



Summary of Survey Results December 2012

“Surgery Services, Facilities and
Patient Care ”

Aims & Objectives of Survey

- To review Surgery Services, Facilities & Patient Care
- To evaluate current levels of patient satisfaction
- To identify any areas that require improvement
- To utilise new systems to reach a wider patient population
- To provide an opportunity for patients to feedback
- To formulate an Action Plan to address, where required, areas for improvement

Survey Population

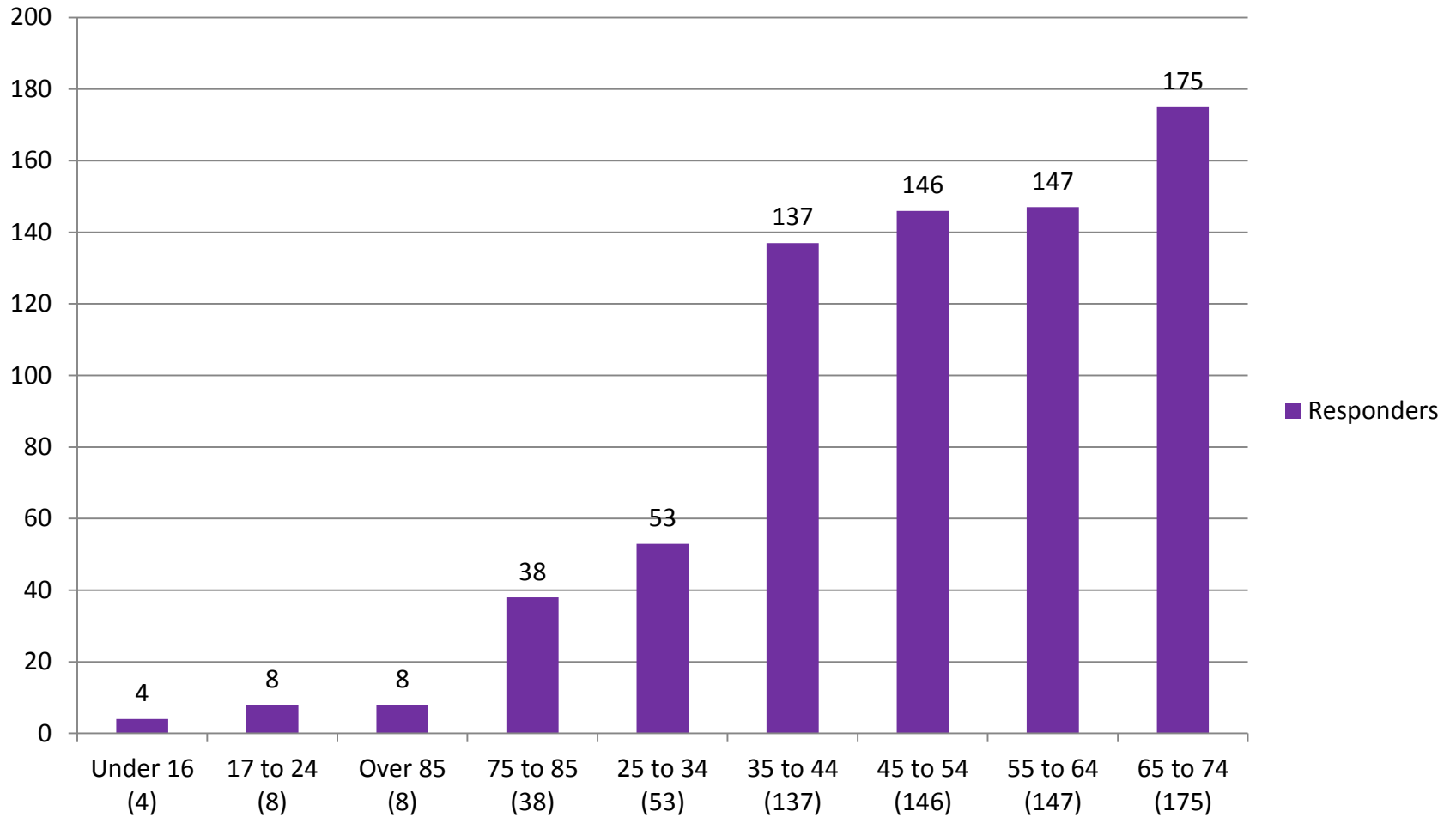
Target Audience:

- **2337** patients with registered email addresses invited
- **3439** patients with registered mobile numbers invited
- Hard copies made available in Surgery
- Promoted on Surgery website with link to access survey

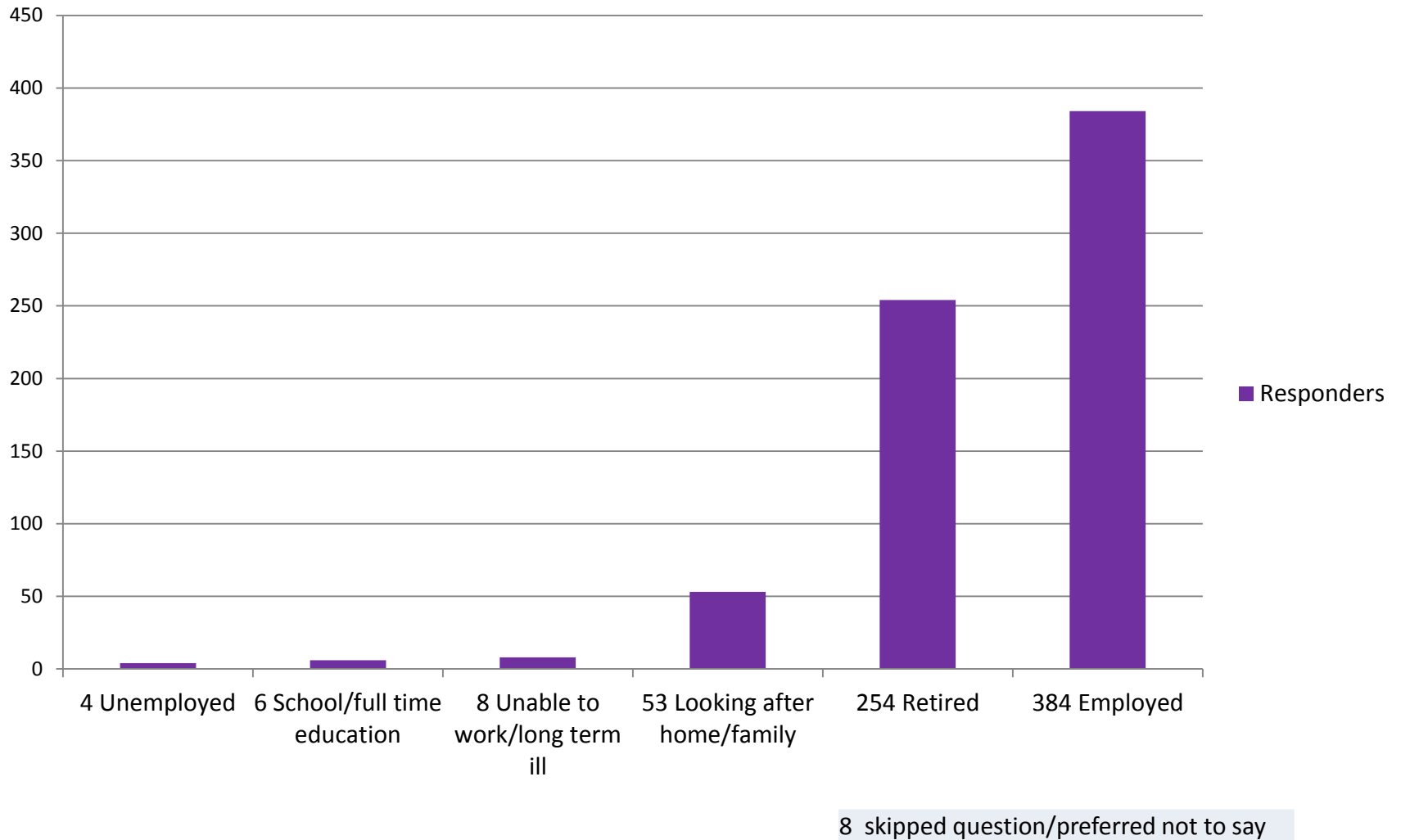
Responders 717:

- 638 by email; 71 by text/website; 8 hard copies; 10 opted out; *(48 only partially completed the survey)*
- 436 responders were female
- 279 responders were male
- 2 responders preferred not to say
- 99% of responders completed the survey for themselves. 1% completed on behalf of someone else.

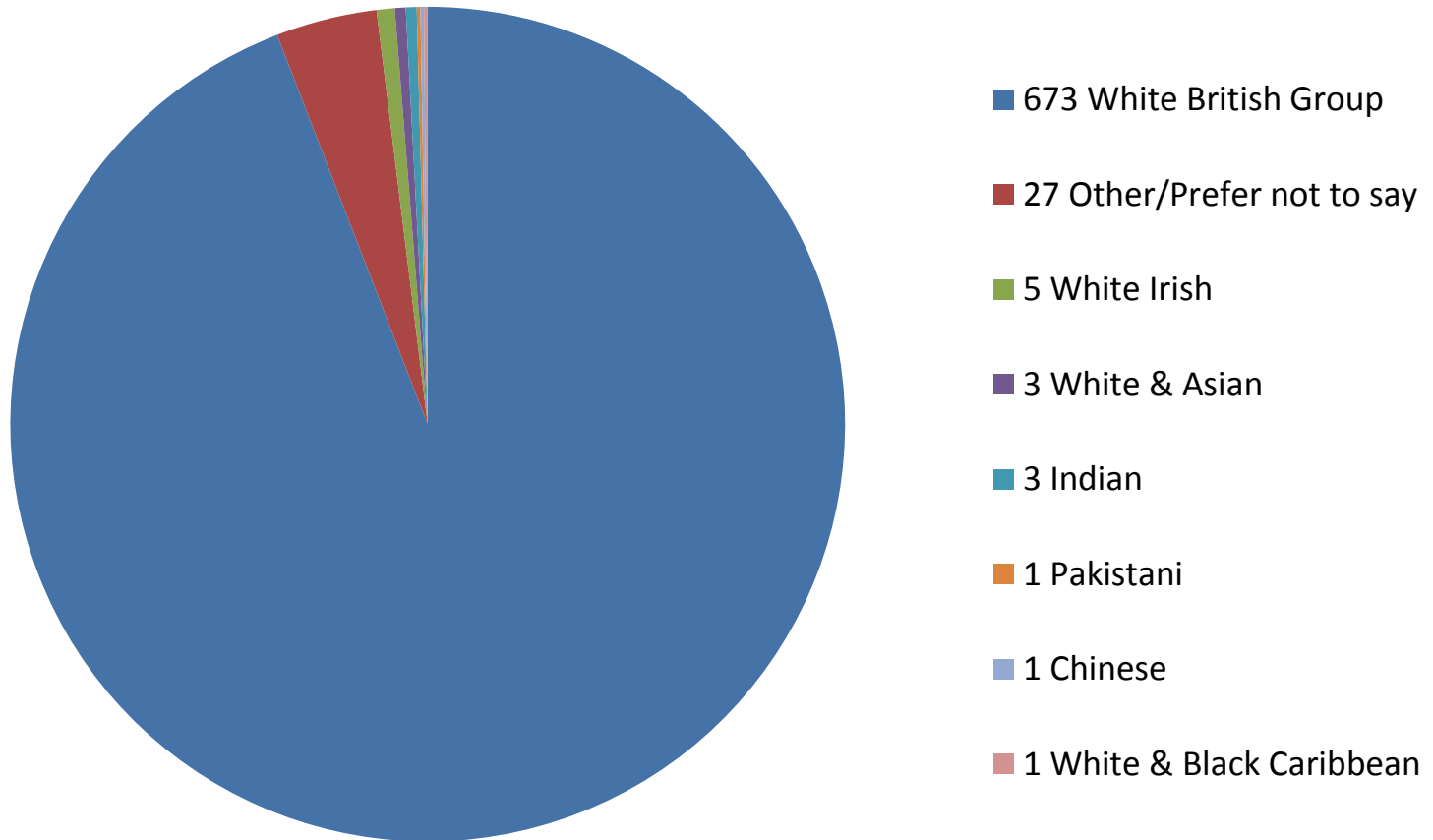
Age Range of Survey Responders



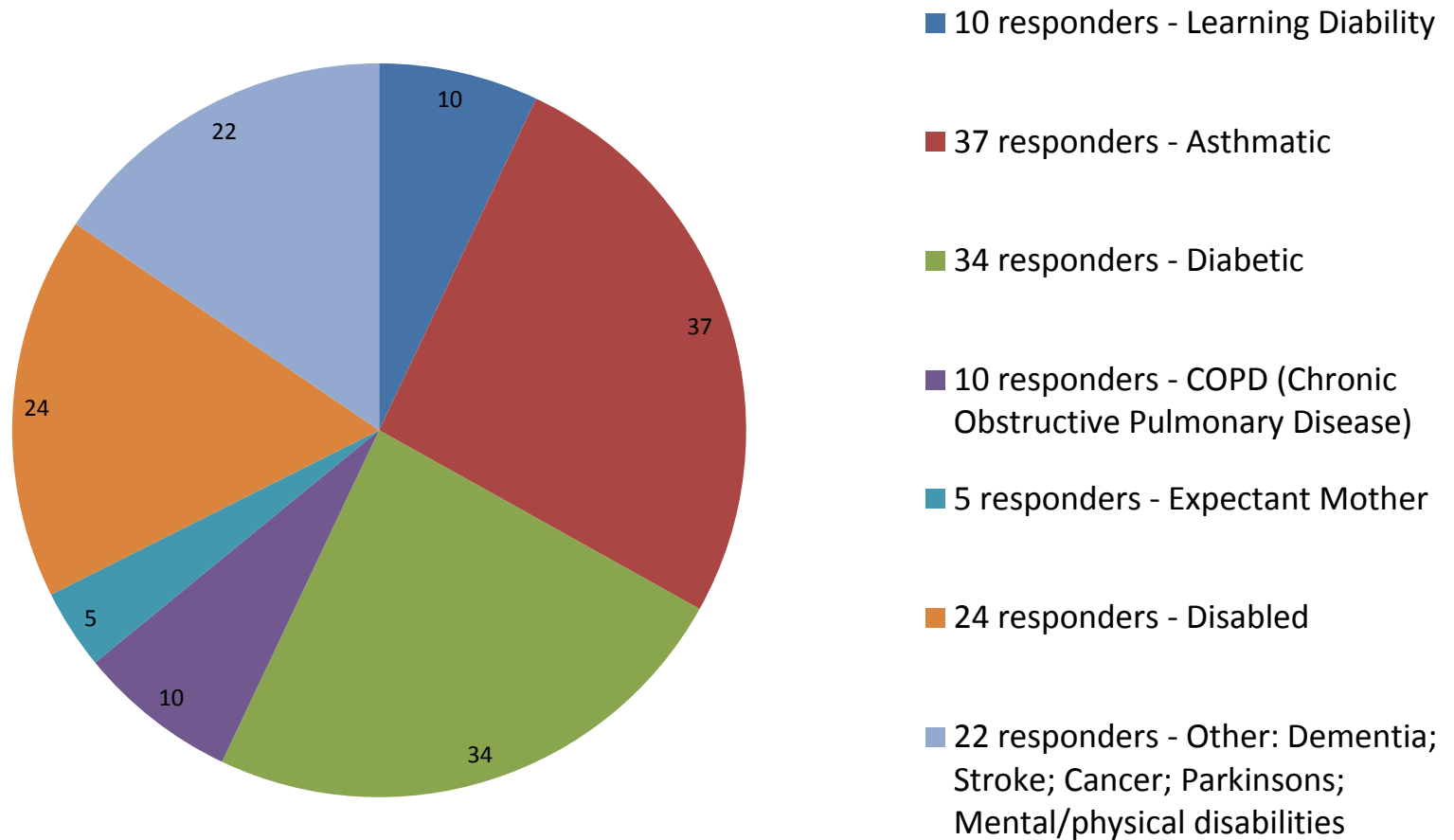
Employment Status of Survey Responders



Ethnicity of Survey Responders

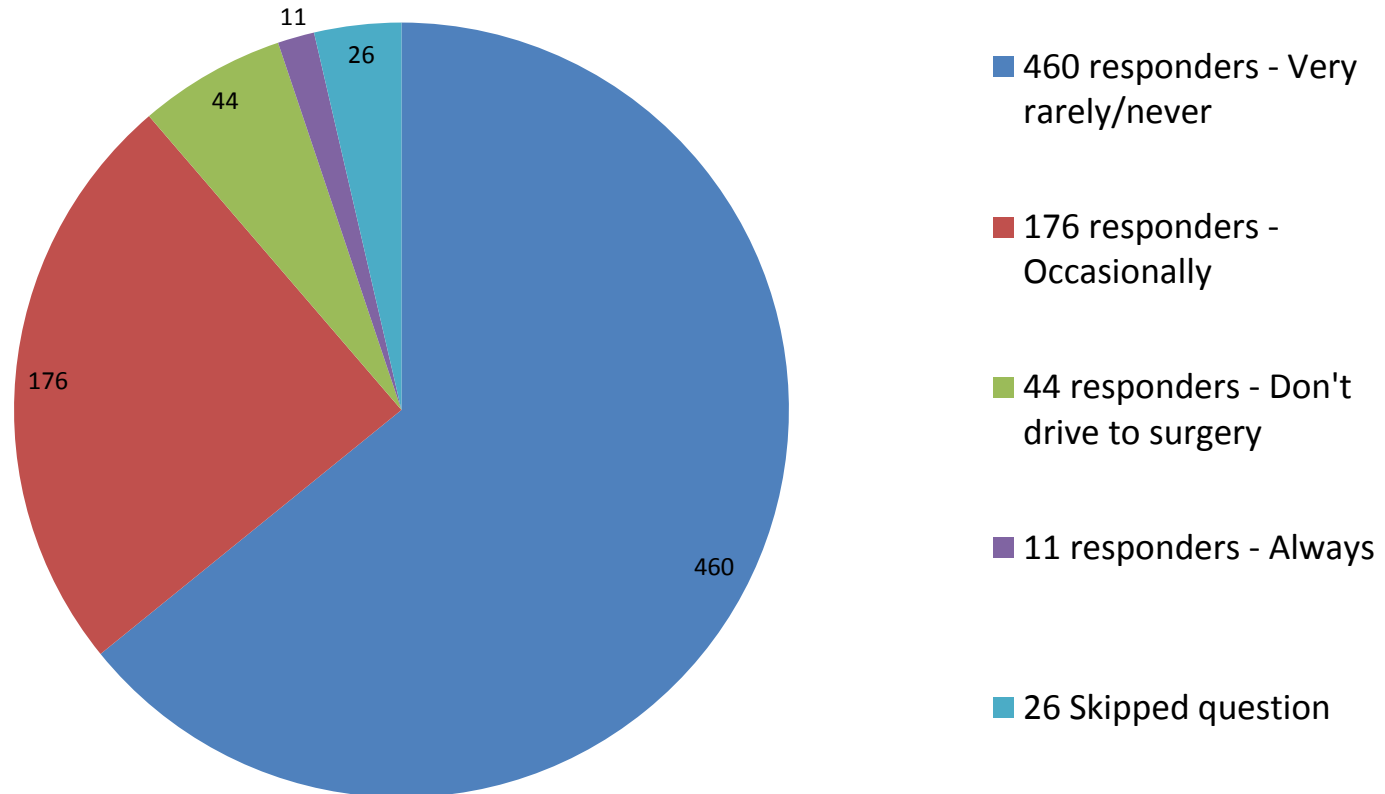


Responders who are/or are carers of a patient within one the following special patient categories.

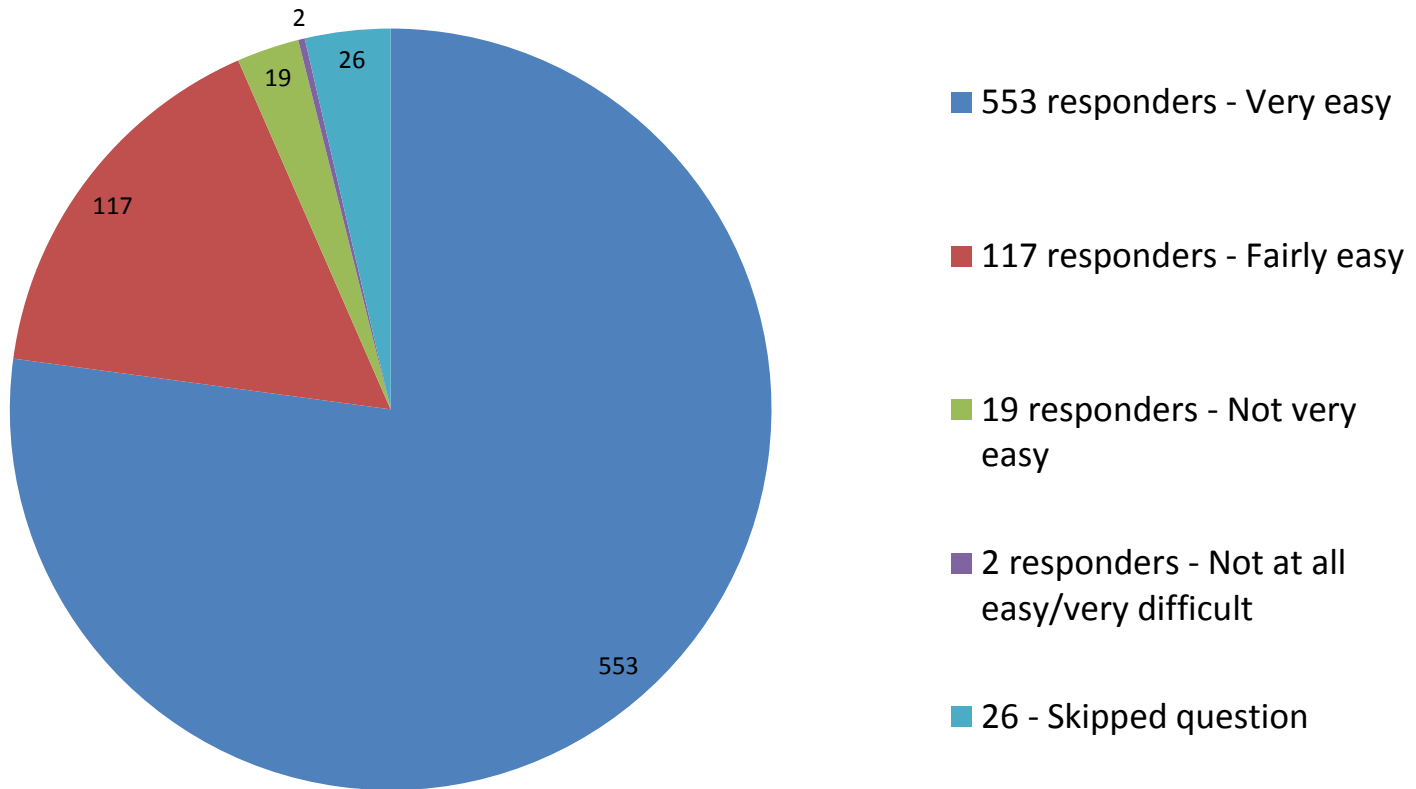


The following questions related to
surgery facilities and
available services at the surgery.

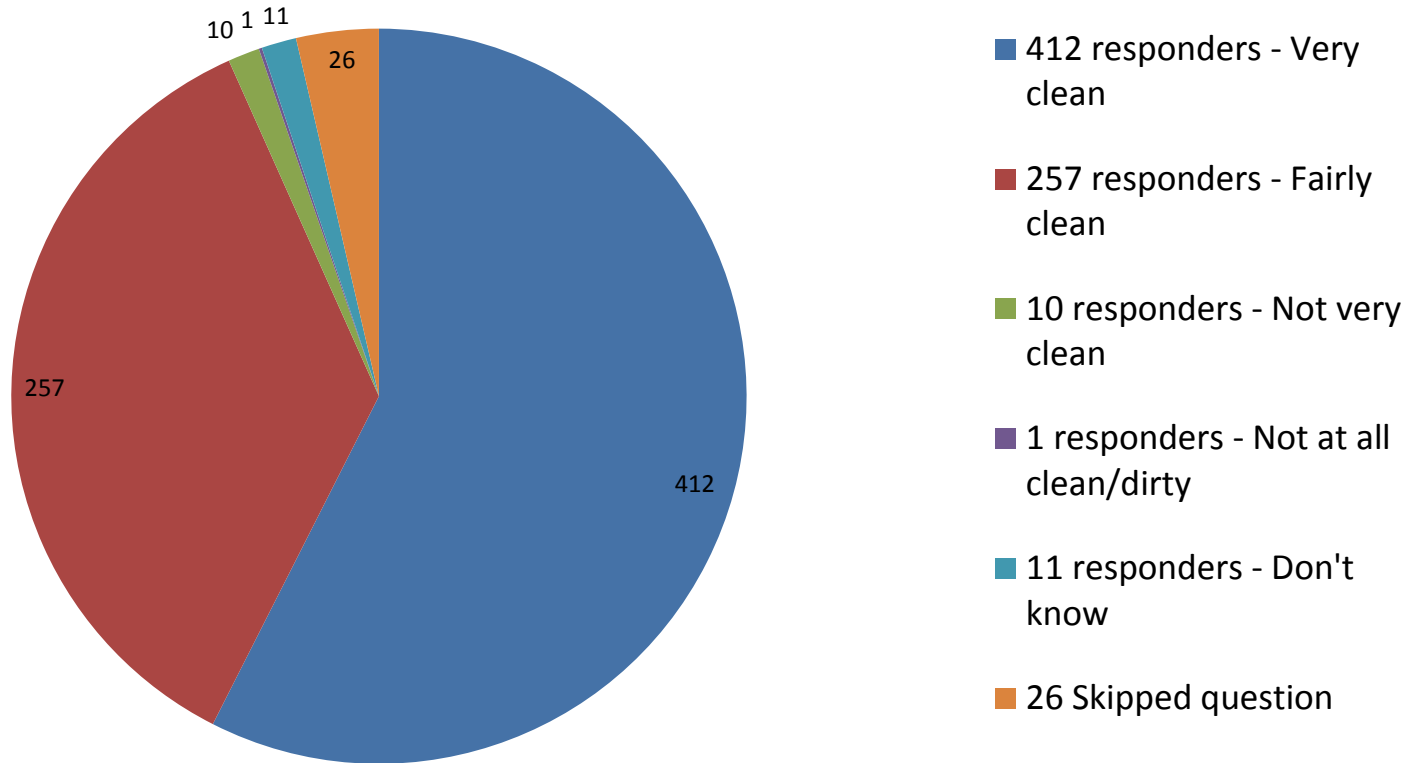
Have you ever had difficulty parking at the surgery, or residential roads within close walking distance of the surgery?



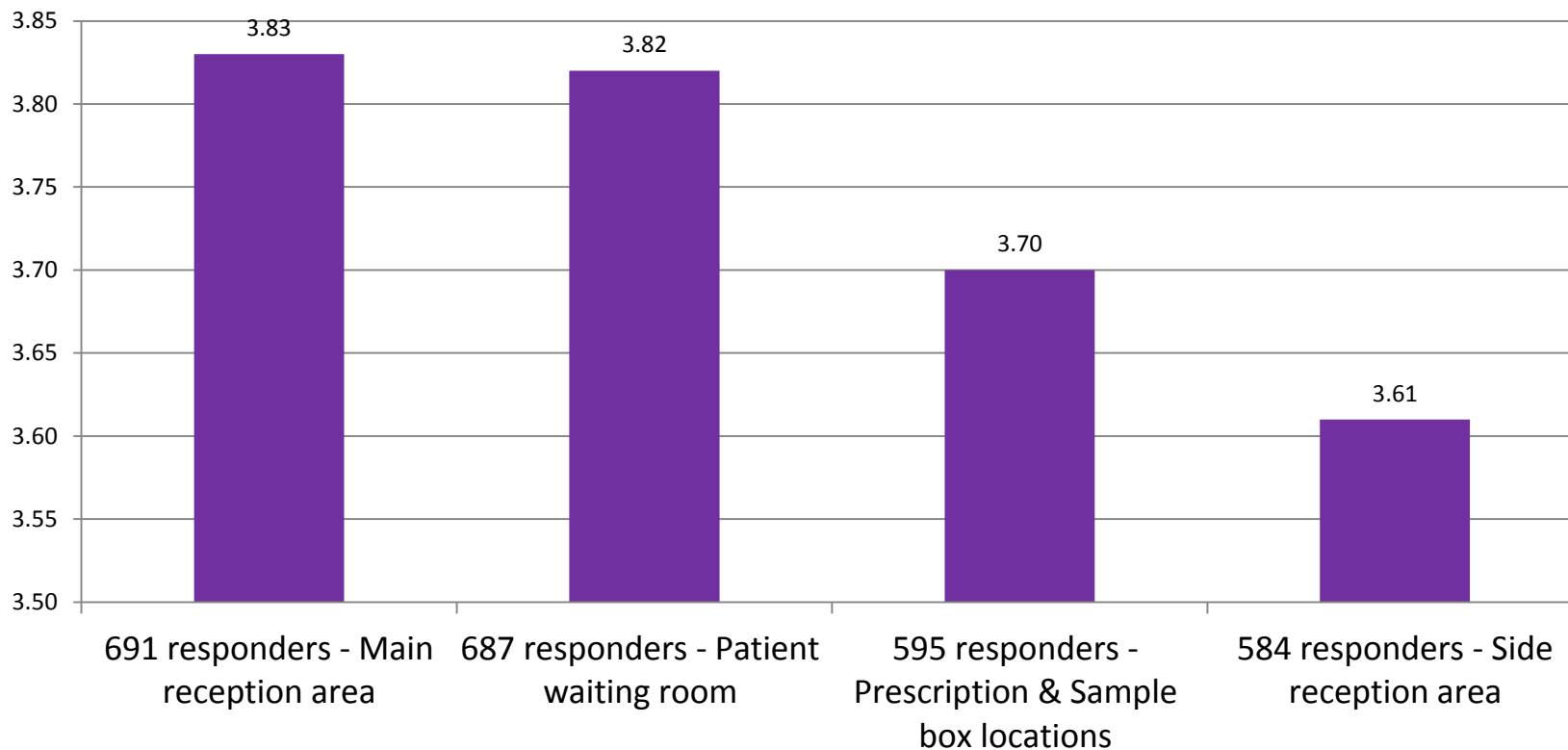
How easy do you find access INTO the surgery building?



Overall, how clean is the surgery?

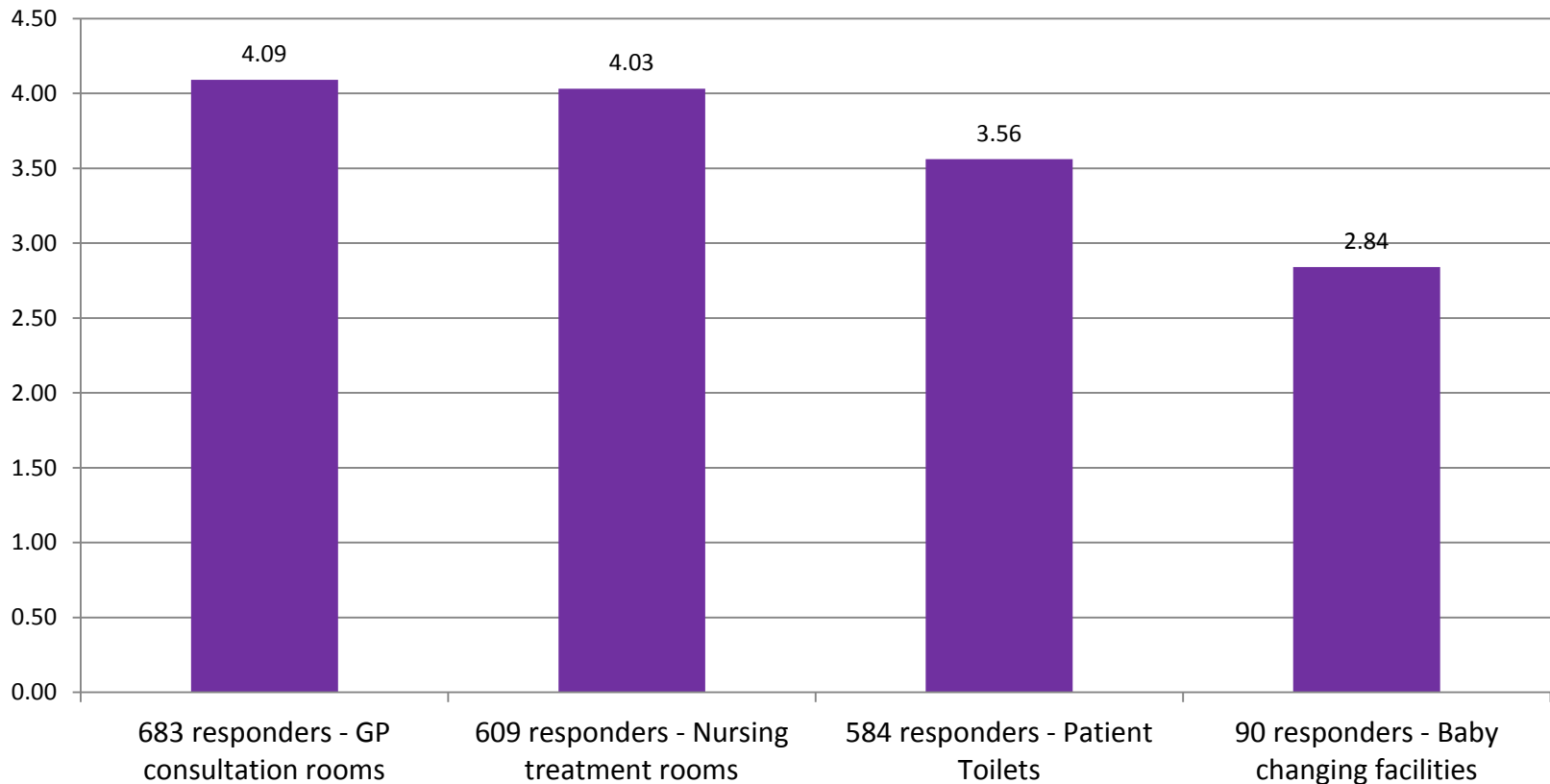


Out of 5 - how do you rate the following facilities at Richmond Surgery? 1 is lowest, 5 is highest



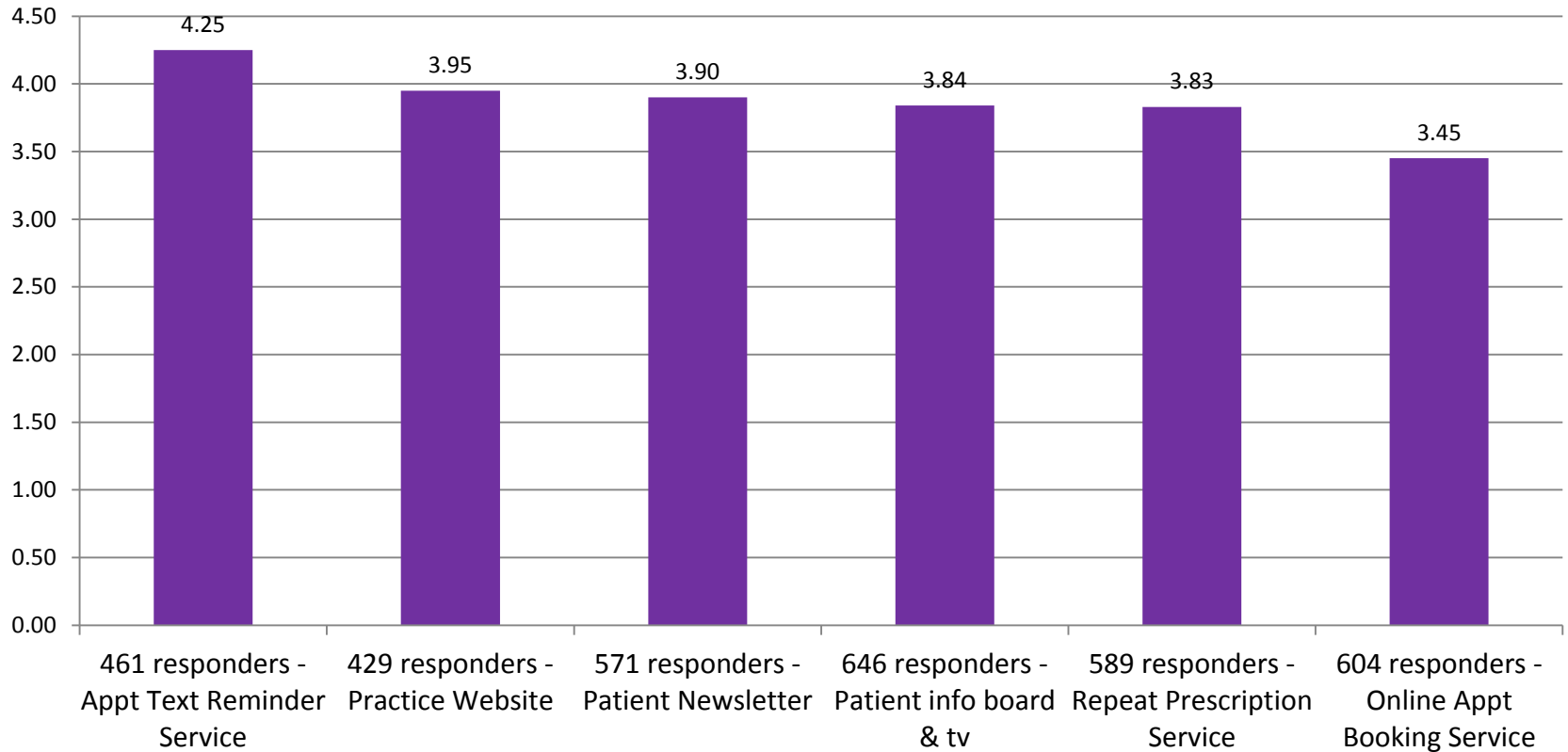
4 no knowledge - Patient waiting room
96 no knowledge - Prescription & Sample box locations
107 no knowledge - Side reception area

Out of 5 - how do you rate the following facilities (if used) at Richmond Surgery? 1 is lowest, 5 is highest



8 no knowledge GP consultation rooms; 82 no knowledge Nursing treatment rooms
107 no knowledge Patient Toilets; 601 no knowledge Baby changing facilities

Out of 5 - how do you rate the following services at Richmond Surgery? 1 is lowest, 5 is highest

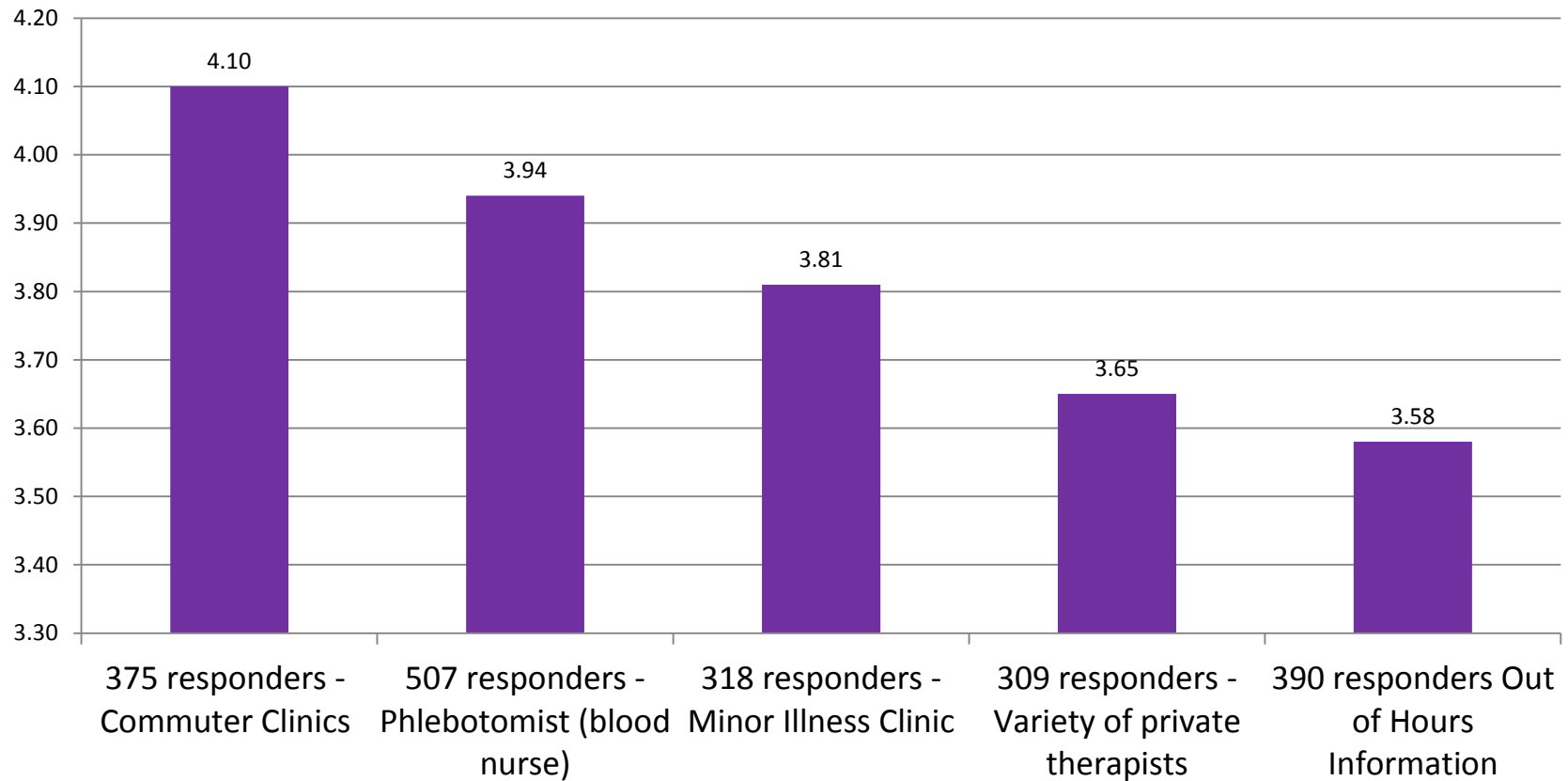


262 no knowledge - Practice website; 230 no knowledge - Appt Text Reminder Service

120 no knowledge - Patient Newsletters; 102 not knowledge - Repeat Prescription Service

87 no knowledge - Online Appt Booking Service; 45 no knowledge - Patient Info boards/tv

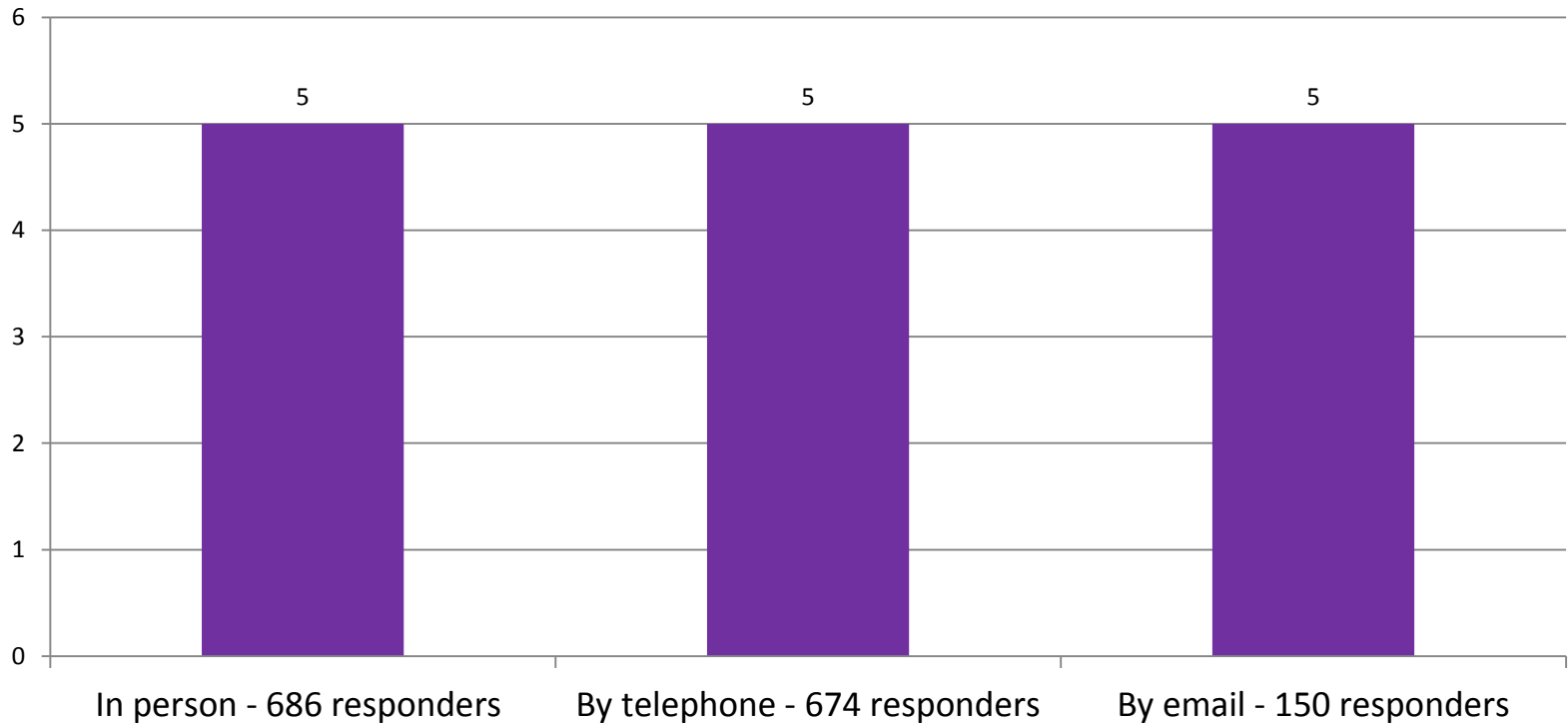
Out of 5 - how do you rate the following services at Richmond Surgery? 1 is lowest, 5 is highest



316 no knowledge - Commuter Clinics; 301 no knowledge - OOH
382 no knowledge - Private Therapists; 373 no knowledge - Minor Illness Clinic

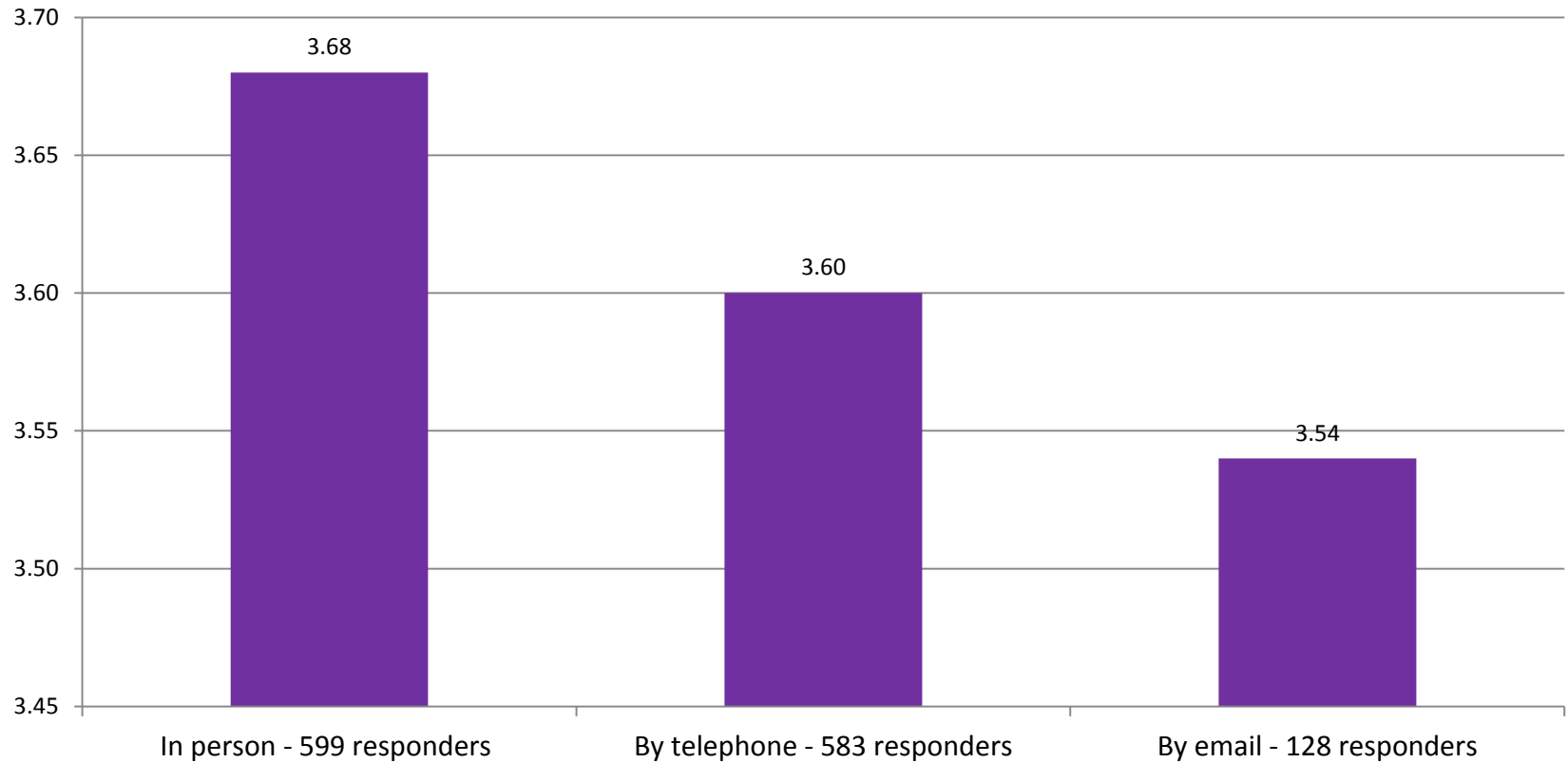
The following questions related to
the services provided by our
Reception Team

Out of 5 - how polite and helpful do you find our reception team? 1 is lowest, 5 is highest



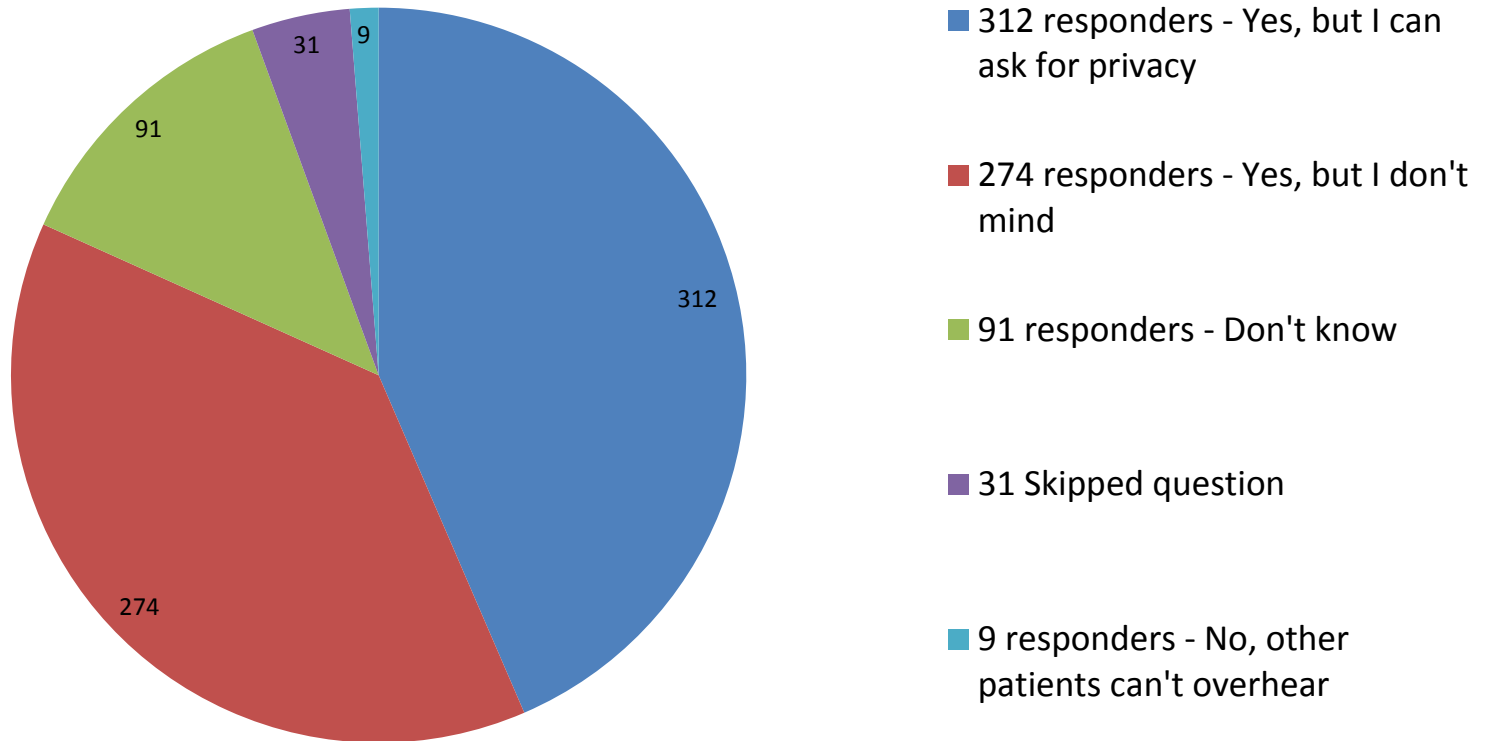
12 responders - no experience of telephone
536 responders - no experience by email
31 Skipped question

Out of 5 - how knowledgeable do you find our reception team? 1 is lowest, 5 is highest



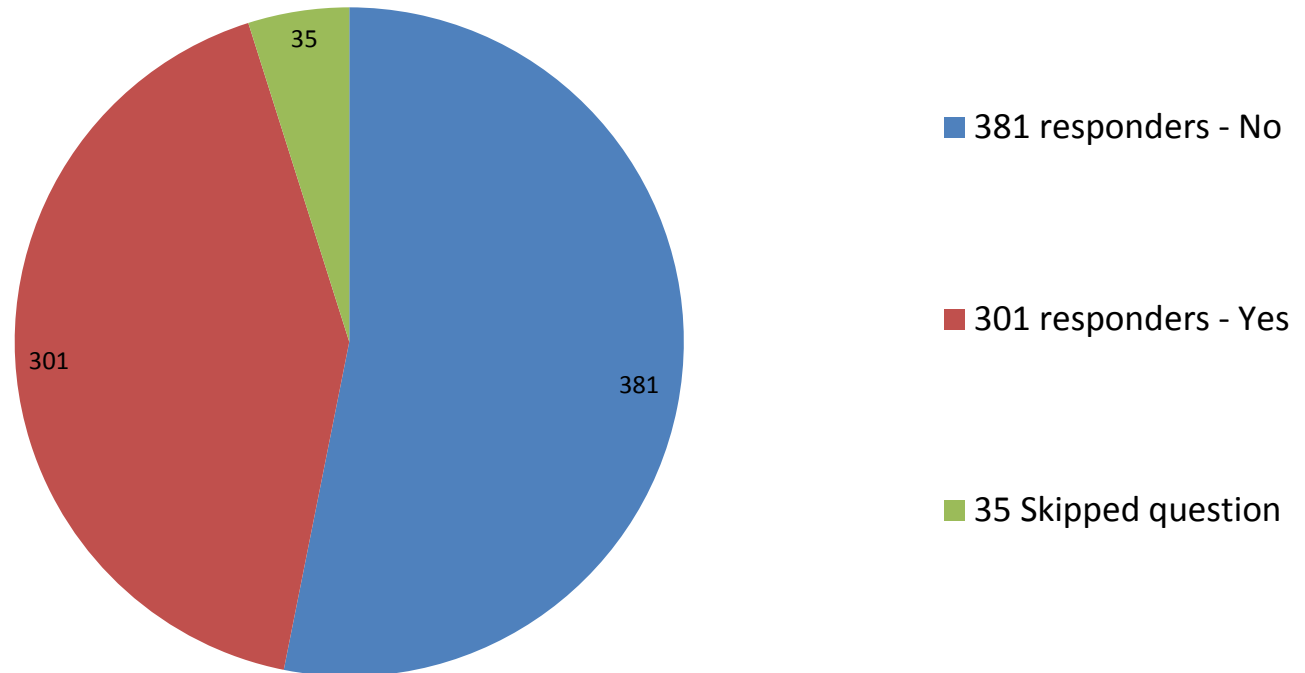
87 responders - no experience in person
103 responders - no experience telephone
558 responders - no experience email
31 skipped question

In the reception area, can other patients hear what you are saying?

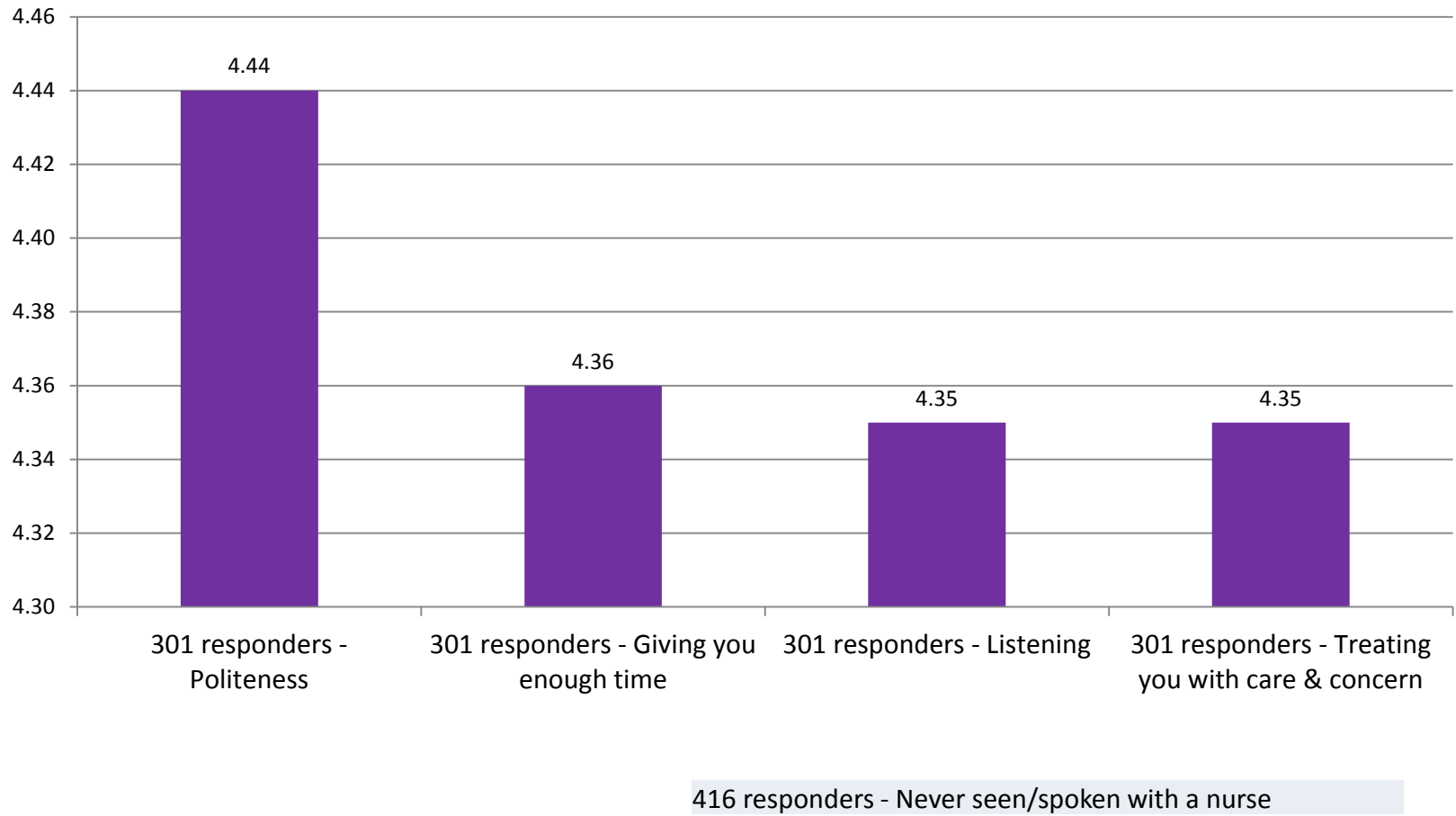


The following questions related to
care and services provided by our
Clinical Nursing Team

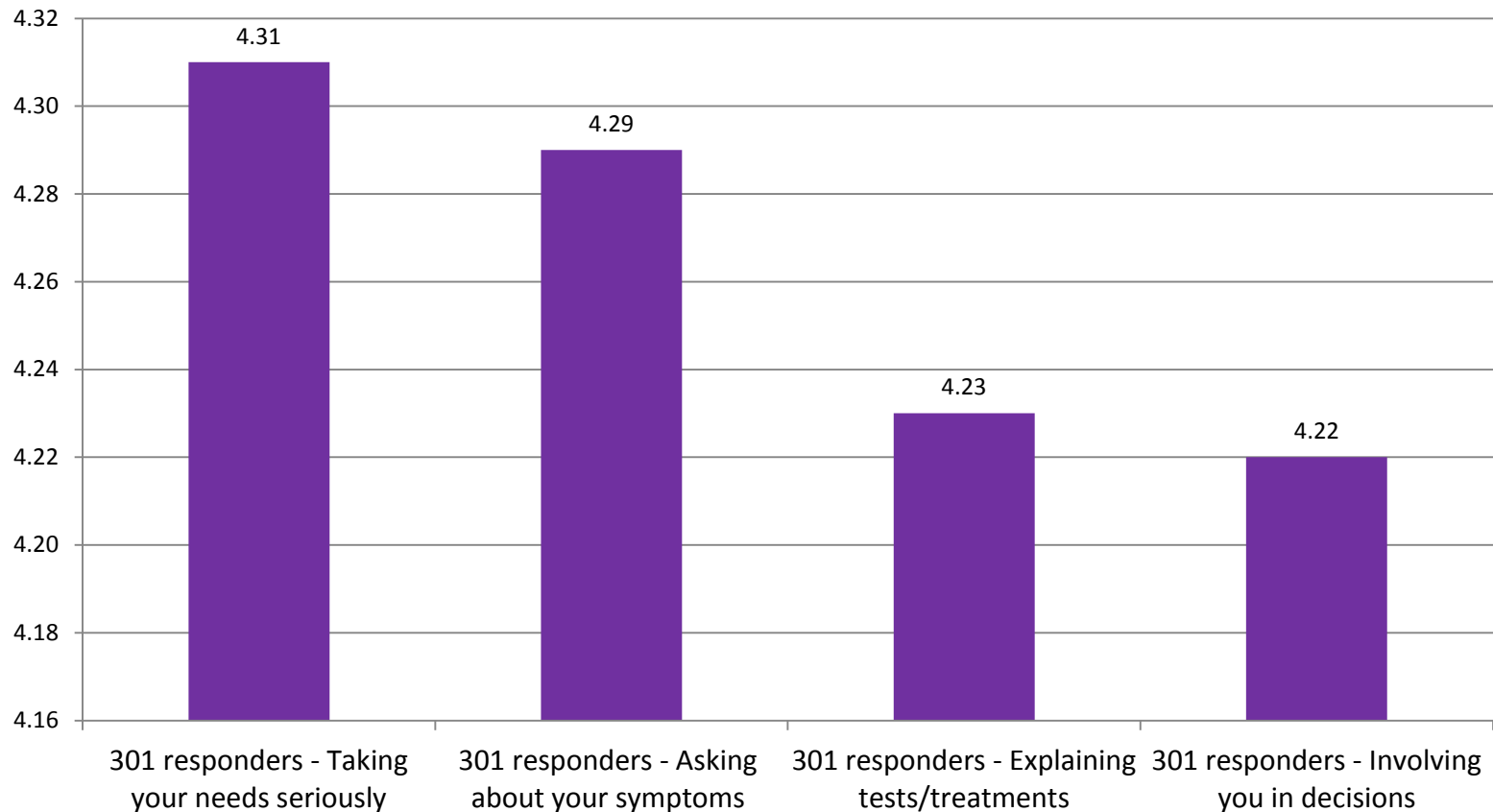
Have you ever seen or spoken with a member of our clinical nursing team?



Out of 5 – How good do you find our nursing team at each of the following? 1 is lowest, 5 is highest

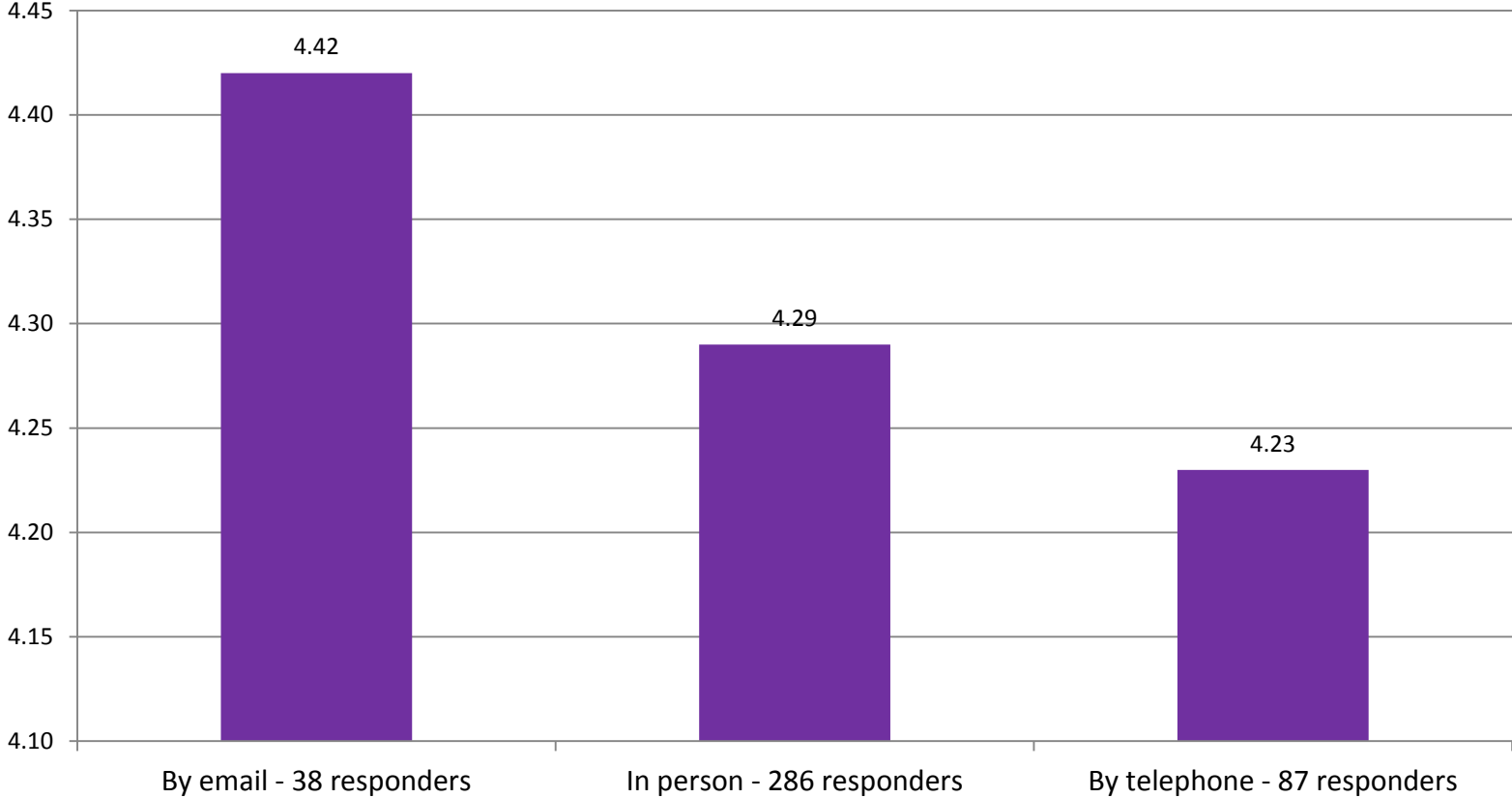


...and, how good do you find our nurses at each of the following? 1 is lowest, 5 is highest



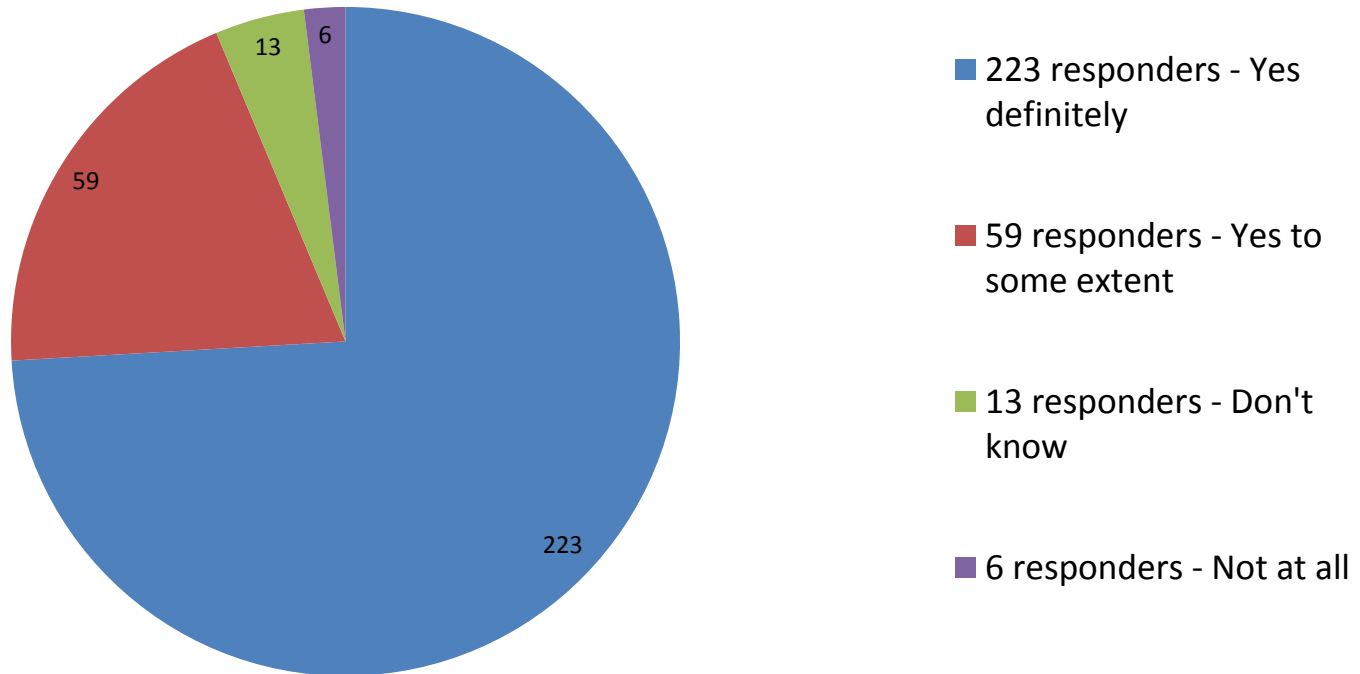
416 responders - Never seen/spoken with a nurse therefore skipped question

Out of 5 - how knowledgeable do you find our nursing team? 1 is lowest, 5 is highest



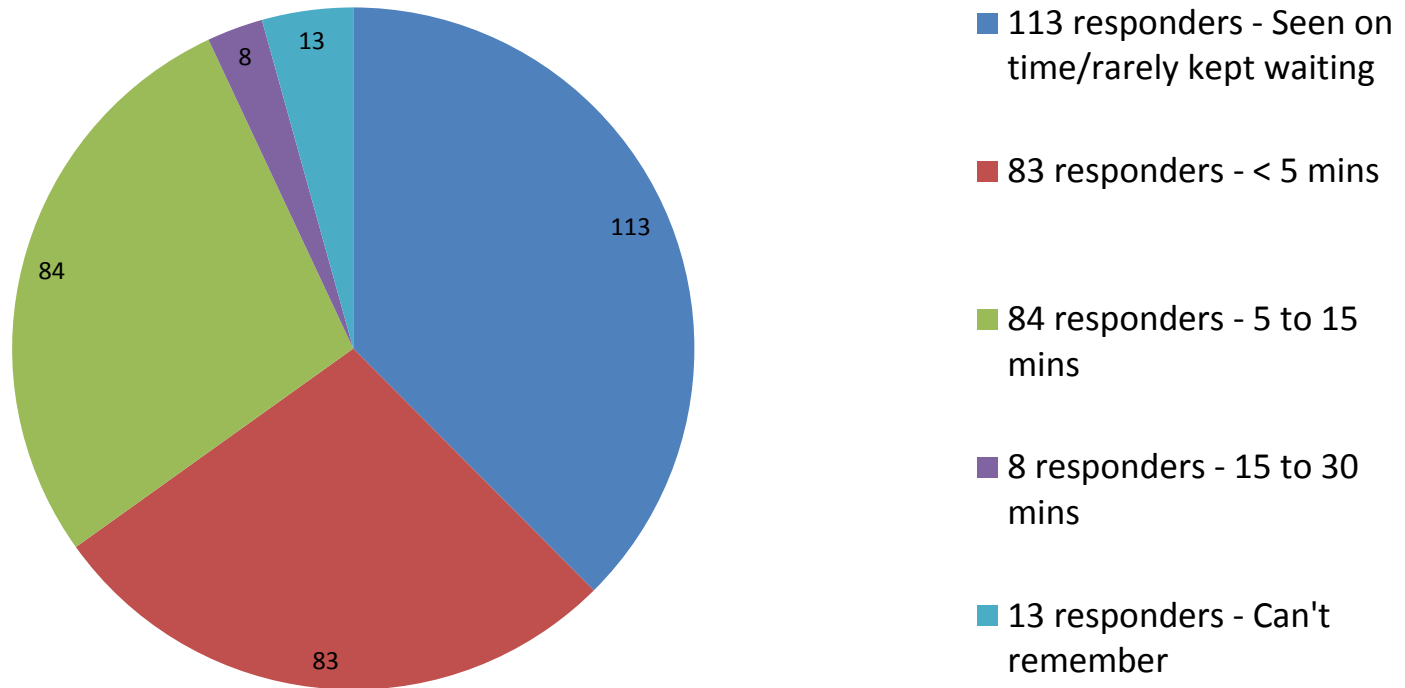
263 no knowledge by email
15 no knowledge in person
214 no knowledge by telephone
416 never seen/spoken with a nurse

Do you have confidence and trust in our nursing team?



416 responders - Never seen/spoken with a nurse therefore skipped question

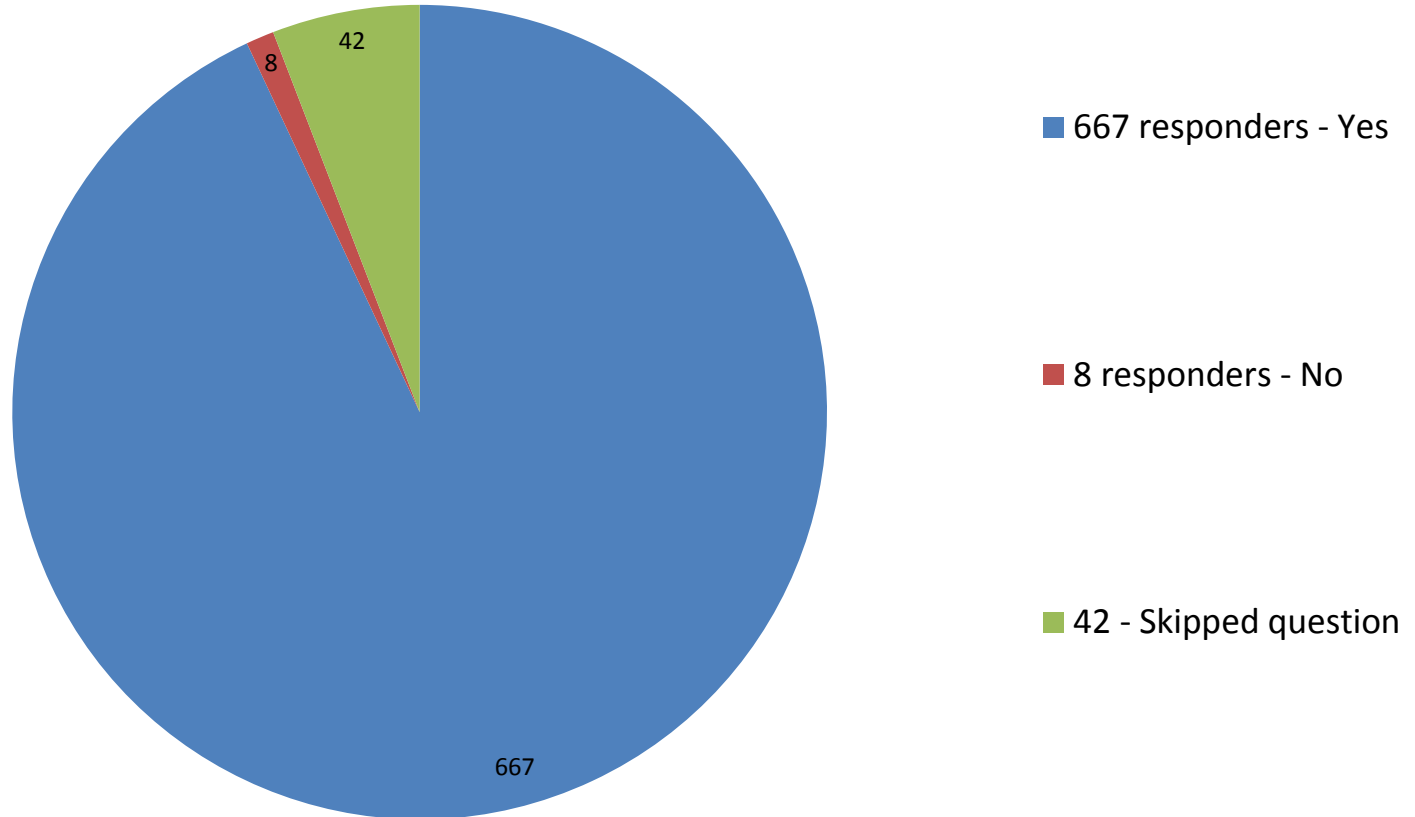
How long after your appointment time with our nursing team do you normally wait to be seen?



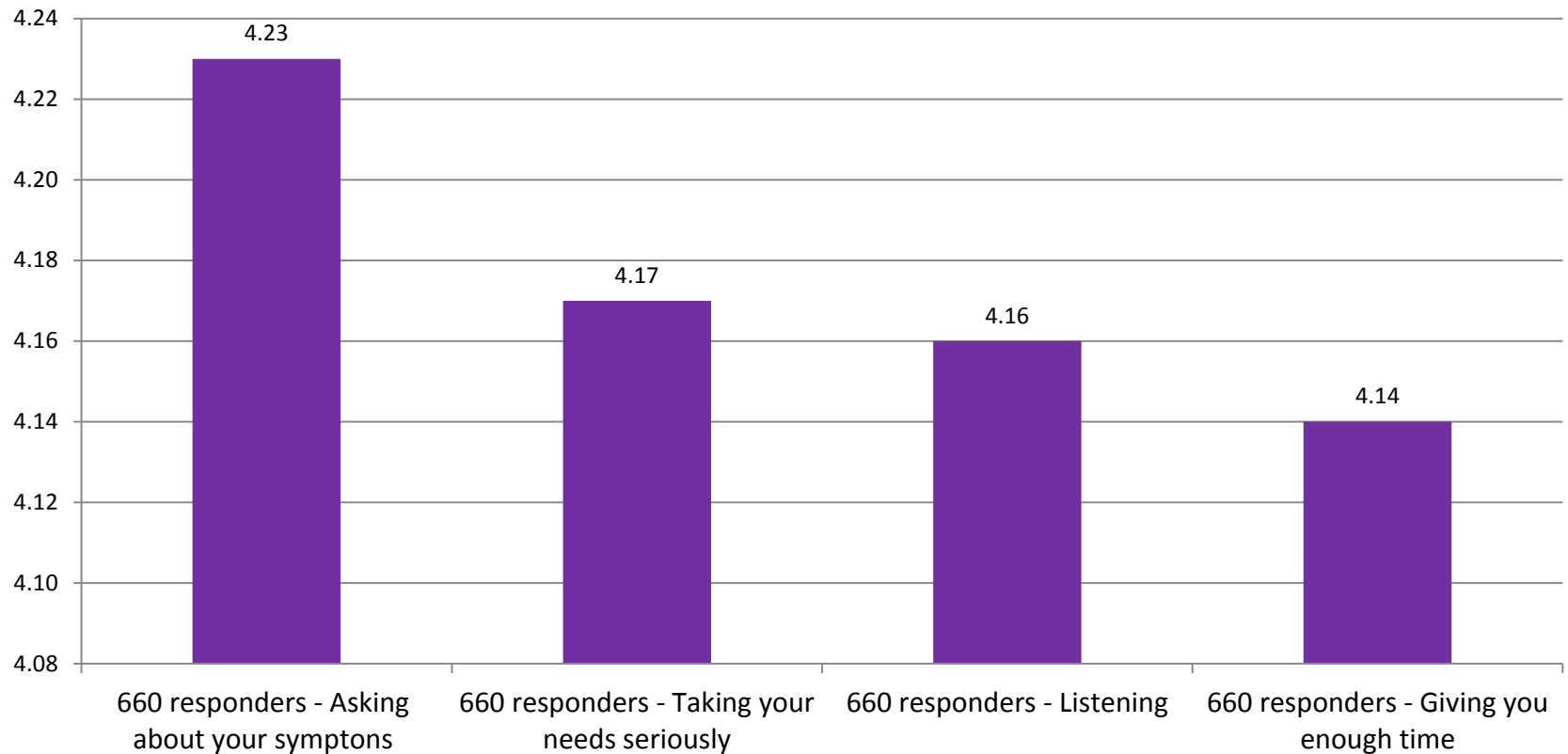
416 responders - Never seen/spoken with a nurse therefore skipped question

The following questions related to
the care and services provided by
GP/Locum GPs

Have you ever seen or spoken with a GP at Richmond Surgery?

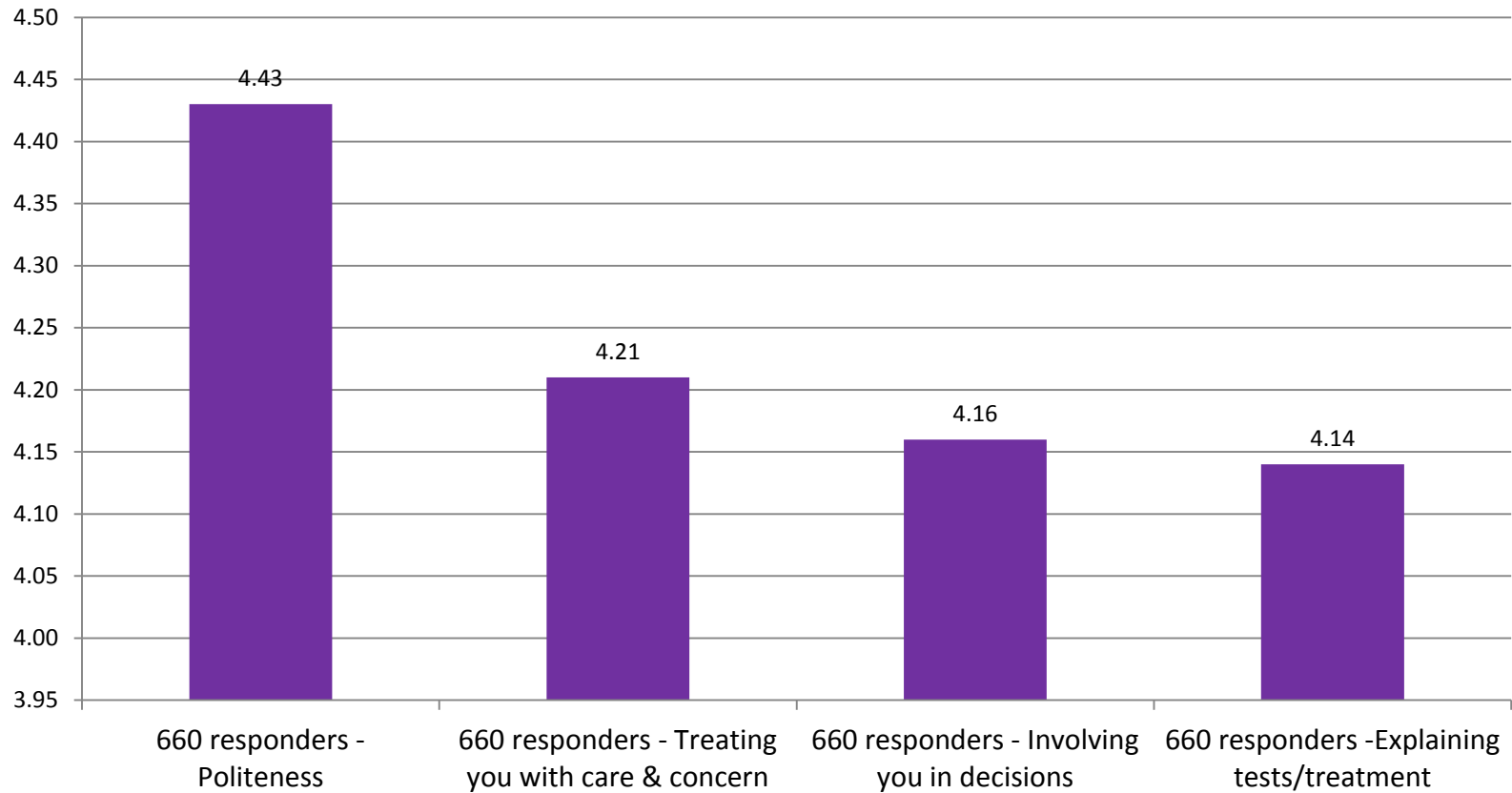


Out of 5 - The last time you saw a GP at the surgery, how good was the GP at each of the following? 1 is lowest, 5 is highest



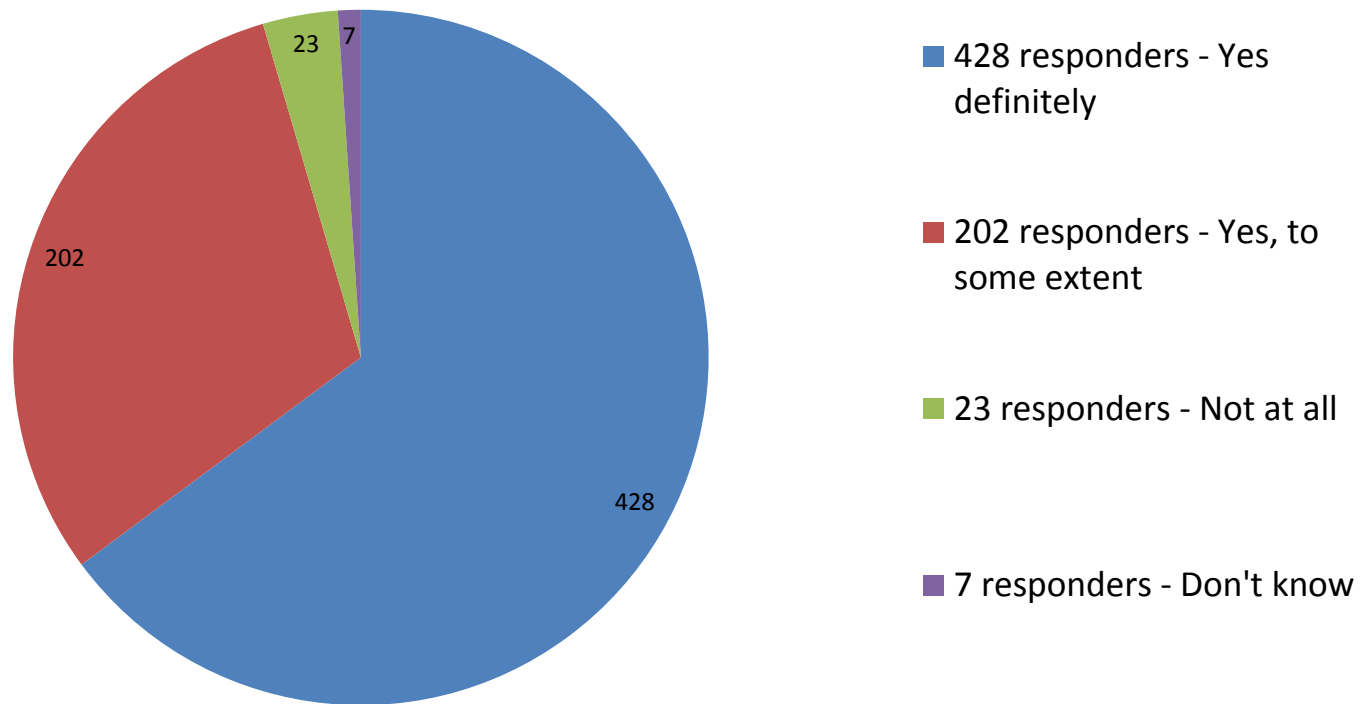
57 Skipped question

....and, how good was the GP at each of the following? 1 is lowest, 5 is highest



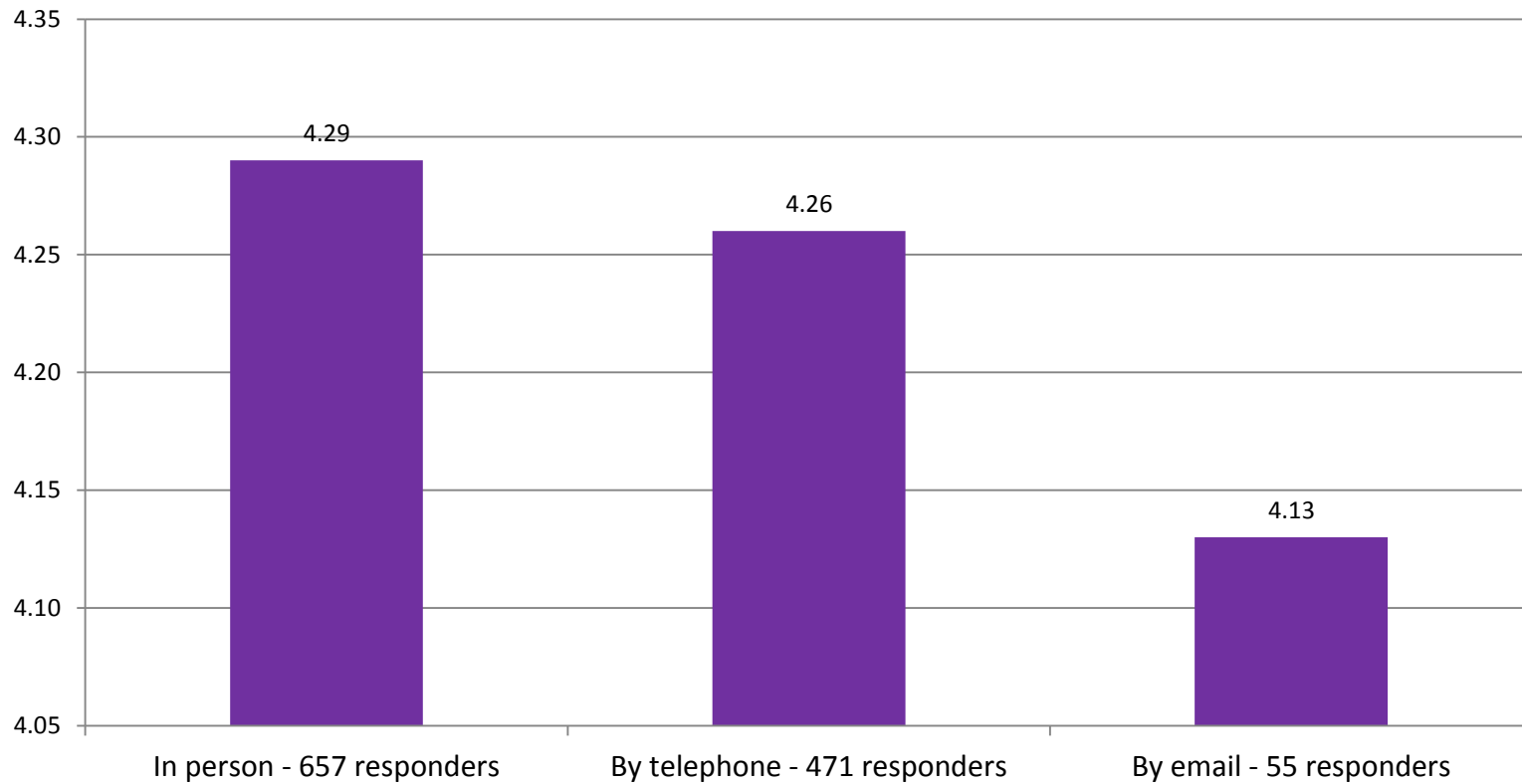
57 Skipped question

Did you have confidence and trust in the GP you saw?



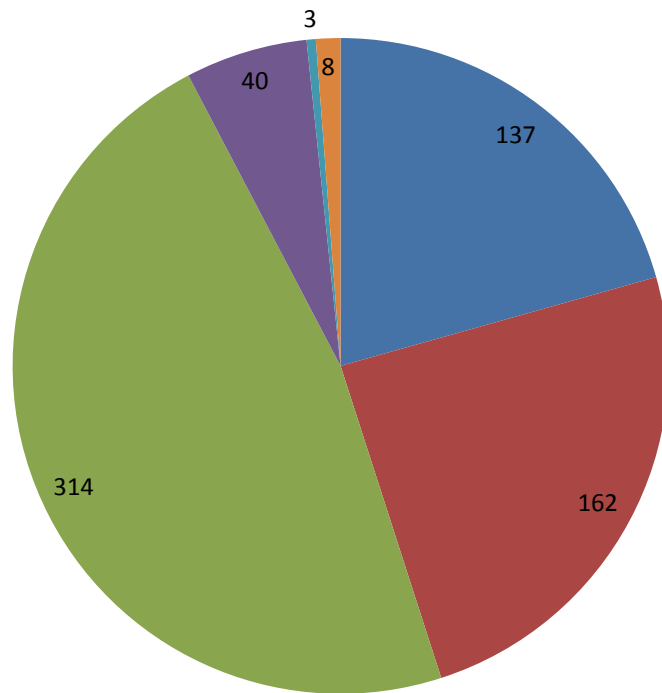
57 Skipped question

Out of 5 - how knowledgeable do you find our GPs? 1 is lowest, 5 is highest



In person - 6 no experience
By telephone - 192 no experience
By email - 608 no experience
54 Skipped question

How long after your appointment time with a GP do you normally wait to be seen?

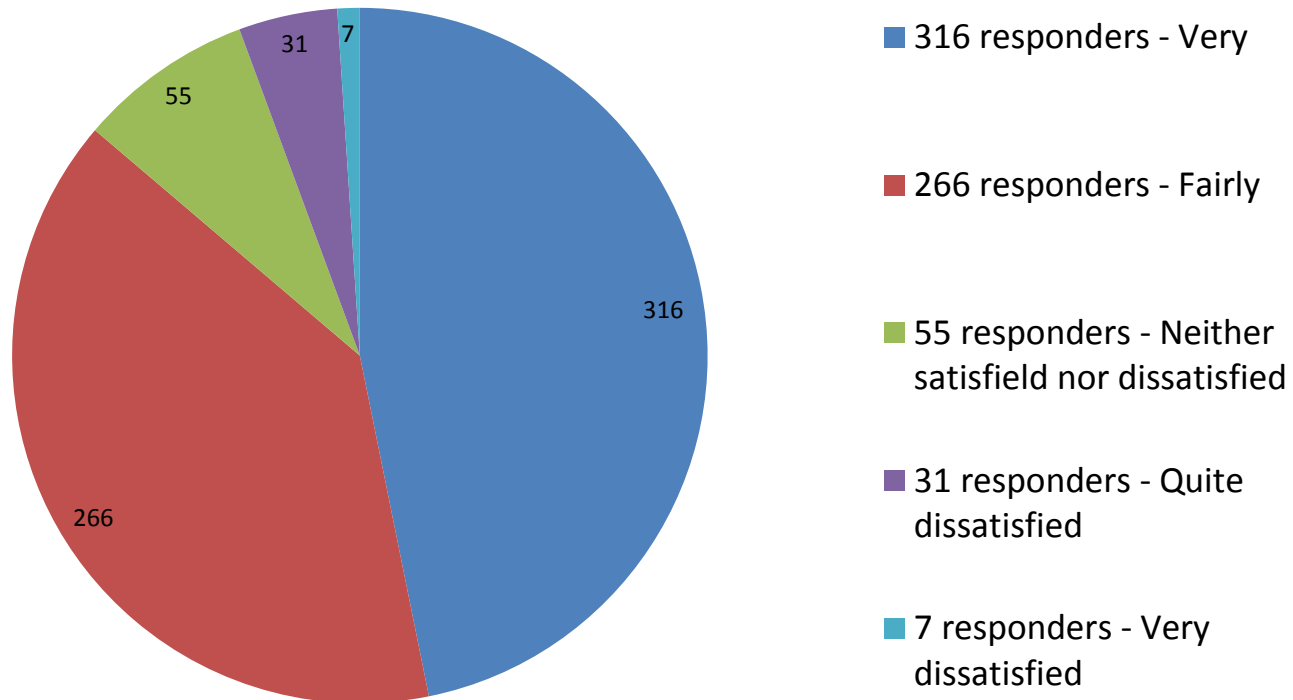


- 137 responders - Seen on time/rarely kept waiting
- 162 responders - < 5 mins
- 314 responders - 5 to 15 mins
- 40 responders - 15 to 30 mins
- 3 responders - >30 mins
- 8 responders - Can't remember

53 Skipped question

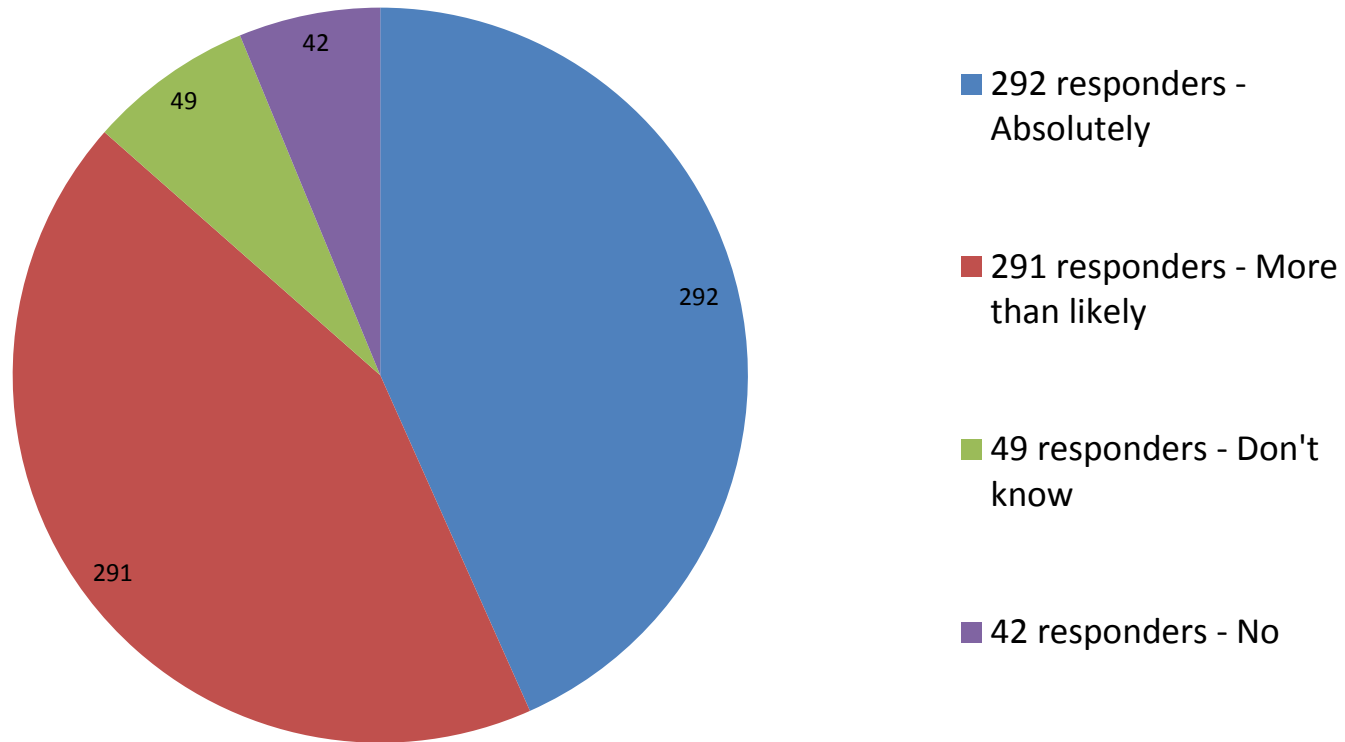
The last two questions related to overall **patient satisfaction**

How satisfied are you with the care you receive and the services provided, both existing and recently introduced?



42 Skipped question

Would you recommend Richmond Surgery to someone who has just moved to your local area and/or is looking for a GP Surgery?



43 Skipped question

Patient Feedback

At the end of the online survey, patients were provided with details of how they could provide additional written feedback, if required.