

**SPRINGBANK SURGERY PATIENT PARTICIPATION GROUP (PPG)**

**PATIENT SURVEY**

**FEBRUARY 2012**

Springbank Surgery

York Road

Green Hammerton

YO26 8BN

<http://www.springbanksurgery.co.uk>

## Introduction

Springbank Surgery is a three partner rural practice with surgeries in the villages of Green Hammerton and Tockwith. Working alongside the three partners they have two salaried GPs and a retainer GP as well as three Practice Nurses, a Community Nursing team and two Health Visitors. They also have a counsellor and a podiatrist who come to the practice.

The Springbank Surgery practice has set up a Patient Participation Group (PPG). This will benefit the patients and practice by allowing open and constructive discussion and analysis of the service provided by the practice.

The PPG carried out a patient's survey in February 2012. This report shows the analysis and results of that survey.

The questionnaires were designed to a template used across the UK to assess patient use and satisfaction of their local surgery and the data was collated and analysed by an independent market research specialist.

The survey received a returned sample of 352 responses which ensured the results can be viewed as statistically reliable and give the PPG an excellent understanding of patient behaviour and opinion of Springbank Surgery.<sup>1</sup>

A response rate of 352 means that the survey carries a confidence limit of 95% +/-c4.7%. This means that if every single person in the area covered by Springbank Surgery responded to the survey, the results would be within +/-c4.7% of our findings.<sup>2</sup>

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<sup>1</sup> This was the overall returning sample.

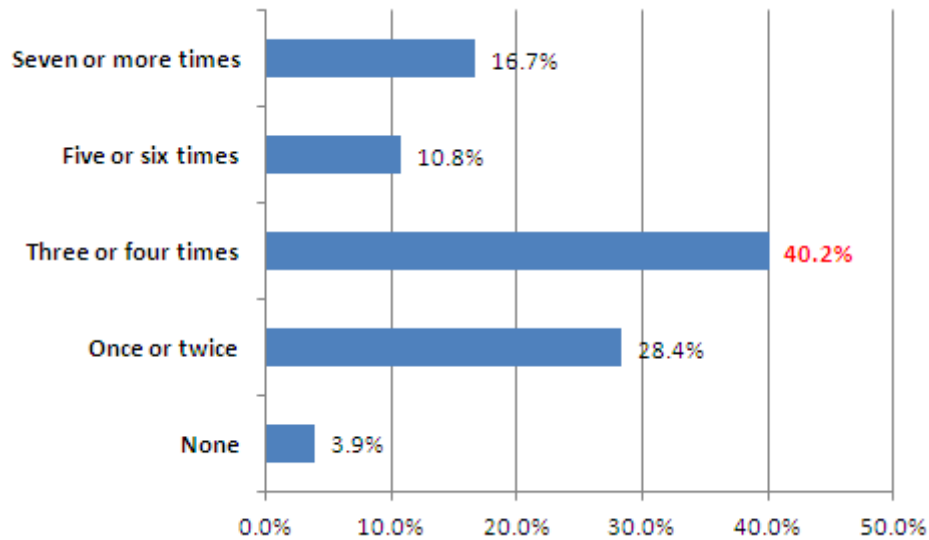
<sup>2</sup> Confidence calculation carried out using <http://www.surveysystem.com/sscalc.htm>

## Key Findings

- Out of our respondents, the single most frequency for seeing a doctor is three to four times a year (40.2%). Once or twice was the second highest frequency (28.4%). This gives us a combined majority of 68.6% seeing a doctor between 1 and 4 times a year. There are a notable proportion of people visiting seven or more times (16.7%), this is likely to be a proportion of respondents who indicated a long term illness or disability.
- 45.5% indicated having a long term illness or disability
- When asked how they were treated by reception staff, our respondent's highest single response was very good (42.2%). 25.5% stated excellent, and 25.5% stated good. This gives us a combined total of 93.2% rating treatment by reception staff as good to excellent. This is an extremely positive base to work from to increase the number of respondents who rate excellent in future years.
- Respondents gave a spread of responses when asked to rate opening hours. The single highest rating was good (36.3%) followed closely by very good (35.3%). 9.8% rated the opening hours as excellent giving a combined total of 81.4% for good to excellent. However, 15.7% rated opening hours as fair and 2.9% rated them as poor. This is reflected later in the report when asked an open ended question on improvements; the responses were mainly on more flexible opening hours to accommodate working people.
- The highest single response for was that respondents were satisfied with the current opening hours (45.1%). A combined total of 69.6% are asking for more flexible opening hours. *Note: this was a multiple response question so total percentages are greater than 100%*
- Our respondent's highest single response when asked how long it takes them to see a particular doctor was 5 or more working days (42.2%). 10.8% stated that they saw them the same day. The combined total for people who saw a particular doctor within 3 working days is 36.3%.
- When asked how long it takes to see any doctor at the surgery, the highest single response was on the same day (37.6%), followed by the next working day (23.8%). A combined total of 82.2% saw any doctor within three working days.
- The most stated waiting time for a consultation was 11 – 20 minutes (46.1%) followed by 6 – 10 minutes (31.4%). 16.7% of respondents stated a usual waiting time of 12 – 30 minutes. A combined total of 79.5% are usually seen within 20 minutes.
- A combined total of 51.0% rated the waiting time as good to excellent.
- A combined total of 79.4% rated getting through on the phone as good to excellent.
- A combined total of 54.8% saw their doctor between lot of the time and always.

- When we combine all of the scores to give an overall rating for all factors related to the doctor's consultation, 38.4% rated the consultation as excellent overall, and 34.6% rated it as very good. A combined total of 93.6% rated the consultation across all factors between good and excellent.
- 80% of our respondents had seen a nurse in the past 12 months.
- When we combine all of the scores to give an overall rating for all factors related to the nurse's consultation, a combined total of 95.8% rated the consultation across all factors between good and excellent.

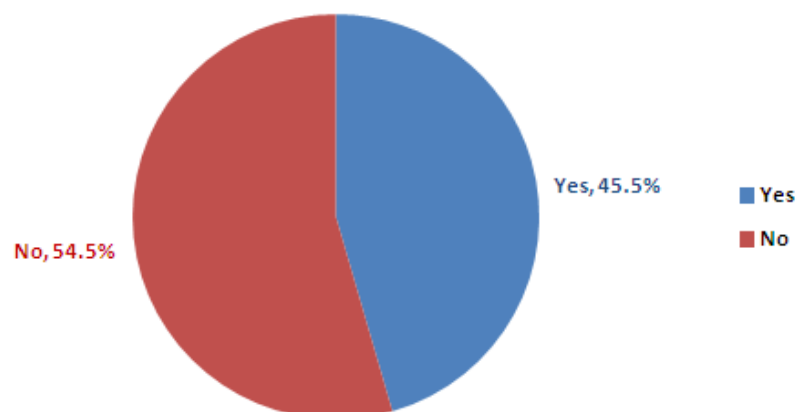
**Q1. In the past 12 months, how many times have you seen a doctor from your practice?**



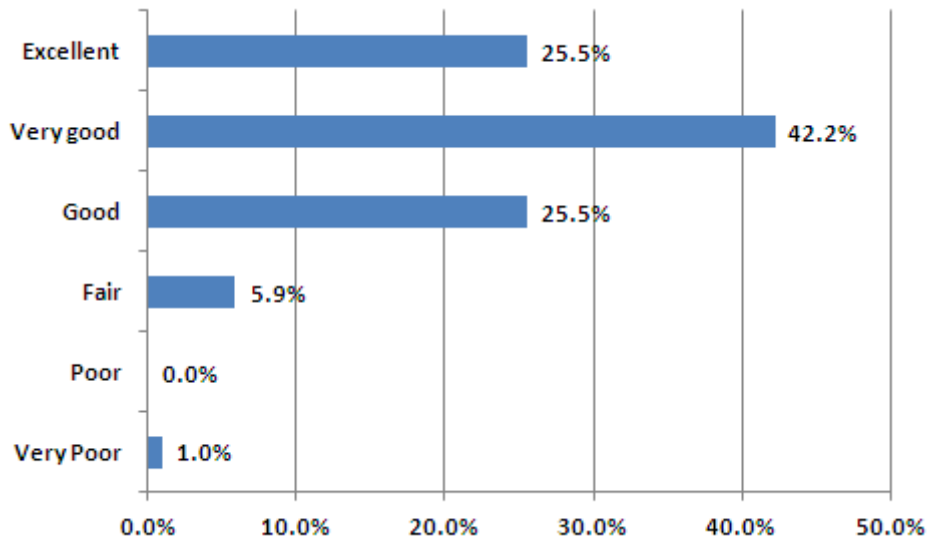
	100.00%
None	3.9%
Once or twice	28.4%
Three or four times	40.2%
Five or six times	10.8%
Seven or more times	16.7%

Out of our respondents, the single most frequency for seeing a doctor is three to four times a year (40.2%). Once or twice was the second highest frequency (28.4%). This gives us a combined majority of 68.6% seeing a doctor between 1 and 4 times a year. There are a notable proportion of people visiting seven or more times (16.7%), this is likely to be a proportion of respondents who indicated a long term illness or disability.

**Do you have any long standing illness, disability or infirmity?**



**Q2. How do you rate the way you are treated by reception staff at Springbank Surgery?**



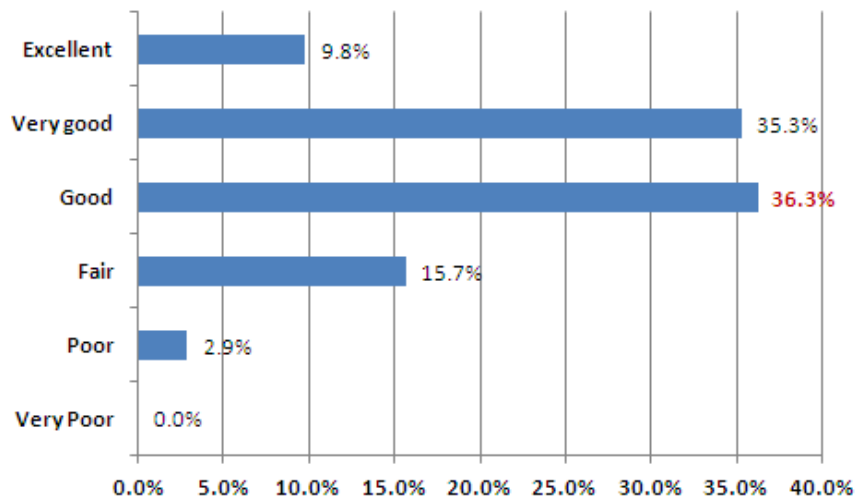
	<b>100.0%</b>
Very Poor	1.0%
Poor	-
Fair	5.9%
Good	25.5%
<b>Very good</b>	<b>42.2%</b>
Excellent	25.5%

When asked how they were treated by reception staff, our respondent's highest single response was very good (42.2%). 25.5% stated excellent, and 25.5% stated good. This gives us a combined total of 93.2% rating treatment by reception staff as good to excellent. This is an extremely positive base to work from to increase the number of respondents who rate excellent in future years.

**Q3. Opening hours**

**Q3a. How do you rate the hours that your practice is open for appointments?**

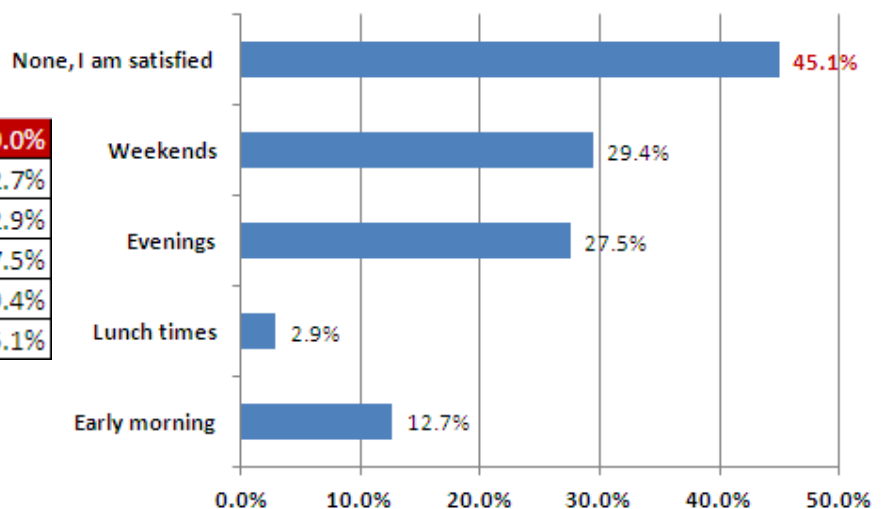
	<b>100.0%</b>
Very Poor	-
Poor	2.9%
Fair	15.7%
Good	36.3%
Very good	35.3%
Excellent	9.8%



Respondents gave a spread of responses when asked to rate opening hours. The single highest rating was good (36.3%) followed closely by very good (35.3%). 9.8% rated the opening hours as excellent giving a combined total of 81.4% for good to excellent. However, 15.7% rated opening hours as fair and 2.9% rated them as poor. This is reflected later in the report when asked an open ended question on improvements; the responses were mainly on more flexible opening hours to accommodate working people and also the results below.

**Q3b. What additional hours would you like the practice to be open for appointments?**

	<b>100.0%</b>
Early morning	12.7%
Lunch times	2.9%
Evenings	27.5%
Weekends	29.4%
None, I am satisfied	45.1%

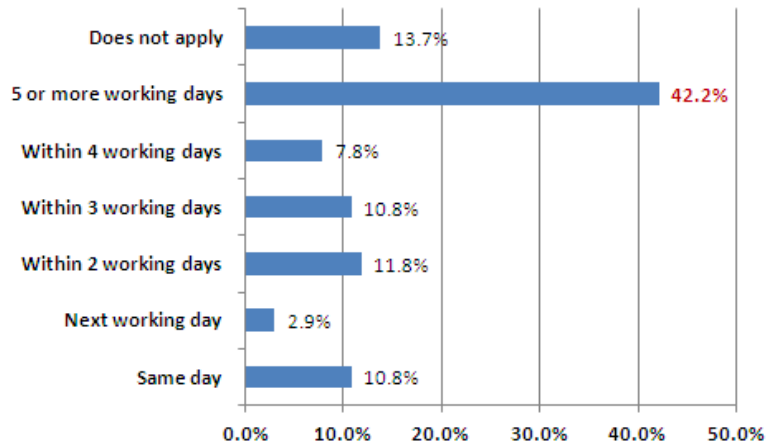


The highest single response for was that respondents were satisfied with the current opening hours (45.1%). However, 29.4% asked for weekend opening (with respondents writing on the questionnaire that Saturday AM would be the preferred time.), 27.5% asked for increased evening opening and 12.7% asked for early morning. This is combined total of 69.6% asking for more flexible opening hours. *Note: this was a multiple response question so total percentages are greater than 100%*

**Q4. Seeing a particular doctor**

**Q4a. How quickly do you usually get to see a particular doctor?**

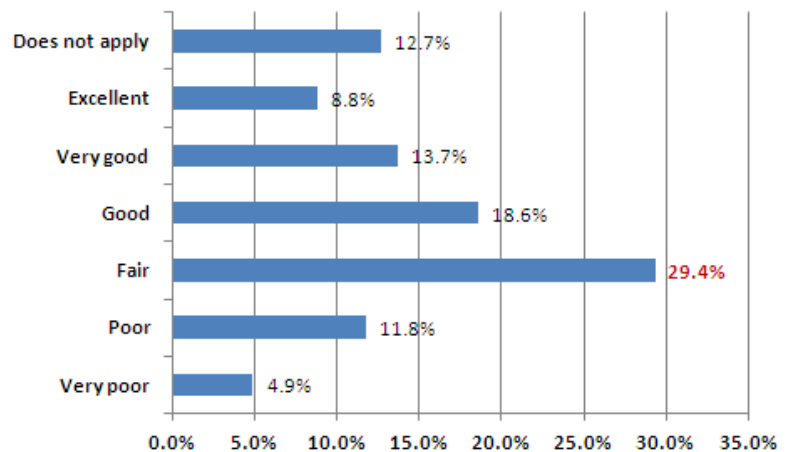
	100.0%
Same day	10.8%
Next working day	2.9%
Within 2 working days	11.8%
Within 3 working days	10.8%
Within 4 working days	7.8%
5 or more working days	42.2%
Does not apply	13.7%



Our respondent's highest single response when asked how long it takes them to see a particular doctor was 5 or more working days (42.2%). 10.8% stated that they saw them the same day. The combined total for people who saw a particular doctor within 3 working days is 36.3%.

**Q4b. How do you rate this timing?**

	100.0%
Very poor	4.9%
Poor	11.8%
Fair	29.4%
Good	18.6%
Very good	13.7%
Excellent	8.8%
Does not apply	12.7%



29.4% rated the timing of seeing a particular doctor as fair, this being the single largest response. A combined total of 41.4% rated the timing as good to excellent. 11.8% rated the timing as poor and 4.9% rated the timing as very poor.

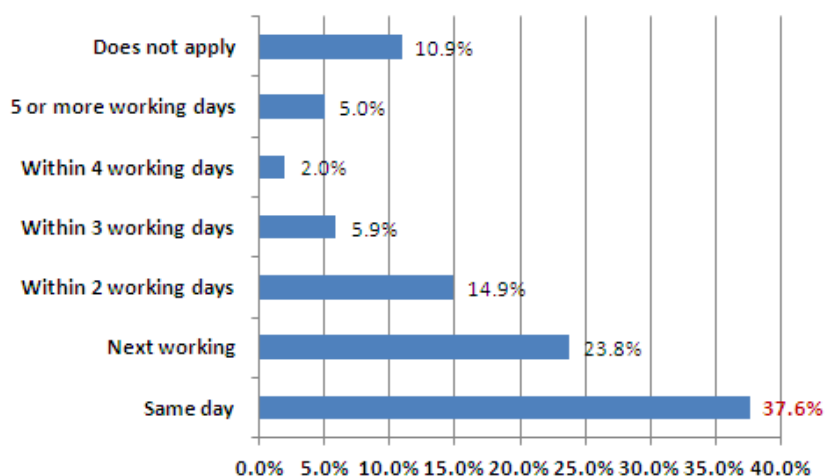
The results show that overall Springbank Surgery is satisfying patients to a good degree on their ability to set appointments with doctors that patients specifically ask for. There is room for improvement however and, although some of the issues will be physical availability of particular doctors on particular days, some of the satisfaction scores may be improved by clearer communication of which doctors are available when, and why, and a management of expectations.



**Q5. Seeing any doctor**

**Q5a. How quickly do you usually get to see any doctor?**

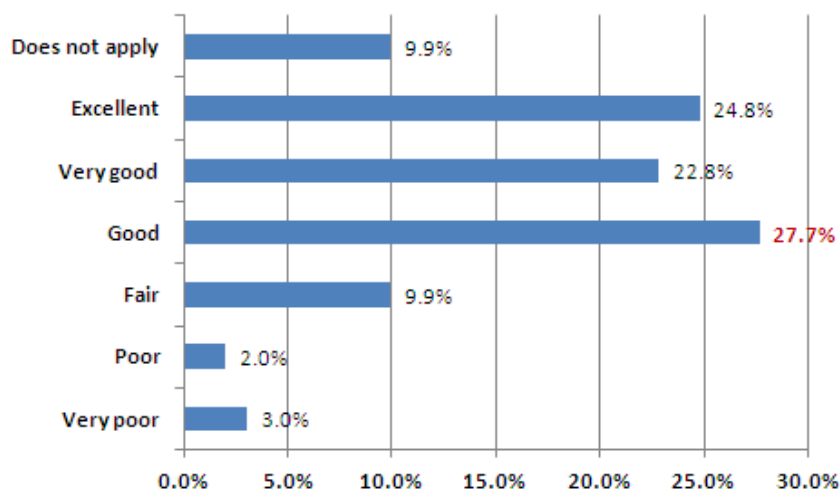
	<b>100.0%</b>
Same day	37.6%
Next working	23.8%
Within 2 working days	14.9%
Within 3 working days	5.9%
Within 4 working days	2.0%
5 or more working days	5.0%
Does not apply	10.9%



When asked how long it takes to see any doctor at the surgery, the highest single response was on the same day (37.6%), followed by the next working day (23.8%). A combined total of 82.2% saw any doctor within three working days.

**Q4b. How do you rate this timing?**

	<b>100.0%</b>
Very poor	3.0%
Poor	2.0%
Fair	9.9%
Good	27.7%
Very good	22.8%
Excellent	24.8%
Does not apply	9.9%



27.7% rated the timing of seeing a particular doctor as good, this being the single largest response. 24.8% rated the timing as excellent and 22.8% rated the timing as very good. A combined total of 75.3% rated the timing as good to excellent.

**Q6. If you need to see a GP urgently, can you normally get seen the same day?**

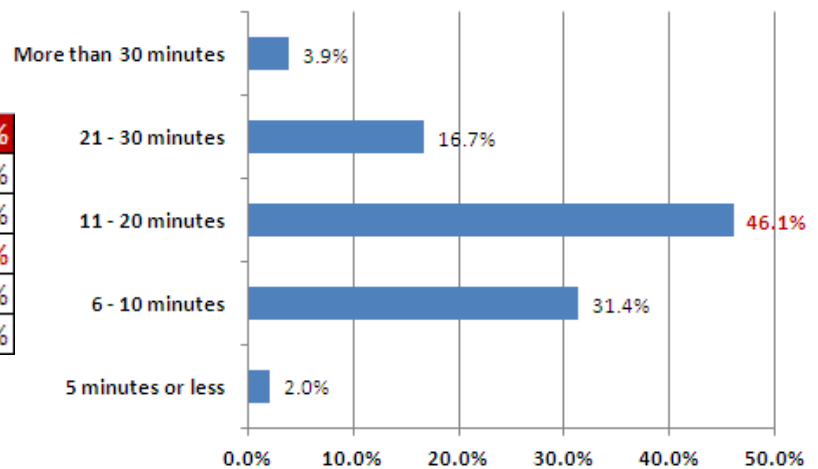
Yes	<b>69.6%</b>
No	4.9%
DK/never needed to	25.5%

69.6% of respondents normally get to see a GP the same day if they need to urgently. 25.5% never needed to, so if we deduct them from the analysis, 95.9% get same day appointments for urgent treatment.

**Q7. Waiting times**

**Q7a. How long do you normally have to wait at the practice for your consultations to begin?**

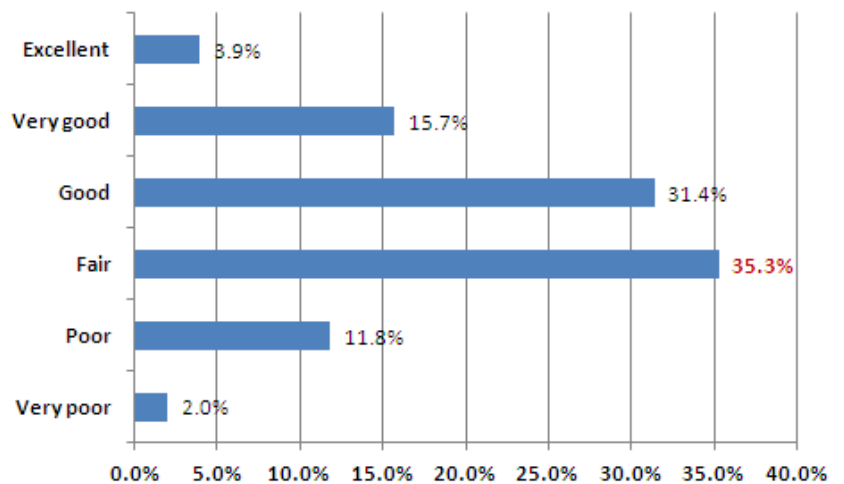
	<b>100.0%</b>
5 minutes or less	2.0%
6 - 10 minutes	31.4%
11 - 20 minutes	<b>46.1%</b>
21 - 30 minutes	16.7%
More than 30 minutes	3.9%



The most stated waiting time for a consultation was 11 – 20 minutes (46.1%) followed by 6 – 10 minutes (31.4%). 16.7% of respondents stated a usual waiting time of 12 – 30 minutes. A combined total of 79.5% are usually seen within 20 minutes.

**Q7b. How do you rate the waiting time?**

	<b>100.0%</b>
Very poor	2.0%
Poor	11.8%
Fair	<b>35.3%</b>
Good	31.4%
Very good	15.7%
Excellent	3.9%



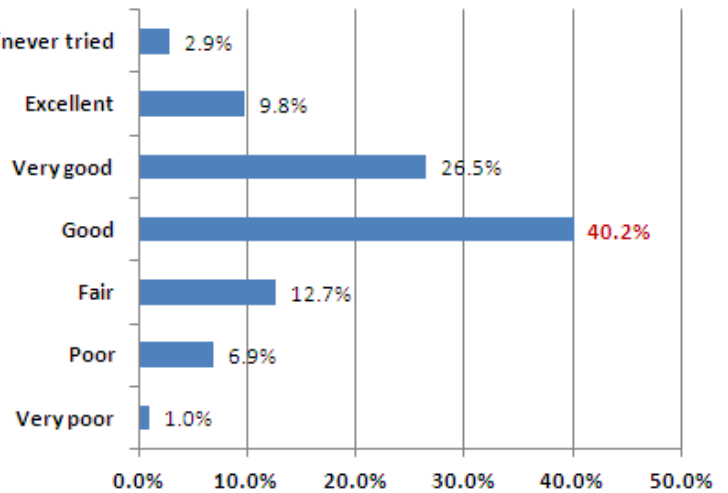
35.3% rated the waiting time for consultation as fair, and 31.4% rated it as good. A combined total of 51.0% rated the waiting time as good to excellent. Springbank should use these satisfaction scores as benchmarks for the future and put measure in place to either decrease waiting times, or increase communications on waiting times, with reasons for why, and manage expectation. This may have a positive impact on attitude and satisfaction.

People are generally happier to accept situations if they feel informed and involved in the reasons.

**Q8. Phoning the practice**

**Q8a. Ability to get through on the phone**

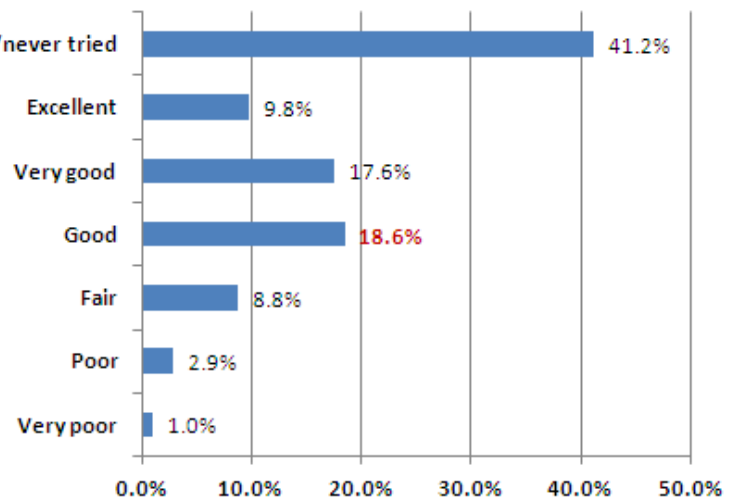
	<b>100.0%</b>
Very poor	1.0%
Poor	6.9%
Fair	12.7%
Good	<b>40.2%</b>
Very good	26.5%
Excellent	9.8%
Don't know/never tried	2.9%



When asked to rate the ability to get through to the practice on the phone, the highest single answer was good (40.2%) followed by very good (26.5%). A combined total of 79.4% rated getting through on the phone as good to excellent.

**Q8b. Ability to speak to a doctor on the phone when you need medical advice?**

	<b>100.0%</b>
Very poor	1.0%
Poor	2.9%
Fair	8.8%
Good	<b>18.6%</b>
Very good	17.6%
Excellent	9.8%
Don't know/never tried	41.2%

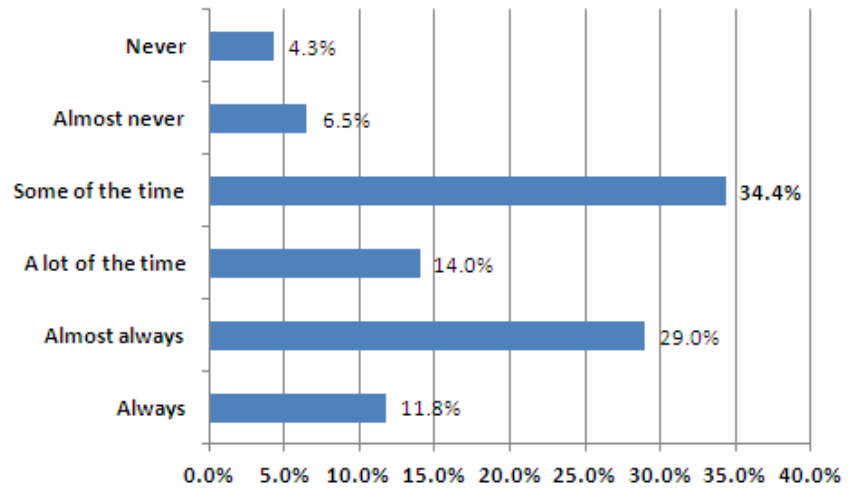


When asked specifically about being able to speak to a doctor on the phone when needed, most of our respondents had never tried (41.2%). From those that had, 18.6% rated the ability as good, 17.6% rated it as very good.

**Q9. Section on your usual doctor**

**Q9a. In general, how often do you see your usual doctor?**

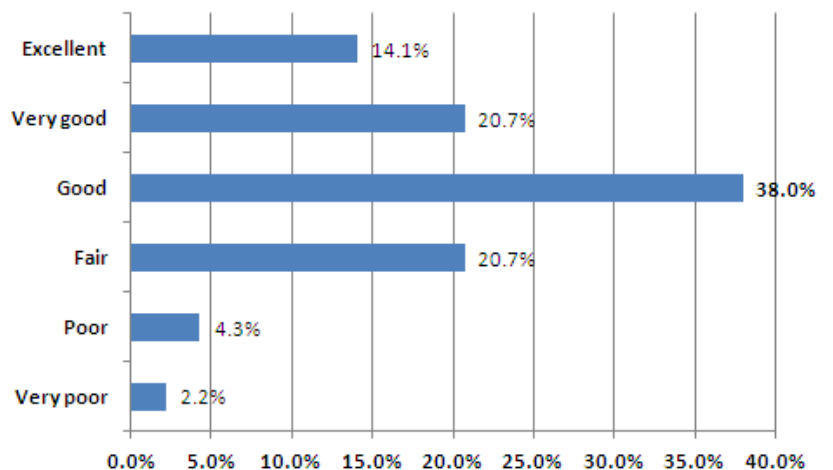
	<b>100.0%</b>
Always	11.8%
Almost always	29.0%
A lot of the time	14.0%
Some of the time	<b>34.4%</b>
Almost never	6.5%
Never	4.3%



34.4% of our respondents stated that they saw their usual doctor some of the time, followed by 29% who said almost always. A combined total of 54.8% saw their doctor between lot of the time and always.

**Q9b. How do you rate this?**

	<b>100.0%</b>
Very poor	2.2%
Poor	4.3%
Fair	20.7%
Good	<b>38.0%</b>
Very good	20.7%
Excellent	14.1%



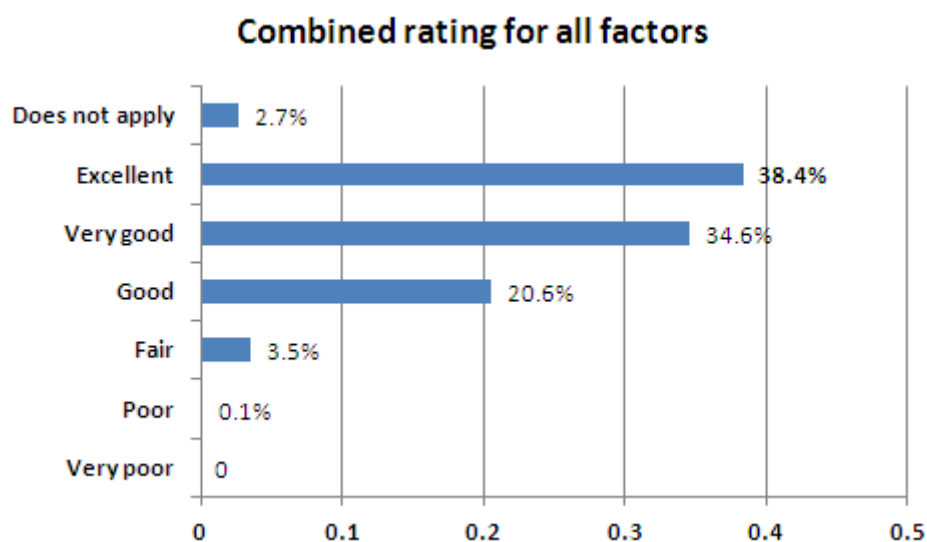
38.0% of the respondents stated that this frequency of seeing their usual doctor was good, followed by 20.7% who stated it was very good. 20.7% rated this as fair, and 14.1% said it was excellent.

A combined total of 72.8% rated the frequency of seeing their usual doctor as good to excellent.

## Q10. Rating the consultation

We gave the respondents a number of factors by which to rate their consultation. The following table and chart shows how each factor was rated.

	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
Combined rating for all factors	-	0.1%	3.5%	20.6%	34.6%	38.4%	2.7%
How thoroughly the doctor asks about your symptoms	-	-	3.3%	23.9%	35.9%	35.9%	1.1%
How well the doctor listens to what you have to say	-	-	3.3%	22.8%	35.9%	37.0%	1.1%
How well the doctor puts you at ease during physical examinations	-	-	3.2%	18.3%	32.3%	41.9%	4.3%
How much the doctor involves you in decisions about your care	-	1.1%	2.2%	18.3%	34.4%	37.6%	6.5%
How well the doctor explains your problems and treatment	-	-	2.2%	20.4%	36.6%	39.8%	1.1%
The amount of time your doctor spends with you	-	-	7.5%	21.5%	33.3%	36.6%	1.1%
The doctor's patience with your questions	-	-	3.2%	17.2%	34.4%	39.8%	5.4%
The doctor's caring and concern for you	-	-	3.2%	22.6%	34.4%	38.7%	1.1%



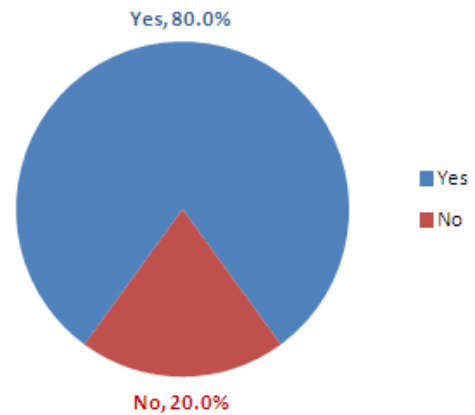
Each factor has its own rating, and they broadly follow a similar pattern of rating. When we combine all of the scores to give an overall rating for all factors related to the doctor's consultation, 38.4% rated the consultation as excellent overall, and 34.6% rated it as very good. A combined total of 93.6% rated the consultation across all factors between good and excellent.

**Section on nursing care**

**Q11. Have you seen a nurse from Springbank Surgery in the past 12 months?**

80% of our respondents had seen a nurse in the past 12 months.

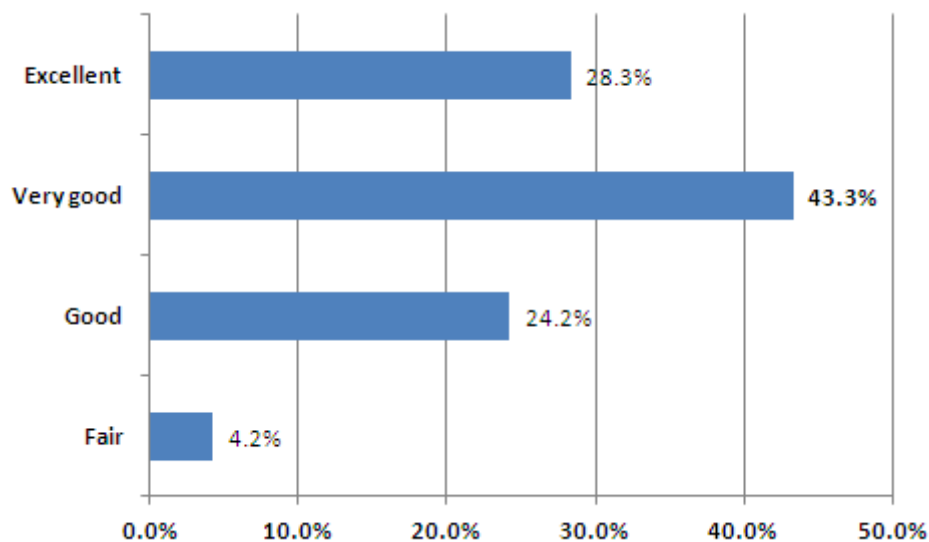
The following questions on nursing relate to the answer given by that 80%.



**Q12. Rating of nursing care**

	Very poor	Poor	Fair	Good	Very good	Excellent
<b>Combined rating for all factors</b>	-	-	4.2%	24.2%	43.3%	28.3%
<b>How well the nurse listen to what you say</b>	-	-	3.8%	23.8%	43.8%	28.7%
<b>The quality of care they provide</b>	-	-	3.8%	23.8%	42.5%	30.0%
<b>How well the nurse explains your health problems and treatment</b>	-	-	5.0%	25.0%	43.8%	26.3%

**Combined rating for all factors**



Each factor has its own rating. When we combine all of the scores to give an overall rating for all factors related to the nurse’s consultation, 43.3% rated the consultation as very good overall, and 28.3% rated it as good. A combined total of 95.8% rated the consultation across all factors between good and excellent.

## Section on open ended responses

Respondents were asked what they thought was particularly good about the practice. Most respondents left this blank. Here is a selection of responses which reflect the overall attitudes given on the questionnaires:

*Convenience*

*The doctors, nurses and receptionists are all very friendly and polite*

*Same day appointments, care during and after pregnancy, care for babies/children*

*Pharmacy on site at GP practice*

*During a recent bad time in my life, the doctor was fantastic with his support. First class*

*It's all perfect*

*Doctors and nurses are very professional and care about the patients*

*Excellent care*

*on site pharmacy, multi site appointments*

*Very good connections to York and Harrogate hospital in terms of treatment plan*

*Excellent*

*Looked after my wife (now deceased) extremely well*

*GP always takes the time to discuss all my problems and I always come away feeling happier*

*The ability of Dr Simpson to perform minor surgery to obviate the need for hospital treatment, Casual*

*Springbank is excellent in all respects. Dr Whittle is excellent, he truly cares*

*Dr Simpson*

*All staff are excellent*

*much friendlier than my last practice*

*Care is excellent*

*Friendly staff, well cared for surgery and waiting area. Excellent doctors, friendly and approach*

*Highly pleased*

*Waiting time for appointments*

*Excellent that we have a pharmacy in the practice*

*Excellent*

*GP Dr O'Donoghue is excellent*

*Dispensary at the practice*

*Very happy after 30 years at the practice*

*Very friendly staff*

*Quality of the medical care*



Respondents were asked if there was anything they would improve about the practice. Most respondents left this blank. Here is a selection of responses which reflect the overall attitudes given on the questionnaires:

*"Car parking"*

*"Blood tests could be done for longer times. For example, not just during the day until 4pm as it's"*

*"Rarely able to see specific doctors on the same/next day, early opening"*

*"More flexible opening hours and more flexible appointments"*

*"More phone lines at 8am"*

*"Early appointments for working people"*

*"More flexible opening times"*

*"Waiting time"*

*"Surgery severely let down by the attitude of the receptionists. Rude and not accommodating."*

*"Difficult to get through at 8am"*

*"Give more time to older people, think about them! Not how much you can save in your practice!"*

*"Access need to be improved early morning and evening"*

*"Appointment prior to work, possibly starting a little earlier"*

*"Dispensary can sometimes seem a bit disorganised"*

*"No improvements needed"*

*"Patients should be allocated a specific doctor of a gender that they request"*

*"No"*

*"Ability to contact by phone particularly in the morning"*

*"Waiting times can be anything from 15 - 30 minutes, not ideal when you have two young children"*

*"Waiting times always seem to be running very, very behind"*

*"I have to take statins for the rest of my life, why then can't I have a three months supply in one g"*

*"Car parking could be improved"*

Respondents were asked for any final comments about the practice. Most respondents left this blank. Here is a selection of responses which reflect the overall attitudes given on the questionnaires:

"Overall, very pleased with the care I and my children have received"

"Good if the surgery opened a couple more evenings in the week"

"Dr Simpson has been outstanding in his care. He is definitely a life saver"

"In all our years this is the best practice ever"

"Thanks"

"When talking to friends, I feel that Springbank Surgery offers a superior service to most"

"Dr Simpson will take some replacing"

"Dr Simpson and Sister Newton will be greatly missed"

"NHS Choose and Book Service: complicated, confusing, inefficient and no choice"

"No thoughts of privacy and they feel they can give out medical advice"

"Excellent practice"

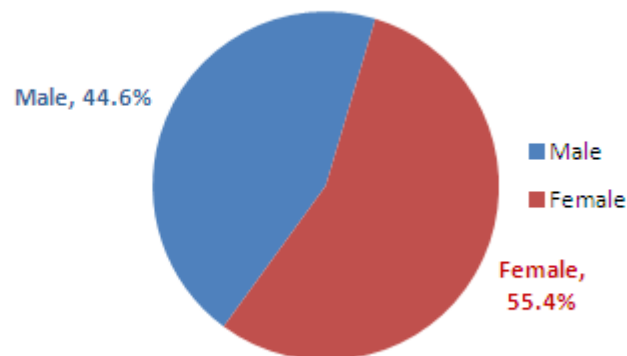
"Too many young married female part time doctors too busy with their lives outside of work!"

"Receptionists not very discreet sometimes when dispensing embarrassing"

## Demographics

### Q13. Gender

We had a good split of male and female respondents, slightly more female with 55.4%



### Q14. Age

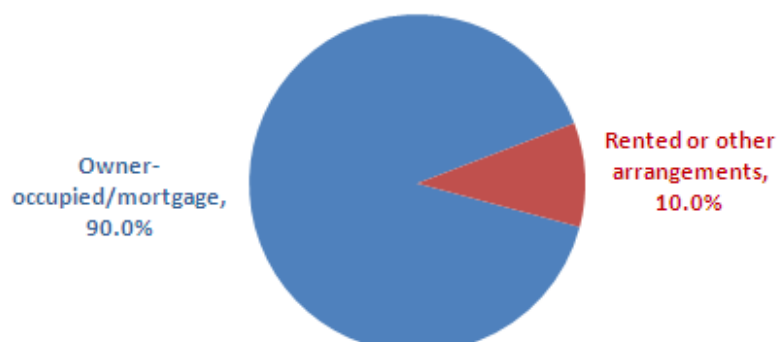
The survey did attract an older respondent profile, which, based on the sample size, could be taken as the patient profile of the surgery. The mean average age of our respondents was 57 years old.

Age Band	%
20-29	6%
30-39	7%
40-49	14%
50-59	21%
60-69	31%
70+	21%
	100%

### Q16. Ethnic Group

99.9% of our respondents recorded their ethnic origin as white. 0.1% stated mixed. (This in effect equates to 2 respondents out of our sample.)

### Q17. Accommodation



**Q18. Employment status**

	<b>100.0%</b>
Employed	52.6%
Unemployed and looking for work	-
At school or in full time education	-
Unable to work due to long term sickness	1.0%
Looking after your home/family	8.2%
Retired from paid work	37.1%
Other	1.0%

**Disclaimer:**

*Demographic information is aggregated from each survey received, and is only used to provide a profile of user types for our on-going strive for excellent service.*

*No individual data is known and no single record is scrutinised. On the returning questionnaire, there is no identifying information of any individual.*