

UEA Medical Centre

Patient Satisfaction Survey Results 2011/12

SURVEY DATA COLLECTED BETWEEN OCTOBER AND DECEMBER 2011

40 sheets filled in for each of the thirteen doctors

TOTAL OF 520 SHEETS REVIEWED

LENGTH OF REGISTRATION

Sample size - 520

			<i>Last year</i>
Registered 0 – 2 years	– 241/520	= 46%	46%
Registered 2 – 5 years	- 184/520	= 35%	35%
Registered more than 5 years	– 95/520	= 19%	19%

The mix of patients and their length of registration has been absolutely static over the last year and matches the pattern over the last few years.

SUMMARY

The practice is very pleased with the results of the survey. Scores were already very high and therefore hard to improve upon but the practice has achieved increases in well over half of the questions.

This achievement is even more impressive given the number of patients who have been registered for less than two years. There is much less chance of patient loyalty with a large group of new patients who are unfamiliar with any of the doctors.

The areas where the score have reduced slightly are related to access issues of acquiring an appointment at the time and date of choice and of seeing a doctor within 48 hrs. Even for these areas, the scores were already good. There were very few complaints/comments regarding phone access and this is encouraging.

Satisfaction with the clinical care remains high although patients would like to be able to see their 'preferred' doctor more quickly. Despite plenty of appointments being available with other doctors, patients will often wait 2 – 3 weeks for an appointment with their regular doctor. Many of the doctors here only offer 4 sessions a week or less and it is difficult to see how we can improve access to them without changing their working hours.

The lowest score of 69% is in regard to waiting in the waiting room for a doctor running late. Although we are achieving the highest score we have ever achieved for this question – this result is the lowest for all questions and some doctors do run later than others. Where patients have mental health

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problems, they do tend to take longer and it is difficult to keep appointments running to time.

Many comments reflect the problems we had during the survey with the self check in machine which was continuously displaying that there were no delays to clinics when there were. Consequently patients felt very let down. We have turned this function off until it can be made accurate

The practice suffers from an extremely high turnover of patients so establishing relationships between clinical staff and patients is always going to be difficult, as is trying to provide relevant information to patients about the practice, its services and structures without overloading patients. This is especially relevant to foreign patients who are often not familiar with NHS systems.

The results below show the practice achievements this year compared to the last three years for each individual question.

SECTION 1 – ABOUT THE PRACTICE

1. Are patients satisfied with the practice's opening hours?

Sample size = 518 - (2 NN) – (never needed to know)

2011	79%	2060/2600 max
2010	78%	1707/2185 max
2008	77%	1818/2370 max
2007	72%	1535/2140 max

EXCELLENT SCORE – Highest score ever and increasing 1% since last year. Extended hours worked on Tuesday evenings and Saturday morning have proved popular with patients (especially between 5pm – 7pm) and nurses have also agreed to work later on a Tuesday evening to support the doctors. We have always stayed open all weekday lunchtimes and have extra doctors on Wed PM as these are times when students are available and lecture free. Patients are now more aware of the availability of appointments at weekends and in the evening and these are popular.

Comments (these are last years)

- More opportunity for appointments after normal 9am-5pm working hours. (ie, more on a Saturday and Tuesday evenings)
- Have longer opening hours as some students have long time tables and do not finish their lectures until 5 or 6 pm, which makes it hard for them to book an appointment
- Maybe start half an hour earlier so if an urgent appointment is needed, it is easier to arrange it before work.
- Have an extra late night surgery
- Be open on weekends
- Doctors should be available (at least on the phone) at weekends.
- More evening surgeries

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- More weekend and evening appointments – I struggle to come in the week
- Opening hours not convenient

2. Ease of contacting the practice on the telephone.

Sample size = 469 (51 NN – never needed to phone the practice)

2011	80%	1880/2345 max
2010	81%	1493/1850 max
2008	81%	1688/2095 max
2007	79%	1495/1890 max

EXCELLENT SCORE – 1% lower than last year

Achieving over 80% is extremely good. Prompt phone access is important to patients and the practice continues to score very highly and maintain this. We have increased number of staff on reception during early morning and employed an apprentice who works downstairs in the mornings and it would appear to have helped. The frequency of appointments now booked on line continues to free up the telephones.

- Calling to make an appointment can be difficult
- Take phone calls up to 8-9pm. I phoned in the evening when the practice was still open and was put straight through to the out of hours answering machine.
- Better appointment booking via telephone - often takes 3-4 tries minimum to get through
- More staff to answer the phone if main receptionist is busy at busy times, rather than ringing for ½ hour getting line busy all the time. In excess of 6 tries to get through.
- Difficult to get on the phone unless you call first thing in the morning.

3. Satisfaction with the date and time arranged for the appointment

Sample size = 438 (2 blank)

2011	77%	1992/2575 max
2010	79%	1737/2190 max
2008	74%	1755/2385 max
2007	72%	1544/2135 max
2006	72%	1435/1990 max

VERY GOOD SCORE – DECREASE OF 2%.

This score rose sharply last year and has dropped back 2% this year but is still 3% higher than 2008. We have increased doctor availability but also rearranged appointment availability by including one 'Book on Day' clinic each day. This has released 14 more appointments for those who need fairly urgent appointments and has provided support for the duty doctor on a Monday morning. Reception state that these clinics have made it much easier to meet patient demand. Patients continue to be able to book one month in

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advance for most clinics. Most dissatisfaction is caused by groups of patients all wanting to attend at similar times linked to the university schedule and patients wanting appointments with a particular doctor who only works part-time and therefore has limited availability.

Comments

- On line booking is fantastic! Much better now you can book 3 appointments.
- Generally very happy. Sometimes have a long wait to see a specific doctor
- More available slots
- Overall great - greater availability of doctor appointments would be good (but it is already pretty good!)
- Difficult to book to see a named doctor within two weeks
- It would be good to see a named doctor more easily and quickly.
- Improve waiting times. Its difficult to get an appointment with my own GP
- The wait to see my doctor can be two weeks which isn't great
- Satisfactory service. Just offer the opportunity for the next most familiar doctor to a patient when one's own GP is not available wherever possible please.
- Would be nice to see a named/specific doctor more easily and quickly
- Would like the on line booking system to be more user friendly
- Allow patients to book blood tests online like with GP appointments.
- Make it easier to register for using on line booking
- Improve the length of time it takes to get an appointment.
- It would be good to get appointments sooner instead of having to wait a week for an appointment. The doctors are excellent once you can see them!!
- Understand that its busy, but here is always a delay. Sometimes problems happen at weekends and its not an emergency – would be nice to talk to someone over the phone
- Generally there is a long wait for an appointment
- Sometimes long wait for appointment with doctors or to book one.
- Make it easier to make appointments – often there is a very long wait

4. Chances of seeing (an unspecified) doctor within 48 hrs (urgent within 24 hrs)

Sample size = 379 (141 NN – have never to see doctor quickly)

2011	72%	1369/1895 max
2010	74%	1213/1630 max
2008	72%	1200/1675 max
2007	68%	1034/1530 max
2006	69%	981/1420 max

VERY GOOD SCORE - DOWN 2% FROM LAST YEAR Same score as 2008.

All urgent patients can see a doctor on the same day within hours of making contact with reception as we have a doctor dedicated every day to see patients who need to see a doctor fairly urgently. This doctor does not have booked patients, only sees urgent patients and will see all that turn up (no restriction on numbers).

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It is possible most of the time for patients to see a doctor for a routine appointment within 48 hours but most of our regular patients are keen to see their 'usual' doctor and would like to see a particular doctor within 48 hours. This is very difficult when many work part-time and physically aren't in the building within the following 48 hours. It seems patients would rather wait to see their regular doctor rather than see an alternative.

Comments

- Selfishly, it would be great if the evening duty/urgent doctor service could accommodate patients after 5pm for drop-ins so I could know I could bring in my child after 5pm from nursery if something has worsened during the day. But I understand that it is a minor issue.
- Chances of seeing a doctor within 48hrs - originally phoned and was told there were no appointments for 4 days. I came in person and was told there were appointments that afternoon (NOT including the duty doctor clinic)
- Hard to get next day (or earlier) appointments.
- Very difficult to see a doctor at short notice and always seem, to see a different doctor

5. Opportunity to speak to a doctor/nurse on the phone if required ie more telephone consultations.

Sample size = 205 (315NN – never needed or wanted a phone appt)

2011	76%	781/1025 max
2010	76%	702/925 max
2008	79%	702/890 max
2007	71%	543/765 max
2006	71%	519/730 max

VERY GOOD SCORE - SAME AS LAST YEAR.

NB. 2/3 of patients have never required/requested a telephone consultation but many working patients do enjoy the option. We have undertaken these for a few years now but they are being requested much more frequently by patients and awareness is greater.

Comments

- No comments and no problems

Any appointment can be booked as a telephone appointment if patient chooses (except travel)

6. Comfort level of the waiting room

Sample size – 513 (7 Blank)

2011	79%	2012/2535 max
2010	77%	1674/2175
2008	78.5%	1858/2360 max
2007	77%	1647/2150 max
2006	83%	1649/1990 max

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VERY GOOD SCORE – INCREASED BY 2%

Scores have remained consistent in the last 3 years and increased this year. Improvements are likely due to the privacy wall erected between reception desk and waiting room which stops people feel that they are being 'watched'

Comments

- The waiting room is much better laid out now
- Frills really, music in the waiting room would be nice.
- More mens magazines in the waiting area.
- More magazines for men! Men use the doctors as well, after all.
- A buggy park would be nice where you can leave your buggy (at your own risk) during appointment
- Would be an improvement to have a vending machine in the waiting room with free coffee
- Water machine in reception
- At least one booth should be available for patients to weigh themselves/take their own measurements ie; heart rate
- I'm not sure if you still have the pod to check own BP - this was very helpful when it was in the screened off area
- Would be nice to have pictures and information on doctors on display (we do) particularly what specialities are.
- Directions from electronic board to actual room could be clearer. Eg - acronym on electronic board doesn't match up with obvious signage (very minor issue though)
- My partner is registered blind, and since the change in seating arrangements she now doesn't have a place she can wait and see the name board when it changes since the seats are too far away
- More toys for children of different ages

7. Respect shown by reception staff for your privacy and confidentiality

Sample size = 502 (18 Blank)

2011	83%	2092/2510 max
2010	81.5%	1734/2130 max
2008	82%	1854/2255 max
2007	80%	1641/2060 max
2006	82%	1649/1990 max

EXCELLENT SCORE – HIGHEST SCORE EVER

Very high score demonstrating that the new privacy wall in reception has succeeded in keeping queuing patients away from the desk and in allowing patient at the desk to feel more private.

Comments

- Privacy and confidentiality are very good at reception
- Good improvement with privacy and introduction of the wall.
- Would like more privacy..
- Talk more privately at the reception desk

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- I really don't like how your name shows up on the board when you are called by doctors – I feel like it violates your privacy
- Reception sometimes not that private

8. Length of time spent in waiting area in the practice to see the doctor

Sample size – 511 (9 blank)

2011	69%	1764/2555 max
2010	69%	1502/2190 max
2008	69%	1596/2315 max
2007	65%	1383/2120 max
2006	68%	1364/1995 max

AVERAGE SCORE - SAME AS LAST TWO YEARS BUT MATCHING HIGHEST EVER

This is a continuously weak area at the practice for some of the 13 doctors. Acknowledging this problem last year, we insisted that slower doctors increased the number of 'catch up' slots so that they did not keep patients waiting and we also resolved to keep patients better informed of any delays. From the number of comments generated, it is clear that these changes do not appear to have improved the situation enough. We do need keep patients informed of long waits and improve waiting times where possible.

Scores for individual doctors for how long patients kept waiting beyond their appointment time. Lowest score reflects highest dissatisfaction caused by delays

Doctor	Average Score	Percentage
KH	3.89	78%
TA	3.82	76%
SE	3.74	75%
CP	3.7	74%
WN	3.68	74%
MG	3.53	71%
HG	3.53	71%
CT	3.45	69%
MM	3.33	67%
BC	3.3	66%
FS	3.03	61%
RM	2.95	59%
HT	2.88	58%

Comments

- Past experience is that when I have rushed from work/home to get here on time, the length of wait to see the doctor is not good. Let us know how long we have to wait if doctor/nurse is overrunning please.

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- Doctors sometimes really run behind. I can feel very rushed.
- If it were realistic it would be good to reduce the inevitable delays.
- Would be an improvements to have appointments on time
- Kept waiting a long time.
- Less waiting time to see the doctor. Sometimes waiting for at least 20 mins
- Decrease waiting time (machine told me the delay was 0 mins and I've now been waiting at least 20 mins)
- When logging in electronically, it said there was 0 mins delay - unfortunately this was not so. It would be preferable if patients were made aware of waiting times
- I don't like that the sign in machine says there was no delay when I was waiting 25 mins. Frequent problem. Would prefer to be told - happy to wait but felt lied to
- It would be better if the self check-in machine gave a more accurate estimate of the delay - it said the clinic was 0mins behind and it was actually a wait. It always seems to say 0mins regardless.
- Realistic minutes of delay of appointment. ie 10 mins, in reality means 20-30 mins
- When checking in, don't say 'no'delay when really you have to wait 10 mins past the appointment time to see the Dr or nurse.
- Sooner waiting times although I understand this is impossible as appointments do run over
- Have a 'real' estimate of how delayed the doctor is running

SECTION THREE – ABOUT THE STAFF

9 – 18

Doctors

Doctors questionnaires have been reviewed individually for each doctor and distributed for each doctor for use in their appraisal in line with national guidance.

EXCELLENT SCORES

Average overall satisfaction with doctors has increased to 89.4% which is incredibly high. Scores range from 95.7% - 85.1%. (95.7% is the highest score the practice has ever achieved.) Seven out of eight doctors improved their scores, other five doctors have no previous results.

2011 = Scores for doctor questions results ranged from 85.1% - 95.7%

2010 = Range of doctors questions results from 83.4% – 93.7%

2007/2008 = Range of doctor questions results from 80.2% - 94.3%

2008/2009 = Range of doctor questions results from 85.7% - 94.5%

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19. The manner in which patients were treated by reception staff.

Sample size – 518 (2 Blank)

2011	86%	2223/2590 max
2010	84%	1842/2195 max
2008	84.5%	2024/2395 max
2007	83%	1795/2160 max
2006	85%	1672/1975 max

EXCELLENT SCORE – BEST EVER AND VERY HIGH

This section of the survey always generates a lot of comments.

With such a high score it is very difficult to improve but the comments suggest that reception staff (or at least most of them) are doing better.

The number of staff working within the reception area is comfortable and all staff are fully trained and experienced. The most difficult areas are still 'Dealing with queues' and 'dealing with non English speaking patient'

Comments

- Reception staff are lovely – so helpful and friendly in my experience
- No improvement. The doctors and receptionists always show time for me and patience with any situation, illness or question.
- Reception – excellent staff
- Reception staff are brilliant
- Staff were polite
- Reception were friendly
- No improvements – Reception always friendly and helpful. They make everything run so smoothly.
- Very helpful receptionist this evening – nothing too much trouble.
- Staff are always pleasant – thank you
- Reception – very helpful
- Perhaps there could be a second receptionist more readily available, because there are often queues but overall this is a brilliant doctors surgery
- Some receptionists are much nicer than others, so it is difficult to comment on the service by reception staff as a whole
- One of the nurses should actually be at the front desk. Improve on receptionist attitude
- Sometimes the ladies on reception seen a bit rude (or have done over the past year)
- Have had one experience when the reception staff were rude to me. Otherwise always been good
- On one occasion, one of the receptionists was very rude and unhelpful when I contacted my doctor for a medical certificate. I instead had to call to speak to a more helpful secretary.
- Very good receptionist, although two are very abrupt!
- Receptionists are disrespectful
- Experienced some confusion over seeing doctors/nurses on the day - given conflicting information about coming in or phoning in
- Some of the receptionists are a bit 'short' with you! I felt a bit silly because I was concerned with something that only effects older women

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- Reception have been quite loud and bordering on rude in the past – however, good this time
- Reception: When I say I would like to see a doctor, they question if I would like to see a nurse - don't question my response please

20. Information provided by the practice and about its services (eg repeat prescriptions, test results, costs for private work)

Sample size = 426 (94NN)

2011	80%	1701/2130 max
2010	78%	1425/ 1830 max
2008	78%	1587/2035 max
2007	73%	967/1325 max
2006	77.5%	1672/1975 max

EXCELLENT SCORE – BEST EVER

Great improvements have been made during the last couple of years in methods of communication to patients. The practice leaflet has been extended and the Jayex Board has regularly changed informational messages. The website is constantly being updated and more services and information are available online. The practice now also circulates an 'e-zine' 3 times a year to provide information on services especially at registration and exam time.

Next to the reception desk, the details/photos/working days of all doctors are clearly displayed to assist patient choice and the intranet has been developed to ensure information to doctors is very easily available during consultations.

Comments

- Would be nice to have pictures and information on doctors on display, particularly what their specialities are.
- Information should be available to all and advertised on how to get pre-payment prescription certificates - these can be very useful as they can cost lots of money, but now my doctor or reception know how to get them, and I only knew they existed because....

21. The opportunity for making compliments or complaints to this practice about its service and quality of care.

Sample size = 270 (252 NN)

2011	81%	1080/1340 max
2010	78%	883/1130 max
2008	77%	971/1265 max
2007	76%	880/1155 max
2006	75.5%	1672/1975 max

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EXCELLENT SCORE – HIGHEST EVER SCORE – UP BY 3%

The practice responds very promptly to any verbal or written complaints and reviews all thoroughly. Very few are received. The practice welcomes compliments and positive feedback about staff and systems.

FINALLY – OTHER STUFF.

22. The information provided by this practice about how to prevent illness and stay healthy (eg alcohol use, smoking, diet etc)

Sample size = 366 (1541NN)

2011	77%	1416/1830 max
2010	78%	1245/1595 max
2008	77%	1267/1655 max
2007	75%	1175/1570 max
2006	75%	1042/1385 max

VERY GOOD SCORE – DOWN BY 1% - SAME AS 2008

A great deal more information is available on the website, e-zine for both patients and staff. It's difficult to know what else we can do but we will ask advice of our PPG group.

Comments

- It would be really useful to know what each doctor specialises in
- Having scales and blood pressure measurement items available. Giving information of any other health centres close by.

23. The availability and administration of reminder systems for ongoing health checks is....

Sample size = 424 (96 NN)

2011	83%	1764/2120 max
2010	82%	1354/1655 max
2008	80.5%	1510/1875 max
2007	73%	967/1325 max
2006	73%	856/1175 max

BRILLIANT SCORE – MASSIVE INCREASE – UP BY %

Much of this improvement must be down to the text messenger reminder service which now operates for most clinics. It has reduced the DNA rate for many clinics. Most recall systems are slick, timely and electronic and they

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have improved a lot in recent years. The use of email for practice contacts continues to be increased and this seems to go down well with most patients

Comments

- Some of my physical health requires me to have blood tests and ECGs and they don't always get done - I'm very disorganised!!!
- Text me to remind about appointments
- I only received a text on the day of my appointment - it would have been more useful the day before

24. The practice respect the right to ask for a 2nd opinion

Sample size = 205 (315 NN)

2011	80%	824/1025 max
2010	77%	696/900 max
2008	79%	685/870 max
2007	77%	592/770 max
2006	76%	404/580 max

EXCELLENT SCORE – BEST EVER – UP BY 3%

No comments in this area but no problems.

25. Overall satisfaction with the practice

Sample size – 518 (2 Blank)

2011	86%	2221/2590 max
2010	84%	1850/2200 max
2008	84.5%	1984/2345 max
2007	83%	1775/2150 max
2006	84%	1678/2000 max

EXCELLENT SCORE – BEST EVER AND CONSISTENT OVER LAST 5 YEARS

General comments on overall satisfaction not relating to any of previous questions

Positive

- I have been registered at this surgery for more then 8 years and would not change as the service I receive is more and beyond my expectations
- This practice regularly goes above and beyond normal expectations to support me. I am highly respectful and grateful to all the medical and admin staff
- Keep doing just what you are!
- This is not the closest practice to my house/work but I prefer this surgery because of the service, particularly that of Dr Haydn
- No improvements required , I am very impressed
- I think its brilliant. Feel quite privileged to be a patient here, especially when I hear about how some other people are treated by their practices.

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- Cannot think of anything to improve practice. Doctors and nurses have always given excellent information and support in a non-patronising way.
- No improvements whatsoever – you are all fabulous!
- Impossible to improve
- Great – thank you
- All staff are lovely. A great practice.
- On the whole, I am very happy with this medical centre – thank you
- Everything was excellent
- No improvements – I am very impressed
- By far the best surgery I've been registered at
- Very good
- Excellent Service
- I could not improve the service!
- I really think the practice and the staff are great and do not need improvement
- I don't see the practice needs improvement. I get warm welcome and service when I attend by all staff. I get a text reminder. I don't have to wait long, if I do, I get an approximate time of wait. A compliments box maybe a good idea. Put leaflets around
- Excellent service and atmosphere
- Staff are always pleasant, thank you
- No improvements needed – very helpful
- I think this practice is excellent. When I'm home in the holidays I still come back here for the doctor because I think it is so much better/more useful
- I like everything. Really treated very well and this never happens in my home country.
- Never really had any problems with this practice

Areas for improvement

- Patients should be made more aware that there is only 10 mins for an appointment and that they may need to book a double appointment.
- I have had a very negative experience with a nurse following a diagnosis of chlamydia where my concerns re its effect on my fertility were not addressed which left me worrying about this for years. I felt judged and upset. There was no clear path to make a complaint
- Don't charge medical students for compulsory, often unnecessary Occ Health appointments for elective placements.

All data available on request CVF