

<p><b>Partners</b>  Dr T Alderton  Dr W Nixon  Dr F Sargen  Dr M Green  Dr R McShane  Dr C Shephard  <b>Business Manager</b>  Christina Fielding</p>	<p align="center"><b>UNIVERSITY MEDICAL SERVICE</b>  UNIVERSITY OF EAST ANGLIA  NORWICH NR4 7TJ</p> <p>Appointments: 01603 251600  Secretaries: 01603 251601  Fax: 01603 506579  Email: <a href="mailto:umsuea@nhs.net">umsuea@nhs.net</a>  Website: <a href="http://www.umsuea.co.uk">www.umsuea.co.uk</a></p>	<p><b>Salaried Doctors</b>  Dr Tabberer  Dr C Turner  Dr A Gillibrand  Dr J Calne  Dr S Lines  Dr L Francis</p>
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## **PRACTICE SURVEY**

*(Using nationally accredited questions developed by CFEP)*

### **2014 - 2015**

***Survey undertaken by:***      ***Christina Fielding***  
   ***Karen Gitsham***  
   ***Zoe Barr***

### **Participating Doctors**

***Dr T Alderton***  
***Dr F Sargen***  
***Dr M Green***  
***Dr W Nixon***  
***Dr K Burgess***  
***Dr R McShane***  
***Dr C Shephard-***  
***Dr H Tabberer***  
***Dr C Turner***  
***Dr A Gillibrand***  
***Dr J Calne***  
***Dr S Lines***  
***Dr B Cant - Locum***

## **SURVEY DATA COLLECTED BETWEEN NOVEMBER 2014 AND FEBRUARY 2015**

40 sheets filled in for thirteen doctors = TOTAL OF 520 SHEETS REVIEWED

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### **LENGTH OF REGISTRATION**

Sample size - 520

				<i>Last year</i>
Registered 0 – 2 years	–	284/520	= 55%	52%
Registered 2 – 5 years	-	147/520	= 28%	31%
Registered more than 5 years	–	88/520	= 17%	17%

There has been a slight increase (3%) in the number of patients who have been registered for less than 2 years. Well over half of all registered patients now have been registered for less than two years.

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### **SUMMARY**

The practice is very pleased with the results of this year's survey. Scores were already very high and therefore hard to improve upon but the practice has increased the majority of the scores this year and all scores have been maintained at a consistently high level over a number of years.

This achievement is even more impressive given that 55% of patients 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.

Patients are very happy with the practice opening hours as we continue to undertake extended hours despite many surrounding practices stopping doing this. The score for ability to contact the practice on the phone has decreased slightly but is still high. In the main, patients appear happy with the date and time arranged for the appointment. Patients are less happy with their ability to see a doctor quickly for a routine appointment, especially a favourite doctor. The comments suggest that many still don't realise that phone appointments are available for most clinics although this is improving and many don't appear to know that on line booking of appointments is available.

There are very few criticisms of the waiting room compared to previous years and we achieved very high scores for respecting patient privacy at the front desk. The lowest score of 69% continues to be the length of time waiting in the waiting room for a doctor who is running late. This score has increased 2% from last year but many comments relate to this issue. Where patients have mental health problems, they do tend to take longer and it is difficult to keep appointments running to time.

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 new patients. This is especially relevant to foreign patients who are often not familiar with NHS systems and possibly explains why many patients still do not realise we have weekend and evening opening hours and are unaware of many of the other services that we provide.

The practice continues to receive very favourable comments about clinical care and noticeably this year, there have been an increased number of favourable comments about the reception team and very few criticisms

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

## **SECTION 1 – ABOUT THE PRACTICE**

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

Sample size = 517 - (3 NN) – (never needed to know)

<b>2015</b>	<b>81%</b>	<b>2103/2585max</b>
<b>2013</b>	<b>79%</b>	2005/2555max
<b>2012</b>	<b>78.5%</b>	1877/2390 max
<b>2011</b>	<b>79%</b>	2060/2600 max
<b>2010</b>	<b>78%</b>	1707/2185 max

EXCELLENT SCORE – Increased again by 2% and is our highest score ever. The practice has always stayed open all weekday lunchtimes and for many years now has opened for Saturday morning clinics and evening clinics on a Tuesday. These 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.

It is clear from the survey comments that despite a lot of advertising, and providing this service now for nearly 8 years, some patients are still not aware that the practice does open on Saturdays and during an evening.

### **2. Ease of contacting the practice on the telephone.**

Sample size = 471 (49 NN – never needed to phone the practice)

<b>2015</b>	<b>79%</b>	<b>1871/2355max</b>
<b>2013</b>	<b>80%</b>	1867/2325 max
<b>2012</b>	<b>82%</b>	1754/2140 max
<b>2011</b>	<b>80%</b>	1880/2345 max
<b>2010</b>	<b>81%</b>	1493/1850 max

GOOD SCORE – Dropped 1% from last year but constant and very high over the last 5 years.

Prompt phone access is important to patients and the practice continues to score very highly and maintain this. The increased demand from patients is difficult to manage.

We have increased the number of staff answering phones during early morning and have devised systems to encourage patients to phone later in the morning to book routine appointments, allowing easier access first thing for those patients who need to be seen on the same day. Patients can also book appointments on line if they wish and the on line booking service is actively promoted to new patients. We do not use a call queuing system as many of our patients only have mobile phones and this would be very expensive for them. We also find them very aggravating to patients.

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

Sample size = 510 (10 blank)

<b>2015</b>	<b>77%</b>	1959/2550max
<b>2013</b>	<b>76%</b>	1938/2580max
<b>2012</b>	<b>77%</b>	1849/2395 max
<b>2011</b>	<b>77%</b>	1992/2575 max
<b>2010</b>	<b>79%</b>	1737/2190 max

GOOD SCORE – Increased 1% from last year.

The practice has maintained a consistent score over many years. Appointments are arranged to increase same day availability by including one 'Book on Day' clinic on Monday, Wednesday and Friday afternoons (our busiest days). Meeting patient demand for appointments remains a challenge as patients are requiring more appointments per year than ever before and an increasing number require double appointments for complex or mental health problems. This puts pressure on the doctor service that has not had any increases in funding for many years. Patients continue to be able to book one month in advance for most clinics and choose to book on line. Most dissatisfaction is caused by groups of patients all wanting to attend at similar times linked to the university timetables and patients wanting appointments with a particular doctor who only works part-time and therefore has limited availability.

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

Sample size = 419 (101 NN – have never needed to see doctor quickly)

<b>2015</b>	<b>69%</b>	1447/2095max
<b>2013</b>	<b>71%</b>	1414/2005 max
<b>2012</b>	<b>71%</b>	1171/1655 max
<b>2011</b>	<b>72%</b>	1369/1895 max
<b>2010</b>	<b>74%</b>	1213/1630 max

SATISFACTORY SCORE - But dropped 2% from last year.

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 urgently. This doctor does not have booked patients, only sees urgent patients and will see all that turn up (no restriction on numbers).

It is getting increasingly difficult to provide a routine appointment within a week as patient demand increases but funding does not. At many times of the year patients can see a doctor for a routine appointment within 48 hours but not at peak times. Most of our regular patients are keen to see 'their' usual doctor and would like to see that particular doctor within 48 hours. This is very difficult when many doctors work part-time and physically aren't in the building within the following 48 hours. It seems patients would still rather wait to see their regular doctor rather than see an alternative.

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

Sample size = 283 (237NN – never needed or wanted a phone appt)

<b>2015</b>	<b>75%</b>	<b>1062/1415max</b>
<b>2013</b>	<b>74%</b>	795/1080 max
<b>2012</b>	<b>74%</b>	660/895 max
<b>2011</b>	<b>76%</b>	781/1025 max
<b>2010</b>	<b>76%</b>	702/925 max

GOOD SCORE – Increased from last year

It's gradually becoming known to patients that the practice provides regular phone slots and most appointments (except requiring examination or immunisation) can be booked as a phone consultation if the patient wishes. All doctors now offer additional phone slot appointments at the end of every routine clinic. NB. 2/3 of patients have never required/requested a telephone consultation but many working patients do enjoy the option.

### **6. Comfort level of the waiting room**

Sample size – 514 (6 Blank)

<b>2015</b>	<b>80%</b>	<b>2066/2570max</b>
<b>2013</b>	<b>79%</b>	2029/2575 max
<b>2012</b>	<b>79%</b>	1870/2005 max
<b>2011</b>	<b>79%</b>	2012/2535 max
<b>2010</b>	<b>77%</b>	1674/2175 max

EXCELLENT SCORE – Gradually increasing

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

Sample size = 509 (11 Blank)

<b>2015</b>	<b>85%</b>	<b>2170/2545max</b>
<b>2013</b>	<b>84%</b>	2078/2500 max
<b>2012</b>	<b>84%</b>	1977/2345 max
<b>2011</b>	<b>83%</b>	2092/2510 max
<b>2010</b>	<b>81.5%</b>	1734/2130 max

EXCELLENT SCORE – HIGHEST EVER SCORE

Attempts to improve privacy over the last few years in the waiting room are clearly helping to make people feel more comfortable. We have far fewer comments in this area than previous years suggesting that our efforts have been successful. We also have a comprehensive induction plan that for 4 recently trained receptionists has emphasised discretion.

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

Sample size – 483 (37 blank)

<b>2015</b>	<b>69%</b>	<b>1674/2415</b>
<b>2013</b>	<b>67%</b>	1618/2415 max
<b>2012</b>	<b>69%</b>	1651/2395 max
<b>2011</b>	<b>69%</b>	1764/2555 max
<b>2010</b>	<b>69%</b>	1502/2190 max

GOOD SCORE – INCREASED 2% FROM LAST YEAR AND MAINTAINED CONSTANCY OVER LAST 5 YEARS

This is a continuously weaker area at the practice for some of the 13 doctors. Many doctors are very good at running to time but we have a few doctors that consistently run late and the majority of the comments relate to only these few doctors. Acknowledging this problem, we insist that slower doctors increase the number of 'catch up' slots so that they do not keep patients waiting and this has worked to a certain extent. We also resolved to keep patients better informed of any delays. It is still an area where improvements need to be made. We do need to keep patients informed of long waits and improve waiting times where possible.

The table below shows scores for individual doctors for how long patients were kept waiting beyond their appointment time. Lowest score reflects highest dissatisfaction caused by delays. All doctors have improved their scores from last year. There is still much room for improvement in this area.

	Score	%
	3.95	79
	3.95	79
	3.63	73
	3.55	71
	3.53	71
	3.5	70
	3.47	69
	3.47	69
	3.45	69
	3.33	67
	3.19	64
	3.16	63
	2.83	57

## **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 been maintained at 90%. These are incredibly high scores and have been steadily increasing over the last few years.

Average overall scores range from 96.1% to 83.6%, very slightly increased from the last survey but extremely consistent.

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%

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

2010 = Scores for doctor questions results ranged from 83.4% – 93.7%

#### *Clinical Comments*

- Dr Turner has been my GP for 3 years, She has been brilliant at dealing with both mental and physical health issues I have presented with
- Have had appointments with Dr's McShane and Tabberer among others, in the past and think their service is exceptional
- The service received from this doctor in the past 8 years has been excellent. She's made a massive difference in helping me cope with my illness/difficulties. You can't improve on that! She's excellent!
- Dr McShane should win every possible award going for how thorough, caring and down to earth she is.

- Dr Turner gave great reassurance
- Dr Calne is excellent
- I really like Dr Calne (so no improvement)
- I frequently recommend Dr Tabberer
- Incredible support from doctor today thanks
- Thought the doctor was extremely nice and helpful, would want to come back to her
- Fantastic doctors! Thank you so much love from xxx. I saw Sargen today and Shephard normally - both amazing doctors.
- Dr Shephard is excellent – very caring, professional and helpful
- I had Dr McShane recommended to me. I am more than happy with Dr McShane as I know over running appointments are due to her giving proper time to her patients.
- Special thanks to Clare Shephard
- Dr Alderton has been fantastic and helped me through a very difficult couple of months. Thank you.
- Very good as they are
- She was brilliant – gave me so much time. Really listened and explained things in great depth
- All great – keep up the good work
- I saw a new doctor today and very happy with my consultation! I particularly liked the fact that she offered a follow up
- I think we all appreciate workloads - I am entirely happy with the service. Doctors & nurses should minimise pleasantries & deal with patients as efficiently as possible
- Excellent doctor – I'm very grateful
- Dr Burgess is an outstanding doctor
- None whatsoever. Thank you all for all your help. You make me feel like I can fight my illness; I couldn't do it without you.
- My regular doctors have always been genuinely concerned and helpful
- Excellent doctors/nurses
- Wonderful, attentive, thorough – made me feel valued and understood
- No improvements. She was brilliant
- No improvements – fantastic
- Can't think of anything – my doctor is always very helpful
- I haven't met Dr Lines before – she was very friendly and efficient
- Continue their excellent work. They're brilliant
- No improvement – she was a great help
- None – perfect
- Dr Nixon is absolutely lovely and I feel at ease when I have an appointment
- I really appreciate Dr Cant's support as I could not do my degree without her acceptance of my mental health or her acceptance that I need extensions for coursework
- The staff make me feel very comfortable and at ease with sensitive issues
- Previous experiences with other doctors in this practice have been less than satisfactory however I am now extremely happy.
- I had a very short appt to renew a subscription so it's hard to say; however he was very courteous and made sure I was ok.
- Dr Cant is a brilliant, caring doctor that I always like to see. Understands and gives me advice and support.
- Dr Cant can be a bit intimidating but I like her and she is very efficient
- Look at the patient – listen a bit more
- Give me a bit more time to explain my emotional state – I don't think she understands the whole picture
- Doctor rushed appt and did not provide any reassurance per my request & seemed reluctant to complete request.

- Have felt rushed at some appointments - I know my appointment is only 10 minutes long but someone checking the time every few minutes highlights it
- Longer sessions with the doctor (15 mins rather than 10)
- Lack of availability of named doctors. Usual doctor is McShane but due to her being part-time it's hard to stay with the same doctor.
- Longer consultation period
- Bit sad that the first line of defence for depression is medication - no mention of talking therapies but I think this is a reflection of the mental health service - not this GP
- Clearly competent & informative, but I did not need to be told 5 times (!) not to make an appointment for rev. I already waited a fortnight for this appt and if I'd waited for my own GP another week!
- Be slightly more proactive in ordering tests rather than relying on my reminding him
- Doctor is currently telling me I'm 'too hard' core of a case and gave me medication which was addictive for sleep after telling her addiction runs in my family. I have bipolar disorder - it wasn't my choice to be 'too hard core'
- No mental health help

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

Sample size – 515 (5 Blank)

<b>2015</b>	<b>88%</b>	<b>2270/2575max</b>
<b>2013</b>	<b>87%</b>	2231/2590 max
<b>2012</b>	<b>87%</b>	2083/2390 max
<b>2011</b>	<b>86%</b>	2223/2590 max
<b>2010</b>	<b>84%</b>	1842/2195 max

EXCELLENT SCORE – Best ever and increased this year

This section of the survey usually generates a lot of comments despite the high scores. With such a high score it is very difficult to improve but the lack of comments and positivity of them suggest that reception are doing well and have improved from last year.

The number of staff working within the reception area is comfortable but quite a few are now inexperienced. There have been fewer comments this year around privacy issues at reception which is a good sign of improvements made.

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

Sample size = 452 (68 NN)

<b>2015</b>	<b>80%</b>	<b>1817/2260max</b>
<b>2013</b>	<b>80%</b>	1715/2165 max
<b>2012</b>	<b>79%</b>	1583/2005 max
<b>2011</b>	<b>80%</b>	1701/2130 max
<b>2010</b>	<b>78%</b>	1425/ 1830 max

EXCELLENT SCORE - Same as last year's highest ever score

A lot of effort has been made during the last couple of years to improve methods of communication to patients and a great deal more information is available electronically through the website and through a termly e magazine. 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.

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

Sample size = 343 (177NN)

<b>2015</b>	<b>80.5%</b>	<b>1380/1715max</b>
<b>2013</b>	<b>81%</b>	1202/1500 max
<b>2012</b>	<b>83.5%</b>	1011/1210 max
<b>2011</b>	<b>81%</b>	1080/1340 max
<b>2010</b>	<b>78%</b>	883/1130 max

EXCELLENT SCORE – Very slightly reduced from previous years

The practice has very few complaints given the number of consultations. It receives far more compliments. The practice responds very promptly to any verbal or written complaints and reviews all thoroughly. The practice welcomes compliments and positive feedback about staff and systems.

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## **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 = 429 (91NN)

<b>2015</b>	<b>79%</b>	<b>1690/2145max</b>
<b>2013</b>	<b>78%</b>	1622/2080 max
<b>2012</b>	<b>79%</b>	1407/1780 max
<b>2011</b>	<b>77%</b>	1416/1830 max
<b>2010</b>	<b>78%</b>	1245/1595 max

EXCELLENT SCORE – Increased by 1% from last year – best ever

The practice provides additional sexual health information within practice leaflet and information on common conditions and best places to receive treatment is available clearly on the website. The practice sends representatives to attend student welfare events at the university and attends specific meetings for groups of students travelling abroad who need specific advice. The practice also does twice yearly talks to groups of international students to help them understand the NHS and how to stay healthy

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

Sample size =420 (100 NN)

<b>2015</b>	<b>88%</b>	<b>1764/2000max</b>
<b>2013</b>	<b>84%</b>	1773/2125 max
<b>2012</b>	<b>84.5%</b>	1585/1875 max
<b>2011</b>	<b>83%</b>	1764/2120 max
<b>2010</b>	<b>82%</b>	1354/1655 max

BRILLIANT SCORE – Increased by 3.5%% - Highest ever

Credit to Steve, Ollie and team. Extremely high score and much of this improvement must be down to the systematic and personal recall systems in place operating for various conditions. Also popular is the text messenger reminder service which now operates for most clinics. It has reduced the DNA rate considerably. The practice sends prompt email reminders for recalls for all other review appointments. The use of email for practice contacts continues to be increased and this seems to go down well with most patients. Annual recalls are sent out for all conditions requiring annual review.

### **24. The practice respect the right to ask for a 2<sup>nd</sup> opinion**

Sample size = 232 (288 NN)

<b>2015</b>	<b>80.5%</b>	<b>936/1160max</b>
<b>2013</b>	<b>82%</b>	930/1140max
<b>2012</b>	<b>81%</b>	717/885 max
<b>2011</b>	<b>80%</b>	824/1025 max
<b>2010</b>	<b>77%</b>	696/900 max

EXCELLENT SCORE – slightly reduced but still high - consistent over the last few years. Two thirds of people have never felt the need to consider this question. As there are 13 doctors working within the practice, a 2<sup>nd</sup> doctor opinion is always available.

### **25. Overall satisfaction with the practice**

Sample size – 513 ( 7 Blank)

<b>2015</b>	<b>86%</b>	<b>2209/2565max</b>
<b>2013</b>	<b>86%</b>	2199.5/2580 max
<b>2012</b>	<b>85.5%</b>	2026/2370 max
<b>2011</b>	<b>86%</b>	2221/2590 max
<b>2010</b>	<b>84%</b>	1850/2200 max

EXCELLENT SCORE – BEST EVER, EXTREMELY HIGH SCORE AND CONSISTENT OVER LAST 5 YEARS although it's increasingly hard to maintain these scores given the increasing workload and lack of funding

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

*Positive*

- No improvements – it is excellent the way it is
- Excellent practice
- Service has always been excellent
- No improvements necessary
- All really good
- Don't change too much
- Thank you
- I feel very lucky to be at this practice. Everyone is very nice
- Very happy with the service and grateful that this is my GP practice
- I am very happy with this practice considering the other comments I've heard of other surgeries. Every time I need to see the doctors or nurses for myself & children they've always been available and helpful. They are truly the best!
- No improvements
- Great service
- Overwhelmingly satisfied
- I have always been impressed with the high level of service provided here
- This is the sixth doctors practice I have had in my life & is head and shoulders above all the others
- FANTASTIC! Everything runs like a well-oiled machine!
- I have repeatedly left UEA medical centre very satisfied, feeling this clinic is an example of how health should be assured in the world. Thank you!
- Best practice I've been to. Send a text to people who miss their appointment so they feel guilty. Maybe say you are contributing to NHS money wastage or something.
- Excellent practice – no comments for improvement
- No this is a great practice having been at a previous practice which was appalling the UEA has outstanding doctors
- All right

*Areas for improvement*

- More car parking
- Discounts for gyms and memberships being associated to this doctors.
- As a student going on my year abroad I had to have medical checks and receptionists were unsure of what they had to do - maybe work with the year abroad office for year abroad students (from previous experience)
- Send reminders to renew subscriptions (text/email)

**All data available on request CVF**