

How the Survey was carried out:

The Patient questionnaire was carried out mid August/September 2017 and ran for about three weeks. 140 questionnaires were handed out and 124 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.

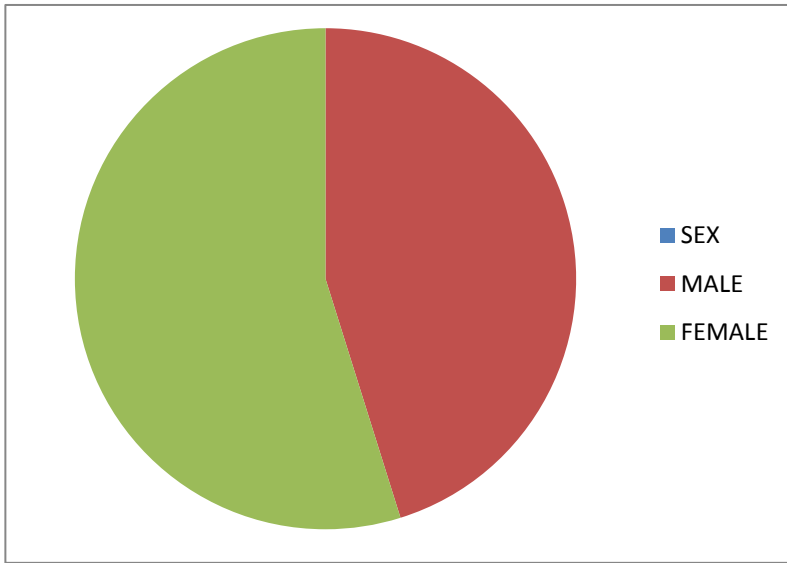
The Process:

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 124 returns -

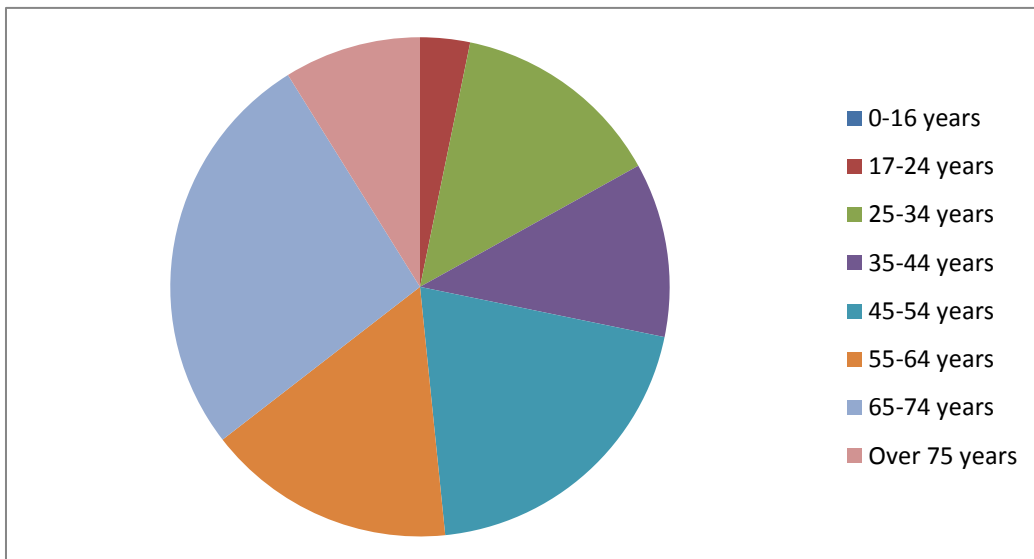
SEX

MALE	56
FEMALE	68



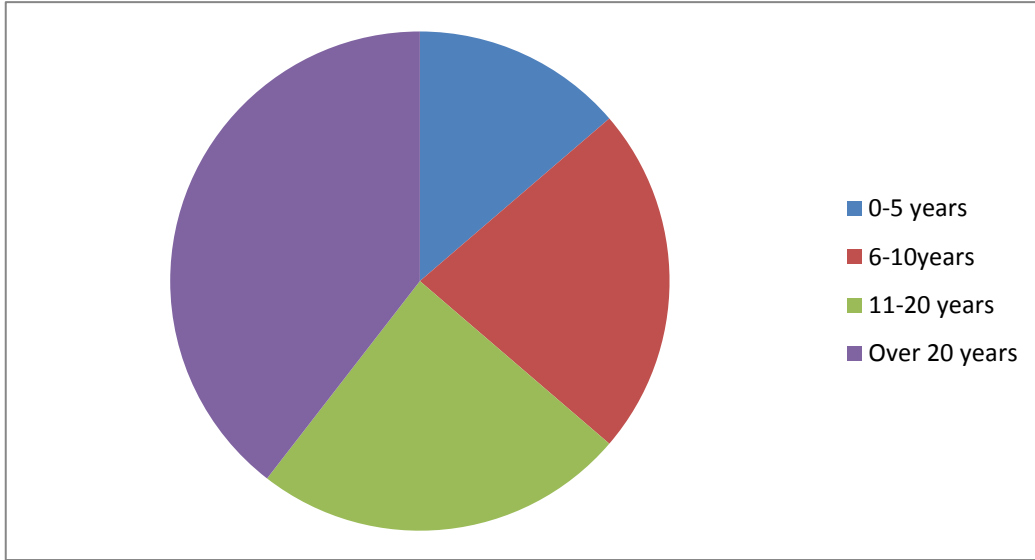
AGE

0-16 years	0
17-24 years	4
25-34 years	17
35-44 years	14
45-54 years	25
55-64 years	20
65-74 years	33
Over 75 years	11



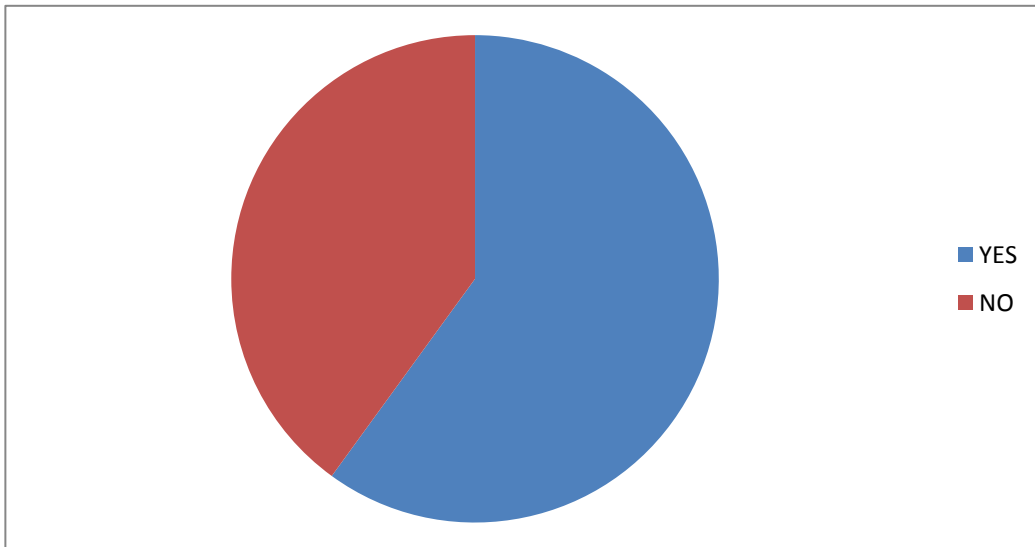
LENGTH OF TIME REGISTERED WITH PRACTICE

0-5 years	17
6-10years	28
11-20 years	30
Over 20 years	49



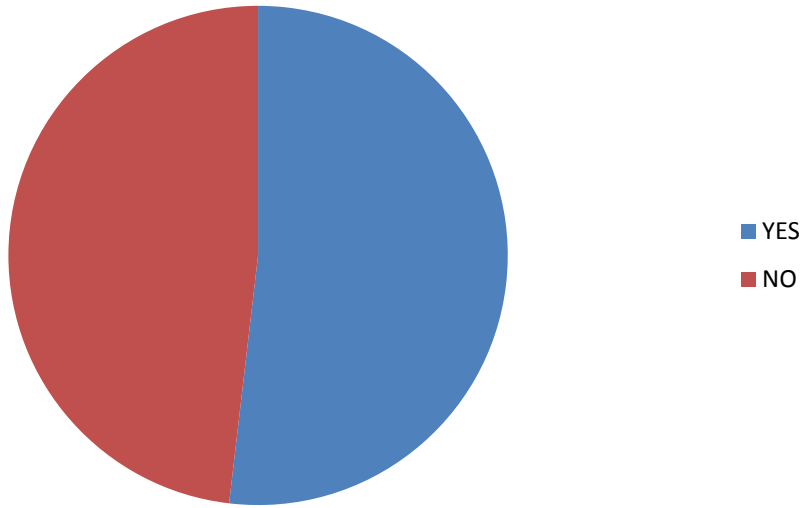
PATIENTS AWARE OF NHS CHOICES

YES	42	34%
NO	28	23%



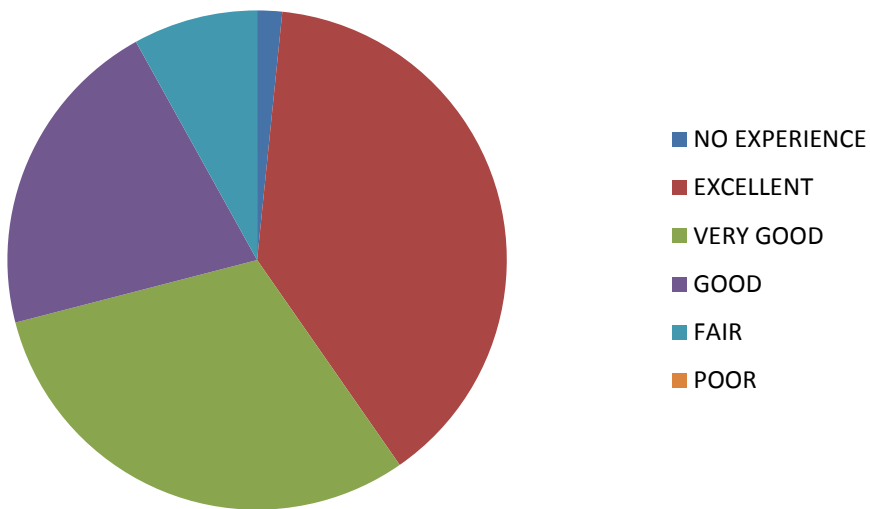
PATIENTS AWARE THEY CAN COMMENT ABOUT PRACTICE ON NHS CHOICES

YES	28	23%
NO	26	21%



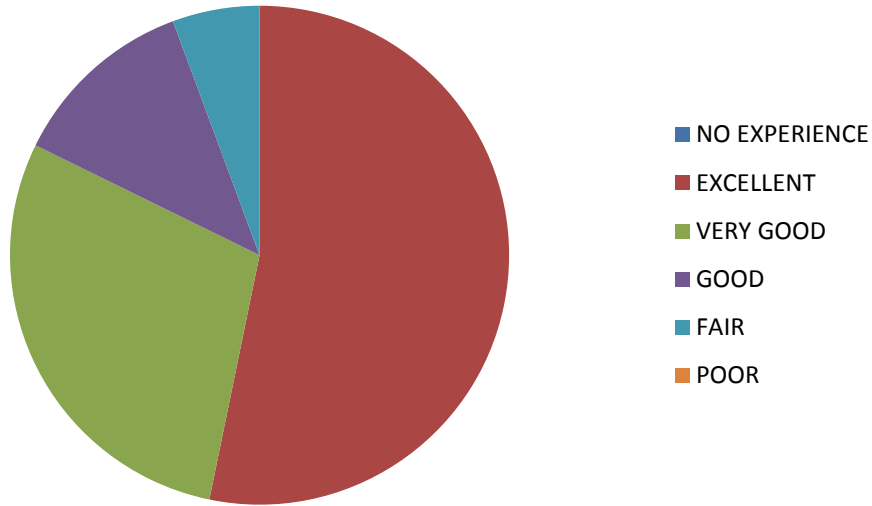
Speed at which the telephone was answered initially

NO EXPERIENCE	2	2%
EXCELLENT	48	39%
VERY GOOD	38	31%
GOOD	26	21%
FAIR	10	8%
POOR	0	0%



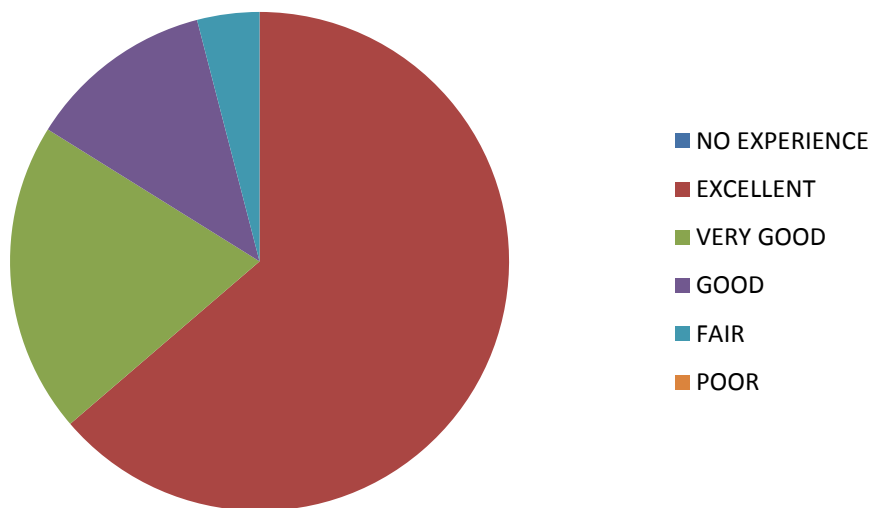
Length of time you had to wait for an appointment

NO EXPERIENCE	0	0%
EXCELLENT	66	53%
VERY GOOD	36	29%
GOOD	15	12%
FAIR	7	6%
POOR	0	0%



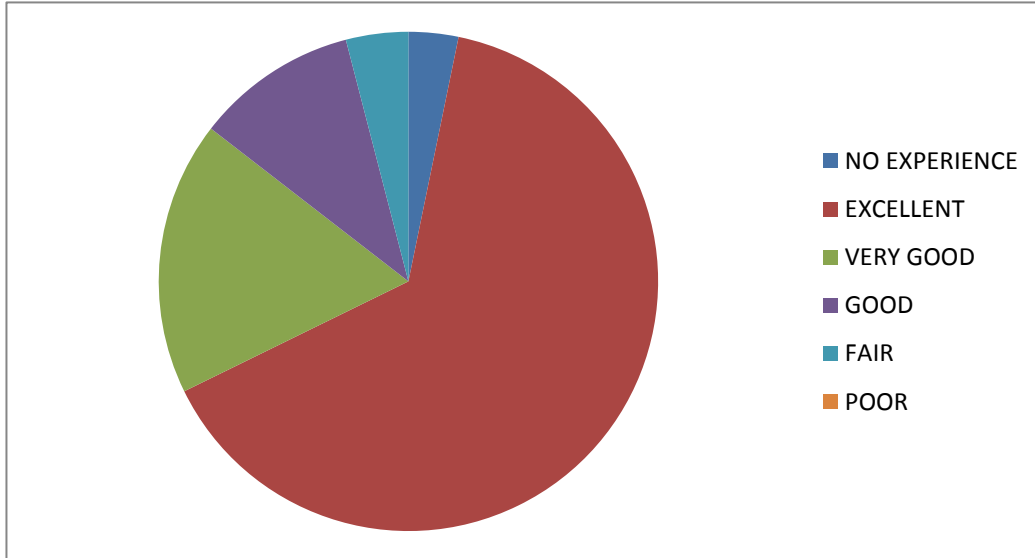
Convenience of day and time of your appointment

NO EXPERIENCE	0	0%
EXCELLENT	79	64%
VERY GOOD	25	20%
GOOD	15	12%
FAIR	5	4%
POOR	0	0%



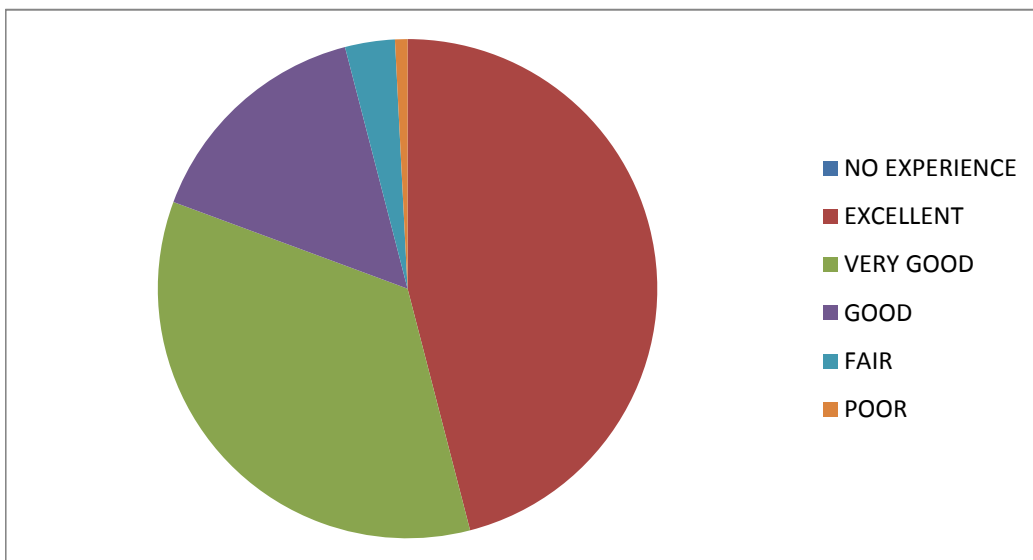
Seeing the Doctor of your choice

NO EXPERIENCE	4	3%
EXCELLENT	80	65%
VERY GOOD	22	18%
GOOD	13	10%
FAIR	5	4%
POOR	0	0%



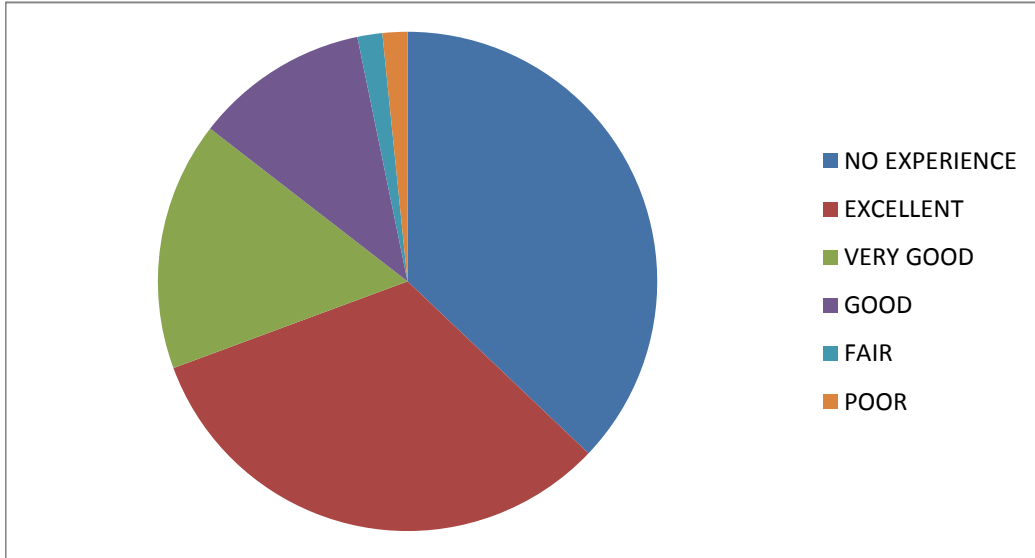
Length of time waiting to see the Doctor or Nurse

NO EXPERIENCE	0	0%
EXCELLENT	57	46%
VERY GOOD	43	35%
GOOD	19	15%
FAIR	4	3%
POOR	1	1%



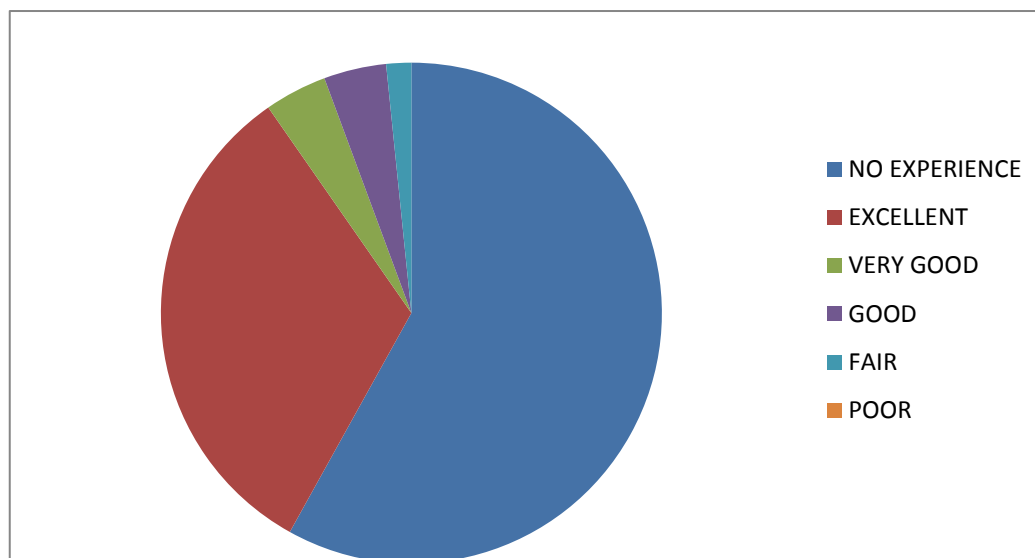
Opportunity of speaking to a Doctor or Nurse on the telephone when necessary

NO EXPERIENCE	46	37%
EXCELLENT	40	32%
VERY GOOD	20	16%
GOOD	14	11%
FAIR	2	2%
POOR	2	2%



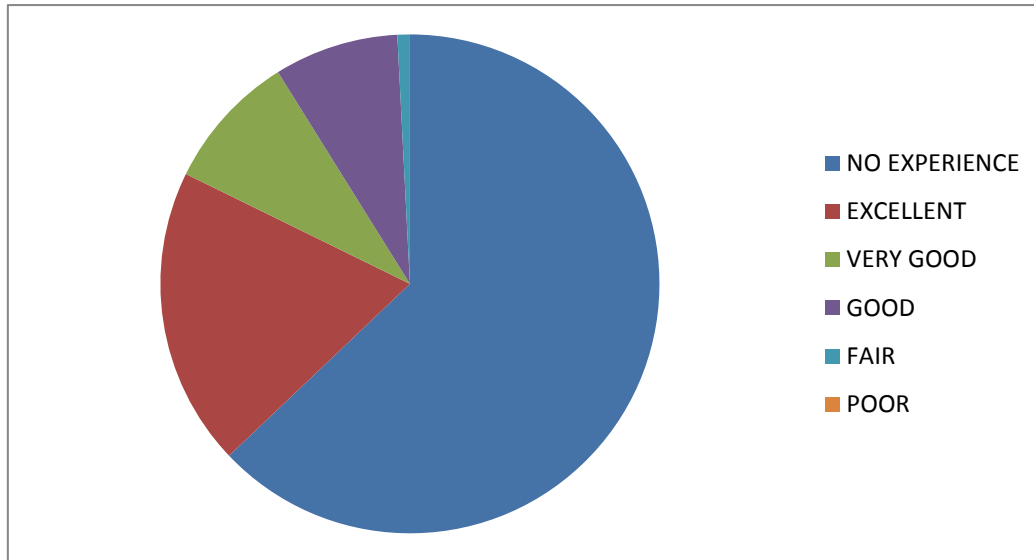
Opportunity of obtaining a home visit when necessary

NO EXPERIENCE	72	58%
EXCELLENT	40	32%
VERY GOOD	5	4%
GOOD	5	4%
FAIR	2	2%
POOR	0	0%



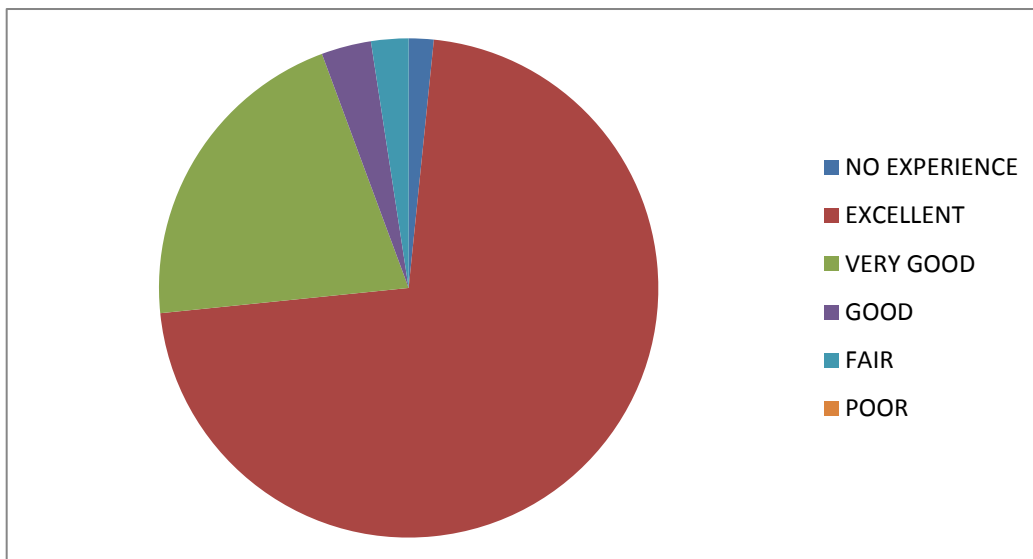
Level of satisfaction with the after hours service

NO EXPERIENCE	78	63%
EXCELLENT	24	19%
VERY GOOD	11	9%
GOOD	10	8%
FAIR	1	1%
POOR	0	0%



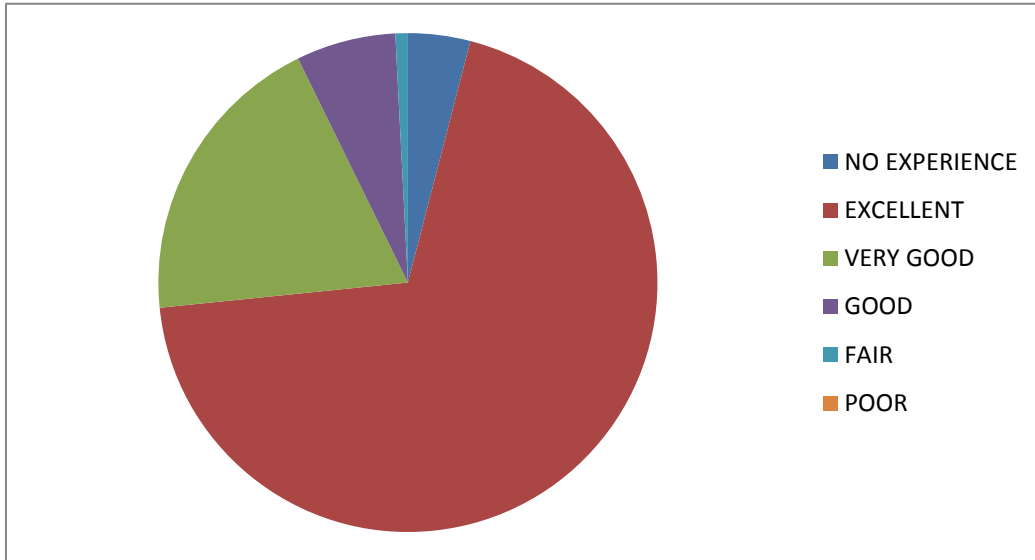
Prescription ready on time

NO EXPERIENCE	2	2%
EXCELLENT	89	72%
VERY GOOD	26	21%
GOOD	4	3%
FAIR	3	2%
POOR	0	0%



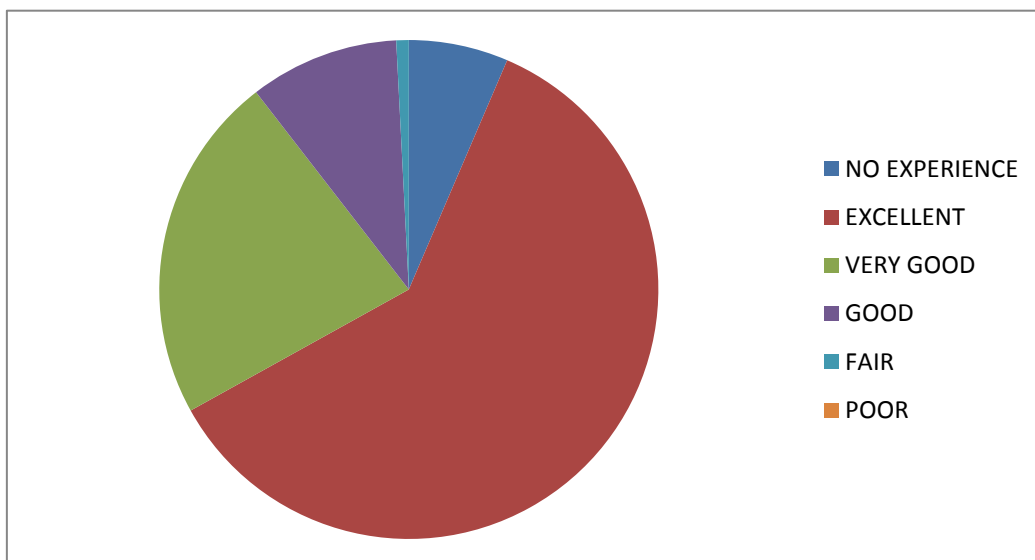
Prescription correctly issued

NO EXPERIENCE	5	4%
EXCELLENT	86	69%
VERY GOOD	24	19%
GOOD	8	6%
FAIR	1	1%
POOR	0	0%



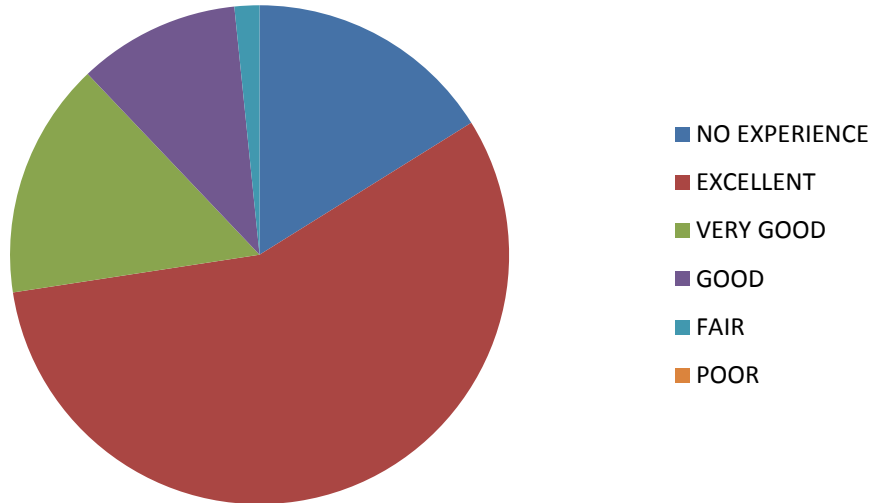
Handling of any queries

NO EXPERIENCE	8	6%
EXCELLENT	75	60%
VERY GOOD	28	23%
GOOD	12	10%
FAIR	1	1%
POOR	0	0%



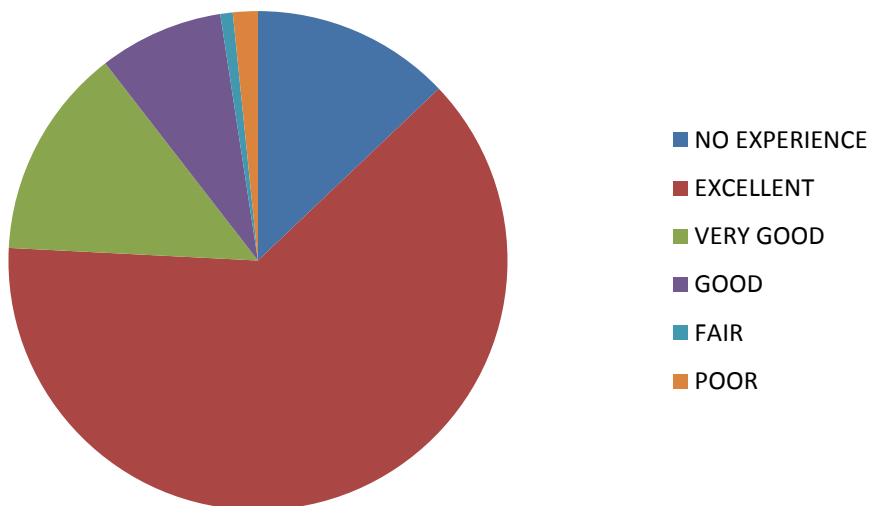
Were you told when to contact us for your results?

NO EXPERIENCE	20	16%
EXCELLENT	70	56%
VERY GOOD	19	15%
GOOD	13	10%
FAIR	2	2%
POOR	0	0%



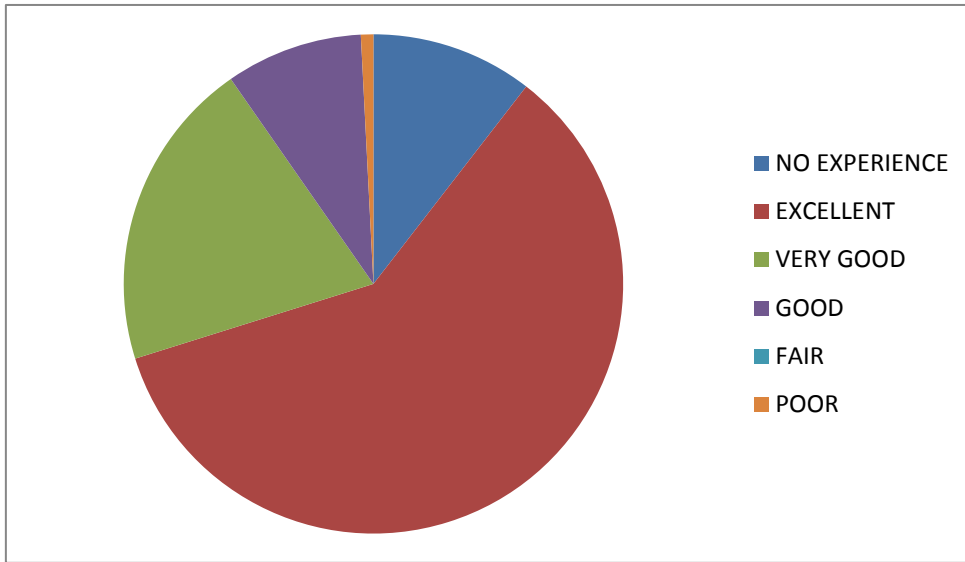
Results available when you contacted us

NO EXPERIENCE	16	13%
EXCELLENT	78	63%
VERY GOOD	17	14%
GOOD	10	8%
FAIR	1	1%
POOR	2	2%



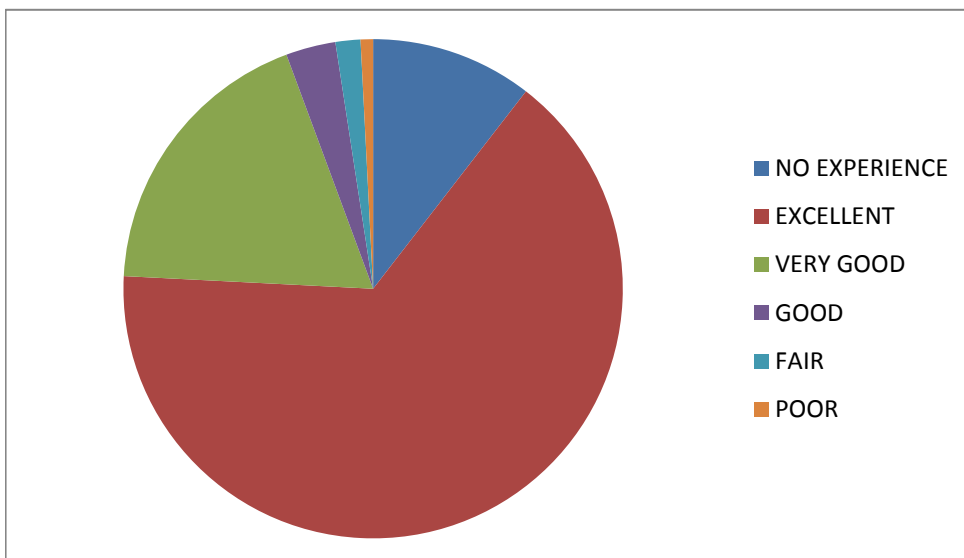
Level of satisfaction with the amount of information provided

NO EXPERIENCE	13	10%
EXCELLENT	74	60%
VERY GOOD	25	20%
GOOD	11	9%
FAIR	0	0%
POOR	1	1%



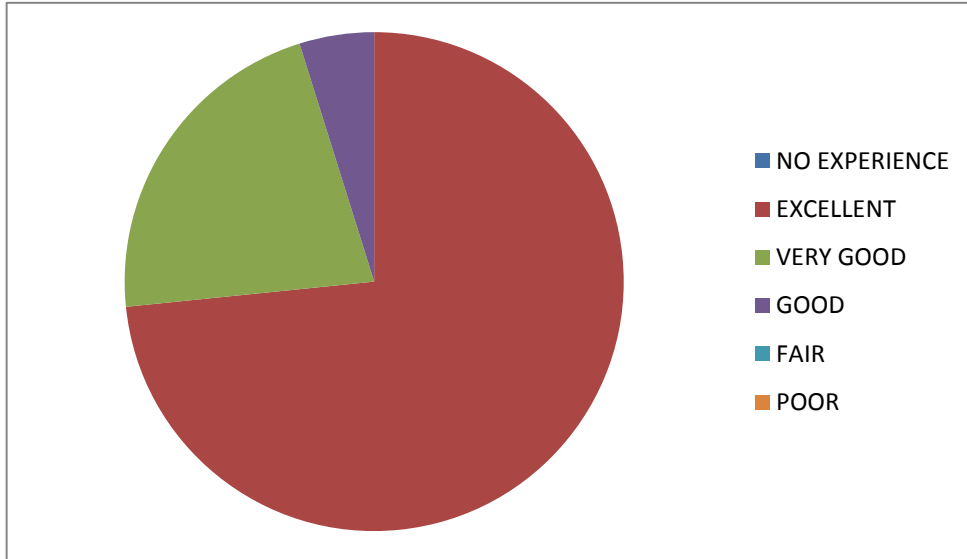
Level of satisfaction with the manner in which the result was given

NO EXPERIENCE	13	10%
EXCELLENT	81	65%
VERY GOOD	23	19%
GOOD	4	3%
FAIR	2	2%
POOR	1	1%



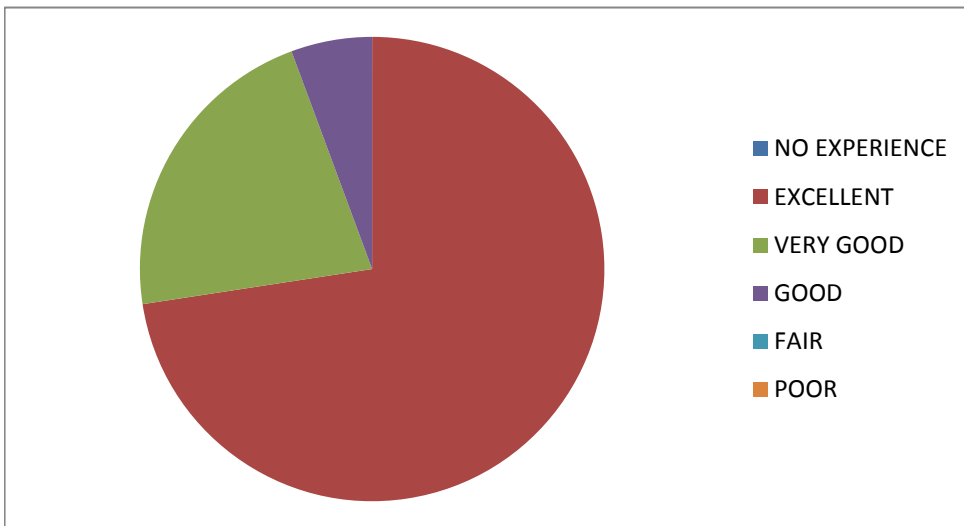
The information provided by the Reception staff

NO EXPERIENCE	0	0%
EXCELLENT	91	73%
VERY GOOD	27	22%
GOOD	6	5%
FAIR	0	0%
POOR	0	0%



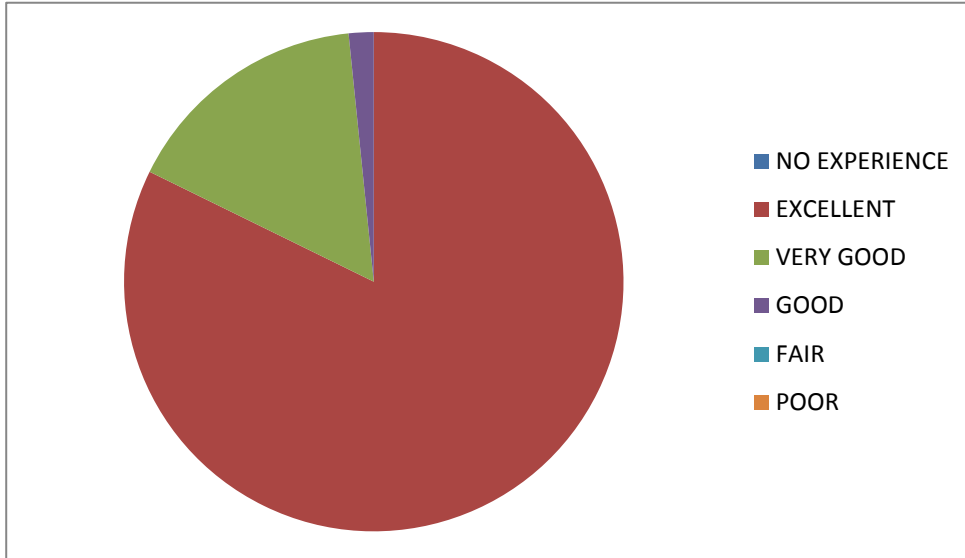
The helpfulness of the Reception staff

NO EXPERIENCE	0	0%
EXCELLENT	90	73%
VERY GOOD	27	22%
GOOD	7	6%
FAIR	0	0%
POOR	0	0%



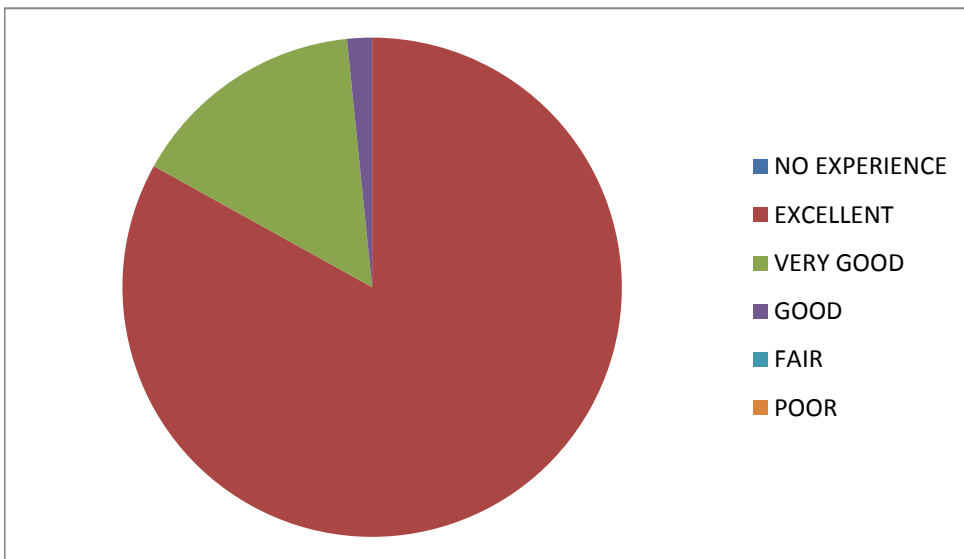
Satisfaction with consultation with Doctor or Nurse

NO EXPERIENCE	0	0%
EXCELLENT	102	82%
VERY GOOD	20	16%
GOOD	2	2%
FAIR	0	0%
POOR	0	0%



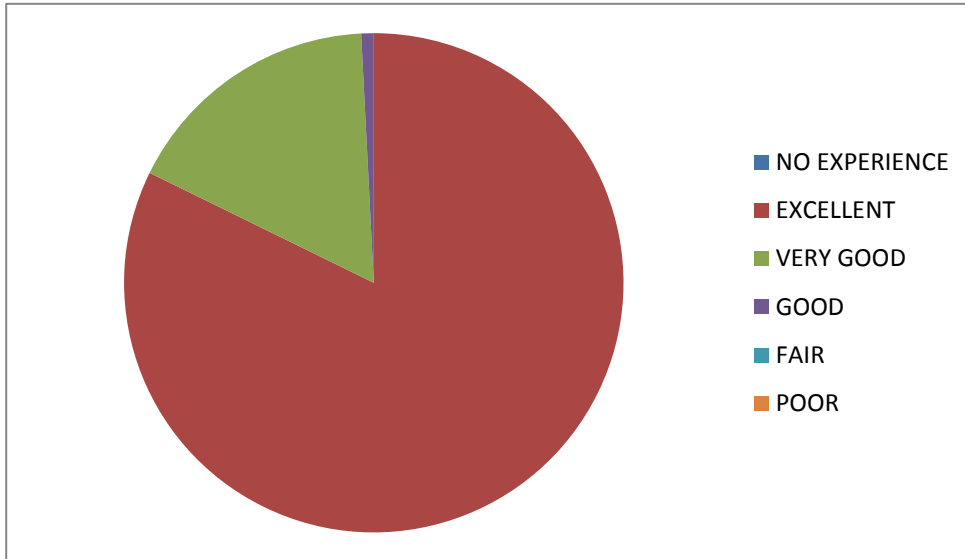
The information provided by the doctor or nurse

NO EXPERIENCE	0	0%
EXCELLENT	103	83%
VERY GOOD	19	15%
GOOD	2	2%
FAIR	0	0%
POOR	0	0%



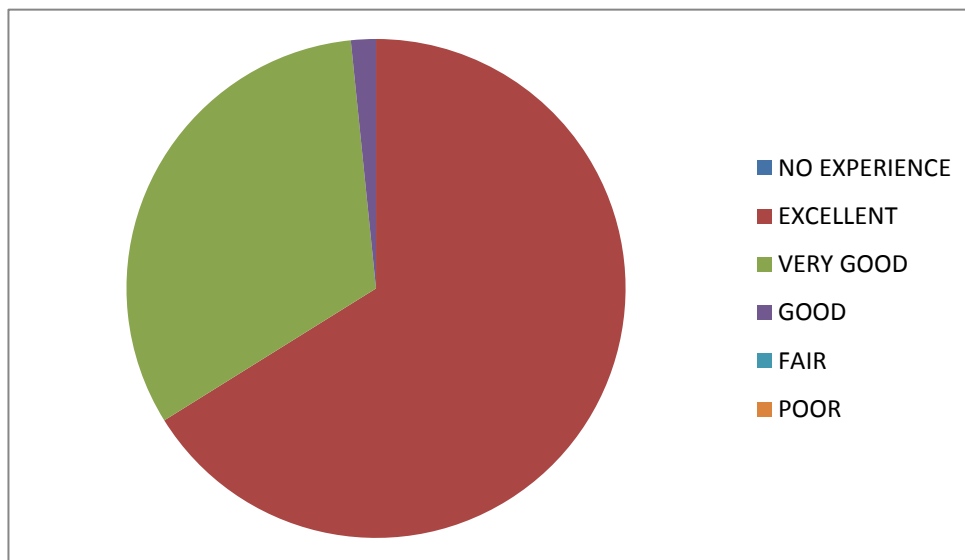
The helpfulness of the doctor or nurse

NO EXPERIENCE	0	0%
EXCELLENT	102	82%
VERY GOOD	21	17%
GOOD	1	1%
FAIR	0	0%
POOR	0	0%



My overall satisfaction with this Practice

NO EXPERIENCE	0	0%
EXCELLENT	82	66%
VERY GOOD	40	32%
GOOD	2	2%
FAIR	0	0%
POOR	0	0%



Comments: -

1. Amazing practice. The best I have ever known. Doctor and all staff are brilliant and caring. Can't do enough for you. I always attend Chilham surgery.
2. Everything is always wonderful
3. All was very helpful and polite staff
4. All very good
5. A super practice. Staffed with delightful people. Well done
6. I've not been a patient for long but all aspects of the practice have been efficient and helpful
7. Reception staff always very friendly and helpful
8. This surgery is excellent. The case I receive and the friendliness is also the same. The receptionists are always helpful and polite. It is never too much trouble. The help is always available.
9. Thank you
10. We are very lucky in this village with the service we receive
11. No further comments. Everything excellent
12. A wonderful surgery
13. I cannot praise the staff highly enough. A superb surgery and staff.
14. Very happy with all aspects of our treatment by doctor and reception
15. Dr Kinnersley has been amazing with me over the last year. I have taken up so much of his time. I am truly grateful and to Katie who is always there for me. All staff are fantastic.
16. Friendly, helpful and generally fab service. Feel very lucky/privileged to be at this surgery.
17. Great experience with the practice so far. Thank you for a dedicated service. Much appreciated.
18. A very friendly surgery
19. Sandra has, for the past 20+ years been the opposite of the "Dr's Receptionist" stereotype.
20. ☺ A big thank you XX
21. Always very satisfied. Always made to feel welcome by reception. Many we have known for years. Noting too much trouble.
22. Always been absolutely fabulous here. I don't think Dr Kinnersley should ever retire!!!!
23. Efficient excellent service
24. All the staff at this surgery are very helpful. Also a very friendly atmosphere in this surgery
25. Over all excellent staff, doctors and nurses
26. Excellent through and through. Cannot fault the practice!
27. Thank you for all your support
28. Staff and Doctors willing to go that extra mile
29. Dr Dale Kinnersley is the absolute BEST Dr ever!!
30. This practice cares about its patients in the face of declining resources and government support. Don't know how it does it!
31. Unbelievably good service, but, Only thing perhaps: when I was eventually diagnosed with ME it took nearly 11 months before I was offered help, after 3 years of self help. However, I now realise it is because of a Post Code lottery with some things, and all at surgery is helpful since.
32. My two main concerns were detected early, as were my 5/6 Skin Cancers. I cannot speak highly enough of the standard of care, professionalism and caring nature of the staff at this practice.
33. Frustrating to have to come into surgery to make a repeat prescription – cannot do this Online for a child (inhalers).
34. I once saw a Locum and she was not as helpful or friendly as the regular Doctors. All of the nurses are very kind. All of the reception staff as friendly, polite and efficient.

Back Ground

2016 – 2017 has yet again seen an increase in workload within General Practice, and our list size continues to grow. However, we have been lucky to have recruited 2 new Salaried GP's. First to join was Dr Neil Poplett in April, and then Dr Carla Pinto joined us in August. Their presence has helped greatly to deliver appointments and address the list size.

Patients have responded well to not being able to order prescriptions on the telephone, and the results reflect this. Thank you to our patients. The online ordering is increasing slightly, with the preferred method still being bringing the request to the surgery in person.

Our Friends and Family Test results are still marvellous with the main being 'Extremely Likely' to recommend us as a surgery of choice.

Conclusion

On examining the results from this year's questionnaire we are pleased to report that in the main our results give a very positive message about Old School and Chilham Surgeries. Most of the feedback has been excellent, but we are mindful of areas that can still be improved on. There was a good male/female split in participation of the survey. The age range and time with the surgery almost mirrored the previous year with the 65-74 age range being the highest participants. Again it is encouraging to see the time patients have been registered with our surgery and we have a good relationship with our patients.

All questions were answered by all participants, with the exception of the NHS Choices questions where only 70 chose to comment on knowing it existed and 54 answering if they knew they could comment on it. However, most knew it existed, but less knew you could comment on it. The comments on the NHS Choices site, are good.

Speed at which the telephone was answered initially was pleasing with a combination of 'Excellent', 'Very Good' and 'Good' attracting 90%. There was an 8% reporting it as only 'Fair', a matter we treat seriously and will further seek to address this matter.

Length of time waiting for an appointment, convenience of day and time of appointments attracted very good feedback, with both receiving in excess of 50% for 'Excellent'.

Seeing the Doctor of our choice fetched 65% for 'Excellent', and for this we are very encouraged the service is being delivered very well indeed.

Opportunity of speaking to a Doctor or nurse on the phone, obtaining a home visit and level of satisfaction with the Out of Hours service attracted the highest % of 'No Experience', and the rest of feedback was very encouraging.

Questions posed about the Dispensary service received excellent results, as did all questions about services delivered by our admin, reception and dispensing staff. We feel lucky to have such a wonderful team, and further pleased that our patients have taken the time to tell us so. We will pass on this good news to all concerned.

Patient satisfaction with our clinical staff is also an area in which it shows we excel. 83% reported the information provided by our Doctors and Nurses as 'Excellent'. Again, we are very grateful that our service is seen in this way.

The overall satisfaction scoring was 66% 'Excellent', 32% 'Very Good', a combined total of 98%, with the remaining 2% being 'Good'.

Recommendations and Action Plan

1. We will continue to ensure the telephone access is good.
2. Online prescription are easier for the patient once they understand how, and they can also be processed more quick at the practice. We will seek to more actively advertise online services in this way.