

PPG - Patient Survey 2017

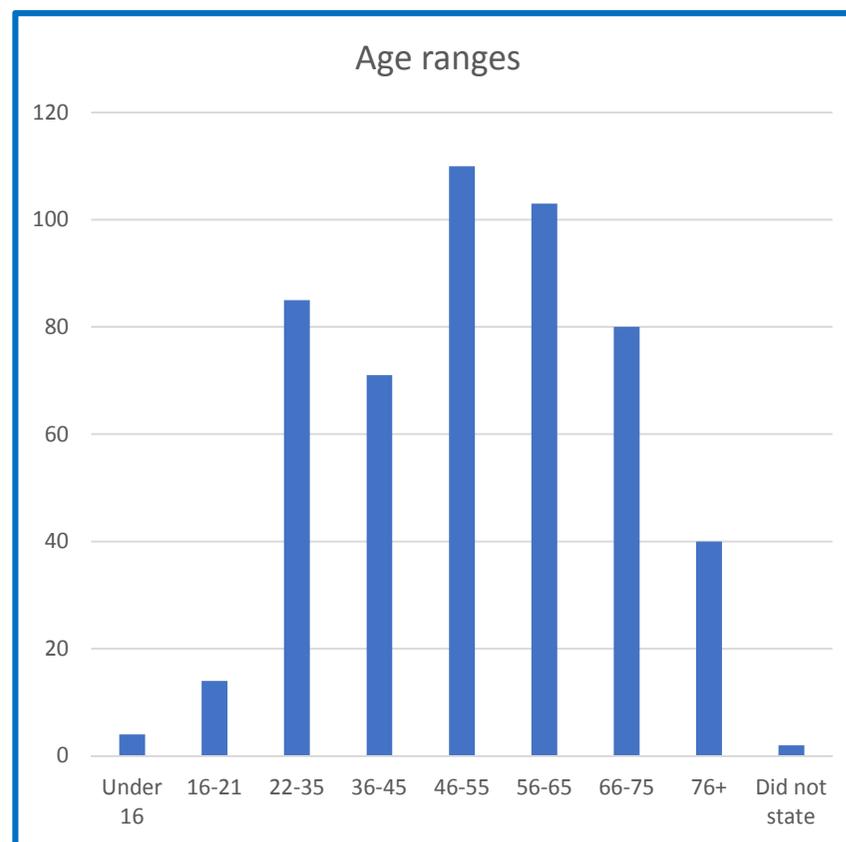
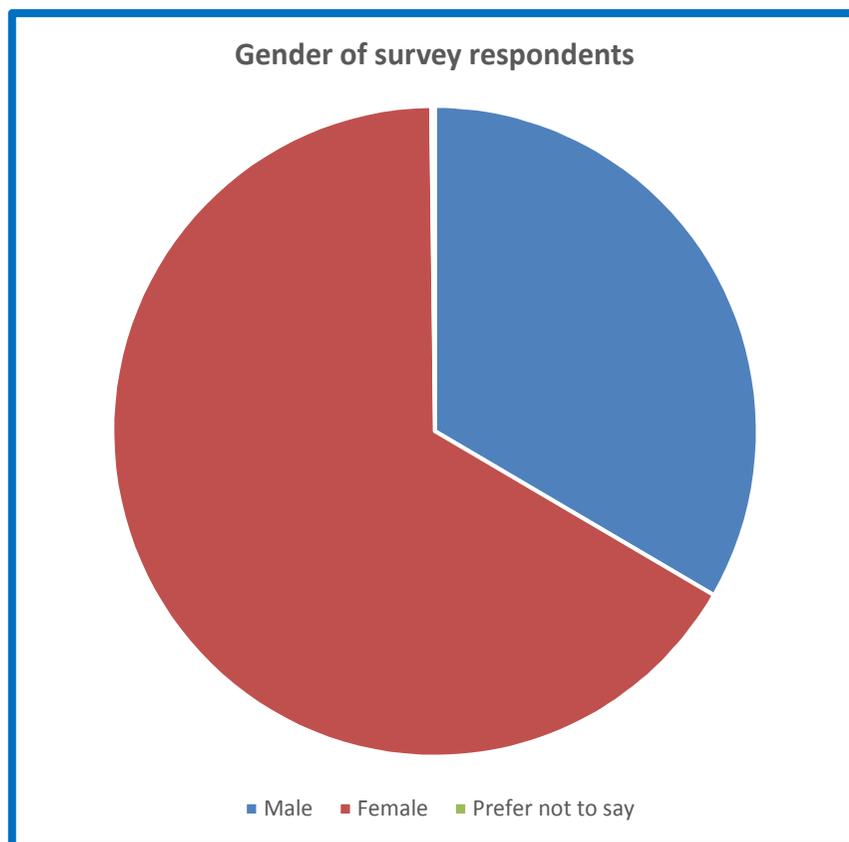
Marine Medical Group

Blyth

Demographics of survey responders

509 responses were received which is a good rate of return

The results were similar to those from the young persons survey in terms of the key areas for patients



Survey questions

Respondents were asked to consider what level of importance they would attach to:

- Getting an appointment at a convenient time
- Feeling listened to
- Being satisfied with the amount of time spent with the doctor/nurse
- Not being overheard whilst speaking to the receptionist
- Being able to access medical advice on the day I need it without having to visit the surgery for an appointment
- The Practice providing the range of services I require
- Continuity of care -seeing the same person every time

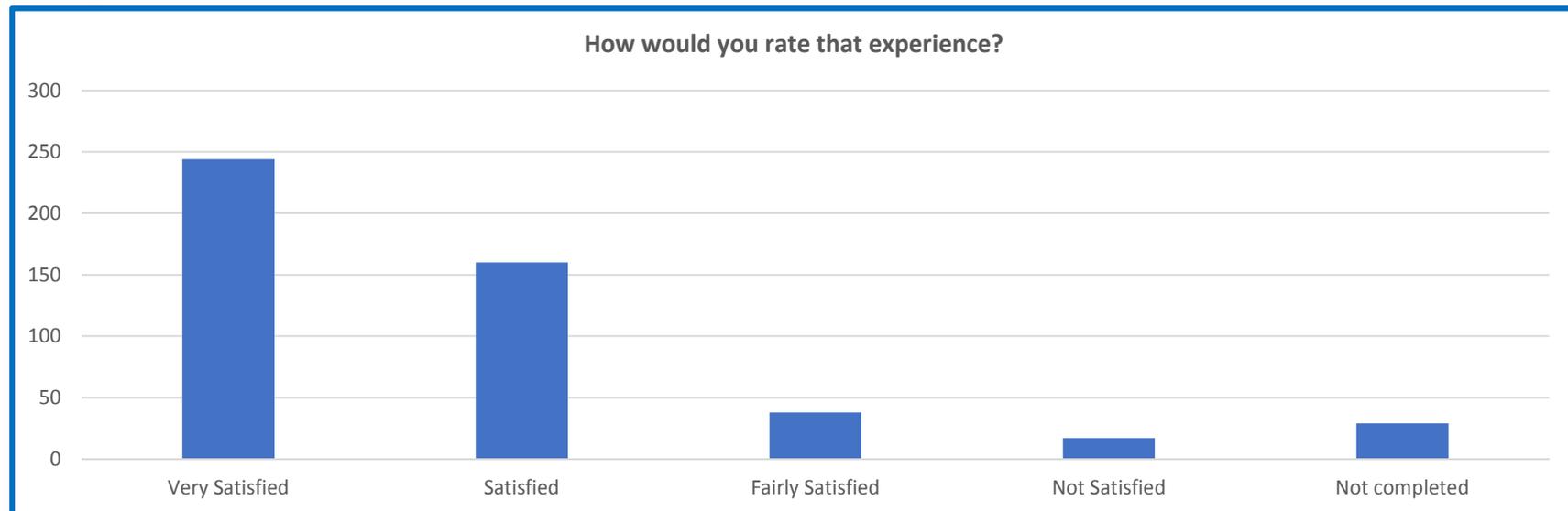
Patient satisfaction

Overall the survey results were very positive with almost 80% of respondents being satisfied or very satisfied with their experience at their last appointment (461 had had a previous appointment).

If the fairly satisfied group is also included the figure rises to 96.7%. with only 3.3% (17) stating they were not satisfied

This mirrors the latest National GP Patient Survey results where 96% of respondents described their overall experience of the Practice as good, although this uses slightly different satisfaction criteria.

These results are significantly higher than both the county average (87%) and the national average (85%)

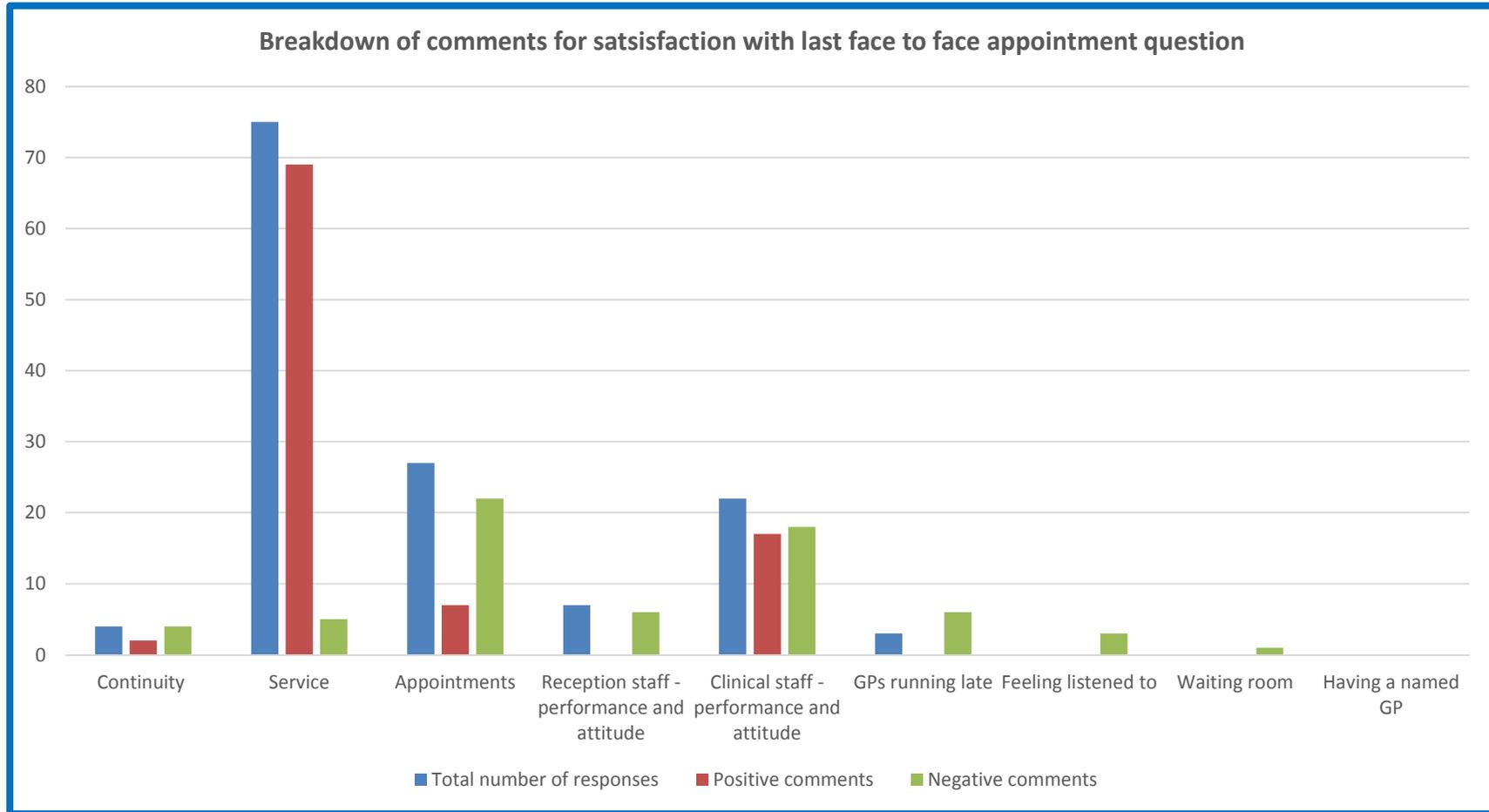


Friends and family

86% of those who responded stated they would recommend Marine Medical Group to friends and family. Whilst slightly lower than the current average for all NHS services (90%) it is comparable with the FFT data recorded in August for the Practice (82%) and for the county for the same period (82%).



Patient Experience



Patient comments (main areas of concern)

These were identified by the PPG by using affinity diagrams to find common concerns from the patient comments.

- 1) Convenience of appointments
- 2) Continuity of care
- 3) Doctors' running late
- 4) Patients' experience of practice systems
- 5) Waiting area

Appointments

Convenience of appointments

- The responses here covered a range of areas relating to appointments with some respondents seeking a more flexible approach to issuing appointments which means they don't have to take time off work, take children out of school, etc.
- There were also more general concerns raised about the ability to get an appointment within a reasonable timescale.
- That said, there were many more positive comments about the ease with which patients can get an appointment compared to other practices

Continuity of care

Originally this manifested itself as patients not feeling listened to but when the text responses were analysed it was clear that patients reported that, because they do not regularly see the same GP, they feel they have to repeat their story each time for fear that the latest GP is unaware or that the previous GP has not recorded the details sufficiently well or a combination of both.

This concern seemed to apply to patients with just one issue and those attending with several issues.

The overriding negative theme was the feeling of having to repeat themselves

Late running GPs

Late running of GPs - this was a fairly common theme but the feeling about it was split.

Those who responded all identified a long wait time but for some this was not an issue as they prefer to see certain GPs and so are prepared to wait.

Others were less happy and felt that certain GPs ought to do more to stick to appointment times

Patients' experience of practice systems

A theme that ran through the results was that there are clearly many patients (among the respondents at least) who are unaware of the processes that exist within the Practice.

For instance

- booking appointments
- repeat prescriptions online
- being able to see the same salaried GP / usual doctor
- understanding the “one patient – one appointment” rule

Waiting area

Respondents commented on

- the lack of tidiness,
- the lack of up to date and relevant magazines,
- the noise and content of the radio
- the lack of a separate room for those who find it difficult to sit in crowded or noisy areas

Young Persons' Survey 2016

Comparison to the Young Persons' Survey completed in 2016 – feeling listened to and getting an appointment at a convenient time feature in the top three areas of both the current survey and the Young Persons' Survey conducted in 2016

Positive	Negative
Happy with the response, was given appropriate medications	Seeing a different GP each time and having to start from scratch with details
Quick and easy to get an appointment, staff polite	Happy with the response, got appropriate medications but sat in the waiting room a long time
Took a little while to get the right medication but it was good in the end	Nurse inexperienced so marred the overall experience a little
Quick to identify problems, treated correctly, professionally and friendly	Long wait time, quick appointment time
Listened to my issue, was given suitable treatment	Satisfied with the GP but difficult to get an appointment at a convenient time, felt a little judged by some doctors
Problem diagnosed quickly, appropriate medications given	Takes at least a week to get the next appointment
Listened to carefully, included all relevant areas in the referral when sent for tests to identify the problem	
Emergency appointment – seen on the same day, service efficient, doctor understanding	