

# East Leake Medical Group

## Patient survey 2014

East Leake Medical Group currently consists of five separate surgery premises:

East Leake Health Centre

Church House Surgery – Ruddington

Ex - Soar Valley Surgeries

Sutton Bonington

Hathern

East Leake Main Street

The survey of the patients attending three of the five sites of the East Leake Medical Group during the week of February 3<sup>rd</sup> to 7<sup>th</sup> 2014 was designed to cover both common elements (questions 1 through 5) and elements specific to the individual surgeries (questions 5b through 7). This design was to allow comments on the East Leake extension and the merger of the Soar valley Practice into the East Leake Medical Group. The use of the term Soar Valley in this report indicates that the patient responses for Sutton Bonington, Hathern and East Leake Main Street have been combined.

Copies of the survey questionnaire, the results charts and the patient comments are in the following appendixes:

Surgery	Questionnaire	Results	Comments
East Leake	A-1	B-1	C-1
Church House	A-2	B-2	C-2
Soar Valley	A-3	B-3	C-3

Members of the East Leake Medical Patients Partnership (ELMPP) attended 12 sessions across the five sites, if they could not be present then the forms were handled by the surgery receptionists, many thanks for all your help during the survey and the number of completed forms is detailed below.

Surgery	ELMPP sessions	Forms completed	With comments
East Leake	9	424	164
Church House	2	95	36
Sutton Bonington	1	54	20
Hathern	0	17	
East Leake Main Street	0	0	
Total	12	590	220

The extra questions on the East Leake and Soar Valley forms only applied to a sub set of patients, therefore percentage of spoilt replies is significantly higher than the Church House results.

Surgery	% Spoilt Replies
Church House	0.63%
East Leake	10.88%
Soar Valley	11.62%

A spoilt reply is when the question is left unanswered or a correct response could not be determined. The data from the responses to the questions on the forms are given in Appendix B1 – B3.

To obtain a very rough guide to the patient’s opinion of their surgery a weight is given to each response category:

Response	Weighting
Poor	-1
Fair	0
Good	1
Very Good	3

When applied to the responses on the forms are used to give an overall “score” for each practice. The results for the 2014 survey are:

Question	East Leake	Church House	Soar Valley
1	1.07	1.39	1.07
2	1.09	1.65	1.57
3	1.79	1.86	2.70
4	0.84	1.38	1.51
5a	0.89	0.65	1.40
5b	0.23	n/a	0.69
6	1.69	n/a	1.09*
7	1.73	n/a	1.41*
average	1.17	1.39	1.43

Soar Valley indicates that the results for Sutton Bonington and Hathern have been amalgamated together; no forms were distributed at the East Leake Main Street surgery.

\* Questions 6 and 7 were different on the Soar Valley and East Leake forms.

There appear to be a number of reasons why the Open Surgery received a low score including long waiting times (especially by mothers with children), often caused by patients turning up well before 10:30, apparent lack of GPs available both for the whole session and in the early part of the Open surgery.

The reception staff at East Leake received the highest number of Very Good scores but patient comments indicated that their experiences at receptions was variable and depended who was on duty.

The Church House questionnaire contained only the base questions as there were no significant changes to the services available there.

The lowest scores were for the length of time patients had to wait to see a GP or Nurse when in the surgery. Once again the reception staff got the highest number of Very Good scores and again the patient comments reflected a variable experience apparently based on who was on duty.

For the Soar Valley survey the specific questions were linked to the recent merger of the Soar Valley Practice (Sutton Bonington, Hathern and East Leake Main Street) with the East Leake Medical Group.

There was a concern over the opening times, the changes after the merger and length of the wait for open surgery. The highest number of Very Good scores was again achieved by the reception staff.

An analysis of the forms returned with comments added showed that the majority of patients were happy and satisfied with the services provided by the East Leake Medical Group. A selection of the comments entered is given in Appendix C1 – C3. Any identifying data has been removed.

The major concern was the inability of seeing "My Doctor" or "My Doctor of Choice" this theme is reproduced across most if not all practices around the area. Unfortunately with the current structures within NHS Primary Care, with the move to larger practices providing more services, the need for GPs to be active in supporting the wider needs of the local NHS and with more GPs being employed on a part time basis, this is currently not a realistic option.

The comments also reflected the need for improvements in the organisation of the Open Surgeries where waiting times are a major concern, especially for parents with children.

The comments from the Hathern patients reflected their unhappiness at the proposed closure of their surgery.

A more detailed presentation of the comments will be given to practice staff concerned.

An action plan will be jointly developed, from the responses to the questions and the comments added to the forms, by East Leake Medical Group and the Patients Partnership.

# Appendix A-1



## East Leake Medical Patient Participation Group

### Practice Survey February 2014

Your responses will be collated by the patient group for analysis

<u>About your appointment</u>	Poor	Fair	Good	Very Good
1 Your level of satisfaction with the opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 The manner in which you were treated by the reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 If you have attended the Open Surgery please rate your experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Length of time in waiting room to see doctor/nurse a) for prebooked appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) for open surgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Your satisfaction with the waiting area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Your satisfaction with the upgraded health centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any other comments or suggestions please?

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# Appendix A-2



## East Leake Medical Patient Participation Group

### Practice Survey February 2014

Your responses will be collated by the patient group for analysis

<u>About your appointment</u>	Poor	Fair	Good	Very Good
1 Your level of satisfaction with the opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 The manner in which you were treated by the reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Satisfaction with the appointment booking process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Length of time in waiting room to see doctor/nurse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any other comments or suggestions please?

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# Appendix A-3



## East Leake Medical Patient Participation Group

### Practice Survey February 2014

Your responses will be collated by the patient group for analysis

<u>About your appointment</u>	Poor	Fair	Good	Very Good
1 Your level of satisfaction with the opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 The manner in which you were treated by the reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 If you have attended the Open Surgery please rate your experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Length of time in waiting room to see doctor/nurse a) for prebooked appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) for open surgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Your satisfaction with the merged practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Your satisfaction with the wider range of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any other comments or suggestions please?

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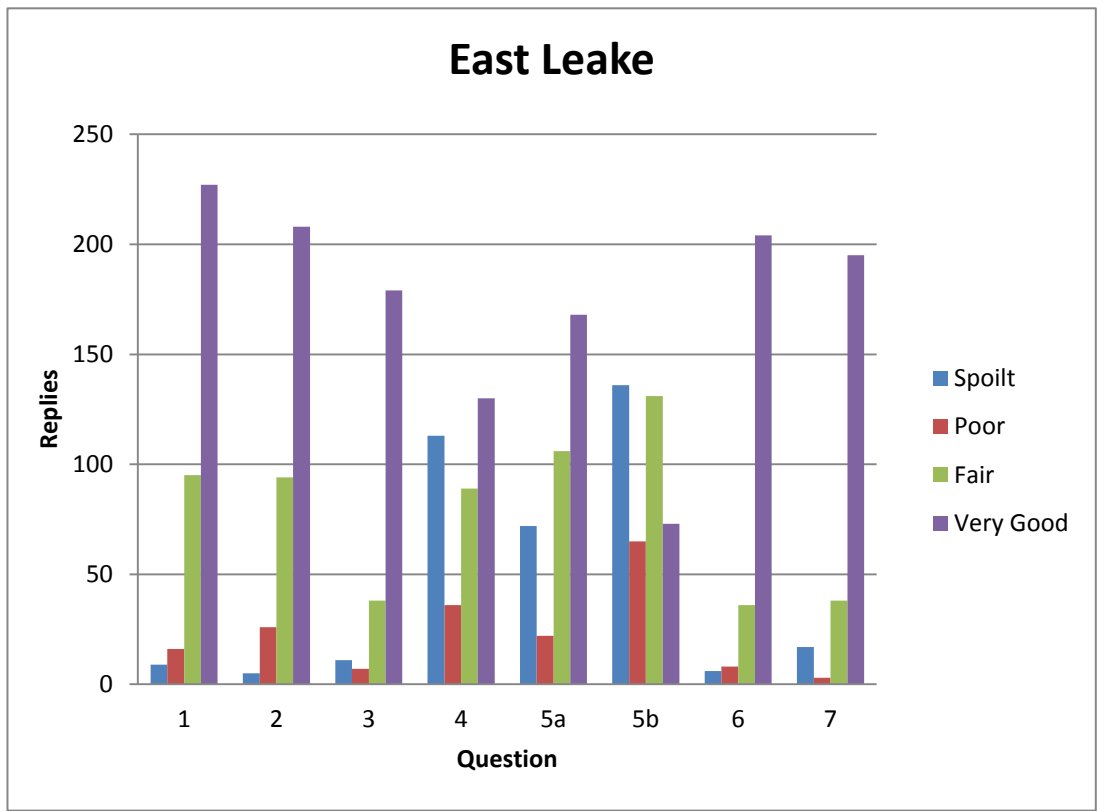
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# Appendix B-1

## Results Data East Leake

### East Leake

	Spoilt	Poor	Fair	Very Good	Total	Replies
1	9	16	95	227	77	424
2	5	26	94	208	91	424
3	11	7	38	179	189	424
4	113	36	89	130	56	424
5a	72	22	106	168	56	424
5b	136	65	131	73	19	424
6	6	8	36	204	170	424
7	17	3	38	195	171	424
<b>Total</b>	<b>369</b>	<b>183</b>	<b>627</b>	<b>1384</b>	<b>829</b>	<b>3392</b>

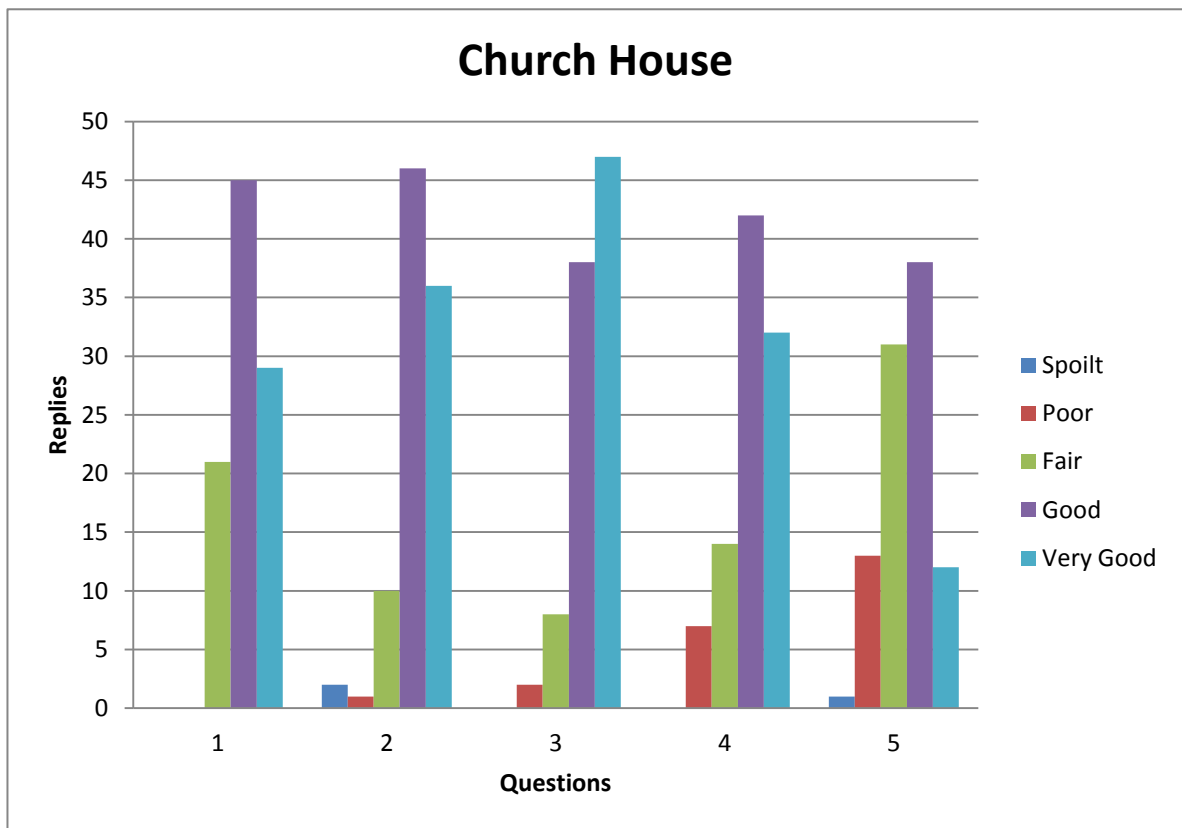


# Appendix B-2

## Church House Data

### Church House

	Spoilt	Poor	Fair	Good	Very Good	Replies
1	0	0	21	45	29	95
2	2	1	10	46	36	95
3	0	2	8	38	47	95
4	0	7	14	42	32	95
5	1	13	31	38	12	95
<b>Total</b>	<b>3</b>	<b>23</b>	<b>84</b>	<b>209</b>	<b>156</b>	<b>475</b>



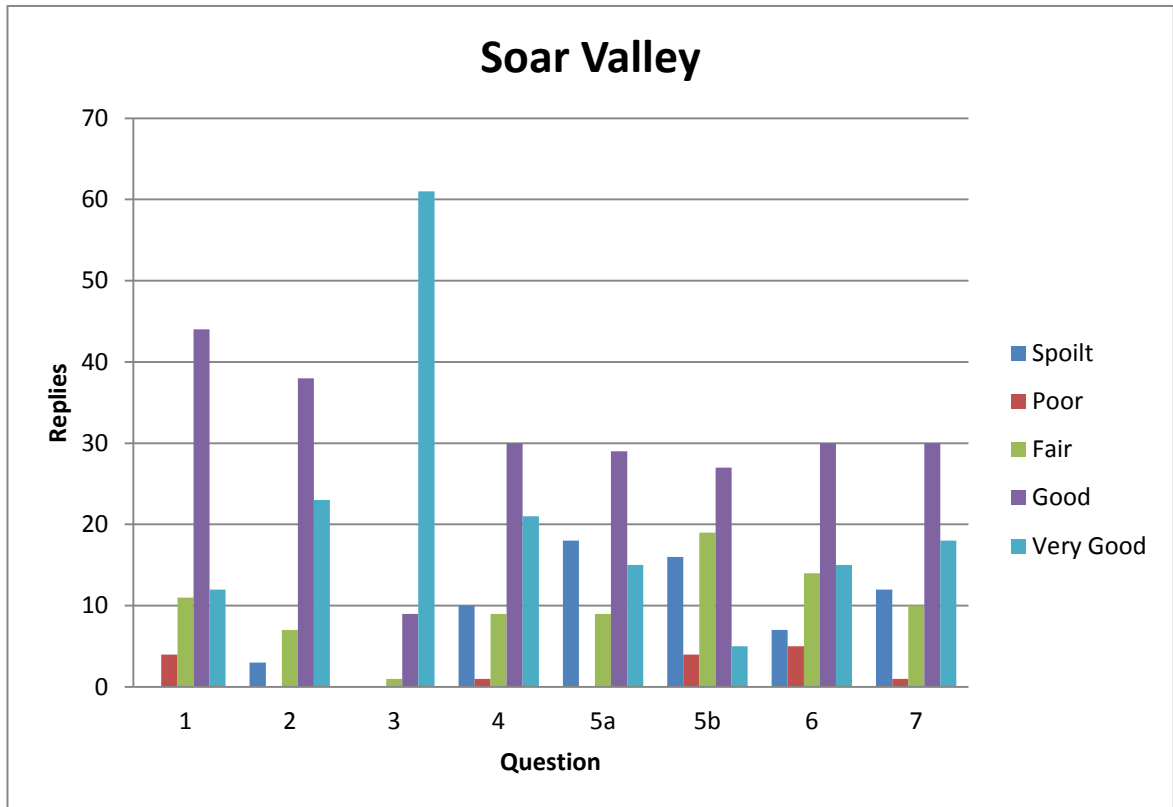


# Appendix B-3

Soar Valley data

## Soar Valley

	Spoilt	Poor	Fair	Good	Very Good	Replies
1	0	4	11	44	12	71
2	3	0	7	38	23	71
3	0	0	1	9	61	71
4	10	1	9	30	21	71
5a	18	0	9	29	15	71
5b	16	4	19	27	5	71
6	7	5	14	30	15	71
7	12	1	10	30	18	71
<b>Total</b>	<b>66</b>	<b>15</b>	<b>80</b>	<b>237</b>	<b>170</b>	<b>568</b>



# Appendix C-1

## **East Leake Patient comments**

34 comments around long waiting times to see specific Dr

21 concerning the long wait for bookable appointments

13 Open Surgery long waits especially by mothers

### **Reception**

Privacy of reception telephone conversations

"It is not good that the person on reception is phoning patients back with blood results which everyone in the waiting room can hear – not very confidential"

"Reception not very private"

Could be kept better informed by reception if Drs are running late, receptionists are excellent, friendly, polite and efficient

Never find reception staff very helpful and at times have been obstructive

I have rated "how am I treated by the reception staff" as good but it really depends which receptionist I have contact with

Front desk didn't know the difference between Practice & District nurse for leg ulcer clinic. Told me there wasn't a telephone conversation with a Dr anymore and there is!

In the past reception staff have been very unhelpful and very rude (this is not all of them, just a certain few)

### **Telephone system**

Sometimes difficult to get through first thing in am

Please hold the line – more staff on the Phones

When ringing surgery takes too long waiting after phone automatically answers it costs me too much for the call. I suggest rethinking this"

a lot of room for improvement – get rid of profit making answer machine

Often engaged have to wait on hold most times when calling

The telephone system is impossible. The phone is not answered and the appointments should be first

### **Clinicians calling next patient**

Older people who are hard of hearing have problems hearing when their name is called, could do with a visual digital board"

-a digital patient call system as it's hard to hear names over the noise of the waiting room

### **Extended Hours**

There should be Open Surgery on the weekend for people who work

Have sit and wait in the evenings too

there could be a doctor available during the evening for emergencies and Saturday mornings

longer hours needed with more doctors available Saturday morning and lunchtime opening

### **General**

When x-ray, Bloods or ECG have been done practice should phone patient with results good or bad

Satisfactory

The situation is progressing well at this surgery

Very pleasant if you can say that about any surgery

Not enough chairs/ too warm

Water machine in waiting room

Very good

Very impressed, as not a regular attendee – Luckily!

Always too warm in waiting area (breeding more germs)

Alterations are very good

Need more chairs

Over loaded practice

Get a new surgery

Ideally for a village this size the Centre should be larger with more facilities

Clearer signs of where each Dr/Nurse is located

Only two Drs today long wait expected

I do not mind how long I wait for open surgery – I am very pleased to have the opportunity to see a Dr / Nurse on the day

Not perfect but in comparison with other practices very good

I haven't been coming long but I am very happy with the treatment I am receiving

Has the Disabled Toilet been improved

More female doctors available would be appreciated

Always clean and the staff are very sociable

Generally the wait times are ok but we had to wait 40 mins for a 09:50 am

We are very lucky to have this practice – everyone is excellent. When I talk to others I realise how lucky we are

New practice – not given enough info (had to ask about times etc)

An automated check in for people with appointments

Be easier if surgery wasn't closed at lunch time

Thursday afternoons are a problem, can't book appointments on line

## Appendix C-2

### Church House Patient Comments

Longer opening hours would improve the situation

Very concerned that you have to wait for an appointment anything up to a week

Some of the doctors are never running to time with appointments even when first appointment of the day

Good to know I can always get little boy seen on day (after call with Dr if necessary)

Radio in waiting room

Very satisfied will all contact with the practice

On occasions I visit – I usually see a different Doctor “Bonding” with a regular one would be useful

Home visits very poor should be improved

Room for improvement

Would be good is they could be open on a Thursday

Always been very helpful with questions and advice- the Drs are helpful and easy to talk to – waiting times can be long however at times

On line booking system could be useful

Very rarely seen on time, usual wait 15 – 30 mins.

Difficulty getting a Dr when surgery is closed

Chose to move to this surgery from the other one in Ruddington and have been totally satisfied with everything here. So glad I changed

No we are well satisfied with the service

A day when longer opening for those at work

Would like to text for an appointment

Can't fault the service of surgery

A short Saturday surgery would be a good addition

The staff here are all lovely

Prefer to see a lady Dr, but cannot always get to see her

No problems at all

Would like to see same Dr when needed

Even when surgery is open during week – telephones default to answer service 12:30 – 14:00 even when surgery has left message for me to contact them

Very happy with practice

Booking process is fine, sometimes there is no appointment for a few days, but a telephone appointment is always given, then other times like today, appointment given almost immediately

Everything wonderful

Some reception staff are very polite and kind, however others aren't. This is unfortunate as when you want to make a Drs appointment you can sometimes be upset and sensitive and expect to be treated with a little kindness

They have a TV but it is not on?

More female Dr appointments please

Very satisfied with all aspects

Would be good to have more coordination between staff and have a dedicated Dr to coordinate healthcare – so we don't have to come down so often

## Appendix C-3

### **Soar Valley Patient Comments**

#### **Sutton Bonington**

Very Good Practice

Would like the Drs at the Main Street surgery as it used to be

Very Happy with everything

Staff always very helpful and very pleasant

Not used merged practice enough to comment

Excellent services. Far better experience here compared with previous experience- in terms of medical services

Hours suit as we are retired

Reception staff always helpful and pleasant

Very advantageous to have a surgery in Sutton Bonington

Waited 20 mins as not put on system when I arrived

I would like to know which Dr is at the surgery each day. Sometimes it is useful to see same Dr for a follow up appointment

As a diabetic I would like home visits for my INR blood tests

I am disabled so have problems getting into surgeries not suitable also seating far to low

Individual relationship between Dr and patient should be strengthened, dispensary and reception are good

Would be nice to know what Dr is on duty before you arrive, so if you have started treatment with one you could come back to him

No changes required in SB

Do not like the "new" set up in East Leake!! It's not better at all

## **Hathern**

I am new to the surgery and I have been very impressed by the service provided. Thank you

What service; Don't shut Hathern

Nurse required

I don't like the Hathern branch finishing

Keep open surgeries

Having to wait outside at Hathern before opening time at 08:30 ridiculous was very cold

Totally happy with all services