

# Patient Participation Survey Results Report February 2012

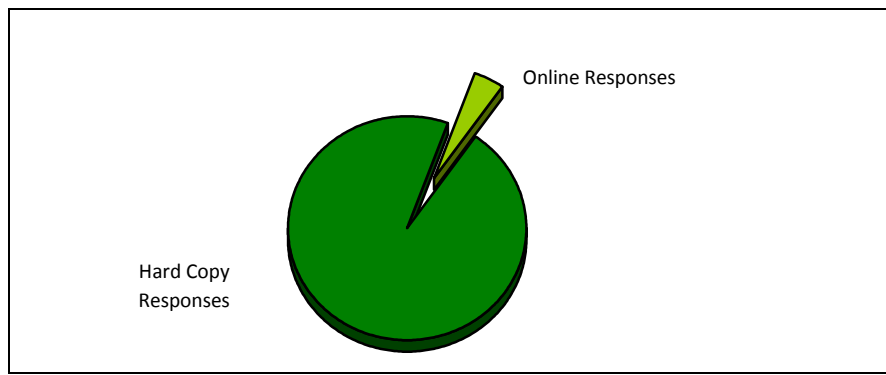
THE NEW FOLLY SURGERY  
BELL MEAD  
INGATESTONE  
ESSEX CM4 0FA

DRS EMOND, COPSEY, BAILOOR & TOMS

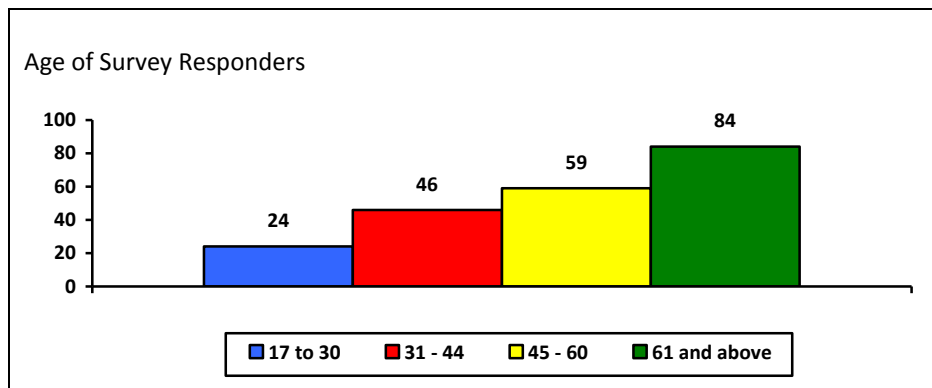
213 patients responded to our Patient Survey. 9 patients submitted online responses via survey monkey and 204 hard copy surveys were collected in the surgery.

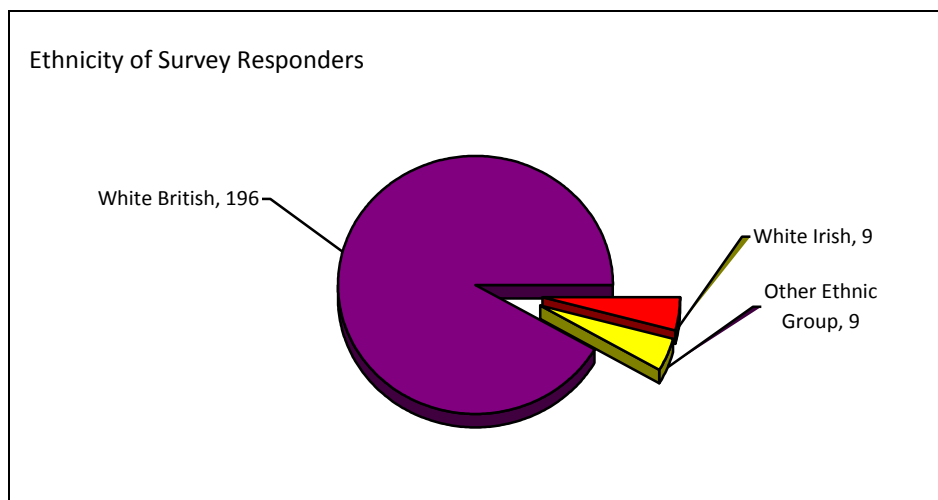
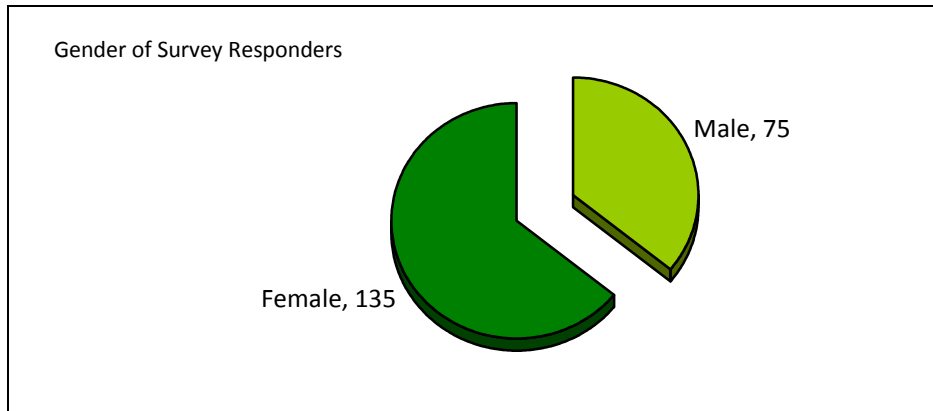
These are the results of our survey

## (a) Online vs hard copy responders



## (b) Demographics of responders





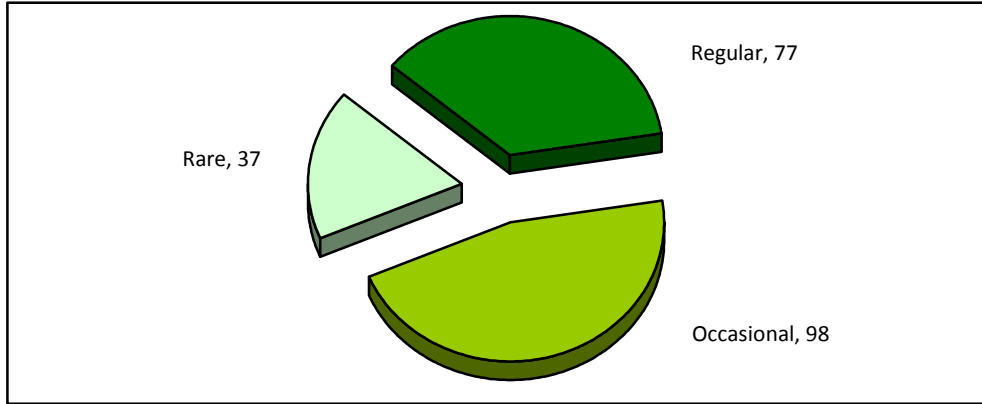
**(c) Distance from Surgery to Work**

We asked our patients if they work, how far is their place of work from the surgery. 119 patients provided this information:

- 12% Work from home
- 52% Up to 30 minutes away
- 22% 30 – 60 minutes away
- 14% More than one hour away

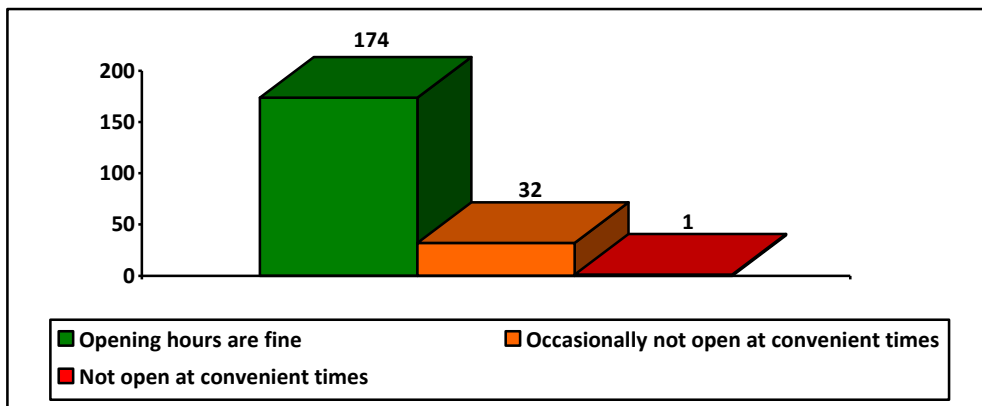
**(d) Attendance at the Surgery**

Patients were asked how frequently they attend the surgery

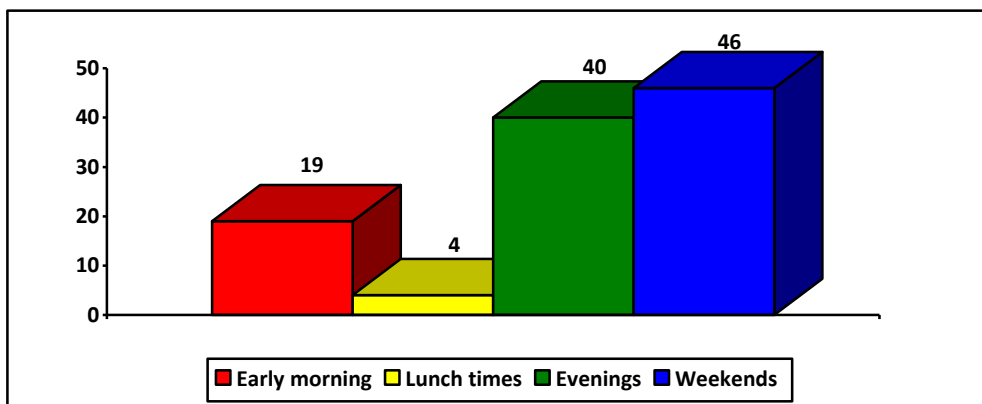


**(e) Practice Opening Hours**

We asked our patients if they were happy with our opening hours

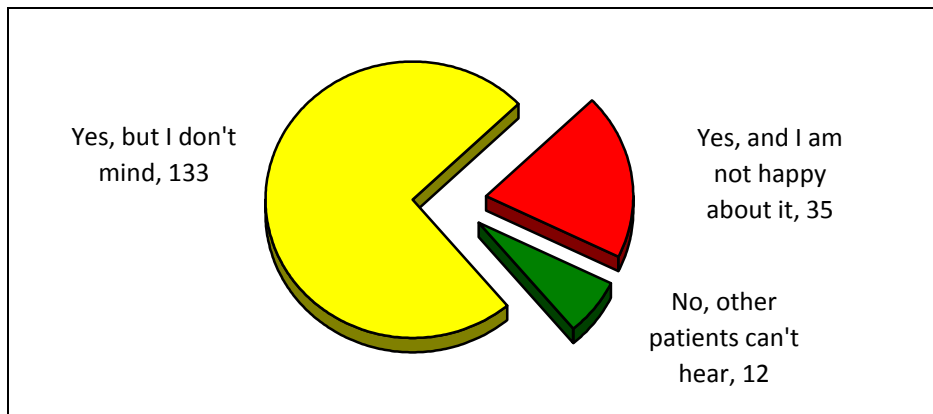


We asked which additional hours patients would like to see the practice open



**(f) Reception**

We asked if other patients can hear conversations with the receptionists

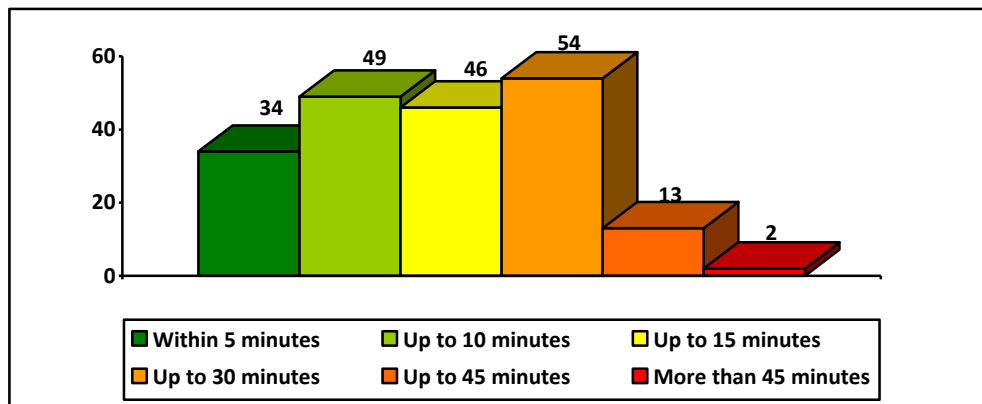


We asked how helpful our receptionists are:

- 77% VERY helpful
- 21% FAIRLY helpful
- 3% NOT VERY helpful

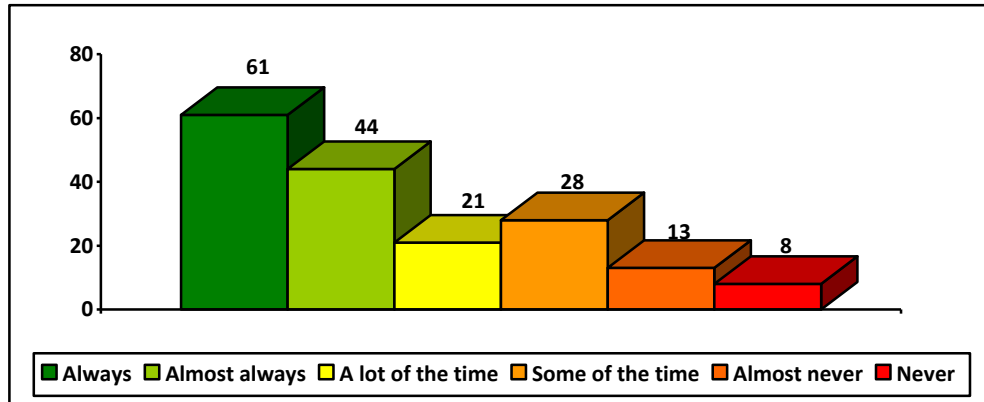
**(g) Appointment Times**

176 responders recalled seeing a Dr in the last six months. We asked how long they had had to wait after their pre-booked appointment time to be seen:



**(h) Speaking to a Dr on the Phone**

We asked if our patients have been able to speak to a Dr on the phone when they have needed to ask a question or obtain medical advice:



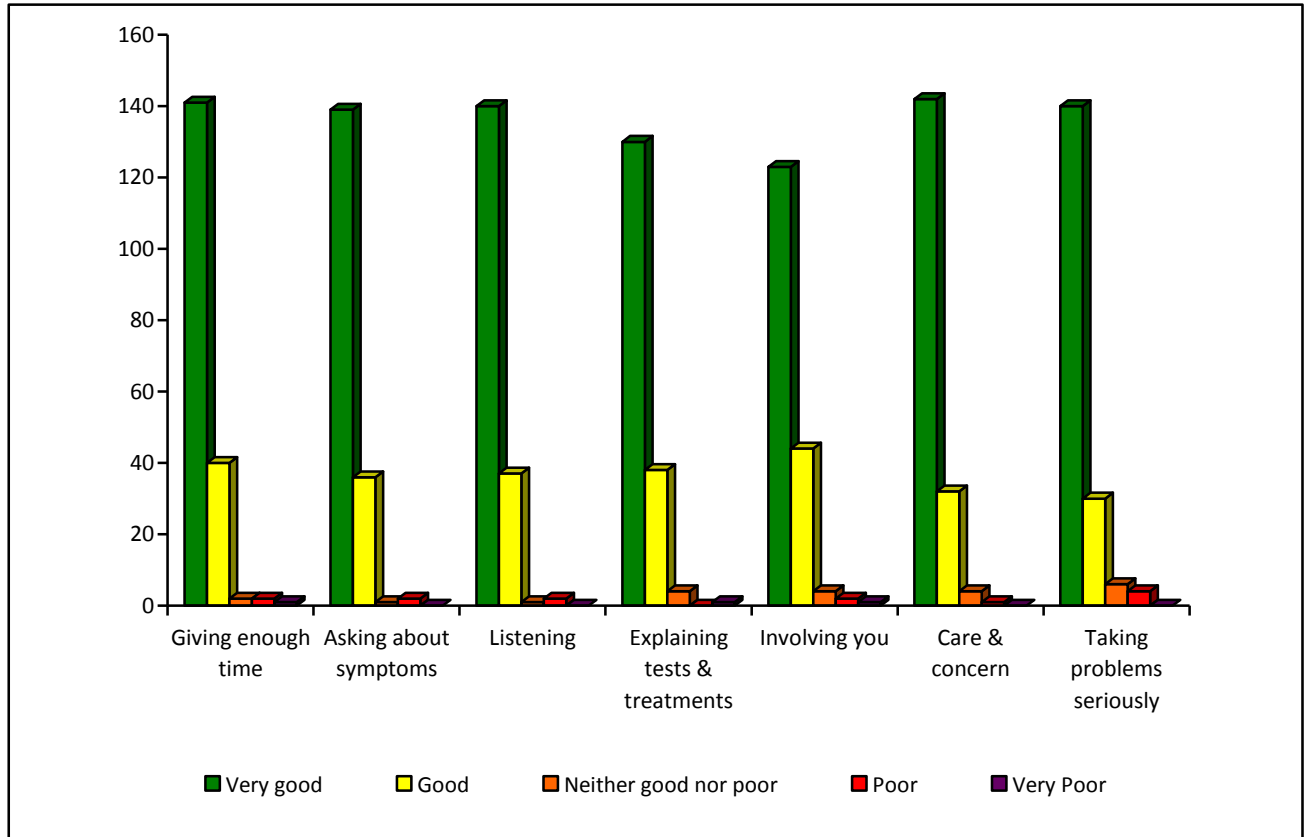
**(i) Seeing a Dr Quickly**

141 of our patients recalled trying to see a Dr urgently in the last six months. 121 reported they had been able to see a Dr on the same day or within the next two days that the surgery was open (85%). For those who had not been able to see a Dr urgently the reasons given for this were as follows:

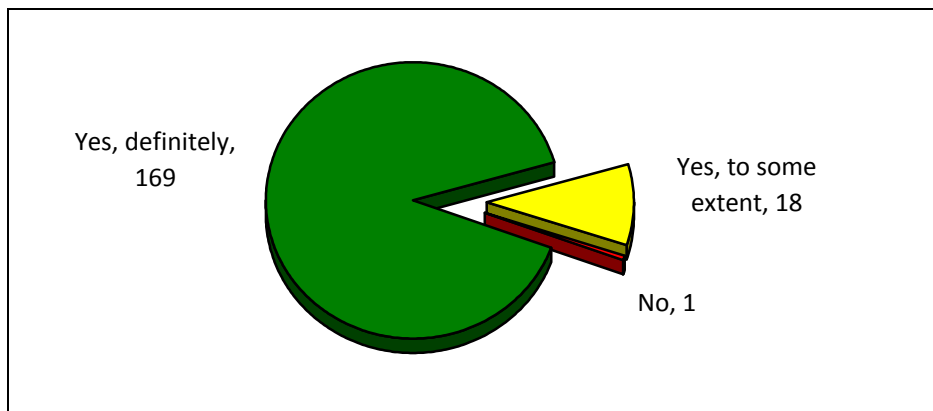
- 77% said there were no appointments available;
- 14% said the time offered did not suit them
- 6% said the appointment offered was with a GP they did not want to see;
- 3% had been offered a nurse appointment but wanted to see a GP

**(j) GP Consultations**

We asked our patients how happy they are with their GPs:

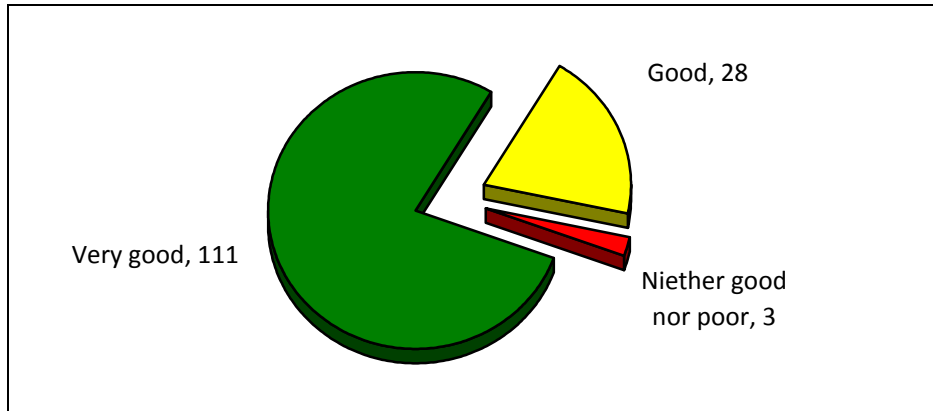


We asked if our patients had confidence in their GP:



**(k) Practice Nurses**

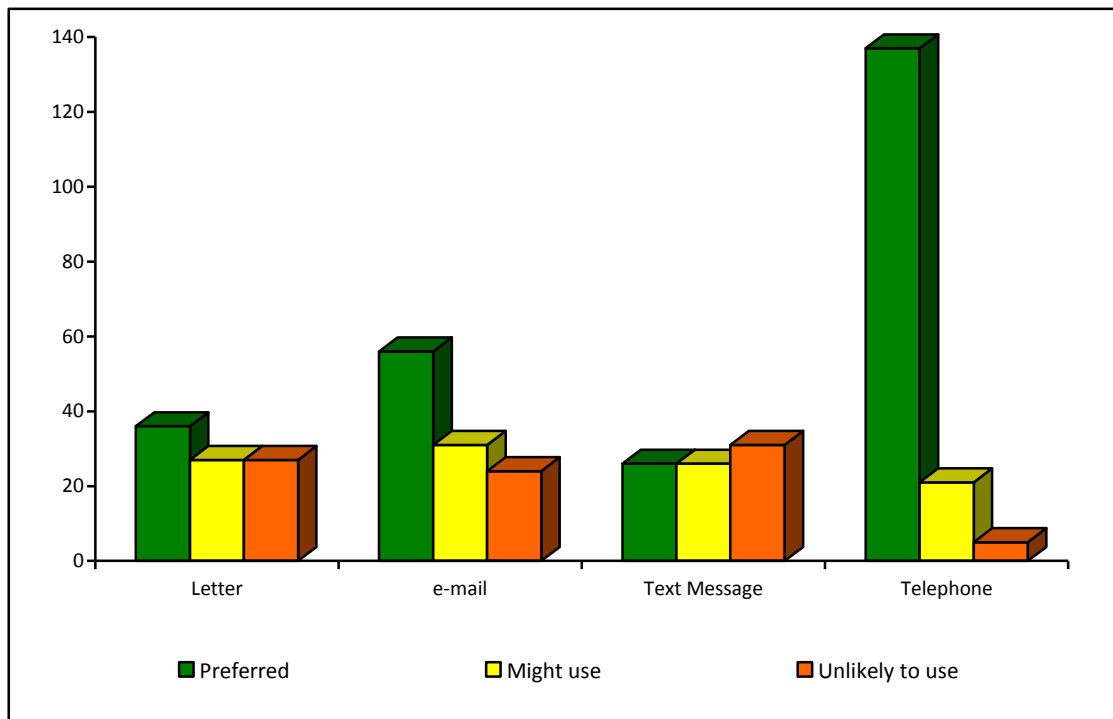
146 patients recalled seeing a Practice Nurse in the last six months. 97% had found it very or fairly easy to get an appointment. We asked how good the nurse had been at treating the patient with care and concern:



97% of those seen reported having confidence and trust in the Practice Nurse.

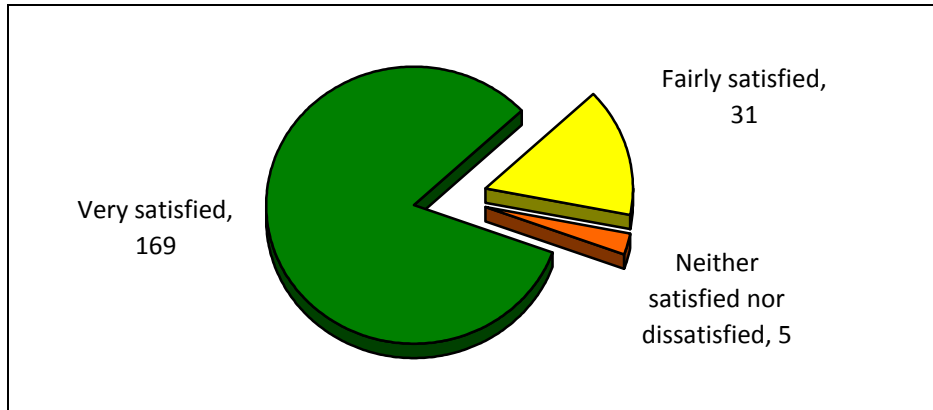
**(l) Communication**

We asked our patients how they would prefer to communicate with us regarding non-clinical issues:



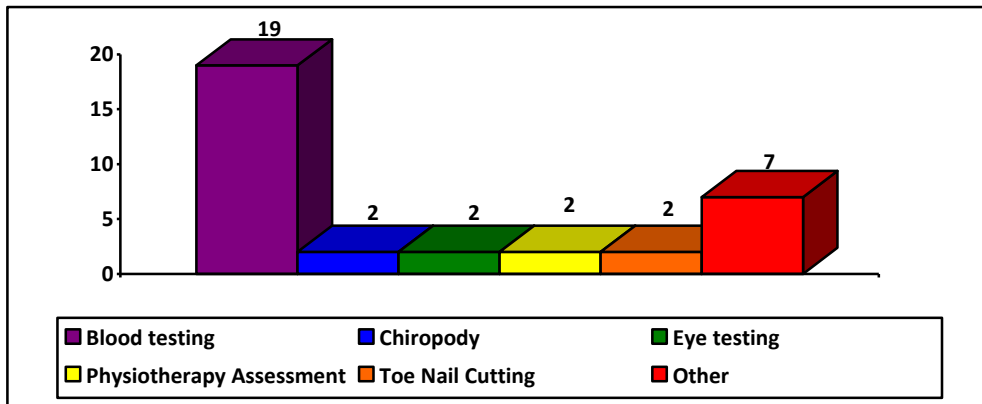
**(m) Overall Satisfaction**

We asked our patients how satisfied they were with the overall care at the Practice



**(n) Additional Services**

Patients were asked which additional services they thought we could introduce at the New Folly:



Other individual suggestions: Weight loss programme; Health Visitor; Midwife; Counselling; Minor Surgery; Cholesterol Testing; HPV Testing



## GENERAL COMMENTS

Some general comments were made regarding wide ranging aspects of the Practice, some of which are noted below to give a flavour of the patient perception of The New Folly:

“Please keep us informed when you are running late”

“Can we have a picture of the staff with their names underneath”

“Sometimes getting an appointment is difficult”

“I think you all do a great job. We would be lost without you - many thanks!”

“Let patients know their test results by e-mail”

“Not enough time given in appointments, Dr stands up and sees me out before I have shared my issues”

“Some receptionists think you shouldn't speak to a Dr on the phone”

“Would you consider monitoring the dissatisfaction with the TV service. The music is very stressful”

“Long waits for emergency appointments especially with a sick child (30 - 45 minutes wait). Could there be a screen providing approximate waiting times and position in the queue.”

“Very happy with all aspects of the surgery and the care given. It is the best surgery I have been a patient at!”