

**RESULTS OF THE**  
**KNOWLE HOUSE PATIENT SATISFACTION SURVEY 2012**  
**AND PATIENT GROUP DISCUSSIONS AND ACTIONS.**

**200 SURVEY RESPONSES RECIEVED**

1. How do you rate the way you are treated by the receptionists?  
98.5% response rate. Of those who responded: 93.9% rated Good  
Very Good or Excellent. 5% Fair 1.1% Poor

The Patient Group were very pleased with this result. It was felt the Reception Team do a good job under difficult circumstances.

2. How do you rate the ability to get through to the practice on the telephone?  
100% response rate. Of those who responded: 66% rated Good Very Good or Excellent. 23.5% Fair 10.5% Poor

The Patient Group recognised that the installation of the new telephone system had had more than it's fair share of problems. A number of patients had reported long waiting times and also were concerned that their phone calls had attracted a charge despite their own phone plans giving them free calls.

The Practice Manager explained that this was in no way a financial decision. The old system was provided by a supplier that were slowly reducing support for the telephone system. The surgery was down to just one telephone in reception that could transfer calls. The system was picked because it is designed for GP and dental surgeries. Calls can be recorded ( which was of particular use recently when a patient with heart attack symptoms rang in and despite being advised to call an ambulance declined and left a number for the GP to ring which was the wrong number. The Practice could listen to the conversation, confirm that the patient had left us the wrong number but could also look up the correct number from the system. This saved either an Ambulance or Police Crew being called to check on the patients safety)

The new system also reports response times of reception at answering the incoming telephone calls and it is our plan to start publishing response times on a regular basis.

It is accepted that the system has gone through a number of problems with the new telephone system recently and the Practice Manager is meeting with the Telephone Company Manager on the 3.4.12 to try and iron out these remaining problems.

3. If you need to see a GP on the same day can you get an appointment or be offered a telephone call?

94.5% response rate. Of those who responded 89.4% answered Yes. 10.1% No 0.5% Sometimes

This was discussed at length. It is still somewhat puzzling that some 10% of patients were having difficulty getting a same day appointment. The Patient Group considered that this may be down to interpretation and that some patients may be requesting a specific time on that day. They also considered that those patients may have been offered an appointment with the Nurse Practitioners and strictly speaking if this was the case this was a correct response based on the question.

The Practice Manager explained that access targets for General Practice had been scrapped but the Surgery had a system that provided a Duty Doctor for same day assistance as well as 2 x Nurse Practitioners (These are extended role nurses trained to diagnose, treat and prescribe if needs be).

There are a small number of times however when the surgery becomes very busy that we will reduce to emergencies only. This is to safe guard the care of our patients during extreme pressures on the Surgery.

The Patient Group asked why if patients rang in the morning that they would only be offered a morning appointment and if they were trying to get an afternoon appointment they would need to ring back.

The Practice Manager explained that due to the very busy nature of the Duty Doctor sessions the morning and afternoon duty docs are different doctors. Each Doctor has the ability to judge their workload for that particular morning or afternoon session. This is a matter of patient safety over patient demand. There are however extended hours surgeries run by each partner ending at 19.30 (Tuesdays & Thursdays) that can be booked ahead and in the case of Dr Hall his Thursday evening surgery ends at 20.00

The Practice Manager explained that there is a high demand for afternoon surgeries. The problem that the surgery has in accommodating these requests is that we only hold a contract with the Primary Care Trust to be open until 18.00.

4. Can you book to see any practice GP in advance? (Not necessarily your own GP).

88% response rate. . Of those who responded 86.9% answered Yes. 10.8% No 1.7% Don't Know 0.6% Unsure

Again the Patient Group considered this to be a good result. It was still a mystery that nearly 11% of patients considered that they could not book ahead. The Group considered that this may be an interpretation of the question for those patients who felt that the waiting time for booking ahead was rather long.

The Practice Manager explained that four of the doctors provided 7 pre-bookable sessions per week with 2 sessions on duty. 2 GPs provided 4 pre-bookable sessions per week with 2 sessions on duty.

Clinics may be booked up to one month in advance. The Patient Group asked why the cut off was one month. The Practice Manager explained that this was to try and reduce disruption for patients should clinics need to be re-booked. The problem with booking too far in advance means that if a clinic does need to be re-booked the ability to find an alternative appointment within a reasonable time frame is severely compromised

5. Who are you seeing today?

87.5% response rate. 60% Saw a GP 39.4% A Nurse 0.6% A Midwife

There were no Patient Group comments on the above question.

6. How long did you have to wait past your booked time for appointment?

93% response rate. Of those who responded 38.2% were seen on time. 34.4% waited up to 10 mins. 25.3% waited 10-20 minutes. 2.1% waited longer than 20 mins

The Patient Group considered that waiting times were acceptable within the Practice considering the wide variety of illnesses that can be seen per clinic. One member of the group liked the Practice Poster "Please be a Patient Patient. The person needing the time with the Doctor could be you"

The Practice Manager explained that he considered a 20 minute wait to be just about on the edge of acceptable although sometimes when there are very complex problems or emergencies it is acceptable to keep patients longer than would be normal.

7. How do you rate this?

92% response rate. Of those who responded: 71.2% rated Good Very Good or Excellent. 27.2% Fair 1.6% Poor

The Patient Group considered this to be an acceptable response

8. If you are seeing the nurse today how would you rate your consultation?

46% response rate. Of those who responded: 97.8% rated Good Very Good or Excellent. 2.2% Fair

The Patient Group considered that the standard of nursing was very high in the practice.

9. If you have a mobility problem is the practice easily accessible to you?

87.5% response rate. 32% had a mobility problem 68% Did not

One member of the patient group who has a mobility problem asked if it was possible for her and any other patients who were slow with their mobility could use waiting room 2 if seeing Doctors whose consulting rooms are further down the corridor.

This was considered to be one of the actions sought from the outcome of this survey. The Practice Manger will ask staff to be more vigilant of patients with mobility problems and offer them a seat in waiting area 2 should they be seeing a GP down the bottom half of the surgery.

10. If not how could we make improvements?

See Comments at end of sheet

If you are seeing the doctor today please could you complete the following after your consultation:

Please rate the doctor at:

1. Making you feel at ease (being friendly and warm towards you, treating you with respect; not cold or abrupt).

78.1% response rate. Of those who responded: 97.6% rated Good Very Good or Excellent. 1.2% Fair 1.2% Poor

Comments to these Questions are summarised at the end of question 10

2. Letting you tell 'your' story. (Giving you time to fully describe your illness).

74.3% response rate. Of those who responded: 97.6% rated Good Very Good or Excellent. 1.2% Fair 1.2% Poor

Comments to these Questions are summarised at the end of question 10

3. Listening. (Paying attention to what you were saying; not looking at the notes or computer as you were talking).

66.7% response rate. Of those who responded: 97.1% rated Good Very Good or Excellent. 2.9% Fair

Comments to these Questions are summarised at the end of question 10

4. Being interested in you as a whole person.

71% response rate. Of those who responded: 97.3% rated Good Very Good or Excellent. 2.7% Fair

Comments to these Questions are summarised at the end of question 10

5. Understanding your concerns. (Communicating that he/she had accurately understood your concerns).

73.3% response rate. Of those who responded: 97.4% rated Good Very Good or Excellent. 2.6% Fair

Comments to these Questions are summarised at the end of question 10



6. Showing care and compassion.

75.2% response rate. Of those who responded: 97.5% rated Good Very Good or Excellent. 1.25% Fair 1.25% poor

Comments to these Questions are summarised at the end of question 10

7. Being positive. (Having a positive approach and a positive attitude; being honest but not negative about your problems).

75.2% response rate. Of those who responded: 97.5% rated Good Very Good or Excellent. 1.25% Fair 1.25% poor

Comments to these Questions are summarised at the end of question 10

8. Explaining things clearly.

75.2% response rate. Of those who responded: 98.7% rated Good Very Good or Excellent. 1.3% Fair

Comments to these Questions are summarised at the end of question 10

9. Helping you take control. (Exploring with you what you can do to improve your health yourself).

71.4% response rate. Of those who responded: 97.3% rated Good Very Good or Excellent. 2.7% Fair

Comments to these Questions are summarised at the end of question 10

10. Sharing a plan of action with you. (Discussing the options, involving you in decisions as much as you want to be involved, not ignoring your views).

67.6% response rate. Of those who responded: 97.2% rated Good Very Good or Excellent. 2.8% Fair

The Patient Group were very pleased with the outcome of the Doctor Consultation section of the questionnaire. It was considered that this displayed the high standard of medicine being carried out by the Practice as well as the compassion and care that is being shown by all of the GPs at the surgery

11. How would you rate your consultation with this doctor today?  
71.4% response rate. Of those who responded: 97.3% rated Good  
Very Good or Excellent. 2.7% Fair

Again this was considered to be an excellent response to the care  
being provided by the Doctors

12. Overall how satisfied are you with your trip to the surgery  
today?

42% response rate. Of those who responded: 96.4% rated Good  
Very Good or Excellent. 3.6% Fair

The Patient Group considered that the response rate was rather low  
for this section. It was decided that this was down to questionnaire  
design. Coming at the end of the Doctor section it was thought that  
those patients seeing nurses would have not got as far as this  
question. However the group considered that this was also a very  
good result for the surgery.

Many thanks for your assistance.

This survey has been drawn up by the Knowle House Surgery  
Patient Participation Group.

## **QUESTIONNAIRE COMMENTS**

A. 1 or 2 times had to ring the next day

This was considered to be one of two problems. The first being  
that the patient required a specific day but there were no pre-  
bookable appointments available they were asked to ring back on  
the specific day they wished to be seen so they could see the Duty  
Doctor or possibly during very busy periods when the surgery is  
down to emergency appointments only patients with non-  
emergencies may be asked to ring back.

B. I am very dissatisfied with the new telephone no free geo calls now pay 13.5p connection 8.5p per minute waited 10 mins costing just under £1. this seem like a way for the surgery to make money

C. Change of number higher cost

D. Only the phone problems

The Patient Group asked the Practice if the decision to introduce this telephone system was a financial one.

The Practice Manager explained that this was in no way a financial decision. The old system was provided by a supplier that were slowly reducing support for the telephone system. The surgery was down to just one telephone in reception that could transfer calls. The system was picked because it is designed for GP and dental surgeries. Calls can be recorded ( which was of particular use recently when a patient with heart attack symptoms rang in and despite being advised to call an ambulance declined and left a number for the GP to ring which was the wrong number. The Practice could listen to the conversation, confirm that the patient had left us the wrong number but could also look up the correct number from the system. This saved either an Ambulance or Police Crew being called to check on the patients safety)

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E. It is always a nightmare to park and I often have to pay

F. More parking

G. No space in car park had to pay

The Patient Group accepted that car parking was difficult to address. This surgery has one of the biggest car parks in Plymouth with many surgeries having no car park at all.

The Practice Manager explained that Plymouth City Council had been approached to try and buy the bottom car park but this had been cost prohibitive. They then offered us 7 places in the car park but no further progress could be made. The practice had then instructed the local surveying firm Stratton Creber to push this forward and negotiate a price for the surgery. They also hit a dead end.

The Patient Group suggested that the Practice contact the local Councillor Ian Bowyer.

This was considered to be an Action Point from this Questionnaire

H. I have tried to book appointments in advance to be told not possible female Doctor consultation not always a possibility

The fact this patient could not book ahead is of concern. The Practice Manager will check with Reception Staff that they are offering pre-bookable appointments.

If this problem is continually being reported the Practice Manager can listen to random reception calls to check that staff members are giving the correct information. No members of the Patient Group reported that they had experienced this problem.

The Practice has 2 part time female GPs both working 2/3 whole time equivalent and 2 female Nurse Practitioners. The Patient Group considered that this was acceptable.

The Practice Manager reported that he is keen to engage with any patients who are having problems with seeing a female GP in an attempt to accommodate patients requests in this area.

I. Can be a long wait for doctor booking ahead

J. Getting the doctor you want can be a problem

This is well recognised by the patient group and known to the Practice. The challenge the Practice faces is weighing the demand for same day appointments with pre-bookable appointments. The practice considers having tried a number of different appointment systems that although not ideal this is the best system that can be used with the resources available to the Practice

K. It would be useful to have a "car park" for wheelchairs prams

This was discussed amongst the Patient Group and Practice at length. The Old Pram Park in the surgery was for exactly that facility. Patients however were reluctant to leave their prams and wheel chairs within this area.

However the practice will try and identify a more convenient area for this activity. The Patient Group recognises that space is at a premium at the moment and this may not be realistic.

L. No baby change facility

This was accepted by both the Patient Group and the Practice. It was agreed a baby changing unit would be bought and sited in the patient toilet in reception.

This was an agreed Action Point from the questionnaire

M. Need new self booking in machine

This was accepted by both the Patient Group and the Practice. The Practice have agreed to reintroduce one.

This was an agreed Action Point from the questionnaire

**AGREED ACTION POINTS RESULTING FROM THE  
PATIENT PARTICIPATION GROUP AND THE PATIENT  
SATISFACTION QUESTIONNAIRE**

- 1. Practice Manger to meet with Telephone Company  
Manger on 3.4.12 to iron out telephone problems**
- 2. Staff to offer patients with mobility problems a seat in  
waiting room 2 if they are seeing GPs at the far end of the  
surgery.**
- 3. The Practice Manager to contact the Local Councillor Ian  
Bowyer in an attempt to progress the purchase of 7 extra  
car parking spaces in the lower car park.**
- 4. Baby changing facility to be fitted in the patient toilet in  
reception**
- 5. A New self booking machine to be fitted in the reception  
area.**