

Sedlescombe House Surgery



Patients Questionnaire 2017

The Sedlescombe House Patient Participation Group undertook a survey of patients at various surgery sessions across May 2017. A total of 141 questionnaires were completed, though not all forms were fully completed, therefore there were not 141 responses to each question. For the initial 9 questions that were scored, there were between 128 and 139 responses.

The scoring system used was as follows:

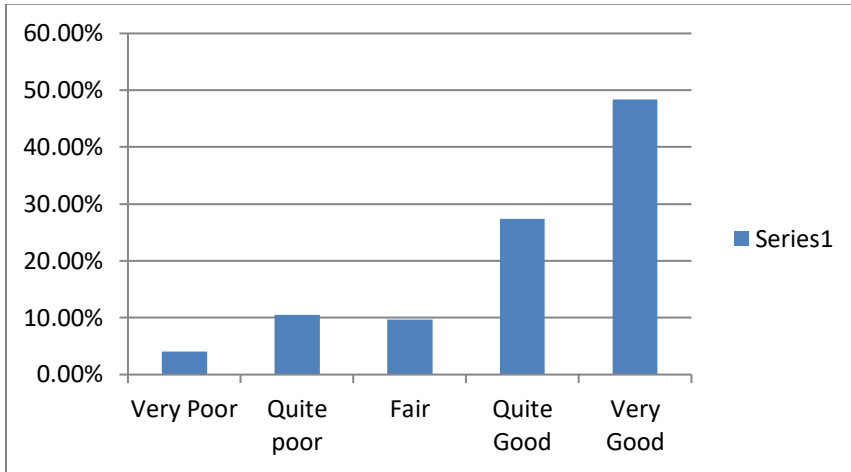
Scoring System:

- 1 = Very poor/very unsatisfactory
- 2 = Quite poor/quite unsatisfactory
- 3 = Fair/average/just satisfactory
- 4 = Quite good/quite satisfactory
- 5 = Very good/very satisfactory
- N/A = Not applicable

With thanks to the individual members of the PPG who helped to facilitate and gather the responses to this questionnaire, and the patients who gave of their time and views.

Q1 How easy was it to make your appointment by phone?

1	2	3	4	5	N/A	Total
5	13	12	34	60	13	137
4.0%	10.5%	9.7%	27.4%	48.4%		

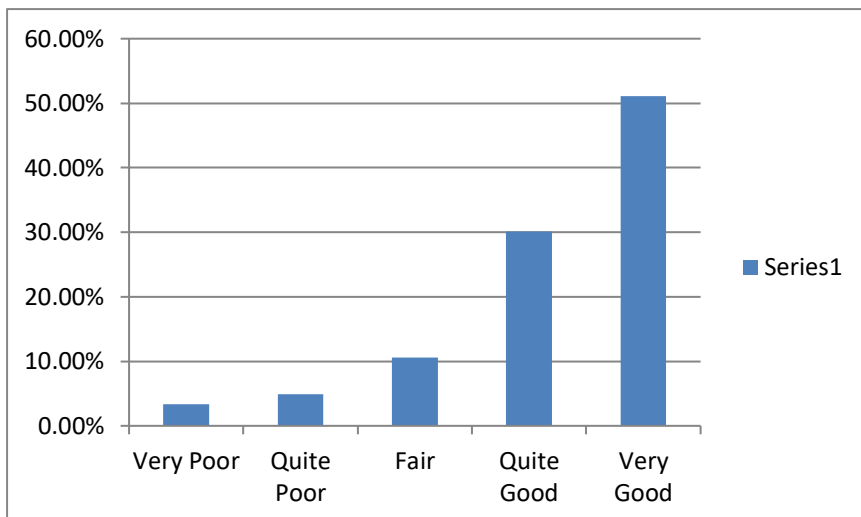


Average score = **4.06**

'Quite good' and 'very good' responses = **75.8%**

Q2 Was your call answered promptly?

1	2	3	4	5	N/A	Total
4	6	13	37	63	14	137
3.3%	4.9%	10.6%	30.1%	51.1%		

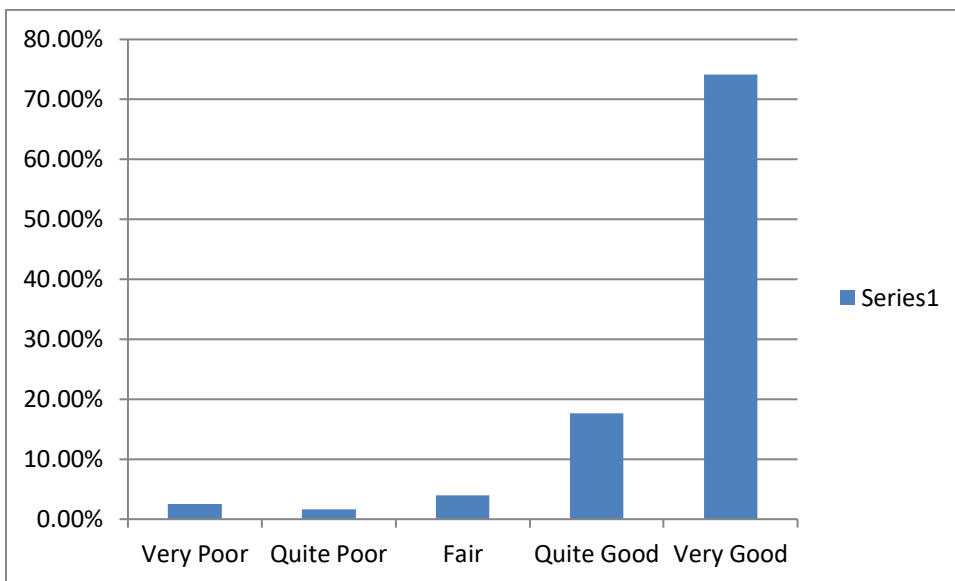


Average score = **4.21**

'Quite good' and 'very good' responses = **81.2%**

Q3 Was the person who took your call helpful and courteous?

1	2	3	4	5	N/A	Total
3	2	5	22	92	13	137
2.5%	1.6%	4.0%	17.7%	74.2%		

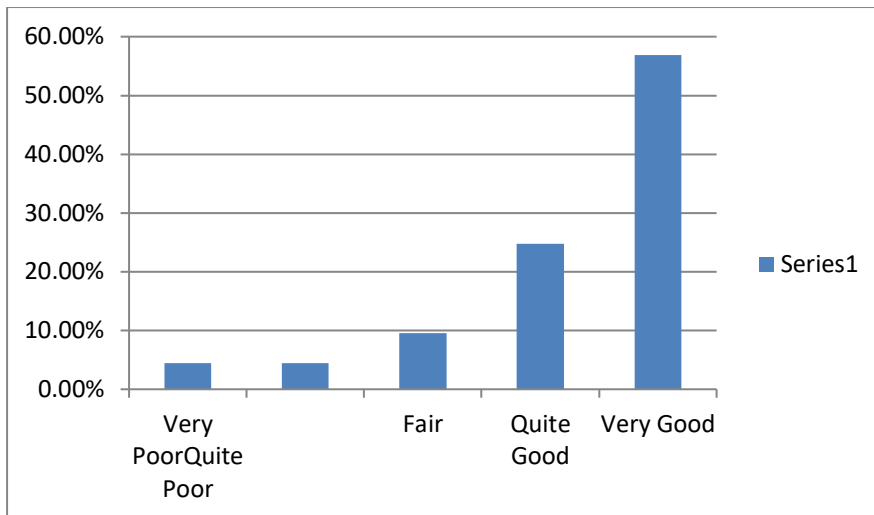


Average score = **4.60**

'Quite good' and 'very good' responses = **91.9%**

Q4 Do you feel your appointment was made within a reasonable timescale?

1	2	3	4	5	N/A	Total
6	6	13	34	78	2	139
4.4%	4.4%	9.5%	24.8%	56.9%		

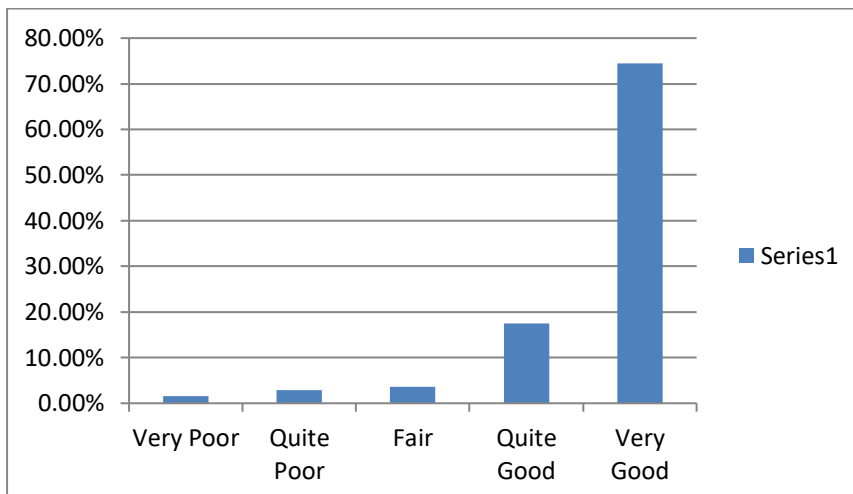


Average score = **4.26**

'Quite good' and 'very good' responses = **81.7%**

Q5 Was your appointment check-in handled in an efficient and courteous manner?

1	2	3	4	5	N/A	Total
2	4	5	24	102	2	139
1.5%	2.9%	3.6%	17.5%	74.5%		

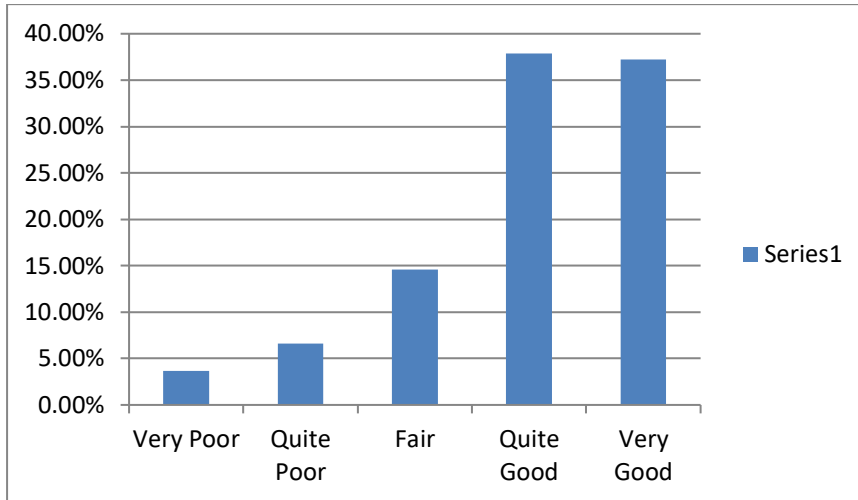


Average score = **4.61**

'Quite good' and 'very good' responses = **92.0%**

Q6 Bearing in mind that some consultations can take longer than others, did you have a reasonable waiting time to see your GP or Practice Nurse?

1	2	3	4	5	N/A	Total
5	9	20	52	51	1	138
3.7%	6.6%	14.6%	37.9%	37.2%		

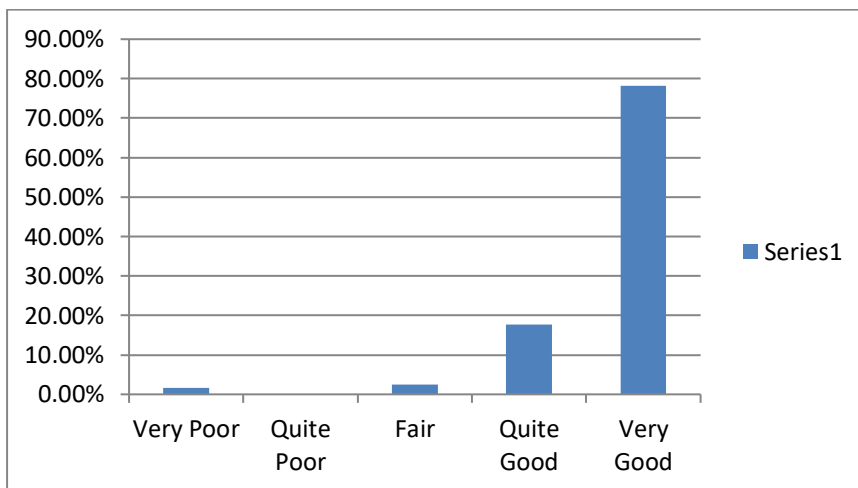


Average score = **3.99**

'Quite good' and 'very good' responses = **75.1%**

Q7 How was your appointment today with your GP or Practice Nurse? Did you feel you were listened to?

1	2	3	4	5	N/A	Total
2	0	3	22	97	6	130
1.6%	0%	2.5%	17.7%	78.2%		

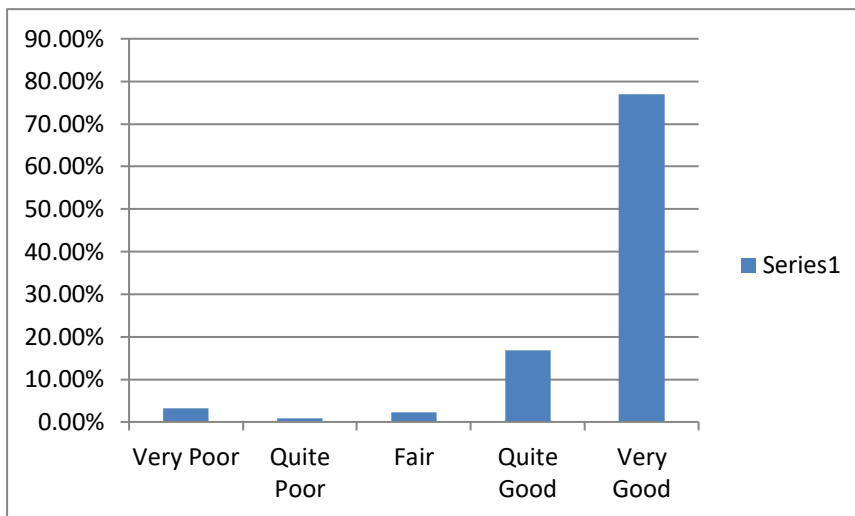


Average score = **4.71**

'Quite good' and 'very good' responses = **95.9%**

Q8 Did you understand the information given to you? How was the GP/Practice Nurse's communication with you?

1	2	3	4	5	N/A	Total
4	1	3	21	97	5	131
3.2%	0.8%	2.3%	16.8%	76.9%		

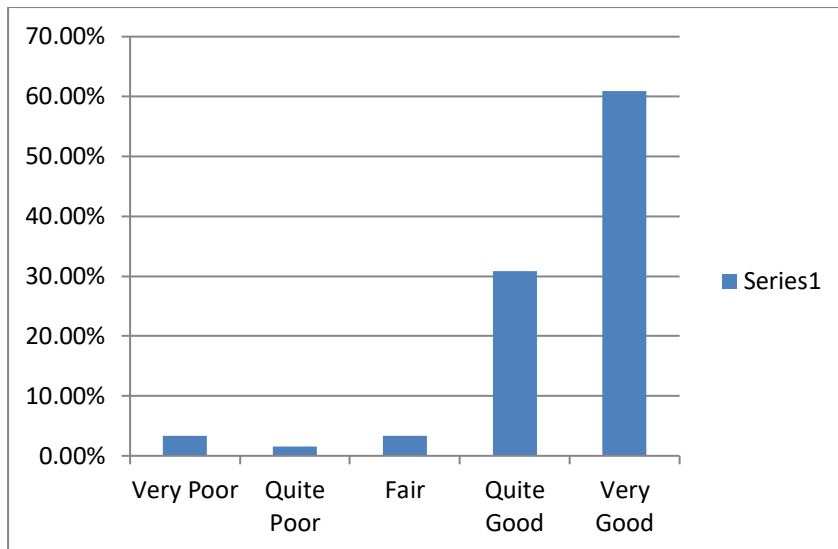


Average score = **4.63**

'Quite good' and 'very good' responses = **93.7%**

Q9 Do you feel that the health issue you brought to the surgery today is on the way to being resolved or that you are moving forward?

1	2	3	4	5	N/A	Total
4	2	4	38	75	5	128
3.3%	1.6%	3.3%	30.9%	60.9%		



Average score = **4.45**

'Quite good' and 'very good' responses = **91.8%**

Outcomes

The highest scoring response was to Q7 relating to being listened to by the GP or Practice Nurse. 95.9% of patients were quite satisfied or very satisfied and the average score was 4.71, both of which are exceptional figures.

The second highest score was the response to Q8 about information and communication, which again is an excellent outcome, particularly bearing in mind that the most common thread running through all health complaints is poor communication.

Responses to Q3 and Q5 relating to 'front of house' support were close behind and reflect well on the administration support team, and contradict the common perception that the front desk is often a barrier between patient and doctor.

The lowest score was for Q6 about waiting time to see the GP or nurse at 3.99 with 24.9% perceiving the wait in the surgery to be fair, poor or very poor. Arguably, this is still a very respectable score and some might view those with negative responses as failing to take in to account that other patient consultations can run over time.

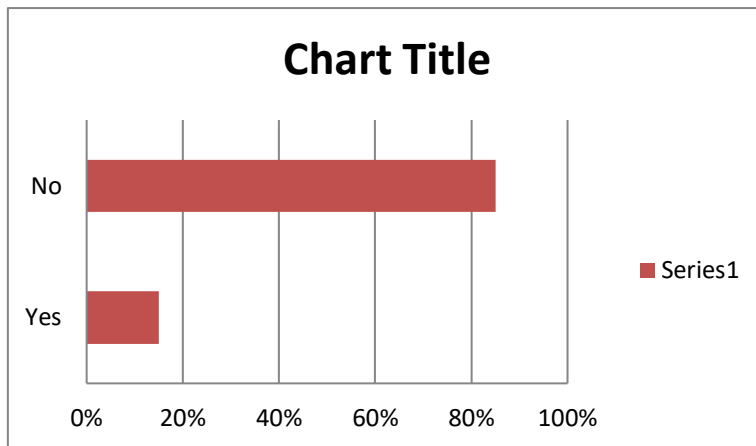
It is important to bring the reader's attention to the outcome for Q9 about the progress of the health issue that the patient has brought in to the consultation. This is clearly the most important question of all and reflects well on the surgery in this instance. 91.8% of patients were quite satisfied or very satisfied with the progress of their treatment.

Additional Questions

Do you use the online booking system to make appointments?

Yes: 20 (15%)

No: 113 (85%)



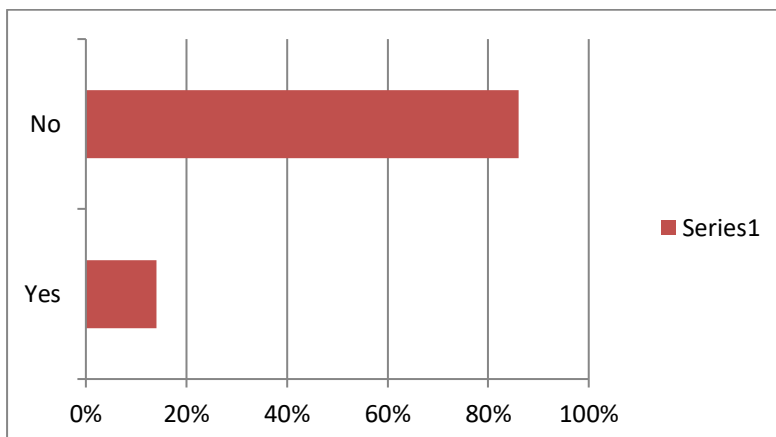
The most common comments made were "I didn't know you could book online" and "I'd rather speak to a real person to make my appointment" (or words to that effect).

A number of people said it was very convenient, and some said that they had technical problems connecting to the online service. The statistics would suggest that the surgery needs to raise greater awareness of the option to book appointments online.

Do you use the online system for repeat prescriptions?

Yes: 18 (14%)

No: 112 (86%)



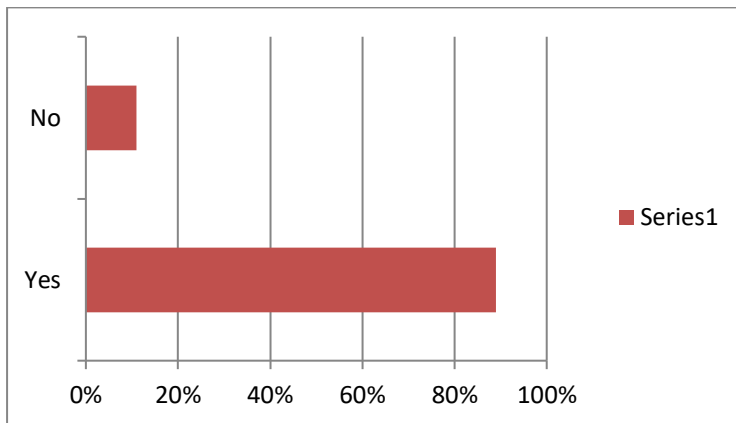
Again, relatively few people order repeat prescriptions online, and a common response was that they were not aware of being able to do so.

Around 50% of patients who responded said they were most likely to use ASDA for collecting their prescriptions, probably reflecting the proximity of the supermarket. This is supported by Lloyd's Pharmacy at Silverhill being the second most popular outlet.

Do you read the posters/notices in the waiting room?

Yes: 116 (89%)

No: 15 (11%)



It appears that a good majority of people read the posters and information, though is that because there are fewer magazines to read than there were previously?!

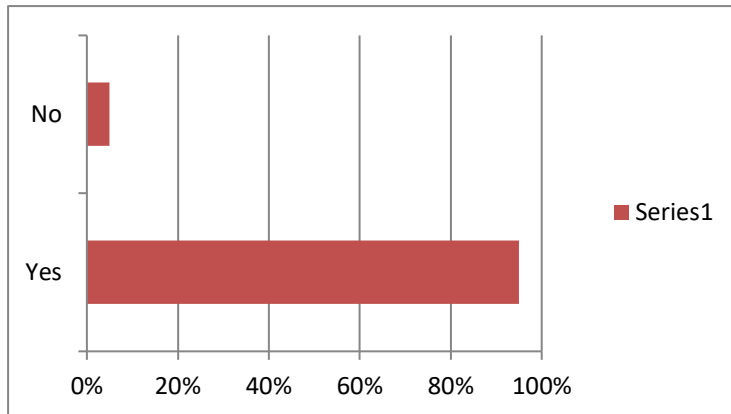
Suggestions for more subject matter included:

- Illnesses affecting babies and the treatment of them
- Immunisation charts and information
- Mental health
- Calendar of events
- Benefits information
- Baby and toddler groups information

Are the surgery's opening hours convenient for you?

Yes: 127 (95%)

No: 6 (5%)



“Saturdays a possibility”

“In general, I feel that surgeries should be open longer and weekends”

“But I would like to see it open on Saturday morning”

“Later opening times, more flexible hours”

“I work shifts”

“Saturday would be good”

“Can be difficult to fit in around work”

“I work 7.00 – 3.30 so I can always get an appointment after work”

“Yes, but it would be nice to get an appointment when ringing and not being answered at 9.04 am, stating ‘no appointments available!’”

“Could be later due to NHS service hours”

“If I worked Mon-Fri, they wouldn't be”

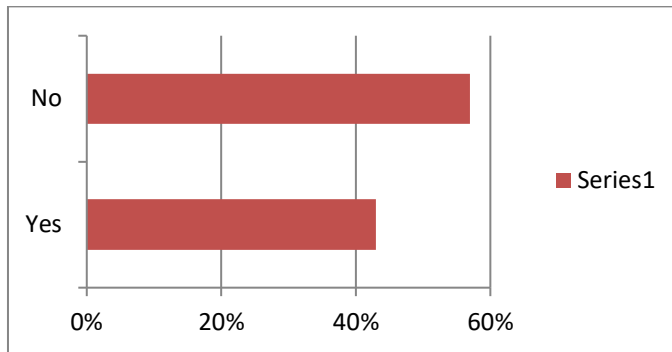
“However, out of hours services are unsatisfactory so I dread the children being ill at the weekend or being able to get an appointment on the first come/first served basis on the day”

“I would like later hours or weekends available. My business is 7 days a week”

Do you know how to make a complaint if you have any concerns about your treatment, either at the surgery or within the NHS generally?

Yes: 57 (43%)

No: 75 (57%)



The statistics would suggest that the surgery needs to raise awareness of its complaints procedure and produce a leaflet outlining how to do that and what support patients can receive to do so.

“I know about PALS but have mixed experiences with them when I previously had issues at hospital”

“Did not know about support to make complaints”

“Go to practice manager; NHS complaints procedure”

“But I’m sure surgery would guide me through if needed”

“I have made a complaint before about a locum doctor. I was treated very well. The issue was resolved straight away”

“Perhaps this could be available as a leaflet in the surgery”

“Raise concerns with CQC”

“Because I have had no past reasons to make a complaint, I have no knowledge of the complaints procedure. But I guess if I did, I would seek advice online”

Do you have any further comments?

Compliments and concerns

It is clear that there is a very high approval rating for the surgery's GPs in particular, but also for the nursing staff and reception/administration team.

There are some critical comments and it would probably be prudent to take the themes of those comments into account in pursuing continuous improvement for the service.

"I find the surgery always very helpful and accommodating"

"Would like to see appointments made by phone as easy as it used to be instead of having to rush at 9.00am and then find that all appointments have already been taken"

"They have always been very kind and helpful (by 'they' I mean Dr Lewis and the reception ladies)"

"Usually there is a wait for an appointment, and when you come to surgery there's no one waiting"

"So far I have found the surgery helpful, reassuring and kindly"

"Generally helpful staff"

"I can't rate this surgery highly enough! Fantastic, they have been so helpful and efficient, doctors and staff"

"The service has improved greatly over the last couple of years – I DO feel valued and listened to now, where as in the past I felt rushed and dissatisfied with the care. Dr Lewis and Dr Davis are fantastic and caring"

"I waited for a week once to see the doctor, with a bad chest. Once I had to wait in pain with a swollen and blue turned left leg. Attention and treatment are very professional"

"Sometimes it can be a very long wait and some appointments are hard to get as it fills up quickly"

"Always found all staff courteous and pleasant"

"Generally, personnel are helpful and courteous"

"I always receive good service"

"Would be better if I could go back to having repeat prescriptions sent directly to pharmacy so can go straight there"

"Dr Lewis and Dr Davis are always excellent. They listen and always make sure you are looked after"

"Very understanding surgery, especially to my special needs daughter"

"I would prefer to see my Doctor (Dr Lewis) but this is very rare; some of the stand-in doctors aren't very good and sometimes I come away confused. Also it would be better if, when I make my appointment, they would tell me who I am seeing"

"Always an excellent service here"

"Receptionist could be more caring"

"GP very considerate, polite (Dr Lewis)"

"Receptionists shouldn't play 'God'. Fortunately, I was able to take child to A & E"

"Nurse is excellent!"

"It is the norm to have to wait to be seen, usually 30 minutes plus"

"Today was good, but it can be hard to get appointments sometimes"

"My appointment last Monday was handled extremely well by a locum doctor (can't remember his name). I think the surgery the surgery is being run more efficiently than in the past. I have in the past encountered rude receptionists. Hopefully this issue seems to have been resolved!"

"The surgery is very good"

"Very good service"

"I've been coming to this surgery for 20 years and never had any problems"

"To be informed if the doctor is running late especially when it's an appointment for a baby"

"The doctors are always helpful and give good advice. Struggled to get an appointment after Dr K left"

"Overall I am very happy with this surgery. However, it can be difficult to get a same day appointment"

"The surgery has got so much better since (name withheld) left"

"Very polite nurse. Understanding"

Staff at surgery are fine, but if needing to see a particular doctor, it can take too long, especially if suffering”

“Be nice if the doctors didn’t change as often, but it’s understandable. The staff are very nice”

“Dr L and Dr D are fantastic, just so hard to get an appointment and reception staff are usually rude”

“Dr Davis is the best; the locum I saw 4 weeks ago was poor”

“I think the practice generally is excellent; appointments are easy to make and the practitioners are very professional and expert”

“We have been with this surgery only 2 years and fine all the staff excellent”

“Good service for 25 years!”

“In the past, patient not told doctor wasn’t in surgery; unnecessary wait”

“Excellent service from doctors, nurses and staff. With reference to locums, some difficulties at times”

“1st class service”

“Receptionists very good and polite at all times. Dr does not rush through your appointment”

“I’m waiting for direction for a year to check my back in to the hospital. I do not understand why this is happening so long”

“It’s very difficult to obtain an appointment on the same day for the children as I can’t call before 9.00 am and, as a mother, I have to be on the school run at 9.00 am. If lines could be open at 8.30 am that would be much more helpful”

“Attitude of reception staff could be worked on”

“Very happy with surgery staff and doctors”

“In making appointments, sometimes family members attempting this at 9.00 am find all bookings have gone. How many slots for daily bookings are available? Better clarity maybe on surgery noticeboards would be welcome”

“I think the practice is run very well and they have always been here for me”

“Brilliant, first class. All staff have concerns for patients, No.1”

“A clock in the waiting room would be useful and Radio 4 on the radio! Generally very satisfied with surgery and staff”

“Radio noise not good for patients feeling ill”

"I have, along with my children, been with this surgery for over 20 years and although many things have changed, Sedlescombe House surgery and the doctors, receptionists and nurses are all wonderful and wouldn't want to be without them"

"Both Dr Lewis and Dr Davis are brilliant; always helpful and both have a great sense of humour"

"This surgery has always been good to me"

"Overall the people who work here are very helpful and do the best. Like most jobs, not enough hours in the day"

"I just wish sometimes they weren't so busy because you can't always get appointment the same day, but can't be helped"

"An appointment is made with a specific problem in mind, but sometimes it brings up connection with another which can be difficult not to ignore! How to resolve....except to make another (appointment). It is wasteful of resources to book a double instead"

"I work within social care and feel very lucky to have a GP who works as well as this practice. I regularly see the same Dr who appears genuinely in helping. A great surgery!"

"Why do I have to wait 3 days for prescriptions?"

"Always seem happy to help. Very tidy surgery. Very relaxed atmosphere"

"Really like the doctors. Sometimes admin has been a little slow but understand it's a busy place!"