

King Edward St Patient Survey Comparative Results 2011-17

This year's survey was done between 31 Jan and 06 Feb 2017

Number of Responses: **100 per year**

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
1	0	0			0	1
2	0	0			0	0
3	5	1			6	1
4	24	24			21	20
5	71	75			73	78
don't know	0	0			0	0
n/a	0	0			0	0

98 people rated us good or excellent, **up** from 94 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
1	0	0			0	1
2	2	1			1	1
3	17	15			8	12
4	45	34			40	36
5	31	48			49	49
don't know	5	2			2	1
n/a	0	0			0	0

85 people rated us good or excellent, **down** from 89 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
1	1	0			1	1
2	4	3			3	5
3	13	19			11	18
4	36	29			38	42
5	39	40			34	26
don't know	4	4			3	4
n/a	3	5			10	4

68 people rated us good or excellent, **down** from 72 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
no	9	7			4	9
yes	49	47			50	46
n/a	42	46			45	45
don't know	0	0			1	0

84% said they could be seen same day, **down** from 91% 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
1	3	3			6	3
2	16	5			11	13
3	26	40			32	33
4	34	36			31	37
5	17	14			17	14
don't know	2	2			2	0
n/a	2	0			1	0

51 people rated us good or excellent, **up** from 48 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
1	0	0			2	1
2	0	3			5	3
3	14	7			13	9
4	22	25			31	31
5	58	61			43	54
don't know	2	1			1	1
n/a	4	3			5	1

85 people rated us good or excellent, **up** from 74 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
1	0	1			1	1
2	4	1			2	4
3	9	7			16	17
4	11	15			20	23
5	33	31			17	19
don't know	7	11			4	4
n/a	36	34			40	32

42 people rated us good or excellent, **up** from 37 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
1	0	0	0	0	0	1
2	2	1	0	0	1	1
3	2	3	0	0	5	3
4	18	18	6	11	12	19
5	73	70	94	88	73	68
don't know	5	7	2	1	9	8
n/a	0	1	0	1	0	0

87 people rated us good or excellent, **up** from 85 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
1	0	0	0	0	0	1
2	2	1	0	0	2	1
3	6	3	3	4	5	4
4	20	26	6	11	15	23
5	67	61	87	72	68	62
don't know	4	8	2	7	10	9
n/a	1	1	4	7	0	0

85 people rated us good or excellent, **up** from 83 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
1	0	0	0	0	1	1
2	3	1	0	0	0	1
3	6	4	0	0	6	4
4	14	17	7	25	13	18
5	72	70	89	65	70	66
don't know	4	8	2	5	9	9
n/a	1	0	4	6	1	1

84 people rated us good or excellent, **up** from 83 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
1	0	0			1	1
2	2	2			2	2
3	5	2			5	8
4	26	26			17	22
5	57	62			65	58
don't know	9	7			7	9
n/a	1	1			3	0

80 people rated us good or excellent, **down** from 82 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
1	0	0			0	1
2	0	0			0	0
3	1	0			1	1
4	1	0			0	0
5	1	0			0	1
6	5	1			1	3
7	11	5			2	4
8	17	22			22	17
9	23	23			29	33
10	38	46			40	33
don't know	3	3			5	7

83 people rated us 8, 9 or 10, **down** from 91 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 15% of those who made a comment in 2011-12, to 20% in 2012-13, then 33% in 2015-16 and this year has risen to 41%). 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 and increased this year to 23%).

Here 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, 5 and 6b – i.e. ‘when you want to see a particular doctor, how quickly do you usually get to see them’, ‘how long do you usually have to wait for your consultations to begin’, and ‘how quickly can you speak to a doctor when you wish to’, respectively. Although in each case the second highest rating was the most popular answer.

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 has now risen to 30% this year. Two thirds of these comments praised the attitude of the doctors and nurses.

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

14 Good comments

GP and nurse attitude (n=9)

- It's a 10, I find Dr Drury is a superb professional, approachable, empathetic and highly skilled (she's my hero).
- I find the new doctors have greatly improved the practice though I sometimes still feel that I'm not being heard. The nurse is excellent!
- No wait, listened to me, was not patronising, comfortable waiting room, reassuring staff.
- On the essential side of the service provided by the doctors it is all that I could wish for. On the trivial side of organisations, facilities etc. I can't think of anything within the obvious constraints of the building and its location.
- The doctors are always very understanding and friendly.
- I've had very good patient care here and Dr Drury is so understanding.
- The nurse who did my smear was AMAZING, very reassuring.
- I have always hated going to the doctor, this practice is exceptional and has totally changed my attitude to seeking help. The doctors here are patient, open-minded and most of all you feel that they are on your side. I only wish that everyone I care for had access to such exemplary service
- It's really excellent, I only came in to see the nurse but she is great.

Don't change (n=4)

- A perfect world.
- Miracle cures for my illness. It's as good as I could reasonably hope for. Maybe get some more interesting jigsaws.
- No comment, this practice is super.
- Appointment was about 20 minutes late but honestly I know this is often unavoidable so I am very satisfied.

Assorted (n=1)

- Keep up excellent opening hours and female doctors!

[continues overleaf]

39 Critical Comments

Waiting time (n=16)

- Shorter wait in waiting room.
- Waiting times that are always manageable, I have waited for an hour in the past.
- Time keeping; it's a two way contract.
- Less prolonged waiting times.
- To be a 10 waiting times and phone accessibility could be improved.
- Less waiting time in surgery.
- Sometimes you wait too long but it's a GP, you can't help it! All understandable.
- Shorter wait times, sometimes lengthy.
- Sometimes the time given on a schedule is not met. The doctors could inform patients more about what goes on when they are running late.
- Today's appointment was bang on time, thank you. But other times in the past have meant waiting up to 30 mins.
- Always be seen on time but I realise this is not possible due to some taking longer sometimes.
- If I didn't have to wait so long.
- Appointments starting anywhere near their start time – I am very busy so for example being told 9.30am and then getting in at 9.50am is annoying when you have a 10am class or lecture.
- Reduction in waiting times makes it hard to schedule around work.
- Longer consultation but shorter waiting.
- Faster appointments.

Better appointment availability (n=9)

- More appointment times in the afternoon after 5.30 pm (i.e. outside working hours).
- More appointments.
- Easier to make an appointment. Getting seen quickly.
- Perhaps more availability of appointments for the following day, however I understand this can't be helped in many instances.
- Later appointment times.
- Wider opening hours, particularly in the evening.
- Being able to get doctor's appointments between 5 and 7 pm. Home visits when patients have difficulty walking.
- Link with another practice for weekend appointments.
- 6/7 day opening.

Telephone issues (n=4)

- Ordering repeat prescriptions online/over the phone.
- Waiting times for phone; waiting times for consultation at surgery.
- Being able to speak on the phone with the doctors more scheduled times every day, once in the morning and once in the afternoon – for instance half an hour when the doctor only receives calls, separated by 5-10 mins each.
- Answer the phones a bit more quickly.

GP attitude (n=3)

- After explaining to a GP the difficulties I face as a member of LGBT community and the harrasment I faced at College, I was told that Oxford is no place for me. Understanding the needs of the LGBT members of the university would be beneficial.
- Explaining what exactly is going on using less advanced vocabulary.
- If all doctors were equally helpful and understanding.

Assorted

- I sometimes called to get the results of a blood test and was told that all was fine, but later was told that no doctor had seen/interpreted the results. By then and actually there were some problems. In the meantime I was quite worried. It would be good if the receptionists could see on the computer whether a doctor has seen the results so you get the right information.
- Sometimes I forget to ask the questions I came with during the consultation. Odd idea, but would anyone else find 'write your questions down here beforehand' helpful? Otherwise very happy thank you.
- Wi-Fi to do emails/work whilst waiting for consultation would be helpful.
- To be able to follow through with the same doctor, although the doctors that one does see are always well briefed.
- A better funded NHS to allow more doctors.
- More attention to ME/Chronic Fatigue Syndrome.
- csv electronic appointment confirmations would help.

Demographic breakdown of survey respondents

Gender

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

Age

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

Ethnicity

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

Employment

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

Housing status

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

Disability/ Long term health condition

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