

How the Survey was carried out:

The Patient questionnaire was carried out in the first two weeks of May 2016 and ran for about two weeks. 150 questionnaires were handed out and 132 were returned.

We asked patients at random to complete a questionnaire providing they were permanently registered with the Practice.

Prior to the questionnaire being carried out, the Surgery Staff were fully informed of the process and procedure involved, and of the nature of the questionnaire itself.

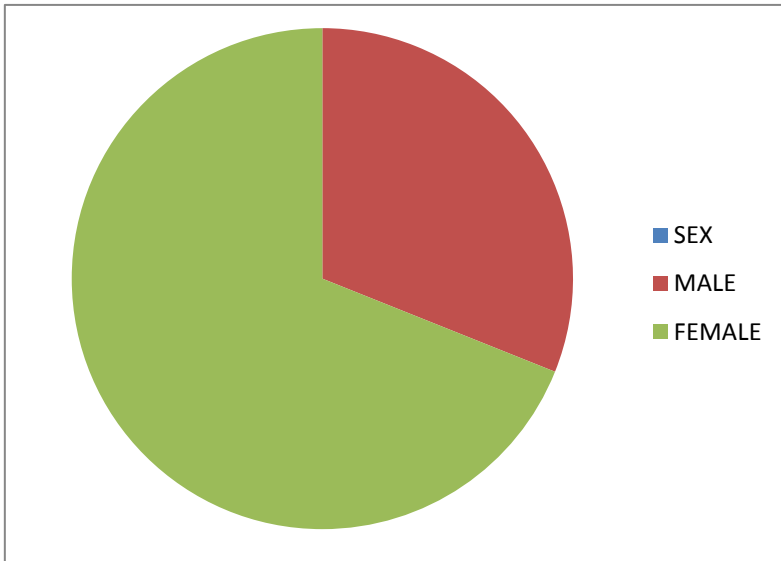
The Process:

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 we provide, the care given, and the quality of the consultation that they have, so that as a Practice we can identify any areas that we can improve.

FINDINGS: Of the 132 returns -

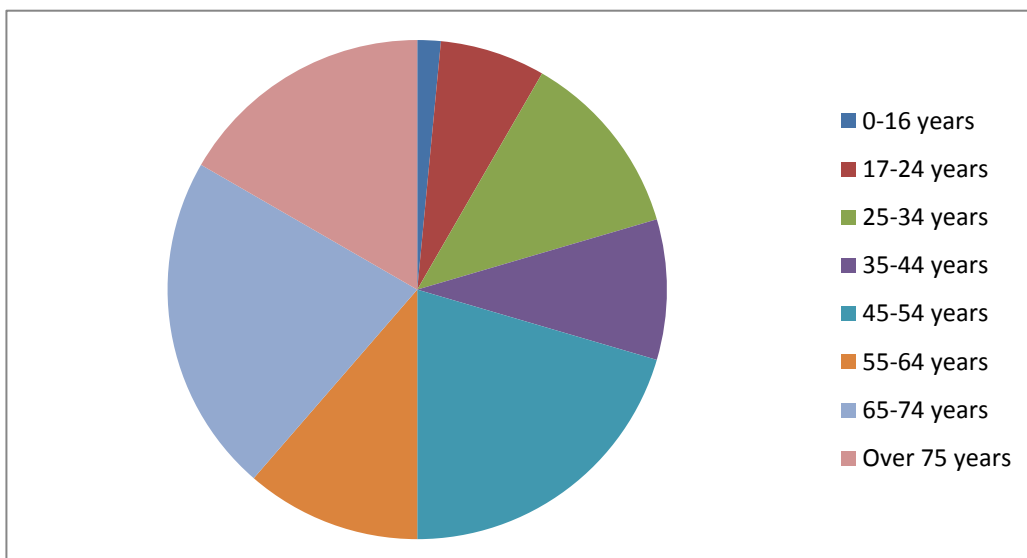
SEX

MALE	41
FEMALE	91



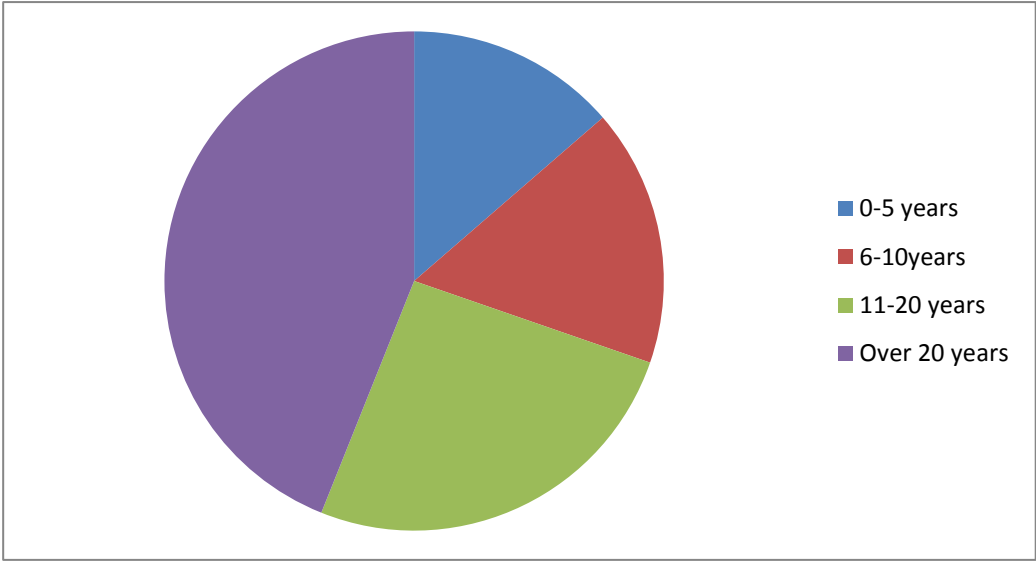
AGE

0-16 years	2
17-24 years	9
25-34 years	16
35-44 years	12
45-54 years	27
55-64 years	15
65-74 years	29
Over 75 years	22



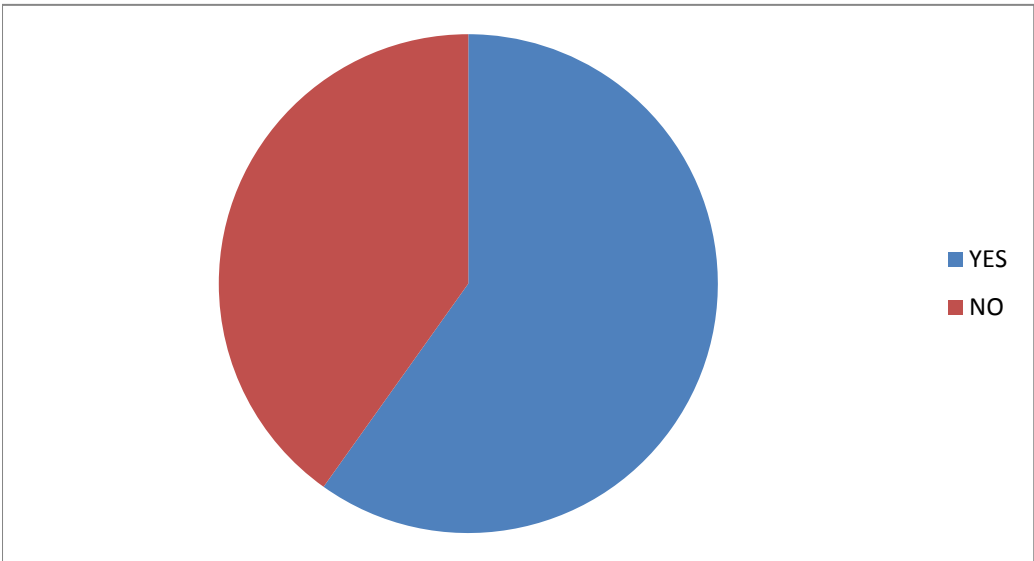
LENGTH OF TIME REGISTERED WITH PRACTICE

0-5 years	18
6-10years	22
11-20 years	34
Over 20 years	58



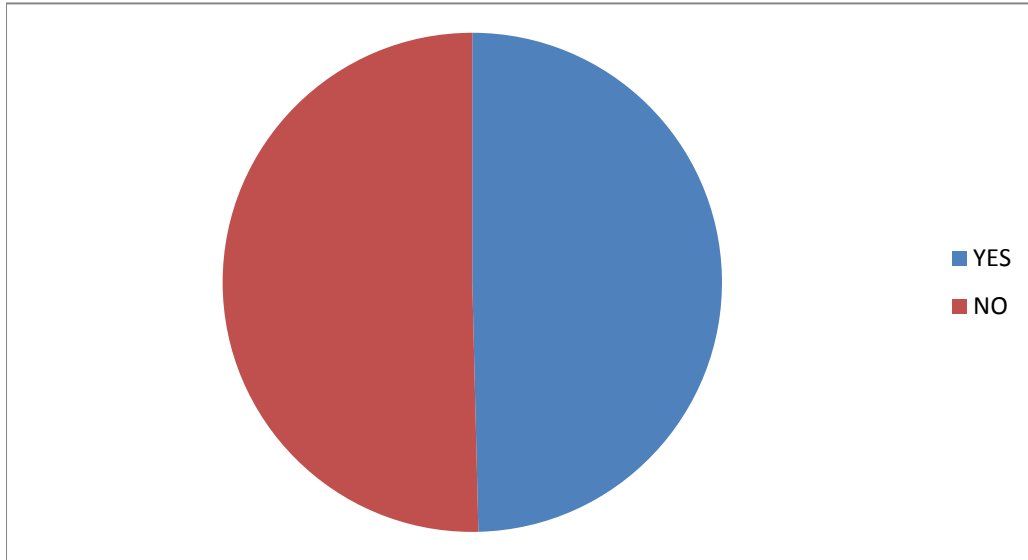
PATIENTS AWARE OF NHS CHOICES

YES	79	60%
NO	53	40%



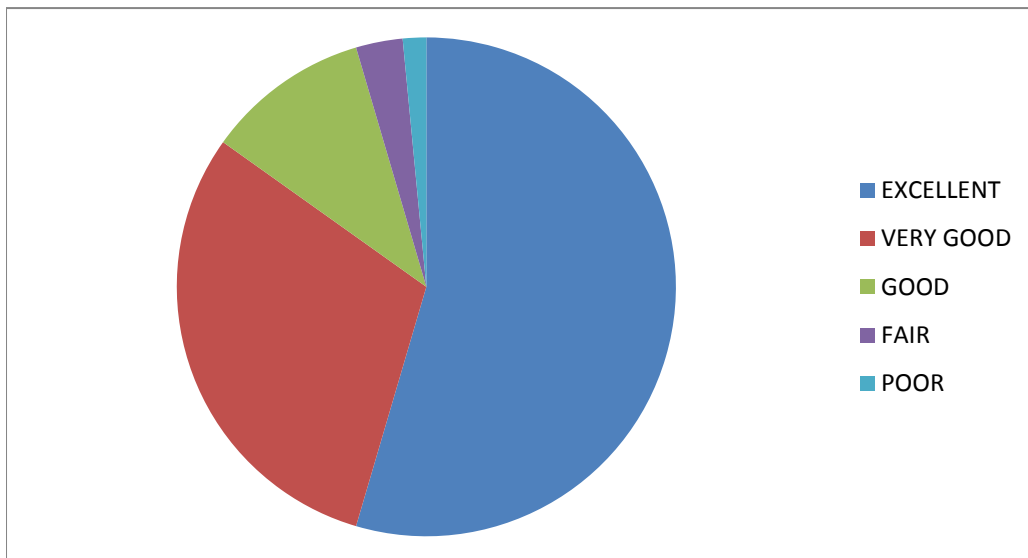
PATIENTS AWARE THEY CAN COMMENT ABOUT PRACTICE ON NHS CHOICES

YES	64	49.70%
NO	65	50.30%



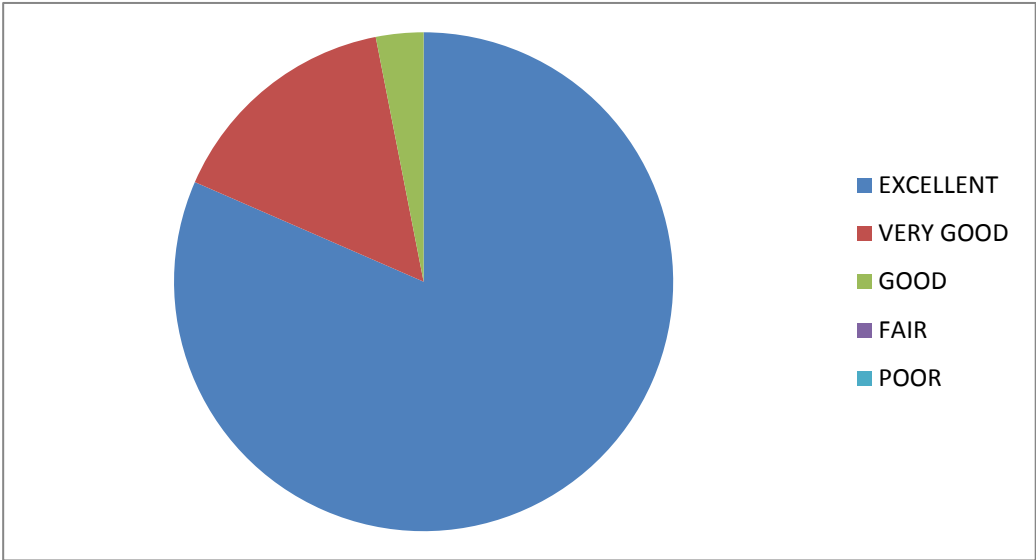
ABILITY TO GET THROUGH TO SURGERY BY TELEPHONE

EXCELLENT	72	55%
VERY GOOD	40	30%
GOOD	14	11%
FAIR	4	3%
POOR	2	1.50%



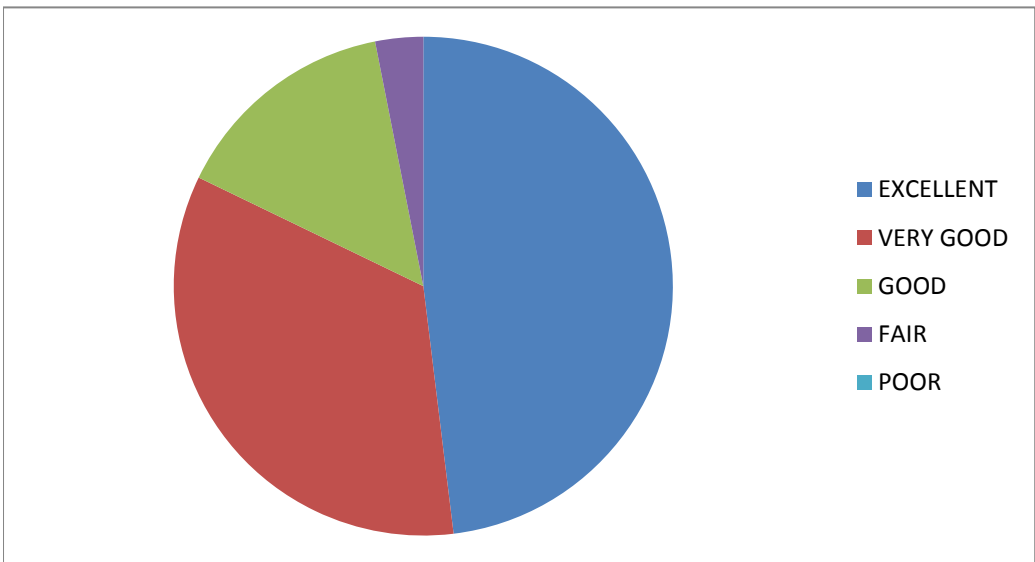
HELPFULNESS OF RECEPTIONISTS

EXCELLENT	106	82.00%
VERY GOOD	20	15%
GOOD	4	3%
FAIR	0	
POOR	0	



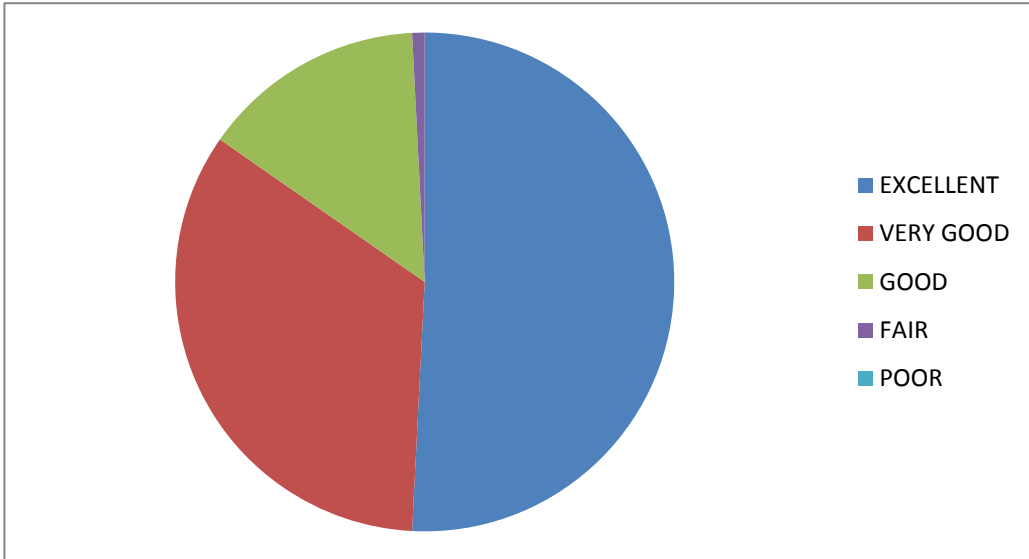
OPENING HOURS OF PRACTICE

EXCELLENT	62	47%
VERY GOOD	44	33%
GOOD	19	14%
FAIR	4	3%
POOR	0	



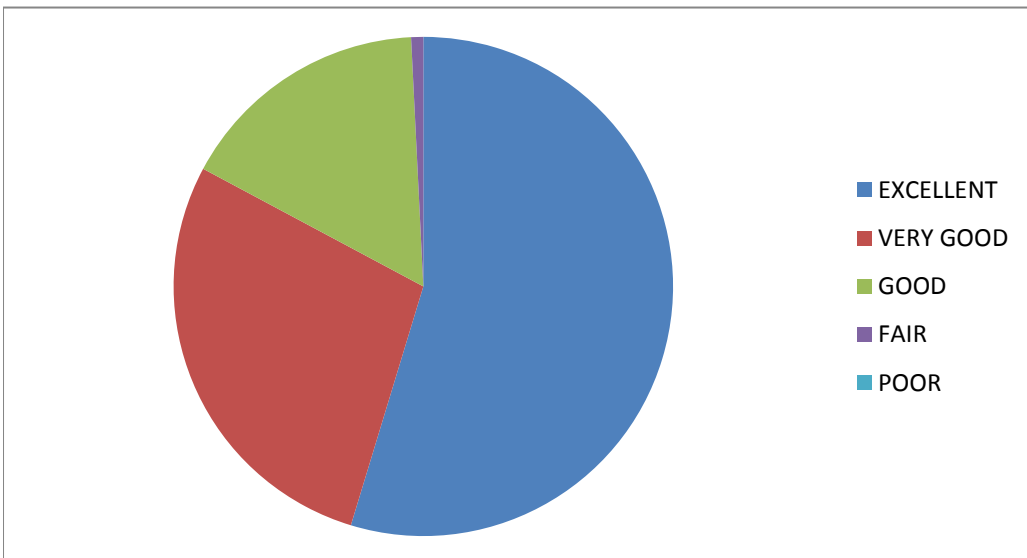
CHOICE OF APPOINTMENTS MORNING APPOINTMENTS

EXCELLENT	63	48%
VERY GOOD	42	32%
GOOD	18	14%
FAIR	1	0.75%
POOR	0	



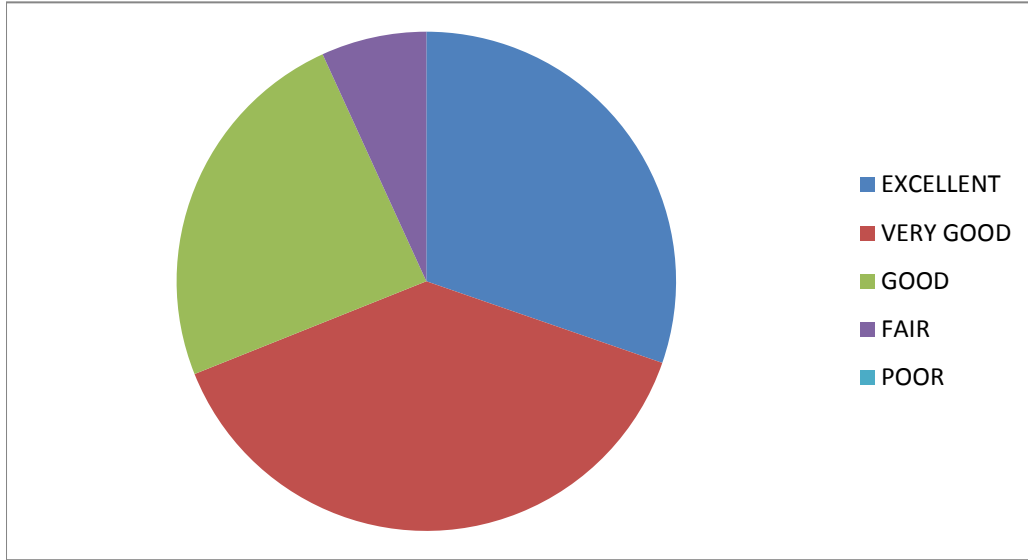
CHOICE OF APPOINTMENTS - AFTERNOON/EVENING APPOINTMENTS

EXCELLENT	70	53%
VERY GOOD	36	27%
GOOD	21	16%
FAIR	1	0.75%
POOR	0	



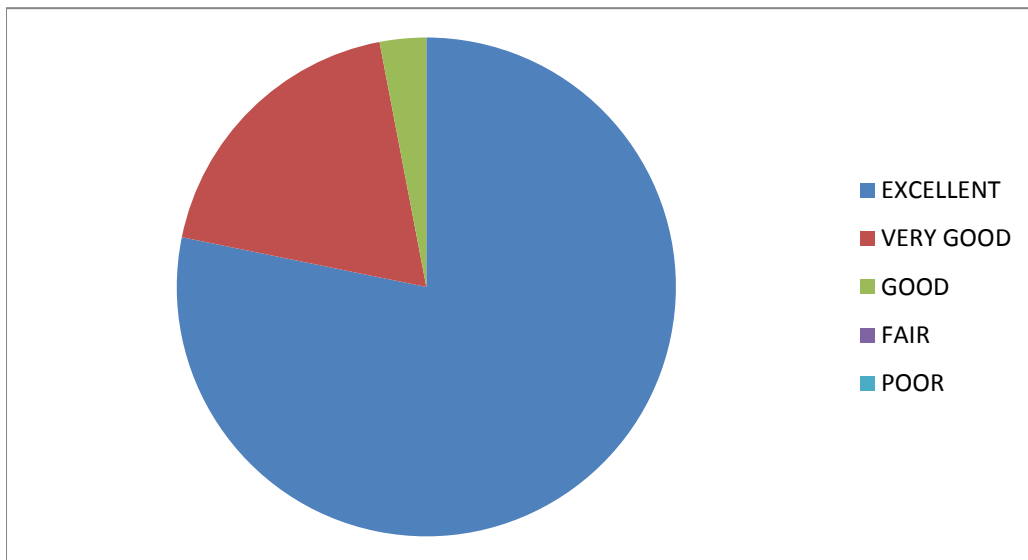
WAITING TIMES ON ARRIVAL AT SURGERY FOR APPOINTMENT

EXCELLENT	40	30%
VERY GOOD	51	38.60%
GOOD	32	24.20%
FAIR	9	7%
POOR	0	



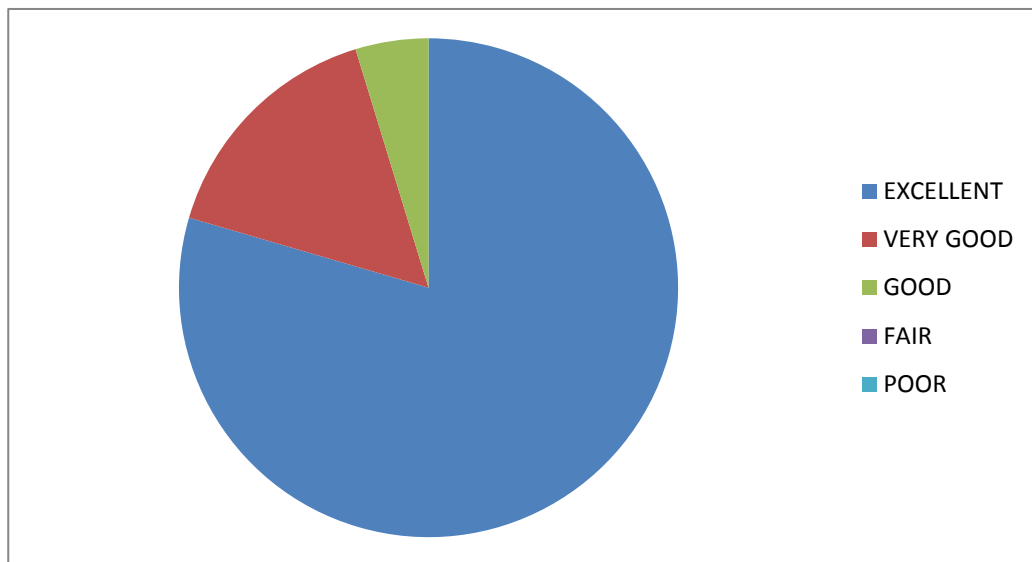
QUALITY OF CARE BY DOCTOR DURING CONSULTATION

EXCELLENT	104	78.70%
VERY GOOD	25	19%
GOOD	4	3%
FAIR	0	
POOR	0	



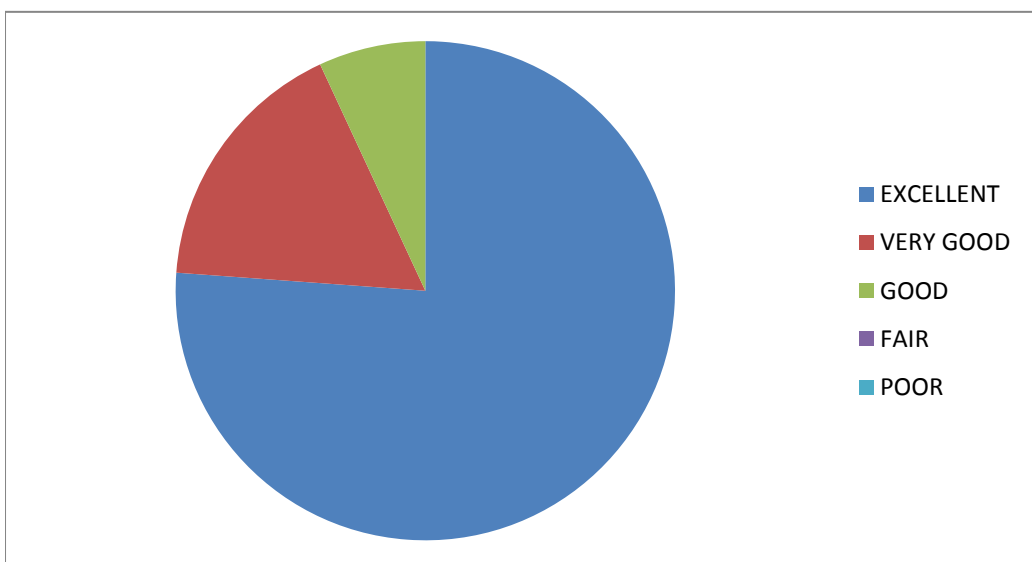
QUALITY OF CARE BY NURSE DURING CONSULTATION

EXCELLENT	101	76.50%
VERY GOOD	20	15%
GOOD	6	4.50%
FAIR	0	
POOR	0	



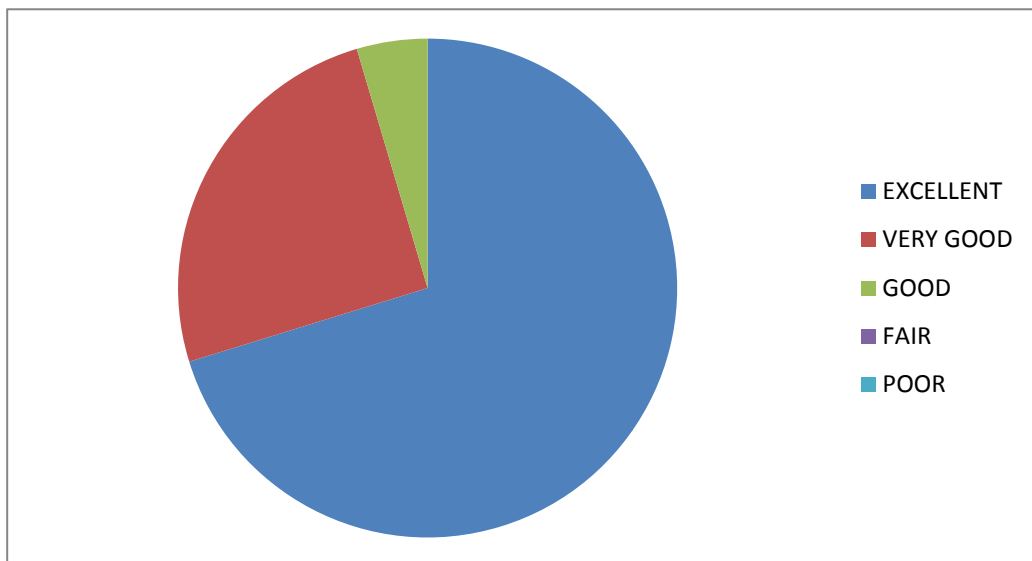
QUALITY OF SERVICES PROVIDED BY SURGERY

EXCELLENT	99	75%
VERY GOOD	22	16.60%
GOOD	9	6.80%
FAIR	0	
POOR	0	



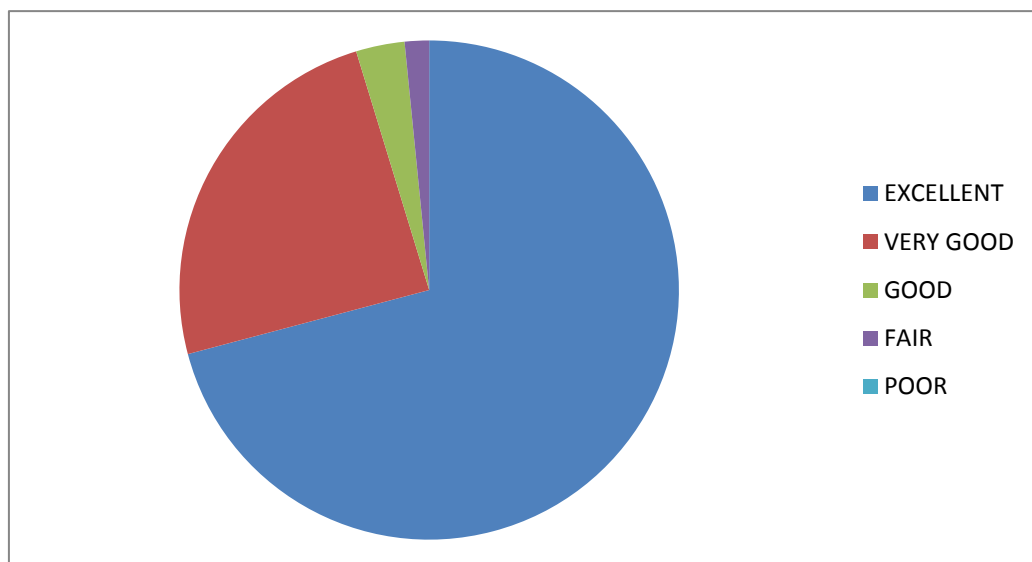
ACCESSIBILITY TO THE SURGERY

EXCELLENT	92	70%
VERY GOOD	33	25%
GOOD	6	4%
FAIR	0	
POOR	0	



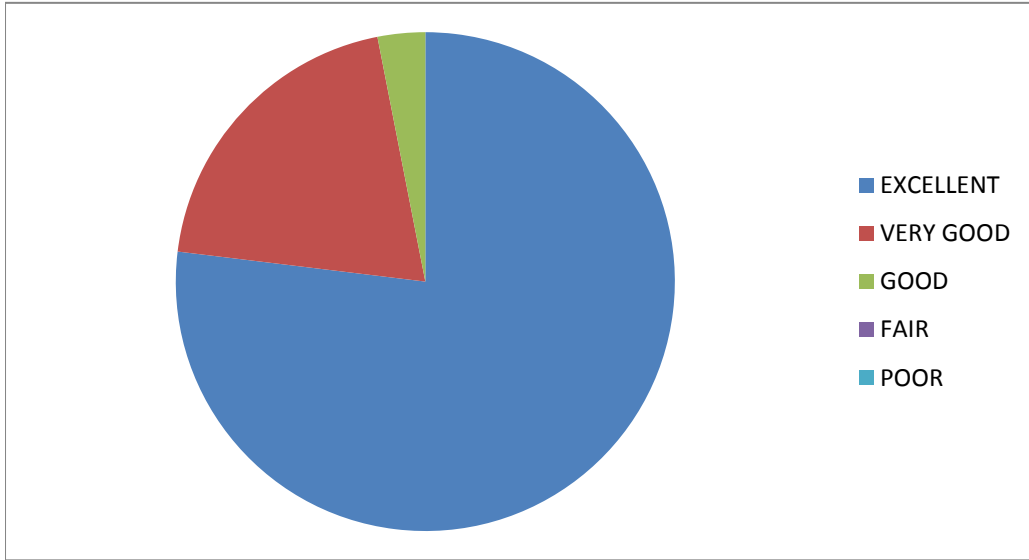
ABILITY TO SEE DOCTOR OR NURSE OF YOUR CHOICE?

EXCELLENT	90	68%
VERY GOOD	31	23%
GOOD	4	3%
FAIR	2	1.50%
POOR	0	



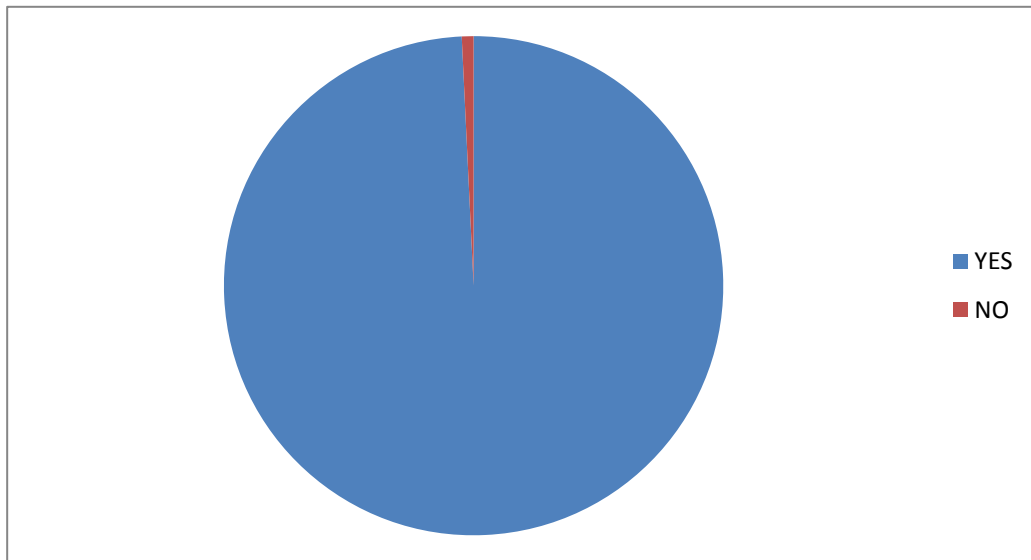
OVERALL SATISFACTION WITH THE PRACTICE

EXCELLENT	100	76%
VERY GOOD	26	20%
GOOD	4	4%
FAIR	0	
POOR	0	



WOULD YOU RECOMMEND PRACTICE TO FRIENDS & FAMILY?

YES	131	99.20%
NO	1	0.80%



PATIENT COMMENTS RECEIVED ON QUESTIONNAIRES

1. Service offered to my family is excellent
2. Dr Kinnersley My doctor is a wonderful, caring and understanding man. I wouldn't wish for anybody else.
3. Chilham is very fortunate to have this Surgery, long may it continue.
4. Can't fault anybody.
5. Always been happy at this Surgery
6. Able to get appointment when needed. Helpful staffs.
7. We are very luck to have this Doctor & practice.
8. Having been to other Surgeries in the past, we realise how lucky we are with this practice, excellent all round.
9. I feel we are very lucky in Chilham. Our Surgery and the staff are always very friendly and efficient, they know people by name which is a llovely thing to feel belonging.
10. Brilliant
11. More evening opening times would be good.
12. Old School Surgery is hard to get appointments for. However Chilham Surgery is easier to get appointments for yet more availability.
13. Fantastic doctor, fantastic receptionists & nurses. Amazing. Always kind, patient & helpful, put themselves out for you. Tremendous care. Must be best practice in the country.
14. I like Dr K. Dr Brown is difficult to talk to and didn't talk to me, only my carer. I will choose Dr K in future.
15. Would be helpful to have more services in the practice. E.g ultrasound.
16. This is a wonderful practice - everybody most caring and helpful. Thank you.
17. First rate service from all the staff.
18. No problems at all with the Surgery. I would recommend anytime.
19. I have always found this practice to be excellent. Friendly, helpful professional. If this practice closed I would miss it terribly.
20. I have always managed to get an appointment when needed. I am very happy with this practice, here at Chartham and at Chilham.
21. Dr Kinnersley is very kind and thorough.
22. Efficient all round doctors practice.
23. The best doctor's surgery I have been to.
24. Since moving away from the area, I have stayed with the surgery because the service is always excellent from Practitioners and Receptionists in both Surgeries, I can usually get an appointment the same day and Dr Kinnersley has always gone beyond the call of duty to support me through several perosnal crisis. Fabulous practice all round.
25. Have always found the Surgeries excellent and caring.
26. Very good local surgery that is warm & friendly & pffers lots of in house services i.e prescriptions, blood tests which is good for patients not having to travel elsewhere. Very useful to all patients.
27. I am very happy here and would never change.
28. Always very good service.
29. I would never change doctors as I trust the Doctor and Nurses here.
30. Dr Kinnersley & his staff provide excellent care & service. My family & I have 100% faith in him and would highly recommend this practice. Re; waiting times - it is expected that there will be a waiting time as some patients needs are very compex & may take longer to assess/resolve.
31. I know staff will always do the best they can to have me seen s soon as they can. Dr Kinnersley is very good and caring.
32. A very good surgery at a time when I hear others complaining about other surgeries.
33. Exceptional GP and service.
34. Always helpful and dependable.
35. he access to the surgery is "very good" though the parking can often be a nightmare if there are too many cars in the care park.
36. Very good.
37. The quality of care by Dr Kinnersley during consultations is excellent. Unfortunately I cannot say the same for Dr Brown at the Chilham Surgery. Old School Surgery Patient Questionnaire May 2016
38. I have been very happy with the level of service I have received since joining the Surgery 12 years ago.

39. Sometimes it is difficult to ring at 8.30am for an appointment because of the school run. After the school run there are often no appointments left.
40. Excellent overall.
41. The doctor & physio I saw yesterday were fantastic.
42. Very good at fitting you in for an appointment.
43. The most fantastic service a surgery could provide.
44. Amazing surgery - compared to the last one. This one is personal with good old fashion village values.
45. Could not do without this surgery.
46. Pleasant practice, more personable than my last practice.
47. So good.

BACKGROUND:

2015-2016 has been a time of increasing workload and change within general practice, with an expanding list size and difficulties recruiting staff and getting locum cover.

Issues identified in the past by patients have been telephone access, and to address this we had introduced another phone line, and at Old School Surgery introduced the policy of asking patients to order repeat prescriptions, either on line, by written request, either hand delivered in our "Repeat Prescription Box", or in person rather than by telephone. This was with the exceptions of those people known to be housebound or with difficulties being able to do it in this way.

Patients are now able to routinely order repeat prescriptions on line, book appointments on line and are starting to be able to access medical records on line, once they have completed the necessary forms. This seems to be working well and the ordering of repeat prescriptions on line has become increasingly popular, despite some teething problems. Last years questionnaire looked at this area and reinforced patient satisfaction with the process.

The Friends & Family Test was initiated in March 2015, and we have been delighted that 99% of the responses received to date have shown that our patients would be "Extremely Likely" to recommend us to their friends and family, with the remaining 1% indicating "Likely".

CONCLUSION:

On examining the results from this years questionnaire, we were very encouraged to find that the results overall were still in the large majority of cases showing a very positive response to our services and care. It was interesting to note that we have a large showing of patients registered with the practice for over 10 years and in many cases for over 20 years.

Looking at patient awareness of the NHS Choices website, 60% indicated awareness of its existence, with about 50% being aware that they could make comments about the Practice on the site. Interestingly we have had surprisingly few comments on the website from our service users and so this result was unexpected.

Ability to get through to the Practice by telephone gave a score of 85% "Excellent" or "Very Good", 11 % good, with 3% fair, and 1.5% poor. We are aware this is still an area we need to work on.

Our Receptionists helpfulness scored highly with 82% " Excellent" and the rest "Very Good" and "Good".

Opening Hours of the Practice gave us a score of overall satisfaction 47% "Excellent", 33% "Very Good", 14% "Good", and 3% "Fair" with no responses indicating poor. However on looking at the choices available for morning, afternoon and evening appointments, although the responses on the questionnaire gave us high scores, again with no "Poor" returned, we noted that one of the comments returned indicated a problem with telephoning for appointments "On the Day" at 8.30am being impossible, because of the "School run", and that often after this time, all appointments had gone by the time they were able to telephone. There was also a comment requesting more evening appointments.

Waiting times are always another source of potential concern and are sometimes obviously unavoidable. However, the patients only returned 7% "Fair" and no "Poor" responses with 30% indicating "Excellent" and the remainder "Very Good" or "Good", which was reassuring.

Looking at satisfaction levels with consultations with our Doctors & Nurses was also very positive. There were no "Fair" or "Poor" responses for either, and the vast majority indicated "Excellent" for both our Doctors & Nurses.

When asked about the quality of the services provided by the Surgery overall, there was 100% satisfaction with 75% indicating "Excellent". One of the comments indicated a desire for additional services such as having ultrasound provision in-house.

Accessibility to the Surgery also gave 100% satisfaction with 70% indicating "Excellent". One comment, however did mention that parking was sometimes a problem due to the number of cars in the car park at times.

Being able to see the Doctor or Nurse of choice, is something that as a smaller Practice we feel is very important with the benefits of continuity it brings. The questionnaire showed that 68% of patients found this was "Excellent", 23% "Very Good" and 3% "Good", but there were 1.5% responses indicating "Fair".

The overall satisfaction scoring for the Practice was very positive with 100% satisfaction and 76% indicating "Excellent". This was reinforced by the response to the "Would you recommend the practice to friends & family?" showing 99.2% indicating "yes".

RECOMMENDATIONS:

Although overall we can be very pleased with the findings from this questionnaire, from both the question responses and patient comments, regarding the care they receive and the experiences they have had from that contact with us, there have been highlighted some issues that need improving and addressing.

- 1) Telephone Access: Often delays in answering the telephone are because staff are involved with other patients at the desk and/or with repeat prescription collections. We have just advertised for another Receptionist staff member to help alleviate this problem.
- 2) Appointment times and availability; We already have evening Surgeries 4 days of the week with an emergency only clinic running until 5pm on Thursday afternoons at Old School Surgery. We will look at opening this up in the near future to be a full evening clinic. The question of the school run and not being able to access the "On the Day" appointments because of this, is a problem. However, if a patient has an acute problem that needs to be seen at that time, they are always triaged and a "Fit in" appointment provided. We will look again at the number of appointments we have for "on the day" consultations.
- 3) Having their choice of Nurse or Doctor is very important to our patients and in the vast majority of cases this is maintained. The difficulty arises when patients are fitted in, or are seen as an emergency. We do monitor the availability of appointments from week to week, particularly for the Nurses and sessions are often extended when demand arises.
- 4) To continue to work to maintain a high performance in patient care, and to listen to our patients to meet their needs.

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