**FAIRFIELD SURGERY**

**2015 - 2016 PATIENTS SURVEY**

Our 2015 - 2016 patient survey was carried out during 2 weeks in March 2016.

We received 54 completed forms during this time.

The information from the survey was collated and the results are as follows:

***Q1 When you need an appointment how easily can you get one?***

 28 x patients felt our appointments system was excellent

 12 x patients felt our appointments system was good

 7 x patients felt the system was satisfactory

 7 x patients felt the system is poor.

In summary to this question 73% of patients surveyed feel our appointment system is good or excellent. 13% of patients are satisfied with the system and a further 13% of patients surveyed feel the system is poor.

***Q2 Patients experience of staff members***

***Reception staff***

43 patients out of the 54 surveyed felt our receptionists were excellent

9 patients felt our receptionists were good

0 patient felt their experience of our reception staff to be satisfactory

2 patients felt their experience with our reception staff was poor.

In summary over 96% of our patients felt their experience with our reception staff to be good or excellent whilst 3.7% felt their experience was poor.

***Doctors***

39 patients felt their experience of our Doctors to be excellent

13 patients had a good experience.

2 patients had a poor experiene

In summary over 96% of patients were happy with their experience of the GP.

**Nurse**

31 patients felt our Nurse was excellent

13 patients felt she was good

10 patients did not answer this question as it was not applicable

Not all patients surveyed completed this section.

In summary over 81% of patients had an excellent/good experience and no patients felt they had been treated less than satisfactory.

**Other**

Not many patients completed this section as this was not applicable but from the few completed questionnaires on this question none of our patients had a poor experience.

***Q3***  ***Patients experience of waiting time from arrival to being seen***

35 patients out of the 54 patients surveyed waited up to 15 minutes and 19 patients waited up to 30 minutes

 Over 83% of patients felt their waiting time was good or excellent

 13% felt their waiting time was satisfactory

 3.7% of patients felt their waiting time was poor.

0 patients waited longer than 30 minutes.

**Patients understanding of consent, privacy and confidentiality.**

These questions are new to our survey this year as we felt this is an extremely important part of patient care and experience.

99% of the patients surveyed felt they had a good understanding of consent choices

1% felt they did not understand their consent choices.

100% of patients surveyed felt their wishes were respected by the Doctor and Nurse and 100% of patients felt that their privacy and confidentiality was respected by the clinical staff.

99% of patients felt their privacy and confidentiality was respected by the reception and administration team and 1% felt that this was not the case.

***Overall rating of our surgery by our patients***

39 Patients felt our overall service to be excellent

12 patients felt our overall service was good

3 patients felt our overall service was satisfactory.

0 patients felt our service was poor.

**Patient were asked what they think we could do better?**

The only area that was highlighted from the comments received was our appointments system.

**Patients were also asked what we do well?**

Although contradictory to the above comments in this section was also our appointments system.

**EVALUATION**

**Evaluation of patients experience with their Doctor, Nurse and Receptionists.**

We are really pleased that the majority of patients surveyed feel their experience of the staff that they have encountered in our surgery has been good or excellent. This is particularly rewarding when the demand on GP Practices is higher nationally than it has ever been and at times we do feel the pressure here in surgery.

We always aim to treat patients as we would wish to be treated and deliver safe, effective care. However there will always be challenging periods where demand exceeds capacity and these circumstances we have to prioritise to continue to deliver safe care for all our patients.

It is concerning that two patients feel they have had a less than satisfactory experience and it is particularly frustrating in an anonymised survey that we cannot identify these patient to help to address any issues that they have experienced and allow us to identify any learning outcome that may need to be addressed or at least offer an explanation as to why they may have felt that there treatment by our staff was poor.

***Evaluation of waiting times***

The surgery operates a 10 minute appointment per patient system and this is generally adequate for most patients. Some patients may take less and some may take more and this usually evens itself out.

It is of concern that a good proportion of patients have had to wait up to 30 minutes to be seen, however, there will always be delays and this cannot be helped in the environment that we are in.

**Evaluation of our appointment system**

The percentage of patients who feel our system is poor has risen from last year but is still low at 13%

It is difficult to produce a perfect appointment system that will suit all patients and their individual circumstances and we recognise that our system does not suit all. With nearly 3000 patients it would be an impossible task to create a system that suits each patient.

The system we run is suited to our needs as a small practice and enables us to run an organised and efficient service.

We regularly carry out capacity and demand audits to ensure we continue to provide sufficient appointments for our patient population.

**POSITIVES**

The positives to our appointments system are the amount of appointments we can offer the same day which helps us to cope with daily demand which can and does fluctuate.

Cuts down the number of patients who DNA (do not attend)

Patients who need to be seen acutely are seen in a timely manner.

Allows the smooth running of the surgery and provision of staffing to cope with demand

**NEGATIVES**

patients have to ring at specific times to book a same day appointment.

Having the majority of appointments as book on the day means less pre-bookable or book in advance appointments are available

**COMPARISON**

If we had less book on the day appointments and more book in advance appointments our number of patients who DNA would increase. Our weekly audit proves a significant majority of patients who DNA are the appointments that have been booked in advance.

Patients who book appointment and do not attend block appointment slots that we could otherwise use.

Having less book on the day appointments would reduce our capacity for the demand of same day appointments and increase the difficulty in patients obtaining an appointment in a timely manner for acute problems. However this is a "see saw" effect as having more book on the day reduces the book in advance and so on.

Having more book on the day and patients ringing as specific times allows the smooth running of reception and efficient use of staff time.

**CONCLUSION**

We recognise this is difficult to address as no system will suit all patients. This is frequently discussed at the Practice Managers Forum meetings as all practices have complaints regarding their appointment systems.

We undertake capacity and demand audits to ensure that we are providing a safe service to our patients, particularly as our list size is steadily increasing.

We have recently added an additional surgery on a Monday afternoon, which is our busiest day of the week, to address the increased demand for appointments due to increasing patient numbers.

We have to also recognise that if we increase the number of book in advance appointments then we will increase the number of DNA's (patients who do not attend for a booked appointment) this in turn then affects the number of available appointments on the day.

We will continue to monitor our appointment system and discuss at our Patient Participation group as well collect the views of our patients in our local survey which we do on an annual basis.

***DECISIONS***

To keep the current booking system for the present time as the majority of our patients have a positive experience and the positives outweigh the negatives.

***The doctors and staff would like to thank all the patients who took the time to complete this survey for us.***

***We are also grateful for all the lovely comments that we have received as we genuinely do wish to provide all our patients with a positive experience from their visit to our surgery.***

***We do also take on board all the comments from patients who have felt their experience was not positive and we would encourage you to contact us to raise these as this will enable us to address any concerns you have or identify areas we may need to improve.***