

LEICESTER TERRACE HEALTHCARE CENTRE

PATIENT SATISFACTION SURVEY: JANUARY / FEBRUARY 2014

ABOUT RECEPTION

Q1. How helpful do you find receptionists at this practice?

Poor	4	1.1%
Satisfactory	28	8%
Good	152	43.7%
Excellent	164	47.1%

Q2. How easy is it to get through to reception on the phone?

Poor	27	7.8%
Satisfactory	95	27.5%
Good	163	47.2%
Excellent	60	17.4%

ABOUT APPOINTMENTS

Q3. How easy is it to speak to a doctor or nurse on the phone?

Poor	23	6.8%
Good	125	36.8%
Excellent	70	20.6%
Never tried	122	35.9%

Q4. If you need to be seen urgently, are you seen on the same day?

Yes	166	76.5%
No	10	4.6%
Never tried	41	18.9%

Q5. How far ahead would you like to be able to book your appointment for?

On the same day only	43	13%
1 week	156	47.3%
2 weeks	58	17.6%
4 weeks	73	22.1%

Thinking of the times you want to see a particular doctor

Q6. How quickly do you usually get seen?

			Rating (%)			
			Poor	Satisfactory	Good	Excellent
1-2 days	30	9.1%	0	13.8	37.9	48.3
3-5 days	50	15.1%	0	44.9	38.8	16.3
1-2 weeks	115	34.7%	15.9	57.5	22.1	4.4
2-3 weeks	91	27.5%	38.6	50	10.2	1.1
3-4 weeks	32	9.7%	58.1	35.5	6.5	0
Longer	13	3.9%	76.9	15.4	0	7.7

Thinking of the times you want to see any doctor**Q7. How quickly do you usually get seen?**

			Rating(%)			
			Poor	Satisfactory	Good	Excellent
1-2 days	132	38.6%	0.8	19.7	50.8	28.8
3-5 days	115	33.6%	1.8	55.4	34.8	8
1-2 weeks	80	23.4%	30.8	55.1	12.8	1.3
Over 2 weeks	15	4.4%	46.2	38.5	7.7	7.7

Thinking of the times you want to see a Practice Nurse**Q8. How quickly do you usually get seen?**

			Rating (%)			
			Poor	Satisfactory	Good	Excellent
1-2 days	140	43.2%	0.7	22.1	47.1	30.1
3-5 days	120	37%	0	46.6	41.5	11.9
1-2 weeks	59	18.2%	10.3	62.1	25.9	1.7
Over 2 weeks	5	1.5%	0	60	20	20

Communicating results / appointments / etc. – moving towards text messaging / emails**Q9. Would you be happy with this:-**

	YES		NO	
Text messaging to mobile	241	78.2%	67	21.8%
Text messaging to landline	56	23.4%	183	76.6%
Email	179	65.8%	93	34.2%

18 patients said they did not have a mobile

24 patients said they did not have email addresses

If you have seen the duty team recently for an emergency and you were given an appointment time**Q10. How long did you have to wait for your consultation to start after your appointment time?**

			Rating (%)			
			Poor	Satisfactory	Good	Excellent
Over 30 mins	50	15.9%	36.7	42.9	18.4	2
20-30 mins	76	24.1%	17.4	62.3	14.5	5.8
10-20 mins	70	22.2%	2.9	45.6	36.8	14.7
Under 10 mins	48	15.2%	10	12	32	46
N/A	71	22.5%				

Q11. If you were seeing a GP for a follow-up appointment would you prefer a telephone consultation?

YES		NO	
121	40.5%	178	59.5%

Q12: Who was the last GP you saw – (data collated for all GPs together)

Thinking of the last GP you saw:

		Yes	No
Q13	Did the GP give you enough time?	238	6
Q14	Did the GP listen to you?	234	8
Q15	Did the GP involve you in decisions about your care?	230	11
Q16	Did the GP treat you with care and concern?	230	8
Q17	Did you have confidence and trust in the GP?	229	8

Q18: Who was the last nurse you saw – (data collated for all nurses together)

Thinking of the last nurse you saw:

		Yes	No
Q19	Did you feel the appointment was long enough?	87	0
Q20	Did the nurse treat you with care and concern?	87	0
Q21	Did you have confidence and trust in the GP?	87	0

Thinking about the care you get from your doctor and nurse overall, how well does the practice help you to:-

Q22. Understand your health problems?

Poor	2	0.7%
Fairly poor	6	2.2%
Good	175	63.4%
Excellent	93	33.7%

Q23. Cope with your health problems?

Poor	1	0.4%
Fairly poor	7	2.5%
Good	189	68.7%
Excellent	78	28.4%

Q24. Keep yourself healthy?

Poor	3	1.1%
Fairly poor	6	2.2%
Good	195	73%
Excellent	63	23.6%

Q25. Overall, how would you describe your experience of LTHCC?

Poor	2	0.7%
Fairly poor	3	1.1%
Good	174	63.7%
Excellent	94	34.4%

Q26. Do you think overall we treat you with dignity and respect as an individual?

YES	NO
268 97.1%	8 2.9%

Q27. Would you recommend this surgery to someone who has just moved to your local area?

YES	NO
259 93.5%	18 6.5%

Of those patients who said they would not recommend the practice to others comments included:-

Receptionist very abrupt and chat while phone rings and rings

Too many to list.

Waiting times and get told can't listen to you only got 10 min slot

It can be hard to get an appointment, 3 mth prescriptions and making an appointment for each symptom are very inconvenient

You don't answer phone quick enough

Some attitude of doctors.

It's too big now.

Hard to get appointments.

Shocking parking facilities

Q28. How long have you been at the practice?

Less than a year	22	8.4%
1-2 years	8	3%
2-5 years	27	10.3%
5-10 years	46	17.5%
Longer	160	60.8%

Q29. Something you like at the practice:-

Continuity of seeing same GP 5

Computer check-in bd / new Jayex bd 8

Treated as individual 4

"Always get treated with respect"

Staff (all) 92 (NB Friendliness of staff an overall theme)

Reception staff very cheerful on arrival and helpful./ The reception is always polite / Receptionists friendly and helpful / Friendly and efficient / Reception very helpful

Ease to get appointment 5

You can always get an appointment when you ring / Can be seen sameday and can book in advance to see someone

On the day emergencies 11

Being able to see someone quickly

Good care 8
Diabetes care / little waiting time on the phone

Cleanliness 12
Clean and tidy / Always clean

Layout of surgery / facilities 14
Available information (library)

Kids toys 1

Radio 2

Everything 11

It's all pretty good / Best surgery ever / All apart from receptionist manner / Feels like a family surgery

Q30. Something you would like to change or see at the surgery in the future:

Less waiting time to get dr appointment 19

Book further in the future

Less waiting time in surgery 11

Doctors sometimes not on time even first thing in the morning – would like appointment time met especially in the morning

More phone lines 9

More parking 7

More receptionists / smiley receptionists (6/3)

Change in waiting areas (seating with arms / better radio stations / no radio / more waiting area / furniture and layout) 5

On-line appointments 4

Continuity of doctors 4 (Dr Malik more often at the surgery)

Telephone consults am/pm (set times?) 3

Better library / self help / access to weight loss clinics 3

Jayex bd 2

Mental Health nurse 1

Prescriptions ready 1

More healthchecks 1

Increased opening hours 2 (more Saturday appointments)

Better nurses 1

Water / tea & coffee 4

X-rays 1

Would like to know if dr is male/female 1

More time in consultation 1

The front step 1

Other 6

“Flexibility with wellbeing appointments”

“Solutions to my health problems”

“Language translation options”

“I think texting results will help getting results quicker”

“More mens magazines”

“More midwives”

Q31. If you are entitled to a flu jab but don't take this up, why not?

Don't want it 6 / Not fit enough 4 / Possible or bad reaction 6 / Time 2

Don't trust government or NHS 2 / Don't agree with it 1 / Allergic 1 / Unaware 1

Q32. Have you made us aware of any healthcare needs specifically related to your ethnicity or culture that we are not addressing?

	YES		NO		not applicable
	13	5.9%	44	19.9%	164
					74.2%

Q33. Are you aware that you ring 111 to contact Out of Hours when we are closed?

	YES		NO
	196	79.7%	50
			20.3%

It would help us to understand your answers if you could tell us a little about yourself.

Q34. **Male** 102 37% **Female** 174 63%

Q35. How old are you?

Under 16	2	0.7%
16-44	110	40%
45-64	91	33.1%
65-74	48	17.5%
Over 75	24	8.7%

Q36. Do you have a long standing health problem?

	YES		NO
	141	51.8%	131
			48.2%

Q37. What is your ethnic group?

White	238	86.9%	Chinese	0	0%
Mixed	3	1.1%	Black/Black British	13	4.7%
Asian / Asian British	15	5.5%	Other ethnic group	5	1.8%

Q38. Which of the following best describes you?

Employed	148	55.2%
Unemployed	13	4.9%
In education	9	3.4%
Unable to work due to long term sickness	14	5.2%
Looking after home/family	18	6.7%
Retired	62	23.1%
Other	4	1.5%

Q39. What is your first language?

English 233

Lithuanian	1	Polish	4	Arabic	2	Hungarian	2
Bengali	7	Telugu	1	Tamil	1	Romanian	1
Urdhu	2						