Claypath & University Medical Group

**University Health Centre**

# Annual Patient Survey

# June, 2018

RESPONSE RATE:

250 Questionnaires distributed in surgery - 218 returned.

Overall Response rate 87.2%

In response to the Family and Friends Test:

How likely are you to recommend our GP practice to Friends and Family if they needed similar care or treatment and were living in Durham:

Of the 218 returned questionnaires, 3 patients did not answer this question. Of the 215 responses the outcome was:

|  |  |  |
| --- | --- | --- |
|  | Number of respondents | % of respondents |
| Extremely likely | 110 | 51.2% |
| Likely | 81 | 37.7% |
| Neither | 16 | 7.4% |
| Unlikely | 7 | 3.3% |
| Extremely unlikely | 0 | - |
| Don’t know | 1 | 0.4% |

**MAKING AN APPOINTMENT**

## Qu 1 : How satisfied are you with the services provided by reception?

Of the returned 218 questionnaires, 1 patient did not answer this question. Of the 217 responses the outcome was:

|  |  |  |
| --- | --- | --- |
|  | Number of respondents | % of respondents |
| Very satisfied | 86 | 39.6% |
| Satisfied | 105 | 48.4% |
| Neither satisfied or dissatisfied | 23 | 10.6% |
| Dissatisfied | 3 | 1.4% |
| Very dissatisfied | 0 | - |

**Qu 2 : How satisfied are you with the ease of making an appointment to see a   
 doctor?**

Of the 218 returned questionnaires, 1 patient did not answer this question. Of the 217 responses the outcome was:

|  |  |  |
| --- | --- | --- |
|  | Number of respondents | % of respondents |
| Very satisfied | 73 | 33.6% |
| Satisfied | 75 | 34.6% |
| Neither satisfied or dissatisfied | 39 | 18.0% |
| Dissatisfied | 26 | 12.0% |
| Very dissatisfied | 4 | 1.8% |

Qu 3 : How satisfied are you with our opening hours?

Of the 218 returned questionnaires, 2 patients did not answer this question. Of the 216 responses the outcome was:

|  |  |  |
| --- | --- | --- |
|  | Number of respondents | % of respondents |
| Very satisfied | 77 | 35.65% |
| Satisfied | 87 | 40.3% |
| Neither satisfied or dissatisfied | 45 | 20.8% |
| Dissatisfied | 7 | 3.25% |
| Very dissatisfied | 0 | - |

**Qu 4: Did you know that you can book a longer appointment if needed?**

Of the 218 returned questionnaires, 1 patient did not answer this question. Of the 217 responses the outcome was:

|  |  |  |
| --- | --- | --- |
|  | Number of respondents | % of respondents |
| YES | 60 | 27.6% |
| NO | 157 | 72.4% |

**Qu 5: Did you know that you can book GP appointments up to two weeks in advance?**

Of the 218 returned questionnaires, 1 patient did not answer this question. Of the 217 responses the outcome was:

|  |  |  |
| --- | --- | --- |
|  | Number of respondents | % of respondents |
| YES | 160 | 73.7% |
| NO | 57 | 26.3% |

**Qu 6: Did you know that you can book an appointment with a Nurse Practitioner**

**instead of a doctor for minor conditions? *(Please see posters displayed in***

***waiting areas or ask reception for details)***

Of the 218 returned questionnaires, 3 patients did not answer this question. Of the 215 responses the outcome was:

|  |  |  |
| --- | --- | --- |
|  | Number of respondents | % of respondents |
| YES | 177 | 82.3% |
| NO | 38 | 17.7% |

**Qu 7: Have you used the practice’s extended opening hours for appointments?**

***(University Health Centre, Saturdays, 8.00 a.m. – 1.00 p.m.)***

Of the 218 returned questionnaires, 3 patients did not answer this question. Of the 215 responses the outcome was:

|  |  |  |
| --- | --- | --- |
|  | Number of respondents | % of respondents |
| YES | 27 | 12.5% |
| NO | 188 | 87.5% |

**ARRIVING AT THE SURGERY**

**Qu 8 : How satisfied are you with the efficiency and friendliness of the staff on   
 reception?**

Of the 218 returned questionnaires, all answered this question. The outcome was:

|  |  |  |
| --- | --- | --- |
|  | Number of respondents | % of respondents |
| Very satisfied | 103 | 47.2 |
| Satisfied | 83 | 38.1% |
| Neither satisfied or dissatisfied | 25 | 11.5% |
| Dissatisfied | 7 | 3.2% |
| Very dissatisfied | 0 | - |

## Qu 9 : How satisfied are you with the environment and comfort of the waiting room?

Of the 218 returned questionnaires, all answered this question. The outcome was:

|  |  |  |
| --- | --- | --- |
|  | Number of respondents | % of respondents |
| Very satisfied | 80 | 36.7% |
| Satisfied | 90 | 41.3% |
| Neither satisfied or dissatisfied | 44 | 20.2% |
| Dissatisfied | 4 | 1.8% |
| Very dissatisfied | 0 | - |

**SEEING A DOCTOR OR NURSE**

## Qu 10: How satisfied are you with the care provided by the doctors?

**(e.g. Approachability, Quality of listening and interest, Explanations**

**Concerning your condition/treatment, Caring and concern)**

Of the 218 returned questionnaires, 10 patients did not answer this question. Of the 208 responses the outcome was:

|  |  |  |
| --- | --- | --- |
|  | Number of respondents | % of respondents |
| Very satisfied | 95 | 45.67% |
| Satisfied | 85 | 40.87% |
| Neither satisfied or dissatisfied | 26 | 12.5% |
| Dissatisfied | 2 | 0.96% |
| Very dissatisfied | 0 | - |

## Qu 11: How satisfied are you with the care provided by the nurses?

**(e.g. Approachability, Quality of listening and interest, Explanations**

**Concerning your condition/treatment, Caring and concern)**

Of the 218 returned questionnaires, 17 patients did not answer this question. Of the 201 responses the outcome was:

|  |  |  |
| --- | --- | --- |
|  | Number of respondents | % of respondents |
| Very satisfied | 104 | 51.74% |
| Satisfied | 86 | 42.79% |
| Neither satisfied or dissatisfied | 11 | 5.47% |
| Dissatisfied | 0 | - |
| Very dissatisfied | 0 | - |

**OTHER QUESTIONS**

## Qu 12: Have you arranged repeat prescriptions on-line?

Of the 218 returned questionnaires, 1 patient did not answer this question. Of the 217 responses the outcome was:

|  |  |  |
| --- | --- | --- |
|  | Number of respondents | % of respondents |
| YES | 31 | 14.3% |
| NO | 186 | 85.7% |

**Qu 13: Have you booked appointments on-line?**

Of the 218 returned questionnaires, all answered this question. The outcome was:

|  |  |  |
| --- | --- | --- |
|  | Number of respondents | % of respondents |
| YES | 49 | 22.47% |
| NO | 169 | 77.53% |

**Qu 14: Have you used the NHS 111 service? (for non-life threatening urgent medical   
 help)**

Of the 218 returned questionnaires, all answered this question. The outcome was:

|  |  |  |
| --- | --- | --- |
|  | Number of respondents | % of respondents |
| YES | 85 | 39% |
| NO | 133 | 61% |

**Qu 15: Have you used the practice website (**[**www.claypathdoctors.co.uk**](http://www.claypathdoctors.co.uk) **or** [**www.durhamstudenthealth.co.uk**](http://www.durhamstudenthealth.co.uk) **)?**

Of the 218 returned questionnaires, all answered this question. The outcome was:

|  |  |  |
| --- | --- | --- |
|  | Number of respondents | % of respondents |
| YES | 104 | 47.7% |
| NO | 114 | 52.3% |

**Qu 16: Have you ever completed a Family and Friends Card when attending the   
 surgery?**

Of the 218 returned questionnaires, all answered this question. The outcome was:

|  |  |  |
| --- | --- | --- |
|  | Number of respondents | % of respondents |
| YES | 7 | 3% |
| NO | 211 | 97% |

**Qu 17: Are you aware that the practice has a Patient Participation Group? (If you   
 would like to join the Group please ask for information at reception)**

Of the 218 returned questionnaires, 2 patients did not answer this question. Of the 216 responses the outcome was:

|  |  |  |
| --- | --- | --- |
|  | Number of respondents | % of respondents |
| YES | 10 | 4.63% |
| NO | 206 | 95.37% |

|  |
| --- |
| COMMENTS RECEIVED **Opening hours** Google has the wrong opening hours.  **Booking appointments (positive comments):**  Have been able to book appointments on short notice. Very good service.  Very friendly and easy to book appointments, appointments were on time and efficient.  Only ever had a couple of simple appointments but they were handled well.  **Booking appointments (negative comments):**  Very busy to get an appointment.  Very hard to get appointments.  Very difficult to book appointments with doctors. Female sexual health often treated with the pill without much examination. No other faults, everything else is very good.  Maybe during term time when busy have a system where people go on hold when booking appointments over the phone, then you know that you are in a queue to book an appointment. During exams one of my friends was really ill and I rang exactly at 8.30 a.m. It still took me 63 phone calls to get through to someone. The service was fantastic once I got through – it just took forever which is understandable when it’s busy but it would have been less frustrating if I knew I was in a queue.  It would be great if the surgery could have a phone queue – it’s really not great having to ring back 20+ times to get through when the surgery is busy!  When calling sometimes I haven’t got through because the line is busy. I think introducing a call queue so patients don’t have to hang up and keep ringing would improve the service.  Perhaps a hold system would be more effective for same day emergency appointments.  Having to call a busy line at 8.00 a.m. on the day to make an appointment is absolutely ridiculous, you need a better system.  Takes a while to get through on the phone.  Find it difficult to get appointments. Thought was only possible to call in morning and usually booked up when I get answered.  Inability to book an appointment on the day – having tonsillitis and being unable to get antibiotics for two days was painful.  **Access to records** Happy with the access to records now that earlier material has been scanned and uploaded.  **Prescribing:**  It would be useful to run an audit on the speed of prescriptions being sent to pharmacies electronically as sometimes this can take a while.  **Staffing:**  Lynne Race is especially fab!  Have been in to see Carol several times and she is always lovely!  Nurse was lovely!  Nurse practitioner is very good at explaining through what is happening.  Practice staff have always been flexible and efficient, despite my frequency of attendance over the last couple of years.  Doctors, nurses and reception staff always go above and beyond being helpful, polite and friendly.  Nice doctors/nurses and helpful.  Nice and helpful reception staff.  Dr Milne is the only doctor in the surgery that I’ve been satisfied with. The others weren’t approachable and made me feel uncomfortable.  **Reception:**  I am a student but live near Gilesgate and would have found it convenient to go to Claypath but this wasn’t always possible depending on the receptionist!  My experience at the University Health Centre has been very good. The ladies at the reception are willing to help at any time with booking appointments and other services. They do their best to help and make things go as smooth and easy as possible. Thank you.  **Service satisfaction:**  All OK.  All good!  All staff very helpful. Have had positive feedback and advice in all my appointments. Usually very efficient service.  Very positive  Very friendly staff!  Very good surgery. Nice staff.  I am happy with the services I have received here.  Compared to my health clinic at home this is amazing.  Really efficient practice with lovely staff. I have been very satisfied with the service.  Have had good experiences each time I came here.  Lots better than my GP surgery back home – well done!  Very impressed with all NHS services in the Durham region – much better than London, as a rule.  Easy service and all the staff are very friendly.  Very quick service – no waiting time and very efficient.  **Service dissatisfaction:**  Being a University health care centre, issues can be generalised. A doctor dismissed my problems as being related to sexual activity (STD) when I was in fact recovering from scarlet fever and being affected by an onset new infection which was later treated at Claypath.  Doctors’ appointments seemed very rushed.  **Dealing with mental health problems**  Could there be a way of letting people who are suffering from anxiety wait outside if there’s a long wait to see the doctor?  **Sexual health service provision**  NHS Live Well states that you can receive an STI test from your GP. I booked an appointment with a GP for an STI test (easier for me than getting to the GUM Clinic) and was told I’d come to the wrong place. Please consider including on your website that sexual health services are from the GUM Clinic not here. In the same place it says what to see the practice nurse/nurse practitioner for as it implies the GP can provide sexual health services since no one else is specified for this.  **Continuity of care**  It seems almost impossible to see the same GP from one visit to another unless one books several weeks in advance.  **Other**  It isn’t very clear to hear when the doctor calls for you over the intercom. May be use a screen where your name appears and you can read it.  [END] |

/GPB

19 June, 2018