

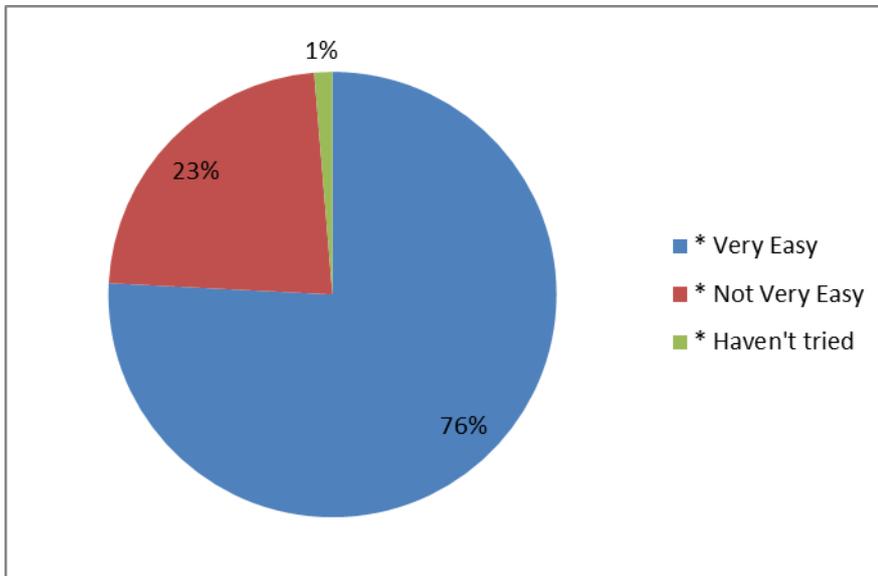


# Results of the Whittington Moor Patient Survey 2016

As designed by the Patient Participation  
Group

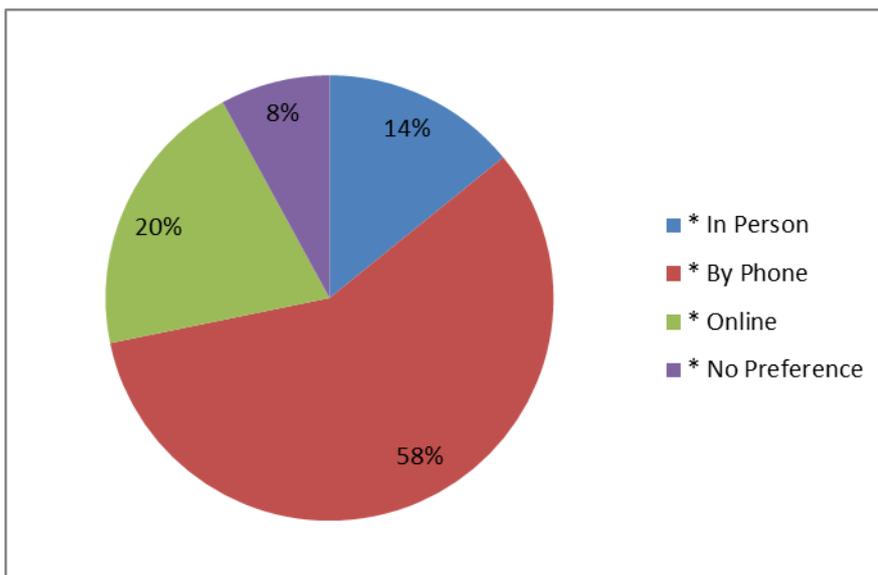
The survey was available on the reception desk during January and February 2016 and the reception team encouraged people to complete these to ensure we received the views of as many patients as possible during this time. In total we received **154** responses.

### Q1 – Generally, how easy is it to get through to someone at Whittington Moor Surgery on the phone?



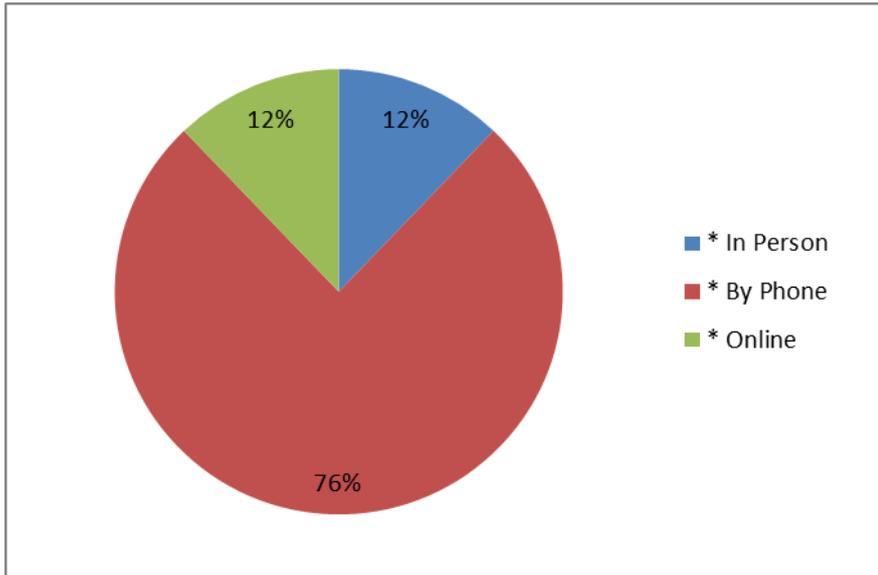
The results of this question show that respondents, on the whole, found it very easy to contact the surgery by telephone. It is interesting to look at this in comparison to the 2014/15 figure of 86%, which shows a 10 percentage point decrease in this area. This decrease has come at the same time that we have seen a significant increase in the number of online bookings made.

### Q2 – Which of the following methods would you prefer to use to book appointments?



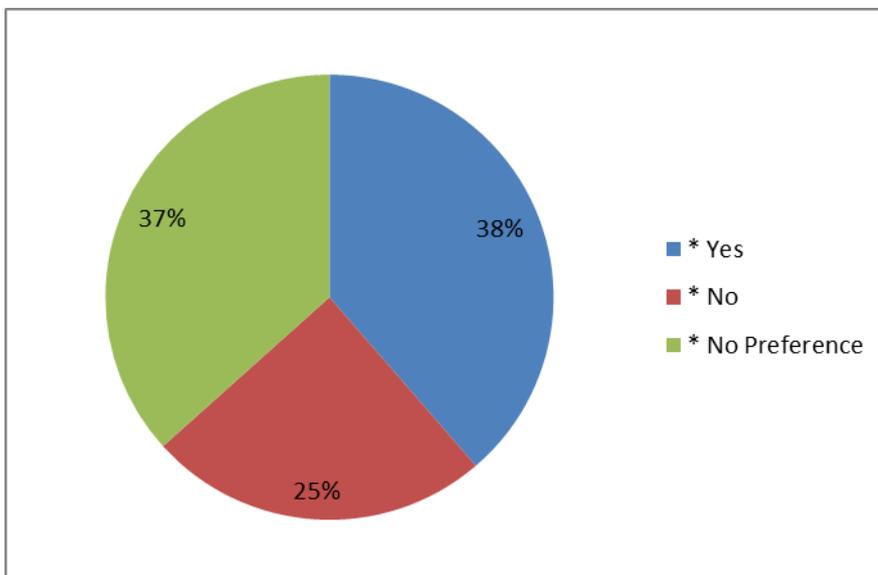
It is still the overall preference to book appointments via the telephone but the variety of responses does suggest that people like to have options with regards to booking their appointments and it is important that we offer a service which caters for all. There has been a rise in the preference for online booking with an increase of 12 percentage points when compared to the 2014/15 survey.

### Q3 – How do you usually book your appointments to see a Doctor or nurse at the surgery?



Responses to this question show that although people like to have options with regards to booking their appointments the majority of respondents would still usually book appointments via the telephone. With the current appointment system it is worth considering how many appointments are available to book online when looking at an average demand of 12% of respondents compared to 76% who prefer to book via the telephone. Last year we reported a majority of 80% in favour of booking via telephone with the remaining 20% choosing in person. Again, this highlights the increased demand for online booking which we are finding this year.

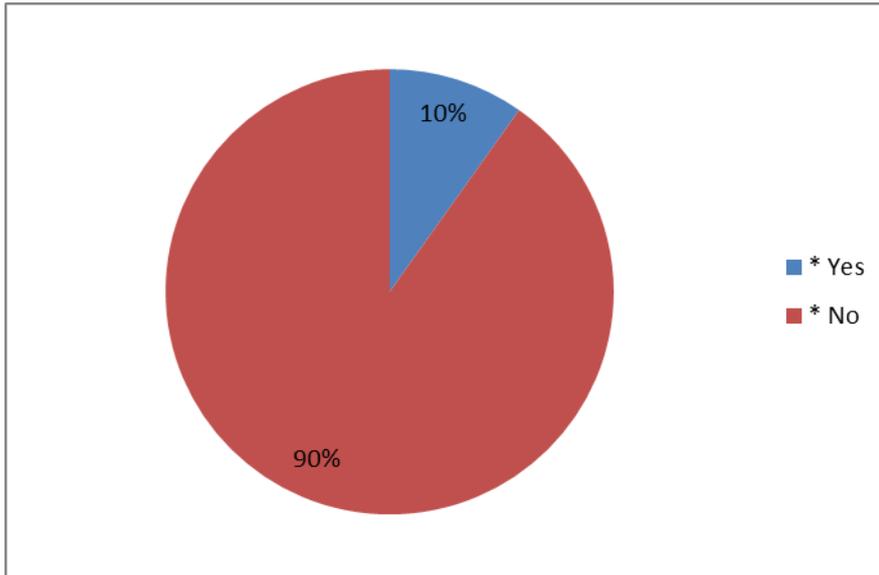
### Q4 – Are you usually able to see a Doctor or nurse of your choice?



When looking at these figures it is pertinent to remember that our clinical teams work a variety of work patterns and therefore it will be difficult for us to meet the demand of all patients who have a preference regarding who they see. We will always try to accommodate this where we can and clinicians will often re-book patients in themselves if they feel they need to do the follow-up appointment. The number of people who reported 'no' has increased by three percentage points when compared to last year and a much larger number of people now report no preference, with an increase of 117% for this response.

Interestingly we have seen a rise in the number of patients who report having no preference when compared to last year's results but it is also worth noting that the number who reported usually being able to see the clinician of their choice was 22 percentage points higher last year.

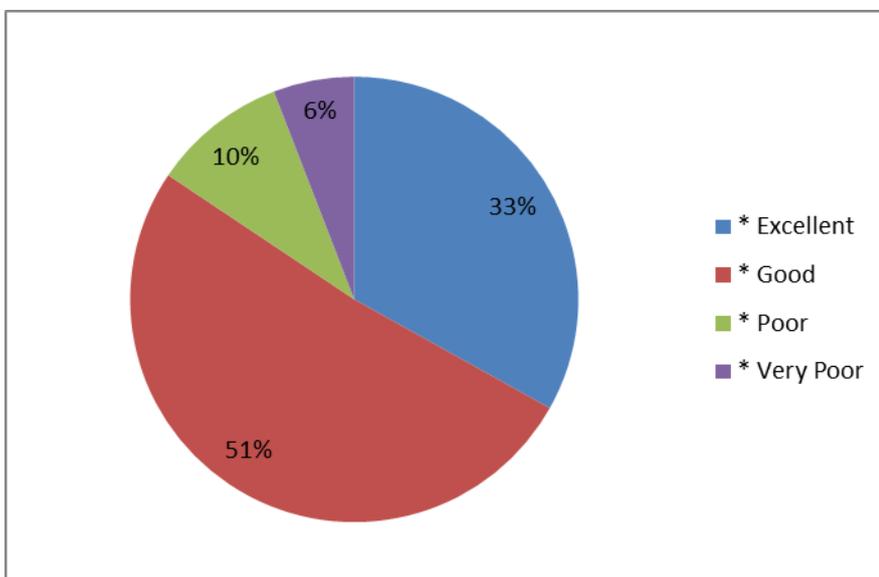
**Q5 – As you are aware, we are now an all-female practice. Has this affected your desire to access services offered at the practice?**



This question was newly introduced this year to help us measure the impact on patients of our wholly female practice. It is encouraging to see that the overall response to this question was positive. When answering yes we asked respondents to provide supplementary details to explain their answers. Only two responses were given;

- 1) I can imagine it being a big issue for male patients (female responder)
- 2) I prefer it yes (although this person answered yes it was as a positive response).

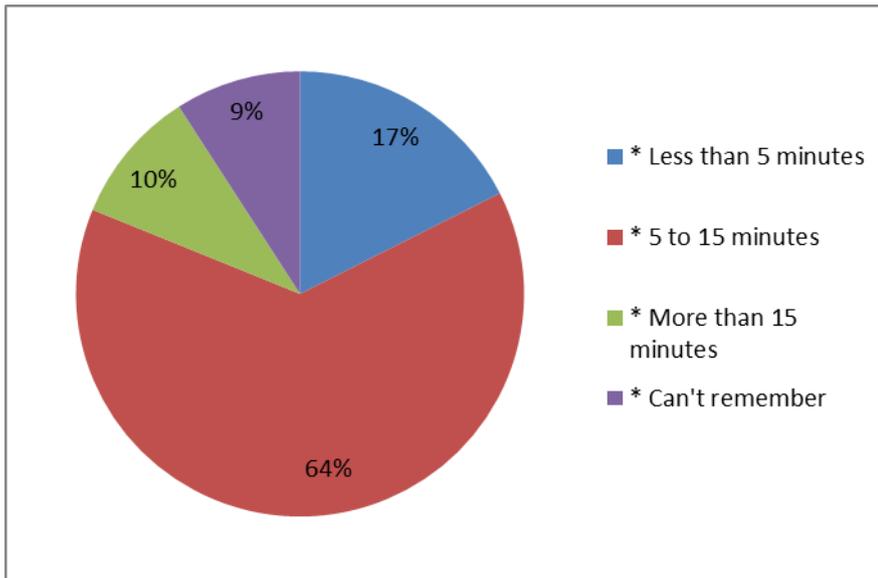
**Q6 – Overall how would you describe your experience of making an appointment?**



It is encouraging to see that 84% of patients rated the overall experience of making an appointment as good or excellent. For the 16% who selected poor or very poor we can possibly surmise that this links to some of the experiences as shared in the answers to question 14, 'Is there anything about the surgery which you think we could improve' which relate to appointment booking.

We offered patients more choices when answering the question this year and the results show a positive trend when compared to 76% of patients who last year answered that they found the experience 'Very good', the only positive option provided.

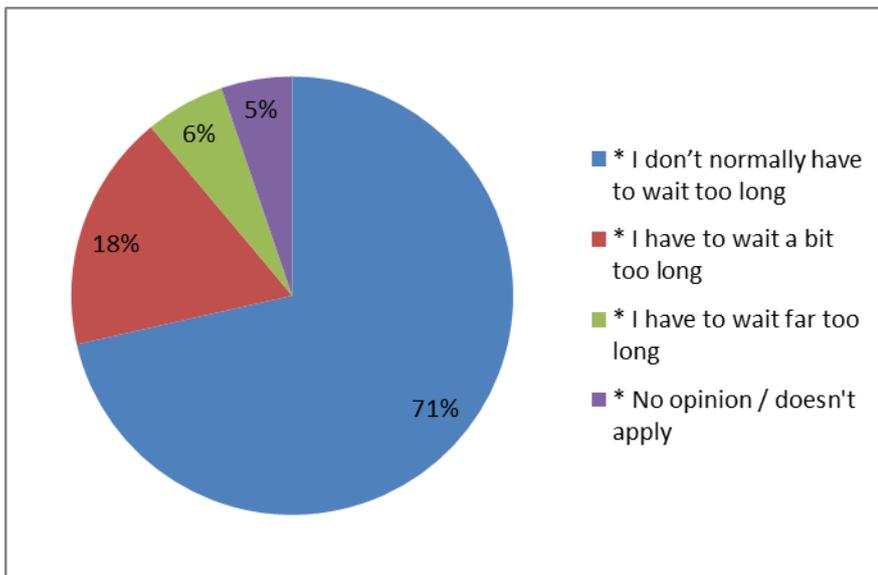
### Q7 – How long after your appointment time do you normally wait to be seen?



Only 10% of those who responded felt they usually had to wait longer than 15 minutes for their appointment time. It is useful to remember that patients who come to see the Doctor on Call can sometimes be sat waiting if an emergency arises. They are notified of this when the appointment is booked but it could still account for some of the responses. We do request that any patient waiting 20 minutes after their appointment time informs reception.

When compared to last year we have an increase of 8 percentage points for those who advise they have to wait longer than 15 minutes. In correlation to this we have an increase of 3 percentage points with those who reported that they wait less than five minutes.

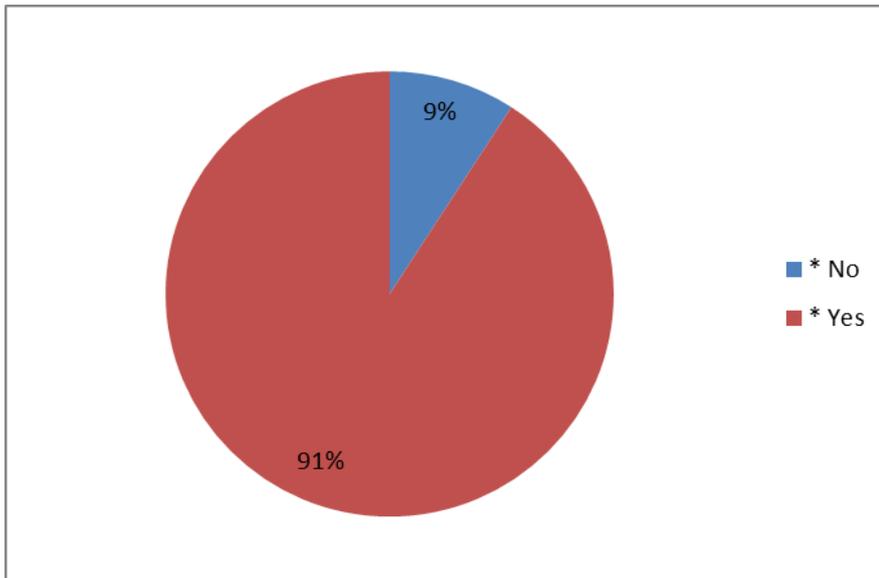
### Q8 – How do you feel about how long you normally have to wait to be seen?



With only 6% of respondents saying they feel they have to wait far too long, we can see that most patients do not appear to feel too frustrated by the delays which can sometimes inevitably occur through the surgery session.

It is very encouraging to see that 71% of patients feel they don't normally have to wait too long however this is a decrease of 15% when compared to last years figure of 84% and so this is an area to consider in further detail.

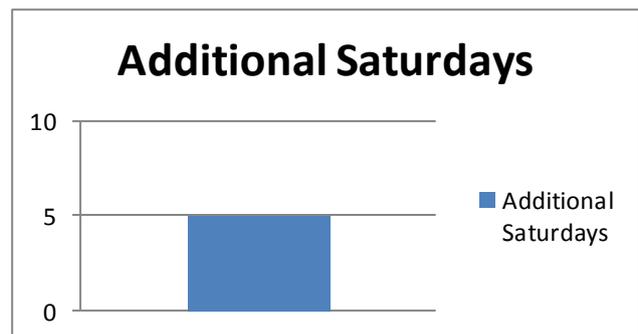
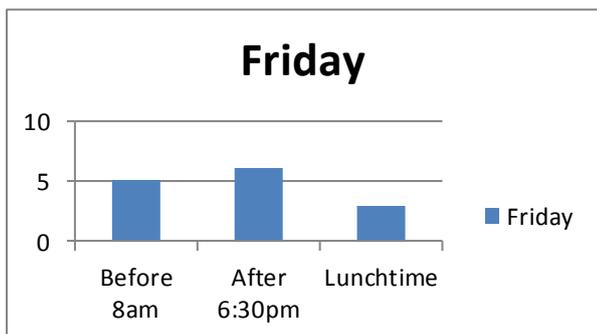
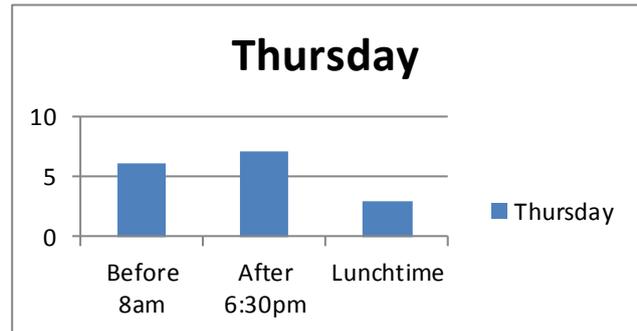
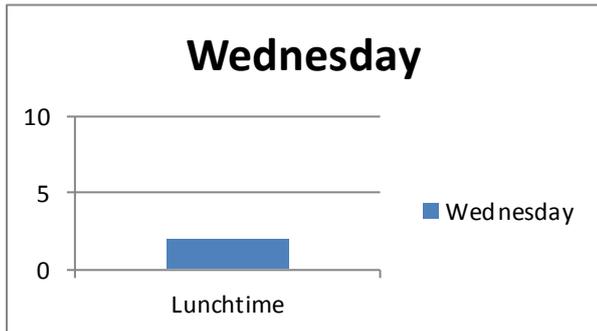
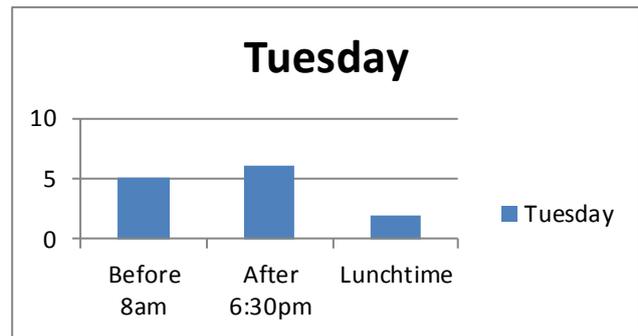
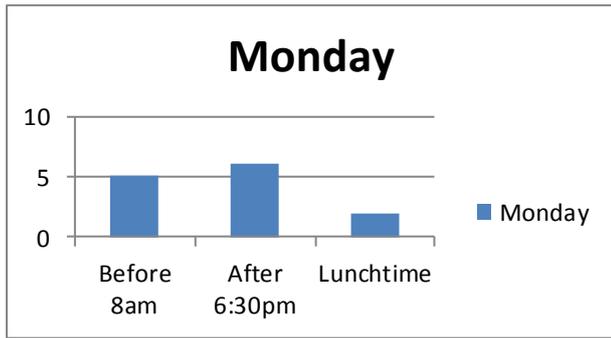
## Q9 – Are you satisfied with our opening times?



Once again, responses to this question suggest that the vast majority of people are happy with the hours we currently offer. Patients who answered no to Q9 were asked to answer Q10 (otherwise to move to Q11), however not all did and some of the responses listed for Q10 are actually from those who said they were happy with our opening times.

The amount of people who reported that they were happy with our opening times has decreased by 3 percentage points when compared to last years results.

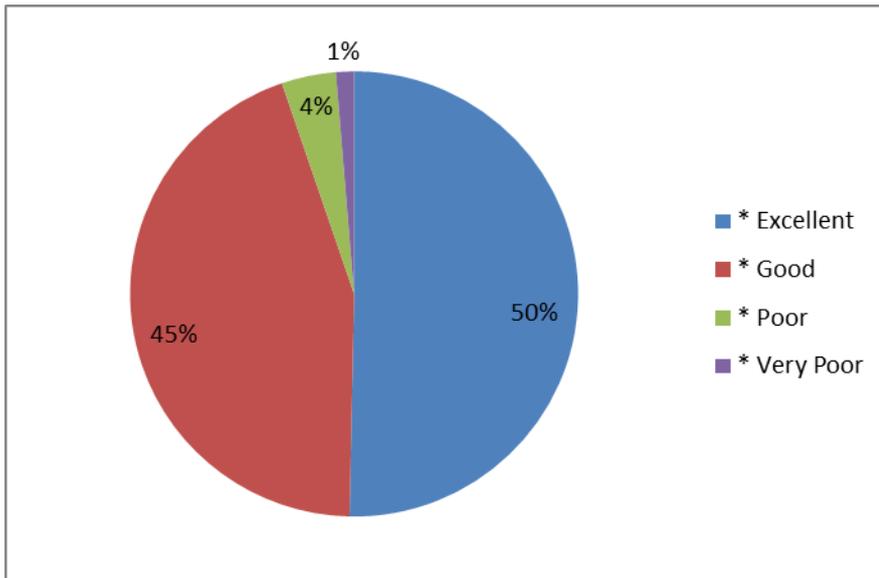
**Q10 – Which of the following additional opening times would make it easier for you to see or speak to someone?**



All patients were offered the chance to select any option outside our current opening hours. Some of the responses were quite specific, such as before 8:00am on a Thursday, which suggests that this was a very personal preference to the person answering the question.

We generally found that people selected the options of before 8:00am or after 6:30pm on weekdays rather than lunchtimes. Although the numbers are small and therefore are hard to draw conclusions from it may be that these people are of working age.

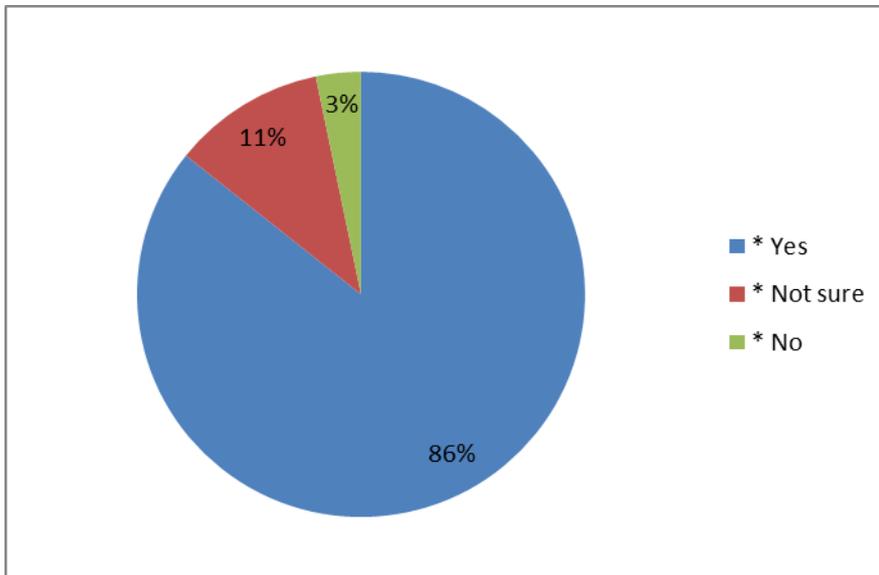
### Q11 – Overall, how would you describe your experience of Whittington Moor Surgery?



It is excellent to see that 95% of responses to this question were either good or excellent which appears consistent when compared to 94% which we reported in 2014/15.

It is hoped that by considering points made in response to Q14 we may be able to understand some of the areas where a small number of patients felt we could improve.

### Q12 – Would you recommend us to someone who has just moved into the area?



It is disappointing that 3% of patients said they wouldn't recommend us to someone who has just moved to the area but this is still a very small amount compared to the 86% who would. In 2014/5 96% said they would recommend us so this figure has unfortunately dropped by just over 10%.

## Q13 – Is there anything that particularly pleases you about the Practice?

### Staff and premises

- General friendliness
- The staff are very friendly
- Friendly staff and doctors
- Friendly and helpful staff
- The way that all the staff have treated my parents (I am their carer) over the years
- Politeness, efficiency, professionalism from all the staff
- Friendly staff, clean, bright, information on hand, toilet facilities
- Smashing staff - without exception. Feel really well looked after and the rest of the family
- Staff very helpful
- Friendly and helpful
- The doctors are very professional, normally listen and are very kind. I am happy and confident about how the Drs deal with my medical conditions. The receptionists are generally very kind and patient.
- The Doctors are very professional and friendly
- The service that Dr Abell provides for me
- Always had excellent services with various ongoing conditions, especially with Dr Abell
- Always go out of their way to help
- Excellent service and staff
- All the Doctors, nurses and other staff are lovely. I would recommend to anyone.
- The care and attention and great advice
- Friendly staff
- Friendly staff and doctors
- Very pleasant and professional staff
- Staff friendly, drs very knowledgeable
- Friendliness and professionalism of staff
- Satisfied with all aspects really, helpful, friendly practice
- Friendly, helpful
- All staff very pleasant
- Generally excellent care - very caring staff who really listen and try their best
- everyone is very friendly
- Always very pleasant and easy going
- Always friendly receptionist and Doctors good
- Friendly receptionist
- Very helpful staff
- Everyone are exceedingly pleasant and do their best
- You are treated with respect
- Staff are friendly and polite
- The staff are always very helpful
- Doctors that listen

### Appointments

- On day calls to see the Doctor
- Everything usually, but the only thing I would say is that I am not a frequent visitor to the practice of 40 yrs +, I am finding that I struggle to get an appointment, usually I like pre-bookable but they are proving very difficult to get! But this surgery is I think the best around and yes, excellent!
- Saturday appointments
- Access to blood tests very good
- I like the fact that the doctors are all female, and that new technology is being embraced. Easy to book an appointment and order repeat prescriptions

### Services and advice

- The diabetic support and advice is good
- The diabetic support and advice for my partner

### General

- Happy as I am
- It's very good
- No
- How well it is run
- Everything
- Can't think of anything at this moment

## Q14 – Is there anything about the surgery which you think we could improve?

### Parking

- More parking but this is not an option due to the site boundaries I should imagine
- Disabled parking is a joke - people sit in the car waiting for people, delivery people use them. There should be more spaces.
- You could make sure the disabled parking is used only for disabled people and not just dropping people off and waiting in the car. Plus you need more disabled spaces, the next two should be disabled spaces
- Parking
- Car parking
- Car parking could be improved
- Not enough parking
- Parking
- Parking!! Not your problem I appreciate

### Appointments

- Getting an appt same day as I am not compassmentice until after 8:15 until approx 10:00am, this makes it difficult to get same day
- Appt booking system. Why do we have to wait so long for pre-bookable appointments? Info to new patients - I have been given conflicting information
- Very hard to get an appt with the same Dr, I don't like having to explain from the beginning my medical history or an ongoing problem. It's so much easier and nicer seeing the same Doctor who knows your medical history.
- Booking in advance for an appointment - waiting time seems long (for an appointment)
- It is difficult to get an appointment. You cannot book an appointment for next day even when not guaranteed one. This applies regardless of how ill the patient is. A very inconsiderate system.
- Waiting time for appointments
- Appointments
- More appointment times which will work for people who work e.g. early mornings and weekends
- Be able to book an appointment before the day required and not on the actual morning - difficult if working!
- Difficult making an appointment sometimes
- More pre-bookable appointments
- Not pleased at not being able to make an appointment on the day after, ringing 8-9, due to people booking online. Then having to wait for Doctor to phone to decide whether or not to be seen
- If it would go back to be able to see a Doctor the same day when you phone up
- I can't think of anything at the moment. Being able to access an appt is sometimes a problem but not always

### Online services

- Phone repeat prescriptions - not all have internet access and cannot always get to surgery to requests repeat prescriptions and by letter delays due to postal service and cost of postage!
- Some difficulty with online recently

### Availability and waiting times

- Being able to see someone at the weekends if needed
- Waiting times - though understandable, could be a system in place to let us know so we could arrive later (plays with my anxiety)
- Opening hours outside 8-6 and on weekends. More slots available.

### Reception service

- Sometimes takes a while for the phone to be answered, but I know it can't always be helped
- It would be difficult but try and ease the 8:00am call to the surgery. Constantly engaged or just before this time too early
- Maybe answer the phones a bit quicker, not having to put phone down and try again, this means from 8:00 o'clock onwards
- More cover on reception (they're expected to answer phones and deal with passing patients who can be stood 10-15 minutes on reception)

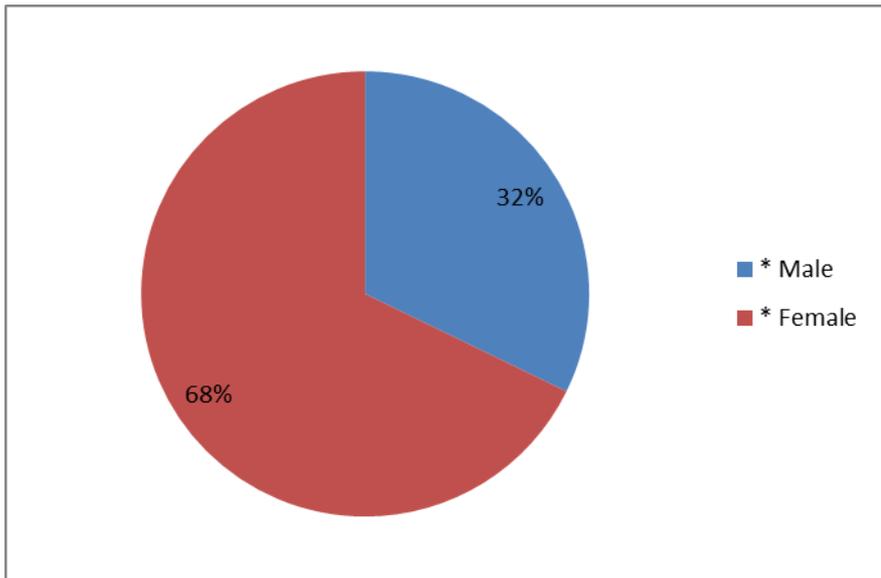
### Doctors

- If I could see the same Doctor now and again
- The doctors I have seen don't seem to care or can't be bothered to assess me properly

### General comments

- No
- No
- No, keep up the good work
- No
- No, I have been a patient here for around 16 years and feel it has continually improved and am happy with the way it is currently
- I think that everything is fine at present
- No
- I do not like going through to the other waiting room
- Cup of tea (smile)

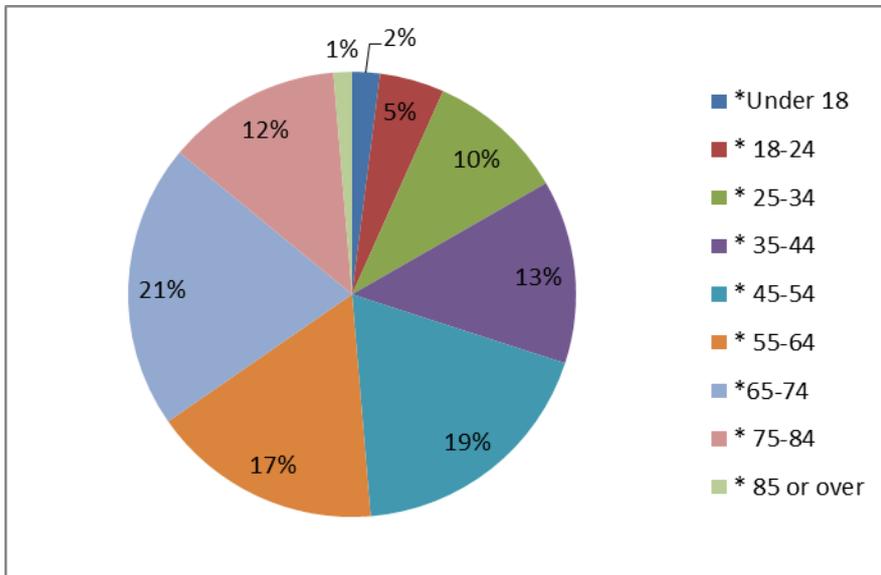
### Q15 – Are you male or female?



Although 68% of people who completed the survey were female we did ensure that both male and female patients had equal access to the questionnaire.

In 2014/15 we had a similar lean towards more female respondents with 42% of last years respondents being male compared to 32% this year.

### Q16 – How old are you?



The cross section of ages reflected in the survey shows that views have been sought from a diverse range of patients. It is understandable that less young people completed the survey and this is ongoing trend when comparing to previous years, however it is highly positive that we have captured views from all age groups.

The age group with the highest rate of representation is those who are 65-74 which is the same as in 2014/15. Our second most represented group last year was those who were 75-84 and this year we have seen that shift to those who reported they were 45-54.