

## The Coggeshall Surgery

# Patient Survey 2013

This document summarises the results of the Patients Survey carried out in The Coggeshall Surgery in September 2013.

The content of the survey was discussed with the Patient Participation Group in a meeting on 15 August 2013. It was agreed to use the same survey form as in the previous years. The survey questionnaire covered access to services, clinical care given by doctors, clinical care given by nurses and premises. It was agreed that there will be minimum of 50 questionnaires collected per doctor. It was considered to be reasonable for the questionnaires to be distributed to patients in the waiting area when the patients attended the surgery for an appointment with the doctor.

The patient survey was carried out randomly in the period of 2 weeks in September 2013.

The answers from the survey were collated and the results are presented on the graphs in this report.

As in the previous year the results of the survey confirmed that patients in vast majority appreciate the quality of the care they receive in the surgery. This relates to the doctors, to nurses and reception staff who all were highly praised in the survey.

Satisfaction with access to doctor or nurse was judged to be at similar level as in last year survey at 88%. There was slight improvement satisfaction with getting appointment at a suitable time, obtaining urgent appointment, waiting for consultation and obtaining home visit. The waiting time for an appointment, getting through on the phone, waiting time to check in and opportunity of speaking to a doctor or nurse were marked slightly down on the previous year.

Satisfaction with clinical care given by the doctors is virtually unchanged in comparison with previous year – 95%

Similarly satisfaction with clinical care given by the nurses is also virtually unchanged in comparison with previous year – 98%.

Satisfaction with reception staff remained unchanged at 96%.

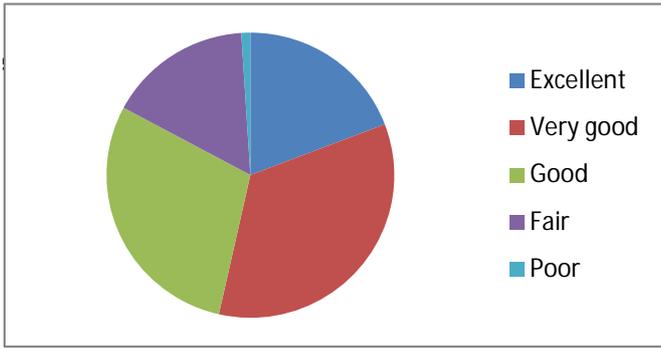
This should be considered as positive as last year survey results were exceptionally good and the surgery in large managed to maintain the high standard.

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.

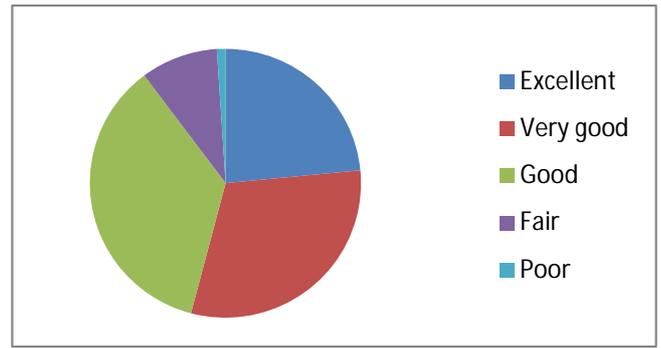
The caption under the charts includes the questions from the patient survey with the level of positive responses and in parenthesis are the improvement between the results in this and last year surveys. The survey was divided into the following sections:

Access to a Doctor or Nurse	88%	(-1.2%)	
Clinical care given by the Doctors	95%	(-0.2%)	
Clinical care given by the Nurses	98%	(-0.2%)	
Reception /admin staff		96%	(0.0%)
Premises		77%	(2.8%)
Overall satisfaction		97%	(-2.2%)

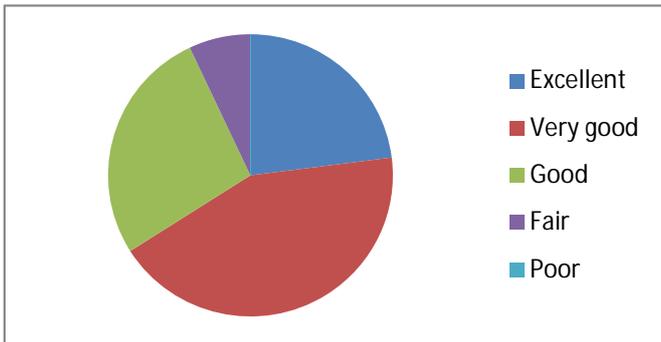
**Access to a Doctor or Nurse 88% (-1.2%)**



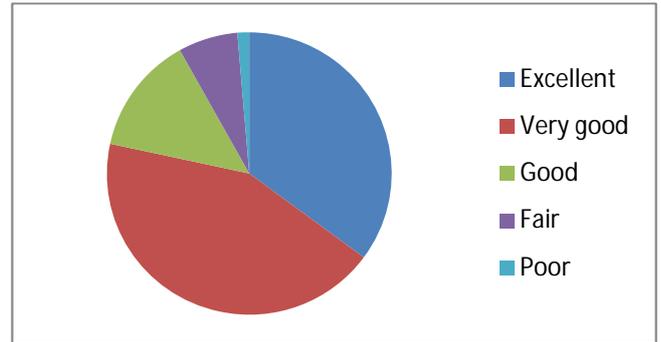
**The length of time to get through on the phone 83% (-0.8%)**



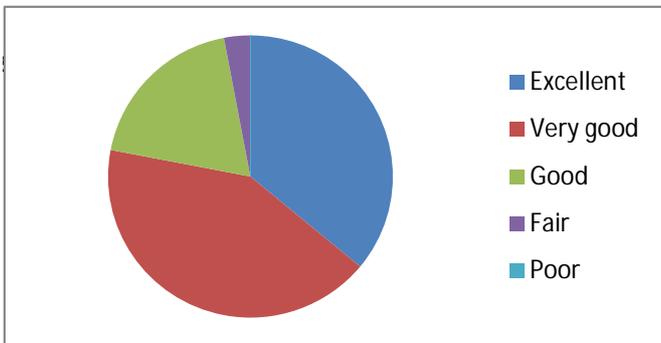
**The length of time to wait for an appointment 90% (-4.1%)**



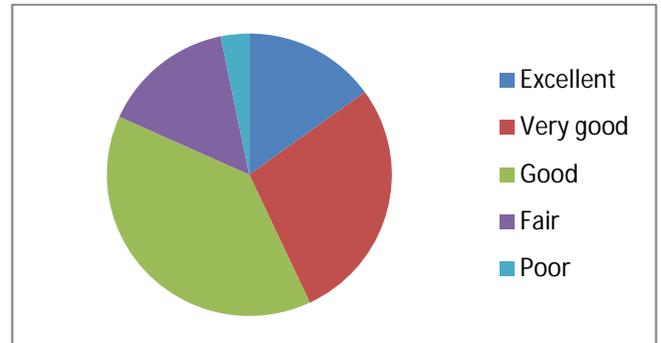
**Appointment available at a suitable time 93% (2.0%)**



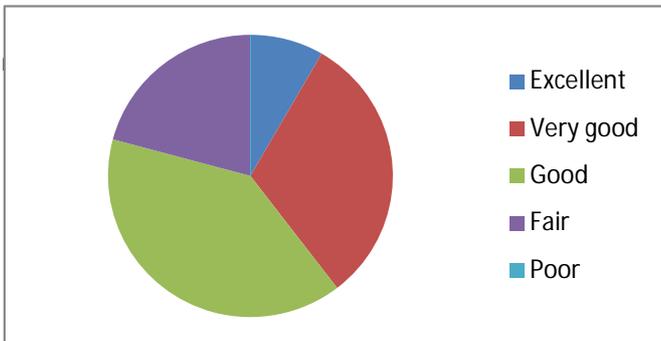
**Obtaining urgent appointment 92% (2.7%)**



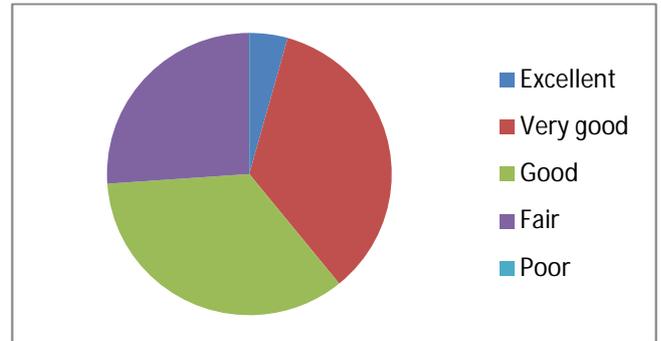
**Length of time waiting to check in at reception 97% (-2.0%)**



**Length of time waiting to go in for your consultation 82% (0.8%)**

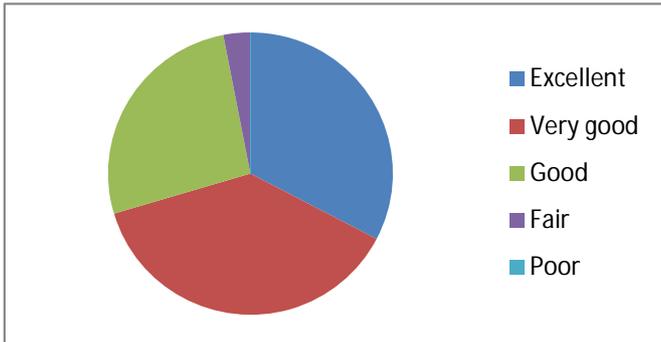


**Opportunity of speaking to a Doctor or Nurse on the telephone when necessary 79% (-7.2%)**

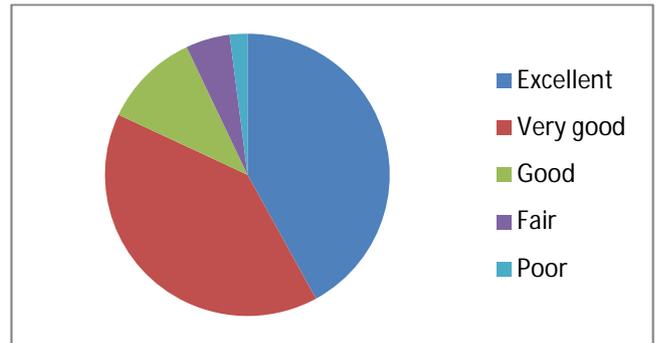


**Opportunity of obtaining a home visit when necessary 74% (12.4%) - unreliable, only 13 responses**

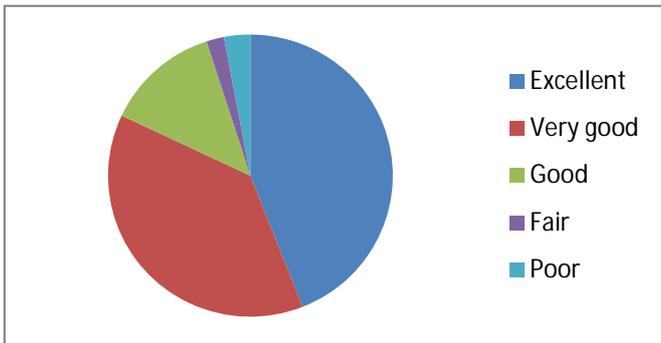
**Clinical care given by the Doctors 95% (-0.2%)**



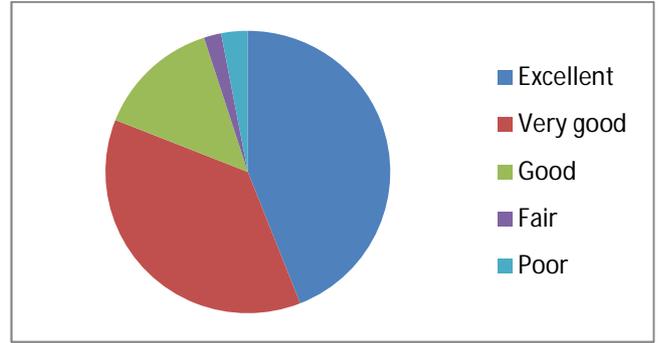
**Are you given enough time for your Doctor consultation? 97% (2.2%)**



**Does the Doctor listen to you? 93% (-0.8%)**

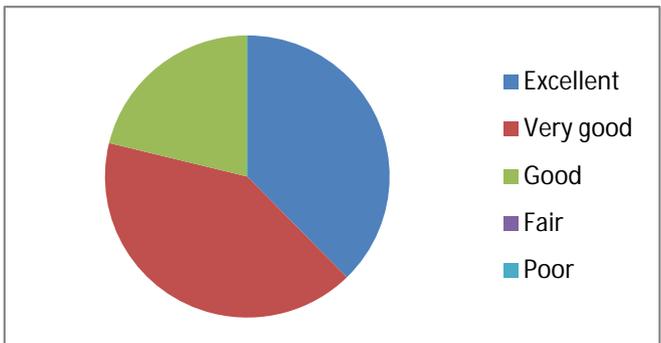


**Does the Doctor give good advice and treatment? 95% (0.2%)**

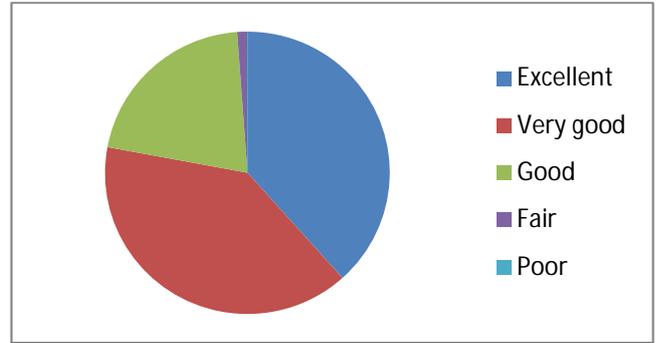


**Does the doctor answer your questions? 95% (-2.5%)**

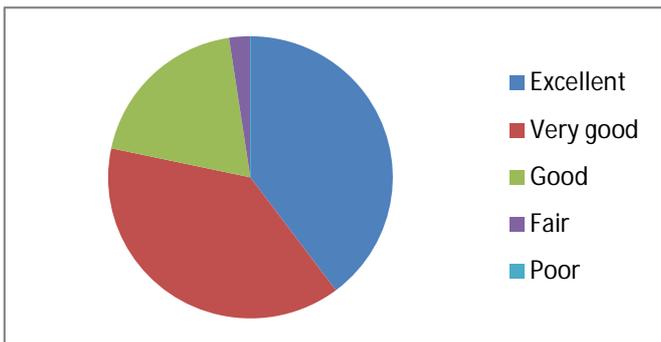
**Clinical care given by the Nurses 98% (-0.2%)**



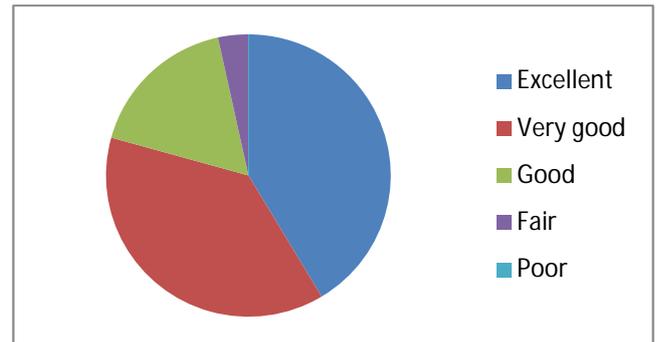
**Are you given enough time for your Nurse consultation? 100% (1.2%)**



**Does the Nurse listen to you? 99% (0.1%)**

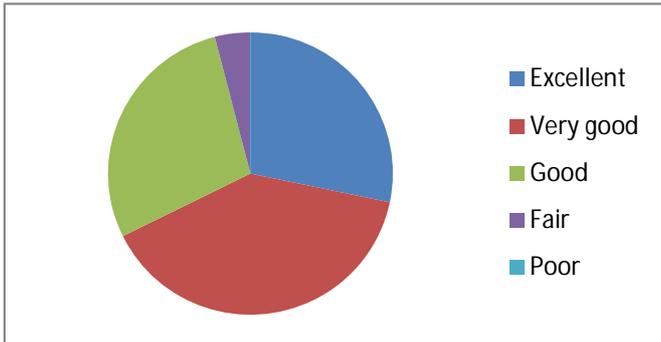


**Does the Nurse give good advice and treatment? 98% (0.1%)**

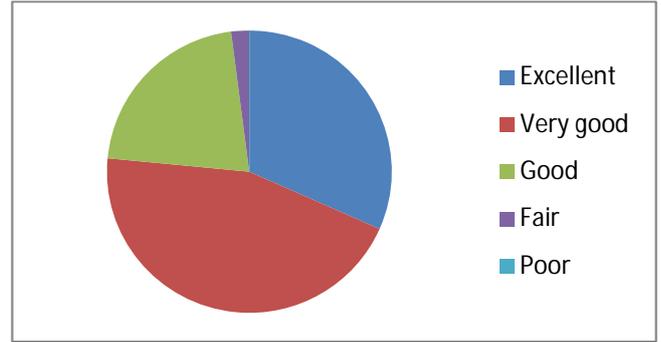


**Does the Nurse answer your questions? 97% (-2.0%)**

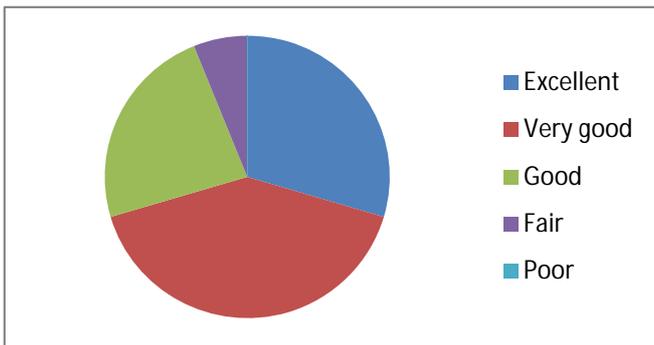
**Reception /admin staff 96% (0.0%)**



**The welcome given at the reception 96% (-0.9%)**

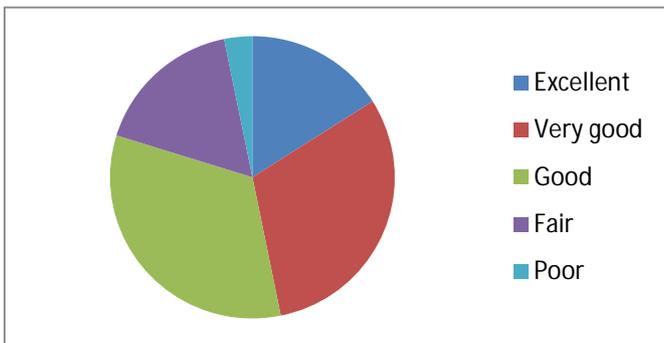


**The helpfulness of the staff 98% (1.1%)**

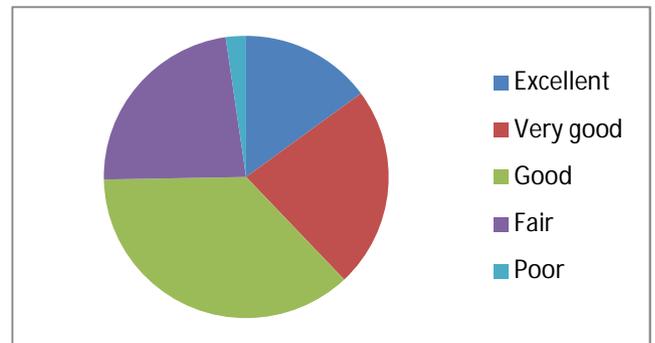


**The information provided by the Reception staff 94% (-0.2%)**

**Premises 77% (2.8%)**

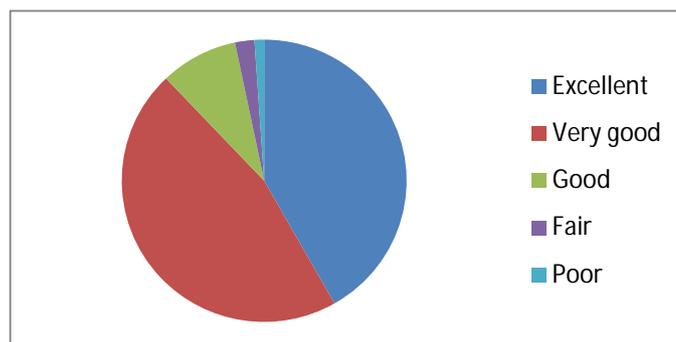


**Privacy at reception 80% (6.5%)**



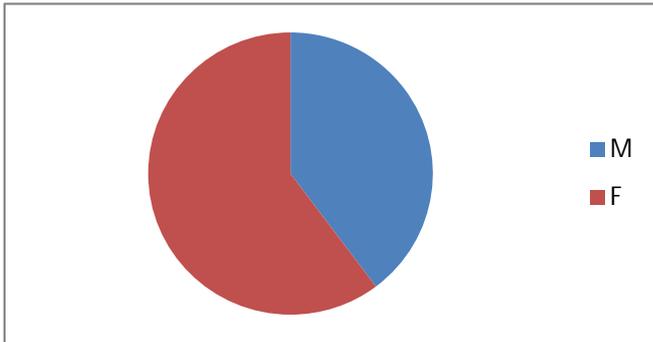
**Parking 75% (-0.9%)**

**Overall satisfaction 97% (-2.2%)**

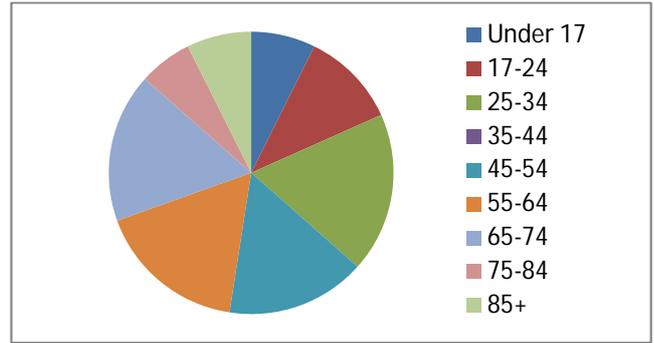


**Overall satisfaction 97% (-2.2%)**

## Survey demographics



Gender



Age

## Comments

### What do you like the most

Doctors and nurses have always provided excellent care towards me and my baby and have treated me personally and as an individual and have listened and given advice to all of my concerns.

It is small and local

It is never crowded and I like to relax prior to consultation

The friendliness you are not just a number.

Staff helpful and friendly

Ease and friendliness of staff. Nothing is too much trouble

Can always get an appointment

General helpfulness and cheerfulness of staff

Easy access and parking

Very helpful Doctor and staff

Convenient to me and as you will see by marks I am happy with the surgery

Small and personal

When I am ill and I go there I end up getting better

Satisfaction very helpful

Helpful and friendly. Very understanding

Friendly, local service. Prompt availability for appointments and helpful service.

Friendly atmosphere continues with professional approach

Friendly, helpful and convenient

Helpfulness and Doctors care

The friendliness of staff.

Always polite and professional

Friendly staff

Small and friendly

Staff are all very friendly and willing to help. GPs are known and made me feel not like just a "number"

I hardly ever come here, but whenever I've needed anything it's been sorted out very quickly

Good local surgery with a GP who really cares and listens

Clean and comfortable

Waiting time at reception

Easy to get appointment, sympathy, Doctors care

Close to where I live

Friendly nurses, always appointments available when required

The music

Walking distance and always feel like you matter and receptionists do their best to find an appointment

That I can always get an appointment quickly that even if I go to Doctor/nurse with a small complaint that the children have they are helpful and happy and don't make me feel silly for asking.

Close to home

No messing about, come in job done (home)

The nursing staff are excellent, especially with the children.

Doctor and staff

Quick appointments. Always see same Doctor

The staff - efficient - care

Friendly caring staff

Quite easy to get appointments out of work hours

Easy to park, good service

Convenience of having a surgery in the village

Location - I live down the road

Easy access - Good Doctor and nurse

The waiting area is spacious and airy and the staff are very helpful

Convenient location

My Doctor and how I can always get an appointment on the day if I ring up

Bright, clean surgery

My needs and concerns are taken seriously and I receive prompt attention

Easy to get to

Little waiting time to get appointment

Location

Ease of appointments and understanding of staff

Professional yet caring

Being helpful at all times

Easy to get to and very good staff

Easily accessible surgery, good parking, get on well with GP

I like my Doctor and receptionists are friendly and helpful

Feel comfortable

Is easy to get too

Service given by everybody in the practice which we have always received

I can get an appointment when I need to most times

Getting seen promptly

Convenience and ability to get appointments

In general excellent service

Helpful, friendly and informative

### **What I would like to be changed**

Sometimes difficult to get an appointment especially where a child is concerned although I can request as baby is under 1. I am not sure it will be as easy after 1.

Nothing all seems well

Reception could be a bit more private

Only one phone line so often phone engaged

No weekend or out of hours cover by these Doctors.

Music too loud

Being ill in the first place!

Nothing

Advertising screen

Choice of radio station

Very hot in the building

Car parking

Radio!

The music is a little too loud

Parking

No weekend surgery's

Parking

The window arrangement, never know which one to go to

Hot waiting room

No confidence in diagnosis not always given good advice

Nothing

Reception staff can be a bit hit and miss, some are great and some can be bordering on rude

Parking!

The sometimes long wait to get an appointment

Feeling like I am bothering Doctors/Nurses and taking up their time

Reception area

Not being able to get results until the afternoon

Not feeling listened to

There is none

Local/small number of parking spaces

The radio

Too hot!

Car park some times blocked up

N/A really perhaps reception privacy could be improved and access to Doctor via telephone

Nothing it is a centre of excellence

Waiting in waiting room with other people's germs

Nothing

Nothing

Parking sometimes difficult

Radio in waiting room a bit too loud

Delay in being seen

## **Comments**

The care provided at this surgery is very good. I moved here 3 years ago and I have never had such good care. All staff are very caring and happy to help.

Surgery need airconditioning

I appreciate that there is no viable solution to the parking issues

Weekend surgery's

A few more toys for children to play with in waiting and consultation rooms (help parents to concentrate on issue instead of worrying about children)

I am happy with the service

Car park becoming increasingly poor quality (gravel section)

Poor privacy at reception

Improve attitude of Doctors to patients. Better appointment system