

Appointments: 01603 251600
Secretaries: 01603 251601
Web: www.umsuea.co.uk
Email: umsuea@nhs.net
Fax: 01603 506579



**University of East Anglia,
Norwich, Norfolk, NR4 7TJ**

Partners: Drs Sargen, Green, McShane,
Shephard, Singh & Harris

Business Manager:
Christina Fielding

PRACTICE SURVEY

(Using nationally accredited questions developed by CFEP)

2018

***Survey undertaken by:
Christina Fielding, Karen Holland, Katie Still***

Participating Doctors

***Dr F Sargen
Dr M Green
Dr R McShane
Dr C Shephard
Dr R Singh
Dr J Harris
Dr H Tabberer
Dr C Turner
Dr A Gillibrand
Dr J Calne
Dr C Hughes
Dr L Francis
Dr H Jones
Dr R Timms
Dr F Moosvi (locum)***

SURVEY DATA COLLECTED BETWEEN OCTOBER 2017 AND JANUARY 2018

SURVEY SIZE

40 sheets filled in for 15 doctors = TOTAL OF 600 SHEETS REVIEWED

LENGTH OF REGISTRATION

Sample size – 7 out of 600 – xx failed to answer

			<i>Last year</i>
Registered 0 – 2 years	-	283/600 = 47%	44%
Registered 2 – 5 years	-	227/600 = 38%	24%
Registered more than 5 years	-	83/600 = 14%	11%
Question unanswered	-	7/600 = 1%	21%

SUMMARY

The practice is pleased with the results of this survey given how difficult it has been in the last year to recruit sufficient doctors and to manage the ever increasing demand for appointments from the patients.

Q1. Despite government assertions that patients would like more generous opening hours, patient satisfaction with opening hours has remained excellent at 81% satisfaction. It would not seem there is any necessity to change these hours, especially as if we did, we may lose quite a few staff members in protest.

Q2. Getting through to the practice on the phone has been noted as a problem in previous years, but this year the satisfaction has risen from 79% up to 81%. It could be that the project undertaken to try and encourage more patients to book appointments on line has led to reduced pressure on the phone lines.

Q3. The satisfaction with date and time of appointment is the area of most concern this year. The practice is aware that patients have to book 2 – 3 weeks ahead at certain times of year in order to book a routine appointment. With a shortage of doctors (currently still advertising) and no additional funding, we have no availability to provide more sessions than we are currently doing. Partner GPs step in to provide additional sessions where possible and to cover sickness and study leave and it is not possible to ask them to do more. Although the survey result dropped from 77% to 75% two years ago, it has maintained the same level of 75% in this survey which is still a very good result suggesting if nothing else, a level of sympathy from patients and understanding regarding the difficulties.

Q4. In the current circumstances the chance of gaining an appointment with an unspecified doctor for a routine appointment within 48 hours is difficult. However, the possibility of having an urgent appointment within 24 hours is still absolute due to the urgent doctor system operated within the practice. During autumn and spring terms the practice has an urgent doctor every morning and afternoon and a semi-urgent doctor also every morning and afternoon during term time and this system has worked very well to provide appointments for the patient and support the doctors. The score of 67% has reduced 2% from last time but is still a good result and surprising given all the demand issues mentioned.

Q5. Ability to speak to doctor and nurse on the phone. This result is up 4% from last time and it would seem that patients are finally realising that many appointment types can be telephone appointments.

Q6. Comfort of waiting room. This remains the same with an excellent score of 81%. There have been no changes since last time except the electric doors have not broken down so frequently which might mean that the waiting room is warmer during winter.

Q7. Privacy in reception. The practice has gone to great lengths to ensure privacy in reception with a privacy wall, many notices, a restriction barrier to give distance and training for receptionists who try and be quietly spoken. It is great therefore to see a best ever score of 88%, two points higher than last time and a truly excellent score. Within our current premises, it's difficult to see how we could do more.

Q8. The score has improved re how long patients spend in the waiting room for their appointments. It has increased to a best ever score of 70% which is very good. The comments complain of waits of 25-30 mins which actually doesn't seem that bad considering the number of mental health patients seen who often take longer. The practice has worked hard to ensure that doctors who tend to overrun do have more catch-ups and it's good to see that this might be paying off.

Q19. Satisfaction with reception staff. Achieving 91% satisfaction – highest ever score and a wonderful reflection on these staff who are working under great pressure given the lack of availability of appointments and yet still achieving these results.

Q20. Information provided by the practice appears to be good – score has gone up to highest ever at 83% reflecting all the work put in in providing healthcare information in many languages on the website and a newsletter updating patients with recalls and reminders throughout the year.

Q21. Opportunity to complain/compliment. Score remains high at 83% satisfaction. We have had an increase number of complaints/issues dealt with within 48 hours (not classed as a complaint). 2-3 years ago we had approx 5-6 complaints per year. 2016 = 9 complaints and in 2017/18 so far we have had 13 formal complaints and 16 dealt with by management within 48hrs. 17 written compliments.

Q22. Links in with question 20 - dissemination information and healthy living via email, newsletter, leaflets, website etc. 81% - excellent score

Q23. Health check and recall reminders. Same level as it was in 2011. Perhaps we have lost a few points if the text message reminder service fails to deliver. Nonetheless, still a very high score at 83%, but over recent years we have achieved 84-88%.

The following questions are newly added this year;

Q24. Website usage - clear/concise. Difficult to gauge if this is a high score or not, as there are no other years to compare this too, however, if 76% is reflective that three quarters of our patients use our website then this has got to be good!

Q25. Patient Online Access. In 2017 there was a national target to achieve 10% of our patients signed up to this service (we originally struggled due to our turnover of patients). This target was increased to 20% in 2018 which we are now achieving. We believe Campus Doctor online registration has helped us achieve this

Q26. Online registration – campus doctor. 85% satisfaction rate – excellent result for the 1st year and this method of registration has certainly made its self-worthwhile.

Q27. Overall – BEST SATISFACTION RESULTS EVER!

Score rating explained

Percentage Range	Result
<50%	= Poor
51-60%	= Satisfactory
61-70%	= Good
71-80%	= Very Good
81-100%	= Excellent

SECTION 1 – ABOUT THE PRACTICE

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

Sample size = 593 (7 NN*)

2018	81%	2413/2965 max
2016	81.5%	2251/2765 max
2015	81%	2103/2585 max
2013	79%	2005/2555 max
2012	78.5%	1877/2390 max

SCORE RATING: EXCELLENT

2. Ease of contacting the practice on the telephone

Sample size = 542 (58 NN*)

2018	81%	2193/2710 max
2016	79%	2069/2605 max
2015	79%	1871/2355 max
2013	80%	1867/2325 max
2012	82%	1754/2140 max

SCORE RATING: EXCELLENT

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

Sample size = 596 (4 NN*)

2018	75%	2242/2980 max
2016	75%	2076/2770 max
2015	77%	1959/2550 max
2013	76%	1938/2580 max
2012	77%	1849/2395 max

SCORE RATING: VERY GOOD

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

Sample size = 454 (146 NN*)

2018	68%	1549/2270 max
2016	67%	1451/2155 max
2015	69%	1447/2095 max
2013	71%	1414/2005 max
2012	71%	1171/1655 max

SCORE RATING: GOOD

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

Sample size = 360 (240 NN*)

2018	78%	1400/1800 max
2016	74.5%	1200/1605 max
2015	75%	1062/1415 max
2013	74%	795/1080 max
2012	74%	660/895 max

SCORE RATING: VERY GOOD – BEST EVER SCORE

6. Comfort level of the waiting room

Sample size = 600

2018	81%	2422/3000 max
2016	81%	2237/2770 max
2015	80%	2066/2570 max
2013	79%	2029/2575 max
2012	79%	1870/2005 max

SCORE RATING: EXCELLENT

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

Sample size = 598 (2 NN*)

2018	88%	2637/2990 max
2016	86%	2372/2755 max
2015	85%	2170/2545 max
2013	84%	2078/2500 max
2012	84%	1977/2345 max

SCORE RATING: EXCELLENT – BEST EVER SCORE

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

Sample size = 596 (4 NN*)

2018	70%	2088/2980 max
2016	67%	1779/2660 max
2015	69%	1674/2415 max
2013	67%	1618/2415 max
2012	69%	1651/2395 max

SCORE: GOOD – BEST EVER SCORE

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. 8 out of 11 doctors who have previously undertaken the survey managed to increase their average score from the last survey, which when all scores are already in the 'Excellent' category is fantastic.

Average overall scores range from 84.4% to 95.4%. The average score is maintained at 90.4%. Compared to the last survey, the lowest score has increased by 2%. Extremely consistent and brilliant considering the increasing pressures on doctors caused by the demand levels and limited/decreasing funding.

2018 = Scores for doctor questions results ranged from 84.4% - 95.4%

2016 = Scores for doctor questions results ranged from 82.6% - 96%

2015 = Scores for doctor questions results ranged from 83.6% - 96.1%

2013 = Scores for doctor questions results ranged from 83.1% - 96%

2012 = Scores for doctor questions results ranged from 85.9% - 97%

Dr Questions	Averages for all the Drs (%)	Range (%)
My overall satisfaction with this visit to the doctor is ...	90.4%	85% - 96%
The warmth of the doctors greeting to me was...	90.3%	84% - 95%
On this visit I would rate the doctor's ability to listen to me as...	91.7%	86% - 96%
The doctor's explanation of things to me was....	90.7%	84% - 96%
The extent to which I felt reassured by this doctor was...	89.6%	82.5% - 95.4%
My confidence in this doctor's ability is...	91.7%	86% - 96%
The opportunity the doctor gave me to express my concerns/fears...	90.2%	82.5% - 95.4%
The respect shown to me by this doctor was...	93%	88.5% - 97%
The amount of time given to me for this visit was...	88.7%	82.5% - 94.5%
The recommendation I would give to my friends about this doctor	91.1%	83% - 96.5%

The tables below show timings for individual doctors for routine clinics:

1. Average length of wait prior to consultation (slot time to send in time)
2. Average length of consultation (time from S to L)

Average Length of Wait mins			Average Length of Consultation mins		
Doctor	2016-2017	2015-2016	Doctor	2016-2017	2015-2016
	2.4	2.31		10.13	9.76
	5.8	n/a		10.43	9.8
	6.27	n/a		11.05	n/a
	6.3	7.09		11.75	11.69
	7.59	10.49		13.46	n/a
	8.7	6.79		14.01	14.41
	9.22	6.67		14.21	14.55
	9.62	8.45		14.24	14.58
	12.11	10.47		14.43	13.52
	12.55	12.63		14.72	14.3
	12.6	10.18		15.51	14.19
	14.98	15.65		15.51	15.8
	21.69	21.12		17.11	16.56
	23.33	17.87		21.63	20.78

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

Sample size = 600

2018	91%	2736/3000 max
2016	90%	2510/2795 max
2015	88%	2270/2575 max
2013	87%	2231/2590 max
2012	87%	2083/2390 max

SCORE RATING: EXCELLENT – BEST EVER SCORE

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

Sample size = 507 (93 NN*)

2018	83%	2105/2535 max
2016	81.5%	2031/2490 max
2015	80%	1817/2260 max
2013	80%	1715/2165 max
2012	79%	1583/2005 max

SCORE RATING: EXCELLENT – BEST EVER SCORE

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

Sample size = 412 (188 NN*)

2018	83%	1709/2060 max
2016	83%	1588/1915 max
2015	81%	1380/1715 max
2013	81%	1202/1500 max
2012	84%	1011/1210 max
2011	81%	1080/1340 max

SCORE RATING: EXCELLENT

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 = 467 (133 NN*)

2018	81%	1887/2335 max
2016	81%	1828/2260 max
2015	79%	1690/2145 max
2013	78%	1622/2080 max
2012	79%	1407/1780 max
2011	77%	1416/1830 max

SCORE RATING: EXCELLENT

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

Sample size = 473 (127 NN*)

2018	83%	1955/2365 max
2016	85%	2021/2380 max
2015	88%	1764/2000 max
2013	84%	1773/2125 max
2012	85%	1585/1875 max
2011	83%	1764/2120 max

SCORE RATING: EXCELLENT

24. **The website www.umsuea.co.uk is clear, concise and easy to use

Sample size = 439 (161 NN*)

2018	76%	1665/2195 max
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***New question for 2017/18*

SCORE RATING: VERY GOOD

25. **How do you find our online services to book/cancel/manage appointments and repeat medications?

Sample size = 348 (252 NN*)

2018	77%	1339/1740 max
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***New question for 2017/18*

SCORE RATING: VERY GOOD

26. **Did you register with us online via www.campusdoctor.co.uk/umsuea? If so, how do you rate this?

Sample size = 239 (361 NN*)

2018	85%	1015/1195 max
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***New question for 2017/18*

SCORE RATING: EXCELLENT

27. Overall satisfaction with the practice

Sample size = 594 (6 NN*)

2018	87%	2571/2970 max
2016	86%	2355/2755 max
2015	86%	2209/2565 max
2013	86%	2199/2580 max
2012	86%	2026/2370 max
2011	86%	2221/2590 max

OVERALL SCORE RATING: EXCELLENT – BEST EVER SCORE