

## **Clift Surgery PPG face-to-face patient survey – August 2015**

### **1. Background**

The PPG identified a need to ensure that between the annual IPQ patient experience surveys, we had general patient feedback which provided interim updates and which gave a snapshot of the current patient experience. It was agreed that Clift PPG should conduct such a survey which was not intended to give quantitative statistical outcomes rather qualitative feedback to give an immediate broad picture.

A survey questionnaire was agreed which was modified as a result of patient dialogue during the surveys.

A total of 35 questionnaires were completed over three dates – Tuesday 25<sup>th</sup> August AM, Thursday 27<sup>th</sup> August PM (fewer patients that afternoon), and Friday 4<sup>th</sup> September.

### **2. General findings and comments**

- Patients were very happy and willing to participate in the survey. The process was friendly and sociable. Not one patient declined.
- Out of the 35 patients interviewed, 10 expressed their desire to join the Virtual PRG and their email addresses will be sent to Margo to validate against the patient database and to send a welcome explanatory letter.
- There was an overarching warm and loyal feeling expressed by the patients of Clift Surgery. This positive situation made the interviews much easier and more engaging.
- Much feedback was repeated which is a function of the positive patient experience.
- The length of being a patient of the surgery ranged from under a year to over 40 years with many patients recalling the early days of the practice under Drs Knowles and Mullen at the former's house. Today's patient experience was as positive and personal as those early days.
- One hilarious but relevant patient comment – 'Can someone oil the squeaking hinges on the doors of the waiting room!'
- 100% would recommend the surgery to others

### 3. Detailed patient feedback (Comments are grouped as appropriate)

#### 3.1 Most important things to patients of the surgery (Not in any order)

- Availability of appointments
- Ease of getting appointment when you need it
- On the day appointments
- On time appointments
- In house dispensary for prescriptions/repeat prescriptions
- Correct advice
- Quality of and confidence in doctors
- Helpful and friendly staff
- Accessibility
- Pleasant waiting room

#### 3.2 What do you like most about Clift Surgery?

- Pleasant, helpful, friendly and efficient staff/doctors/nurses
- Rural practice (so much better than a town practice)
- Convenient and accessible
- Nice environment, clean and tidy
- Ease of getting appointments when needed
- Online booking for appointments for repeat prescriptions
- Booking in system
- Dispensary on site
- Family planning service
- Choice of doctor
- Continuous single doctor care available
- On-site parking
- Ticks all the boxes
- Very lucky to have it
- One of the best surgeries I've been to
- Satisfactory all round

#### 3.3 What things would you change to improve the patient experience?

- Prescription delivery service would be useful
- Appointments on time as booked
- A second telephone line to reduce call waiting at certain times
- Nothing, no need to change, none
- Longer hours/early morning weekends
- Better parking with more spaces
- Re-position dispensary (in a corridor)
- MMR reminder letter
- Dispensary open Saturday morning
- More automation

The following range of verbatim comments are as a result of the revised questionnaire – ‘How would you rate the following?’ Some responses are repeated and only shown once.

#### 3.4 Location convenience

- Quite good, good (most), very good, fine, ideal

#### 3.5 Parking

- Walk, generally fine, usually/on occasions use Clift Meadow, not easy I have a van, need more spaces, tight to get in, difficult at times, OK, difficult at times

#### 3.6 Contacting the surgery

- Quite good, good, always good, sometimes easy, fine, brilliant, better lately, easy – never a problem, not a problem

#### 3.7 Getting appointments

- Mostly, pre-book – long sometimes, generally yes, fine, OK, most of the time, not a problem

#### 3.8 Getting appointments on the day

- Yes - always fitted in, mostly OK, always works, flexible yes, always, usually good, sometimes difficult, fit you in,

#### 3.9 Making appointments online

- No, have done, yes, for prescriptions also, yes for prescriptions – works well, prescriptions only, sometimes – great for appointments, easy to use when needed and great for prescriptions, fine for advance booking, good/easy

#### 3.10 Booking in on touch screen

- Fine, OK, great, easy, great idea, good, prefer to tell the staff

#### 3.11 Reception staff

- Excellent, friendly (important) and helpful, good, very good – pleasant and friendly, lovely staff, good, very helpful

#### 3.12 Clinical staff

- Excellent, very good, no problems, happy, all nice, brilliant , fine, great, great service, good, on the whole good, all OK, polite

- 3.13 The dispensary
- Fabulous, really good, very good, good, good to have, no problems, good but OOS sometimes, fantastic, great service, handy on site, good but takes too long, brilliant – no issues

#### 3.14 Waiting room

- OK, comfy, watch TV, adequate, good, fine, clean, screen with news, clean, tidy and airy

#### 3.15 Overall patient experience

- Excellent, good, very good, nice small and friendly, best surgery – pat on the back, really good, cannot speak highly enough, very happy, good practice

#### 3.16 What would you change to improve the patient experience?

- Door hinges – they squeak, bigger surgery, none, dispensary access – in a corridor, none, OK, no, works well, nothing to change