

King Edward St Patient Survey Comparative Results 2011-17

This year's survey was done between 16 Apr and 27 Apr 2018

Number of Responses: **100 per year, then 150 in 2017-8**

[Results for 2017-18 have been x 0.66 to produce standardised results for comparison]

Q1. How do you rate the way you are treated by receptionists at your practice?

rating	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
1	0	0			0	1	0
2	0	0			0	0	0
3	5	1			6	1	3
4	24	24			21	20	19
5	71	75			73	78	78
don't know	0	0			0	0	0
n/a	0	0			0	0	0

97 people rated us good or excellent, **similar** to 98 last year

Q2. How do you rate the hours that your practice is open for appointments?

rating	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
1	0	0			0	1	0
2	2	1			1	1	2
3	17	15			8	12	9
4	45	34			40	36	41
5	31	48			49	49	48
don't know	5	2			2	1	1
n/a	0	0			0	0	0

89 people rated us good or excellent, **up** from 85 last year

Q3. Thinking of times when you want to see a particular doctor, how quickly do you usually get to see this doctor?

rating	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
1	1	0			1	1	2
2	4	3			3	5	9
3	13	19			11	18	30
4	36	29			38	42	38
5	39	40			34	26	20
don't know	4	4			3	4	2
n/a	3	5			10	4	0

58 people rated us good or excellent, **down** from 68 last year

Q4. If you need to see a GP urgently, can you normally get seen on the same day?

rating	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
no	9	7			4	9	13
yes	49	47			50	46	40
n/a	42	46			45	45	48
don't know	0	0			1	0	0

76% said they could be seen same day, **down** from 84% last year

Q5. How would you rate the length of time you usually wait at the practice for your consultations to begin?

rating	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
1	3	3			6	3	3
2	16	5			11	13	14
3	26	40			32	33	35
4	34	36			31	37	30
5	17	14			17	14	15
don't know	2	2			2	0	3
n/a	2	0			1	0	0

45 people rated us good or excellent, **down** from 51 last year

Q6. Thinking of times you have phoned the practice, how do you rate the following:
a) ability to get through to the practice on the phone?

rating	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
1	0	0			2	1	1
2	0	3			5	3	3
3	14	7			13	9	9
4	22	25			31	31	35
5	58	61			43	54	47
don't know	2	1			1	1	1
n/a	4	3			5	1	3

83 people rated us good or excellent, **down** from 85 last year

b) ability to speak to a doctor when you have a question or need medical advice?

rating	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
1	0	1			1	1	1
2	4	1			2	4	5
3	9	7			16	17	13
4	11	15			20	23	21
5	33	31			17	19	24
don't know	7	11			4	4	0
n/a	36	34			40	32	36

45 people rated us good or excellent, **up** from 42 last year

Q7. Thinking about today's consultation with the doctor, how do you rate the following:

a) How well the doctor listened to what you had to say?

rating	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
1	0	0	0	0	0	1	1
2	2	1	0	0	1	1	0
3	2	3	0	0	5	3	3
4	18	18	6	11	12	19	15
5	73	70	94	88	73	68	73
don't know	5	7	2	1	9	8	8
n/a	0	1	0	1	0	0	0

88 people rated us good or excellent, **up** from 87 last year

b) How much the doctor involved you in decisions about your care?

rating	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
1	0	0	0	0	0	1	1
2	2	1	0	0	2	1	0
3	6	3	3	4	5	4	3
4	20	26	6	11	15	23	13
5	67	61	87	72	68	62	75
don't know	4	8	2	7	10	9	8
n/a	1	1	4	7	0	0	1

88 people rated us good or excellent, **up** from 85 last year

c) How well the doctor explained your problems or any treatment that you need?

rating	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
1	0	0	0	0	1	1	1
2	3	1	0	0	0	1	0
3	6	4	0	0	6	4	2
4	14	17	7	25	13	18	17
5	72	70	89	65	70	66	71
don't know	4	8	2	5	9	9	9
n/a	1	0	4	6	1	1	0

88 people rated us good or excellent, **up** from 84 last year

Q8. After seeing the doctor today do you feel able to understand your problem(s) or illness?

rating	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
1	0	0			1	1	1
2	2	2			2	2	1
3	5	2			5	8	5
4	26	26			17	22	23
5	57	62			65	58	62
don't know	9	7			7	9	8
n/a	1	1			3	0	0

85 people rated us good or excellent, **up** from 80 last year

Q9. All things considered:

a) How satisfied are you with your practice – on a scale from 1 to 10 (where 1 is the least satisfied and 10 is the most satisfied)?

rating	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
1	0	0			0	1	0
2	0	0			0	0	0
3	1	0			1	1	0
4	1	0			0	0	0
5	1	0			0	1	1
6	5	1			1	3	1
7	11	5			2	4	7
8	17	22			22	17	21
9	23	23			29	33	23
10	38	46			40	33	40
don't know	3	3			5	7	7

84 people rated us 8, 9 or 10, **up** from 83 last year

b) What would make it a 10?

Again the most common critical answers were requests for shorter waiting times (this has increased from the very low level of 20% of those who made a comment in 2012-13, then 33% in 2015-16, 41% in 2016-17 and this year has remained high at 38%). The next most common complaint was for greater availability of appointments (this initially dropped from 16% of those who made a comment in 2011-12, to only 12% in 2012-13 then rose again to 20% in 2015-16, 23% in 2016-17 but decreased this year to 15%).

As in previous years, the qualitative data reinforces the quantitative data, in that the only questions to which the highest rating was not the most commonly selected answer were questions 3, and 5 – i.e. ‘when you want to see a particular doctor, how quickly do you usually get to see them’, and ‘how long do you usually have to wait for your consultations to begin’, respectively. Although in the case of questions 3 the second highest rating was the most popular answer. Sadly, for the question about waiting times the most popular rating was 3 (not 4, nor indeed 5), which reflects the ongoing dissatisfaction with the time spent waiting to be called through by the doctor for one’s appointment. In the past two years question 6b about how easy it was to speak to a doctor when you needed to, was most commonly scored as a 4 but this year it was most commonly scored as a 5, which perhaps reflects better access to GPs via telephone appointments.

Interestingly, although the question was intended only to solicit *critical* responses from people who felt the practice needed to improve, a number of patients have always used this as an opportunity to praise the practice. The numbers doing so has fallen from the very high level of 43% of those who commented giving positive comments in 2011-12, to plateau at around 23% in both 2012-13 and 2015-16, but then rose in 2016-17 to 30%. This year it has returned to 25%. Over a third of these comments specifically praised the attitude of the doctors and nurses.

Comments in response to Q9b 'What would make it a 10?'

16 Good comments

Don't change (11) =17%

- This is hands down the best practice I have ever had the pleasure of using. Thank you for your hard work! P.S. Dr D stands out as a truly exceptional GP
- We are so pleased to belong to this practice. Staff are welcoming and all very professional 11 out of 10.
- Excellent personal quick service
- I always feel well cared of, this builds a great trust in me to the practice, so if there are any minor technical problems that it fine as I am sure they'll be solved soon and not ever neglected. Thank you for your great job
- Today it has made 10. Excellent keep it up - thanks
- Already is a 10, got exactly what I wanted as advised by physio, very friendly and helpful
- It is already 10!
- It is 10!
- It's absolutely fantastic, the best practice that I have ever been to (and I have been to a lot!) All doctors and receptionists are excellent - Thanks.
- I have been at the practice for nearly 30 years. They have maintained a consistently high standard of care across all staff. I feel very fortunate. Thank you all
- Only a 9 because I have had exceptional support on occasions and that has to be factored into the scale. A really excellent practice!

GP and nurse attitude (4) =6%

- Best Drs I have been to - very friendly and caring
- Everyone is very friendly and helpful and the mean doctor seems to be gone so that's good
- Very friendly practice. Never had a problem getting appointments
- I think this is a very good practice. Drs are always patient to listen and given understanding answers/solutions

Assorted (1) =1.5%

- Always a long wait but happy as never feel rushed

[continues overleaf]

45 Critical Comments

Waiting time (25) =38%

- Shorter waiting times
- Always 30 mins late
- Better wait times on day of appointment - arrive on time and usually wait 1-1.5 hrs
- Shorter waiting times, ability to book appointments on line for a wider range of appt
- Reducing the waiting time at the practice for appts to begin
- Ideally less waiting time in surgery for appointment - although I know usually this can't be helped (but I have had to wait for about an hour before)
- Long time in waiting room
- Not having to wait so long in waiting room as Dr running late (not always the case)
- Slightly too long waiting times
- Shorter waiting times
- I had to wait 30 mins today
- Slightly less wait time
- Often have to wait 30 mins at the practice. Otherwise everything is really good, especially compared to other practices I have experienced
- I wish the waiting time could be shortened
- Wait times a little long but really pleased overall
- Shorter waiting time within the practice (I have been waiting 1h 15mins in the past)
- Waiting times usually 15-30mins, under 15mins would make it a score of 10
- A shorter wait
- Bit long to wait on arrival sometimes 30-40 mins in past, but otherwise very happy
- Better time keeping
- Wait times could still be improved - the change to 15 mins appointments has helped. But equally I appreciate the time the doctors spend - I'd rather they spent time to understand and engage with their patients rather than rushing through appointments to maintain timings
- Waiting time reduced and longer hours if possible - although I do appreciate the current extension and doctors' time!
- If the waiting times were a bit shorter so you don't run over appointment that was allocated
- Haven't had an appt in a while but in 2017 there were really long waiting times - up to an hour sometimes which is stressful and hard to organise around. GPs are excellent when you see them so can't fault that
- Not as much waiting

Better appointment availability (10) = 15 %

- Easier access to phone/email doctor. Appointments on time
- I called on Tuesday for an appt to see any doctor and the earliest I could be seen was Monday. In the past it has only taken a day or two to be seen.
- More appointments available
- The amount of slots could be increased as had to wait a while to get an appointment
- Being able to see GP on the day I ring (but I understand that might not be possible)
- Shorter waiting times for appointments and appointments being available more immediately for emergencies
- Not really sure, more available appointment times would help. Only one appointment was available this week
- Occasional times when I've phoned first thing but not been able to get an answer for one hour. Had to wait a week for this appointment (although appreciate not the practice's fault they are busy)
- Waiting for appointments (not necessarily when you're here but if you try to book urgent appointments and have to wait a week).
- Slight struggle to get an appointment quickly, came in last Wednesday and nothing was available until following Tuesday, but generally no complaints

Part-time working by GP makes it harder to see them quickly (4) = 6 %

- Dr M only working one morning a week makes it quite difficult to arrange appointments with her
- Dr N being available more than just Fridays
- Shorter wait to see own doctor (get appt).
- Hard to get doctor I want at short notice.

Longer than 10 minute appointments (3) = 5 %

- A 10 minute slot is extremely short
- Longer appointment options
- Later opening time maybe a couple of times a week. But difficult to achieve I realise

Attitude of staff (3) = 5 %

- More putting at ease and friendliness on behalf of the doctor and better wait times
- Receptionists are not especially friendly or helpful, long wait, male doctor can be insensitive/abrasive. Dr K is much better for sensitive things.
- I have felt that some Drs haven't taken condition as seriously as I would hope. Dr F was excellent

Extended opening times (2) = 3 %

- Phone answered slightly quicker. Appointments after working hours
- Opening later in the evenings.

Miscellaneous (2) = 3 %

- To know exactly what I have, what sort of illness
- Voicemail feature or online appt booking/prescription request feature

Demographic breakdown of survey respondents

Gender

gender	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
male	31	44	35	40	36	39	30
female	47	50	65	60	61	47	57
no answer	22	6	2	1	3	14	13

Age

rating	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
child	0	0	3	4	1	1	1
teen	3	2	10	22	4	2	3
20s	51	56	54	46	51	45	57
30s	11	19			14	20	14
40s	1	4	21	13	4	6	6
50s	9	7			6	6	3
60s	9	6	12	15	8	11	4
70s	8	5			9	4	5
80s	5	1			1	4	2
n/a	3	0	2	1	2	1	6

Ethnicity

rating	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
mixed	3	4	3	6	2	2	3
white	81	82	83	90	87	77	76
black	3	3	2	1	0	1	1
asian	5	4	5	1	4	4	3
chinese	1	3	3	1	2	7	3
other	1	3	2	0	4	1	2
no answer	6	1	4	2	1	8	11

Employment

rating	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Employed	28	38			38	42	29
Unemployed	0	1			1	3	0
Can't work	3	1			2	1	1
Pupil/ student	49	49			44	39	53
Home-maker	1	2			0	0	3
Retired	16	8			13	14	9
No answer	3	1			2	1	6

Housing status

rating	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
owner	30	31			22	24	19
renting	61	62			59	56	57
w. parents	0	0			10	7	12
n/a	9	7			9	13	11

Disability/ Long term health condition

rating	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
yes	28	24			23	25	29
no	68	75			74	72	64
no answer	4	1			3	3	7