

## Annual Patient Survey 2014 Analysis of Responses

### Introduction

Historically the Department of Health (DH) carried out a national survey on patients' views of their health care. Their final survey was in 2011; MyHealth believe that an annual patient survey is both a very important tool and learning experience; so from 2012 we have carried out our own in-house survey. We ask all our patients every year what they think about our services. The results arising from the survey form a basis for planning improvements to the way our staff work and also our services and premises. We always strive to improve, so please do continue to give your comments.

We would like to thank the 129 patients who completed our 2014 survey, compared to 228 in 2013 and 276 in 2012; **we would ask more patients to consider completing a survey form in future years as the higher number of patients who complete the survey, the more comprehensive the report will be. We would be particularly grateful if younger patients could complete a survey so that we can be better informed of their opinions.**

Overall, the responses were positive about the care and services provided by MyHealth across all four branches. The survey comprised ten sections:

- Accessing medical services
- Making my appointment
- My appointment waiting times
- My last doctor appointment
- My last nurse appointment
- My prescription services
- MyHealth's opening hours
- Overall experience
- MyHealth online
- Carers

Each of these areas is considered within this report.

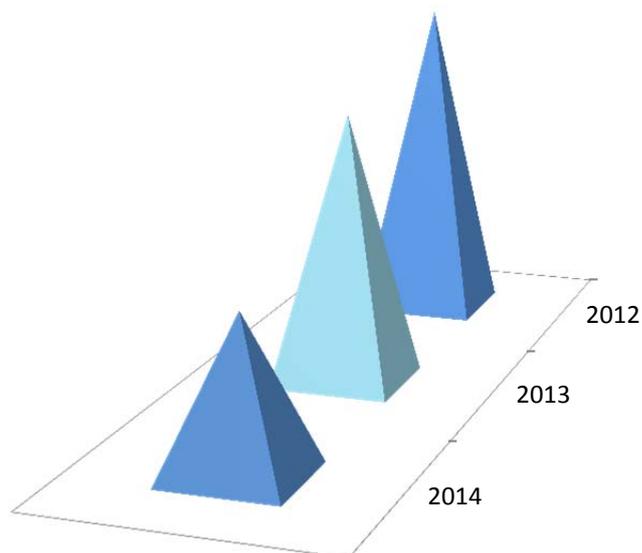
### **2014 Results**

We are delighted to report that over 98% of patients who responded told us that their overall experience with MyHealth was either very good or good.

## Overview

### General Demographic Questions

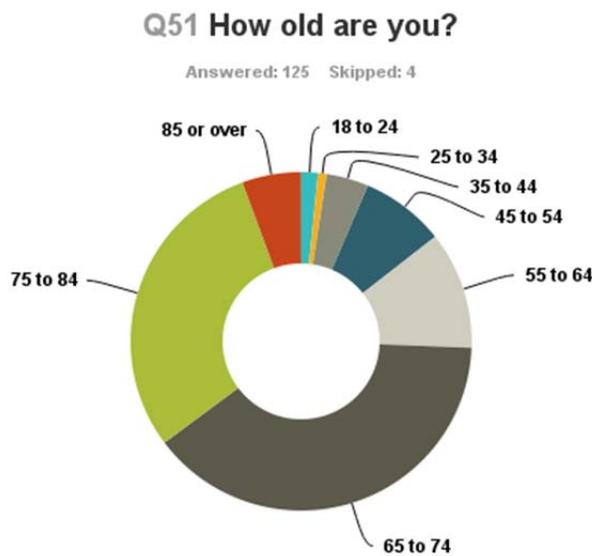
#### Who responded to the Patient Survey



#### 2014

Of the 129 respondents, 40% were male and 60% were female, with the majority of respondents aged between 55 and 84 (80%). Patients aged under 35 comprised less than 3% of the total responses, this does reflect the general pattern of attendance across all four health centres, resulting in fewer people within this age demographic completing a survey.

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



27% of respondents attend Strensall Health Care Centre, 26% attend Stamford Bridge, 24% Huntington and 23% Dunnington. We are pleased to have attracted a similar proportion of responses from each surgery.

### Accessing Medical Services

#### Receptionists

We asked patients how helpful they found our receptionists to be. We noted that over the previous 3 years' surveys, over 97% of patients have found our receptionists to be either very helpful, or helpful. Over the 3 years' surveys less than 1.5% of patients found them not very helpful and no respondent found them to be not at all helpful; however we are not complacent and will continue to strive to improve.

#### Telephone Contact

We were pleased to note that 88% of respondents found it very easy or fairly easy to contact MyHealth on the phone.

### Booking of Appointments

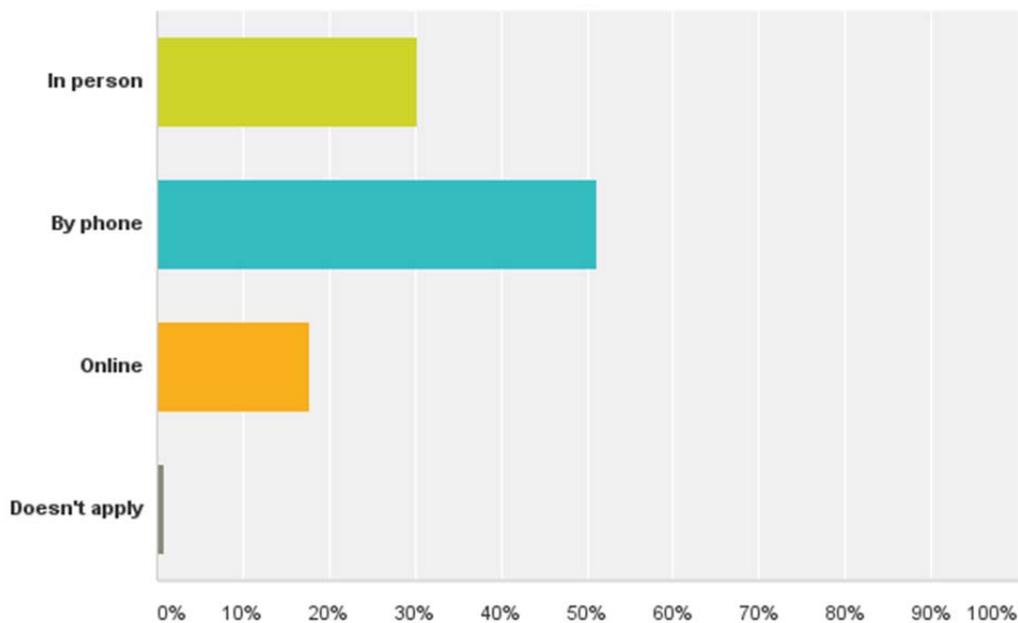
We asked respondents how they book their appointments. 30% book in person, 52% ring to book and 18% use the online service.

The figures for 2013 were: In person 24%, Phone 53%, Online 23%,

The figures for 2012 were: In person 28%, Phone 45% and Online 25%

#### Q5 How do you normally book your appointments to see a doctor or nurse at MyHealth?

Answered: 129 Skipped: 0



### Reception

Most respondents did say that they can be overheard in reception, but 80% did not mind. 15% did mind, and we would like to advise all patients that if they wish to speak to the receptionist in confidence they should ask and the receptionist will arrange this.

## Making My Appointment

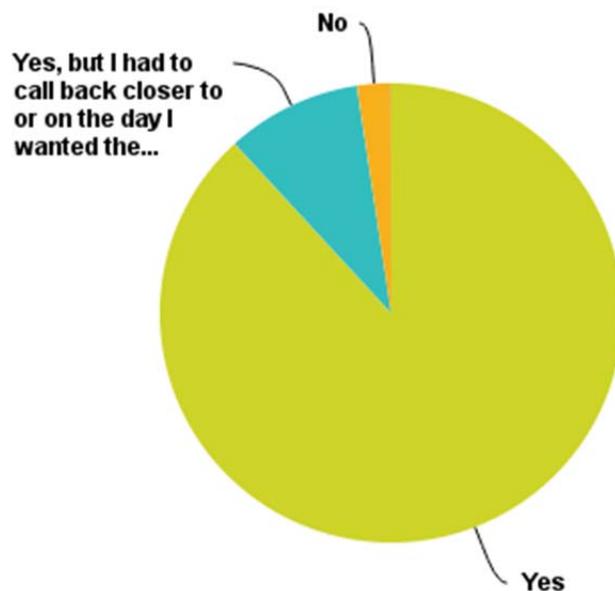
We asked respondents what they wanted to do the last time they made an appointment to attend at one of our surgeries.

- 71% wanted to see a doctor
- 18% wanted to see a nurse
- 9% wanted to speak to a doctor
- 2% wanted a home visit

We then asked patients if they were able to get an appointment to see or speak to someone. Over 88% of respondents were able to, just over 9% could but had to call back closer to or on the day they wanted the appointment. 2% were unable to.

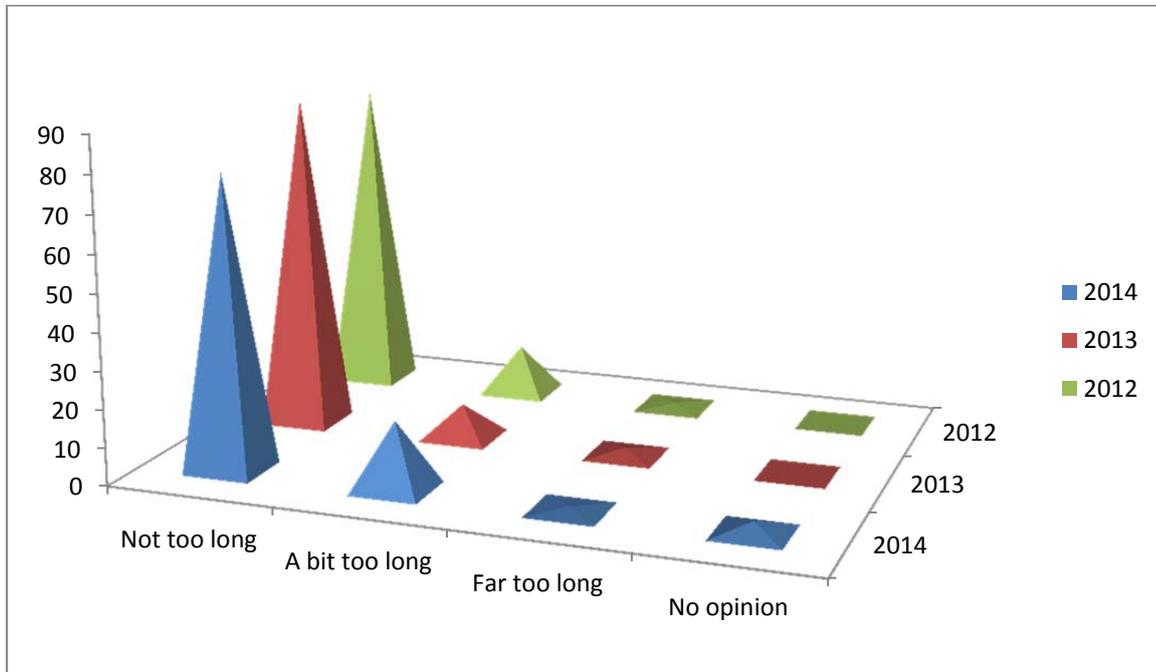
### Q11 Were you able to get an appointment to see or speak to someone?

Answered: 127 Skipped: 2



67% reported that the appointment was very convenient, 30% fairly convenient, with only 3% saying the appointment was not very convenient. No respondent stated that the appointment was not at all convenient.

We asked patients 'how do you feel about how long you normally have to wait when you arrive for your appointment? We then compared this data with that provided by respondents in 2012 and 2013. Our findings are below:



## My Last Doctor Appointment

We asked respondents to reflect on their last appointment with a GP and to consider how good the doctor was at:

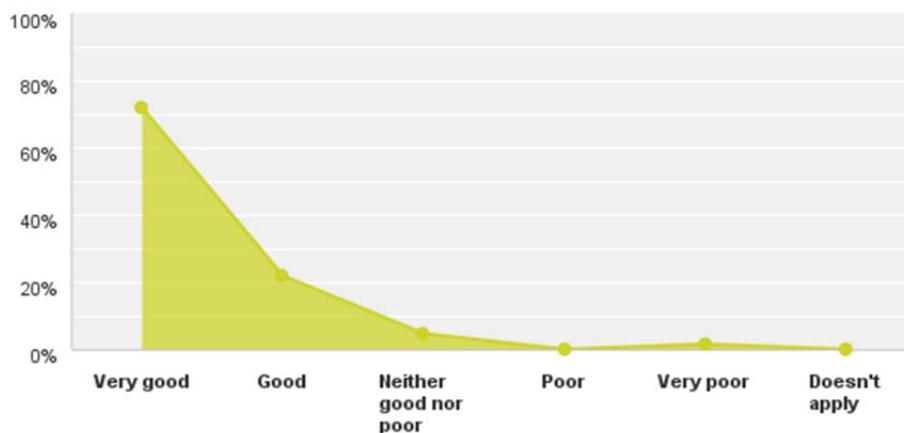
- Giving you enough time
- Listening to you
- Explaining tests and treatments
- Involving you in decisions about your care
- Treating you with care and concern
- Did you have confidence and trust in the doctor you saw or spoke to?
- About the length of time between having medical tests and getting results

As you will see from the information below, a huge majority of respondents felt that the GP they consulted with was either 'very good' or 'good.'

Only a very small number of patients found their GP appointment to be poor or very poor. We are grateful to those patients who gave comments; we can then investigate the reason for this and hopefully avoid such situations occurring in the future.

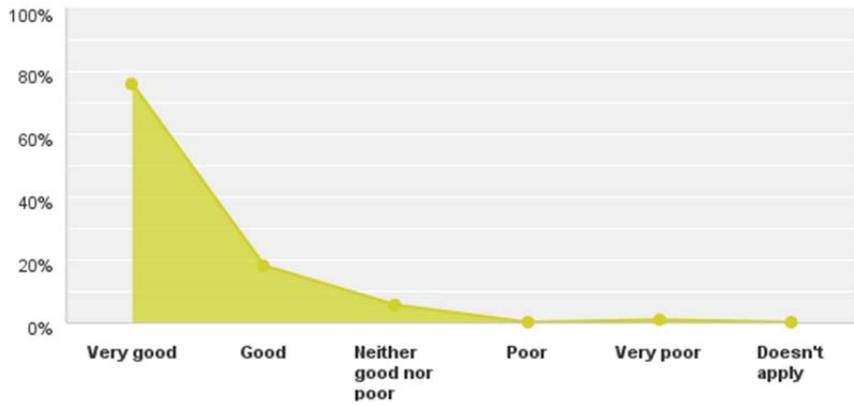
### Q20 Giving you enough time?

Answered: 128 Skipped: 1



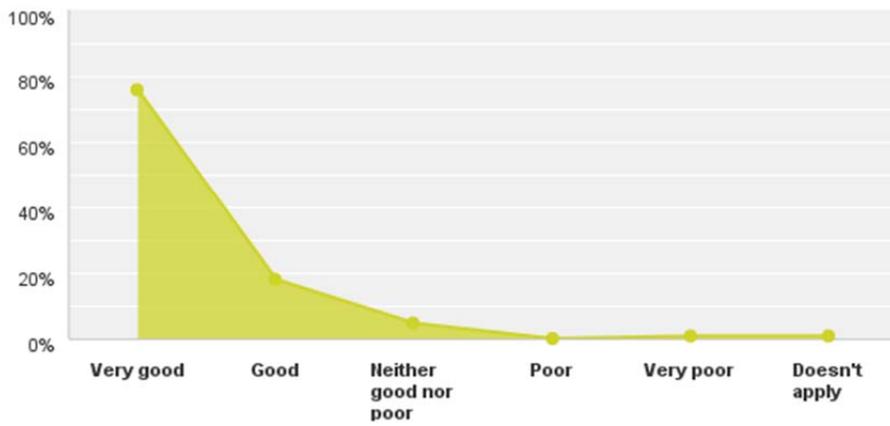
### Q21 Listening to you?

Answered: 128 Skipped: 1



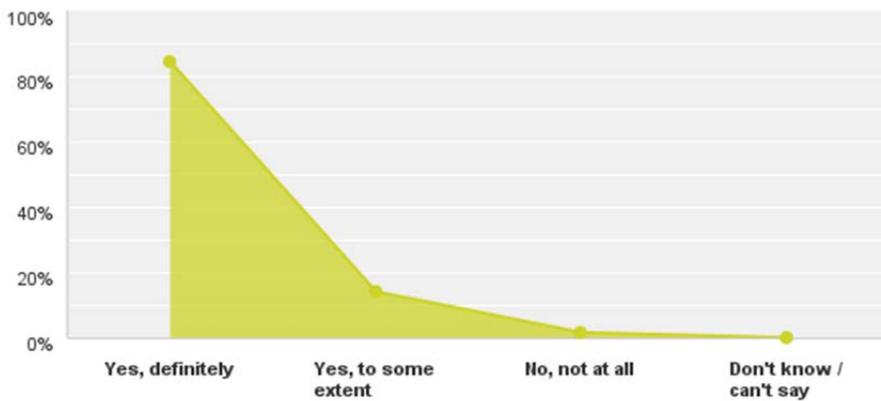
### Q24 Treating you with care and concern?

Answered: 128 Skipped: 1



### Q25 Did you have confidence and trust in the doctor you saw or spoke to?

Answered: 128 Skipped: 1



The figure for Q25 in 2013 was: Yes definitely 89.6%, Yes to some extent 9.9%, Not at all 0.5%, so very broadly similar over both years.

## My Last Nurse Appointment

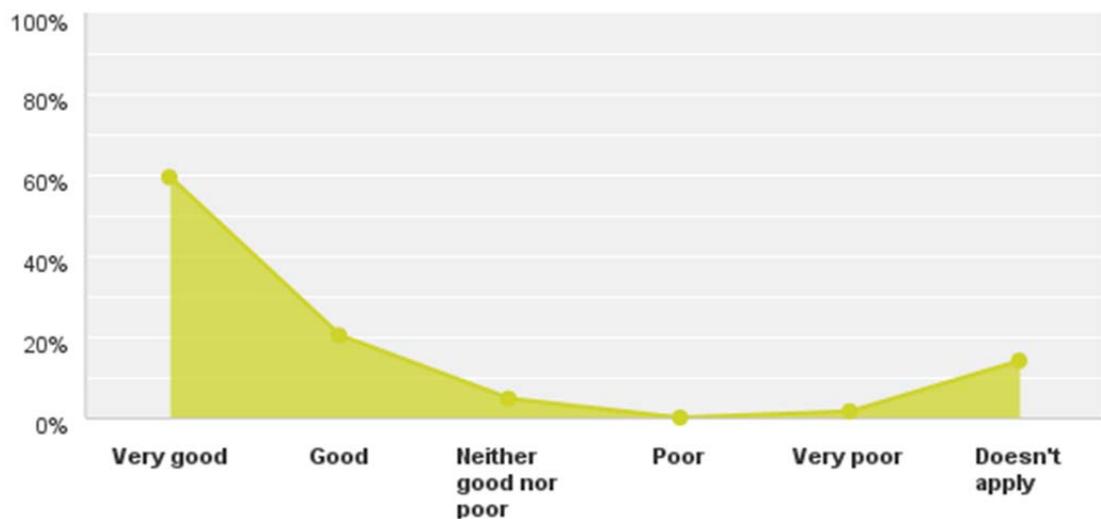
We also asked the same questions about the respondent's last nurse appointment experience and to consider how good the nurse was at:

- Giving you enough time
- Listening to you
- Explaining tests and treatments
- Involving you in decisions about your care
- Treating you with care and concern
- Did you have confidence and trust in the doctor you saw or spoke to?
- About the length of time between having medical tests and getting results

As you will see from the information below, a majority of respondents felt that the nurse they consulted with was either 'very good' or 'good.'

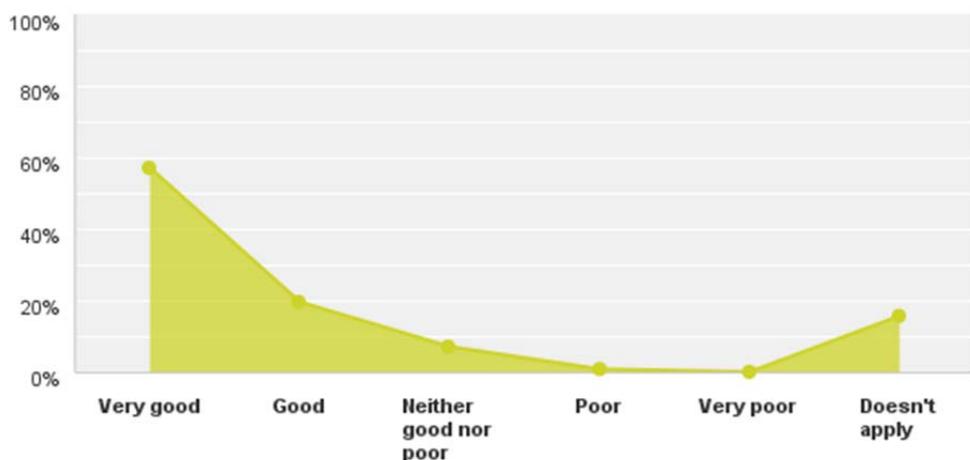
### Q29 Explaining tests and treatments?

Answered: 128 Skipped: 1



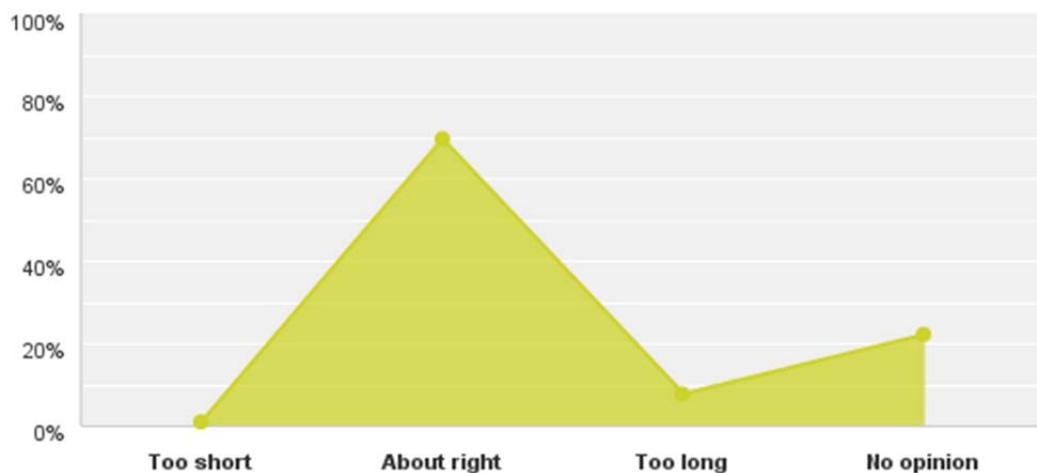
### Q30 Involving you in decisions about your care?

Answered: 128 Skipped: 1



### Q33 Think about the length of time between having medical tests done and discussing the test results with a nurse. Is this time...

Answered: 118 Skipped: 11



## My Prescription Services

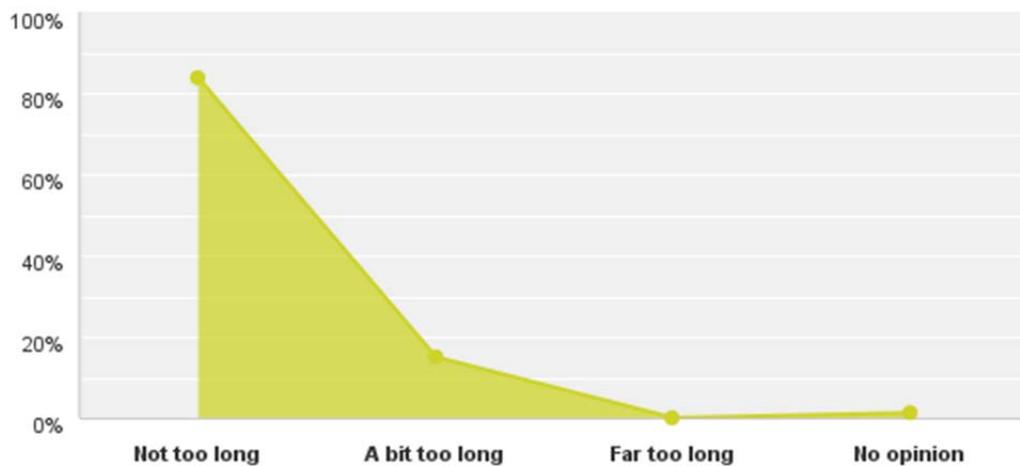
We asked patients to think about the last time they used our dispensary services. We were delighted to note that over 85% of respondents found our dispensers to be courteous and professional to either a 'very good' or 'good' standard.

Almost 89% of patients found it either 'very easy' or 'easy' to order repeat prescriptions.

84% of respondents think that 2 working days to prepare a repeat prescription is not too long; 15% thought it a bit too long, no respondent found it far too long.

### Q37 MyHealth asks for 2 working days to prepare your repeat prescriptions. Do you think this is...

Answered: 80 Skipped: 49



## MyHealth's Opening Hours

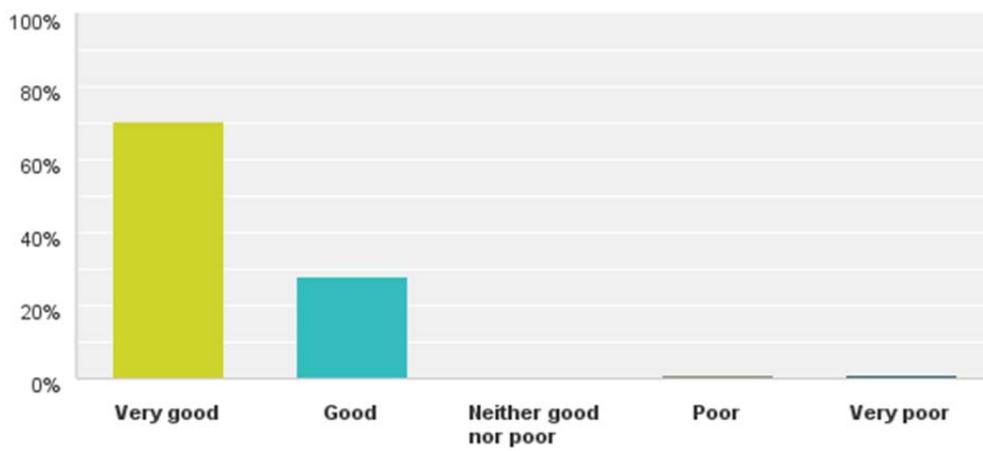
Over 89% of respondents were either 'very satisfied' or 'fairly satisfied' with our opening hours. Only 3% were fairly dissatisfied and 1% were very dissatisfied.

## Overall Experience At MyHealth

We are very pleased to note that 98% of 2014 respondents are of the view that experience at MyHealth was either 'very good' or 'good.' In both 2013 and 2012 this figure was 97%, we are delighted with this increase.

### Q42 Overall, how would you describe your experience of MyHealth?

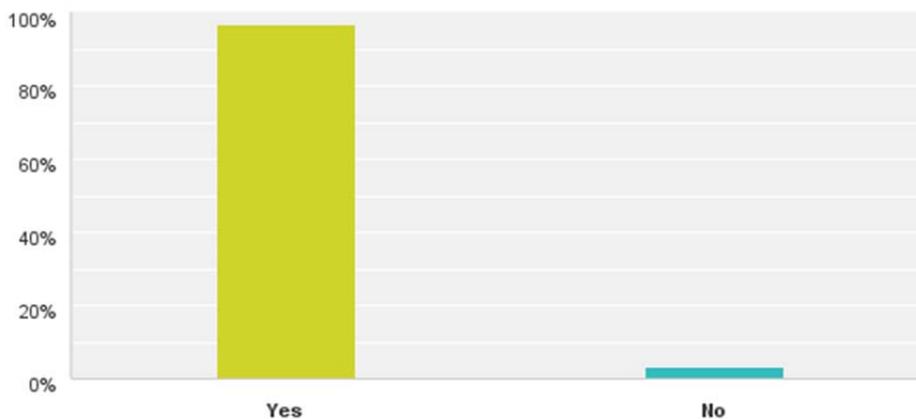
Answered: 125 Skipped: 4



We are even more pleased to see that an outstanding 97% would recommend MyHealth to their friends and family.

### Q44 Would you recommend MyHealth to your friends and family?

Answered: 125 Skipped: 4



These positive views were supported by the comments we received on the completed survey forms. A small sample is shown below:

**"I have always found the doctors, nurses and staff most helpful, and have confidence in all."**

**"An excellent surgery – must be the best in the country."**

**"An outstanding team of doctors."**

**"I consider MyHealth to be second to none."**

**"The surgery is very clean and hygienic."**

**"The Practice is forward thinking."**

**"A good service that puts the needs of patients at the forefront."**

**"Awesome, keep up the great work."**

**"None of my colleagues can believe how easily I can see or speak to the doctor of my choice."**

**"Receptionists are brilliant."**

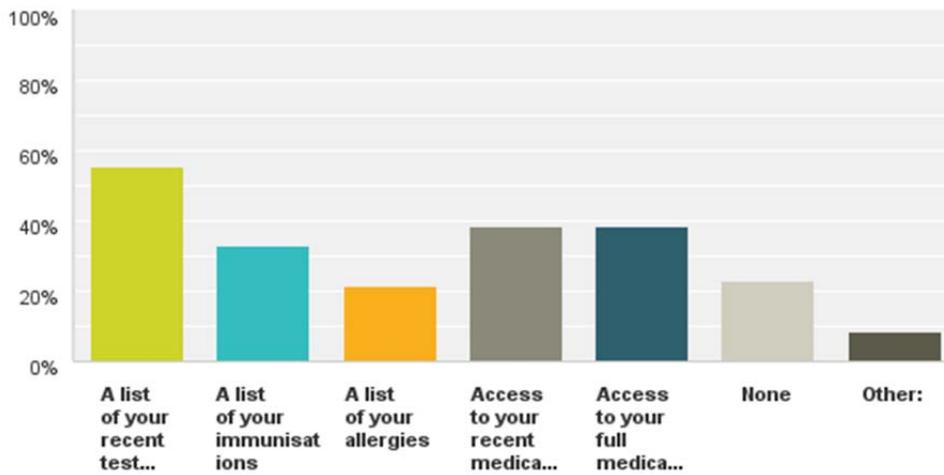
**"For a routine appointment, I can get one after work, which is very convenient."**

## MyHealth Online

We asked patients which additional options would they like to be made available online. As you will see from the results below we received a fairly even split across all areas. We will use these statistics to aim to improve our online services to patients in the future.

### Q45 Which of the following additional options would like made available to you online:

Answered: 70 Skipped: 59

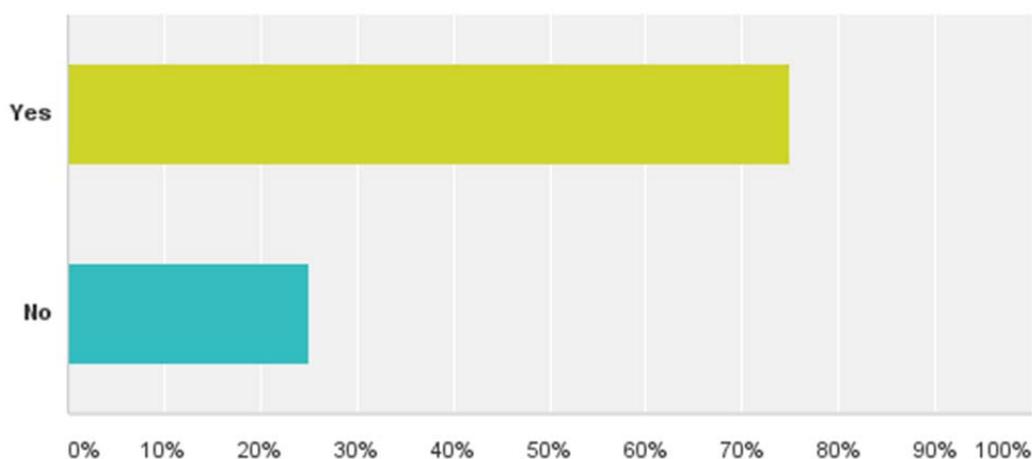


## MyHealth Carers

13% of patients do look after someone, 87% do not. Of those patients who are carers 75% said they do know how to obtain professional advice and support, whilst 25% do not.

### Q49 If 'Yes' to Q1, do you know how to obtain professional advice and support?

Answered: 16 Skipped: 113



We do have a Carers noticeboard in each surgery; and certain members of the Practice team are 'Carer Champions,' so please do ask if you require more information.

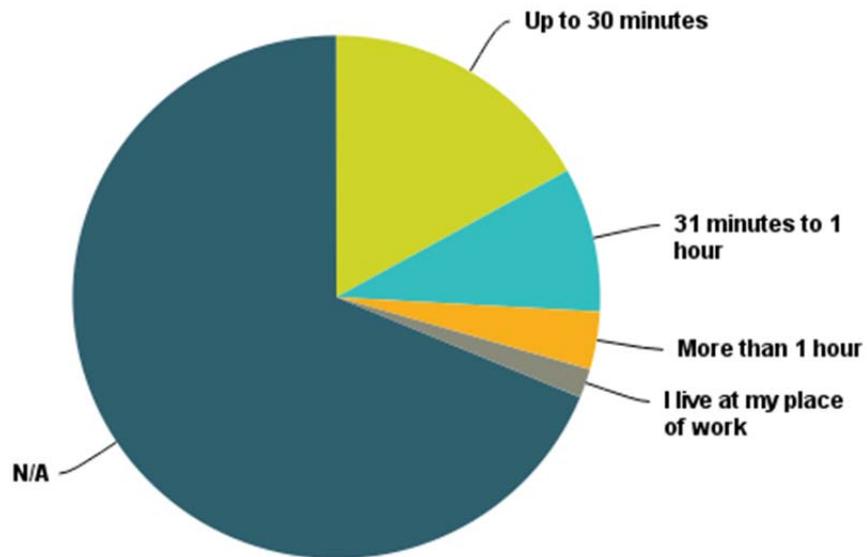
## Final Questions

We asked patients if they need to see a doctor or nurse during typical working hours, can you take time away from work to do this. 18% said yes, 9% said no and 73% said the question did not apply to them.

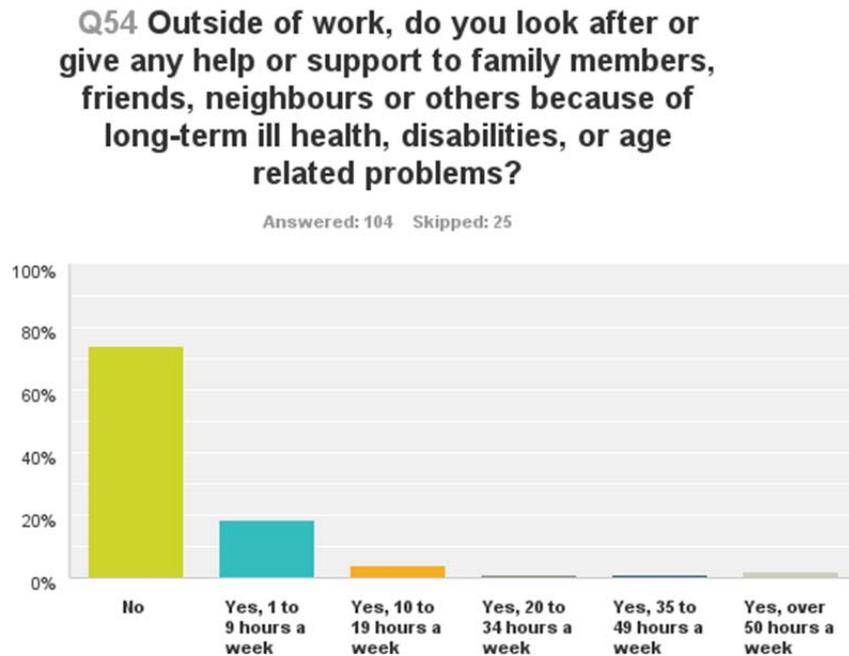
We asked patients how long, in general, does their journey take from home to work. Results are as follows:

### Q53 In general, how long does your journey take from home to work?

Answered: 112 Skipped: 17



We also asked patients if they look after or give any help or support to family members, friends, neighbours or others because of long-term health, disabilities or age related problems. The results are shown below.



These statistics are very useful to us as they highlight how much care support our patients give to others.

## Summary of Responses

We are pleased to see that the majority of the respondents to our survey are happy with the services and care we provide at MyHealth. However, we are not complacent and will investigate where patients have noted that we can improve. We will also consider all suggestions made with a view to continuing to improve the service we provide.

## Thank You

Thank you to all respondents for taking the time to complete our survey forms. If you have any questions or comments then please contact Joanne Rowe (Practice Manager) or Dr Graham Gibson (Lead Partner).

December 2014