

The Avenue Medical Centre Patient Survey

DES Patient Survey Report 2013-2014

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Mean rating scores

Mean rating scores- how they are calculated?

The statements on the survey are all worded in the same direction, so a score can be given to each answer (please see below).

Positive Question Score

Strongly Agree	100
Agree	75
Neutral	50
Disagree	25
Strongly Disagree	0

The question scores and dimensions in this report are the means of these ratings for all the respondents to the component question.

Rating Scores

The tables below show your scores on each of the questions in the survey.

All scores are calculated so that 100 is the best score possible regardless of how the question was worded: if a question was worded positively . Strongly agree was given the highest score and Strongly disagree the lowest

Frequency Tables

How to read frequency tables

The tables below represent the amalgamation of all of the answers that the responders to the survey gave us. The base (number of people answering that question) figure will move up and down as this reflects the number of people responding to that individual question. As a rule we leave out no replies.

A simple way of interpreting the table below is to add together the first 2 answers (Strongly agree and Agree). This means that 89% (almost 9 out of 10) of patients are totally satisfied with the service provided.

Q1. I am totally satisfied with my visit to this doctor

Answer	Frequency	Percentage
BASE	68	100%
Strongly Agree	28	41%
Agree	32	47%
Neutral	3	4%
Disagree	3	4%
Strongly Disagree	2	3%

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Introduction and methodology

This bespoke survey is based on a broad range of questions taken from various patient survey instruments, such as GPAQ and CSQ. It is designed to measure patient satisfaction / experience and to highlight areas that the practice can improve. This survey was developed by the (PPG) in partnership with the Practice. The resulting 4 page questionnaire contains 25 or so questions and the results of these are combined to produce the following broad topic areas:

- Practice administration
- Appointments
- Booking
- Length of consultation
- Professional care
- GPs
- Nurses
- Practice matters
- Online services
- Waiting room

In this report you will find:

- Your scores out of 100 for questions that have been rated. I.e. a Mean score produced. Unfortunately comparison with a benchmark score for other practices is not possible as the questionnaire is unique to this practice. Although standard questions have been used the ability to benchmark would be too time consuming and therefore expensive. As a rule of thumb, score of 80 plus are usually achievable.
- Sample information produced by age and gender- where you can compare the breakdown in the type of patients completing your survey with that of the breakdown of the practice demographic. A requirement of the DES Patient survey.
- Your scores out of 100 for the rated questionnaires enable you to look at the strong and weak areas of each topic area.
- Frequency tables for each question- where you can see exactly how your patients responded to each question.
- Patient comments- where you can see comments patients made about their consultations.

The results of this DES Patient Survey will be used for the patient feedback component of the DES patient assessment. This report will be made available on the practice web site.

Methodology

PatientDynamics produced a bespoke questionnaire for the practice. This questionnaire was produced as a paper questionnaire and as an on-line version for people with access to the Internet to complete. It was important that each questionnaire retained the same question structure as this enabled faster and more complete analysis of these data. No attempt was made to differentiate between on-line replies or paper questions. Patients were invited to take part via an emailed link to the survey or by the receptionists in the practice. Questionnaires are collected in the practice or via email and returned to PatientDynamics for analysis.

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Using the services at your surgery

Counts Break % Responses	
Base	207
Missing	
No reply	21 10.1%
When did you last use services at your surgery?	
In the last month	111 53.6%
In the last 3 months	31 15.0%
In the last 6 months	21 10.1%
Longer than 6 months ago	23 11.1%

Making contact with the surgery

Counts Break % Responses	
Base	207
Missing	
No reply	21 10.1%
How did you make contact with your surgery?	
Telephone	119 57.5%
Walk in	55 26.6%
Internet / Automated system	7 3.4%
Can't remember	5 2.4%

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Timing of the contact with the surgery

Counts Break % Responses	
Base	207
Missing	
No reply	27 13.0%
What time of day did you contact the practice via telephone?	
Between 8am and 10am	120 58.0%
After 10am	28 13.5%
Can't remember / Not applicable	32 15.5%

Ease of getting through on the phone

Counts Break % Responses	
Base	207
Missing	
No reply	27 13.0%
How easy did you find getting through on the phone?	
Very easy	35 16.9%
Fairly easy	62 30.0%
Not very easy	40 19.3%
Not at all easy	29 14.0%
Not applicable	14 6.8%

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Ease of getting through on the phone

Comments
<p>After 9am After 9 Long wait Engaged all the time phones blocked Repeat- Repeat you can never get through and all the appointments are gone Very busy</p>

Time of day that people walked in to the practice

Counts Break % Responses	
Base	207
Missing	
No reply	30 14.5%
What time of day did you walk into the practice?	
Between 8am and 10am	59 28.5%
After 10am	73 35.3%
Can't remember / Not applicable	45 21.7%

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Ease of getting to speak with someone on entering the surgery

Counts Break % Responses	
Base	207
Missing	
No reply	27 13.0%
How easy did you find getting to speak to someone through walking in to the practice?	
Very easy	82 39.6%
Fairly easy	43 20.8%
Not very easy	4 1.9%
Not at all easy	3 1.4%
Not applicable	48 23.2%

Ease of getting to speak with someone on entering the surgery

Comments
<i>Very good staff</i>

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Purpose of contacting the surgery

Counts Break % Responses	
Base	207
Missing	
No reply	22 10.6%
What was the purpose of you contacting the surgery?	
Book a same day appointment	89 43.0%
Book a routine appointment	42 20.3%
Prescription request/Query	29 14.0%
Home visit request	2 1.0%
Other	20 9.7%
Not applicable	3 1.4%

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Contacting the surgery via the internet

Counts Break % Responses	
Base	207
Missing	
No reply	37 17.9%
How easy did you find contacting the practice via the internet or automated system ?	
Very easy	17 8.2%
Fairly easy	29 14.0%
Not very easy	5 2.4%
Not at all easy	19 9.2%
Not applicable	100 48.3%

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Contacting the surgery via the internet

Comments
<i>Not tried</i>
<i>Wasn't aware of the service</i>
<i>Not used it</i>
<i>Didn't know I could use the internet</i>
<i>Didn't know about this</i>
<i>Used the phone</i>
<i>Was not aware of this service</i>
<i>Never tried</i>
<i>not made aware of the new system</i>
<i>Unaware of the service</i>
<i>Didn't know I could</i>
<i>Telephone</i>
<i>I didn't know that you could</i>

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Booking in on arrival

Counts	
Break %	
Responses	
Base	207
Missing	
No reply	23 11.1%
Once you arrived at the surgery for an appointment, how long did it take you to book in?	
I booked in straight away	87 42.0%
Within 3 minutes	43 20.8%
3 to 5 minutes	14 6.8%
Longer than 5 minutes	17 8.2%
Not applicable	23 11.1%

Booking in on arrival

Comment
<i>Depends how busy it is</i>

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Rating the way you were treated by the reception staff

Counts	
Break %	
Responses	
Base	207
Missing	
No reply	25 12.1%
How do you rate the way you were treated by the reception staff on your arrival for your appointment?	
Excellent	127 61.4%
Very good	39 18.8%
Good	12 5.8%
Fair	4 1.9%
Poor	- -
Not applicable	- -

Rating the way you were treated by the reception staff

Comment
<i>Very cheerful and polite all of the time</i>
<i>As always</i>
<i>Always</i>
<i>Very Good</i>

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Were you given an explanation for having to wait?

Counts Break % Responses	
Base	207
Missing	
No reply	45 21.7%
Were you given an explanation for having to wait?	
Yes	39 18.8%
No	76 36.7%
Not applicable	47 22.7%

Closeness of actual appointment to the planned appointment

Counts Break % Responses	
Base	207
Missing	
No reply	34 16.4%
How close to your appointment time were you seen by the doctor or nurse?	
5 minutes or less	50 24.2%
6 to 10 minutes	46 22.2%
11 to 20 minutes	41 19.8%
21 - 30 minutes	16 7.7%
More than 30 minutes	16 7.7%
Not applicable	4 1.9%

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Closeness of actual appointment to the planned appointment

Comments
<i>Depends</i>
<i>Depends</i>
<i>Depends on Dr Some doctors spend more time giving me in depth treatment</i>
<i>Too long</i>

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About appointments

Counts Break % Responses	Total	Missing			
		No reply	Yes	No	Not applicable
Base	1863	309	1255	112	187
Do you feel you were listened to in your appointment?	207 11.1%	20 6.5%	178 14.2%	7 6.3%	2 1.1%
Were your questions answered satisfactorily?	207 11.1%	27 8.7%	165 13.1%	13 11.6%	2 1.1%
If you received a physical examination, was the process explained to you?	207 11.1%	40 12.9%	103 8.2%	9 8.0%	55 29.4%
Was your privacy and dignity maintained during your appointment?	207 11.1%	36 11.7%	155 12.4%	2 1.8%	14 7.5%
Were any tests or procedures completed in your appointment?	207 11.1%	44 14.2%	82 6.5%	39 34.8%	42 22.5%
Following your appointment do you feel you have a clearer understanding of your problem(s)/illness(es)?	207 11.1%	38 12.3%	136 10.8%	16 14.3%	17 9.1%
Was your treatment explained fully?	207 11.1%	33 10.7%	141 11.2%	9 8.0%	24 12.8%
Do you feel you were listened to when explaining your questions?	207 11.1%	33 10.7%	161 12.8%	9 8.0%	4 2.1%
Was your prescription request or query dealt with satisfactorily?	207 11.1%	38 12.3%	134 10.7%	8 7.1%	27 14.4%

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Home visits

Counts Break % Responses	Total	Missing			
		No reply	Yes	No	Not applicable
Base	621	206	21	32	362
When you requested a home visit did you speak to a doctor who assessed the need of your request?	207 33.3%	56 27.2%	10 47.6%	14 43.8%	127 35.1%
Were you given a home visit as a result of discussion with the doctor?	207 33.3%	73 35.4%	6 28.6%	9 28.1%	119 32.9%
Were you given an explanation as to why a home visit would not take place?	207 33.3%	77 37.4%	5 23.8%	9 28.1%	116 32.0%

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Comments

If you have any additional comments you wish to make, please do so below

Always good and efficient service and polite

Some doctors are great but others not so much. It can be lucky dip here, sometimes

I am happy with the services at present and always feel that the ladies at the front are very welcoming and always willing to help and go out of their way

Gives the wrong medicines on two occasions which I noticed after he had to go back to correct and change

I've always felt very comfortable and confident with members of the staff at this surgery

This is an excellent surgery I had been very well looked after. It is a very long wait to see a named Dr for appointments, but I don't mind this as I know I can see one of the other excellent doctors on the same day, either by phoning at 8 AM or by the emergency slot in the afternoon

*This is the best doctors, staff and the surgery I've been to as a patient. Their service is great. Top quality
It would be good if patients are allowed to pre-book their appointments with the preferred Dr or practitioner
Everything is fine by me. Thanks*

Please don't play the music in the waiting areas, quiet would be nicer.

one of the reasons that I don't see a doctor (unless it's absolutely vital) is because we are given an appointment time and is never on time, but if we are late. We have to wait until the Dr can fit us in absolutely terrible, even on a Saturday

I have always found reception staff to be helpful, both on the phone and in person

Please fix the speaker intercom

I am very happy with the GP

waiting times are way too long. I am in full-time employment, and it is very difficult for me to get time off so waiting 45 minutes to an hour on some occasions before I can be seen is very unacceptable.

I love the staff at the surgery they are very professional in doing their job

I got to the surgery at 7:50 AM waited with everyone outside by the time I was seen by the receptionist at 8:05 all appointments were gone can only see the nurse practitioner you can never get an appointment five the phone either. There aren't enough doctors or you have too many patients. I've been with this surgery for over 30 years

disappointed regarding the new prescription setup. I now have to collect my prescription. Before the pharmacist at the legwork. Maybe I should have a three-month prescription then I would not have to visit every month

Very helpful at this surgery

Trying to get an appointment in the morning by phone is impossible. By the time you get through at 8:15 AM all the appointments have gone.

Get rid of the music

Within the last few months you've improved the system. We're getting appointments now is much easier than before

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Comments

If you have any additional comments you wish to make, please do so below

I find it difficult to have a day appointment and I I was in pain. Two weeks is too long to make an appointment to see the Dr you want

Reception staff scare me from coming here, I do get scared easily and have Dr phobia

Good service

Thank you for my treatment

Not had a home visit

the receptionists are friendly and helpful. So are all of the staff. Happy to have joined this surgery

Great service

I am quite happy with the doctors, nurses and staff

I seriously question the abilities of Dr Ahmed and prefer not to see him.

The music while waiting is annoying but like the waiting room slideshow.

I am very satisfied with the treatment I received from the surgery. It is undoubtedly the best, but the only thing that I find is not right is the fact that patients have to stand outside in the cold morning to get an appointment with their GP! I arrive at 7 AM to be sure I get one and I believe we should be allowed to wait inside.

Dr Colemane is a diamond

The reception staff are fantastic

Was quite difficult to book a Saturday appointment, constantly fully booked

Much too difficult to get an appointment for the same day appointments gone by the time you get through on the telephone.

Receptionist very friendly and helpful, not their fault when all of the appointments are gone

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Comments

If you have any additional comments you wish to make, please do so below

Had yearly check up with Dr Purvis, she was brilliant with Michelle and explained everything to her receptionists are great. Only problem. It is difficult to get an appointment