

# **THE HEALTH CENTRE, COKER CLOSE, BICESTER, OXON OX26 6AT**

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15<sup>th</sup> October 2012

## **Patient Reference Group – Patient Survey Consultation March 2012**

### ***Patient Survey Consultation***

During October/November the Health Centre planned to carry out a survey open to all its patients to seek views on various aspects of the care received at the Health Centre. There were a number of areas which all patients would expect to be included in the Patient Survey and questions on these topics were drawn up to form a “core” survey.

The Patient Reference Group was invited to review 26 additional questions covering a range of issues, and to offer views on which 10 questions should be included in the Patient Survey. The number of questions was restricted in order to keep the number of questions patients are asked to answer to a reasonable level. The consultation began on 01 October 2012, when each member of the PRG received an email. The consultation closed on 15 October 2012 at midday. This was to ensure there was sufficient time to report on the consultation to the PRG members and to prepare the Patient Survey to be launched for patients on 16 October 2012.

### ***Methodology***

The consultation used a number of different ways to collect feedback. An online survey was created using the [surveymonkey.com](http://surveymonkey.com) on-line tool, which is DDA compliant. PRG members could also complete and email an attached PDF version of the consultation back to [bhc.prg@nhs.net](mailto:bhc.prg@nhs.net), or print it and send it back by fax (01869 320314), post, or hand it in to the reception desk at the surgery. Paper copies were available at the surgery on request. PRG members were asked to indicate which 10 questions they wished to see included in the Patient Survey and to rank those in order from 1<sup>st</sup> choice to 10<sup>th</sup> choice. The PRG members received an email advising how to take part on 1 October 2012, and an email reminder to participate on 5 October 2012.

### ***Results***

The detailed results of the survey are included in the appendix.

21% of the PRG members responded by the consultation deadline with a total of 27 responses received. Of these:

By on-line survey	26	96%
By email	1	4%

#### **Partners:**

Dr G C Moncrieff

Dr S P Attwood

Dr Helen Weaver

Dr R A Fox

Dr J Holt

Dr Claire Hutt

#### **Assistants:**

Dr Marlett Smit

Dr Kelly Gladwish-Harris

Dr Diana McEwen

**Registrar:** Dr Jennifer Saul

**Practice Manager:** Paul Netherton

The 10 questions to be included in the Patient Survey were those which received the most responses from PRG members. Where two or more questions received the same number of responses, the average ranking would determine which question took precedence over another.

With the feedback received from the PRG the questions which will be included in the October 2012 Patient Survey are:-

1. If you need to see a doctor urgently, can you normally get an appointment for the same day?
2. Would you recommend the Surgery to someone who has just moved to your local area?
3. How important is it to you that you see a specific GP when coming to this practice?
4. Have you had discussions in the past 12 months with a Doctor or Nurse about how best to deal with your health problems?
5. Were you able to see the GP you wanted to see?
6. How do you normally book your appointments to see a doctor or nurse at the Surgery?
7. As far as you know, is the surgery open Before 8am | at Lunchtime | After 6.30pm | on Saturdays | On Sundays ?
8. Did you feel you were treated with respect and dignity while you were in the surgery?
9. Over the last 12 months when you visited your GP's surgery, how often has the Dr given you enough information about your condition or treatment?
10. In your opinion was this the right amount of time?

During the analysis of responses the Practice noted that the question which was the tenth choice of the PRG members only be meaningful if it was associated with another question ranked 16th. This additional question will be added to the Patient Survey:

11. On that occasion (your last consultation), how much time did you spend with the Dr?

### ***Acknowledgements***

The Practice wishes to thank all the PRG members who responded to this initial consultation and hopes that more members will be encouraged to participate in future surveys and consultations. The feedback has been very useful in preparing the Patient Survey, which will be available for all patients during October/November 2012.

This report and the detailed results were emailed to all PRG members and have been posted on the PRG page of the Health Centre website ([www.bicesterhc.co.uk/ppg.htm](http://www.bicesterhc.co.uk/ppg.htm)).

#### **Partners:**

Dr G C Moncrieff      Dr S P Attwood      Dr Helen Weaver      Dr R A Fox      Dr J Holt      Dr Claire Hutt

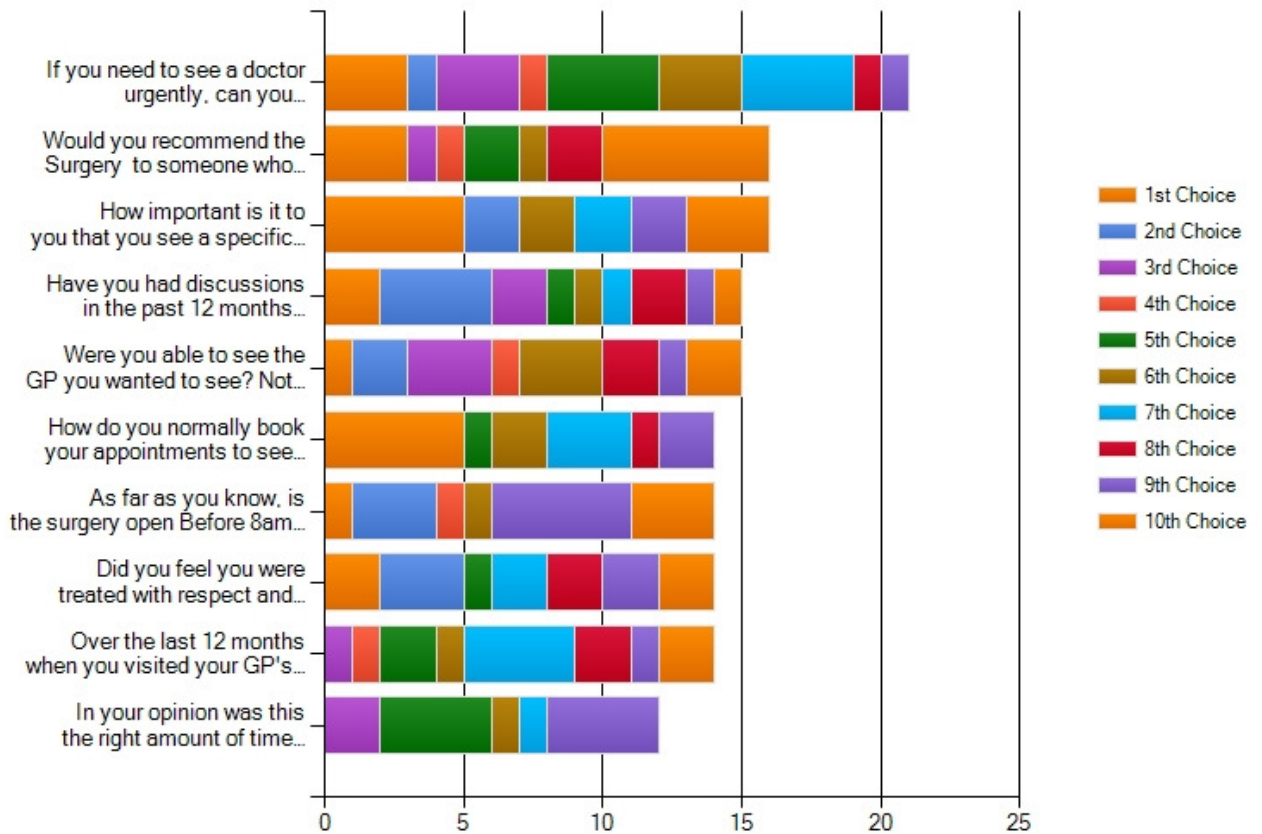
#### **Assistants:**

Dr Marlett Smit      Dr Kelly Gladwish-Harris      Dr Diana McEwen

**Registrar:** Dr Jennifer Saul

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**For our Patient Survey, please choose 10 questions you believe should be included in the questionnaire, ranking them from 1st Choice to 10th Choice. You cannot have two questions with the same ranking.**



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**PRG Consultation October 2012**

**For our Patient Survey, please choose 10 questions you believe should be included in the questionnaire, ranking them from 1st Choice to 10th Choice. You cannot have two questions with the same ranking.**

Answer Options	1st Choice	2nd Choice	3rd Choice	4th Choice	5th Choice	6th Choice	7th Choice	8th Choice	9th Choice	10th Choice	Rating Average	Response Count
If you need to see a doctor urgently, can you normally get an appointment for the same day? Yes   No   Don't know / never necessary	3	1	3	1	4	3	4	1	1	0	6.19	21
How important is it to you that you see a specific GP when coming to this practice Prefer not to say   Not at all important   Fairly important   Very important	5	2	0	0	0	2	2	0	2	3	5.81	16
Would you recommend the Surgery to someone who has just moved to your local area.? Yes   Might   Not sure   Probably not   Definitely not   Don't know	3	0	1	1	2	1	0	2	0	6	4.63	16
Have you had discussions in the past 12 months with a Doctor or Nurse about how best to deal with your health problems? Yes   No	2	4	2	0	1	1	1	2	1	1	6.4	15
Were you able to see the GP you wanted to see? Not very easy   Fairly easy   Very easy	1	2	3	1	0	3	0	2	1	2	5.60	15
How do you normally book your appointments to see a doctor or nurse at the Surgery? In person   By phone   By fax   Online   Digital TV   Doesn't apply	5	0	0	0	1	2	3	1	2	0	6.07	14
Did you feel you were treated with respect and dignity while you were in the surgery? Yes, always   Yes, sometimes   No	2	3	0	0	1	0	2	2	2	2	5.21	14
As far as you know, is the surgery open Before 8am   at Lunchtime   After 6.30pm   On Saturdays   On Sundays	1	3	0	1	0	1	0	0	5	3	4.43	14
Over the last 12 months when you visited your GP's surgery, how often has the Dr given you enough information about your condition or treatment? (tick one only) All of the time   Most of the time   Some of the time   Never or hardly ever	0	0	1	1	2	1	4	2	1	2	4.14	14
In your opinion was this the right amount of time (too little / too much) Right amount   Too little   Too much	0	0	2	0	4	1	1	0	4	0	4.75	12
Do you think that having discussions with your Doctor or Nurse has helped improve how you manage your health problems? Yes   To some extent   No   Don't know/can't remember   Does not apply	0	1	0	5	2	1	0	1	1	0	6.00	11
In the past 12 months, have you ever put off going to see a Dr because the surgery times at your present practice are inconvenient to you? Yes   No	1	2	0	1	2	0	1	2	1	1	5.45	11
Did the doctor or nurse give you information about the things you might do to deal with your health problem? Yes   No   Don't know   Does not apply	0	3	3	2	0	0	1	1	0	0	7.20	10
Do you have any of the following long-standing conditions? (tick all that apply) Deafness or severe hearing impairment   Blindness or partially sighted   A long-standing physical condition   A learning disability   A mental health condition   A longstanding illness, such as cancer, diabetes, chronic heart disease or epilepsy   I do not have a long-standing condition	2	3	0	1	1	0	2	0	1	0	7	10
Does this condition(s) cause you difficulty with any of the following? (tick all that apply) Everyday activities that people your age can usually do   At work, in education or training   Access to buildings, streets or vehicles   Reading or writing   People's attitudes to you because of your condition   Communicating, mixing with others or socialising   Any other activity   No difficulty with any of these	0	1	2	0	0	2	0	0	1	3	4.44	9
On that occasion, how much time did you spend with the Dr? (tick one only) Less than 5 mins   Between 5 & 9 mins   10 - 19 mins   20 - 29 mins   30 - 39 mins   40 mins or longer   Can't remember	0	0	0	1	0	2	0	4	2	0	3.67	9
How well do you know which days of the week your GP is available Very well   Quite well   Not at all well   Not very well	1	1	0	1	2	1	1	0	1	0	6.13	8
Did you and the doctor or nurse agree how best to manage your health problem? Yes   No   Don't know   Does not apply	0	0	4	1	0	1	0	0	0	1	6.43	7
I would like the surgery to consider offering the following health services:(Please state)	0	0	0	3	1	2	0	1	0	0	5.71	7
In the last 12 months have you used any of the health services below instead of using similar services which might be available at your surgery? (tick all that apply) None of these   Going to A&E at a hospital (instead of your GP)   NHS Direct (24 hour telephone helpline)   NHS Walk-in Centre   Private Dr (that is not through the NHS)   Family Planning Clinic   Counsellor   Chiropractor   Physiotherapist	0	0	1	2	0	0	0	1	1	2	4.14	7
The surgery adequately covers the whole range of health services I require Strongly Agree   Agree   Partly Agree   Disagree   Strongly Disagree	0	0	2	1	2	0	0	1	0	0	6.33	6
How would you rate how well the doctors and nurses worked together? Excellent   Very Good   Good   Fair   Poor	0	0	2	0	1	1	2	0	0	0	5.83	6
I feel that the way in which the surgery provides me with health information is not adequate Strongly agree   Agree   Partly agree   Disagree   Strongly disagree	0	0	0	1	1	0	2	1	0	0	4.80	5
Which of the following do you use to find out information about the surgery practice? Website   Telephone   Newsletter   Email   Notice Board   Other	0	0	0	1	0	2	0	1	0	1	4.2	5
In your opinion how easy or difficult would it be for people with disabilities to move around in your GP surgery? Very easy   Fairly easy   Fairly difficult   Very difficult   Don't know	1	1	0	1	0	0	1	0	0	0	7.50	4
Are you able to get a seat in the waiting room at your surgery? Always   Almost always   A lot of the time   Some of the time   Almost never   Never   Does not apply	0	0	1	1	0	0	0	2	0	0	5.25	4
I have enough information about the local health services on offer Strongly agree   Agree   Partly agree   Disagree   Strongly disagree	0	0	0	0	0	0	0	0	0	0	0.00	0