

Annual Patient Survey 2012

Analysis of Responses



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Introduction

In previous years the Department of Health (DH) has carried out a national survey on patients' views of their health care. In 2012 the survey was not carried out by the DH, so MyHealth has carried out its own patient survey as we believe it provides us with an invaluable insight into our patients' views on the care we provide. We aim to repeat this survey on an annual basis to monitor our patients' satisfaction and their comments on improvements we make to our services and premises.

276 patients completed our 2012 survey, 220 by filling in a paper questionnaire and 56 responded online.

Overall, the responses were positive about the services and the care provided by MyHealth at all four of its branches.

Our survey asked patients questions in 8 sections. These comprised:

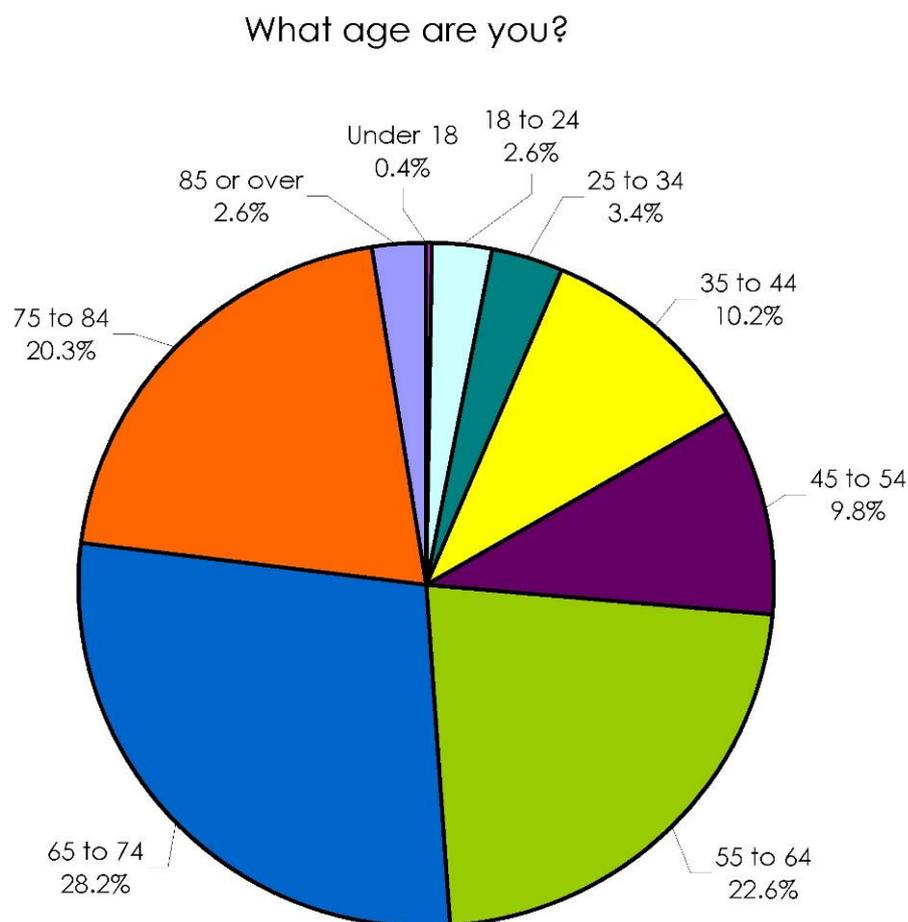
- General questions about the respondent
- Accessing GP services
- Making an appointment
- Waiting times
- Views about your last GP appointment
- Views about your last Nurse appointment
- Opening Hours
- Overall Experience of MyHealth

Each of these sections is explored in turn below.

General demographic questions

Of the 276 respondents, 40% were male and 60% were female, with the majority of the respondents aged between 55 and 84 (71%). Patients under 35 years of age were not well represented, but this reflects the general pattern of attendance at the health care centres, so this group of people were less likely to pick up a survey and respond. We are hoping to engage more young people (especially teenagers) in helping us to provide appropriate health care for their age group.

The graph below shows the age distribution of the survey respondents:

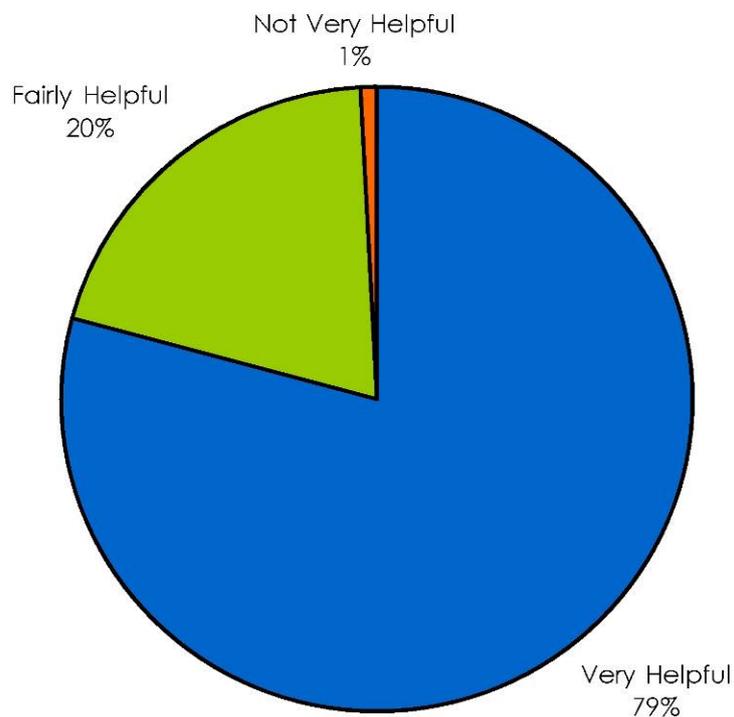


Of the responses received, 39% attended Strensall Health Care Centre with 22%, 21% and 18% attending Stamford Bridge, Huntington and Dunnington Health Care Centres respectively.

Accessing GP Services and Making an Appointment

We asked patients if they found the receptionists to be helpful at MyHealth. The responses we received showed that 79% of patients found our receptionists to be very helpful and 20% found them fairly helpful. Only 1% of patients thought our receptionists were not very helpful and 0% found our receptionists to be 'not at all helpful'.

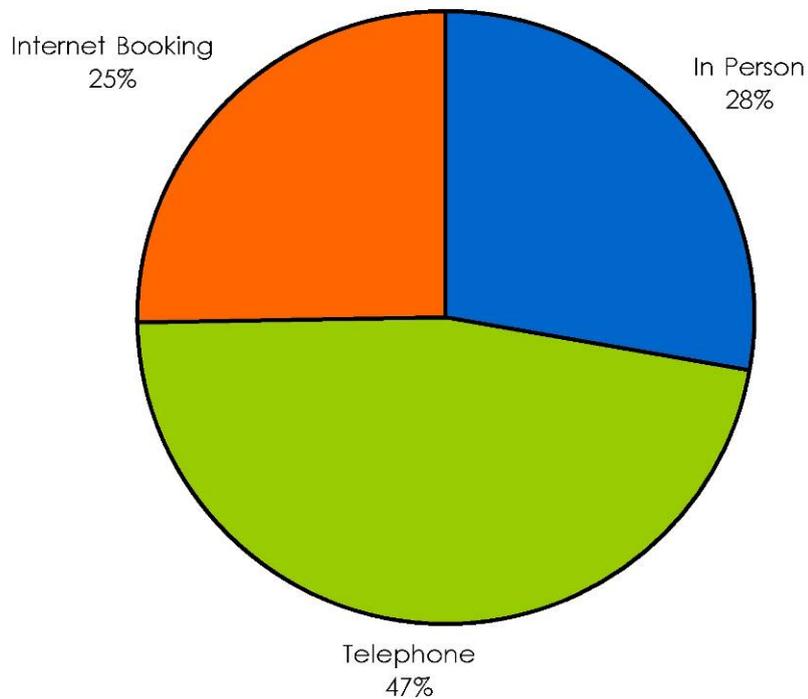
How helpful do you find the receptionists at MyHealth?



We asked how easy you found it to get through to us on the phone. Mostly patients reported that it was very easy (46%) or fairly easy (46%).

Most people said they used the phone to book their appointment (47%) with 28% preferring to book appointments in person and 25% using the internet and our on-line appointment booking service.

How do you normally book your appointments?

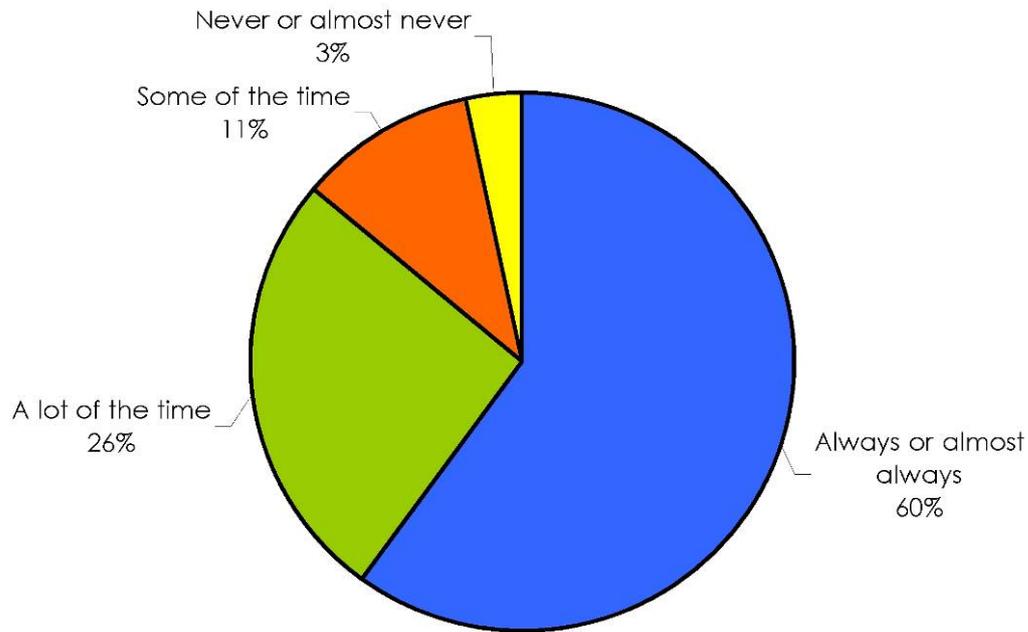


We did ask how you would *prefer* to book your appointments, and unremarkably 41% wanted to use the telephone, 26% wanted to make their appointments in person and 26% wanted to use the internet. A resounding 0% wanted to use an automated telephone booking system!

We asked how often patients were able to see or speak to their preferred GP. 60% reported that they were able to do this always or almost always. 26% said they were able to do this a lot of the time and 11% some of the time.

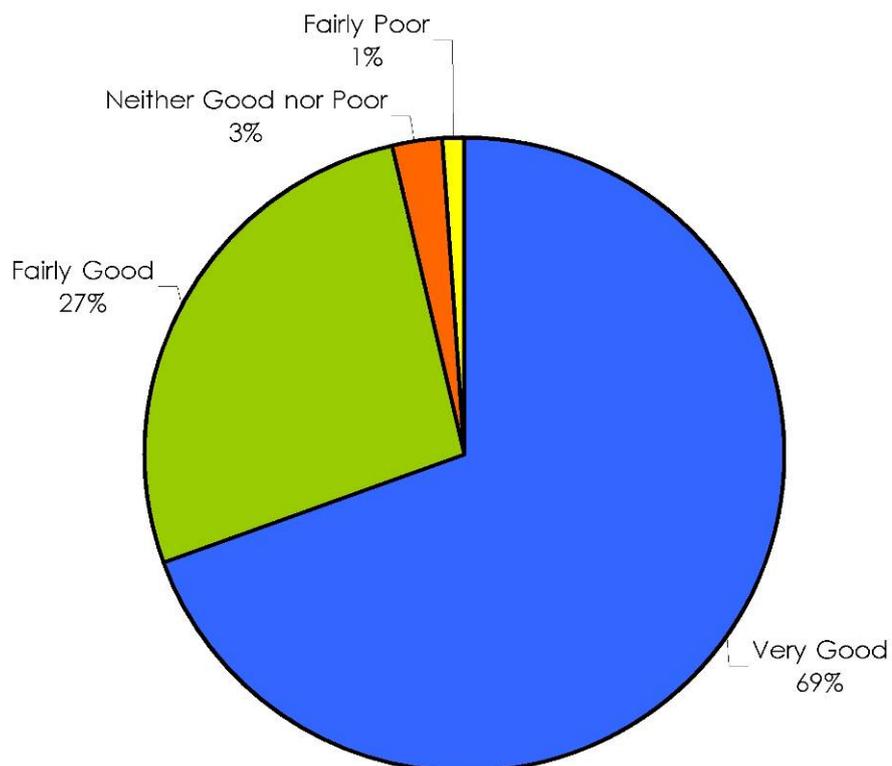
Only 3% reported that they could never or almost never see or speak to their preferred GP.

How often do you get to see/speak to your preferred GP?



In general, 69% people found their experience of making an appointment to be very good and 27% fairly good. Only 3% found it to be neither good nor poor and 1% found their experience to be fairly poor:

How would you describe your experience of making an appointment?

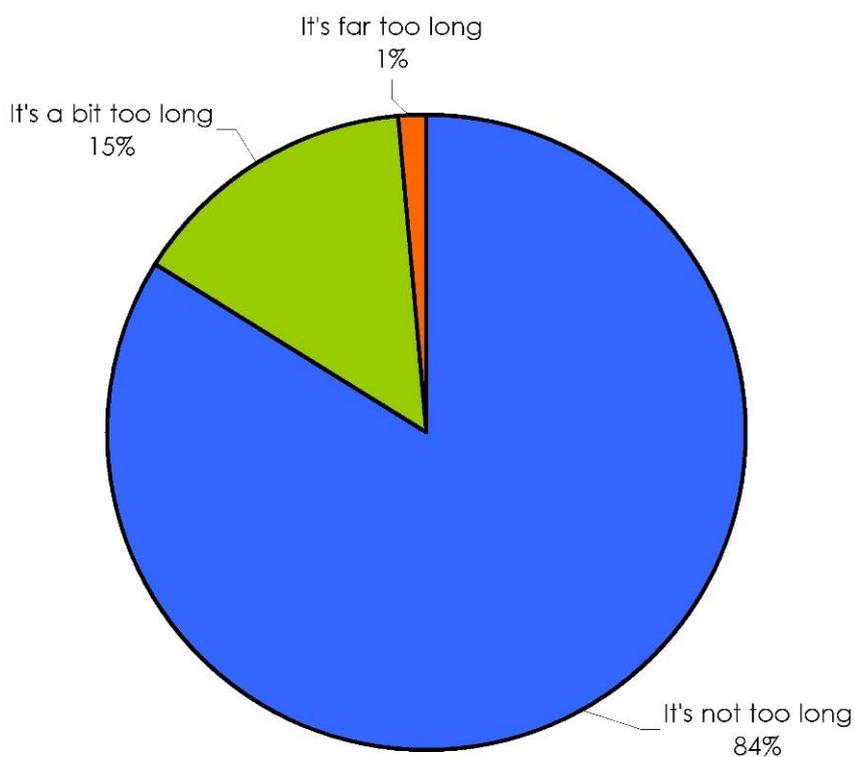


Waiting Times

We asked patients if they had to wait beyond their appointment times, and whether this was too long.

Although patients generally had to wait a few minutes, 84% felt that this was not too long, with only 15% thinking it was a bit too long and 1% thinking it was far too long.

How do you feel about how long you normally have to wait?



Views about your last GP appointment

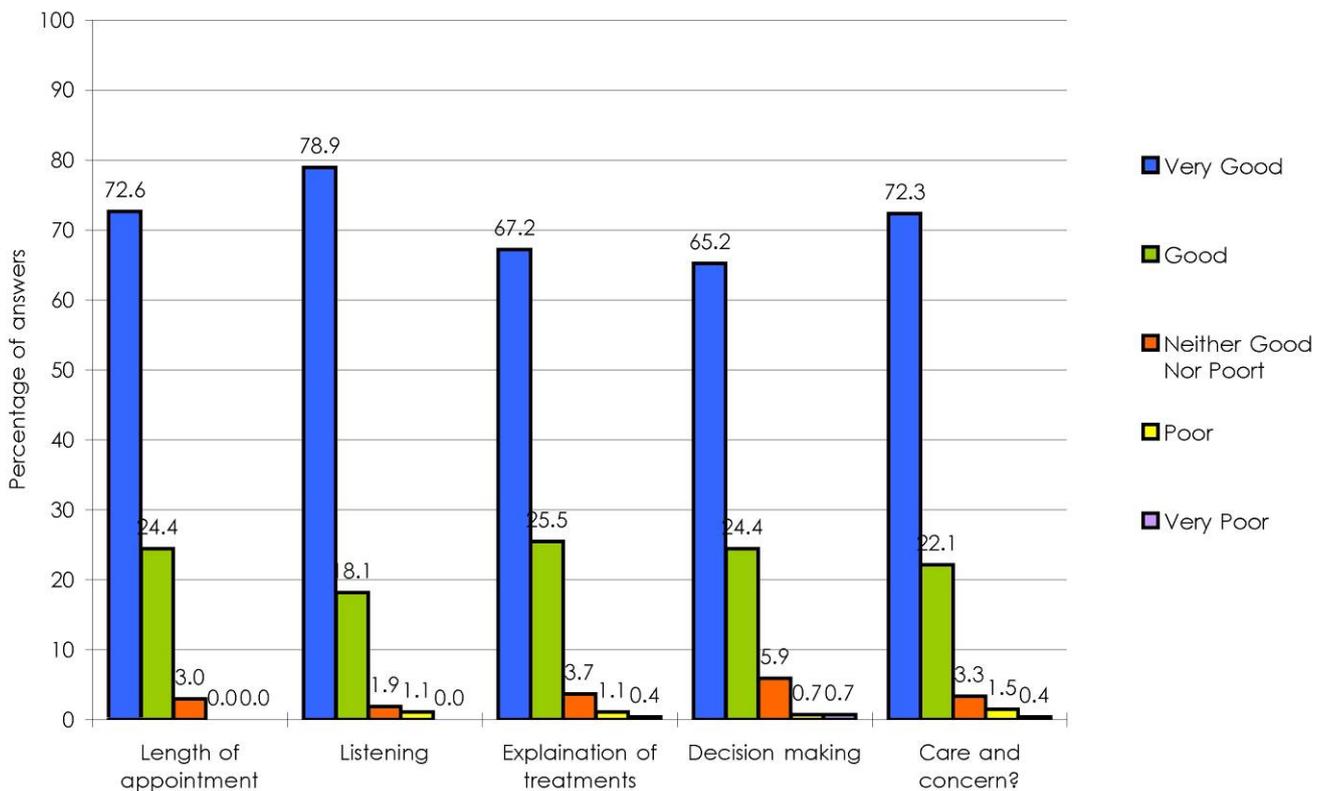
We asked patients to think about their last GP appointment and how good the GP they saw was at each of the following:

- Giving you enough time
- Listening to you
- Explaining tests and treatments
- Involving you in decisions about your care
- Treating you with care and concern

As the graphs below demonstrate, an overwhelming majority thought the GP they saw was 'very good' or 'good' at all of the above.

Only a small number of patients found their GP appointment to be poor or very poor. These patients also submitted some helpful comments on their questionnaire stating why they felt their experience was so poor. Such honest remarks are always welcome as they allow us to investigate problems and implement changes if necessary.

How good was your GP appointment?



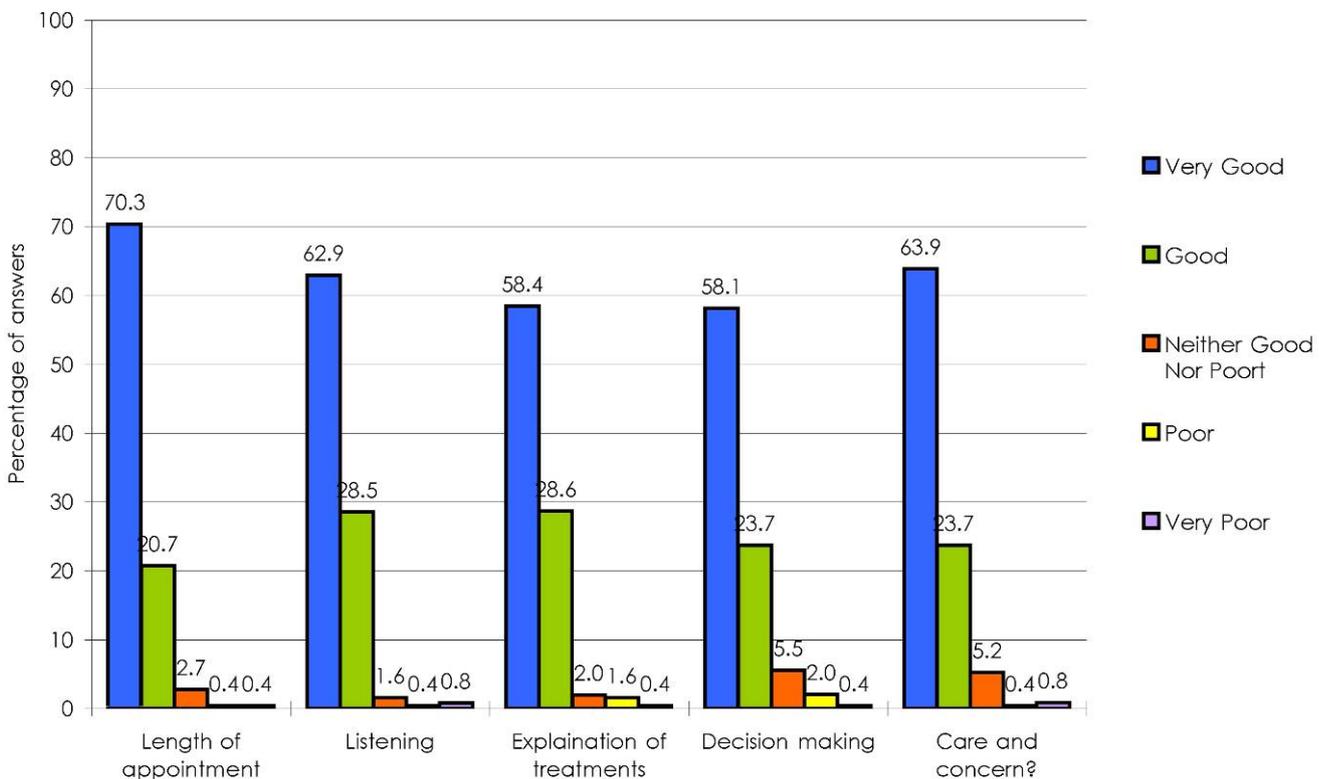
Views about your last Nurse appointment

We also asked the same questions about patients' last Nurse appointment, asking them to rate how good the nurse they saw was at the following:

- Giving you enough time
- Listening to you
- Explaining tests and treatments
- Involving you in decisions about your care
- Treating you with care and concern

Again, the majority of patients rated their nurse as very good or good at all of the above, as shown in the graphs below. We will further investigate the small number of poorly rated statistics to ensure our service can be improved.

How good was your nurse appointment?



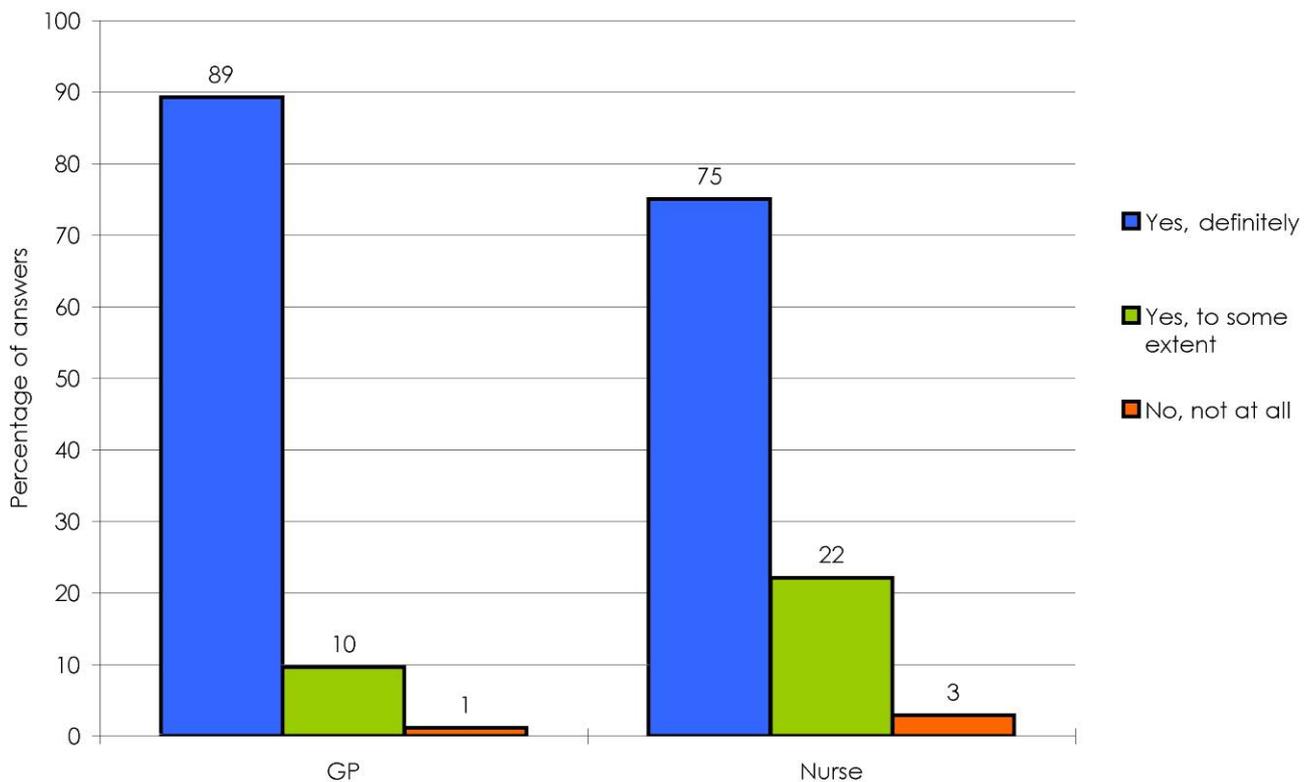
Confidence in your clinician

For the final questions relating to appointments, we wanted to find out whether patients had confidence and trust in their clinician.

The results below show that our patients feel that they definitely, or to some extent, had confidence and trust in the GP (99%) or the Nurse (97%) that they saw at their last appointment.

We are aware of a small number of incidences where patients felt they had no confidence in their GP or Nurse. This is reflected in the small 4% of patients who gave a rating of 'No, not at all'.

Do you have confidence and trust in your clinician?

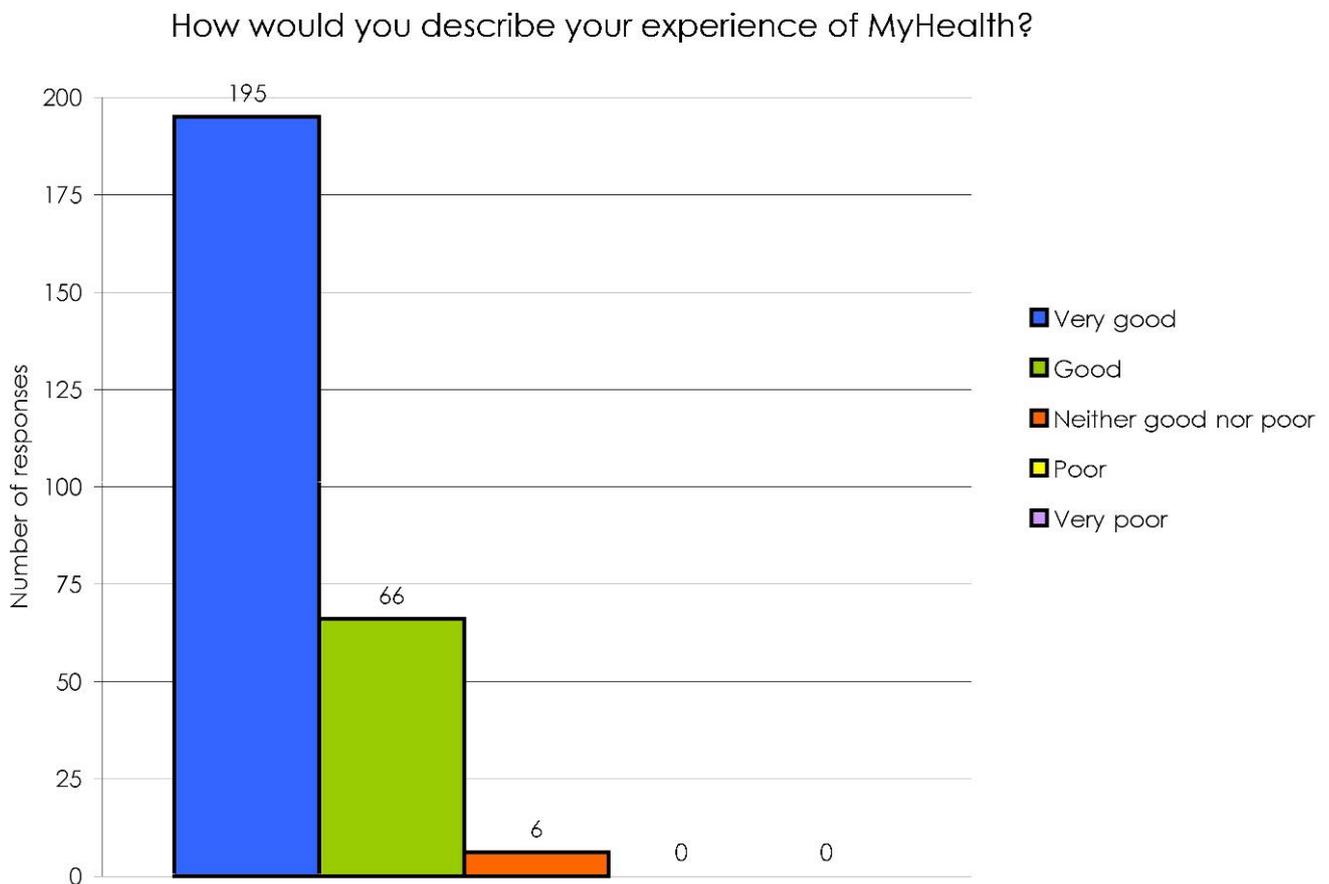


Opening Hours

We wanted to find out if MyHealth was open at convenient times for our patients. 59% of patients said they were very satisfied and 36% were fairly satisfied with our opening hours. Only 3% were neither satisfied nor dissatisfied and 2% fairly dissatisfied.

Overall Experience of MyHealth

Finally we asked you how you would describe your experience of MyHealth. We are delighted to say 98% of patients who responded to our survey said that their experience of MyHealth was either very good or good!



This positive view of MyHealth was supported by the comments we received on the returned survey forms. A small selection is given below:

"Your service to me has always been second to none"

"I consider myself very fortunate to have such an excellent GP"

"Reception staff are helpful and professional"

"Your reception staff are marvellous, they deserve a medal!"

"Having been with the practice since 1961, I find that over the years the changes have been positive"

"Having worked in three surgeries (and one hospital) you come very high on the list"

"I have been with this surgery for around thirty years now and have never had any reason to fault neither mine nor my family's care. Thank you to you all"

"We are so fortunate to have such an excellent service"

"It is a really good set up and absolutely brilliant staff and service"

"The whole team is first class"

"I love you guys, I cannot fault the service that I am given"

"The practice has a good reputation, including in the local hospital"

"I can't understand why every GP surgery isn't run the same! You are outstanding!"

In summary, the majority of our patients who responded to our survey were happy with the care and services they receive from MyHealth. The small percentage of replies which identified areas where we could do better will be analysed closely and remedial actions taken where appropriate. MyHealth undertakes a patient survey on an annual basis and we will monitor our improvements carefully.

Thank you

Thank you to our patients for your responses. If you have any queries or comments about this survey, please contact Joanne Rowe (Practice Manager) or Dr Ian Lyall (Senior Partner).