

## The Manor Surgery Patient Satisfaction Survey 2013-2014

There were 372 respondents to the Patient Survey questionnaire. The gender of the respondents to the questionnaire was 64.25% female and 35.75% male. 93.45% of respondents stated that they use the surgery twice or more a year.

Overall, respondents were very pleased with the surgery premises, with the majority rating it as either very good or good. Only a very small percentage of respondents (<4%) found it to be satisfactory or below. Suggested improvements to the premises included reinstating the baby weighing scales to the waiting room and having a bigger supply of children's toys available. A number of patients commented on the car park and felt that there were not enough spaces available and that it should be resurfaced due to potholes and flooding. One patient also suggested increasing the number of bicycle locking stations.

The cleanliness of the surgery scored highly with over 95% of respondents rating it as either very good or good.

Patients were generally pleased with the appointment times on offer at the surgery, with 95.60% rating them as satisfactory, good or very good. Suggested comments to improve opening hours included increasing the number of evening and weekend appointments, as working people find these easier to attend.

The welcome and helpfulness of the reception staff scored very highly with 91.55% of respondents scoring them as very good or good. One patient commented that the reception staff were fantastic, helpful and efficient, whilst another patient found them to be honest, polite and confident.

The surgery website has only been visited by 45.86% of respondents. Those accessing the website have used it to find information about the practice, book appointments and order repeat prescriptions. Only 10.94% of patients have accessed the website for health information. 98.70% of patients who have used the website rated the quality of information and services online as satisfactory or above. Suggested improvements for the website included updating the news feed more frequently, improving the online appointment bookings system to make it easier and more accessible and adding more health information, i.e. dietary advice.

Although a large number of patients found access to the surgery by telephone either very good or good, 45.51% and 34.27% respectively, some were less satisfied, with 5.90% of respondents feeling that it was fair or poor. Patients commented that it was often difficult to get through to the surgery by telephone and that this was a particular problem in the mornings.

Patients were generally pleased with the availability of both urgent and routine Doctor's and Nurse's appointments with over 95% of respondents rating them as satisfactory or above. The option of speaking to a Doctor or Nurse on the telephone also scored well, as only 3.96% of respondents rating this service as fair or poor.

The range of services that the surgery offers scored very highly with over 99% of respondents rating them as satisfactory or above. Suggestions for new services included IUD fittings and three yearly health checks for the over 60s.

Overall satisfaction with Doctor consultations was very good with >96% of respondents rating all aspects of their appointment as satisfactory or above. Patients were most dissatisfied with the Doctors ability to keep to their appointment time, with 3.11% of patients rating this as fair or poor. Patients also commented that they had to wait up to 45 minutes for some appointments, although they appreciated that this was often out of the Doctors control. Doctors scored particularly highly for politeness, listening to their patients and making their patients feel at ease. Over 99% of patients felt confident in the Doctors ability to provide care and said that they would be happy to see the same Doctor again.

Overall satisfaction with Nurse consultations was excellent with only <3% of respondents scoring aspects of their consultation as fair or poor. One patient commented that the Nurses are very busy and are always running late, whilst another patient recommended increasing the number of nursing hours.

Final comments from respondents were overwhelmingly positive. Patients were very happy with the services offered at the surgery and found it to be very well organised, professional and caring. One patient commented that the surgery is clearly well managed and should serve as a model for others to follow.

**Table 1. OVERALL PATIENT RESULTS FOR EACH QUESTION**

	Male	Female			
<b>Q1: Gender</b>	<b>35.75%</b>	<b>64.25%</b>			
	Under 18	19-35	36-50	51-65	66 or over
<b>Q2: Age</b>	<b>1.90%</b>	<b>20.33%</b>	<b>24.12%</b>	<b>20.87%</b>	<b>32.79%</b>
	Once a year or less	2-5 times a year	6-9 times a year	10 or more times a year	13+ times a year
<b>Q3: How often do you use the surgery, including yourself or a dependent?</b>	<b>6.55%</b>	<b>41.07%</b>	<b>20.54%</b>	<b>15.48%</b>	<b>16.37%</b>
	Very Good	Good	Satisfactory	Fair	
<b>Q4: The surgery premises?</b>	<b>70.73%</b>	<b>25.75%</b>	<b>2.98%</b>	<b>0.54%</b>	
	Very Good	Good	Satisfactory		
<b>Q5: The cleanliness of the surgery?</b>	<b>74.86%</b>	<b>21.04%</b>	<b>4.10%</b>		
	Very Good	Good	Satisfactory	Fair	Poor
<b>Q6: The appointment times offered at the surgery?</b>	<b>54.95%</b>	<b>30.22%</b>	<b>10.44%</b>	<b>3.30%</b>	<b>1.10%</b>
	Very Good	Good	Satisfactory	Fair	Poor
<b>Q7: The welcome and helpfulness of the receptionists?</b>	<b>74.39%</b>	<b>17.17%</b>	<b>5.99%</b>	<b>1.91%</b>	<b>0.54%</b>

	Once a week	Once a month	Once a year	Twice a year	I've never visited the website
<b>Q8: How often do you visit the surgery website?</b>	<b>1.18%</b>	<b>21.89%</b>	<b>9.17%</b>	<b>13.61%</b>	<b>54.14%</b>

	Practice Information	Booking Appointments	Ordering Repeat Prescriptions	Health Information
<b>Q9: Which of the following do you use the website for?</b>	<b>28.86%</b>	<b>25.37%</b>	<b>34.83%</b>	<b>10.94%</b>

	Very Good	Good	Satisfactory	Fair	Poor
<b>Q10: How would you rate the quality of information and services on our website?</b>	<b>37.01%</b>	<b>52.60%</b>	<b>9.09%</b>	<b>0.65%</b>	<b>0.65%</b>

	Very Good	Good	Satisfactory	Fair	Poor	Does not apply
<b>Q11: Access to the surgery by telephone?</b>	<b>45.51%</b>	<b>34.27%</b>	<b>13.48%</b>	<b>3.37%</b>	<b>2.53%</b>	<b>0.84%</b>

	Very Good	Good	Satisfactory	Fair	Poor	Does not apply
<b>Q12: Making an urgent appointment for a Doctor?</b>	<b>50.58%</b>	<b>25.58%</b>	<b>10.47%</b>	<b>2.33%</b>	<b>2.03%</b>	<b>9.01%</b>

	Very Good	Good	Satisfactory	Fair	Poor	Does not apply
<b>Q13: Making a routine appointment for a Doctor?</b>	<b>51.15%</b>	<b>34.48%</b>	<b>8.91%</b>	<b>2.30%</b>	<b>1.44%</b>	<b>1.72%</b>

	Very Good	Good	Satisfactory	Fair	Poor	Does not apply
<b>Q14: Making an urgent appointment for a Nurse?</b>	<b>31.60%</b>	<b>27.91%</b>	<b>10.43%</b>	<b>1.53%</b>	<b>1.23%</b>	<b>27.30%</b>

	Very Good	Good	Satisfactory	Fair	Poor	Does not apply
<b>Q15: Making a routine appointment for a Nurse?</b>	<b>40.96%</b>	<b>32.53%</b>	<b>11.75%</b>	<b>2.71%</b>	<b>0.90%</b>	<b>11.14%</b>

	Very Good	Good	Satisfactory	Fair	Poor	Does not apply
<b>Q16: Being able to speak to a Doctor/ Nurse on the telephone?</b>	<b>38.11%</b>	<b>27.44%</b>	<b>9.76%</b>	<b>3.05%</b>	<b>0.91%</b>	<b>20.73%</b>

	Very Good	Good	Satisfactory	Fair	Poor	Does not apply
<b>Q17: The range of services that we offer?</b>	<b>48.84%</b>	<b>36.34%</b>	<b>7.85%</b>	<b>0.58%</b>	<b>0.29%</b>	<b>6.10%</b>

	Very Good	Good	Satisfactory	Fair	Poor	Does not apply
<b>Q18: How good was the last Doctor you saw at keeping to your appointment time?</b>	<b>52.82%</b>	<b>34.18%</b>	<b>9.60%</b>	<b>1.69%</b>	<b>1.41%</b>	<b>0.28%</b>

	Very Good	Good	Satisfactory	Fair	Does not apply
<b>Q19: How good was the last Doctor you saw at being polite?</b>	<b>81.53%</b>	<b>14.20%</b>	<b>3.41%</b>	<b>0.57%</b>	<b>0.28%</b>

	Very Good	Good	Satisfactory	Fair	Poor	Does not apply
<b>Q20: How good was the last Doctor you saw at making you feel at ease?</b>	<b>79.55%</b>	<b>15.06%</b>	<b>3.69%</b>	<b>1.14%</b>	<b>0.28%</b>	<b>0.28%</b>

	Very Good	Good	Satisfactory	Fair	Poor	Does not apply
<b>Q21: How good was the last Doctor you saw at listening to you?</b>	<b>78.19%</b>	<b>15.86%</b>	<b>4.25%</b>	<b>0.85%</b>	<b>0.57%</b>	<b>0.28%</b>

	Very Good	Good	Satisfactory	Fair	Poor	Does not apply
<b>Q22: How good was the last Doctor you saw at assessing your problem?</b>	<b>74.50%</b>	<b>17.28%</b>	<b>5.10%</b>	<b>1.13%</b>	<b>1.13%</b>	<b>0.85%</b>

	Very Good	Good	Satisfactory	Fair	Poor	Does not apply
<b>Q23: How good was the last Doctor you saw at explaining your condition(s)?</b>	<b>70.82%</b>	<b>19.55%</b>	<b>6.23%</b>	<b>0.57%</b>	<b>0.85%</b>	<b>1.98%</b>

	Very Good	Good	Satisfactory	Fair	Poor	Does not apply
<b>Q24: How good was the last Doctor you saw at involving you in decisions about your treatment?</b>	<b>71.63%</b>	<b>17.48%</b>	<b>6.30%</b>	<b>0.57%</b>	<b>0.57%</b>	<b>3.44%</b>

	Very Good	Good	Satisfactory	Fair	Poor	Does not apply
<b>Q25: How good was the last Doctor you saw at arranging treatment for you?</b>	<b>71.23%</b>	<b>15.38%</b>	<b>5.41%</b>	<b>1.71%</b>	<b>1.14%</b>	<b>5.13%</b>

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Does not apply
<b>Q26: The Doctor will keep information about me confidential</b>	<b>75.79%</b>	<b>17.87%</b>	<b>4.90%</b>	<b>0.29%</b>	<b>1.15%</b>

	Strongly agree	Agree	Neither agree nor disagree	Strongly disagree	Does not apply
<b>Q27: The Doctor is honest and trustworthy</b>	<b>79.37%</b>	<b>16.91%</b>	<b>2.87%</b>	<b>0.29%</b>	<b>0.57%</b>

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Does not apply
<b>Q28: The Doctor treated me with respect and as an individual</b>	<b>79.66%</b>	<b>17.48%</b>	<b>2.01%</b>	<b>0.29%</b>	<b>0.57%</b>

	Strongly agree	Agree	Neither agree nor disagree	Strongly disagree	Does not apply
<b>Q29: I am confident in this Doctors ability to provide care</b>	<b>78.39%</b>	<b>19.02%</b>	<b>1.44%</b>	<b>0.58%</b>	<b>0.58%</b>

	Strongly agree	Agree	Neither agree nor disagree	Strongly disagree	Does not apply
<b>Q30: I am happy to see this Doctor again</b>	<b>80.69%</b>	<b>15.85%</b>	<b>2.31%</b>	<b>0.58%</b>	<b>0.58%</b>

	Very Good	Good	Satisfactory	Fair	Poor	Does not apply
<b>Q31: The waiting time at the surgery to see the Nurse</b>	<b>50.48%</b>	<b>29.90%</b>	<b>9.32%</b>	<b>0.96%</b>	<b>1.61%</b>	<b>7.72%</b>

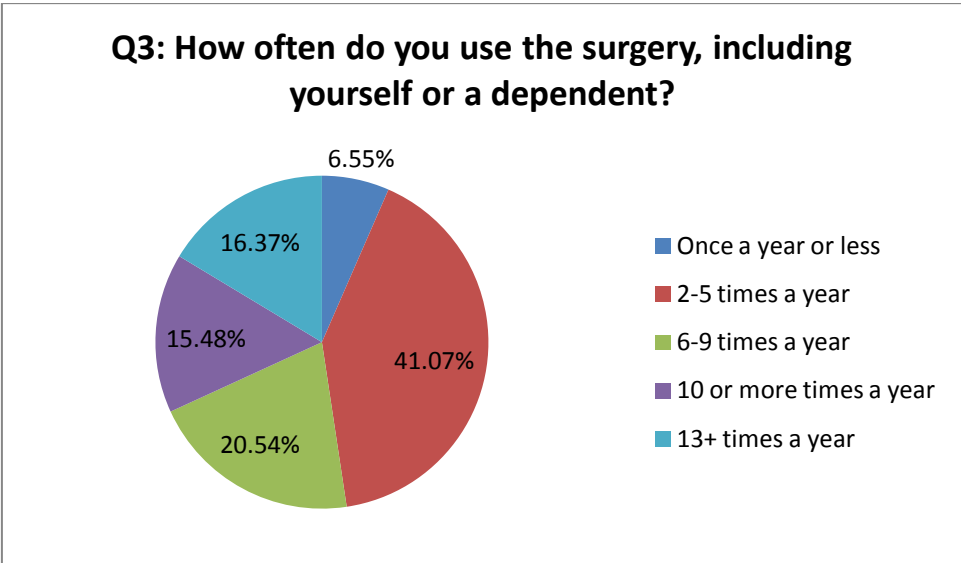
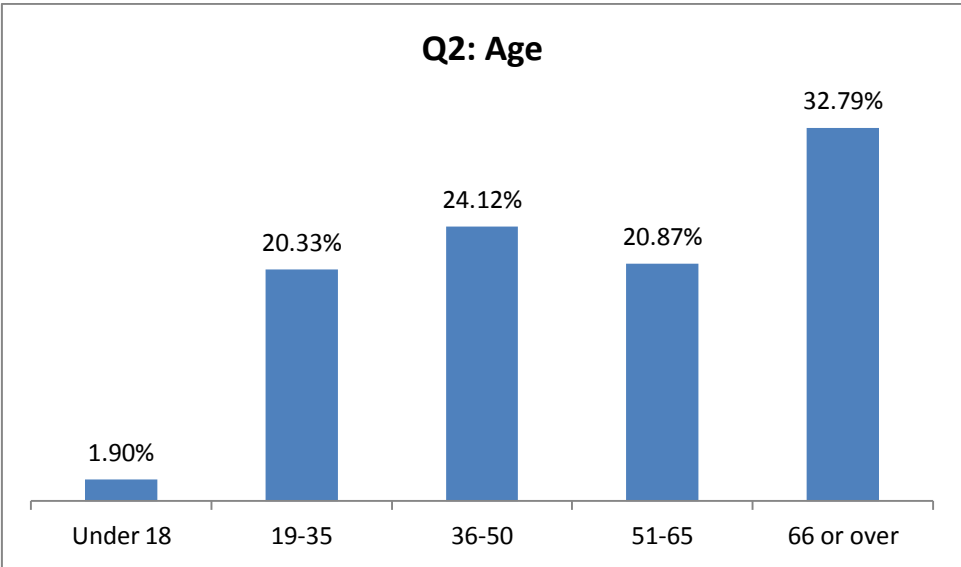
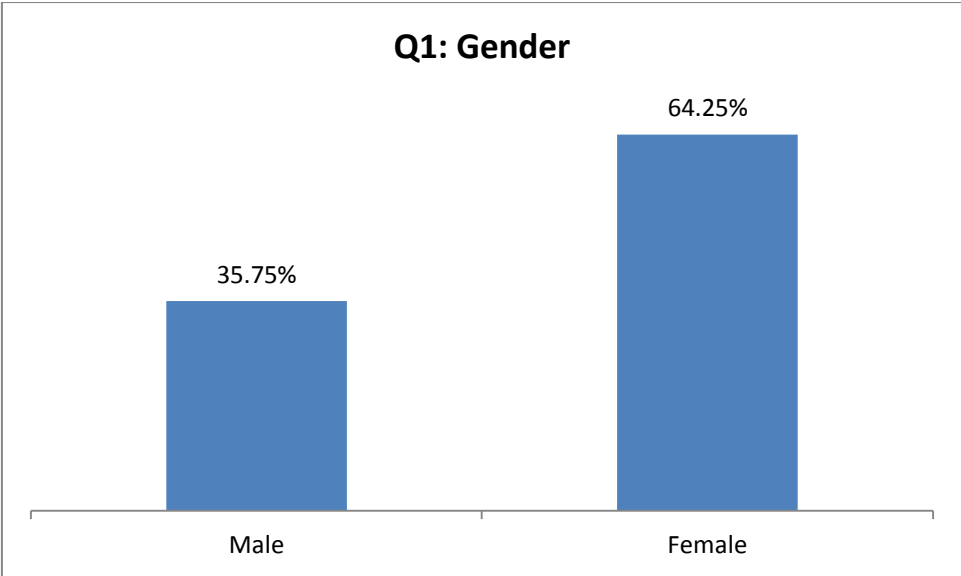


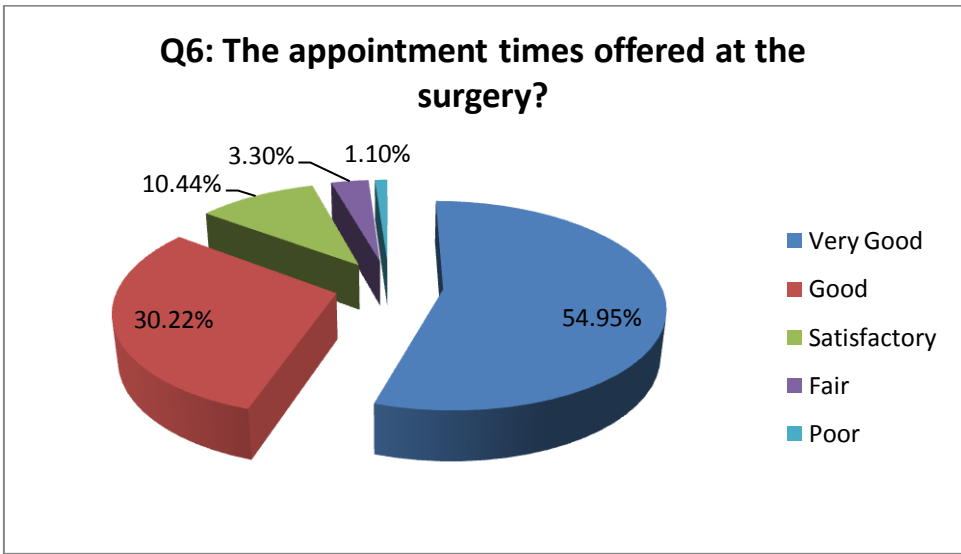
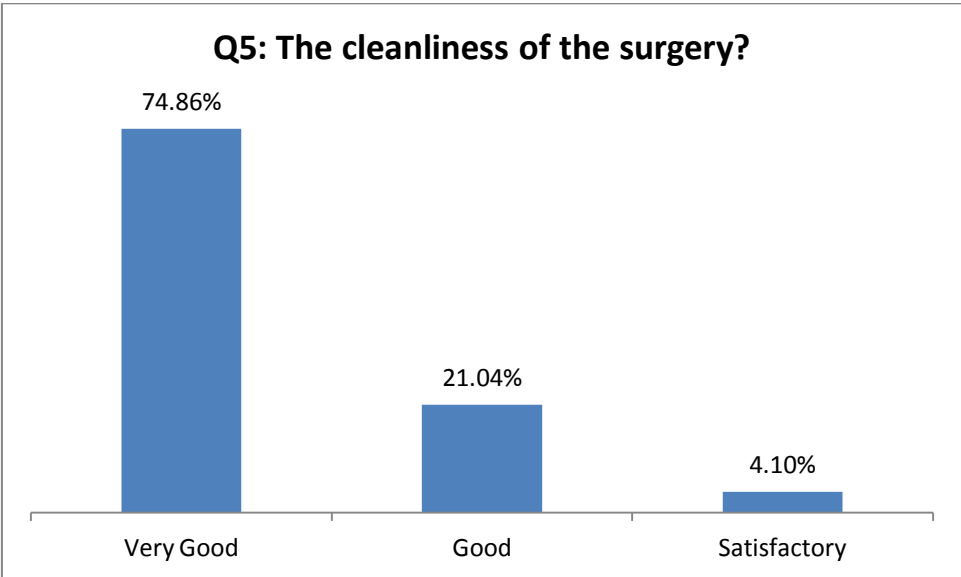
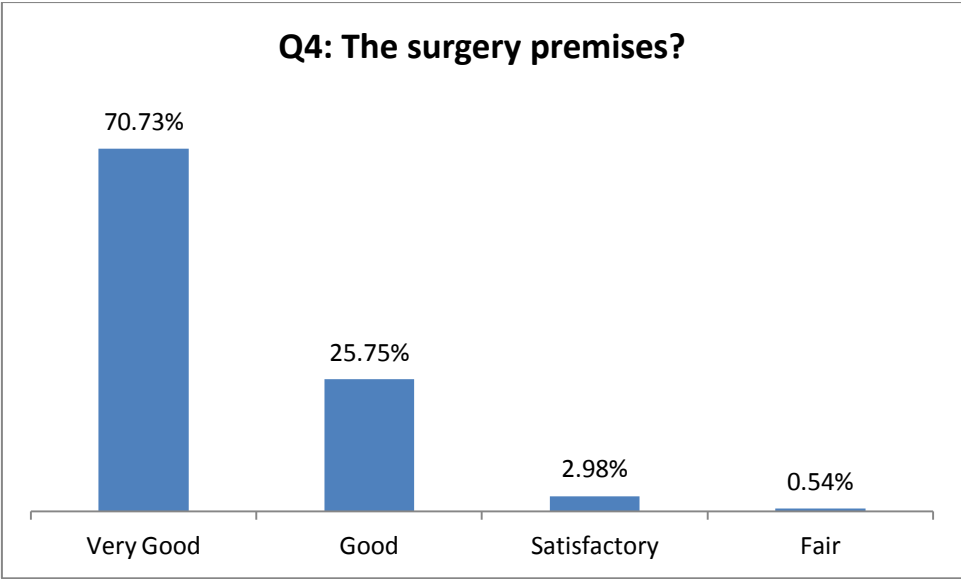
	Very Good	Good	Satisfactory	Fair	Poor	Does not apply
<b>Q32: How the Nurse communicated with you</b>	<b>67.63%</b>	<b>20.83%</b>	<b>2.56%</b>	<b>0.64%</b>	<b>0.32%</b>	<b>8.01%</b>

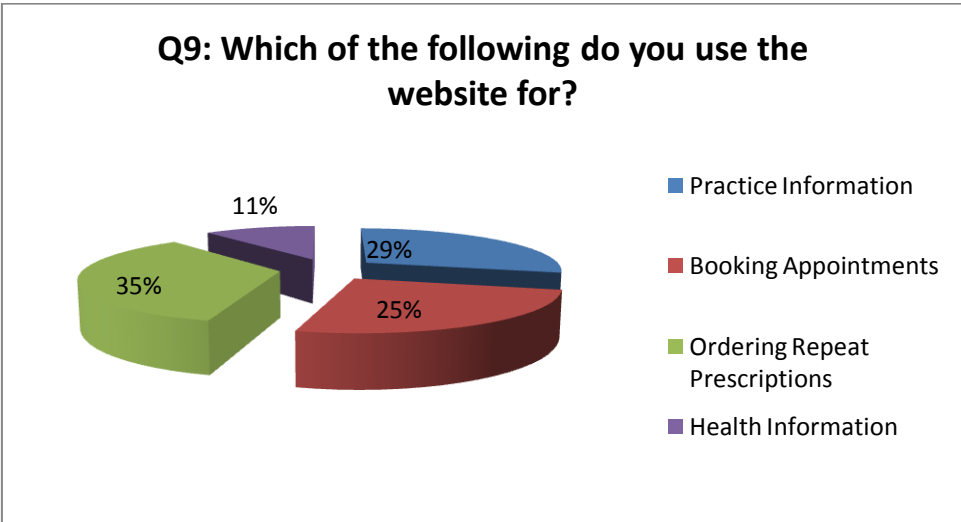
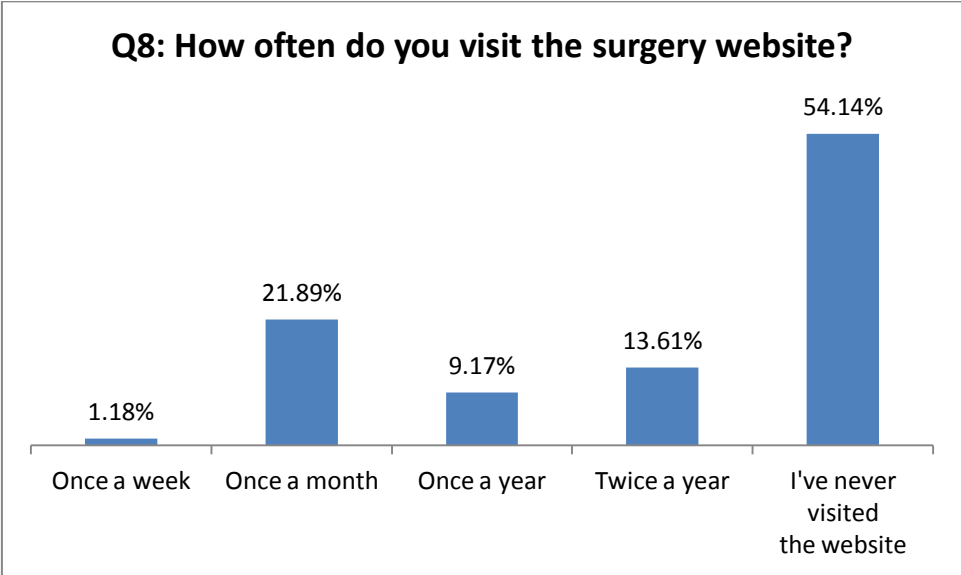
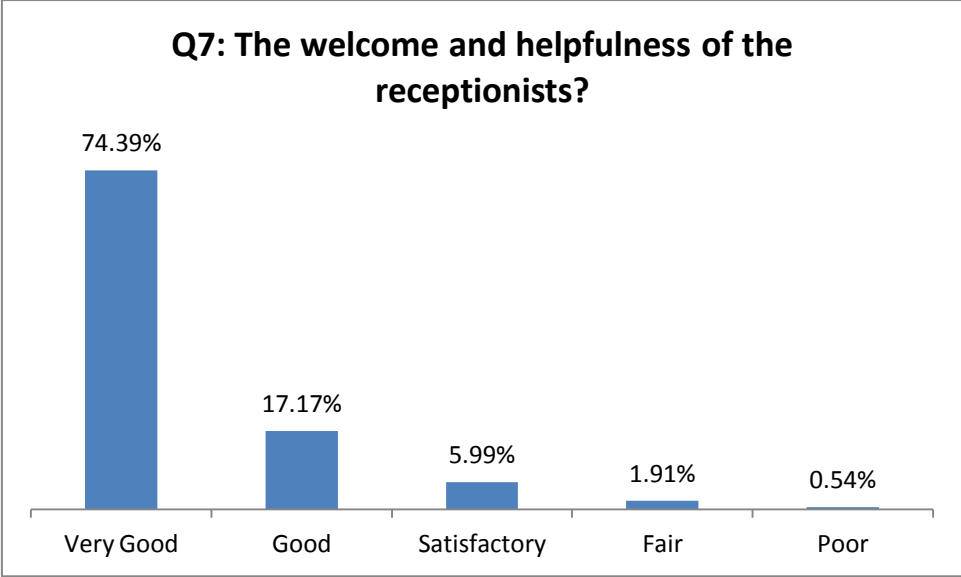
	Very Good	Good	Satisfactory	Fair	Poor	Does not apply
<b>Q33: How the Nurse addressed your problems</b>	<b>65.48%</b>	<b>20.65%</b>	<b>3.87%</b>	<b>0.65%</b>	<b>0.32%</b>	<b>9.03%</b>

	Very Good	Good	Satisfactory	Fair	Does not apply
<b>Q34: The extent to which the Nurse involved you in decisions about your care</b>	<b>54.25%</b>	<b>25.16%</b>	<b>5.56%</b>	<b>0.98%</b>	<b>14.05%</b>

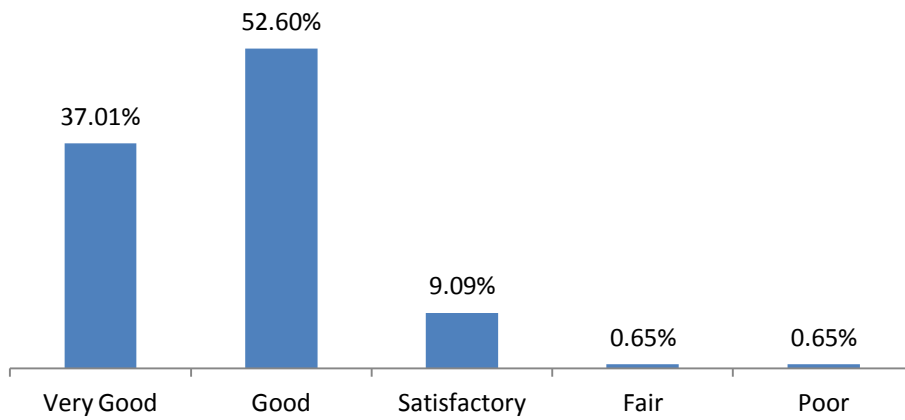
	Very Good	Good	Satisfactory	Fair	Poor	Does not apply
<b>Q35: Overall how you feel the appointment with the Nurse was</b>	<b>65.06%</b>	<b>20.83%</b>	<b>4.81%</b>	<b>0.96%</b>	<b>0.32%</b>	<b>8.01%</b>



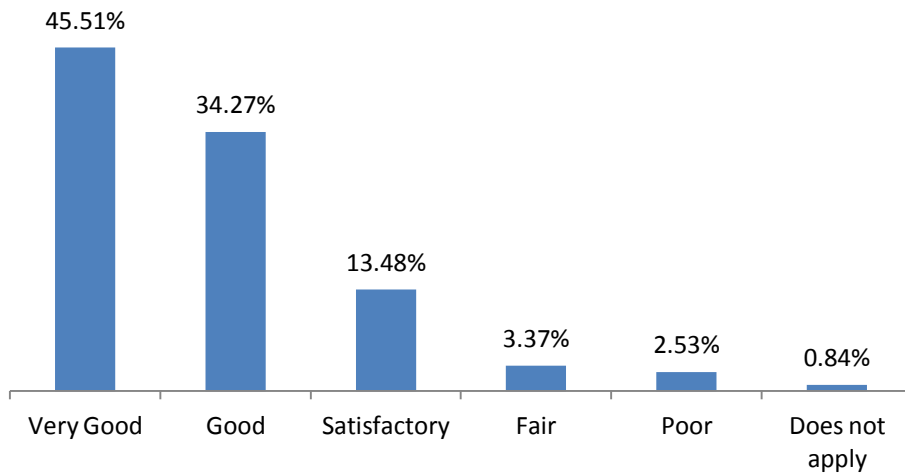




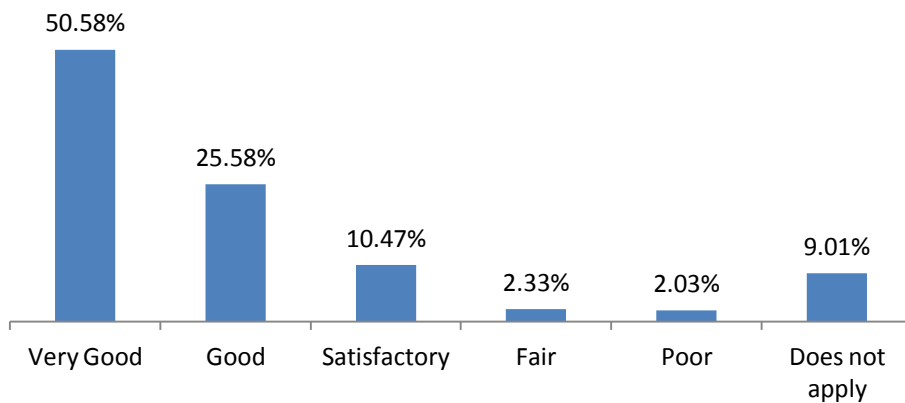
**Q10: How would you rate the quality of information and services on our website?**



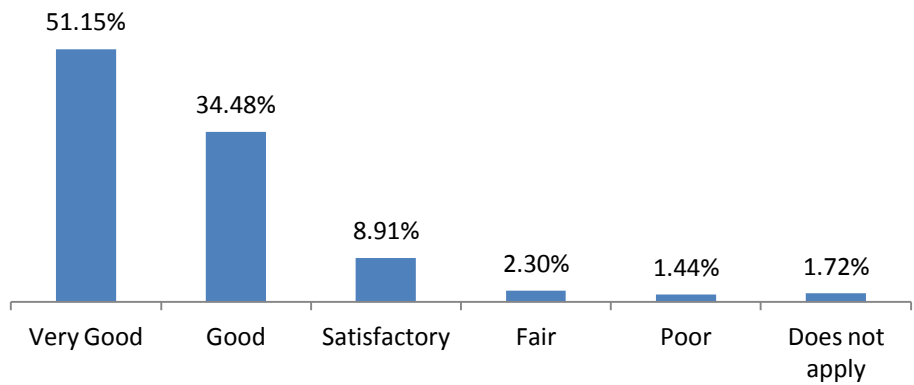
**Q11: Access to the surgery by telephone?**



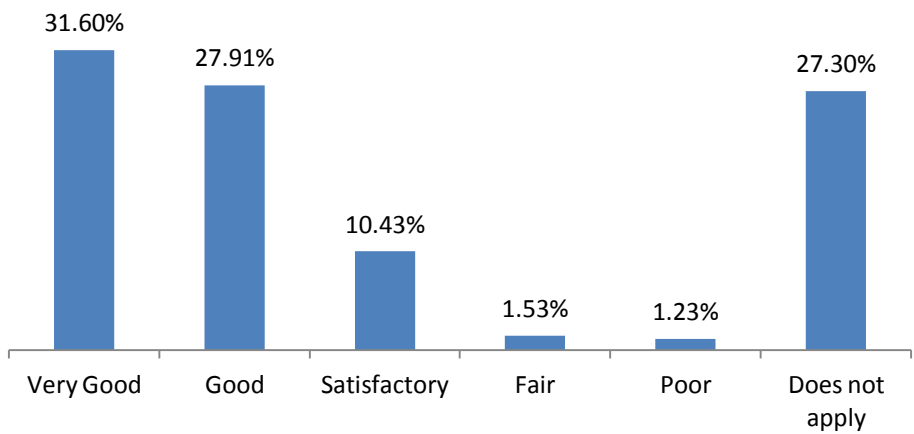
**Q12: Making an urgent appointment for a Doctor?**



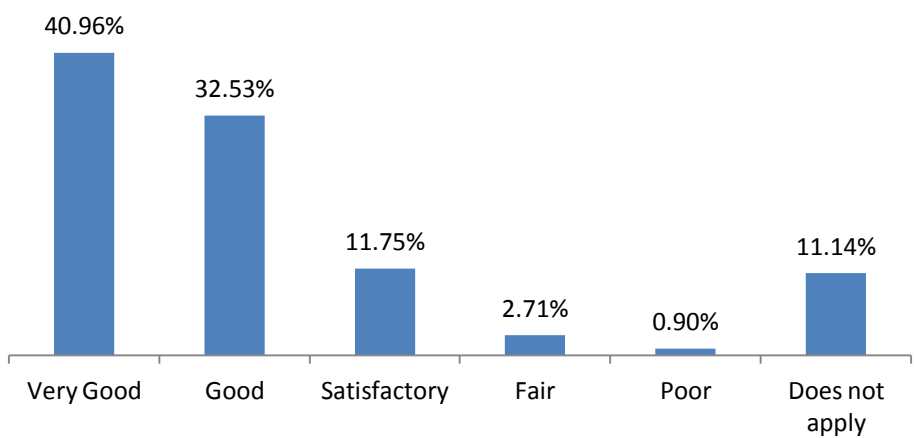
### Q13: Making a routine appointment for a Doctor?



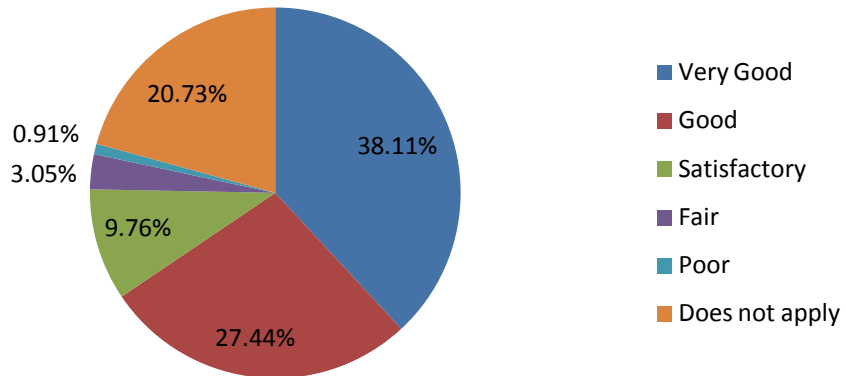
### Q14: Making an urgent appointment for a Nurse?



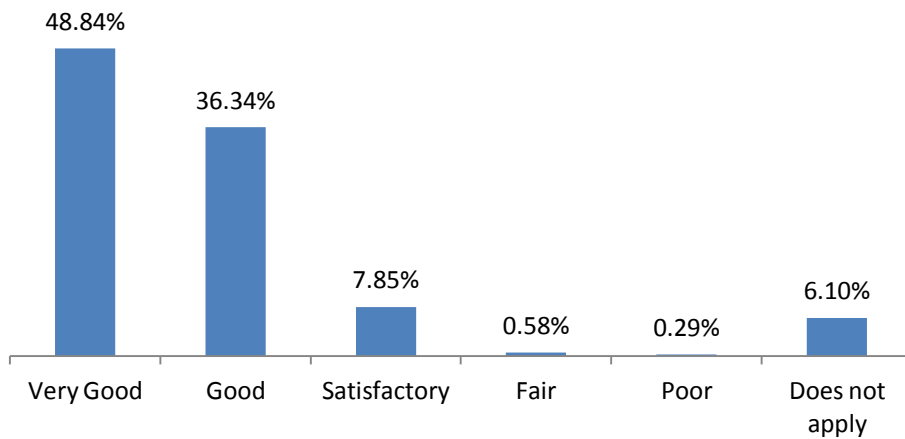
### Q15: Making a routine appointment for a Nurse?



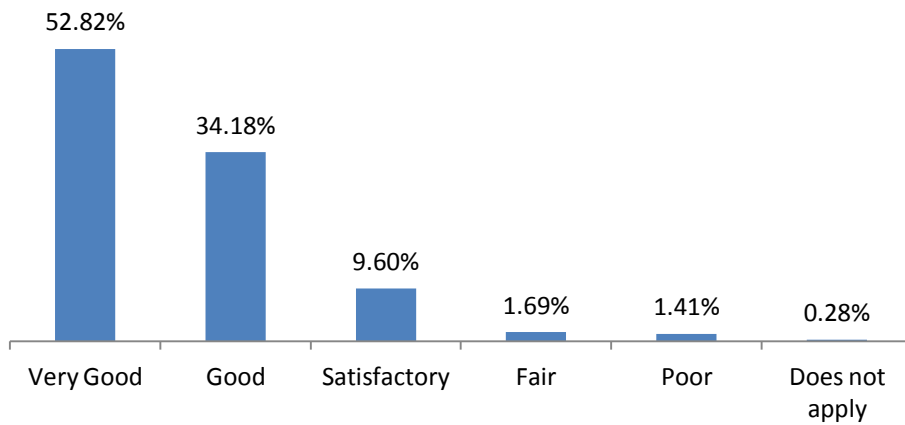
**Q16: Being able to speak to a Doctor/ Nurse on the telephone?**



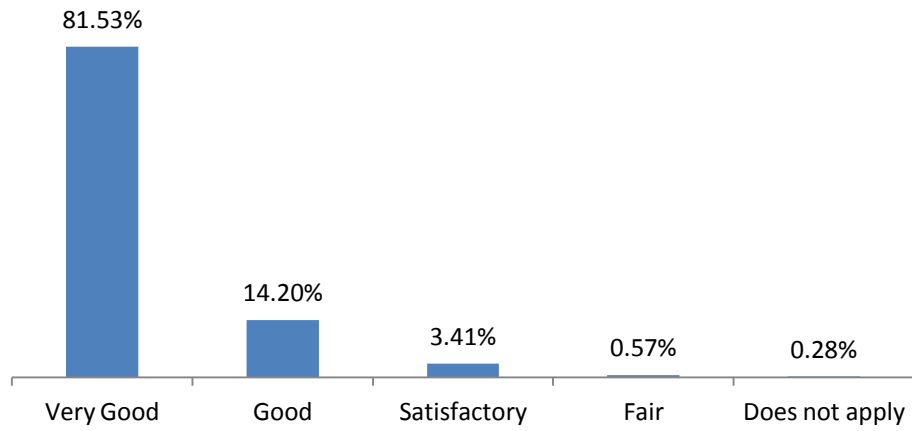
**Q17: The range of services that we offer?**



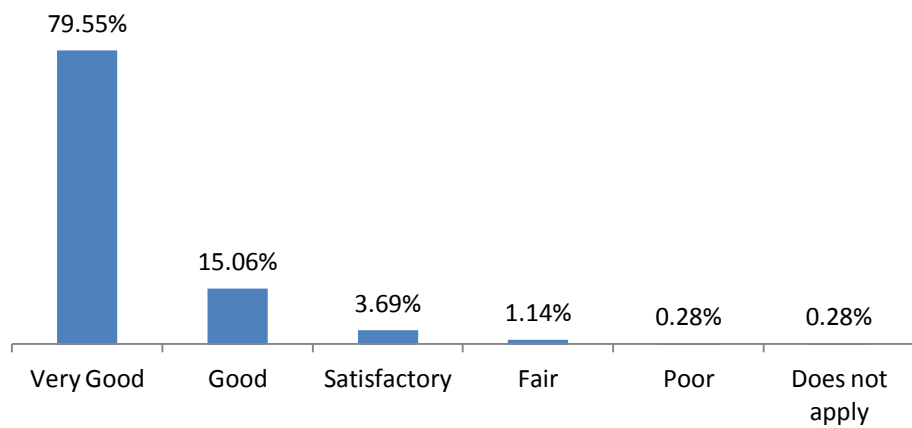
**Q18: How good was the last Doctor you saw at keeping to your appointment time?**



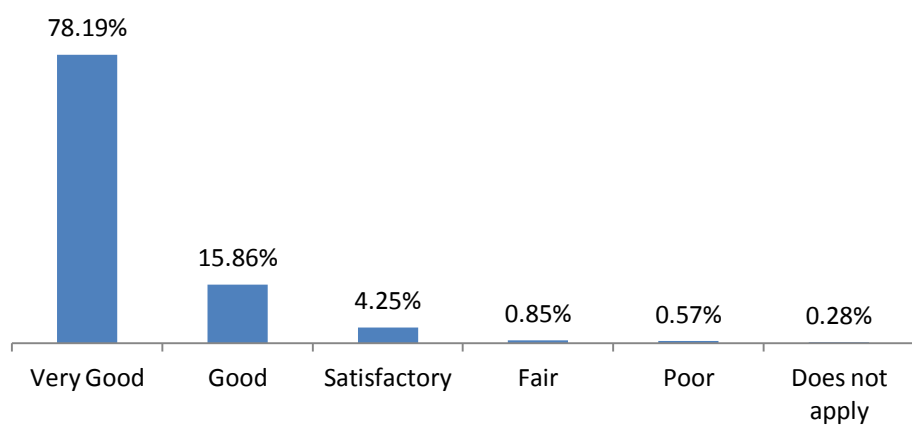
**Q19: How good was the last Doctor you saw at being polite?**



**Q20: How good was the last Doctor you saw at making you feel at ease?**

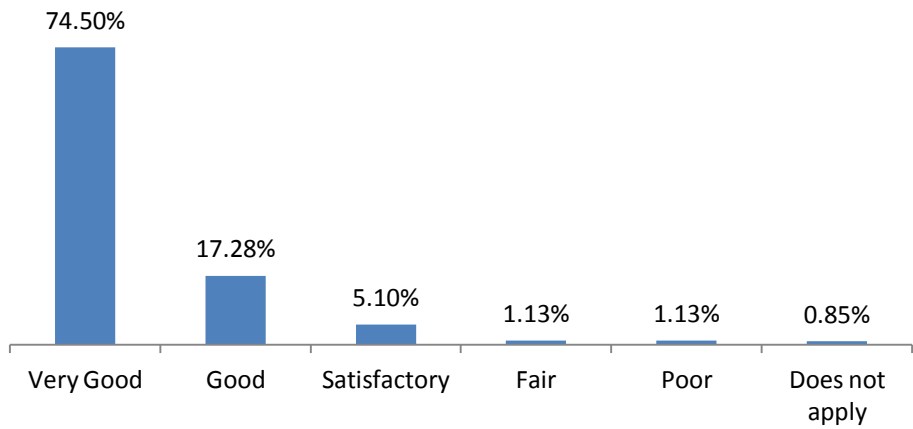


**Q21: How good was the last Doctor you saw at listening to you?**

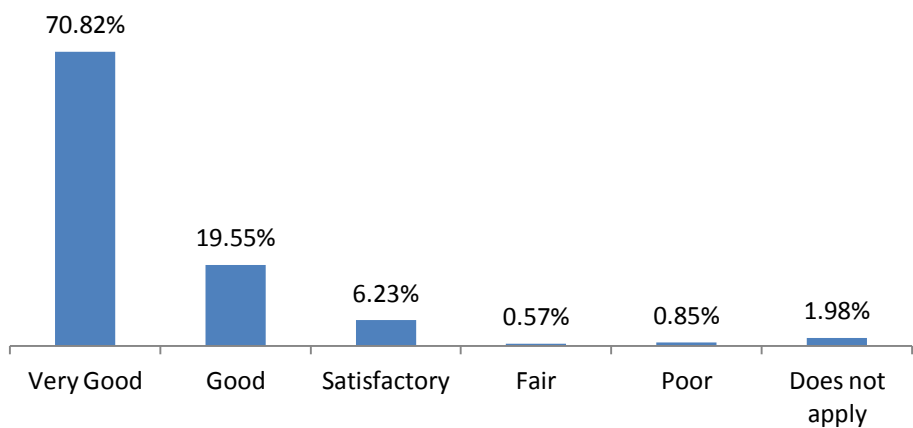




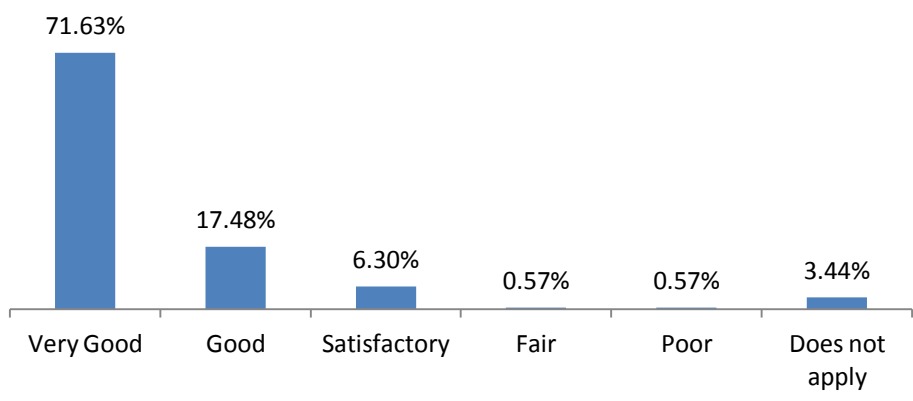
**Q22: How good was the last Doctor you saw at assessing your problem?**



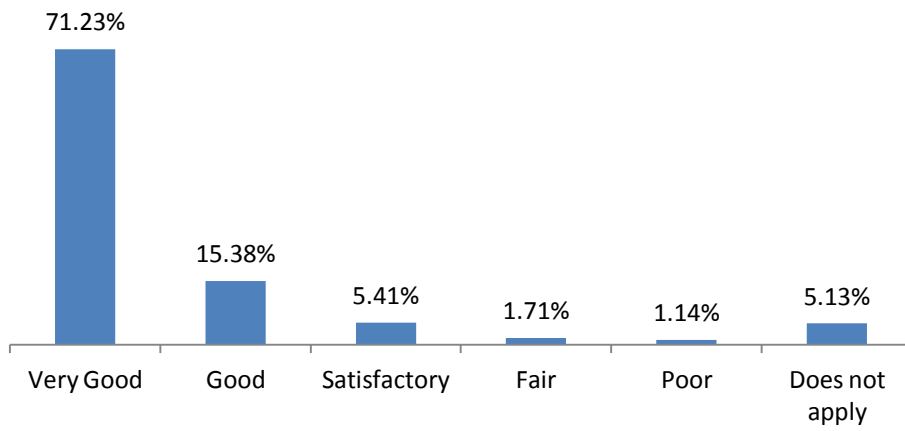
**Q23: How good was the last Doctor you saw at explaining your condition(s)?**



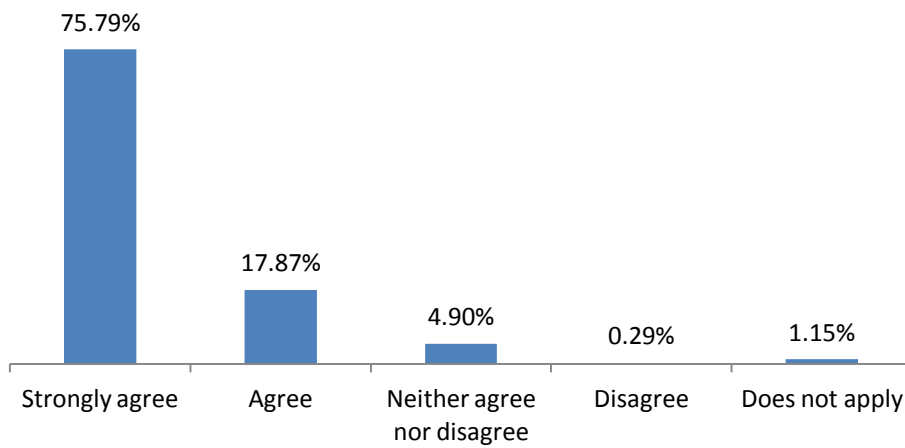
**Q24: How good was the last Doctor you saw at involving you in decisions about your treatment?**



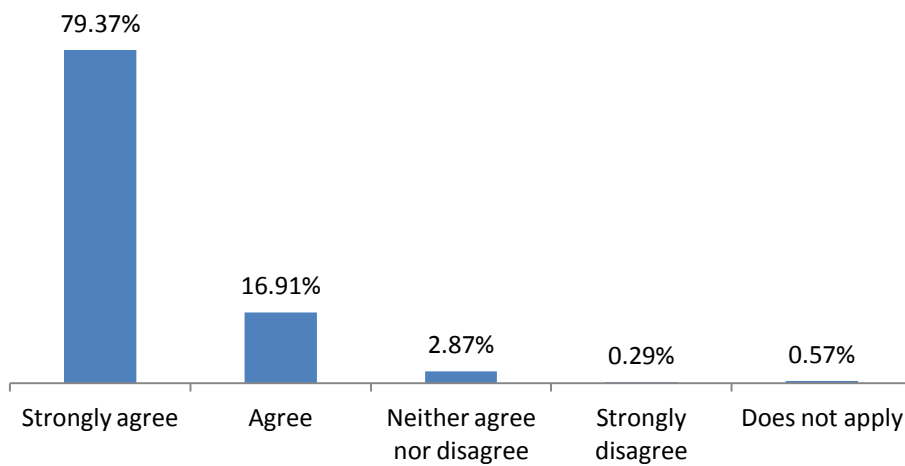
**Q25: How good was the last Doctor you saw at arranging treatment for you?**



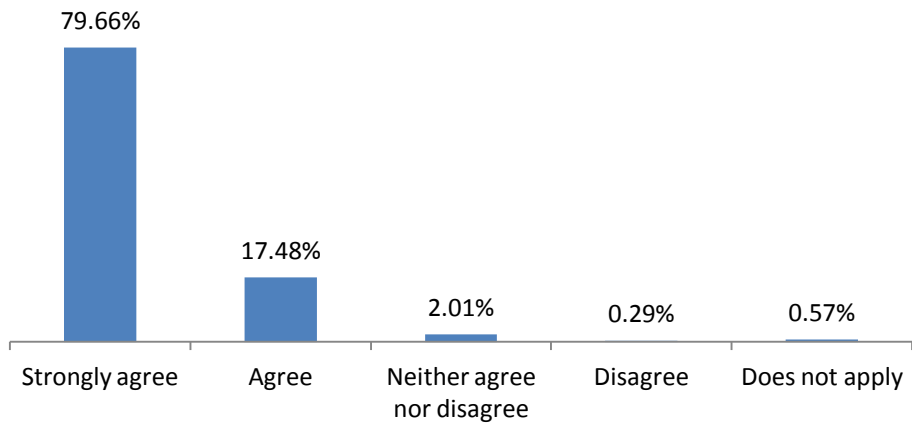
**Q26: The Doctor will keep information about me confidential**



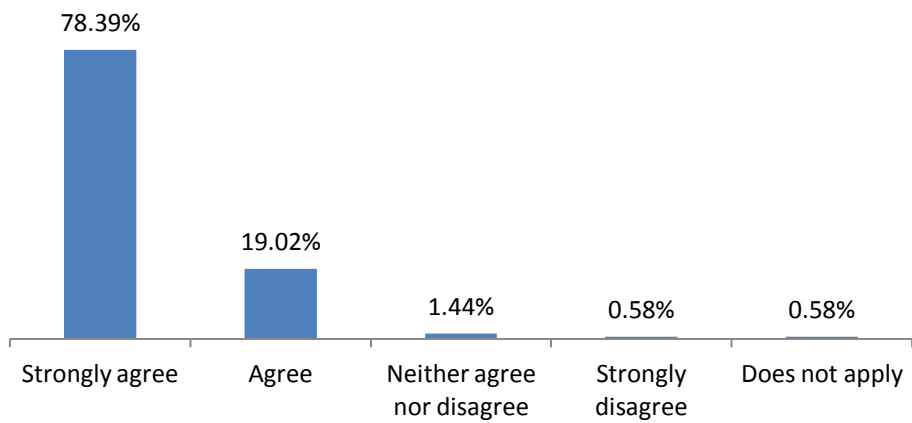
**Q27: The Doctor is honest and trustworthy**



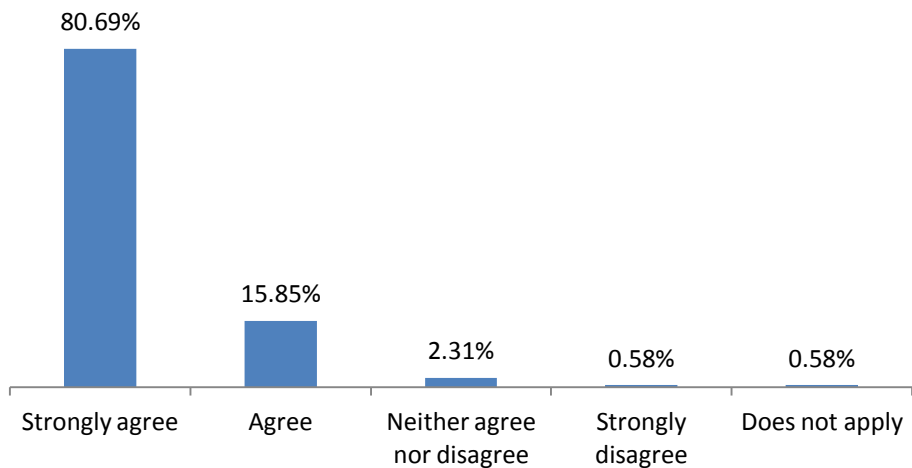
**Q28: The Doctor treated me with respect and as an individual**



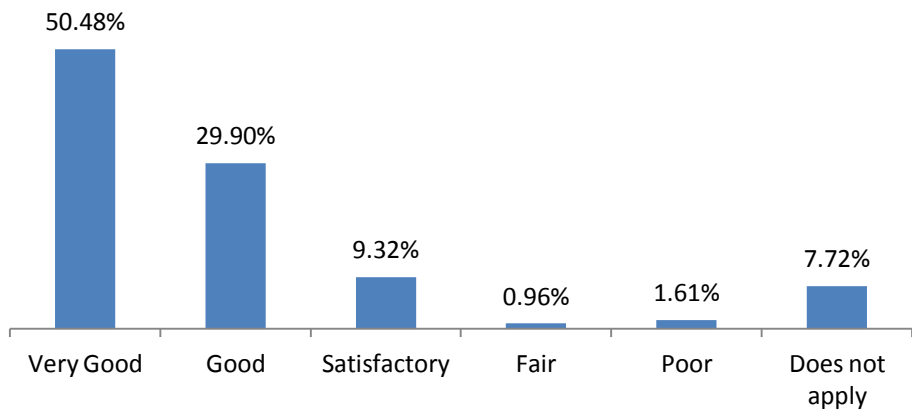
**Q29: I am confident in this Doctors ability to provide care**



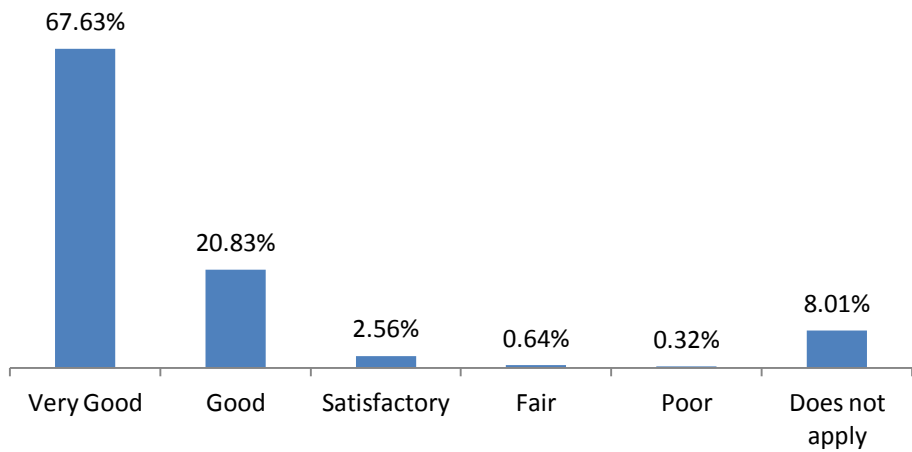
**Q30: I am happy to see this Doctor again**



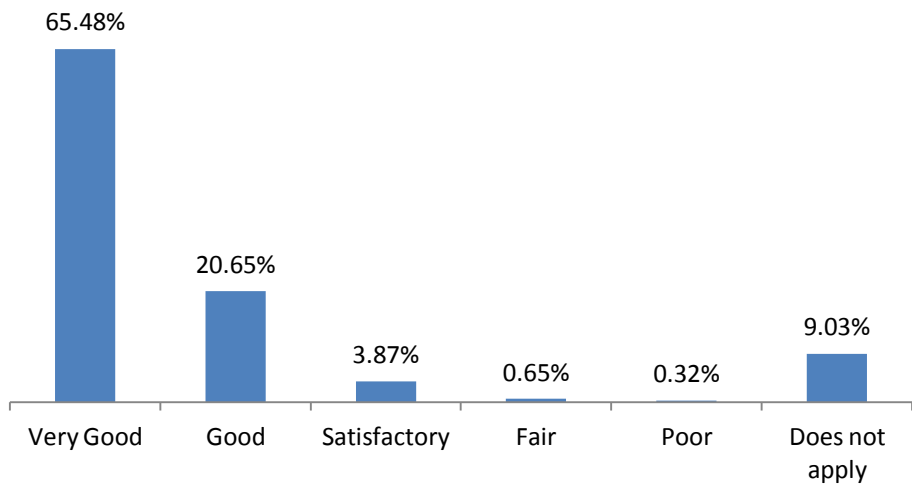
### Q31: The waiting time at the surgery to see the Nurse



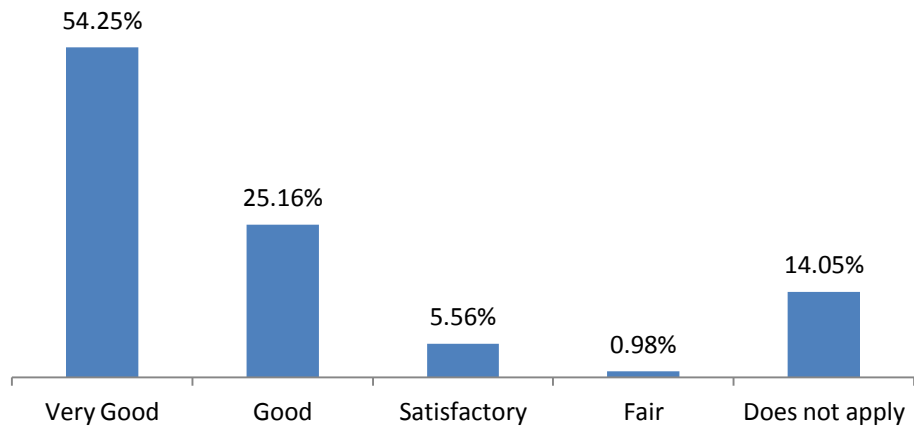
### Q32: How the Nurse communicated with you



### Q33: How the Nurse addressed your problems



**Q34: The extent to which the Nurse involved you in decisions about your care**



**Q35: Overall how you feel the appointment with the Nurse was**

