

The Coggeshall Surgery

Patient Survey 2012

This document summarises the results of the Patients Survey carried out in The Coggeshall Surgery in September 2012.

The content of the survey was discussed with the Patient Participation Group on 19 September 2012. It was agreed to use the same survey form as in the previous year. This allowed for comparison between this year's survey results and results from the previous year.

The patient survey was carried out randomly in the period of 2 weeks in September 2012. There are two important factors that made this year's patient survey different from surveys in previous years. Firstly, this time the clinicians were not aware that the survey forms were distributed to patients and secondly, at the time when the survey forms were distributed to our patients the surgery was going through a very stressful period. There was a spate of very challenging, time consuming clinical cases that required special attention from both doctors on top of the usual surgeries and also at the same time there were demands placed on the surgery related to work linked to the impending changes in the NHS that was required to be carried out to a deadline. These factors could have adversely influenced the results of this year survey. Under such circumstances the results of the survey are invaluable as they could show how the surgery copes under strain.

The results of the survey exceeded all expectations. In most cases there was a noted improvement. Taking into account the circumstances of the survey it is a great achievement that pleases the clinical and administrative staff. The average improvement in comparison to last year is 1.5%.

We are delighted that patients appreciate the efforts and attitude of doctors, nurses and the staff, who always are keen to receive feedback from patients. All comments were read with interest. They are a valuable source of information that help in planning improvements in the way we provide care for our patients.

The practice invested time, effort and expenses on extending the availability and providing training to the administrative staff. This brought a positive effect confirmed by the survey where the staff received 96% of positive marks, an increase of 5% on previous year.

Below is a summary of the results of this year patient survey. Patients were asked to value various aspects of our activity giving marks: excellent, very good, good, fair, poor. At the end patients were asked to indicate what they like most, what they like least and at the end there was a short section about the demographics: gender and age.

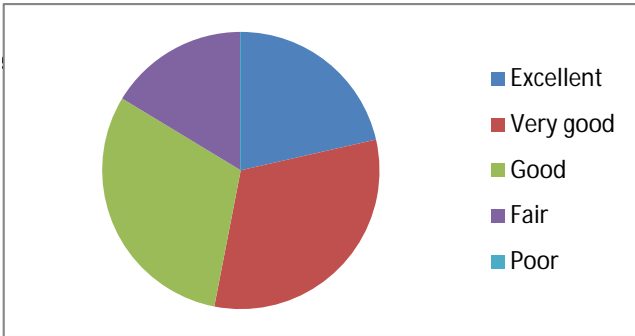
The caption under the charts includes the questions from the patient survey with the level of positive responses and in parenthesis are the improvement between the results in this and last year surveys. The survey was divided into the following sections:

Access to a Doctor or Nurse	89%	(0.8%)
Clinical care given by the Doctors	95%	(1.1%)
Clinical care given by the Nurses	98%	(0.1%)
Reception /admin staff	96%	(4.8%)
Premises	74%	(4.9%)
Overall satisfaction	99%	(2.1%)

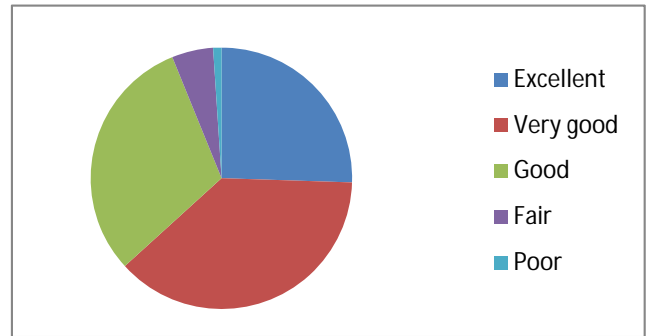
The results speak for themselves.

This survey was a local survey carried out just in this surgery. This is in addition to the external national patient survey that is carried out annually in England. We are pleased to announce that this surgery is rated highest between several surgeries within the locality. Those with an iPhone or iPad could access some of the survey data by installing free 'GP ratings' app.

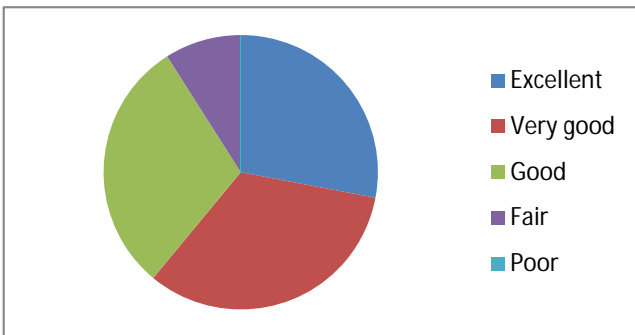
Access to a Doctor or Nurse 89% (0.9%)



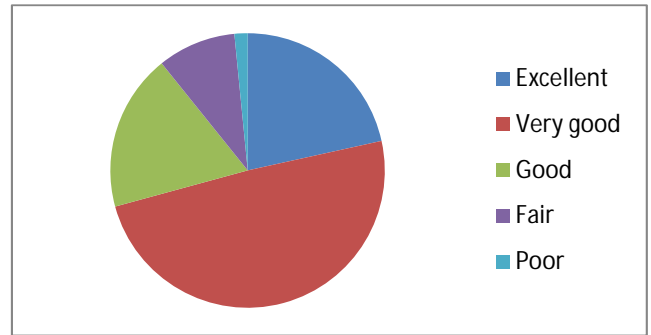
The length of time to get through on the phone 84% (1.9%)



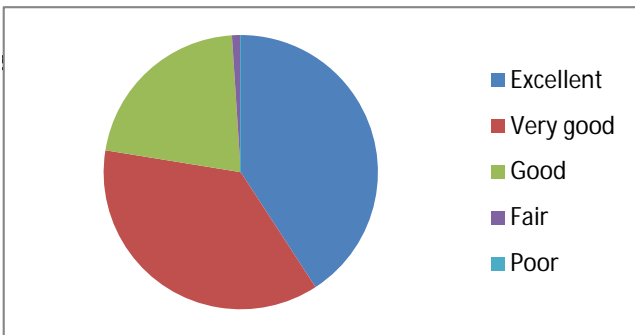
The length of time to wait for an appointment 94% (0.1%)



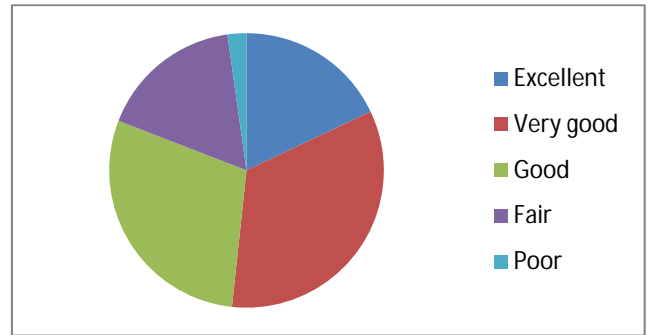
Appointment available at a suitable time 91% (-1.7%)



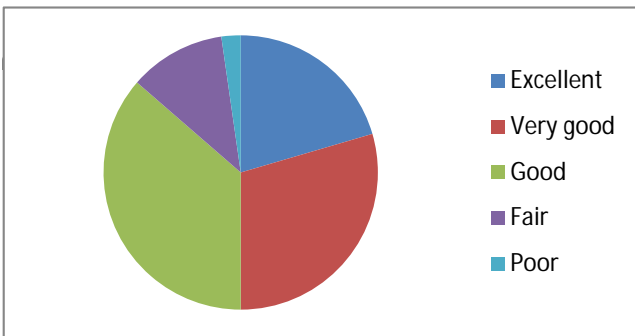
Obtaining urgent appointment 89% (-1.4%)



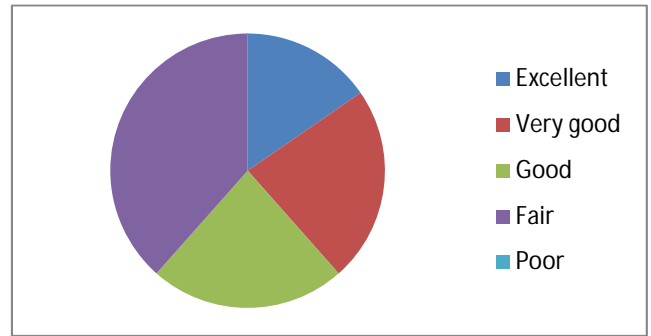
Length of time waiting to check in at reception 99% (4.7%)



Length of time waiting to go in for your consultation 81% (-3.1%)

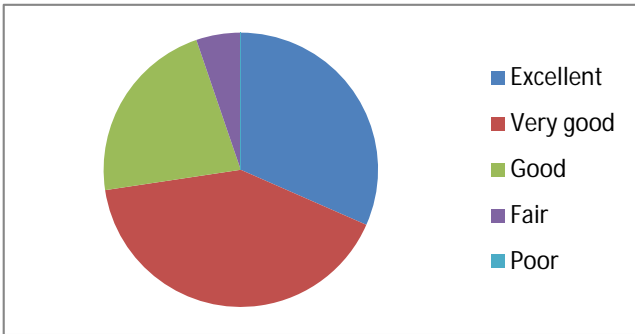


Opportunity of speaking to a Doctor or Nurse on the telephone when necessary 86% (6.0%)

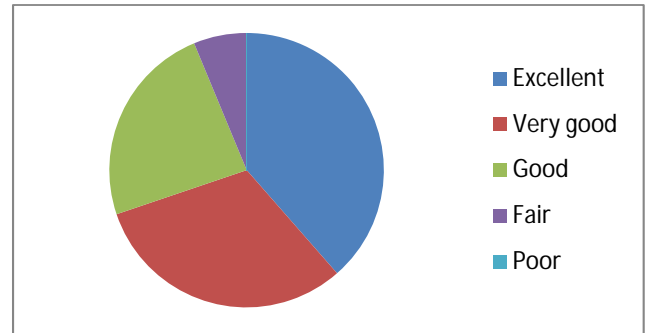


Opportunity of obtaining a home visit when necessary 62% (-11.0%) - unreliable, only 13 responses

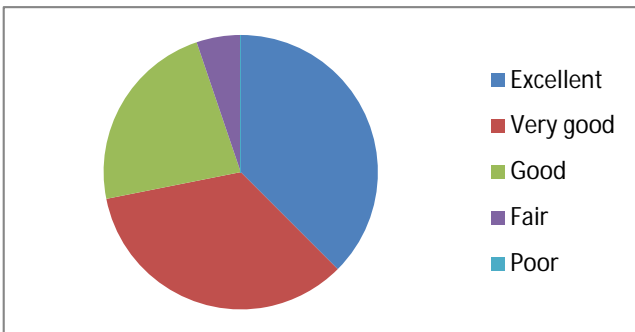
Clinical care given by the Doctors 95% (1.1%)



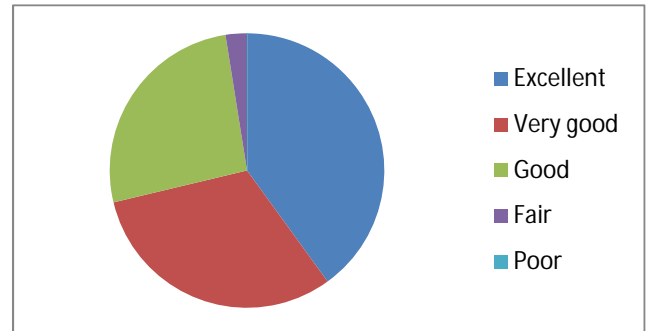
Are you given enough time for your Doctor consultation? 95% (0.6%)



Does the Doctor listen to you? 94% (-0.9%)

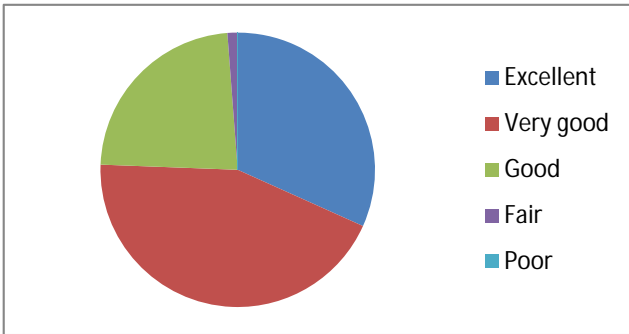


Does the Doctor give good advice and treatment? 95% (2.3%)

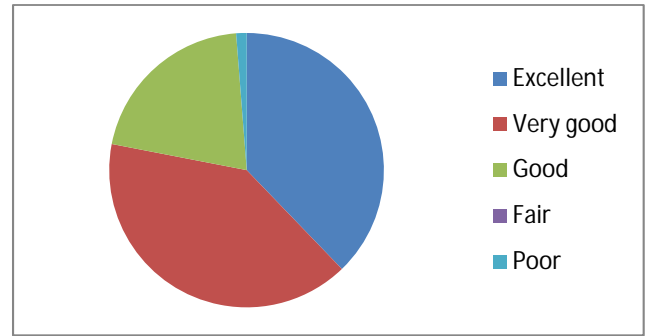


Does the doctor answer your questions? 98% (2.4%)

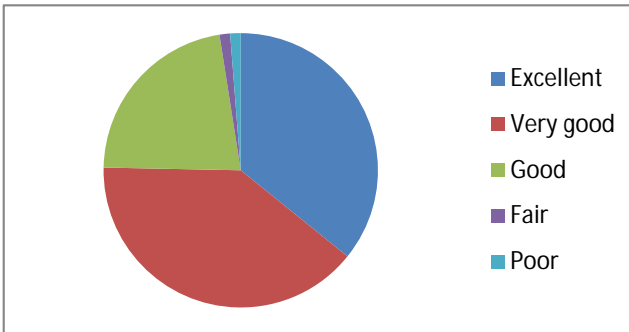
Clinical care given by the Nurses 98% (0.1%)



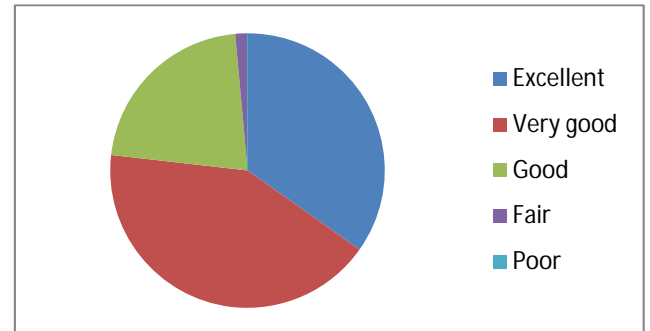
Are you given enough time for your Nurse consultation? 99% (0.0%)



Does the Nurse listen to you? 99% (1.2%)

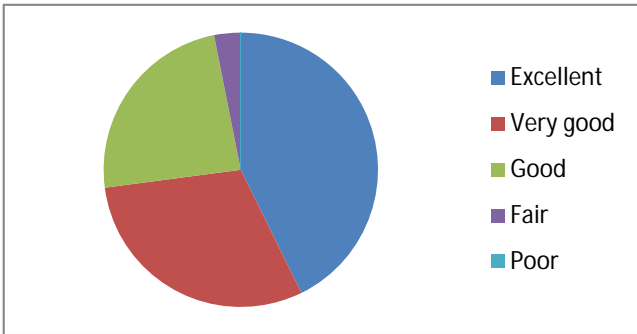


Does the Nurse give good advice and treatment? 98% (-0.7%)

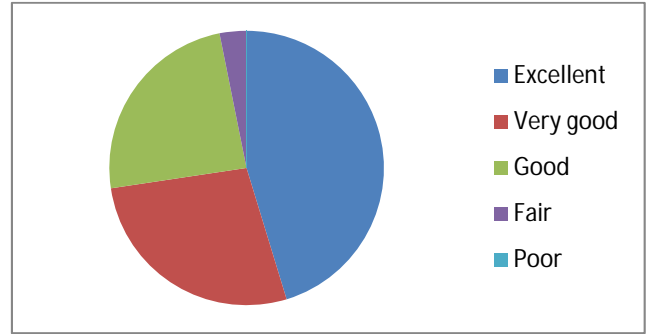


Does the Nurse answer your questions? 99% (-0.1%)

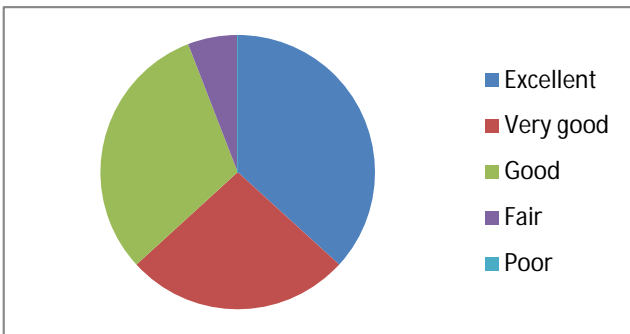
Reception /admin staff 96% (4.8%)



The welcome given at the reception 97% (2.9%)

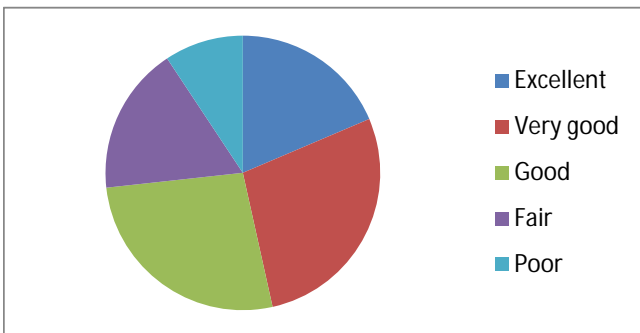


The helpfulness of the staff 97% (7.1%)

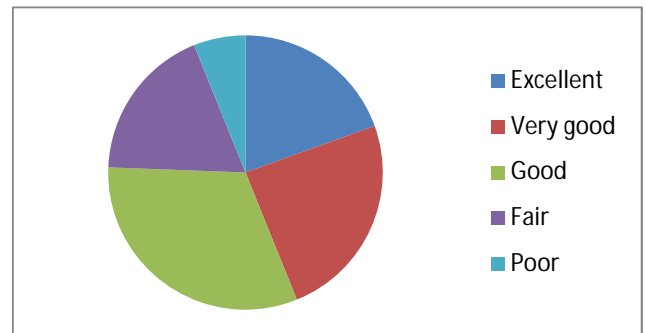


The information provided by the Reception staff 94% (4.5%)

Premises 74% (4.9%)

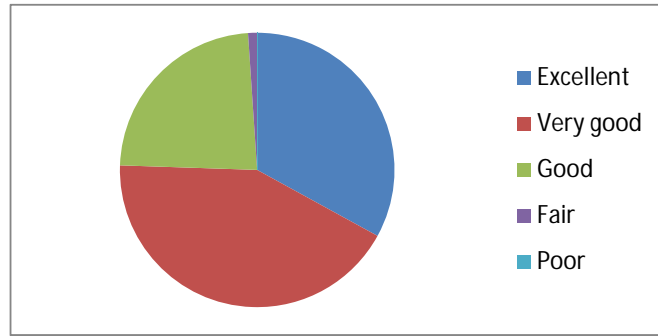


Privacy at reception 73% (7.2%)



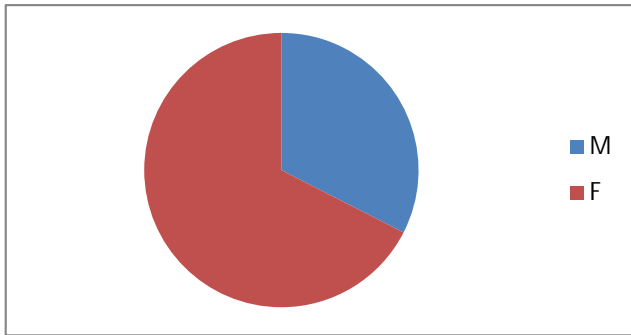
Parking 76% (2.5%)

Overall satisfaction 99% (2.1%)

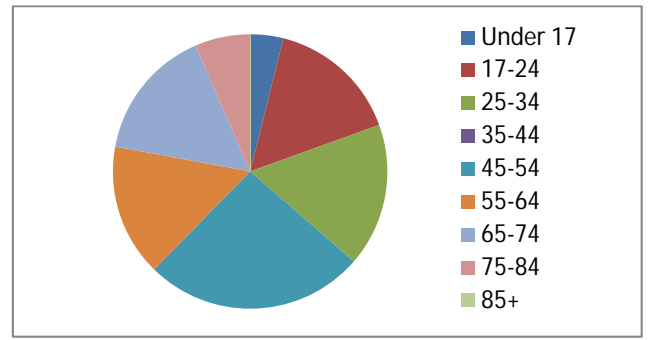


Overall satisfaction 99% (2.1%)

Survey demographics



Gender



Age

What do you like the most

I think we are very fortunate in our surgery its Doctors and staff

Friendly

Easy to get an appointment. Clean/modern building. Friendly staff.

The location of the surgery in the town

Convenient times and accommodating

Small surgery, friendly, good nurses and Doctor

Short wait for appointments

Staff very friendly and approachable

Very helpful and friendly

Very clean and tidy and staff always seem helpful and knowledgeable

Everything

Staff

Phoning for an appointment and ALWAYS getting one on the same day

Friendly helpful - all round great

Quick to get appointment and very helpful staff especially the nurses

Light, open and airy reception waiting room

Much nicer with the radio now

Local and where I live. Usually able to get an appointment when I need it. Doctors and nurses are always helpful and give good advice

Professionalism of staff

Most helpful at all times in my experience

Always available and never makes me feel a pest

Convenience

Location of surgery and ease of obtaining an appointment

The nurses are very good, always good advice and caring

I live near and both Doctors are good and listen to you

The nurses are brilliant, care and emergency appointment for children very good

Late evening Monday appointments, closeness to home, friendly staff, verucca treatment availability very important!

Clean, spacious environment, helpful staff

Near where I live, comfortable

Staff are so friendly, I feel like a person not a number

Coggeshall Surgery is very good for my needs

Clean and tidy

Friendly staff

Never afraid to come because I know I will have the best treatment

Local - I can walk there. Range of services eg blood tests, nurses, special clinics etc available

I have always been treated with respect and care

The very helpful staff, ease of parking. Generally easy at obtaining an appointment. Dispensing of prescriptions

Friendly staff and excellent Doctors and nurses

It is close to home

Friendly, quick to receive prescriptions and to make appointments

Very professional

Friendliness of most of the nurses

Obtaining appointments. My Doctor

Helpful staff nurses and Doctors

Uncrowded waiting room and pleasant reception

The staff are very helpful and there is always a cheerful atmosphere

Friendly

Friendly surgery

Friendly staff, listening and caring Doctor

Very friendly and obliging

Proximity to home address. Internet access to appointments and repeat prescriptions

Flexibility with appointments

Nearness

Nice people, easy to get appointment

Good waiting room, good Doctors and no complaints

Local, long opening hours once a week

Not very busy like others I've belonged to

Music in reception is a lovely distraction. Very bright and clean. Books to buy for charity

Availability

Accessibility

Can always see a Doctor within one or two days

Availability of Doctors

Approachable, helpful reception staff/atmosphere. Doctor's care
Location, quick prescription dispense times
It's just down the road. Doctor is very good at explaining condition/treatment
Satisfaction
Easy to get appointments. Helpfulness of Doctor and staff
Plenty of space in waiting area and clean
Plenty of seating and airy
Doctor
Accessibility
All staff very helpful and friendly. Nothing too much trouble

What I would like to be changed

Radio on in surgery
Parking sometimes very bad
Sometimes long waits to get an appointment. Could do early mornings for commuters to London.

Radio noise. I think reception should be apart from waiting room
Nothing
Radio too loud, too old!
Nothing quite happy
Difficulty getting through on the phone
Need more privacy at reception
Receptionists can 'sometimes' be a little abrupt and dismissive
Nothing
Nothing
Nothing
Would like longer opening hours or Saturday opening
Nothing
Nothing
Décor
The attitude of the Doctors at times can be make me feel like I am wasting their time or quite belittling so I avoid coming to the surgery as much as possible
Nurse experience
Parking

Parking could be better

Lack of privacy at reception

Test results only available at limited times

Nothing

No Saturdays

Nothing

Nothing

Feeling that the Doctor doesn't want to treat you due to the cost

You often get seen a long time after your appointment time

Nothing

Parking

Loud music in waiting room

Comments

I filled this in prior to my first visit with a Doctor. I have found this Doctors surgery to be a breath of fresh air. From friendly approachable reception staff to nurses who don't hide behind clinical indifference common sense sees to be the motivation here. Well done as good as I've come across.

I believe you have an online appointment booking system, perhaps this could be promoted better. A screen between the reception windows and the rest of the waiting area would improve privacy

I go to Braintree surgery with my mother, Kelvedon with my husband and in laws and feel this is the easiest to get appointment and I trust these Doctors over the other surgeries

One Doctor is great but the other needs to smile more as abit unapproachable

Sometimes feel that I'm causing a problem and that I shouldn't be here. Would have marked poor but felt it wasn't all the receptionists

All very good, very happy with service

No solution to the parking problems especially on Thursdays, market day, usually avoid appointments on this day

Difficult to say how privacy at reception could be improved. By its nature, reception is a general area

Access to test results via internet access perhaps

Difference in repeat prescriptions collection - some home, some chemist, some internet etc

I can't afford to go private, but have done in the past in order to get treated. There is too many barriers to go through to get treated on the NHS. If you're in a lot of pain you might not be very patient

I'm pleased you've taken down the sign saying 'X' number of people didn't turn up for their appointments this week. That sort of thing works both ways! We never had a sign for the number of people being seen more than 10 mins after their appointment time/having their appointment cancelled/couldn't get a convenient appointment!!

All good