

CATHEDRAL MEDICAL GROUP

CMG - Patient Survey Results Report 2019

The practice designed the survey to capture views of patients on topics which are pertinent to our own Practice; it also gave as an opportunity to re-audit to assess changes we have made following feedback from last year's survey:

- Cleanliness
- Ease of getting through on the telephone
- Attitude of Practice staff
- Ease of getting appointments
- Opening Hours and Extended Hours

Specific focus topics this year

- On line booking awareness
- Flu clinics
- Paramedic Practitioner Visits
- Travel to the Practice
- Patient Group Awareness

Patient Survey Quantity and Methodology

The practice received 282 completed survey questionnaires, some patient's skipped questions, some answered partially. We invited patients to undertake the surgery that had been seen in the last 6 months and also advertised on our website and on our phone system. We undertook the survey using both "survey monkey" and giving patients the opportunity to complete a paper survey if they did not have access to it electronically.

Demographics

Q22. How old are you?		
Answer Choices	Response Percent	Responses
Under 18	0.38%	1
18-30	9.02%	24
31-44	10.15%	27
45-64	34.21%	91
65-74	27.82%	74
Over 75	16.92%	45
Prefer not to say	1.5%	4
	Answered	266
	Skipped	17

THE MEDICAL CENTRE, CAWLEY ROAD, CHICHESTER, WEST SUSSEX, PO19 1XT

PHONE: 01243 813450 FAX: 01243 813474

E-mail: cathedralmedical@nhs.net

website: www.cathedralmedicalgroup.co.uk

Business Manager: Steph Punt / Practice Manager: Amanda Oliver

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Results review

The results are as follows and will be discussed with the Partners, staff and shared with our patient group for discussion and they will contribute and agree actions for the Action Plan 2019/20

Results and conclusions

Cleanliness

The satisfaction remains fairly static at 99% (clean, very clean)

Receptionists call handling – ease of getting through on the phone

Our PPG wanted to change our options from “Excellent, very good, good, fair and poor “ and to have options of :- very good, good, average, poor and very poor. We now have more patients thinking we are average in wait times of answering phones.

Or rating has changed from .

Rating of how long it took to answer phone - (Good, Very Good,) 44% Fair 35%

Last year rating - how long it took - (Good, Very Good, Excellent) 61% Fair 23%

Satisfaction with staff

We are delighted that in every area the satisfaction with staff has improved. The Practice continues to invest in staff training and development and we are delighted that this has paid dividends this year.

Reception staff

How helpful were the reception staff - (Yes all the time and usually) was 76% now 89%

Secretaries

49% of respondents have not had cause to speak to a secretary.

How helpful were the secretarial staff - (Always, usually) was 81% now 94%

Dispensary staff

58% of respondents did not or cannot use the dispensary.

How helpful are the dispensary staff - (Always, usually) was 84% now 92%

Satisfaction with Appointments

We are pleased to report that on the day appointments access satisfaction has improved by 5%, as well as satisfaction with mostly bookable on the days routine lots for GPs.

Appointments - Non medically urgent minor illness / injury appointments

44% not used this service.

Of the remainder 76% thought they got seen with 48 hrs (was 71%)

Appointments mostly on the day

We continue to review our appointments, including our book on the day processes, although from 1.7.19 we made 25% available on line in advance.

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We asked if mostly book on the day for Gp appointments suited and 66% said yes up from last year of 61%. More patients this year felt it was easier to get a routine appointment with a book on the day system. 71%

Sharing Information about you

Where we needed to get consent 88% felt we had gained consent, an increase 1%. We asked patients for further details if they ticked No that we had not got their consent. From this the majority felt they did not know they were being referred or felt we had not consented them for onward referral.

Although the number of patients who felt they were not consented in is very low, we would still like to see this continually improved and in the high 90s.

Opening Hours

Our standard hours are unchanged, but satisfaction has dropped from 91% to 85%

Extended Hours

We currently offer extended hours on a Monday, Wednesday and Friday with the bulk of the provision on a Monday. In light of the results, we will look to move some more of our provision to a Wednesday.

Answer Choices	Response Percent	Responses
Wednesday	24.03%	62
Thursday	7.75%	20
Monday	18.99%	49
Friday	8.53%	22
Tuesday	5.43%	14
Not interested in appointments outside of standard times	35.27%	91
(skipped 25)	Answered	258

On line access for booking appointments

19% of patients were not interested in signing up for this, 45% are already signed up and 35 % were not, but would be interested in doing so.

Flu Clinics

We have been undertaking the same mass vaccination service for our patients for many years, with a few tweaks here and there. Following feedback from both Patient group and staff, and being aware that patients have more choice of provider, we wanted to see what patients wanted.

Answer Choices	Response Percent	Responses
Not entitled to a flu jab - please go to question	30.27%	79
Saturday morning flu clinic	19.16%	50
Saturday morning and afternoon flu clinic	15.33%	40
Saturday afternoon clinics	1.92%	5

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Weekday evening flu Clinics	7.66%	20
Weekday flu clinics	13.03%	34
During routine appointment for other matters	12.26%	32
I have it done at home as I am housebound	0.38%	1

Paramedic Practitioner Visits

We are pleased that 78% agreed with this being the way forward with only 3% disagreeing. The other 20% had no opinion on the matter.

Travel to the Practice

Our car park feels heavily utilised and we wanted to get a better statistical idea of how patients travelled to the surgery and how important the car park was. This is against a backdrop of every fewer spaces as the Practice expands. Staff arriving later to start their shifts are struggling to park in the staff area as patients have taken spaces.

58% came by car and of those 83% thought the carpark was extremely or very important to them. The next highest group walked, followed by use of public transport.

Patient Group Awareness

Our group was keen to understand whether the work that they do is recognised by other patients

78% of patients look at the Patient Group Noticeboard occasionally with 20% checking it on each visit to the Practice.

26% occasionally looked at the patient group website pages on our Website, with 6% checking regularly.

Finally

We asked whether you would recommend us to Friends and Family

Of the 263 who answered, 89% said yes definitely or yes probably. (54% 36%)

Over all this is up 1 % with an increase of 7% in the yes definitely score.

Action Plan 2019-20209

Will be posted after meeting with the Partners and the PPG

S Punt – Business Manager

October 2019

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