

PATIENT SURVEY 2016 – STONEBRIDGE MEDICAL CENTRE

Data sources: Harness Patient questionnaire – Quarter 2 – completed Jan 2016 – 20 surveys completed

National Benchmark from GP National survey from period Jan 15-March15

1. Friends & Family

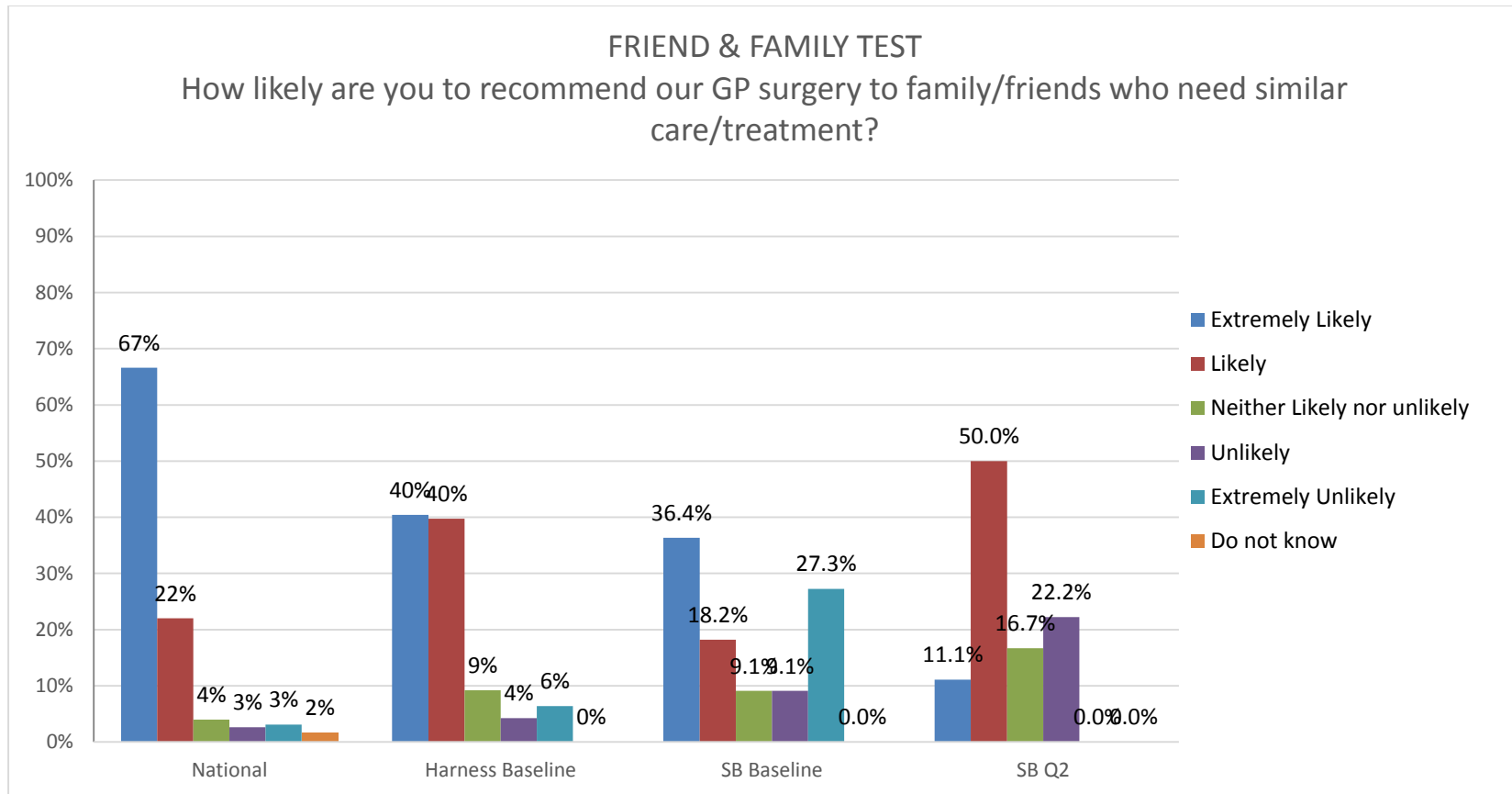
Q How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?

- 61% (18patients) are likely or extremely likely to recommend their GP practice to friends or family compared with Harness Baseline (avg) of 80% and National benchmark of 89%.
- 17% said they were neither likely nor unlikely to recommend compared to Harness baseline 9% and National 4%.
- 22% were unlikely or extremely unlikely to recommend compared to Harness 10% and National 6%.
- 0% said they did not know, Harness 0% and National 2%.

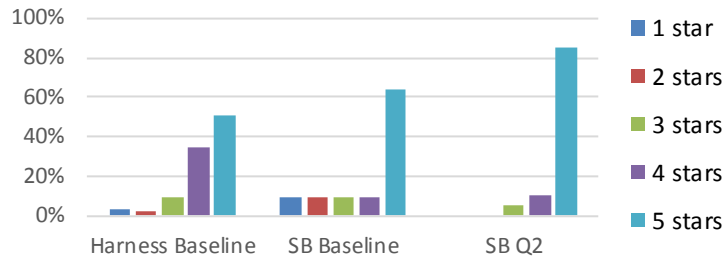
A series of questions relating to Family and friends was asked to see how the patient rates the surgery.

- 85% of 20 patients gave a 5 star rating to “being involved in decisions about their care” compared to Harness baseline (avg) of 51%
- 85% gave a 5 star rating to “was the surgery clean” compared to Harness baseline of 53 %
- 50% gave a 5 star rating to “were the receptionists helpful” compared to Harness baseline of 52%
- 10% gave a 5 star rating to “ is it easy to get an appointment” compared to Harness baseline of 42%

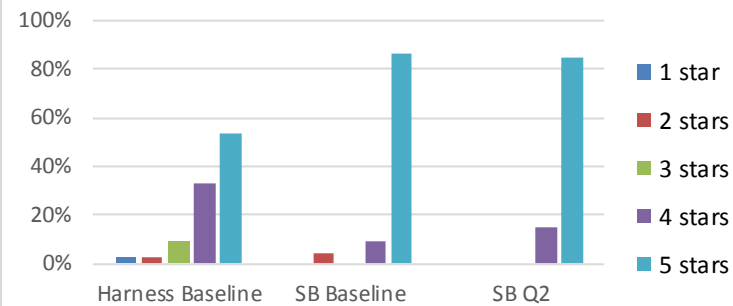
See graphs below which illustrate all these results and compare against National and Harness baseline data.



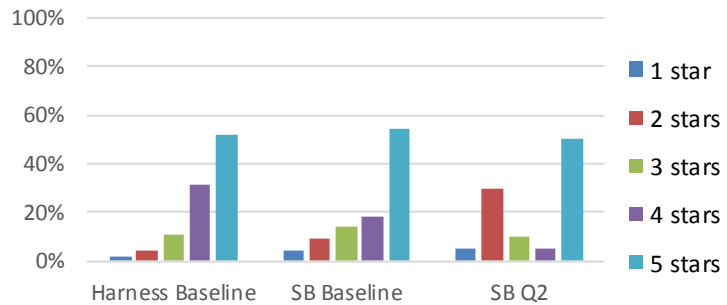
Were you involved in decisions made about your care/treatment ?



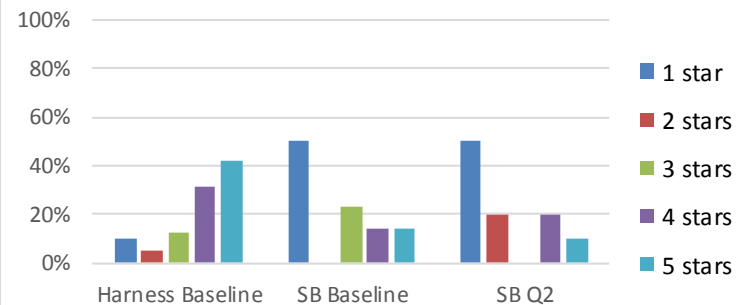
Was the surgery clean?



Were the receptionist helpful?



Is it easy to get an appointment?



2. Satisfaction of overall Quality

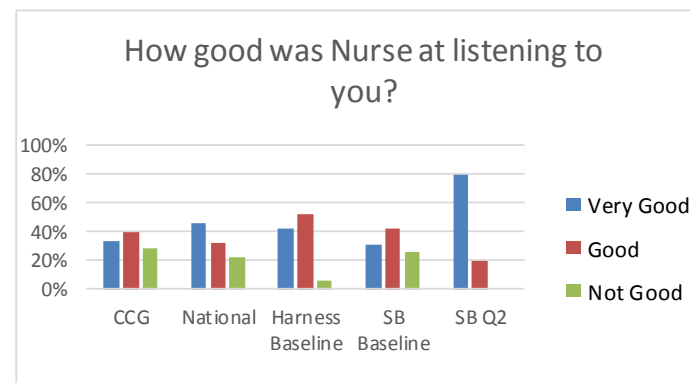
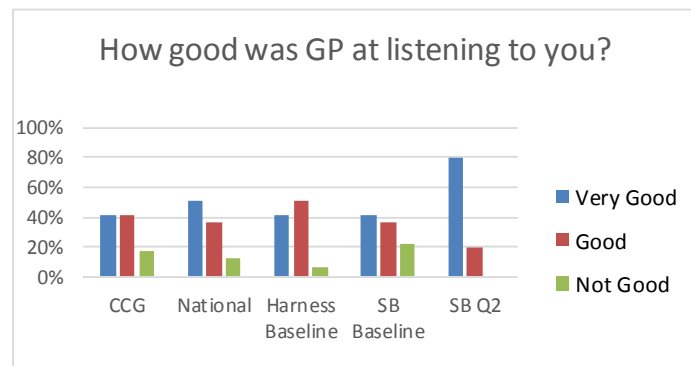
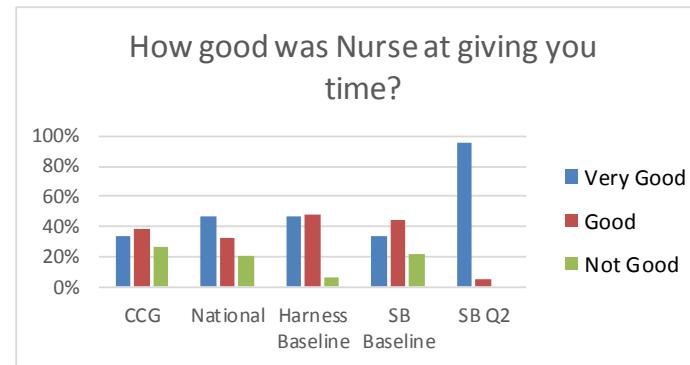
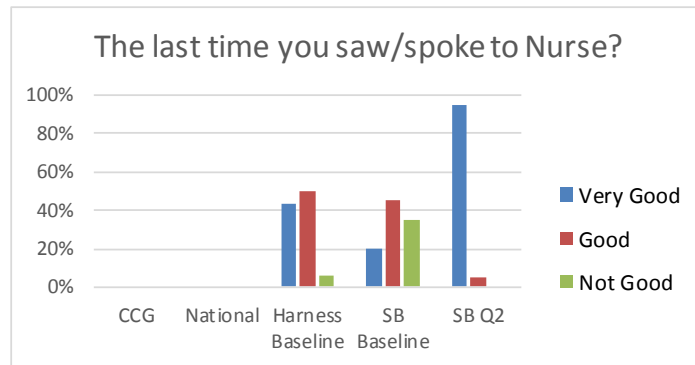
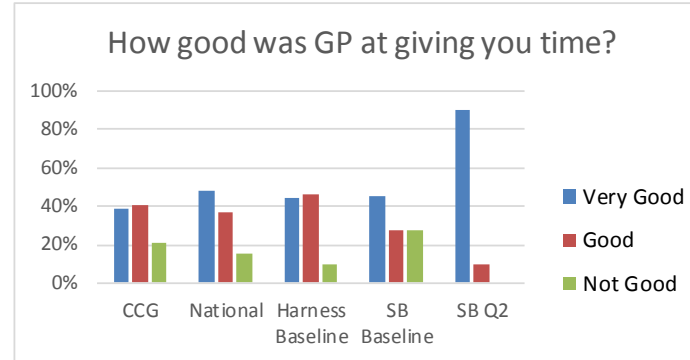
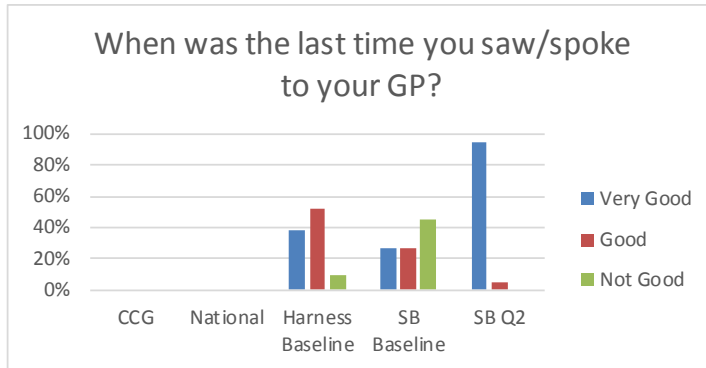
GP

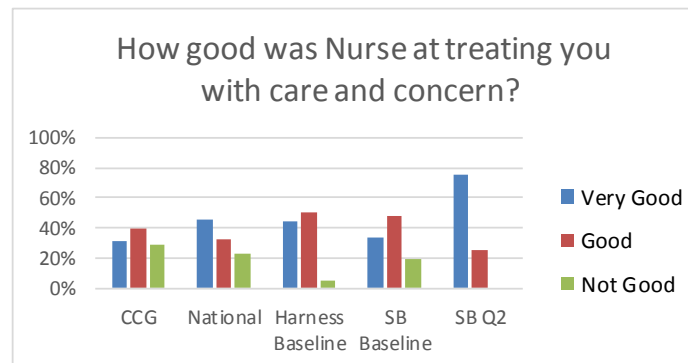
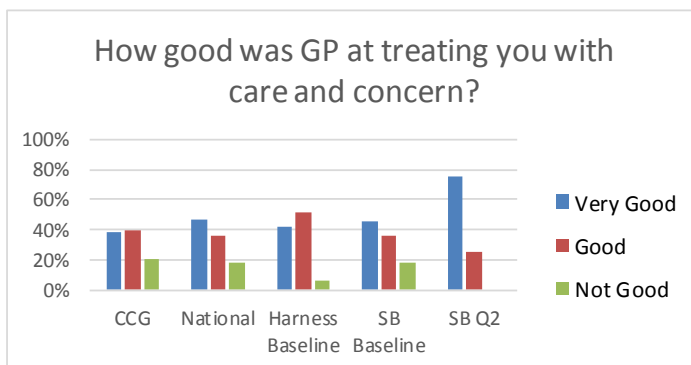
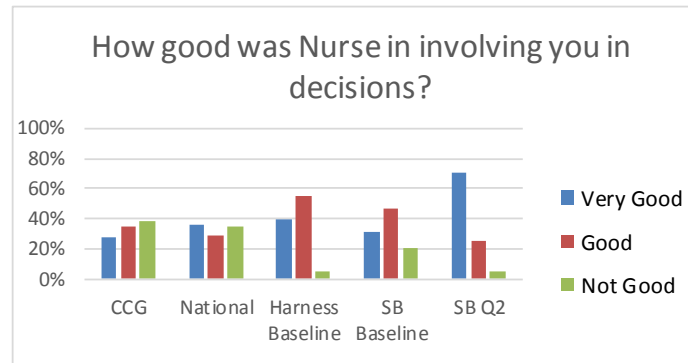
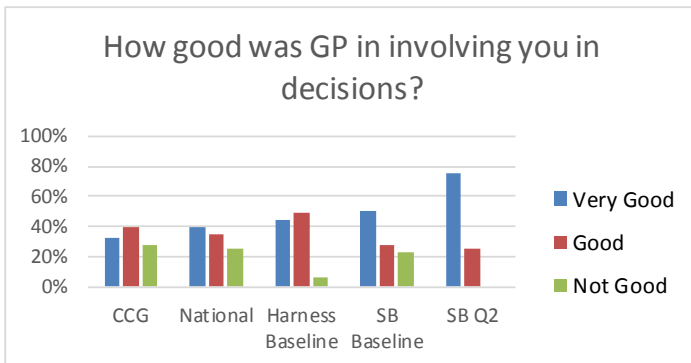
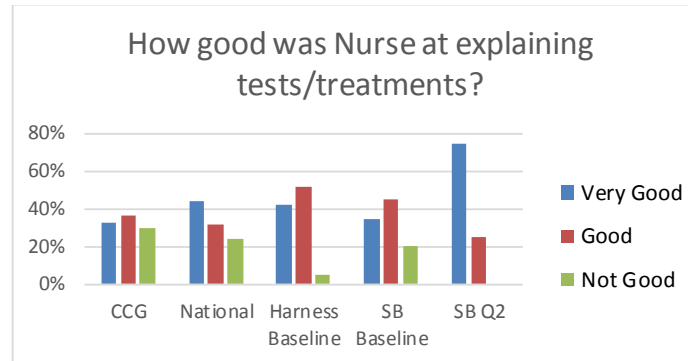
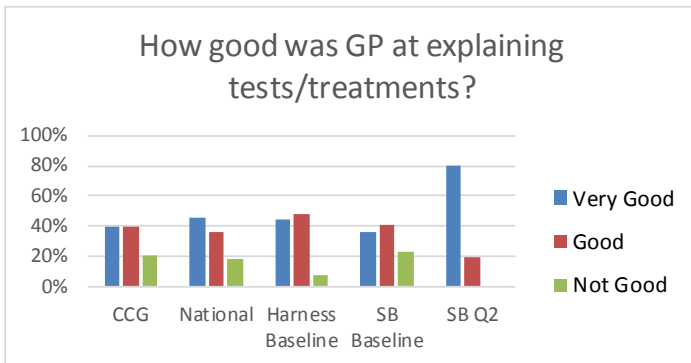
- 100% of 20 patients thought the GP was very good or good at giving the patient enough time (National 85%).
- 100% of patients said that the GP was good or very good at listening (National 87%).
- 100% found the GP to be good or very good at explaining test/treatments (National 81%).
- 100% found the GP to be good or very good at involving the patient in decisions (National 74%).
- 100% said the GP was good or very good at treating the patient with care and concern (National 83%).
- 100% said they definitely or to some extent had confidence and trust in the GP they saw (National 92%).

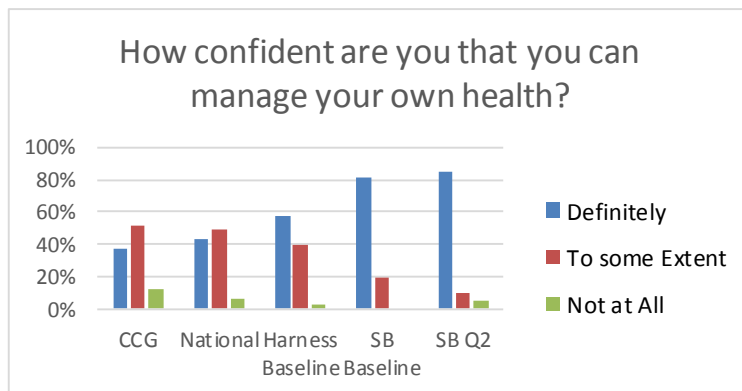
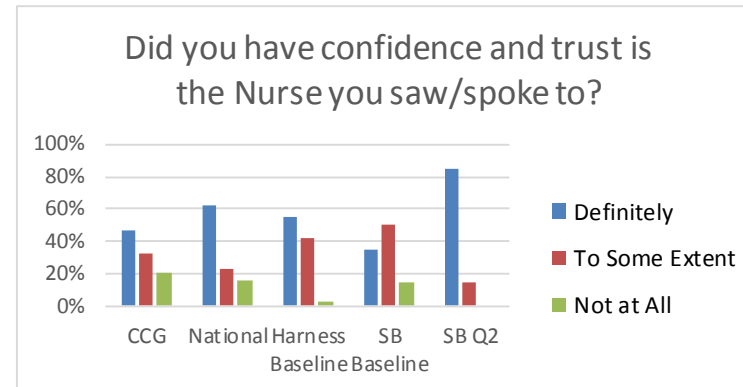
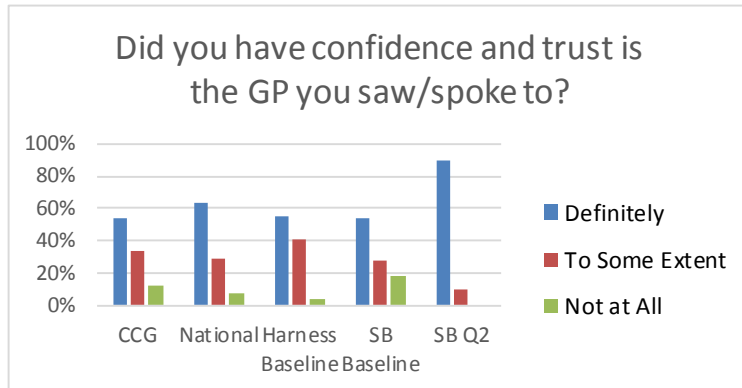
Nurse

- 100% of 20 patients said the Nurse was good or very good at giving the patient enough time (National 79%).
- 100% of patients said that the Nurse was good or very good at listening (National 78%).
- 100% found the Nurse to be very good or good at explaining test/treatments (National 76%).
- 95% (20 patients) found the Nurse to be very good or good at involving patients in decisions (National 65%).
- 100% said the Nurse was good or very good at treating the patient with care and concern (National 77%).
- 100% said they definitely or to some extent had confidence and trust in the Nurse they saw (National 85%).

See graphs below which illustrate all these results and compare against National and Harness baseline data.



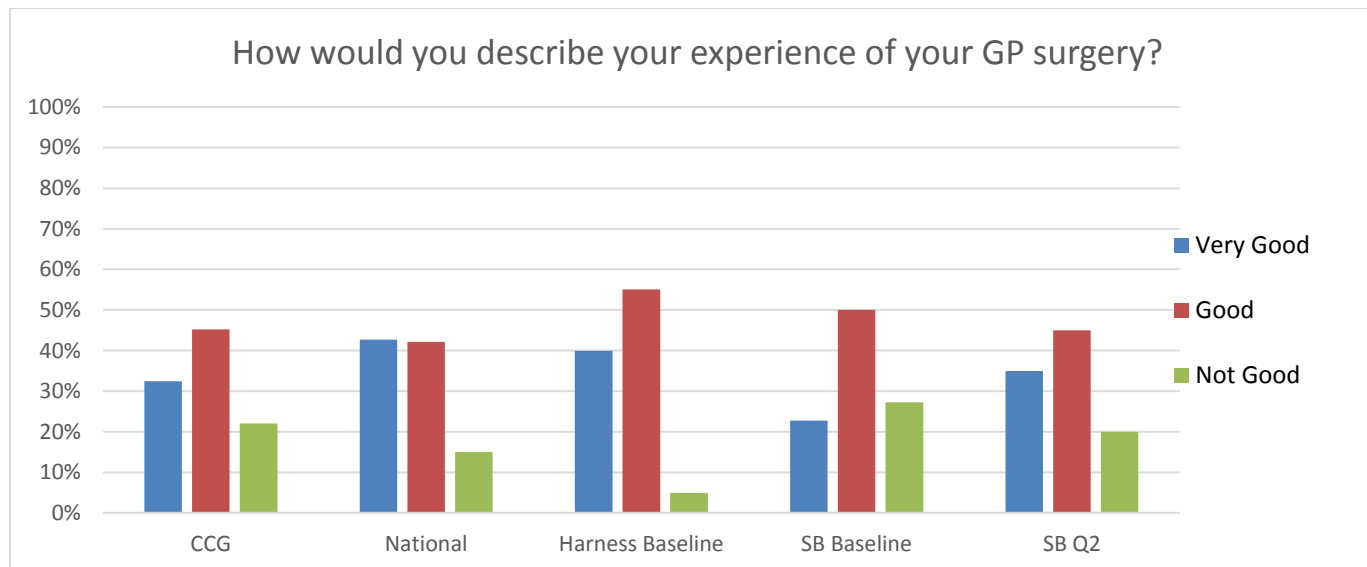


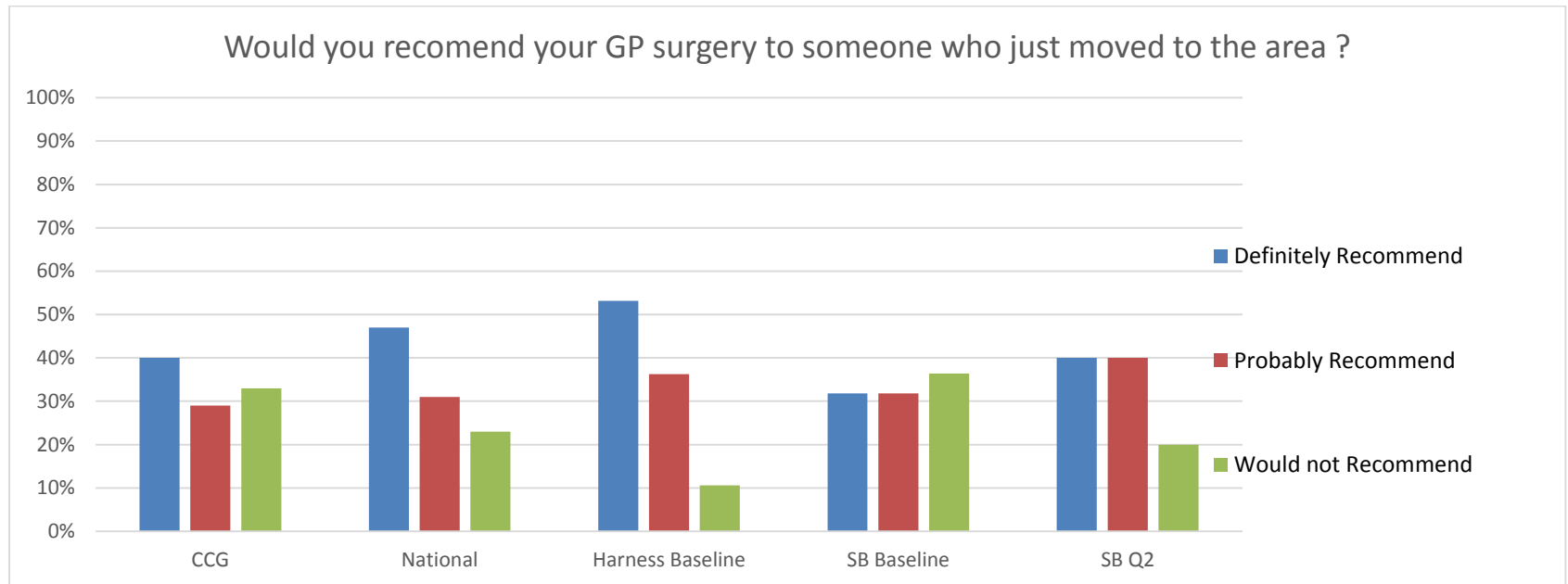


3. Satisfaction with the overall care received at the surgery

- 80% (20) of patients surveyed described their experience of the GP surgery as good or very good (National 85%).
- 80% of patients would definitely or probably recommend the surgery to someone who had just moved to the area (National 78%).

See graphs below which illustrate all these results and compare against National and Harness baseline data.



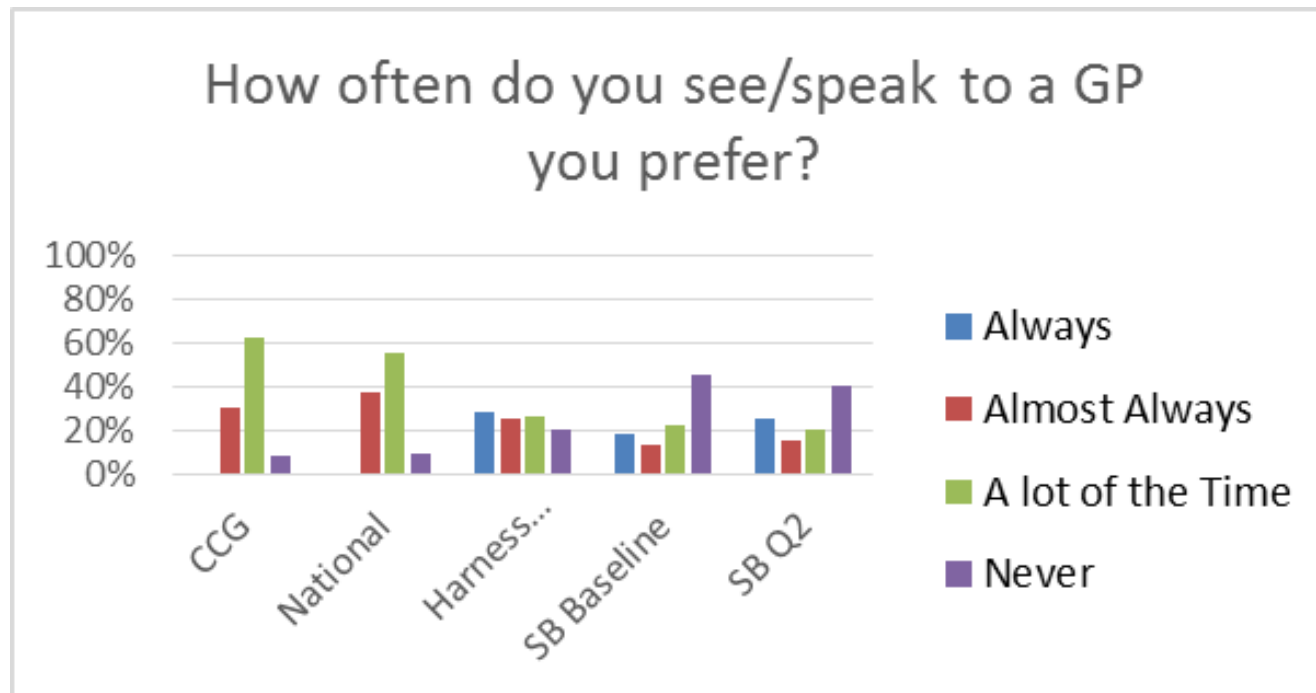


Note: 'would not recommend' for Harness survey is equivalent to 'not sure', plus 'no, would probably not recommend' plus 'No, would definitely not recommend' plus 'don't know' in the National GP survey.

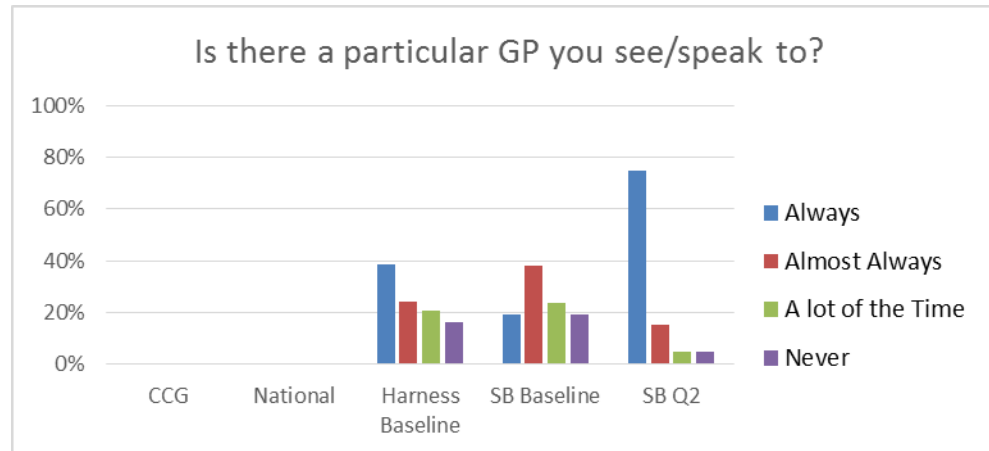
4. Patient Experience

- 40% of 20 patients said they always or almost always get to see a GP they prefer (National 37%).
- 90% of patients said there is usually a GP they prefer to see/speak to.

See graphs below which illustrate all these results and compare against National and Harness baseline data.



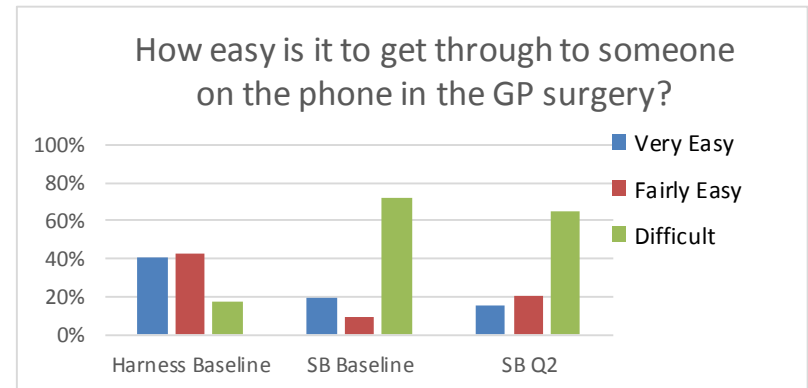
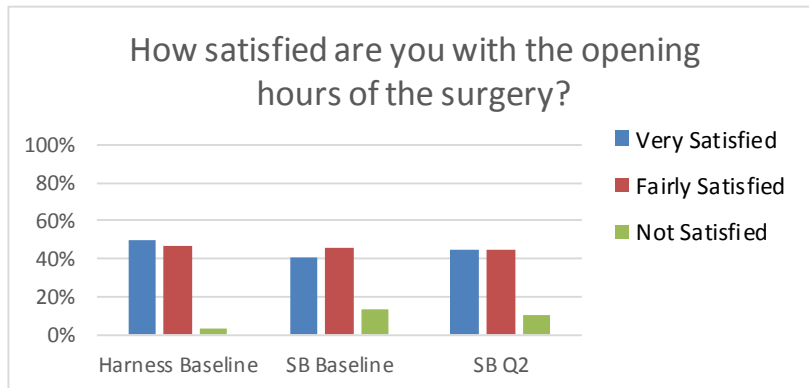
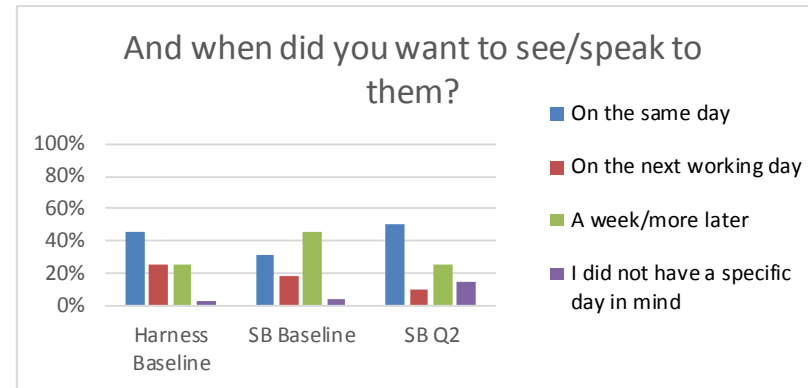
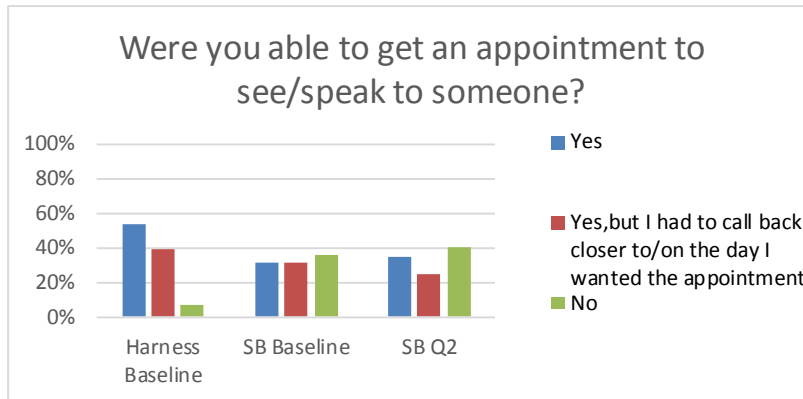
Note: For this question 'Almost always' in the Harness survey is equivalent to 'a lot of the time' plus 'some of the time' in the National GP survey.



5. Satisfaction with accessing primary care

- 35% of 20 patients said they were able to get an appointment to see/speak to someone (National 73%). 25% said they were able to get an appointment but had to ring back closer to the day (National 12%).
- 50% of patients wanted to be seen on the same day (National 40%).
- 90% of patients said they are very satisfied or fairly satisfied with the opening hours of the surgery (National 75%).
- 35% found it very easy or fairly easy to get through to someone on the phone at the surgery (National 71%).

See graphs below which illustrate all these results and compare against National and Harness baseline data.



6. General commentary from the patient questionnaire

As part of the Outcome LIS for the Harness network the Stoneridge Medical Centre we repeated the survey in Jan 2016 (referred to as Q2) to compare with the previous baseline data gathered in Sept/Oct 2015 (referred to as Q1) to measure impact of improvements made at the practice

A total of 20 responses were received. A total of 53% were male, 47% were female, 10% were aged 18 or under, 30% were aged 19-34, % were aged 35-64, % were aged 65-74, % were over 75.

While analysing this survey data we also looked at the National GP patient postal survey which would have been completed by practice patients over the period of Jan to Mar 2015.

Some General Comments made by Patients in the Harness Patient Survey:

- can't book appts over phone same day apt non-existent'
- good but needs more staff'
- everyone is very helpful'
- when ill mother buys over counter meds from pharmacy as no appt is ever offered'
- works full time no option of apt must come walk in the morning'
- you can't get appt, mother can't come ever as disabled'
- it's like there never any appts available'
- appts had to wait 3 weeks for this appt'
- disabled and cannot walk in and wait all the time, never gets offered appt hard to get through on phone'

