

Ball Tree Surgery – Patient Voice

Winter Survey 2014 – 2015



Introduction

Survey Design

The survey design was based upon the previous survey which had been informed by the surgery patient participation group (PPG). All staff were asked to contribute ideas to the design of this year's survey. There are a total of 28 questions across a range of themes.

Advertisement of the Survey

The survey was carried out on paper and online between mid-December and the end of January. Surveys were placed at the reception desk, in the waiting areas and in clinical rooms.

The survey was advertised in the surgery by posters, the ticker screen and television screen. A link to the online survey was emailed to all patients who have provided their consent for us to email them (over 1000 patients).

Number of responses

Number of surveys completed / mostly completed **283**

Limitations of the Survey

The design of the survey has not been subject to research validation / peer review however a very similar survey has been used previously with patients saying that they were able to complete it without issues.

The respondents

- are self-selecting – leading to significant selection / sample bias
- are not representative of the surgery population as a whole
- are not representative of both the active and less active users of the surgery population
- did not always all answer all questions

Given the limitations, the results of the survey must be seen only as 'interesting' and *potentially* indicative of trends. In general we are encouraged by the feedback we have received. We will be acting on areas highlighted to us where we can alter our processes or communication to improve our services. We are improving the surgery building to provide a better environment in which to provide care.

Themes of the survey

- Patient bio-demographics and length of time as a patient
- NHS Friends and Family Test
- Use of the surgery
- Access
- Communication
- Staff professionalism
- Experience of Clinical encounters

Survey Headline

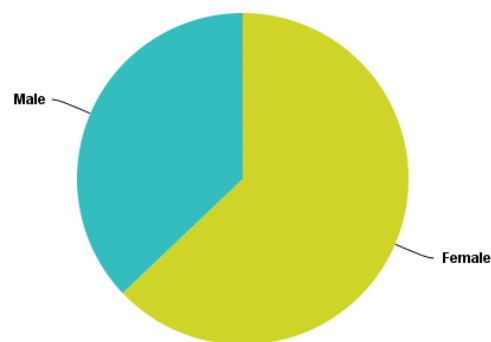
We asked if respondents would recommend the surgery to friends and family

- **Over 88% of respondents would be very likely or likely to recommend our services.**
Of the remainder, 8% are neutral
We are very encouraged by this response

Patient Demographics

Question 1 – Gender

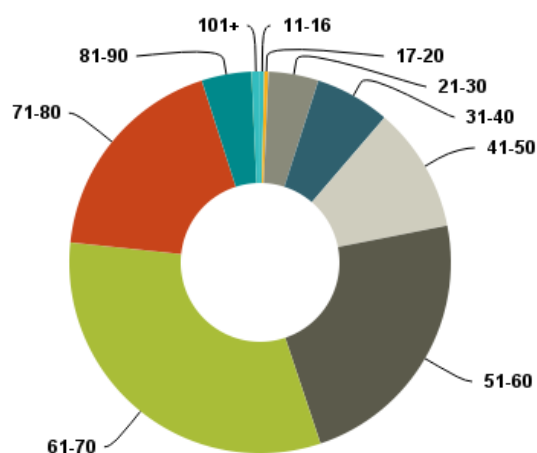
Answer Choices	Responses	
Female	178	62.90%
Male	105	37.10%
Total	283	



- More women responded than men
- The questionnaires were handed out to all patients / in waiting areas
- Online the survey is open to all patients

Question 2 – Age

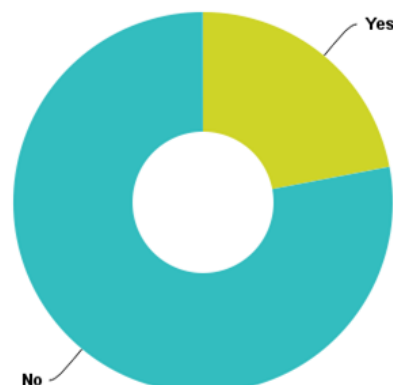
Answer Choices	Responses	
7-10	0	0.00%
11-16	1	0.36%
17-20	1	0.36%
21-30	12	4.32%
31-40	18	6.47%
41-50	30	10.43%
51-60	65	23.38%
61-70	90	32.01%
71-80	52	17.63%
81-90	12	4.32%
91-100	0	0.00%
101+	2	0.72%
Total	283	



- Far more responses from patients aged older than 50 years
- The two responses over aged 101 are where patients did not write their age on the paper questionnaires.

Question 3 – Disability

Answer Choices	Responses	
Yes	60	21.98%
No	209	78.02%
Total	273	



- Just over 20% of respondents considered themselves to have a disability

Question 4 – Comments from Question 3

If you consider yourself disabled, please could you let us know about any related access issues that you have had in relation to our building or services? (41 Responses)

Of the 41 respondents 50% said that they had no issues. For the others, themes included

- Lack of sufficient parking (We are aware it can be difficult and are working on how to improve)
- Lack of sufficient disabled parking (As above)
- Being unable to access clinicians on the first floor (We are not able to install a lift in this building)
- Waiting times for appointments when long being uncomfortable for them (in particular for those who due to arriving by public transport may need to arrive very early for an appointment due to bus schedules, then having to wait additionally) (We are installing new seating in the waiting areas)
- Insufficient room size for wheelchair manoeuvrability (We are restricted by the size of the building. We would like a new building but would need a significant support and resource to enable this to happen)

Question 5 - Cultural Background

Over 95% of all respondents classified themselves as White

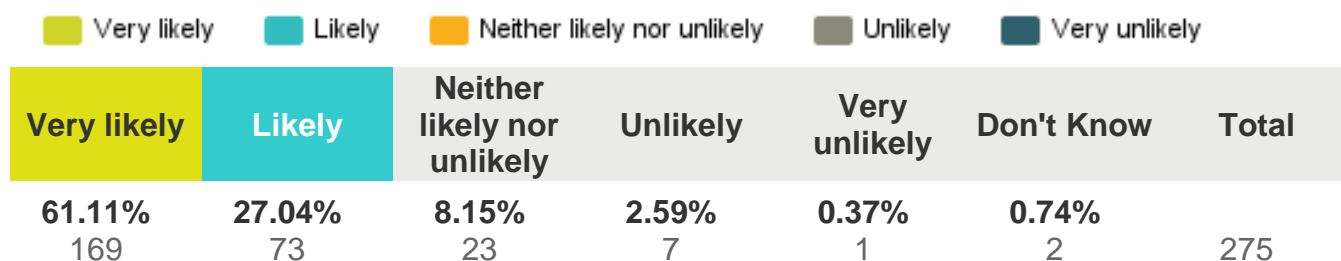
Only 5 respondents classified themselves as non-White

This is not representative of the demographics of our area

Question 6: The NHS Friends and Family Test

Overall, how likely are you to recommend Ball Tree to friends and family if they need similar care or treatment?

Responses

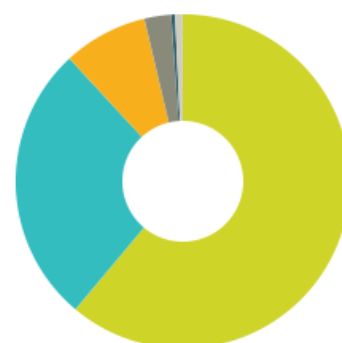


This shows that **over 88%** of respondents would recommend us to their friends and families

We also asked for the reasons behind the level of recommendation

When these are examined, for the categories of neutral or unlikely this score is increased.

For example, of the 22 people that responded 'neither likely nor unlikely' more than half the reasons did not relate to the care and services of the surgery and other answers that were provided were very positive. Of those that answered unlikely or very unlikely not all related to the care and services of the surgery. Indeed, for one of the answers for unlikely, for that respondent nearly every other answer was positive or very positive.



Question 7 – Reason for response to Question 6

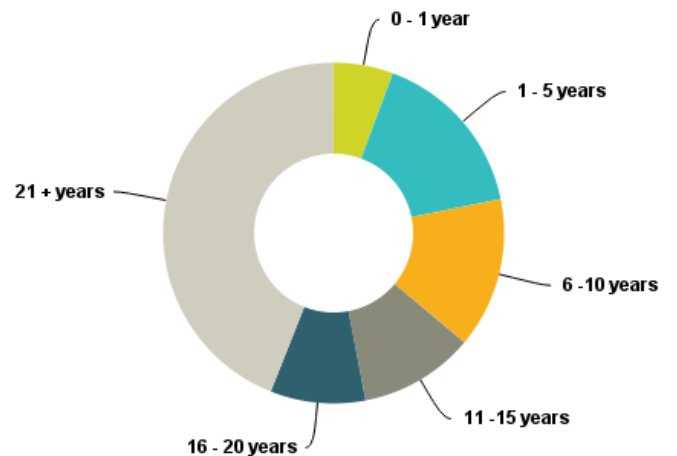
We received mostly very positive feedback – thank you

We have read though all the feedback. We will act to keep doing what we are doing well and make changes to improve, where we are able, regarding all your thoughts and comments

Question 8

How long have you been registered with the surgery?

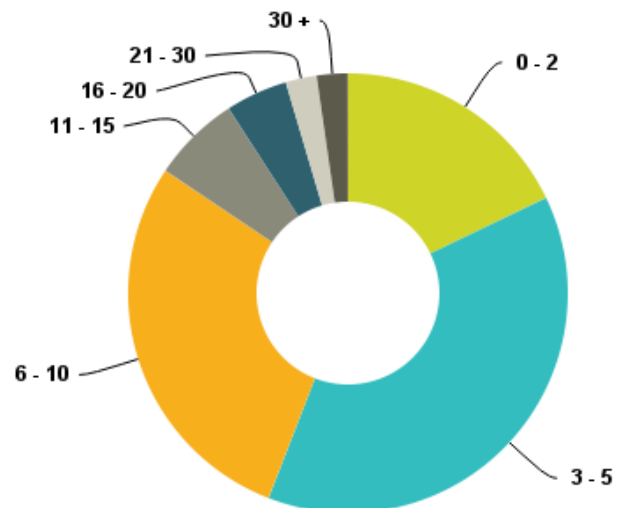
Answer Choices	Responses	
0 - 1 year	15	5.64%
1 - 5 years	43	16.17%
6 - 10 years	38	14.29%
11 -15 years	29	10.90%
16 - 20 years	24	9.02%
21 + years	117	43.98%
Total	266	



- This shows that many of our respondents have been with the surgery for more than 21 years

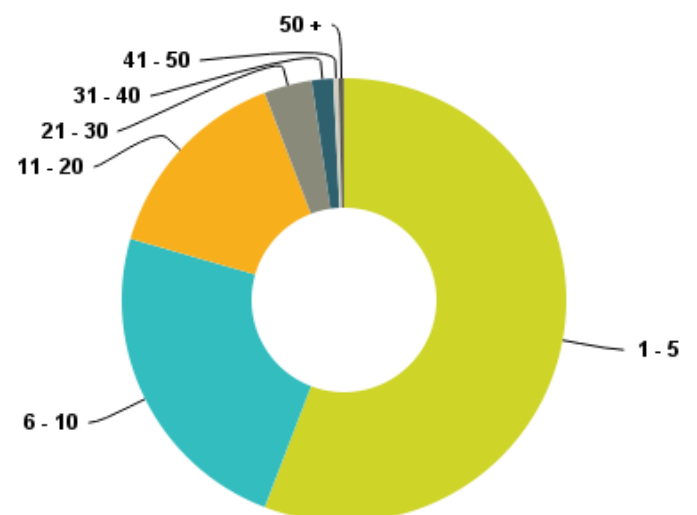
Question 9 - How many times have you visited the surgery in the past year?

Answer Choices	Responses	
0 - 2	47	17.87%
3 - 5	100	38.02%
6 - 10	75	28.52%
11 - 15	17	6.46%
16 - 20	12	4.56%
21 - 30	6	2.28%
30 +	6	2.28%
Total	263	



Question 10 - How many times have you telephoned the surgery in the past year?

Answer Choices	Responses	
1 - 5	144	55.81%
6 - 10	61	23.64%
11 - 20	38	14.73%
21 - 30	9	3.49%
31 - 40	4	1.55%
41 - 50	1	0.39%
50 +	1	0.39%
Total	258	



Question 11

About our opening hours...

Did you know we are open ...	Yes	No	Total
Telephones Monday - Friday 08:00 - 18:30	86.92% 226	13.08% 34	260
Appointments Mondays - 08:00 - 20:00	60.77% 158	39.23% 102	260
Appointments Tuesday - Friday 08:00 - 18:00	86.33% 221	13.67% 35	256
Appointments Saturday morning at Old Shoreham Road	41.25% 106	58.75% 151	257

- This shows that we need to improve our communications regarding our opening times on Monday evenings and Saturday mornings

Question 12

Surgery attendance

Question:	Yes	No	Total
Have you used a Monday evening appointment?	20.23% 53	79.77% 209	262
Have you used a Saturday morning appointment?	13.08% 34	86.92% 226	260
Do you think it is helpful to have late appointments?	93.89% 246	6.11% 16	262
Would you like early morning appointments?	54.76% 138	45.24% 114	252

Comments included:

- Request to reserve evening appointments for those who work during the day (We are not allowed)
- Working people requesting earlier and later appointments (We will explore but need more resource)
- Reference to difficulty of bus times and attending the surgery later or earlier (Out of our control)
- Comments about weekend availability (Would need significant amounts of new NHS money)

Question 13 - Telephone Accessibility – Is it reasonable?

	Always	Mostly	Sometimes	Rarely	Never	N/A	Total
AM							
08:00 - 9:00	22.87% 59	41.47% 107	16.67% 43	5.43% 14	0.78% 2	12.79% 33	258
09:00 - 10:00	33.73% 84	43.78% 109	8.84% 22	2.41% 6	0.40% 1	10.84% 27	249
11:00 - 12:30	36.21% 88	38.68% 94	6.17% 15	1.23% 3	0.00% 0	17.70% 43	243
PM							
13:30 - 15:00	38.11% 93	37.30% 91	3.69% 9	0.00% 0	0.41% 1	20.49% 50	244
15:00 - 18:30	32.92% 80	33.33% 81	6.58% 16	0.41% 1	0.00% 0	26.75% 65	24

Question 13 - Telephone Accessibility – Is it reasonable? (Continued)

We asked if you could get through to us in a 'reasonable time'.

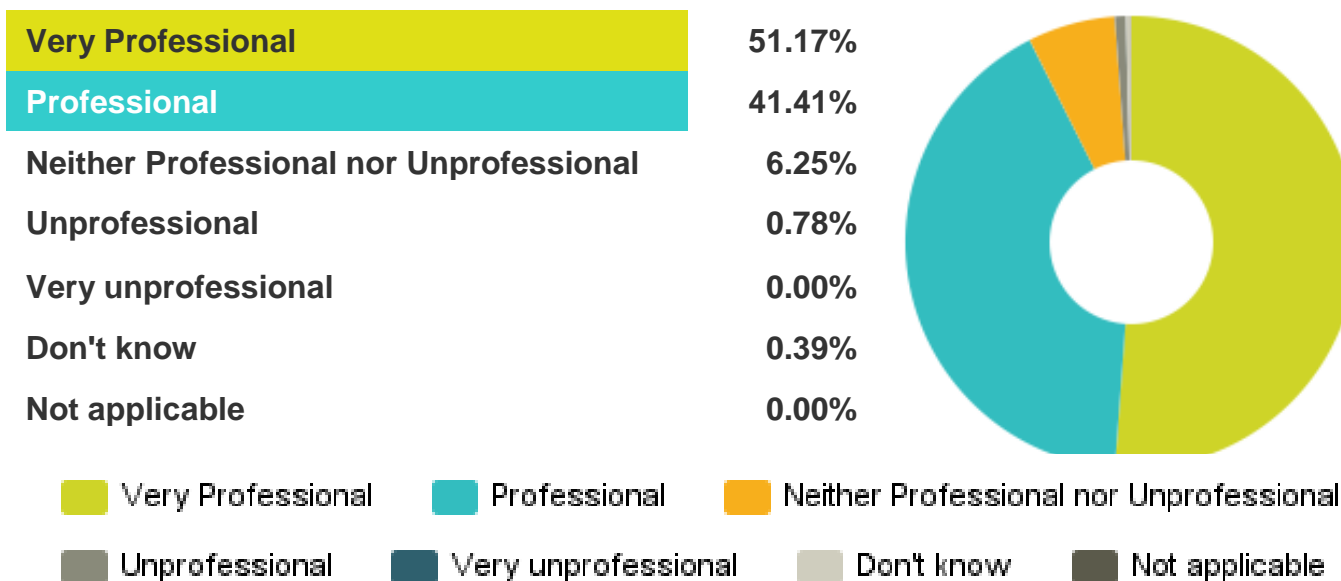
We also asked what you thought 'reasonable' meant to you...

We are encouraged that the majority of responses indicate that that you can mostly or always get through to us in a reasonable time. When we are at our busiest between 08:00 and 09:00 5% of responses say rarely and 17% say sometimes.

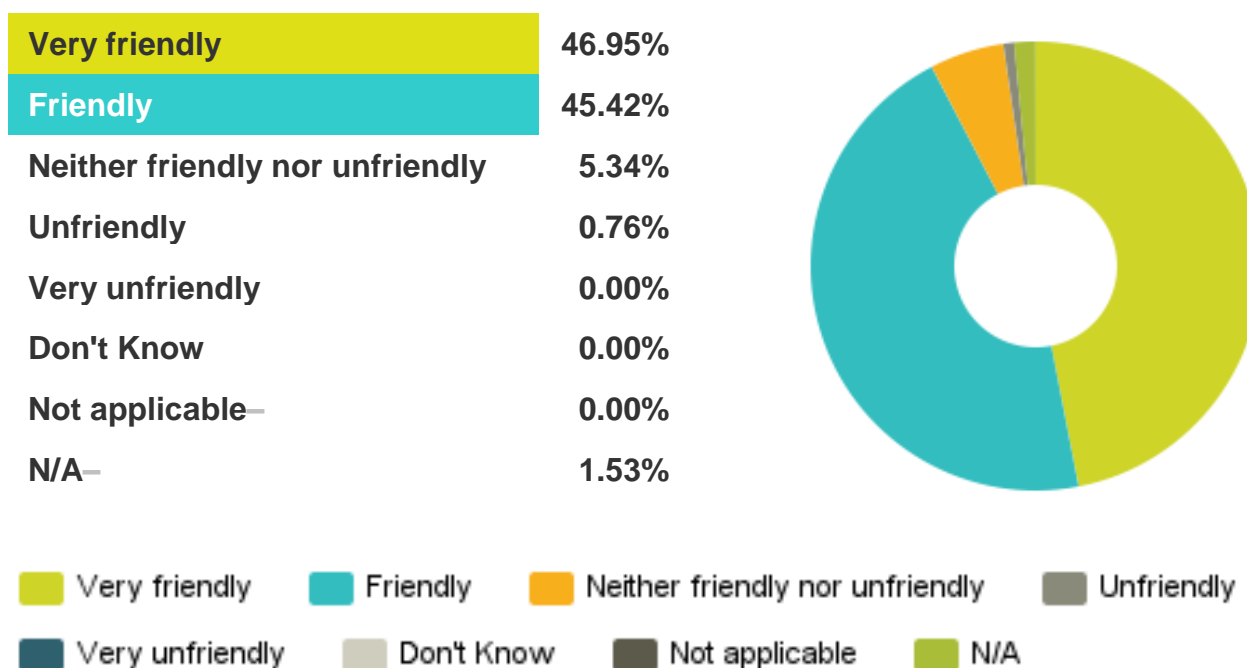
The majority of responses (66%) indicated that a reasonable time was between 60 – 90 seconds. Of the other 33%, the majority suggested between 120 and 300 seconds. Only 8% of responses thought that 30 seconds or fewer was a reasonable timescale.

Question 14

How professional are the Reception Team?

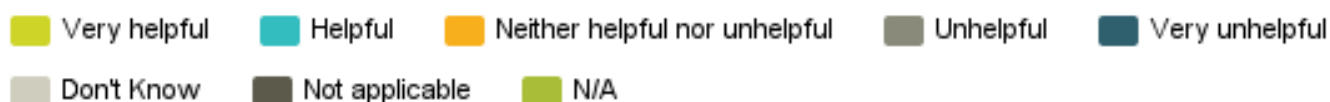
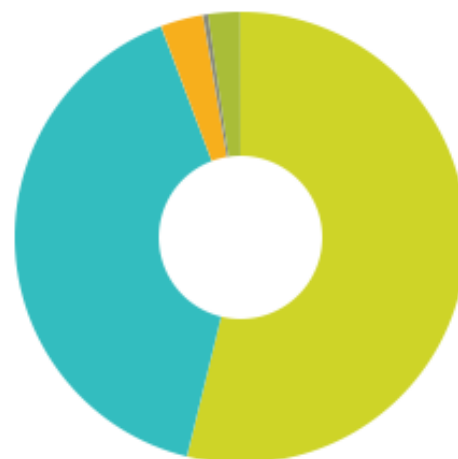


Question 15 - How friendly are the Reception Team?



Question 16 - How helpful are the Reception Team

Very helpful	53.82%
Helpful	40.46%
Neither helpful nor unhelpful	3.05%
Unhelpful	0.38%
Very unhelpful	0.00%
Don't Know	0.00%
Not applicable	0.00%
N/A	2.29%



Questions 17 – 19 – We have taken the key themes from the responses to ...

Question 17 - Practical things to help reception be more helpful

Question 18 - Practical things for us to improve communications

Question 19 - One change to the surgery

Summary of comments taken from questions 17-19 regarding suggestions...

- Restore the surgery sound system (We are working on this currently)
- Improve the waiting room (We are working on this currently)
 - Temperature (patients commented that it is both too hot and too cold)
 - Install a clock
 - Restore the radio (We are working on this currently)
 - Improve the seating (We are working on this currently)
 - All seating to face the screen / ticker board (We are working on this currently)
 - Install a Height / Weight BMI Machine
 - Update the ticker board when clinicians running late (estimate how late)
- More email and text services (We are limited by NHS Technology)
- Improve online access for same day appointments
- Surgery leaflet with GPs and days worked (We have leaflet)
- Improved parking (We are limited by the size of the building and land)
- On site pharmacist (We are limited by the size of the building and land)
- More receptionists –especially at busy times (We do have more staff at busy times)
- Installation of a lift (We are not able to provide a lift for this building)
- Greater seating area upstairs (We are limited by the size of the landing)

Question 20

Have you registered to use the online service – if yes – have you used it?

	Yes	No	N/A	Total
Have you registered to use the service	69.92%	27.34%	2.73%	256
If YES, have you used the service?	78.00%	12.50%	9.50%	200
	156	25	19	

We are pleased to see that nearly 70% of respondents have registered to use the new online services that enable our patients to book appointment, order repeat medication, update their contact information and also see a brief summary of their medical notes.

Question 21

Did you know that unless you have had a serious accident or emergency it is always better to telephone 111 and talk to an NHS advisor?

Yes	No	Total
94.84%	5.16%	252
239	13	

We are pleased that nearly all of the respondents are aware of the service. There were quite a few comments regarding experiences of 111. There was a mixed experience but overall it was not that positive.

Question 22

When you need to see one of our GPs, is there a particular GP with whom you prefer to make appointments?

Yes	No	Total
65.23%	34.77%	256
167	89	

For those that answered Yes to Question 22 – we asked them Question 23

Question 23

What are the reasons for preferring to see the same GP ...Please choose any of the statements below that apply to you - and please feel free to add your own

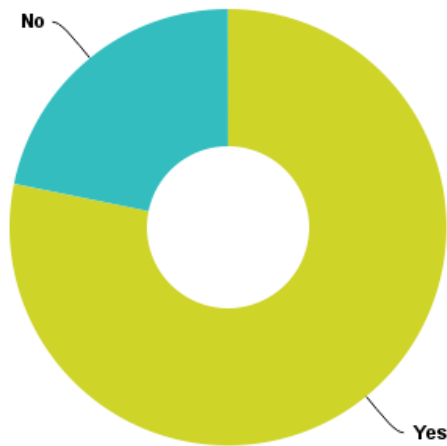
I get on well with my preferred GP ...	50%
My preferred GP knows my medical history well and I don't have to repeat myself	72%
I prefer my GP because they are male	4.5%
I prefer my GP because they are female	9%
I have an ongoing medical problem and I think it is best to see the same GP	60%

We were pleased to see that our respondents agree with us that it is important to see the same GP for ongoing problems (60%) and to help us to get to you better ((70%)

The comments for this question gave examples where 'continuity of care' had been very important in preventing serious situations. There was also some very welcome feedback about care that we have been able to provide.

Question 24

Although all patients are registered with the surgery and can see any of our GPs, each patient is allocated a 'named' GP. Do you know who your named GP is?



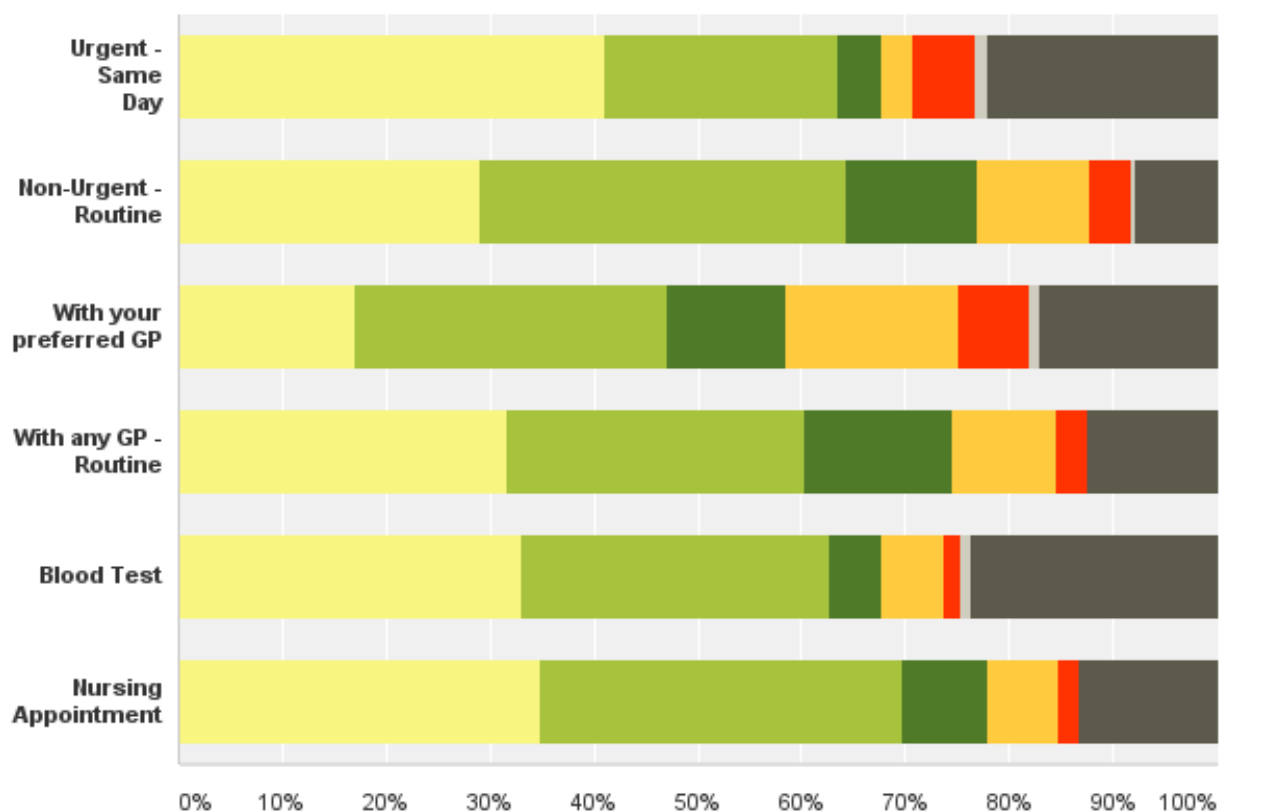
Yes	No	Total
78.21%	21.79%	
201	56	257

The Government has asked GP surgeries to ensure that each patient has a named GP. This has always been the case at Ball Tree. The figures show that we need to improve our communications a little for some of our patients. We have had a campaign for telling certain patients and for all respondents within that category, all knew who their named GP was.

We have had some changes in our GP over the past few years. We understand that this can be difficult for patients but is now the new normal for GP surgeries. Due to funding constraints within the NHS we do not have the resources to be able to write to our patients on a regular basis. This is one of the reasons why it is important to have a personal, individual email registered with the surgery. If patients have an email address then in future, it will be possible for us to improve our communications without incurring the significant postage expense.

Question 25

Please can you let us know your experience about booking the following types of appointment within what you consider a reasonable time if/when you have tried ...



■ Always
 ■ Mostly
 ■ Often
 ■ Sometimes
 ■ Rarely
 ■ Never
 ■ N/A

	Always	Mostly	Often	Sometimes	Rarely	Never	N/A	Total
Urgent - Same Day	41.10% 97	22.46% 53	4.24% 10	2.97% 7	5.93% 14	1.27% 3	22.03% 52	236
Non-Urgent - Routine	29.13% 67	35.22% 81	12.61% 29	10.87% 25	3.91% 9	0.43% 1	7.83% 18	230
With your preferred GP	17.09% 40	29.91% 70	11.54% 27	16.67% 39	6.84% 16	0.85% 2	17.09% 40	234
With any GP Routine	31.72% 72	28.63% 65	14.10% 32	10.13% 23	3.08% 7	0.00% 0	12.33% 28	227
Blood Test	33.05% 78	29.66% 70	5.08% 12	5.93% 14	1.69% 4	0.85% 2	23.73% 56	236
Nursing Appointment	34.89% 82	34.89% 82	8.09% 19	6.81% 16	2.13% 5	0.00% 0	13.19% 31	235

We are pleased to see the amount of positive feedback from respondents.

- Yellow and Greens = Good
- Orange = we could perhaps do better
- Red = we must try harder
- Dark brown = not applicable

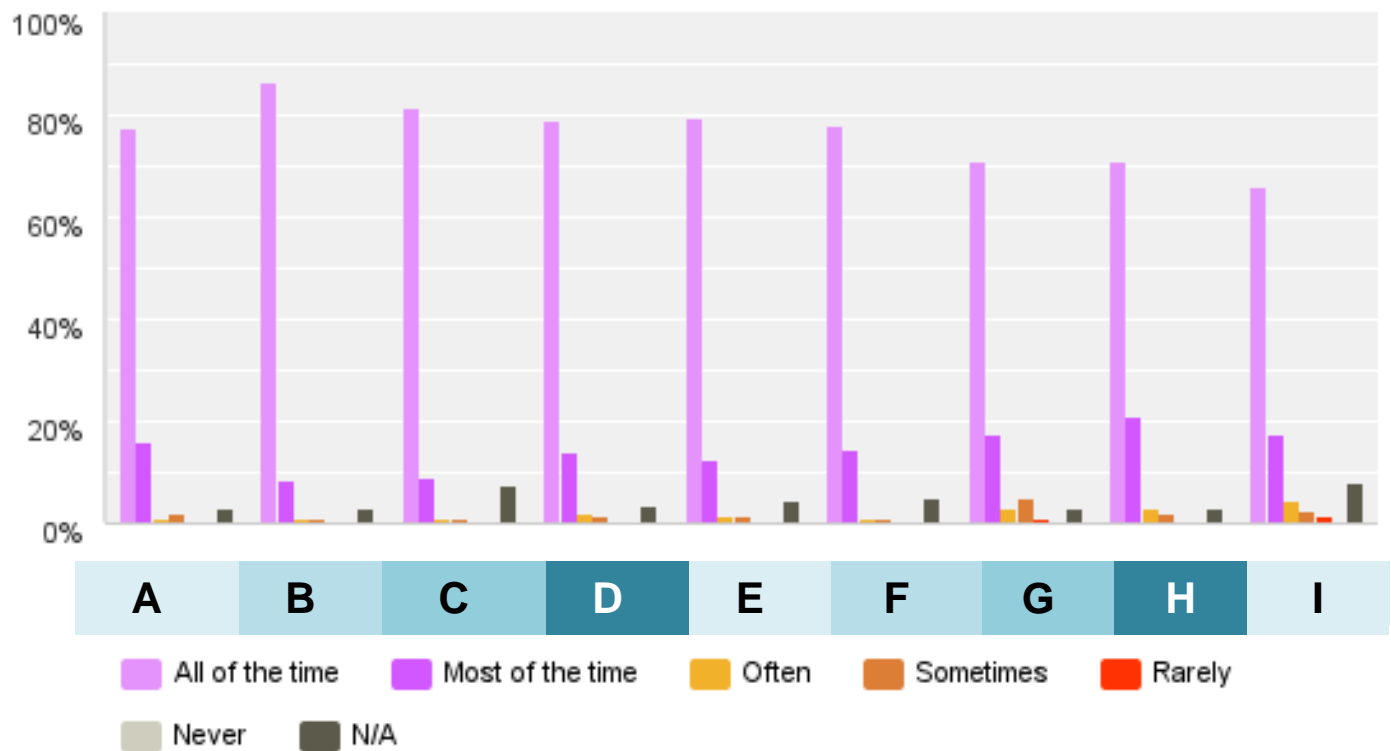
Question 26

We asked what patients thought was reasonable as it is important that we understand what your expectations are. There was a very wide range of expectations of what was reasonable, however the feedback to the first part of the question shows that for many patients for much of the time we are meeting their expectations.

Question 27

We asked patient about their experience with their regular GP. Do they ...

Pink = we are doing well Orange = we could do better



		All of the time	Most of the time	Often	Sometimes	Rarely	Never	N/A
A	Listen to you?	77.7	15.7	1.2	2.0	0.0	0.4	2.8
B	Treat you with dignity and respect?	86.6	8.5	0.8	0.8	0.0	0.4	2.8
C	Examine you, as you would wish?	81.3	8.9	0.8	1.2	0.4	0.0	7.2
D	Explain your condition in a way that you understand?	78.8	14.2	2.0	1.6	0.0	0.0	3.2
E	Explain your treatment in a way that you understand?	79.6	12.6	1.6	1.6	0.0	0.0	4.4
F	Explain your medication in a way that you understand?	77.9	14.2	1.2	1.2	0.4	0.0	4.9
G	Give you the chance to ask as many questions as you would like?	70.8	17.4	2.8	4.8	1.2	0.0	2.8
H	If you have asked questions, do you receive answers that you understand?	70.8	21.0	2.8	2.0	0.4	0.0	2.0
I	Help you to feel involved in planning your care choices?	65.9	17.4	4.4	2.4	1.6	0.0	8.1

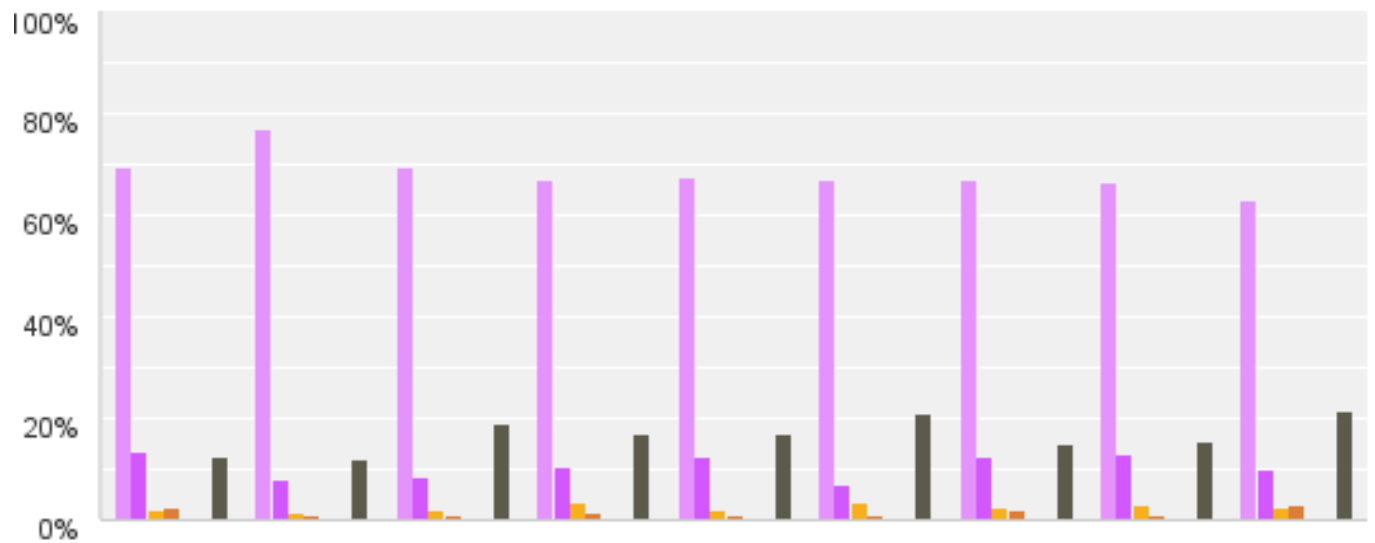
- Removing N/A – % Positive feedback is shown in the table below

		A	B	C	D	E	F	G	H	I
+										
ALL	MOST	96%	98%	97%	96%	97%	97%	91%	95%	91%

Question 28

We asked patient about their experience with the Nurse Team. Do they ...

Pink = we are doing well Orange = we could do better



A	B	C	D	E	F	G	H	I
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■ All of the time
 ■ Most of the time
 ■ Often
 ■ Sometimes
 ■ Rarely
■ Never
 ■ N/A

		All of the time	Most of the time	Often	Sometimes	Rarely	Never	N/A
A	Listen to you?	69.3	13.5	2.0	2.5	0.4	0.0	12.3
B	Treat you with dignity and respect?	77.1	8.2	1.6	0.8	0.0	0.0	12.2
C	Examine you, as you would wish?	69.3	8.6	2.0	1.2	0.0	0.0	18.9
D	Explain your condition in a way that you understand?	66.8	10.7	3.	1.6	0.4	0.0	17.2
E	Explain your treatment in a way that you understand?	67.6	12.3	2.0	0.8	0.4	0.0	16.8
F	Explain your medication in a way that you understand?	66.8	7.1	3.7	0.8	0.4	0.0	21.2
G	Give you the chance to ask as many questions as you would like?	67.2	12.7	2.5	2.0	0.4	0.0	15.2
H	If you have asked questions, do you receive answers that you understand?	66.5	13.2	2.9	1.2	0.4	0.0	15.7
I	Help you to feel involved in planning your care choices?	62.8	10.0	2.5	2.9	0.4	0.0	21.3

- Removing N/A – % Positive feedback is shown in the table below

	A	B	C	D	E	F	G	H	I
+									
ALL	94%	98%	89%	88%	91%	83%	91%	90%	81%