

East Leake Medical Group Patients Partnership

Practice Nurse Survey January 2015

The Practice ran a survey on behalf of East Leake Medical Patients Partnership (ELMPP) which evaluated the patients' opinions about the 5 Practice Nurses employed by the practice, the process of booking their appointment and suitability of the day and time.

The survey was run for a week in January 2015. See Appendix A for a copy of the survey sheet.

To overcome any doubt of patients knowing who they have seen, each nurse was given a pack of the forms containing their initials. At the end of each consultation the patient was given a form to complete and forms were collected by reception and given to the Practice Manager.

No patient identifiable information was collected during this survey and the nurses have not seen individual replies.

The East Leake Health Centre, Church House Surgery and Sutton Bonington responses were combined together for this report to protect the identities of the nurses. Detailed individual reports will be generated for each nurse taking part and a representative from the group will be invited to participate in giving the feedback.

Survey - Results

220 questionnaires available 178 returned none spoiled

<u>Section 1 – About the nurse</u>	%	Poor	Fair	Good	Excellent	
1. Warmth of nurse's greeting			0	1	9	90
2. Nurse's ability to listen		0	1	8	91	
3. Nurse's explanation			0	1	14	84
4. Felt reassured by nurse		0	2	14	84	
5. Opportunity to express my concerns/fears		0	2	8	90	
6. Respect shown to me			0	2	5	93
7. Recommendation to family/friends about this nurse			0	2	8	90

Any other comments about the nurse?

Members of ELMPP picked out headlines from around 50 comments -

Excellent visit with nurse

Professional

Caring

Understanding

Very reassuring

Whole appointment was great

Lovely and friendly

Good thorough examination and explanation

Calming, made me feel relaxed

Section 2 – About the visit

174 had answered at least one question -

Please rate your satisfaction with

	%	Poor	Fair	Good	Excellent
1. Day of appointment		0	1	32	67
2. Time of appointment		0	2	32	66

Many also answered question 3 -

How did you find the process of booking your appointment?

Again Members of ELMPP have picked headline comments –

Booking process

Good, easy, quick, efficient & simple x 107

Text reminder on phone was very handy

Online booking superb

Everything about the visit was good – I have no complaints with the service at all
got appointment when needed one

Marvellous – they rang me

My experience of this practice is good. I have never had to wait long to be seen and the service I receive is excellent

Staff attitude

Very helpful always

Understanding staff

Problems

Had to book over four weeks in advance for appointment

Visit was not necessary

Telephones

Straightforward, efficient, fine, convenient

Long wait to get through on phone

Practice Response

Firstly – a big thank you to all those who completed the survey and it is very pleasant to receive such positive comments about our nurses.

We are also pleased that many patients found the booking process straightforward and were satisfied with the day and time offered.

However, we are not at all complacent and continually measure and review numbers of appointments and availability.

We are sorry that sometimes patients wait 4 weeks for an appointment and wonder if they were at work and struggled to find something convenient. We do try and offer some very early morning and later evening slots.

It might be worth mentioning that we get a number of patients just not turning up for the early morning slots in particular. Please sign up for text reminders to your mobile phone or register for online services where you can cancel as well as book appointments – that helps us immensely. If you have any problems with the online services please ask at reception where they will be happy to help you.

We also apologise if patients find it hard to get through by telephone. We have measured demand and have tried to increase the number of staff at peak times and we will be recruiting new staff to help.

(see over for the questionnaire)

Appendix A
East Leake Medical Group

Practice Nurse Survey 2015

Please hand in at reception when completed

About the nurse (whom you have just seen)	Poor	Fair	Good	Excellent
1 The warmth of the nurse's greeting to me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 On this visit I would rate the nurse's ability to listen to me as	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 The nurse's explanation of things to me were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 The extent to which I felt reassured by this nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 The opportunity the nurse gave me to express my concerns or fears was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 The respect shown to me by this nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 The recommendation I would give to my family or friends about this nurse would be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any other comments about the nurse?

About the visit

Please <u>rate your satisfaction</u> with the	Poor	Fair	Good	Excellent
1 <u>DAY</u> of your appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 <u>TIME</u> of your appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 How did you find the process of booking your appointment?				

Thank you for taking the time to give us this feedback