

Bishop's Castle Patients Group

2014 Patient Survey analysis

General

The 2014 patient survey was conducted by BCPG during the month of February. Three hundred and seventy-seven survey forms were collected and 198 were returned completed giving a response rate of 52.5% – an improvement over 2013 when the response rate was 37%. Identically to last year, 64% of the respondents were female and 36% were male. Seventy-eight percent of respondents were over the age of 50 (compared with 87% last year) and 9% were under 18 (compared with 0% last year). Forty-nine percent of respondents were over 65 (compared with approx 26% of the patient population) and the 9% of respondents under 18 compares with a patient population percentage of approximately 26%. Less than 13% of respondents were aged between 18 and 50.

Action

- 1 Patient demographics indicate a higher proportion of older to younger registered patients. Following efforts to redress the imbalance of responses last year, our responses this year were more equally spread through the population, but are still not representative of the patient demographic overall. This may be unavoidable and may represent actual usage of the medical services rather than the registered numbers.
- 2 Male responses still lag behind female responses. Again this may reflect medical service usage, or it may be a gender issue.
- 3 Investigate whether the 18–30 age group can be more fully represented in future surveys.

Section A: Bishop's Castle Medical Practice services

This section looked at experiences of patients. The percentages of patients who are seen on the same day for emergencies (question 1: 88%) and within 48 hours of requesting an appointment (question 2: 88%) are good, but show a reduction from last year (91% and 93% respectively). Thirty-nine percent of patients are able to see the doctor of their choice within 48 hours (identical to 2013), but 45% (a slight improvement from 47% last year) have to wait up to a week (question 3). Ninety-three percent of respondents are happy with the times of appointments offered, but 12% would like appointments on Saturday mornings. Eighty-seven percent would use a drop-in surgery and 54% would be prepared to wait up to an hour to be seen at such a surgery. Eighty-two percent were either very satisfied or satisfied with telephone consultations with their doctor and at least 85% found on-line appointment booking, telephone appointment booking and repeat prescription ordering either very good or good.

Action

- 1 Investigate decline in percentage of patients being seen on the same day with an emergency or within 48 hours of seeking an appointment.
- 2 Investigate Saturday morning surgery and monitor usage if introduced.
- 3 Investigate introduction of a daily drop-in surgery and implement if possible.
- 4 Compare preferred appointment time spread with availability of appointments and look into adjustments if appropriate.

Section B: hospital services

This section looked at experiences of patients who have had hospital referrals. Eighty six percent were either very satisfied or satisfied with their first communication with the hospital, 66% were either very satisfied or satisfied with the waiting time for first consultation, 89% were either satisfied or very satisfied with the location of their consultation, 93% were either very satisfied or satisfied with the courtesy they received at the hospital and 70% were either very satisfied or satisfied with the time taken to reach final diagnosis and treatment.

Action

- 1 BCPG to monitor responses to these questions over the coming years to ensure that the service does not deteriorate.
- 2 Look into waiting times for first consultation to see if these can be improved.

Section C: miscellaneous

This section looked at a variety of miscellaneous areas. Whilst 66% felt that the condition and comfort of the waiting room was good, 34% felt that it could be improved. Seventy-six percent were aware of the existence of the patients group, but only 44% were aware of what it does. Only 37% knew about the compassionate community volunteer initiative and fewer than half of the respondents knew that double GP appointments could be booked where necessary.

Action

- 1 The surgery and waiting room are already being redecorated and improved.
- 2 BCPG needs to do more to ensure that patients are aware of its function.
- 3 BCPG needs to provide more information about the Compassionate Community volunteer initiative.
- 4 The practice needs to make more patients aware of the availability of extended appointments where necessary.

Internet

Seventy-five percent have access to the Internet, yet only 45% use it for booking appointments.

Action

- 1 It is more time-efficient for patients and reception staff to book online. BCPG and surgery to look into how the use of this service might be encouraged.
- 2 Future changes in health care are likely to be more reliant on Internet access. BCPG needs to monitor these developments in 'telehealth' and ensure that those who are able to use them are able to benefit from them, whilst those who do not have access to the Internet are not penalised.

Note on survey results analysis: percentages have been adjusted where necessary. For example, in question1 'never needed' and 'can't remember' responses have been excluded from the percentages shown under 'yes' and 'no' responses as the question referred to patients who had had a medical problem only.