



UnityHealth

Patient survey 2018/2019: report and analysis

The patient survey ran for three weeks during March 2019. It was available as a hard copy in all 5 of the surgeries, and also online via SurveyMonkey. A text was sent to all patients who have registered a mobile number with us and a notice was also put on the homepage of our website. We received responses from 1,224 patients compared with 1,242 last year.

The patient participation group (PPG) reviewed the results of the survey in detail together with the comments received from patients. The key points from this discussion were as follows:

Demographic Data:

- Demographic data showed a reasonable split between male and female respondents (39%: 61%). There was a broad spread of age ranges as well as a good cross-section of those who attend rarely, occasionally and regularly. Less than 20% attend regularly, which is positive to know we are basing decisions on the needs of our wider population not just those who attend regularly (which may be the case if we had a solely paper-based system). There was also a relatively even split of patients responding across all five surgeries.

Appointment System

- 93% of patients reported that they were aware of the new appointment system and how it works. This is an improvement on the previous year, likely due to the fact that the appointment system was new to Thame, Long Crendon and Brill patients at the time of the practice merger in October 2017.
- 76% of patients were either very happy (26%) or happy (50%) with the appointment system – this is slightly lower than last year (79%). This is an area the practice will be focusing on in its action plan.
- 74% of appointment request call-backs were made within an hour. Again, this was a deterioration compared to last year (78%), and will feature in the practice's action plan.
- 85% of query call backs were made within the day. This was a significant improvement on the prior year (80%).
- In the open text comments there were many positive themes in relation to the flexibility that the appointment system offers – being able to speak to a doctor over the telephone without having to come into the surgery and that you always get to speak to a doctor the same day. In terms of areas for improvement, the common themes were: more pre-bookable appointments, a preference to see the same doctor where possible; not feeling comfortable about talking to a

receptionist about health concerns; and the fact that waiting for a call is difficult if you work full time. These areas for improvement will be included in the practice's action plan.

Online access

- When asked whether patients were aware that as well as booking appointments and ordering repeat prescriptions online, they can also view their medical record (including test results) online, 68% reported that they were aware of this service. This is a significant improvement on last year's result (57%). The PPG were pleased with this result as online access offers the benefit of convenience for patients, and a reduction in calls for test results to the practice.

Quality of Care

- For patients with a long term condition:
 - Over 85% felt involved in their own healthcare and its management (compared to 78% last year). The practice and the PPG were pleased with this result as it evidences that the Care and Support Planning work is having a positive effect for patients.
 - 45% had their test results (eg blood test results, peak flow results etc) in advance of their annual review appointment. This compares positively to last year (at 23%), although the ability to answer "N/A" was removed. This will be reinstated in next year's survey as it is not relevant for all patients with long term conditions.
- Over 95% of patients felt the GP and nurse listened either very well or well to their concerns.
- 93% of patients seeing a GP and 95% of patients seeing a nurse felt very or quite involved in decisions about their care. This was very similar in terms of GPs last year, but was an improvement for nurses (93% last year).
- Over 94% of patients seeing a GP and nurse reported that they understood very well or quite what they needed to do next (e.g. what action to take after a blood test etc). This was an improvement on last year (92%).
- 93% of patients were very happy or happy with the overall quality of care provided by our GPs and 96% for nurses.

Opening hours and waiting times

- 87% of patients reported being happy with the practice's opening times. This is a slight deterioration compared to last year (89%). We believe the reason for this is due to the fact that we have recently closed Brill and Long Crendon surgery one afternoon a week; considering this, we do not think this is a bad result.
- 19% of patients reported waiting more than 20 minutes to see a GP compared to 16% last year (6% for nurses, versus 5% last year).
- Waiting times for HCA appointments have improved, with only 4% waiting longer than 20 minutes (6% last year).

The PPG discussed this and agreed that 20 minutes was too long for patients to be waiting past their allotted appointment time. This will be a development area included in the practice's action plan.

General comments

- Overall there were some very positive open text comments about the practice. Common themes included: the responsiveness and friendliness of staff; the efficiency and thoroughness of the whole surgery team and the option of attending another surgery if needed.
- In terms of improvements that could be made, common themes included:
 - More receptionists to answer telephone calls quicker
 - The ability to book telephone calls with GPs online
 - Parking (unfortunately this is not something that we are able to improve given the current fixed nature of the surgery sites).

Overall the PPG were happy with the survey results, noting that generally there had been an improvement in the results of most questions compared to last year. They looked forward to reviewing and discussing the draft action plan being developed by the Practice Manager at their next meeting.