

Results of National Patient Survey 2016 And Friends & Family

Introduction

Every year, on behalf of the Department of Health, a percentage of registered patients for every GP practice are sent the **national GP survey**. This has pre-set questions so that improvements and changes can be measured year-on-year. The advantage of this is consistency, enabling change to be tracked and any remedial actions to be made. The disadvantage is that a proportion of respondents may not have visited the practice within the preceding 12 months and their views may be slightly out-of-date. However, everyone attending a surgery, is invited to complete a **Friends & Family** card and therefore, the views given on these are completely up-to-date. (There is no restriction on completing these at other times, if you wish) These questionnaires ask whether you would recommend the practice to friends and family and your reason for giving that particular answer. Results from both these surveys are analysed and inform the annual Action Plan.

These are the results of the annual patient survey as at the 7th July 2016:

There is a comparison to Wiltshire practices because they fall within the same Clinical Commissioning Group.

1. 98% find it easy to get through to this surgery by telephone

Ease of getting through on the telephone:	Silton	Wiltshire Practices	National results
Very easy	72 (71%)	29%	25%
Fairly easy	26%	52%	48%
Not very easy	2%	15%	18%
Not at all easy	0%	5%	9%

Comment: Last year 71% found it easy and 29% fairly easy. We believe this drop is due to increasing demand

2. 97% find the receptionists at this surgery helpful

Helpful receptionists	Silton	Wiltshire Practices	National results
Very helpful	81%	47%	44%
Fairly helpful	16%	43%	43%
Not very helpful	0%	6%	8%
Not at all helpful	0%	2%	3%
Never or almost never	3%	2%	2%

Comment: This is an increase from 92% last year. We are delighted by this response which reflects the calibre of staff.

3. 81% usually get to see or speak to their preferred GP

Patients able to speak to preferred GP	Silton	Wiltshire Practices	National results
Always or almost always	69%	41%	36%
A lot of the time	13%	23%	23%
Some of the time	15%	29%	33%
Never or almost never	4%	7%	8%

Comment: Alas, this is a drop from 90% speaking to their preferred GP last year. It is still above national results and is the benefit of belonging to a smaller practice. We believe, however, the decline is due to greater demand on NHS primary care resources without supporting an increase in infrastructure and staffing.

4. 94% were able to get an appointment to see or speak to someone the last time they tried

Patients able to get an appointment to see or speak to someone the last time they tried	Silton	Wiltshire Practices	National results
Got an appointment	90%	81%	73%
Got an appointment, but had to call back closer to the day	4%	7%	12%
Didn't get an appointment	3%	8%	11%
Can't remember	4%	3%	4%

Comment: Last year 89% told us they were able to get an appointment. We are doing our best to accommodate demand, but it is not easy.

5. 100% say the last appointment they got was convenient

Was the appointment convenient?	Silton	Wiltshire Practices	National results
Very convenient	70%	49%	46%
Fairly convenient	30%	45%	46%
Not very convenient	0%	6%	7%
Not at all convenient	0%	1%	1%

Comment: This is an increase from 99% last year. Again we buck trends. However, this may in part be due to the fact that a high proportion of our patients are retired. We support people who work, or are otherwise unavailable during the day by offering later appointments on Tuesdays.

6. 97% describe their experience of making an appointment as good

Patients found experience of making an appointment as good	Silton	Wiltshire Practices	National results
Very good	69%	38%	33%
Fairly good	28%	41%	40%
Neither good nor poor	3%	13%	15%
Fairly poor	0%	6%	8%
Very poor	0%	2%	4%

Comment: No change from last year.

7. 64% usually wait 15 minutes or less after their appointment time to be seen

Usually wait 15 minutes or less after appointment time to be seen	Silton	Wiltshire Practices	National results
Less than 5 minutes	8%	9%	10%
5 to 15 minutes	56%	60%	55%
More than 15 minutes	28%	22%	27%
Don't usually have appointments at a particular time	4%	3%	4%
Can't remember	5%	5%	5%

Comment: A tiny drop from last year. Please see the section at the end of this report.

8. 68% feel they don't normally have to wait too long to be seen

Do you feel you normally wait too long to be seen?	Silton	Wiltshire Practices	National results
I don't normally have to wait too long	68%	62%	58%
I have to wait a bit too long	18%	22%	25%
I have to wait far too long	7%	7%	9%
No opinion or this doesn't apply	8%	9%	8%

Comment: Again a tiny drop from last year, so we are watching statistics to see if this is a blip or a trend.

9. 91% say the last GP they saw or spoke to was good at giving them enough time

Patients views on whether they had enough time	Silton	Wiltshire Practices	National results
Very good	53%	53%	48%
Good	38%	37%	38%
Neither good nor poor	9%	8%	10%
Poor	0%	2%	3%
Very poor	0%	0%	1%

Comment: This is an increase since last year when 90% felt they had enough time. We try to deal with issues raised at a consultation especially when they have a high impact on health, but this is not an easy balance when someone needs, longer than the time booked. We are encouraging patients who need more than 10 minutes to book double appointments.

10. 89% say the last GP they saw or spoke to was good at listening to them

Satisfaction with listening	Silton	Wiltshire Practices	National results
Very good	52%	57%	51%
Good	36%	35%	37%
Neither good nor poor	10%	6%	8%
Poor	1%	1%	2%
Very poor	0%	1%	1%

Comment: Again this shows an increase in satisfaction from the previous survey. We are committed to continual improvement in care.

11. 85% say the last GP they saw or spoke to was good at explaining tests and treatments

Satisfaction with explanation of tests and treatments	Silton	Wiltshire Practices	National results
Very good	47%	54%	48%
Good	38%	36%	38%
Neither good nor poor	14%	8%	11%
Poor	1%	1%	2%
Very poor	0%	1%	1%

Comment: This is an increase from 85% in the last survey when 1% also felt this was poor. We are very pleased to show improvement.

12. 85% say the last GP they saw or spoke to was good at involving them in decisions about their care

Satisfaction with involvement	Silton	Wiltshire Practices	National results
Very good	47%	49%	43%
Good	38%	38%	38%
Neither good nor poor	14%	11%	14%
Poor	0%	2%	3%
Very poor	1%	1%	1%

Comment: Again, an increasing trend from 82%

13. 86% say the last GP they saw or spoke to was good at treating them with care and concern

Satisfaction with care and concern	Silton	Wiltshire Practices	National results
Very good	48%	54%	48%
Good	38%	35%	38%
Neither good nor poor	12%	8%	10%
Poor	3%	2%	3%
Very poor	0%	1%	1%

Comment: This is an increase from 82% in the last survey and, although it matches the national result, we are working towards the Wiltshire average.

14. 96% had confidence and trust in the last GP they saw or spoke to

Trust and confidence	Silton	Wiltshire Practices	National results
Definitely had confidence	68%	71%	66%
Had confidence to some extent	38%	25%	29%
No confidence at all	4%	3%	5%

Comment: This is an increase from 94% in the previous survey when definitely was 57%, some extent 37% and no confidence 6%

15. 98% say the last nurse they saw or spoke to was good at giving them enough time

Satisfaction with nurse appointment length	Silton	Wiltshire Practices	National results
Very good	73%	60%	55%
Good	25%	34%	37%
Neither good nor poor	2%	5%	6%
Poor	0%	1%	1%
Very poor	0%	0%	1%

Comment: We are pleased to see this remains at 98%, with very good rising from 70 to 73%

16. 97% say the last nurse they saw or spoke to was good at listening to them

Satisfaction with nurse listening	Silton	Wiltshire Practices	National results
Very good	72%	58%	54%
Good	25%	35%	37%
Neither good nor poor	3%	6%	7%
Poor	0%	1%	1%
Very poor	0%	0%	1%

Comment: Again we are pleased to see this remaining at 97%, with very good increasing from 70% to 72%

17. 97% say the last nurse they saw or spoke to was good at explaining tests and treatments

Satisfaction with explanation of tests and treatments	Silton	Wiltshire Practices	National results
Very good	73%	57%	53%
Good	24%	35%	37%
Neither good nor poor	3%	7%	8%
Poor	0%	1%	1%
Very poor	0%	0%	1%

Comment: Again, this remains at 97% - with very good increasing from 68% to 73%

18. 95% say the last nurse they saw or spoke to was good at involving them in decisions about their care

Satisfaction with involvement	Silton	Wiltshire Practices	National results
Very good	64%	51%	48%
Good	31%	36%	38%
Neither good nor poor	5%	11%	12%
Poor	0%	1%	2%
Very poor	0%	1%	1%

Comment: This follows the upward trend, as the % was previously 94%

19. 97% say the last nurse they saw or spoke to was good at treating them with care and concern

	Silton	Wiltshire Practices	National results
Very good	69%	58%	53%
Good	29%	35%	37%
Neither good nor poor	3%	6%	7%
Poor	0%	1%	1%
Very poor	0%	0%	1%

Comment: an increase from 95%

20. 100% had confidence and trust in the last nurse they saw or spoke to

Confidence in nurse	Silton	Wiltshire Practices	National results
Definitely had confidence	86%	75%	71%
Had confidence to some extent	14%	23%	26%
No confidence at all	0%	2%	3%

Comment: Our nursing team have maintained the confidence of our patients at a high level with an increase of 6% in “definitely had confidence” and no negative responses.

21. 90% are satisfied with the surgery’s opening hours

Satisfaction with opening hours	Silton	Wiltshire Practices	National results
Very satisfied	39%	37%	36%
Fairly satisfied	51%	40%	40%
Neither satisfied nor dissatisfied	3%	11%	11%
Fairly dissatisfied	4%	2%	3%
Very dissatisfied	0%	2%	3%
Aren’t sure when the surgery is open	4%	5%	5%

Comment: This is an increase from 85% and follows the national trend despite media spin. Due to the size of the practice team, it would be very difficult to open for longer. That said, we do pull out the stops to provide a Saturday ‘flu clinic each year.

22. 94% describe their overall experience of this surgery as good

Experience of the surgery	Silton	Wiltshire Practices	National results
Very good	61%	49%	43%
Fairly good	34%	41%	42%
Neither good nor poor	5%	8%	10%
Fairly poor	1%	2%	4%
Very poor	0%	1%	1%

Comment: The result remains at 94% although responses to “very good” have risen from 55% to 61% and fairly poor has fallen from 3% to 1% which demonstrates some improvement overall.

23. 88% would recommend this surgery to someone new to the area

Patients who would recommend the surgery	Silton	Wiltshire Practices	National results
Definitely would	52%	52%	47%
Probably would	37%	31%	31%
Aren't sure	5%	10%	12%
Probably wouldn't	3%	4%	5%
Definitely wouldn't	2%	2%	3%
Don't know	3%	2%	2%

Comment: This is an increase from 87% in the previous survey

Overall Response:

We are very pleased to see a rising trend in satisfaction.

Comparison with Friends & Family Results

The Friends and Family test is contemporaneous with treatment. Patients can fill one in immediately. When these were first introduced they were met with great enthusiasm and in January 2015, we received 73, but by July 2016, we were not getting any responses. This, we feel, is because this is a small practice with a high proportion of elderly patients who come here often. They have grown tired of filling these forms in.

However, that said, the feedback has been good.

The survey asks patients to rate whether they would recommend the practice to friends and family. They could also make a comment.

Using data from January – June 2015 (when responses fell to below 5 per month) the results were as follows:-

Number of responses:	179
Extremely likely to recommend	139 (78%)
Likely	30 (17%)
Neither likely nor unlikely	7 (1%)
Unlikely	3 (4%)
Extremely unlikely	0

We are very pleased with these responses. There was a slight dip in June 2015 which we feel was due to regular staff leave.

Positives:

We have not included them all, as they tend to be similar, overwhelmingly supportive. Patients have told us that they find

- Receptionists “friendly and helpful”
- The prescription service is appreciated
- The practice is helpful, caring, efficient, good; a “lovely little surgery”
- There are references to ease of appointment and the ability to see a doctor quickly

Typical comments include:

- “Excellent service for children and babies”
- “My experience with our doctor and staff have been faultless. Thanks many times for the prompt service. We can consider ourselves very lucky for the NHS”

Negatives:

There are very few of these but we do take them seriously

- “Please follow up any calls you promised to make”
- “Could do with a bigger car park.” Alas, the boundaries of our property make this impossible.
- “Maybe have a numbering system so you know where you are in the queue”. We are not clear whether this refers to ringing the practice, or sitting in the waiting room.
- “Waiting times for early morning appointments seem longer than necessary once arrived”
- There was one comment arguing about a GP diagnosis
- A query over amounts issued and named drugs prescribed (we hope the patient has raised this with their GP because F&F is, of necessity, anonymous)
- “Time keeping is a problem; we regularly have to wait up to 1 hour or over! This is totally unacceptable when you are either feeling unwell or in pain. Also it is very difficult to get a referral onwards for treatment or medical reviews of medication. My final point is the lack of female doctors”. Very few people have complained of being kept waiting beyond their appointment time. Sometimes this was unavoidable but we have taken steps to improve this – please see below. Maternity leave did reduce the number of female GP appointments, but we trust there are sufficient now.

Suggestions:

- Coffee machine
- Patients are rung with all test results

Alas, the cost, maintenance and work involved makes a coffee machine impractical!

With regard to test results, again, this would increase the need for staffing time and be unaffordable. We would like to reassure you that where the results are urgent, we do our best to contact you quickly rather than wait for you to ring us. Please help by ensuring you tell us when you change ‘phone number.

Response to 4 comments about being kept waiting to be seen

We have had feedback from 4 people, over an 18 month period, via Family and Friends and also the Patient Participation Group pondering why early morning appointments sometimes run late. Whilst we try very hard keep to time, delays first thing are usually caused by early telephone calls when someone has been ill or deteriorated overnight and there is concern over whether to take them to hospital or they need a home visit. The doctor does need to talk to them.

That said, we recently introduced a change to improve this situation. We have tweaked the appointment times to allow catch up time for the doctor during the morning.

Sometimes there are delays during the day. Unfortunately, in a small practice the GP holding a surgery is also on duty and if someone walks in with severe symptoms, such as possible stroke; with breathing difficulties; with a floppy baby; they will always be seen straight away as this can be a life threatening situation.

The advantage of being a small surgery, is that our reception staff know the patients and are skilled at knowing which should be offered double appointments so they do not overrun. The advent of on-line booking can lead to some patients booking a single slot and expecting to be seen for longer, however this can be addressed with them. We do understand people's feelings, but the occasional delay is a trade-off against being registered with a smaller practice which has good continuity of care.

Action Plan

Whilst the overwhelming response to both surveys is supportive, there is always room for improvement. Over the next year, we will:-

1. Audit late running appointments and review the appointments system
Update: We have introduced catch-up time to improve the situation
2. Review the waiting room. Although only 2 people have mentioned it in comments, (one thought it was like a prison!) we will obtain patients views on its comfort and privacy
3. Improve patient education regarding raising one issue per consultation
4. Improve the effectiveness of the Friends & Family test. The existing questions are laid down by the Department of Health, but we can ask a second one to focus on various themes which will support us in the delivery of care.

Changes to national patient survey

After many years of comparing results to the same questions, the NHS will change its data collection formula to reflect the Five Year Forward Review. This is because the current model of NHS care is unsustainable due to increasing demand caused by a growing population, more elderly people and an increase in the numbers of people with long-term conditions, particularly diabetes. There is an aim to give people more treatment nearer home, rather than attend hospitals. At the same time, the number of doctors is dropping very quickly. Therefore, we are beginning to see much more highly skilled nurses (Nurse Practitioners and those that can prescribe), the introduction of American style PAs, and practices working together to deliver services jointly.