**OLD SCHOOL SURGERY**

**PATIENT QUESTIONNAIRE**

**2018**

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**How the Survey was carried out:**

The questionnaire was carried out in the last two weeks of August 2018 and ran for about 10 days. 100 questionnaires were handed out with 100 returned.

Those asked to complete the questionnaire were taken totally at random but had to be permanently registered with the Practice and aged over 16 years of age.

Prior to the questionnaire process being put in to place, the Staff were fully informed of the process and procedure involved, and of the nature of the questionnaire itself.

**The Process:**

Patients were chosen at random as far as possible, and then asked whether they would be willing to complete a questionnaire. They were then told that the questionnaire was looking for their honest views about the practice, both good and bad; about the service provided, care that they receive and quality of consultations that they have, so that as a Practice we can identify if there are any areas that we can improve and work on improving.

The questionnaires were given to the randomly selected patients on their arrival at the Surgery, and they were invited to look at it while they waited, and complete it once they had been in to see the Doctor.

**Summary of Results:**

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| **PATIENT DEMOGRAPHICS OF RESPONSES** |  |  |  |  |  |  |
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| **SEX** |  |  |  |  |  |  |  |  |
| MALE | 43 |  |  |  |  |  |  |  |
| FEMALE | 57 |  |  |  |  |  |  |  |
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| **AGE** |  |  |  |  |  |  |  |  |
| 0-16 years | 0 |  |  |  |  |  |  |  |
| 17-24 years | 3 |  |  |  |  |  |  |  |
| 25-34 years | 10 |  |  |  |  |  |  |  |
| 35-44 years | 14 |  |  |  |  |  |  |  |
| 45-54 years | 17 |  |  |  |  |  |  |  |
| 55-64 years | 10 |  |  |  |  |  |  |  |
| 65-74 years | 27 |  |  |  |  |  |  |  |
| Over 75 years | 19 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| **LENGTH OF TIME REGISTERED WITH PRACTICE** |  |  |  |  |
| 0-5 years | 13 |  |  |  |  |  |  |  |
| 6-10years | 15 |  |  |  |  |  |  |  |
| 11-20 years | 29 |  |  |  |  |  |  |  |
| Over 20 years | 42 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| **PATIENTS AWARE OF PPG** |  |  |  |  |  |  |
| YES | 33 |  |  |  |  |  |  |  |
| NO | 60 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| **PATIENTS AWARE OF NHS CHOICES** |  |  |  |  |  |
| YES | 65 |  |  |  |  |  |  |  |
| NO | 30 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| **PATIENTS AWARE THEY CAN COMMENT ABOUT PRACTICE ON NHS CHOICES** |  |  |
| YES | 52 |  |  |  |  |  |  |  |
| NO | 43 |  |  |  |  |  |  |  |
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| **QUESTIONS ABOUT SERVICE PROVISION SATISFACTION** |
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| **Speed at which the telephone was answered initially** |  |  |  |
| NO EXPERIENCE | 3 |  |  |  |  |  |  |  |
| EXCELLENT | 26 |  |  |  |  |  |  |  |
| VERY GOOD | 48 |  |  |  |  |  |  |  |
| GOOD | 16 |  |  |  |  |  |  |  |
| FAIR | 5 |  |  |  |  |  |  |  |
| POOR | 2 |  |  |  |  |  |  |  |
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| **Length of time you had to wait for an appointment** |  |  |  |
| NO EXPERIENCE | 0 |  |  |  |  |  |  |  |
| EXCELLENT | 65 |  |  |  |  |  |  |  |
| VERY GOOD | 22 |  |  |  |  |  |  |  |
| GOOD | 9 |  |  |  |  |  |  |  |
| FAIR | 2 |  |  |  |  |  |  |  |
| POOR | 2 |  |  |  |  |  |  |  |
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| **Convenience of day and time of your appointment** |  |  |  |
| NO EXPERIENCE | 0 |  |  |  |  |  |  |  |
| EXCELLENT | 65 |  |  |  |  |  |  |  |
| VERY GOOD | 26 |  |  |  |  |  |  |  |
| GOOD | 7 |  |  |  |  |  |  |  |
| FAIR | 2 |  |  |  |  |  |  |  |
| POOR | 0 |  |  |  |  |  |  |  |
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| **Seeing the Doctor of your choice** |  |  |  |  |  |
| NO EXPERIENCE | 2 |  |  |  |  |  |  |  |
| EXCELLENT | 72 |  |  |  |  |  |  |  |
| VERY GOOD | 22 |  |  |  |  |  |  |  |
| GOOD | 2 |  |  |  |  |  |  |  |
| FAIR | 2 |  |  |  |  |  |  |  |
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| **Length of time waiting to check in with Reception** |  |  |  |
| NO EXPERIENCE | 0 |  |  |  |  |  |  |  |
| EXCELLENT | 54 |  |  |  |  |  |  |  |
| VERY GOOD | 39 |  |  |  |  |  |  |  |
| GOOD | 5 |  |  |  |  |  |  |  |
| FAIR | 2 |  |  |  |  |  |  |  |
| POOR | 0 |  |  |  |  |  |  |  |
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| **Length of time waiting to see the Doctor or Nurse** |  |  |  |
| NO EXPERIENCE | 0 |  |  |  |  |  |  |  |
| EXCELLENT | 42 |  |  |  |  |  |  |  |
| VERY GOOD | 41 |  |  |  |  |  |  |  |
| GOOD | 10 |  |  |  |  |  |  |  |
| FAIR | 7 |  |  |  |  |  |  |  |
| POOR | 0 |  |  |  |  |  |  |  |
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| **Opportunity of speaking to a Doctor or Nurse on the telephone when necessary** |
| NO EXPERIENCE | 21 |  |  |  |  |  |  |  |
| EXCELLENT | 41 |  |  |  |  |  |  |  |
| VERY GOOD | 21 |  |  |  |  |  |  |  |
| GOOD | 13 |  |  |  |  |  |  |  |
| FAIR | 2 |  |  |  |  |  |  |  |
| POOR | 2 |  |  |  |  |  |  |  |
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| **Opportunity of obtaining a home visit when necessary** |  |  |  |
| NO EXPERIENCE | 44 |  |  |  |  |  |  |  |
| EXCELLENT | 33 |  |  |  |  |  |  |  |
| VERY GOOD | 13 |  |  |  |  |  |  |  |
| GOOD | 9 |  |  |  |  |  |  |  |
| FAIR | 1 |  |  |  |  |  |  |  |
| POOR | 0 |  |  |  |  |  |  |  |
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| **Level of satisfaction with the after hours service** |  |  |  |
| NO EXPERIENCE | 44 |  |  |  |  |  |  |  |
| EXCELLENT | 28 |  |  |  |  |  |  |  |
| VERY GOOD | 15 |  |  |  |  |  |  |  |
| GOOD | 10 |  |  |  |  |  |  |  |
| FAIR | 1 |  |  |  |  |  |  |  |
| POOR | 2 |  |  |  |  |  |  |  |
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| **DISPENSING SERVICE****Prescription ready on time** |  |  |  |  |  |  |
| NO EXPERIENCE | 2 |  |  |  |  |  |  |  |
| EXCELLENT | 71 |  |  |  |  |  |  |  |
| VERY GOOD | 21 |  |  |  |  |  |  |  |
| GOOD | 4 |  |  |  |  |  |  |  |
| FAIR | 2 |  |  |  |  |  |  |  |
| POOR | 0 |  |  |  |  |  |  |  |
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| **Prescription correctly issued** |  |  |  |  |  |  |
| NO EXPERIENCE | 2 |  |  |  |  |  |  |  |
| EXCELLENT | 72 |  |  |  |  |  |  |  |
| VERY GOOD | 21 |  |  |  |  |  |  |  |
| GOOD | 4 |  |  |  |  |  |  |  |
| FAIR | 1 |  |  |  |  |  |  |  |
| POOR | 0 |  |  |  |  |  |  |  |
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| **Handling of any queries** |  |  |  |  |  |  |
| NO EXPERIENCE | 8 |  |  |  |  |  |  |  |
| EXCELLENT | 68 |  |  |  |  |  |  |  |
| VERY GOOD | 21 |  |  |  |  |  |  |  |
| GOOD | 3 |  |  |  |  |  |  |  |
| FAIR | 0 |  |  |  |  |  |  |  |
| POOR | 0 |  |  |  |  |  |  |  |
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| **TEST RESULTS** |  |  |  |  |  |  |  |  |
| **Were you told when to contact us for your results?** |  |  |  |
| NO EXPERIENCE | 7 |  |  |  |  |  |  |  |
| EXCELLENT | 49 |  |  |  |  |  |  |  |
| VERY GOOD | 29 |  |  |  |  |  |  |  |
| GOOD | 10 |  |  |  |  |  |  |  |
| FAIR | 5 |  |  |  |  |  |  |  |
| POOR | 0 |  |  |  |  |  |  |  |
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| **Results available when you contacted us** |  |  |  |  |
| NO EXPERIENCE | 9 |  |  |  |  |  |  |  |
| EXCELLENT | 50 |  |  |  |  |  |  |  |
| VERY GOOD | 25 |  |  |  |  |  |  |  |
| GOOD | 14 |  |  |  |  |  |  |  |
| FAIR | 2 |  |  |  |  |  |  |  |
| POOR | 0 |  |  |  |  |  |  |  |
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| **Level of satisfaction with the amount of information provided**  |   |  |
| NO EXPERIENCE | 8 |  |   |   |   |   |   |  |
| EXCELLENT | 57 |   |   |   |   |   |   |  |
| VERY GOOD | 21 |   |   |   |   |   |   |  |
| GOOD | 13 |   |   |   |   |   |   |  |
| FAIR | 1 |   |   |   |   |   |   |  |
| POOR | 0 |   |   |   |   |   |   |  |
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| **Level of satisfaction with the manner in which the result was given** |   |  |
| NO EXPERIENCE | 4 |  |   |   |   |   |   |  |
| EXCELLENT | 51 |   |   |   |   |   |   |  |
| VERY GOOD | 32 |   |   |   |   |   |   |  |
| GOOD | 12 |   |   |   |   |   |   |  |
| FAIR | 1 |   |   |   |   |   |   |  |
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| **SURGERY STAFF PERFORMANCE** |   |   |   |   |   |   |   |  |
| **The information provided by the Reception staff**  |   |   |  |
| NO EXPERIENCE | 2 |  |   |   |   |   |   |  |
| EXCELLENT | 67 |   |   |   |   |   |   |  |
| VERY GOOD | 26 |   |   |   |   |   |   |  |
| GOOD | 5 |   |   |   |   |   |   |  |
| FAIR | 0 |   |   |   |   |   |   |  |
| POOR | 0 |   |   |   |   |   |   |  |
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| **The helpfulness of the Reception staff** |   |   |   |   |  |
| NO EXPERIENCE | 0 |  |   |   |   |   |   |  |
| EXCELLENT | 81 |   |   |   |   |   |   |  |
| VERY GOOD | 17 |   |   |   |   |   |   |  |
| GOOD | 2 |   |   |   |   |   |   |  |
| FAIR | 0 |   |   |   |   |   |   |  |
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| **Satisfaction with consultation with Doctor or Nurse** |   |   |  |
| NO EXPERIENCE | 0 |  |   |   |   |   |   |  |
| EXCELLENT | 82 |   |   |   |   |   |   |  |
| VERY GOOD | 16 |   |   |   |   |   |   |  |
| GOOD | 2 |   |   |   |   |   |   |  |
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| **The information provided by the doctor or nurse** |   |   |   |  |
| NO EXPERIENCE | 0 |  |   |   |   |   |   |  |
| EXCELLENT | 81 |   |   |   |   |   |   |  |
| VERY GOOD | 16 |   |   |   |   |   |   |  |
| GOOD | 3 |   |   |   |   |   |   |  |
| FAIR | 0 |   |   |   |   |   |   |  |
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| **The helpfulness of the doctor or nurse** |   |   |   |   |  |
| NO EXPERIENCE | 0 |  |   |   |   |   |   |  |
| EXCELLENT | 83 |   |   |   |   |   |   |  |
| VERY GOOD | 15 |   |   |   |  |  |  |  |
| GOOD | 3 |   |   |  |  |  |  |  |
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| **My overall satisfaction with this Practice** |  |  |  |  |
| NO EXPERIENCE | 0 |  |   |   |  |  |  |  |
| EXCELLENT | 88 |  |   |   |  |  |  |  |
| VERY GOOD | 12 |   |   |   |   |   |   |  |
| GOOD | 0 |   |   |   |   |   |   |  |
| FAIR | 0 |   |   |   |   |   |   |  |
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**Patient Comments**

Questionnaire Number:

5. Dr Dale Steven Kinnersley -very good and very helpful. Doctor and all staff are good.

6. Dr Dale Steven Kinnersley- Very good and friendly doctor.

10. I have been very pleased with how quickly we have been able to see the GP the last couple of times we have needed to. In general the Receptionists are very good at accommodating personal work schedules etc to find a suitable appointment, thank you.

13. The Surgery is always very helpful.

14. Very good practice with very pleasant helpful staff. Excellent doctor.

16. We have never been let down by the surgery or staff.

24. A very professional practice. All the staff are highly trained helpful. One would find it hard to find a doctors surgery in the country with such dedicated doctors and staff. “Excellent Healthcare”.

29. I have been attending both Chilham and Chartham Surgeries for approx. 19 years. The staff have always been excellent, and caring, first class and I have never had a problem with either surgery.

33. Only comment: I lived in Australia 20 years, I found it very useful to be able to attend a different surgery if needed. I don’t like the geographical attachment to a surgery required by the NHS.

38. Dr Kinnersley is very kind and a very good doctor. Hope he doesn’t retire any time soon!! Reception staff are wonderful.

47. Very good practice which gives great confidence to me as a patient. I use on line ordering for prescriptions which is always efficient.

48. Prescriptions not always available as repeat. Forms seem to have been misplaced but quickly sorted out by Reception. When getting results not always clear when told over phone what results are and what should do next.

54. Have always found staff very helpful and pleasant.

55. Fantastic all round, service and help. Lovely friendly people. Always a lovely smile!

58. Great surgery. Excellent Doctors. Dr Kinnersley has been family doctor with all my children. He is willing to listen and take your opinion.

59. Keep up the excellent work.

64. The Practice and staff are very very good and they bend over backwards to help a patient. Always happy.

67. Excellent service.

71. Best Practice I have ever known or attended. Always see same GP who is caring and kind. Reception staff brilliant, kind, caring, always have time for you. Only problem- Chilham Surgery times have “Had” to be cut due to unavoidable pressures. I only attend Chilham.!

72. We are fortunate to have one of the best Practices in the country.

73. Thank you.

75. Fantastic Surgery. Dr Kinnersley is amazing and all the staff.

77. Very helpful and understanding. Never judge the patients. Worried about the GP retiring.

80. Very fortunate to be registered with such an outstanding team of professionals.

82. Excellent, friendly, very helpful.

83. Very good.

85. I have been a patient at this surgery for over 30 years and hope I will never have to use any other surgery. The doctors, nurses and general staff are absolutely amazing. Thank you for all your care!

86. Always so helpful and friendly – thank you.

87. Thank you for being a lovely practice.

88. Very helpful, knowledgeable, friendly staff. Repeats always ready. Always able to get an appointment. Test results available when able to give me any information on them.

90. Fantastic surgery and staff.

94. Better than any of the other practices my friends and relatives experience.

95. Everyone here are always really helpful. Dt Kinnersley & Dr Pinto are amazing and the Receptionists are friendly and always willing to help.

97. Excellent service. Sandra is a star! Friendly, Accessible, clean, great staff.

100. Have always found Dr Kinnersley empathetic, understanding and willing to spend as much time as necessary during a consultation.

**Background**

The past year has been another period of change within General Practice with new targets from NHS England for increased access in General Practice, so that our phone lines now open at 8am every weekday morning and remain open until 6.30pm each evening. There is also the continued push for the development and progression of the “Sustainability & Transformation Plans” across the country, where they are looking to move more and more healthcare provision from Secondary care into the community, and are looking at new models of care to provide this in the most efficient manner, but which continues to highlight capacity issues within the community sector and has large implications for primary care. This will have, and is having a huge impact on smaller practices who are struggling to continue to provide the level of service their patients have come to depend on. Smaller practices are historically good at giving more personalised, holistic and better continuity of care, but this is being threatened because of the increasing demands and pressures imposed on them from above, and they are less able to cope because of workforce and financial scales.

The Practice list size continues to increase, and recruitment of appropriate medical and clinical personnel continues to be challenging, again particularly for the smaller rural practices.

We are particularly interested this year to see what kind of an impact this has had on our service provision, in terms of patient satisfaction with overall service and access issues.

The Friends & family test is still being promoted in both Practices, but patients no longer bother to complete the forms, which has removed that form of feedback.

**Conclusion:**

Examining the results, we were very pleased to see that overall patient satisfaction with the service the Practice provides returned 88% as “Excellent” and 12% “Very Good”, which was very heartening and reassuring.

We continue to have a high proportion of patients who have been with the practice for over 20 years, and several generations of the same family stay with us, providing holistic and good continuity of care. Only 33% of patients questioned were aware of the Patient participation Group, despite the fact that it is advertised on both surgery sites and on the practice website. NHS Choices was familiar with 70% with 55% aware you could leave comments about the surgery on the NHS Choices website. This has been the case fairly consistently over the past 2 years, despite the fact we have run a recent campaign advertising NHS Choices.

Looking at telephone access, which we know is always challenging, because of how busy we have become, particularly during peak times, showed 2% saying it was “Poor”, 5% saying “Fair”, but 16% “Good”, 48% “Very good” and 26% “Excellent”. We have encouraged patients over the past couple of years to telephone early afternoon for results, and not to telephone the Surgery to order repeat prescriptions, except from in exceptional circumstances. This has definitely helped improve telephone access, particularly during peak times, but we are very aware that this is a difficult area. Being able to access a doctor or Nurse on the telephone was considered and 2% responded that this was “Poor”, 2% responded “Fair, 13% “Good” , 21% “Very Good”, and 41% saying it was “Excellent, with 21% having no experience of this.

Continuing to look at Access, but this time at the length of time patients have to wait to get an appointment, when they try to come and see wither the doctor or Nurse, 2% responded “Poor”, 2% responded “Fair”, 9% “Good”, 22% “Very Good”, and the majority 65% responded “Excellent”, when asking about the convenience of the timing of these appointments, 2% returned this as “Fair, 7% “Good”, 26% “Very Good”, and again the majority 65% said “Excellent”. Looking at whether they were able to see the doctor of their choice, always a hot topic in General practice, and something which is becoming rarer particularly in the larger practices; we had 72% responding “Excellent” and 22% “Very Good”.

Now looking at patient experience once they have come to the practice for their appointment, length of time to check in to reception on arrival; 2% fair, 5% “Good”, 39% “Very Good” and a majority of 54% saying “Excellent”. Length of time patients then waited for their appointment with the doctor or Nurse was then considered; 7% felt this was “fair”, 10% said this was “Good”, 41% said “Very Good” and 42% said “Excellent”.

When asked about being able to get a home visit when necessary, 44% returned that they had no experience of asking for this, of the remaining 56% only 2% patients felt this was fair, 18% said “Good”, 26% “Very Good” and 66% “Excellent”. We then asked patients about their opinion of the after hours service, 2% returned “Poor”, 1% “Fair”, 10% “Good”, 15% “Very Good”, 28% “Excellent”, with 44% having no experience with it.

The Dispensary Service at the Practice came out generally very well from the questionnaire, with 92% of patients scoring their prescription being ready on time as being either excellent or very good, the vast majority felt their prescription had been correctly issued with only 1% saying “Fair”. When asked how well Dispensary staff handled queries, 8% had no experience, but all other responses were good, very good or excellent.

Regarding the way we deal with Test Results for patients, it was asked whether patients felt they had been told when to contact the surgery about their results, Of those patients who had experience of this, 5 responded “Fair”, which was interesting, it would be good to know if this related to blood test results or results from hospital tests. 10 responded “Good”, 29 “Very Good” and 49 “Excellent”. Whether the results were available when the patient did contact the surgery of the 91% who had experience of this; 50 patients said “Excellent”, 25 patients said “Very Good” and 14 patients said “Good”, with 2 patients saying “fair”. Again would be interesting to find out whether this related to blood test results, rather than hospital results which are beyond our control. Looking at whether patients were satisfied with the information they were given when they did contact the surgery for their results, 57 patients thought it was excellent, 21 patients said “Very Good”, 13 patients “Good”, and 1 patient returned “Fair”. The manner in which the information was given was scored as being generally excellent or very good.

Looking at the Surgery Staff performance; when asked about the information provided by the Reception staff, 67% thought this was “Excellent”, 26% “Very Good” and 5% “Good, with 2% having no experience. Scoring how helpful people thought the Reception staff were, 81% felt they were “Excellent”, 17% “Very Good” and 2% “Good”. The satisfaction with the Doctor or Nurse was scored as 82% “Excellent”, 16% “Good”, and 2% “Good”, and the information given to the patient by the doctor or nurse was scored as 81% “Excellent”, 16% “Very Good” and 3% “Good”, with their helpfulness being 83% “Excellent”, 15% “Very Good”, and 3% “Good”.

**Recommendations/Action Plan:**

Generally looking through the results, I feel the staff can feel very proud of the work they do, and what they achieve on a daily basis, despite the constant challenges facing them and the ever rising workload and demands. However, the whole purpose of the questionnaire is to see if we can identify areas where we might be able to focus our attention to improve our performance and service to our patient population.

1. Telephone Access: We will continue to encourage patients to telephone in quieter surgery times i.e early afternoon for test results, and not to telephone in to request repeat medication.
2. Reinforcement with doctors and Nurses to tell patients when their blood results will be available and when the best time to telephone for them is.
3. Continue to work to a high standard to maintain our holistic, friendly and efficient approach to patient care, maintaining continuity and listening to our patients to ensure we continue to meet their needs in these changing and challenging times.
4. Look at increasing clinical access by looking at recruiting another General Practitioner over the next year, to increase doctor sessional hours for patients, although access has not been identified as a problem at this stage, we are aware that this will become an increasing issue.