

Bishop's Castle Patients Group

2015 Patient Survey analysis

General

The 2015 patient survey was conducted by BCPG during the month of February. One thousand, one hundred and three survey forms were distributed and 131 were returned completed giving a response rate of 11.8% – a worsening over last year's response rate of 52.5%. However, this year we distributed 940 copies to Bishop's Castle residents alongside the Town Council newsletter, so response rates were expected to be lower than in previous years when copies were picked up only by those wishing to complete them. Similarly to last year, 61% of the respondents were female and 39% were male. Seventy-eight percent of respondents were over the age of 50 (identical to last year) and 13% were under 18 (compared with 9% last year). Forty-nine percent of respondents were over 65 (compared with approx 26% of the patient population) and the 13% of respondents under 18 compares with a patient population percentage of approximately 26%. Like last year, 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. Like last year, our responses are still not representative of the patient demographic overall, but probably reflect the proportion of patients who most use the medical facilities – ie, those over the age of 50.
- 2 Male responses still lag behind female responses. Again this may reflect medical service usage, or it may be a gender issue.
- 3 We will continue to assess how the 18–30 age group can be more fully represented in future surveys. We are currently working on a Young Health Champions initiative and this may, in time, help us to involve more young people.

Section A: Bishop's Castle Medical Practice services

This section looked at experiences of patients at the Medical Practice. The percentages of patients who are seen on the same day for emergencies (question 1: 82%) and within 48 hours of requesting an appointment (question 2: 72%) are good, but show a reduction from last year (both 88%) which also showed a reduction on 2012. Thirty-two percent of patients are able to see the doctor of their choice within 48 hours (47% in 2013), but 46% (a slight worsening from 45% last year) have to wait up to a week (question 3). Ninety percent of respondents are happy with the times of appointments offered (compared with 93% last year). Fifty-seven percent were either very satisfied or satisfied with their experiences of Shropdoc (no equivalent question last year). Eighty-six percent were either very satisfied or satisfied with telephone consultations with their doctor (82% last year). On-line appointment booking showed lower satisfaction levels than last year: 72% compared with 86% in 2013.

We added an additional question this year to mirror the NHS England Friends and family test and this showed that 80% of respondents would be likely or extremely likely to recommend the Practice to family and friends.

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 Continue to monitor the patient experience and anticipate that as the full number of GPs are employed by the Practice, ratings will improve for appointment booking.
- 3 Continue to use the Friends and Family test each year to monitor patients' views.

Section B: hospital services

This section looked at experiences of patients who have had hospital referrals. Overall, satisfaction levels were very similar to last year, with a slight reduction in satisfaction levels with location of consultation and a slight improvement in satisfaction levels with courtesy received at the hospital and time to reach final diagnosis.

Action

- 1 BCPG to continue to monitor responses to these questions over the coming years to ensure that the service does not deteriorate.
- 2 Consult with the Shrewsbury and Telford Health Trust about waiting times for first consultation to see if these can be improved.

Section C: miscellaneous

This section looked at a variety of miscellaneous areas. Sixty-two percent were aware of Future Fit proposals for revision of hospital services in the area, whilst 24% were not aware. Eighty-five percent were aware of the existence of the patients group (compared with 77% last year), and 62% were aware of what it does (44% last year).

Action

- 1 BCPG will continue to campaign for an Urgent Care Centre / Local Planned Care / Community Health Hub in Bishop's Castle and will continue to hold meetings to raise the awareness of the Future Fit programme.
- 2 BCPG needs to continue to work to ensure that patients are aware of its function.

Internet

Seventy-nine percent have access to the Internet (75% last year), yet only 44% use it for booking appointments (45% last year).

Action

- 1 It is more time-efficient for patients and reception staff to book online. BCPG and surgery to look further 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.

This is also available with data analysis on www.bcp.org.uk

Note on survey results analysis: percentages have been adjusted where necessary. For example, in question 1 'never needed' and 'can't remember' responses have been excluded from the percentages shown as the question referred only to patients who'd had a medical problem.