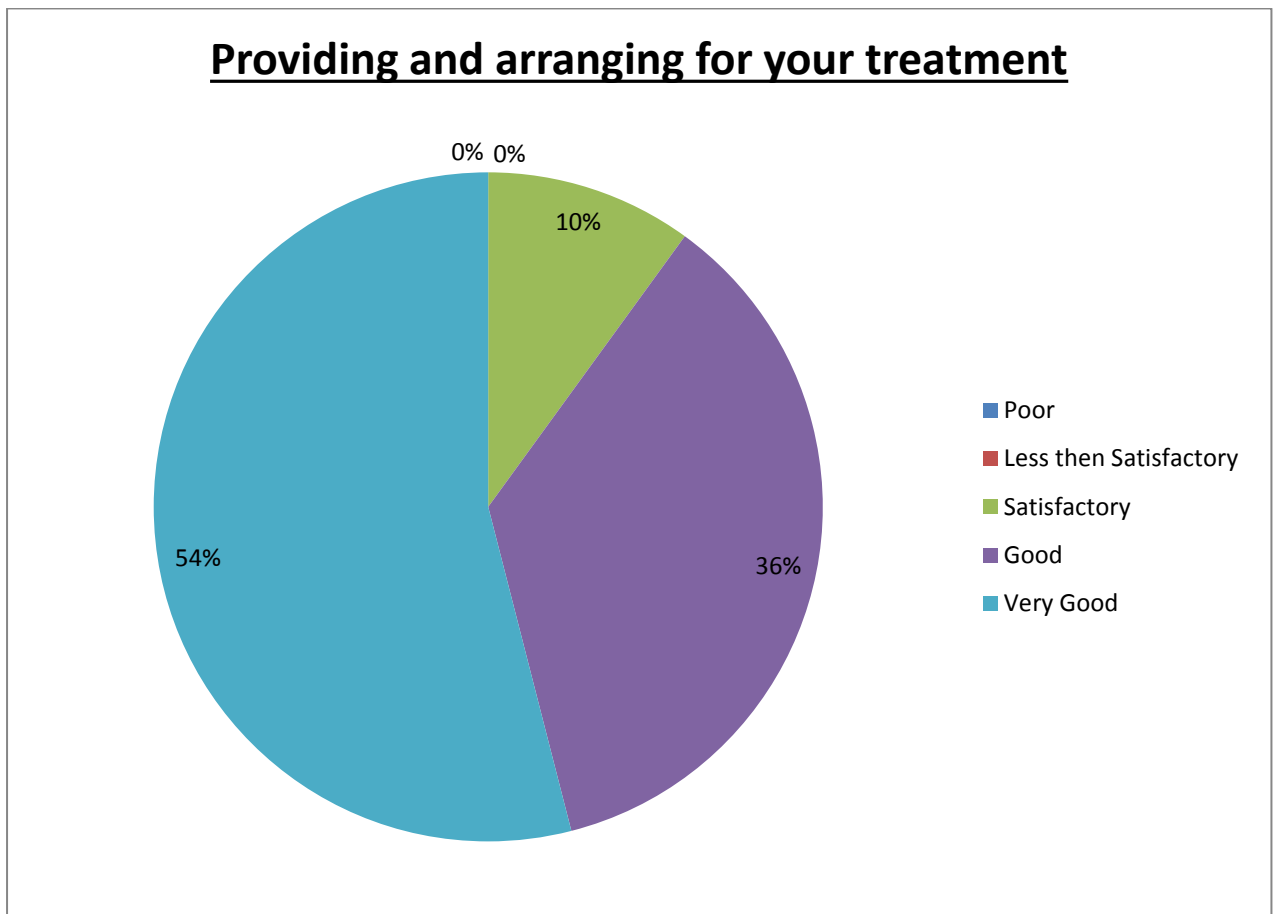
It can be seen that 54% of the patients' surveyed felt very good in the Doctors ability to assess and treat their condition and 38% felt good in the Doctors abilities.

<u>Involving you in decisions about your treatment</u>	
	No. of Responses
Poor	0
Less than satisfactory	0
Satisfactory	3
Good	24
Very Good	23



Overall, the majority of the patients surveyed felt that the Doctor that they saw was either good or very good at involving them with decisions about their treatment.

<u>Providing and arranging for your treatment</u>	
	No. of Responses
Poor	0
Less than satisfactory	0
Satisfactory	5
Good	18
Very Good	27



54% of patients' surveyed felt that the Doctors' ability to provide and arrange treatment was very good whilst 36% felt that it was good. 10% of the surveyed population felt it was satisfactory.

Overall Conclusions

Looking at the results it can be concluded that in both general service and Doctors' consultations the surveyed group seem to rate the services provided by The Town Surgery quite highly.

However, as a result of this survey it was also noticed that there may be a small proportion of patients' less than satisfied by the Doctors' ability to put them at ease or listening to them. This report will be shared with all the Doctors at The Town Surgery and improvement areas will be discussed.

Also, reviewing the feedback from patients it has been highlighted that some patients are unhappy with waiting times and that in some cases their appointment is delayed by 30mins or more. The practice is trying very hard to improve this. One example if this is by making it clear to patients that 1 appointment = 1 problem and if there are multiple health issues to be discussed then a double appointment or a rebooking is required. It has also been mentioned that there should be email facilities for repeat prescriptions. However, online patient access is available which enables a patient to order repeat prescriptions and book appointments online. The Surgery is trying very hard to promote this service to all its patients and make it available to everyone for their ease and convenience.

The Practice will endeavour to continue maintaining high standards as those reflected in the survey and many more other aspects. It will also look at ways of evolving and changing processes and becoming more efficient for patients' benefits.

Patients' Feedback & Comments

Is there anything that you feel that we could improve on, or anything you think that we are doing really well?

Feedback 1

'I value the service by my surgery when I was disabled by a fracture my GPs visited me regularly at home. He treats me with respect and kindness.'

Feedback 2

'Doing really well service the Surgery. I'm very happy to see the doctor and staff are very polite and very friendly.'

Feedback 3

Yes, your new surgery manager is very polite & good for surgery. She follows up request, doing her best.'

Feedback 4

'So far, so good'

Feedback 5

'Is good service, no problem we face at all. So kind and good everything. Thankyou.'

Feedback 6

'Receptionists are very polite and helpful even at busy times. Dr is efficient and puts me at ease about any conditions and diagnosis.'

Feedback 7

'Yes the waiting time because every time we come here we always at least have to be waiting for 30 minutes.'

Feedback 8

'More consultation time with Dr.'

Feedback 9

'Suggest same day appointments so conditions can be treated before they get worst.'

Feedback 10

'I came to this country in 1990. From 1994 onwards I am a patient in this surgery, also my wife and children are. Staff are all very kind, good and helpful. Dr has helped us in every section of treatment. His service to the people is excellent. I wish him and his family well in every area of life.'

Feedback 11

'I feel lucky to have such a good practice so close to me. All the staff are welcoming and I cannot say thank you enough.'

Feedback 12

'Nothing to improve on- Excellent service. Polite and helpful receptionists. Improved telephone system and clear indication of next patient info displayed on wall. Overall excellent service.'

Feedback 13

'E-mail requests for repeat prescriptions.'

Feedback 13

'Waiting time- It became a norm to keep patients waiting 40mins- 1 hour, which makes appointment system useless. If this is so coming to the appointments 30 mins late could have been a solution, however if one is late by 15 minutes the appointment is cancelled.'

Feedback 14

'Nothing to add- been here 10 years yet I live in Winchmore Hill, but don't want to change Doctors.'

Feedback 15

'I appreciate the fact that the doctor is assessing my general and future health so as to help me achieve the best long term health rather than just treating the immediate issue.'