



# DANBURY MEDICAL CENTRE

*The Partnership of:*

*Drs McAllister, Dollery, Plate, Crane, Hunt & Mrs L Graham*



## **PATIENT SURVEY RESULTS 2013/14**



## **Executive Summary of the patient survey 2013/14**

### **Patient Involvement Group**

The Danbury Patient Involvement Group has been in existence for the past twelve years

The patient group has 111 members, 9 committee members and 102 virtual members who are contacted on a regular basis via Email.

Danbury Medical Centre Patient Group was formed October 2013, supported by the PIG to undertake the work involved on behalf of the virtual group for the Patient Reference Group DES.

**Total practice population:** 11,508

**Patient Survey:** Patient Consultation Version, EQUIP  
The practice survey was designed by EQUIP with consideration of patients views. The survey was agreed by the Practice, Patient involvement group and Patient Reference Group. 328 questionnaires were analysed

### **Meeting to date discussing the Patient Survey and action plan with Patient Group**

Meeting: Danbury medical centre  
Date: 28<sup>th</sup> January 2014

**Building and Parking:** The practice is due to move into the new premises early 2015. This will improve the practice environment for both patients and practice staff. Parking is an on-going issue and it was agreed there is no room for expansion at this point in time but should be resolved with the move.

**Staff:** The receptionists scored an extremely high satisfaction score of 97.99%, 23.99% above the National Patient Survey for quarter three of 2013/14.

Dispensary has experienced staff changes this year and over a period of time staff shortages and the satisfaction score achievement of 94.19% reflects the patient's appreciation of their hard work.

The secretaries also achieved an excellent score of 96.62%.

The administration staff achieved an excellent result of 94.95%.

The overall satisfaction score for the nursing staff was 100%, they need to be congratulated on an excellent result which is 13% above the national survey results of 87%

The patients overall satisfaction score was 94%, several patients had scored low and stated they would not recommend the practice for selfish reasons. It was felt it would be harder for them to see a GP of their choice if the practice were to register more patients

**GP Consultations:** The average satisfaction score for the GP's consultation for the eight questions asked was 96.5%. This is an excellent satisfaction score, nationally for quarter 3 the average satisfaction score is 85%. The practice satisfaction score for the average consultation waiting time has dropped this year from 61% to 43%. It was felt patients are not always told when there is a delay. The reception staff will be reminded to make patients aware of delays

**See below the actions agreed by the patient participation group and the practice.**



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### **The Actions Below Are 'Suggested Actions' Set for 2013/14**

#### **New Danbury Medical Centre**

There are exciting times ahead for the practice. With the move happening early 2015, preparation towards the move would be the main action for the practice. A display will be available in the waiting room to keep patients informed of the progress. The practice is exploring how the patient experience can be improved with the move. Two such facilities being considered if financially viable is online patient leaflet's available for downloading in the waiting room and a display screen advertising services available in the practice.

#### **Practice Noticeboard**

Practice noticeboard in the waiting room with monthly theme to inform patients of change and new services has been successful. The subjects for this year will include an explanation of services such as Triage and on-line booking services.

#### **Advertising the on-line booking facility**

Information regarding the on line booking facility and how easy it is to use will be advertised on the information board and practice website.

#### **A day in the Life of a GP**

'A GP to represent a day in the life of a GP', to be updated. It has suggested that a patient could possibly shadow a GP if able to cover Information Governance.

## **Update for the actions set for 2012/13**

### **Practice Noticeboard**

Practice noticeboard in the waiting room with monthly theme to inform patients of change and new services

Everyone agreed that the practice notice board displaying helpful information, informing patients of changes at the surgery, and updating them monthly on areas such as staff, appointments, DNA's etc. had an overall effect and that this should continue.

### **Advertising the on-line booking facility**

Information regarding the on line booking facility to be included in the Danbury Journal to try and reduce the pressure on the telephone lines by encouraging people to use the service.

### **Patient who Did Not Attend (DNA) their appointments**

Newsletter to advertise the level of DNAs and an allocated slot on the practice noticeboard. Re-audit the levels of DNAs in three months.

The DNA's are advertised, this is a problem not only experienced by the Danbury Practice. Patients are written to after three DNA's. This action will continue

### **Average Consultation Audit**

An average consultation audit to assess if waiting times can be improved.

Average consultation waiting time satisfaction has dropped this year from 61% to 43%. This is a disappointing result and discussed with the patient group representatives. It was felt patients are not always told when there is a delay. This would be helpful and give patients a choice to re-book if they wish. The reception manager will remind the receptionist to remind patients of extended waiting times

### **Patients Waiting To Access the Surgery**

Patients who arrive just before the 8am opening time to be offered a seat in the waiting room until reception is ready to open.

It was also noted that the action from last year, regarding patients waiting outside the surgery in the bad weather before 8.00am, had been rectified, as a receptionist is now always in reception from 7.30am to let patients in to the waiting room

**Further information about the practice survey, results and action plan can be accessed on the practice website.**

## Patient Questionnaire Results 2013/14

### Danbury Medical Centre

Thank you to all the patients who took the time to fill in our patient questionnaire.

This is what you had to say:



#### Access

<input type="checkbox"/> Surgery opening times	Satisfaction Score	84%
<input type="checkbox"/> Consultation waiting time	Satisfaction Score	43%

#### Patient Experience

<input type="checkbox"/> How helpful are the receptionists	Satisfaction score	98%
<input type="checkbox"/> How helpful are dispensing staff	Satisfaction score	94%
<input type="checkbox"/> How helpful are the admin staff	Satisfaction score	95%
<input type="checkbox"/> How helpful are the secretaries	Satisfaction score	97%

#### GP Consultation

<input type="checkbox"/> Giving you enough time	Satisfaction Score	93%
<input type="checkbox"/> Listening to you	Satisfaction Score	97%
<input type="checkbox"/> Explanations	Satisfaction Score	95%
<input type="checkbox"/> Involving you in decisions	Satisfaction Score	97%
<input type="checkbox"/> Caring and concern	Satisfaction Score	97%
<input type="checkbox"/> Asking about symptoms	Satisfaction Score	97%
<input type="checkbox"/> Taking problems seriously	Satisfaction Score	96%
<input type="checkbox"/> Confidence in your GP	Satisfaction Score	100%

#### Practice Nurse

<input type="checkbox"/> Caring and concern	Satisfaction Score	99%
<input type="checkbox"/> Confidence in your Practice Nurse	Satisfaction Score	100%

Overall experience of your GP Surgery	Satisfaction Score	94%
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## Re: General Practice Questionnaire

Please find enclosed the report of your individual practice survey results for the current year.

The calculations on the report and charts are made as follows:

- + Patients responding NA, Unknown are excluded from the percentage satisfaction score.
- + Satisfaction: The percentage of patients who responded:
  - + Yes
  - + Excellent, Very Good or Good.
  - + Very Easy and Fairly easy
  - + Very Helpful and Fairly helpful
  - + Very Satisfied and Satisfied

We hope you find the layout easy to read and the calculations helpful. We would appreciate any comments that you would like to make.

Yours sincerely

*Jill*



Jill Warn, Audit and IT Lead  
EQUIP

Primary Health Care

Practice Code: Danbury Medical Centre

Number returns: 328

## About you

### Q1. Are you

Male	Female	No Answer
131	195	2

### Q2. How old are you?

<20yrs	20-30 yrs	31yrs-40yrs	41yrs – 50yrs	51yrs – 60yrs	61yrs – 70yrs	71yrs - 80yrs	80+yrs	No answer
6	19	27	43	48	85	61	31	8

### Q3. Which Ethnic group do you belong to?

<b>A: White</b>		<b>B: Mixed/Multiple Ethnic Groups</b>		<b>C: Asian/Asian British</b>	
English	316	White and Black Caribbean	0	Indian	0
Irish	4	White and Black African	0	Pakistani	0
Dutch	4	White and Asian	1	Bangladeshi	0
White African	0	Any other Mixed/Multiple Ethnic Group	0	Chinese	1
German	0				
<b>D: Black/African/Caribbean/Black British</b>		<b>E: Chinese/Other ethnic groups</b>		<b>F: No Answer</b>	1
African	0	Chinese	1		
Caribbean	0	Indonesian Caribbean	0		
Any other Black/African/Caribbean Group	0				

### Q4. Which of the following best describes you?

Employed	Unemployed	Full time education	Unable to work	Looking after home/family	Retired	Other	No answer
122	4	6	11	20	157	6	2

## Attendance At The Surgery

Q5. How frequently do you attend the surgery?

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Rarely  
48

Occasionally  
160

Regularly  
112

No answer  
8

## Practice Opening Hours

Q6. Are you happy with our opening hours?

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Yes  
266

No  
52

No answer  
10

Q7. What additional hours would you like the surgery to be open?

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Before 8am  
21

Lunchtime  
13

After 6.30pm  
78

other times (see comments)  
10

No answer  
206

## Additional Opening Times

Q8. Do you find it useful that we offer pre bookable appointments on Saturday mornings 8.00 – 11.00 a.m.?

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Yes  
226

No  
67

No answer  
35

Q9. Are you aware we offer a text messaging service notifying you that your prescription is ready to be picked up?

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Yes  
96

No  
210

No answer  
22



## Appointments

**Q10.** How long do you have to wait for a routine appointment?

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More than 2 weeks <b>108</b>	Less than 2 weeks <b>130</b>	Less than 1 week <b>63</b>	No answer <b>27</b>
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**Q11.** If you required an urgent appointment and you were not able to be seen, was it because? **(23 patients gave more than one answer)**

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Times offered did not suit <b>53</b>	Appointment was with a clinician you did not want to see <b>71</b>	No appointments <b>116</b>	No answer <b>111</b>
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**Q12.** Did you know that nurse triage is offered between 11.00am – 12 noon?

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Yes <b>138</b>	No <b>179</b>	No answer <b>11</b>
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**Q13.** Did you know that GP triage is offered between 08.15 am – 09.00 am?

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Yes <b>51</b>	No <b>264</b>	No answer <b>13</b>
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**Q14.** Have you registered for online appointment booking?

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Yes <b>70</b>	No <b>245</b>	No answer <b>13</b>
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## Confidentiality

**Q15.** Can you overhear conversation with the receptionists?

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Yes but I don't mind <b>189</b>	Yes and I am not happy <b>66</b>	No I cannot hear <b>53</b>	No answer <b>20</b>
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**Q16.** Did you know that you can speak to reception privately?

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Yes 28	No 284	No Answer 16
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**Q17.** Did you know you could ask to speak to a doctor or nurse on the telephone if you have a medical question at the end of morning surgery?

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Yes 102	No 213	No answer 13
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## **Patient Experience**

**Q18.** How Helpful have you found the following?

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Receptionist:

Very helpful 202	Fairly helpful 91	Not helpful 6	No answer 29
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Dispensers:

Very helpful 126	Fairly helpful 117	Not helpful 15	No answer 70
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Secretaries

Very helpful 115	Fairly helpful 85	Not helpful 7	No answer 121
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Administration Staff

Very helpful 109	Fairly helpful 79	Not helpful 10	No answer 130
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## Dispensary

**Q19.** Does your practice dispense your medication?

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Yes	No	No answer
120	194	14

If yes and you have regular repeat medication, are you aware there is a managed repeat system available?

Yes	No	No answer
119	50	159

## GP Consultation

**Q20.** How long have you had to wait after your pre-booked appointment time to be seen?

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5 minutes or less	6-10 minutes	11-20 minutes	Over 20 minutes	No answer
10	67	59	180	12

**Q21:** Referring to your face to face / telephone consultation with the Doctor/ Nurse today, how highly would you score the Doctor/ Nurse at each of the following?

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**A:** Treating you with care and concern?

Very good	Good	Satisfactory	Poor	Does not apply	No answer
136	125	50	5	3	9

**B:** Involving you in decisions about your care?

Very good	Good	Satisfactory	Poor	Does not apply	No answer
125	125	53	5	5	15

**C:** Explaining treatment and tests?

Very good	Good	Satisfactory	Poor	Does not apply	No answer
125	120	56	10	6	11

D: Listening to you?

Very good 130	Good 127	Satisfactory 49	Poor 9	Does not apply 2	No answer 11
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E: Ask about Symptoms?

Very good 122	Good 132	Satisfactory 56	Poor 5	Does not apply 3	No answer 10
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F: Taking problems seriously?

Very good 126	Good 123	Satisfactory 57	Poor 9	Does not apply 3	No answer 10
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G: Giving you enough time?

Very good 118	Good 116	Satisfactory 60	Poor 20	Does not apply 2	No answer 12
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**Q22:** Do you agree with this statement 'I have confidence and trust in my GP?'

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Strongly agree 107	Agree 148	Neutral 51	Disagree 8	No answer 14
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## **Nurse Consultation**

**Q23:** How happy are you with the Nurses at the practice?

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A: Do you agree – 'I have confidence in the Practice Nurses'

Strongly agree 145	Agree 140	Neutral 17	Disagree 0	Does not apply 8	No answer 18
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B: Showing care and consideration?

Very good 135	Good 122	Satisfactory 26	Poor 1	Does not apply 5	No answer 39
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## Patient Choice

**Q24:** Did you know you had a choice of secondary care providers??

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Yes	No	No answer
132	176	20

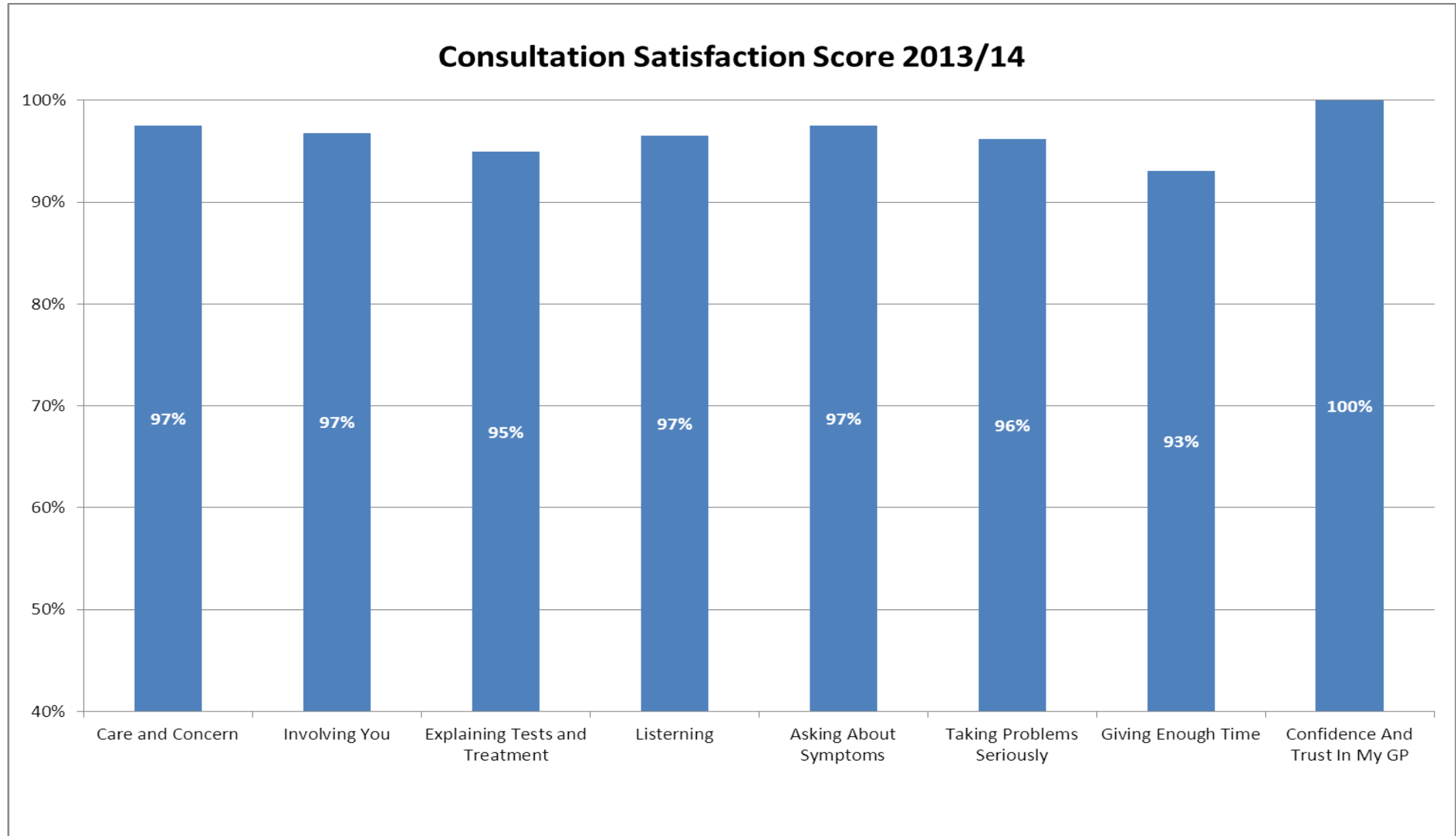
## Overall Satisfaction

**Q25:** How satisfied are you with the overall patient care at the practice?

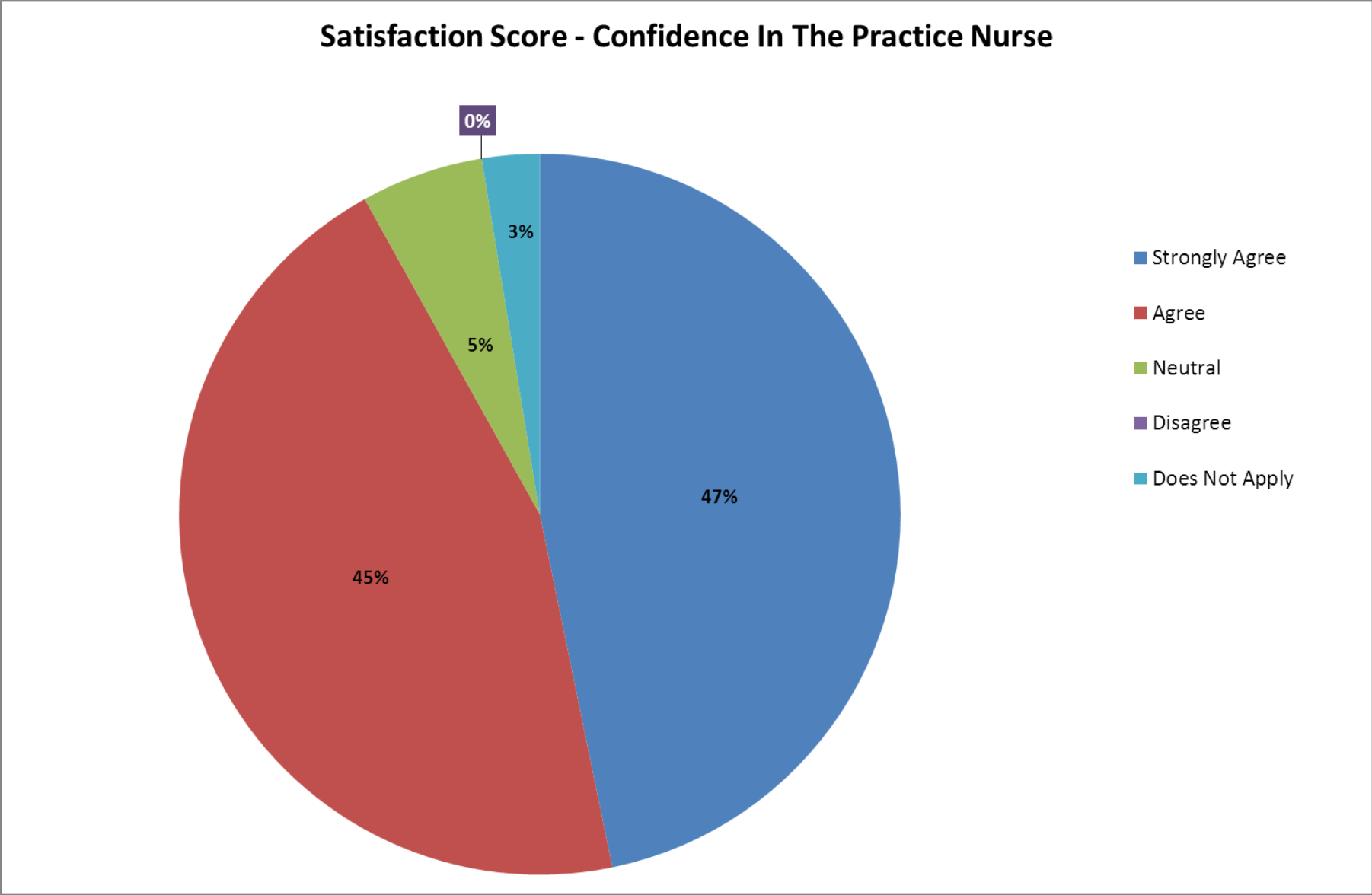
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Very satisfied	Satisfied	Not satisfied	No answer
118	172	20	18

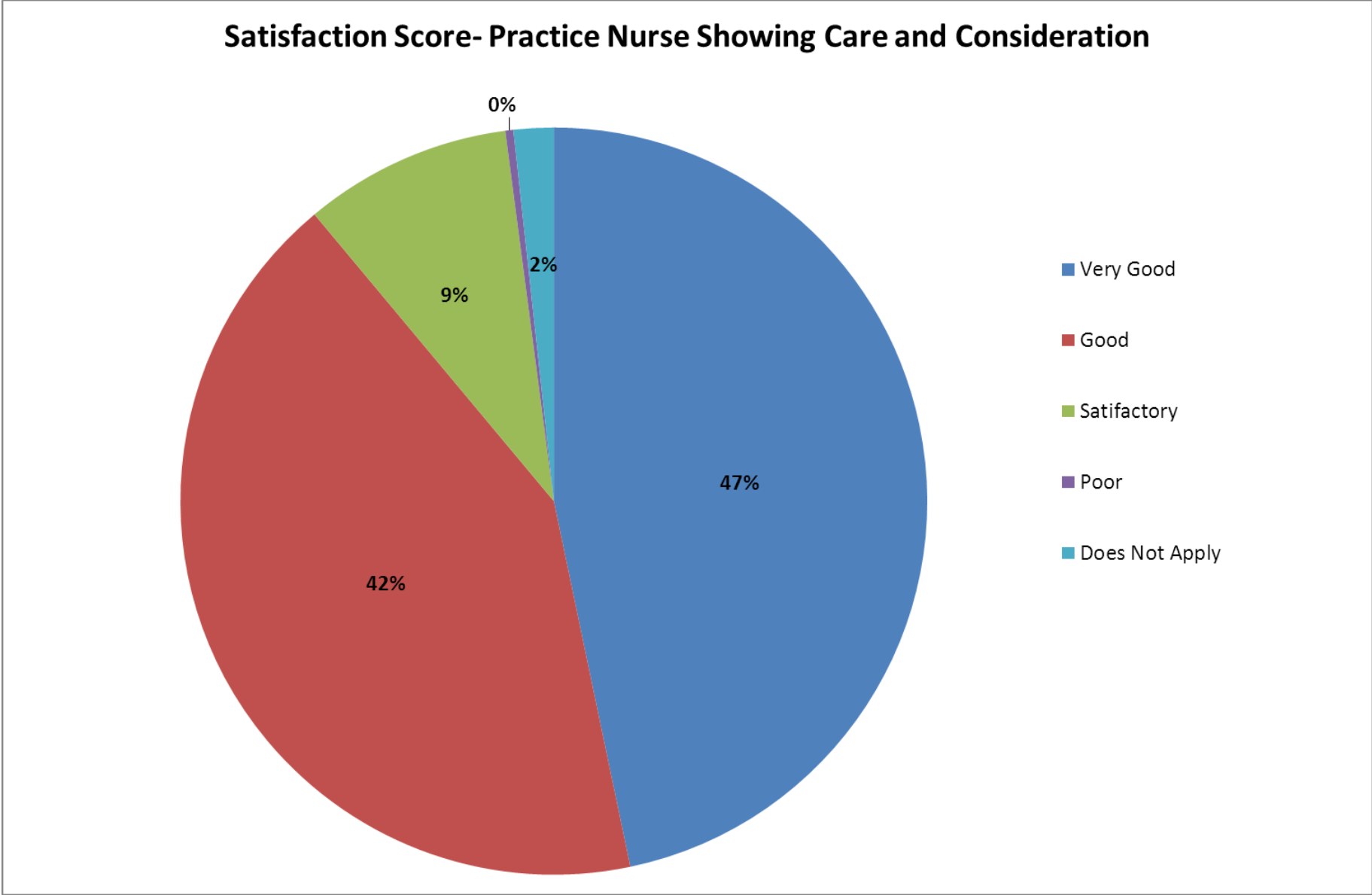
## GP Consultation Satisfaction Score



# Practice Nurse Satisfaction Score

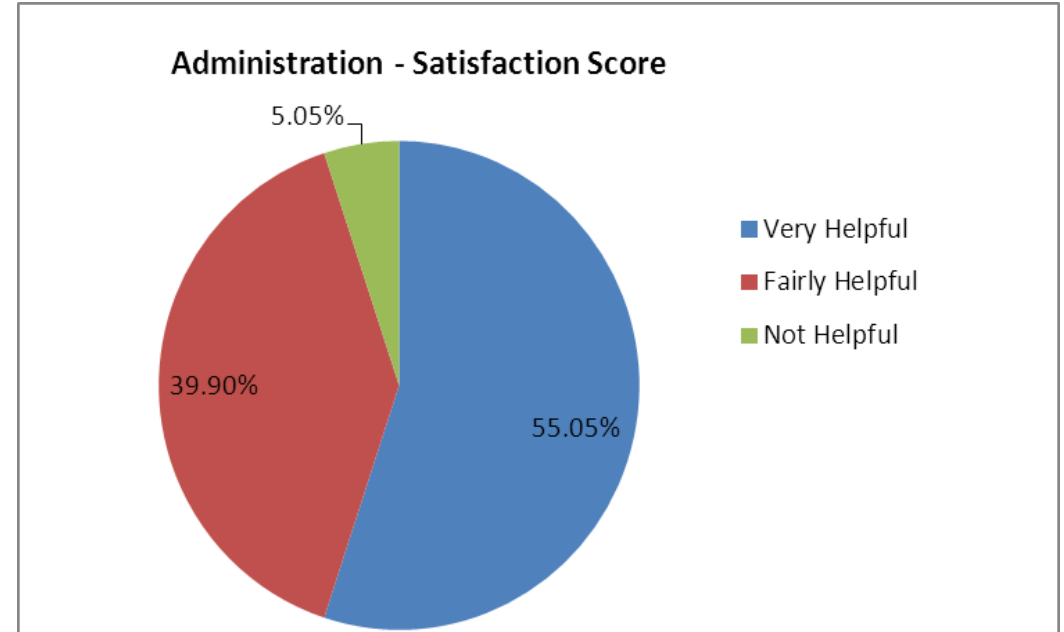
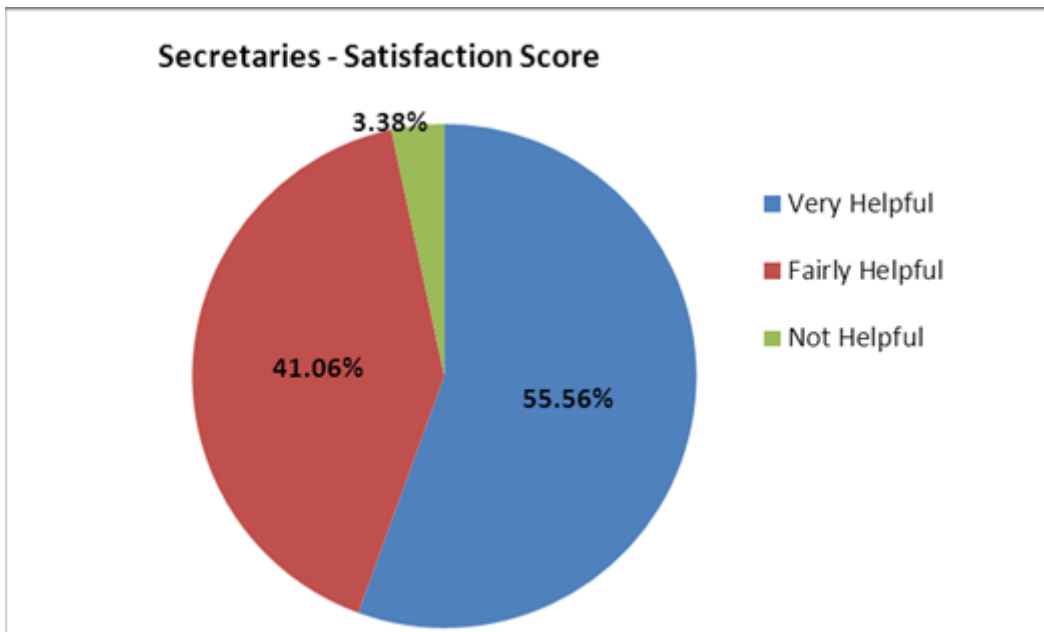
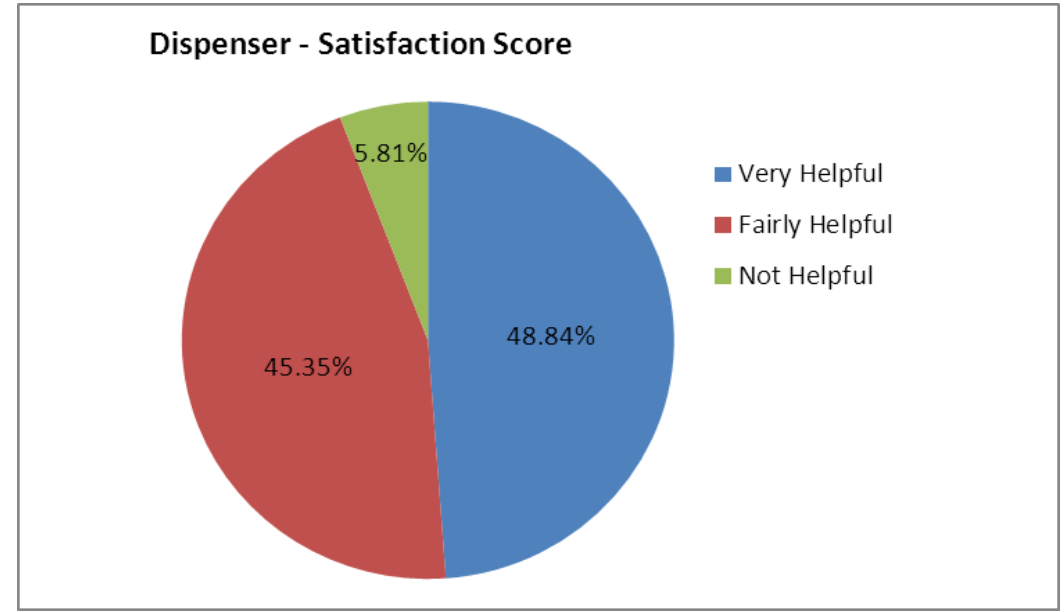
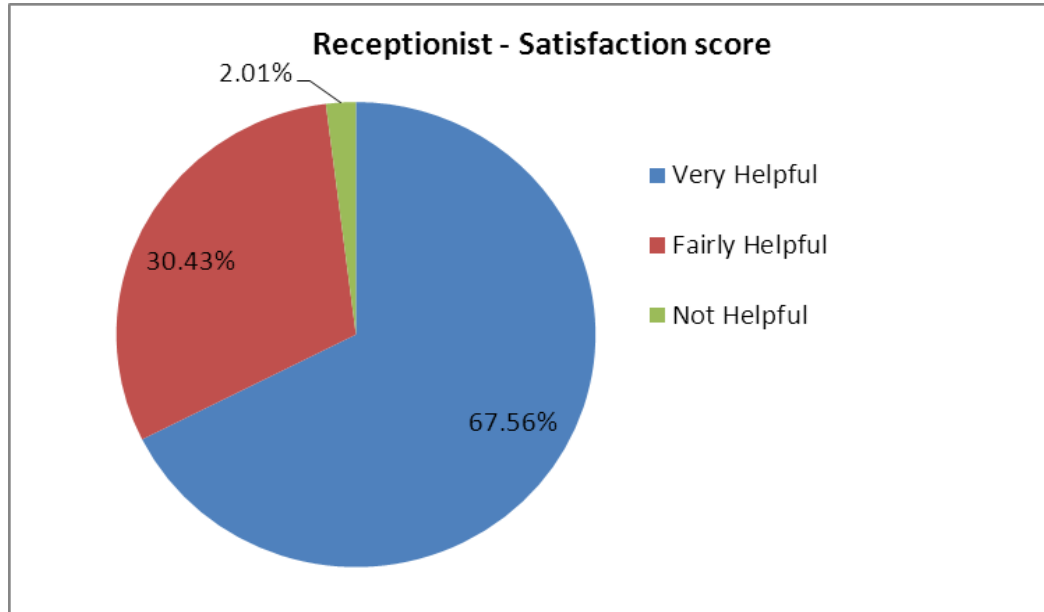


# Practice Nurse Consultation Satisfaction Score





# Non-Clinical Staff Satisfaction Score



Practice overall Satisfaction Score for Patient Care

Overall Satisfaction Score for Patient Care At The Practice

