



# Ball Tree Surgery

## Patient Survey Report March 2014

Survey carried out during February 2014

### Initial comments

Although we provided online and in surgery copies of the survey and advertised its availability widely we were a little disappointed in the number of completed surveys that we received. We will continue to run the survey online throughout the year.

As with any survey, we have to be careful with how we understand and analyse the results. There are a few things in particular to which that we would like to draw our patients attention.

- The number of responses are not enough to be able to represent the surgery as a whole
- The cross section of the of the respondents by age, sex and ethnicity is not enough to represent the surgery a whole
- There is a self-selection bias. This means that only those patients who wanted to fill in the survey the survey completed it. Therefore, the results will likely be from patients who have strong opinions either positive or negative. This means that many patients who are generally either happy or have no strong opinions will not have their answers showing in the results.

### Survey Headlines

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

- Over 82% of respondents would recommend the surgery to friends and family.
- About 10% of respondents were neutral
- About 5% of respondents were negative – this represents 10 patients out of all respondents and out of a population of 8,300.

These figures are very similar to the independent national survey for our surgery which is shown on NHS Choices Website

### New Online Services

We recently introduced a new improved online service for repeat prescriptions

- We were pleased to see that after only a few weeks, 75% of respondents were aware of the new system

### Patient Participation Group Involvement (PPG)

This year we asked our PPG to provide some questions for the survey. They asked us you whether you are aware of NHS Health Checks, for your thoughts about our waiting areas and whether you knew about the PPG.

### Awareness of PPG

Of our respondents, only 44% were aware that we had a patient participation group. We have information in the surgery and on our website about our PPG. This shows that we need to work to improve the profile of the PPG. We welcome new members to our PPG.

### NHS Health Checks

The question we asked was

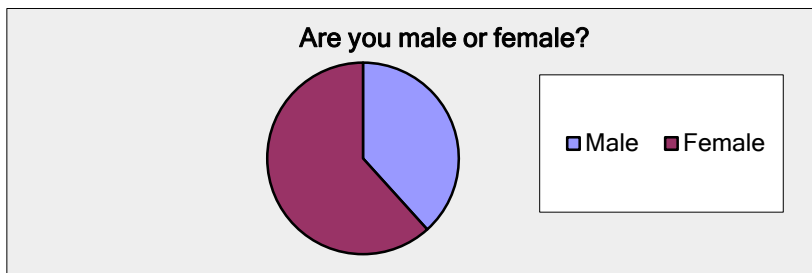
#### **Do you know that we call patients in for a NHS health check between their 40th and 74th birthday? (This is if they are not already being reviewed regularly for other long-term / on-going conditions)**

- 56% were aware & 44% were not aware
- More women were unaware compared with Men.
- Those who were aware were in the age range where we call in patients for checks.
- Many of our respondents would have on-going conditions where their health is monitored in other ways, which would mean that they are not routinely invited for NHS Health Checks – this could be the reason why they are not aware.

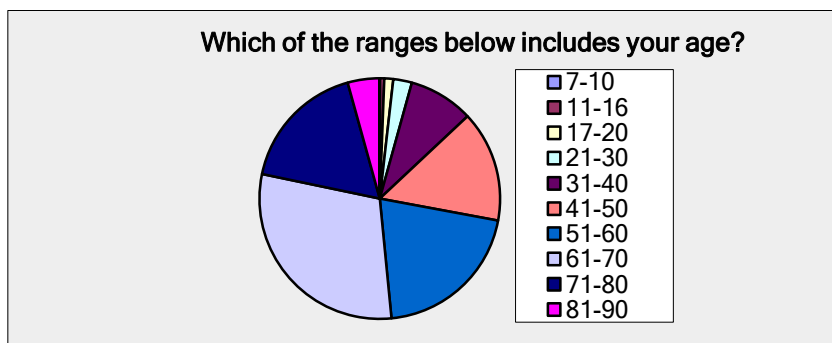
We have produced a '**Ball Tree Patient Voice**' report to capture all the comments from our survey. This includes all the feedback and ideas about how we can improve the waiting areas.

# Responses to the Survey

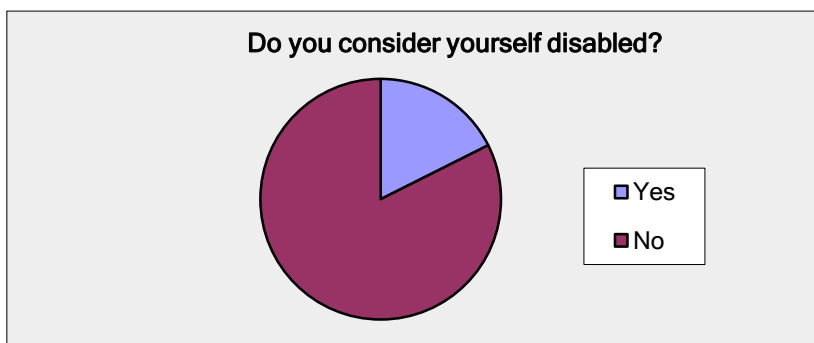
## Who responded?



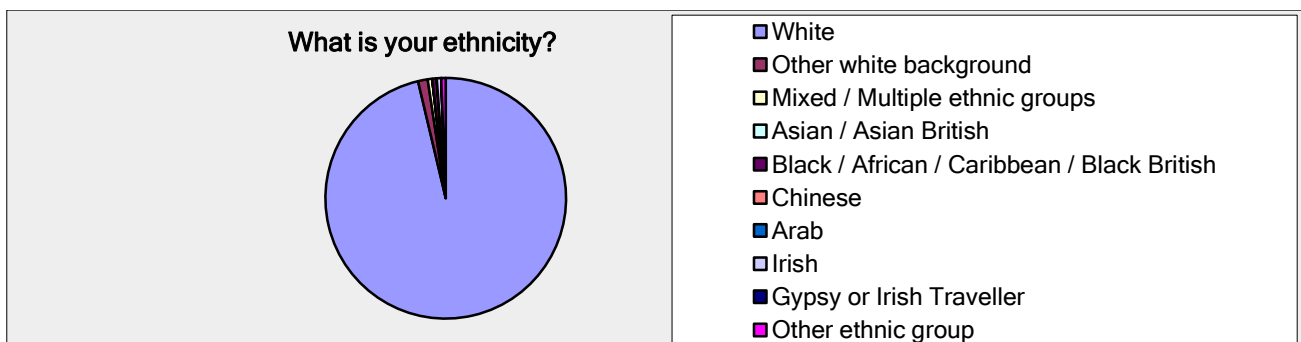
- More women responded than men
- The questionnaires were handed out to all patients
- Online the survey is open to all patients



- Far more responses from patients aged older than 50 years

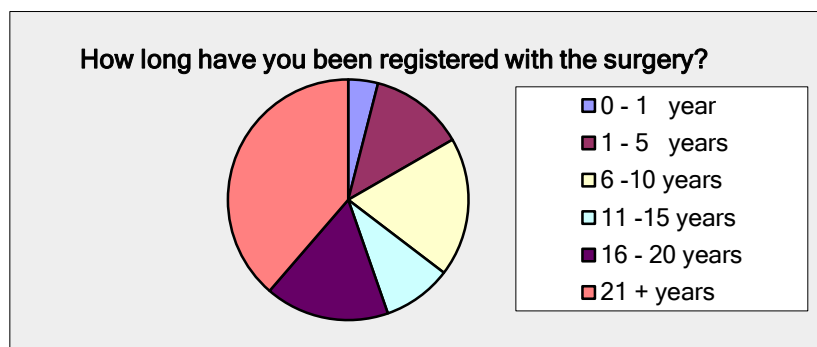


- Just under 20% of respondents considered themselves to have a disability
- This is a considerably higher percentage than the general population

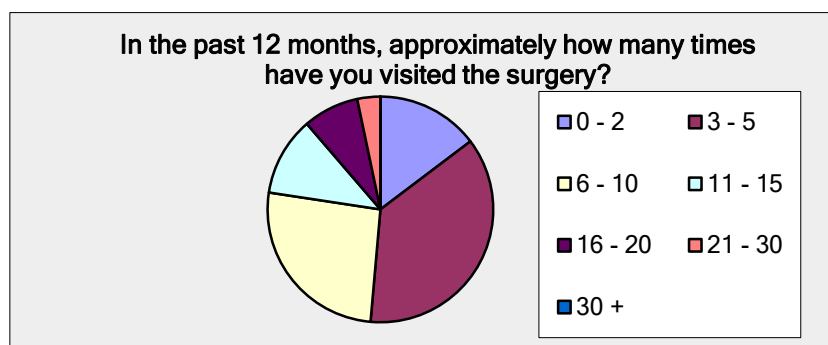


- Majority of respondents White British
- This is not unrepresentative of the population catchment area but we would have preferred a wider range of responses

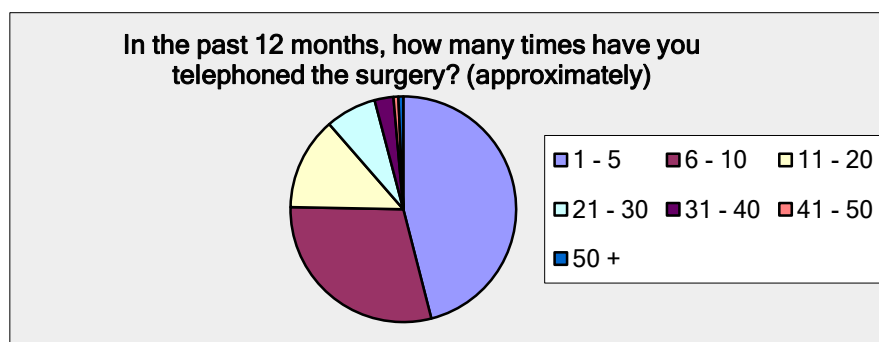
## Registration with the surgery



- The majority of the respondents have been with the surgery for more than years with over half attending for over 16 years



- This shows that many of the respondents attend the surgery more frequently than the national average. This would be expected for the demographic of the respondents.



## Continuity of Care

Where patients have ongoing health problems, whenever possible, we encourage them to see the same GP. This improves patient experience and overall healthcare.

**Although all patients are registered with the surgery, each patient is allocated a usual GP. Do you know who your usual GP is?**

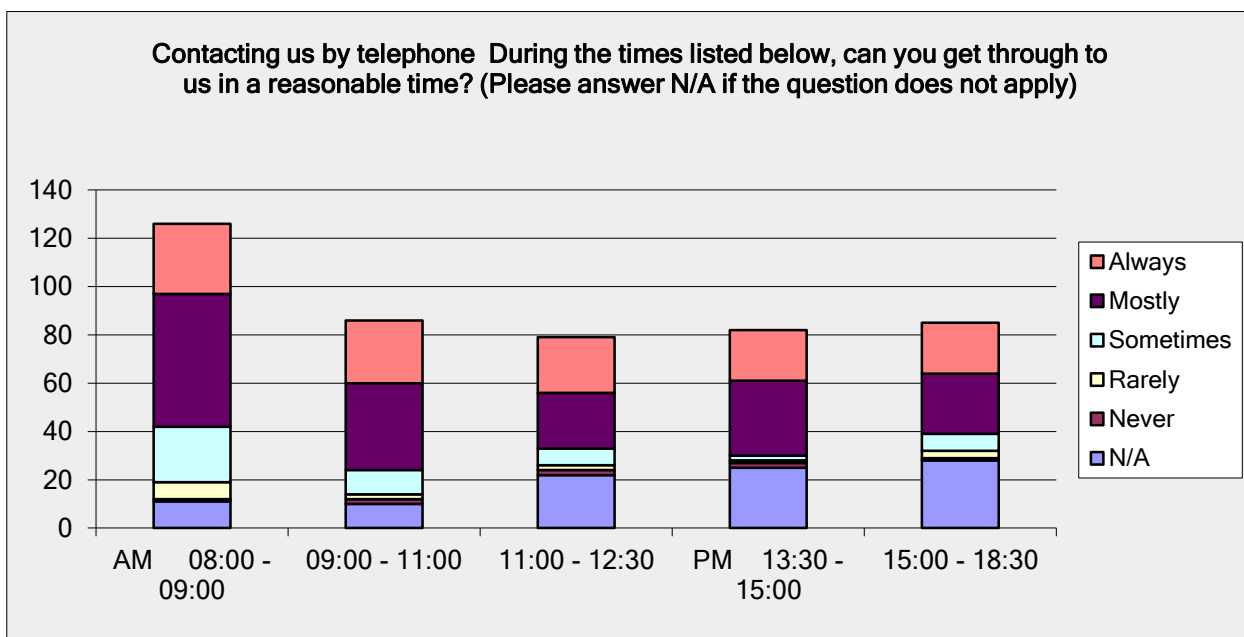
- 70% of respondents know who their 'usual' GP is at Ball Tree
- 30% of respondents are not aware who their usual GP is.
- 50% of respondents said that their usual GP was the same as their preferred GP



The surgery has had quite a few changes of GP in the past year or so. This was referred to in the comments section of this question and showed that the changes have meant that our patients have had to make new relationships with our newer GPs. We would expect that our patients will soon learn who their usual GP is. Over the next few months as we will highlight how to know this on our website and on surgery notices.

We are very encouraged that about 85% of respondents try to see the same GP for ongoing problems

## Accessing the Surgery



### Reasonable Response Time

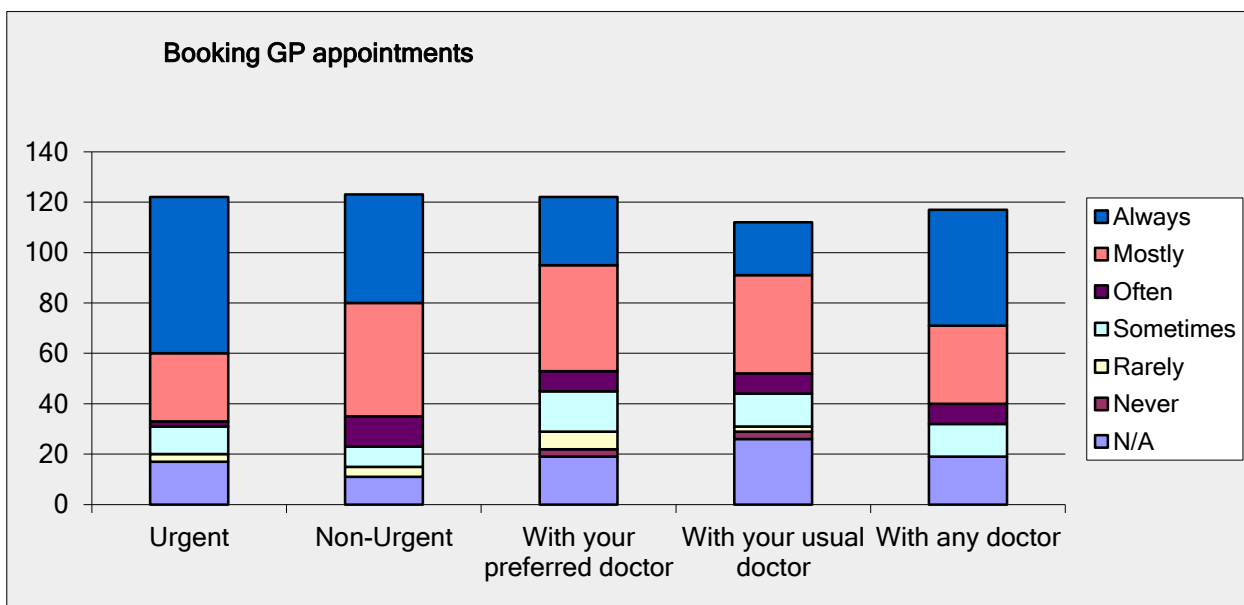
- The vast majority of respondents considered a reasonable time was 90 seconds
- Many respondents considered that 60 seconds was reasonable
- Only a very few respondents thought that less than 60 seconds was reasonable.

### Telephone Access Summary

- The graphs show the majority of respondents say that they can get through in a reasonable time
- The graphs also show that our greatest demand is early morning – and even then the majority of respondents consider that they can mostly or always get through in a reasonable time.

### Booking GP appointments

We are always trying to make sure that we provide access to the right number of GP appointments. We asked our respondent if they could book **the following types of appointment**



### Booking Access Summary

- These results are encouraging and show that the majority of respondents are able to access the appointments that they request.

## About Reception Team



### Helpfulness

- **Over 90%** of respondents thought that our reception team were helpful or very helpful.
- (60% of all respondents thought that our team were very helpful)
- 5% were neutral
- With under 3% saying not that helpful (4 respondents)

### Professionalism

- **About 90%** of respondents thought that our reception team was either professional or very professional with the majority saying very professional.
- 10% were neutral
- With under 3% saying not that professional (4 respondents)
  
- We are very encouraged by this feedback

## About our GP Team

We asked the following about our GP Team

<b>Answer Options</b>	<b>All of the time</b>	<b>Most of the time</b>	<b>Overall</b>
Listen to you?	70%	23%	<b>93%</b>
Treat you with dignity and respect?	85%	9%	<b>94%</b>
Examine you, as you would wish?	81%	16%	<b>96%</b>
Explain your condition in a way that you understand?	71%	24%	<b>95%</b>
Explain your treatment in a way that you understand?	74%	20%	<b>94%</b>
Explain your medication in a way that you understand?	71%	22%	<b>93%</b>
Give you the chance to ask as many questions as you would like?	65%	23%	<b>88%</b>
If you have asked questions, do you receive answers that you understand?	64%	27%	<b>91%</b>
Help you to feel involved in planning your care choices?	69%	17%	<b>87%</b>

- We are very encouraged by this feedback

## About our Nursing Team

We asked the following about our Nursing Team

<b>Answer Options</b>	<b>All of the time</b>	<b>Most of the time</b>	<b>Overall</b>
Listen to you?	68%	25%	<b>93%</b>
Treat you with dignity and respect?	77%	16%	<b>93%</b>
Examine you, as you would wish?	77%	14%	<b>91%</b>
Explain your condition in a way that you understand?	68%	19%	<b>86%</b>
Explain your treatment in a way that you understand?	69%	19%	<b>88%</b>
Explain your medication in a way that you understand?	69%	21%	<b>91%</b>
Give you the chance to ask as many questions as you would like?	67%	21%	<b>89%</b>
If you have asked questions, do you receive answers that you understand?	69%	23%	<b>91%</b>
Help you to feel involved in planning your care choices?	71%	13%	<b>84%</b>

- We are very encouraged by this feedback