

Rainhill Village Surgery Patient Satisfaction Survey 2019

By

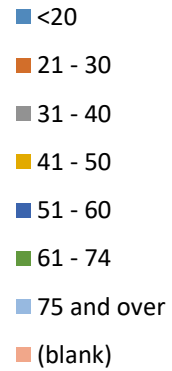
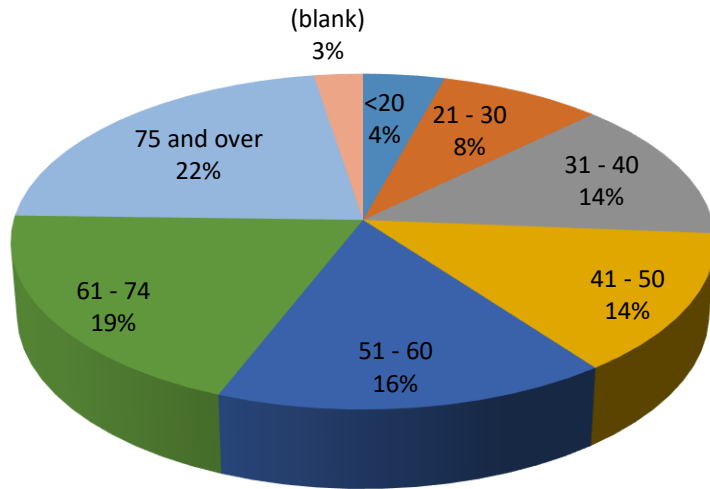
Dr Chibuzo Orjiekwe

Methodology

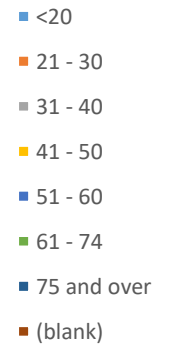
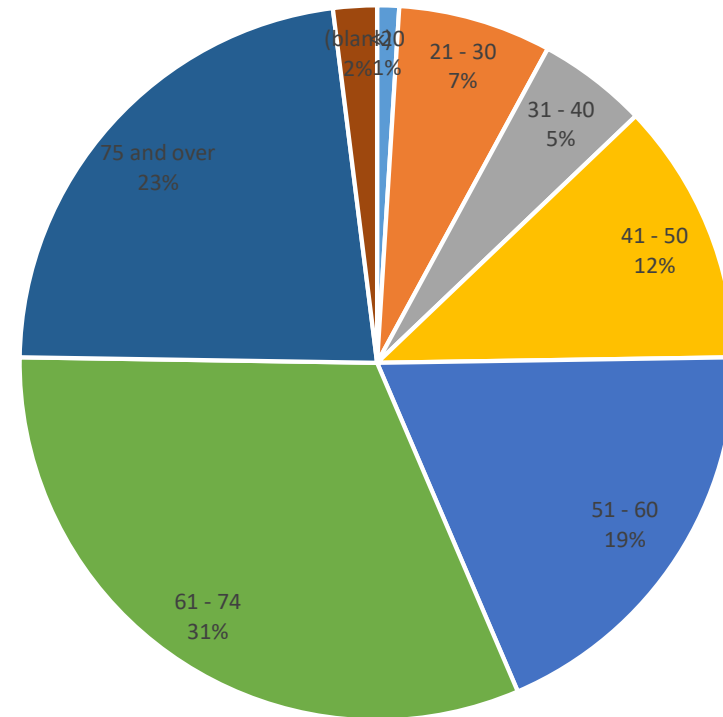
- 103 patients were surveyed this year compared to 118 last year.
- The proforma has been modified slightly for this survey
- The questionnaires were distributed by staff and available to patients in the waiting rooms and at the prescription desk.
- The survey was run using epi-info version 3 and excel
- Power point was used to present the survey

Age of Respondents

2018



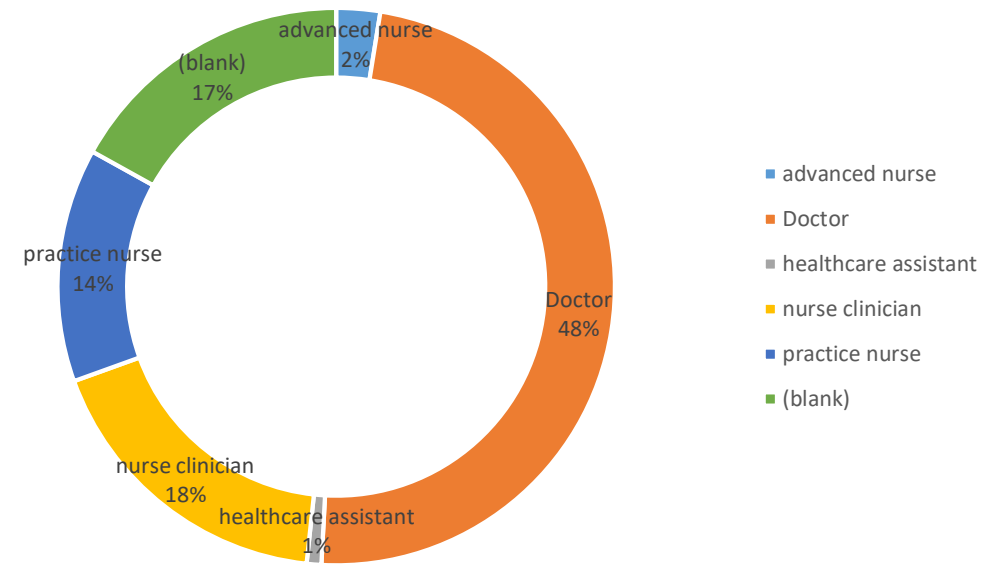
2019



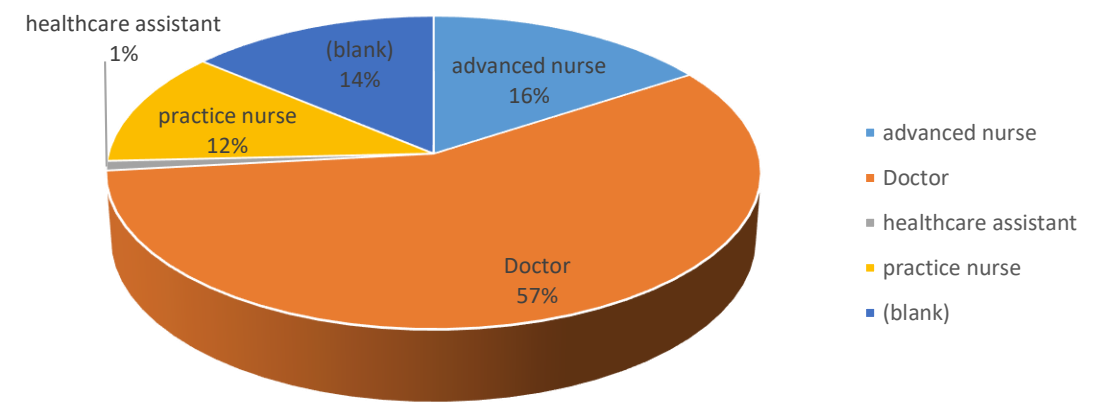
Clinician seen

2018

Total

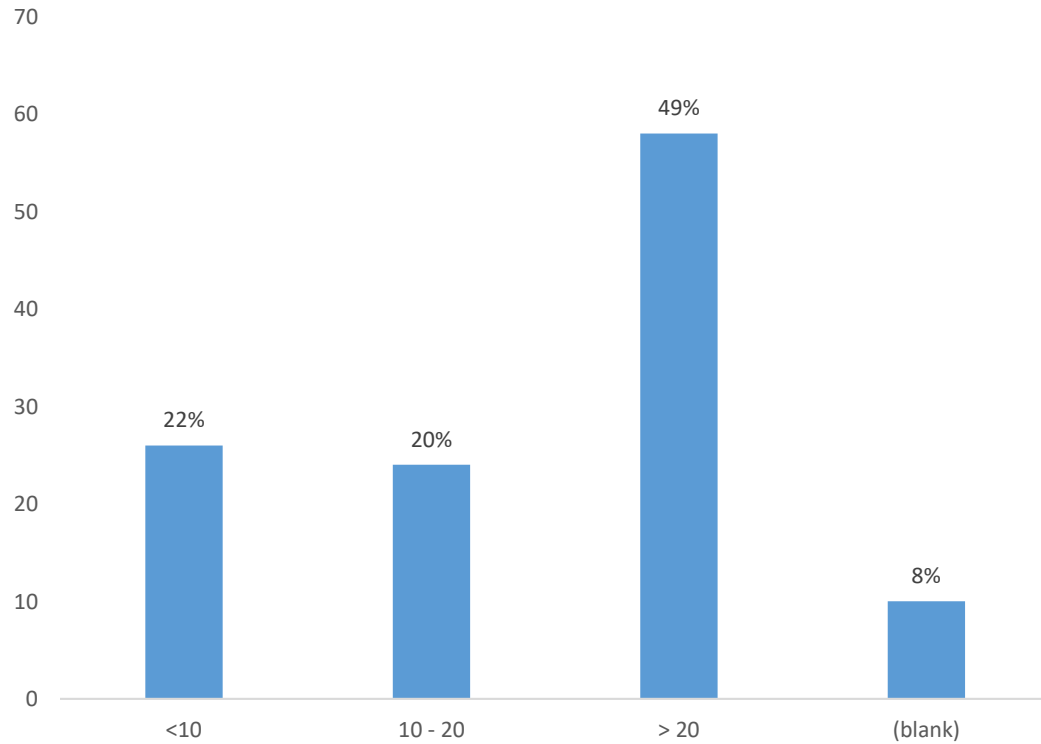


2019



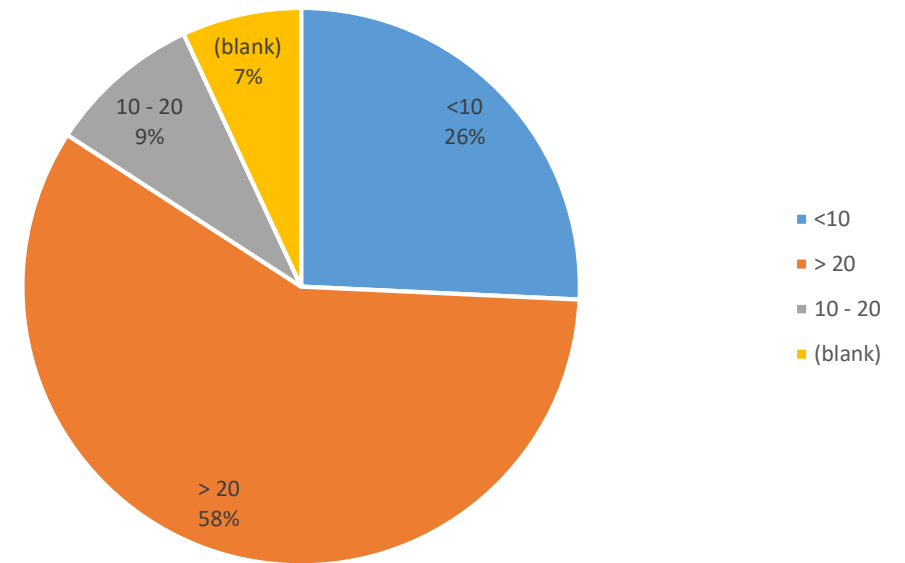
Years in practice

2018 n=118



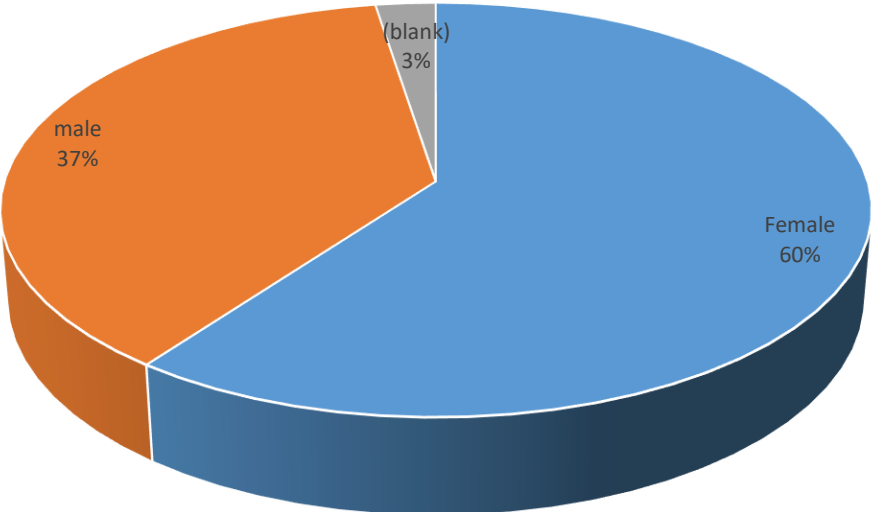
2019

years in practice



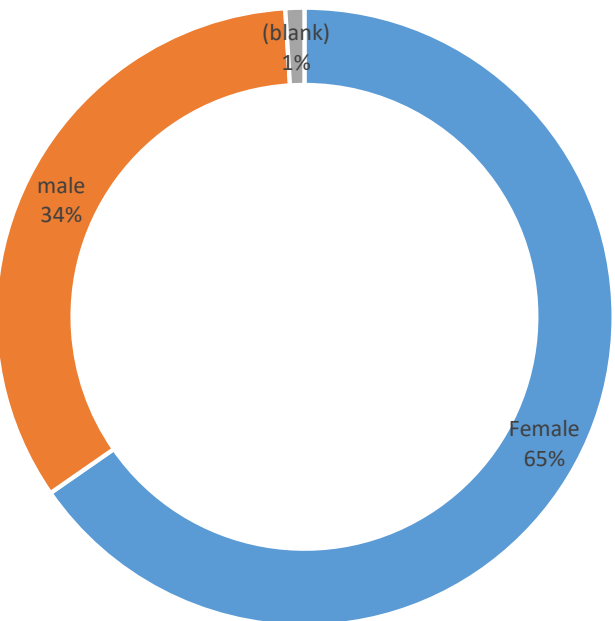
Sex of respondents

2018



- Female
- male
- (blank)

2019

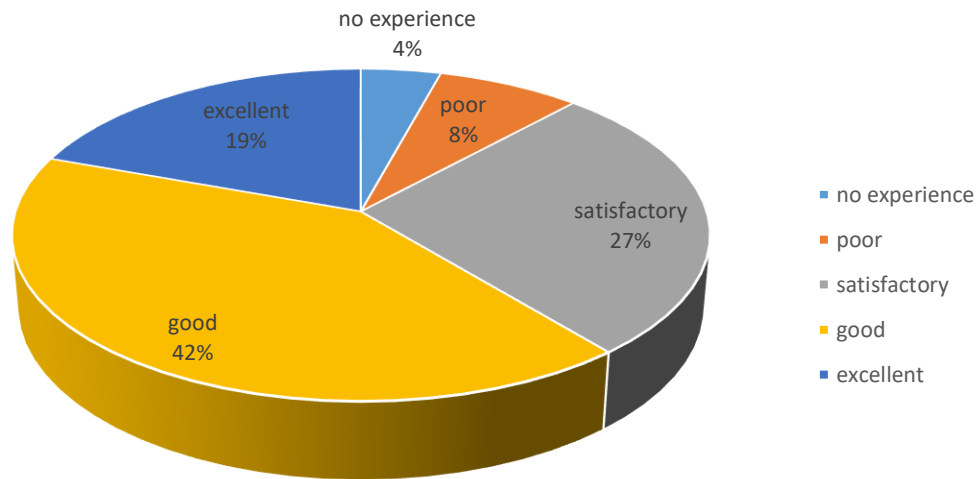


- Female
- male
- (blank)

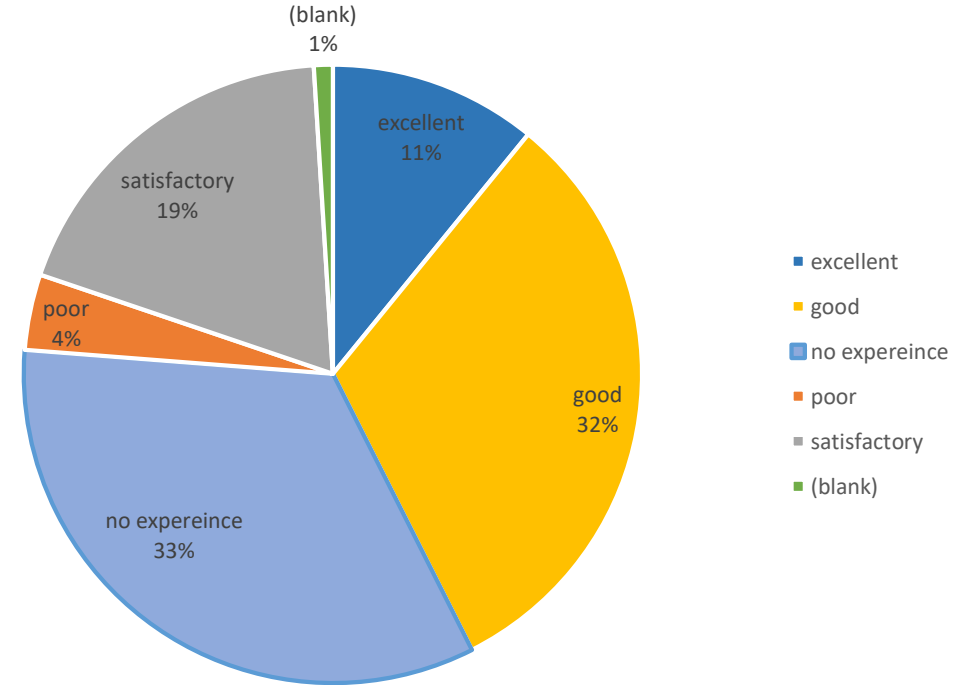
Speed call was initially answered

2018

Total

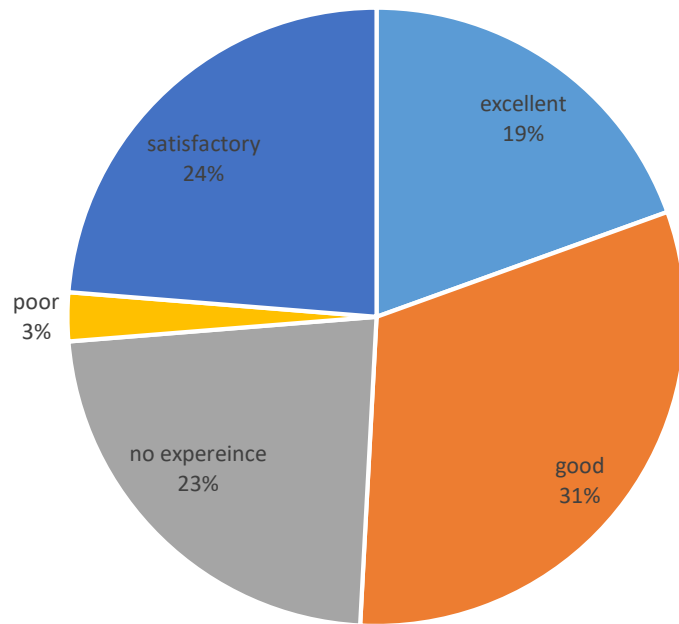


2019



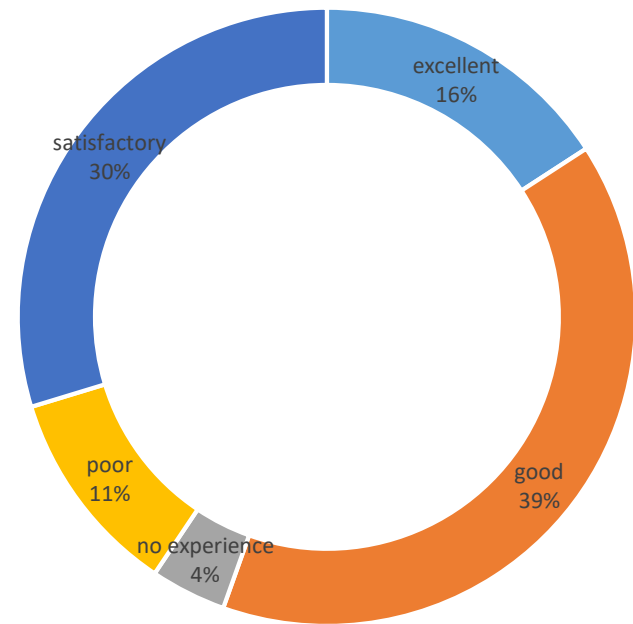
Speed that call was transferred

2018



- excellent
- good
- no experience
- poor
- satisfactory

2019

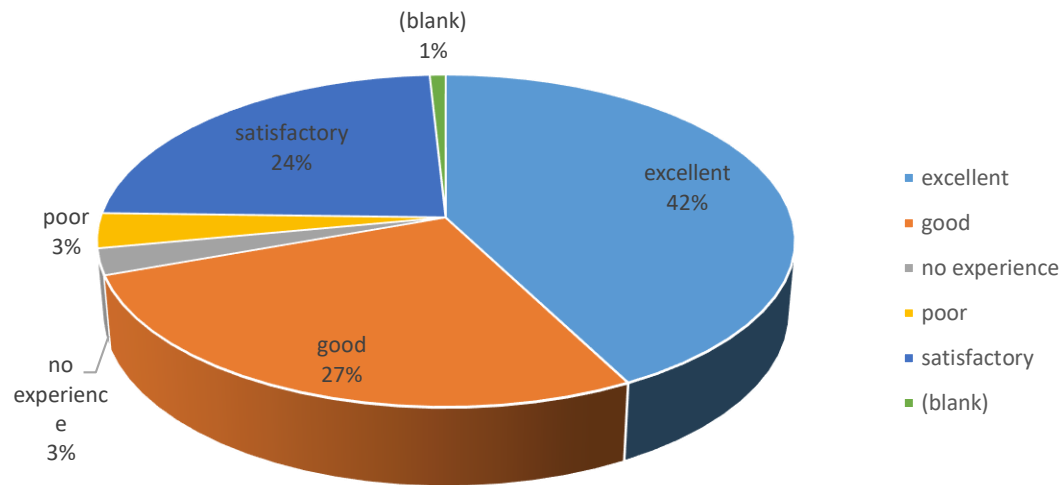


- excellent
- good
- no experience
- poor
- satisfactory

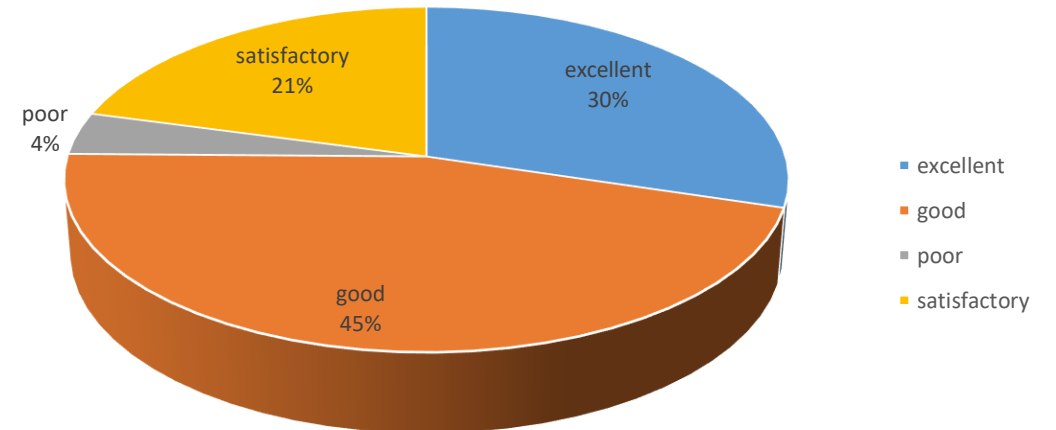
Length of time waiting for appointment

2018

Total

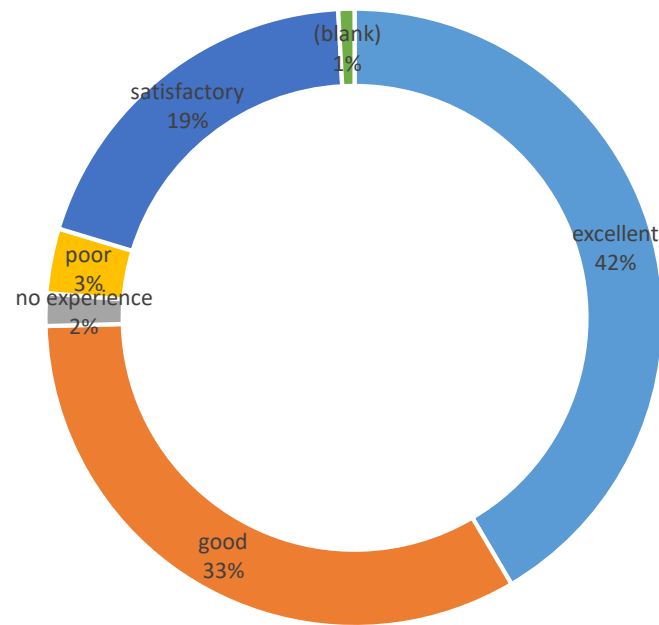


2019



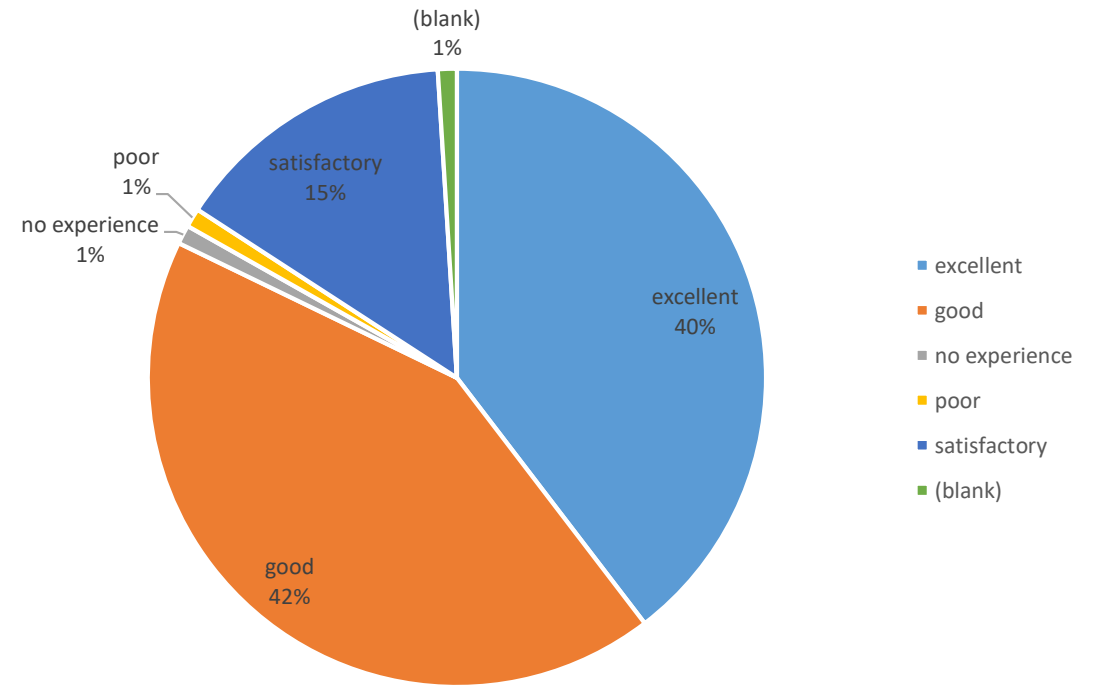
Convenience of appointment

2018



- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

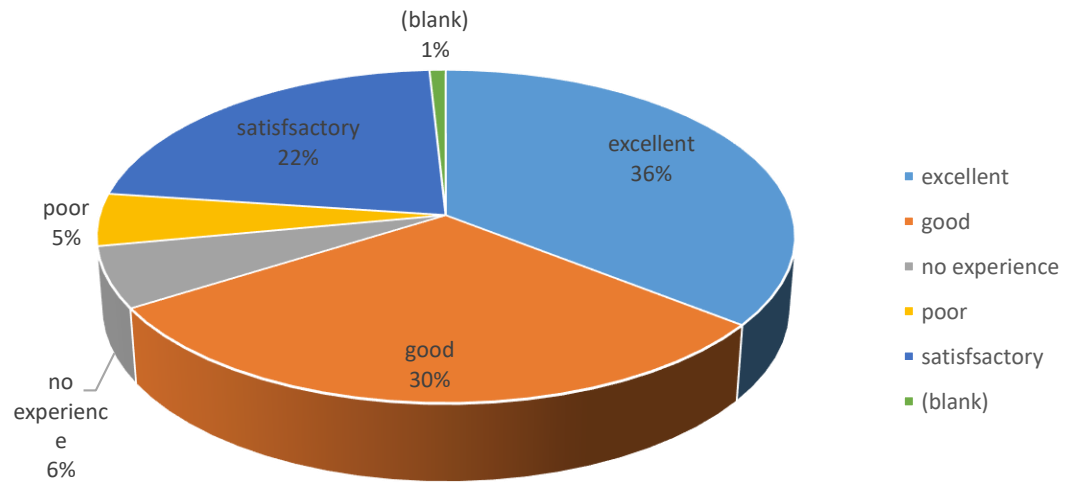
2019



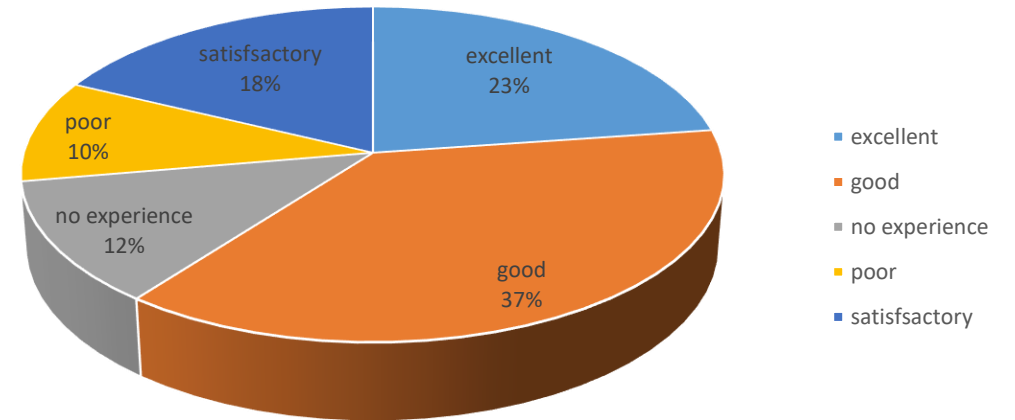
- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

Seeing doctor of choice

2018

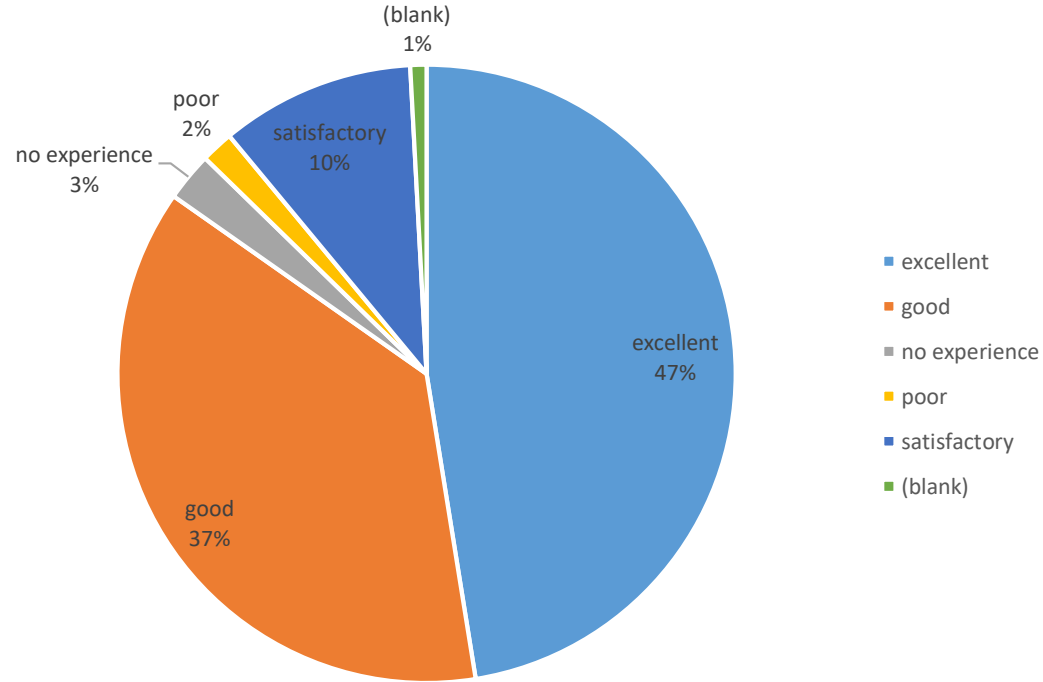


2019

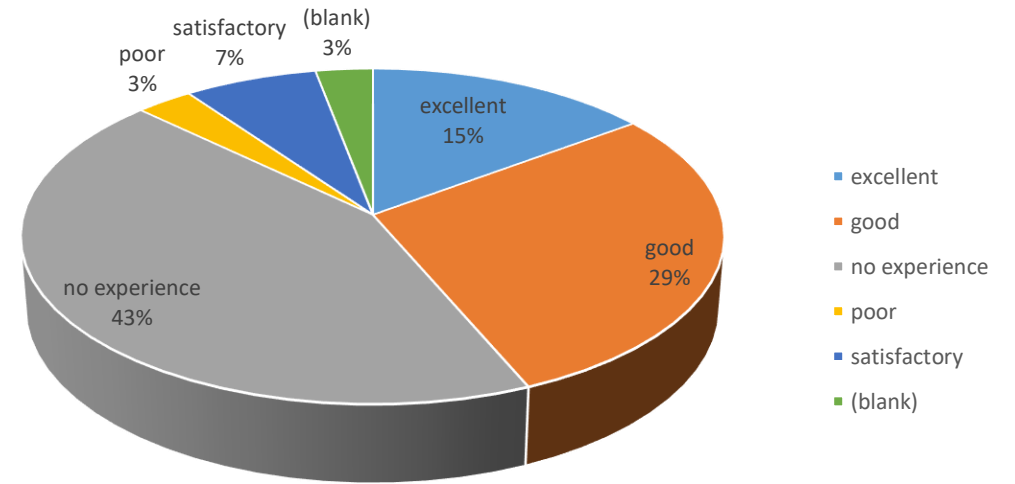


Touch screen check-in system

2018

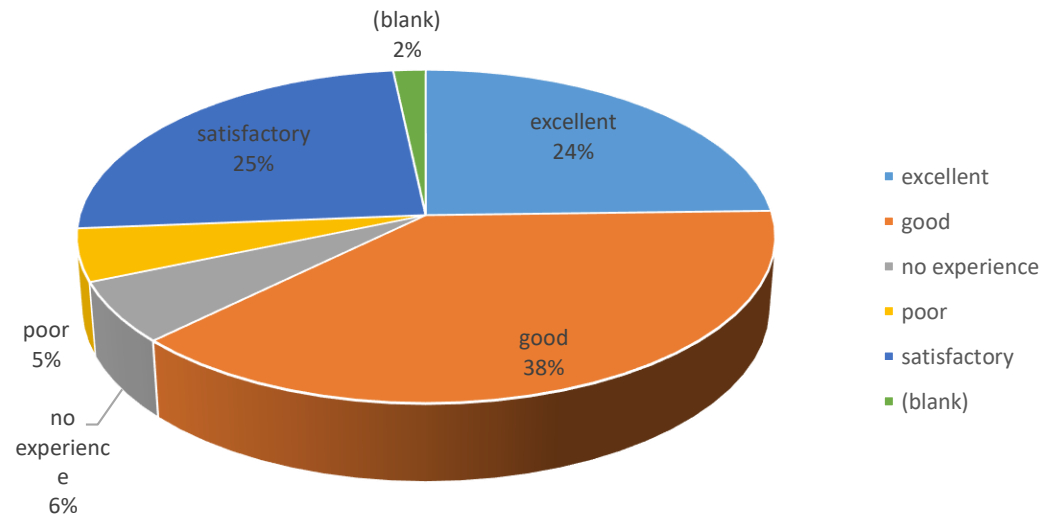


2019

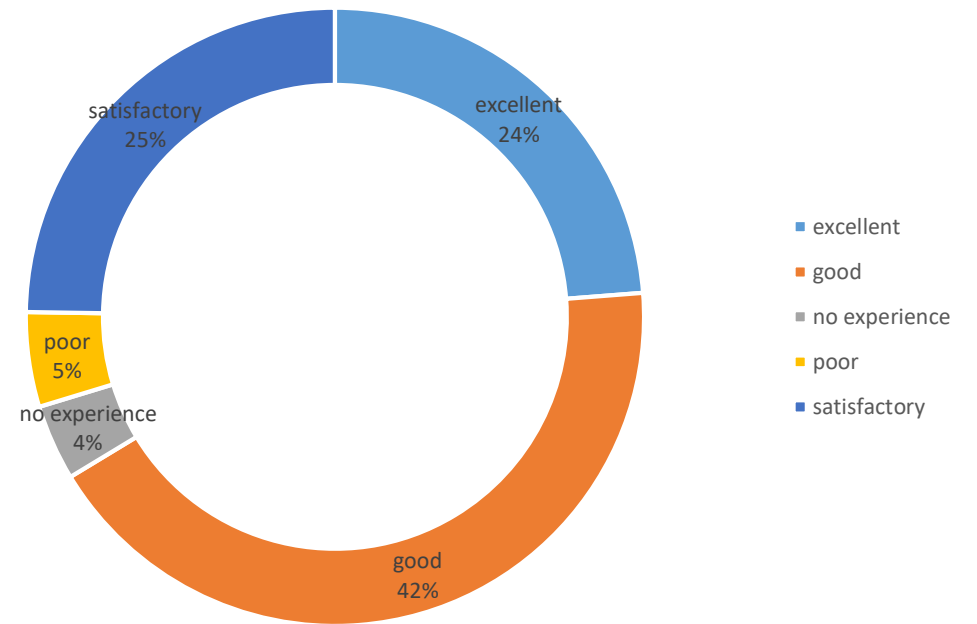


Length of time waiting to see doctor or nurse

2018



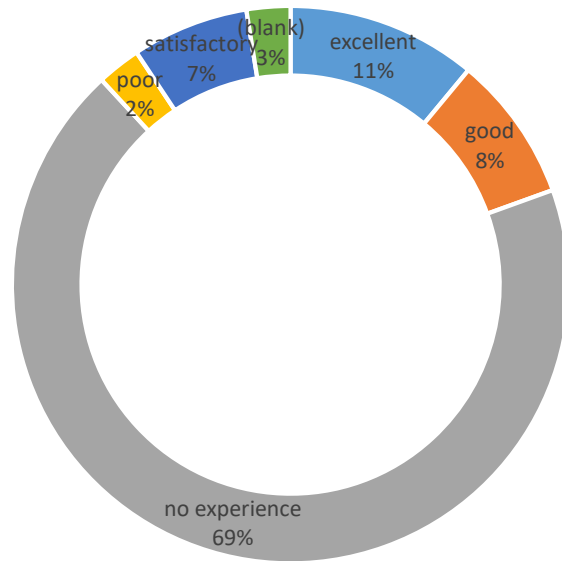
2019



Opportunity of obtaining a home visit

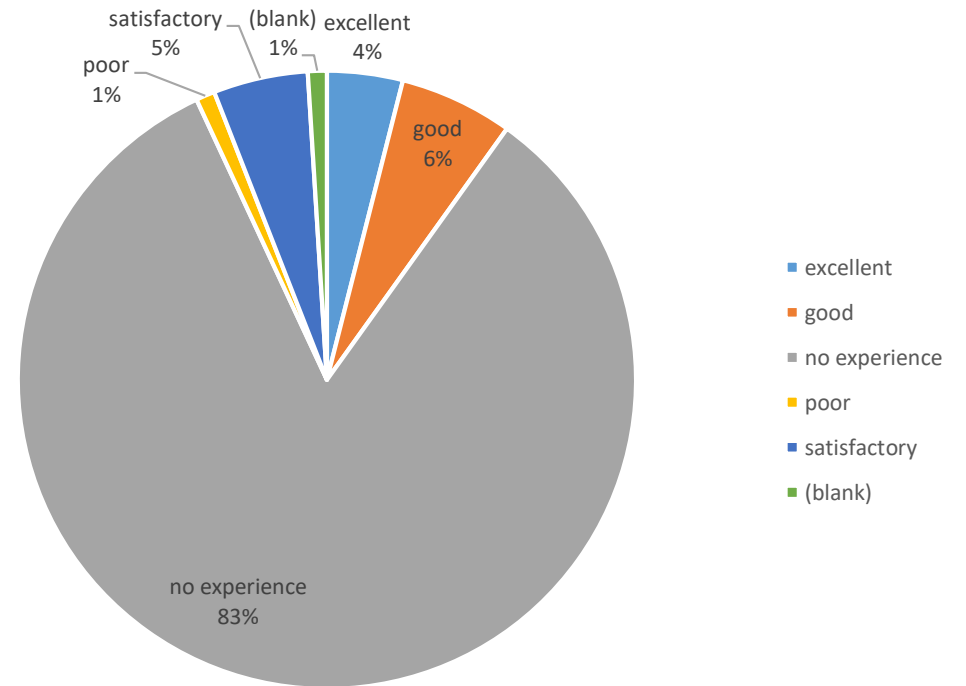
2018

Total



- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

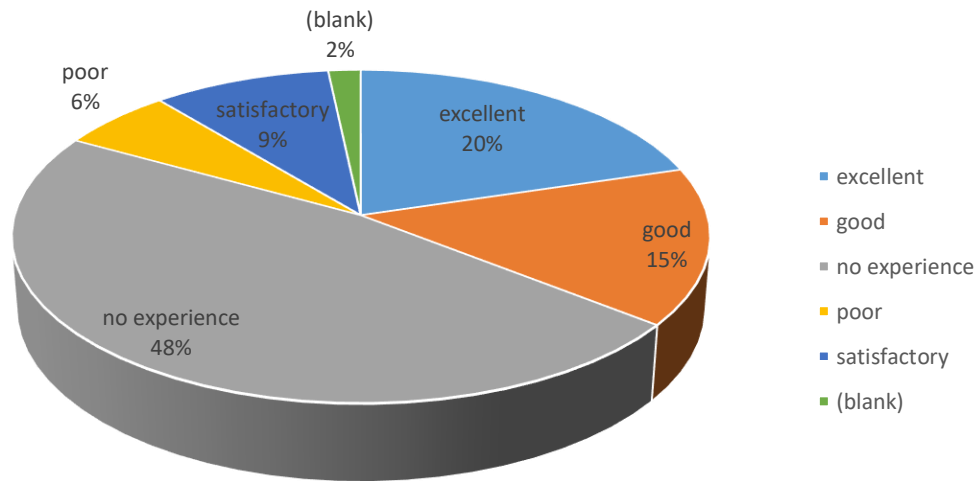
2019



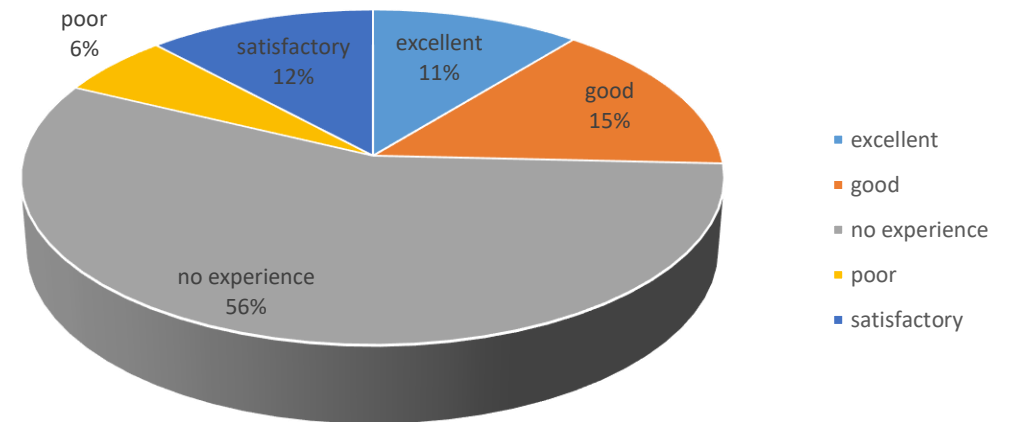
- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

Awareness of the out of hours service

2018

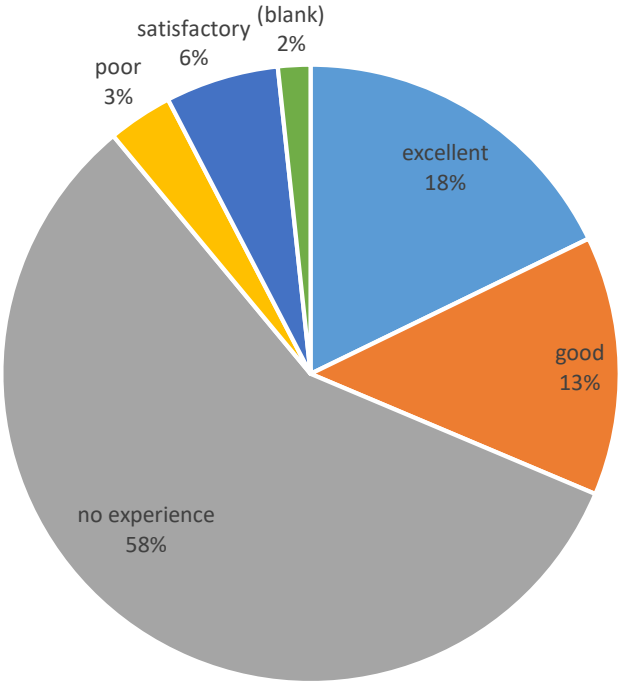


2019



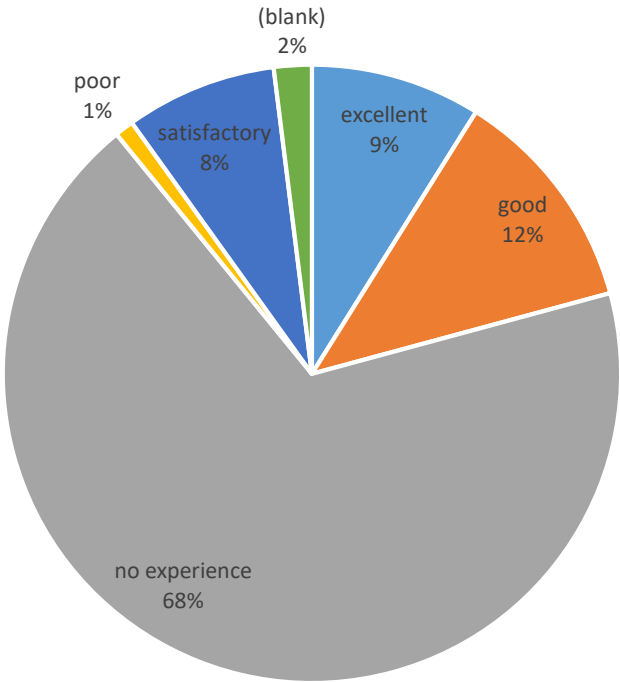
Satisfaction with out of hours / extended hours service

2018



- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

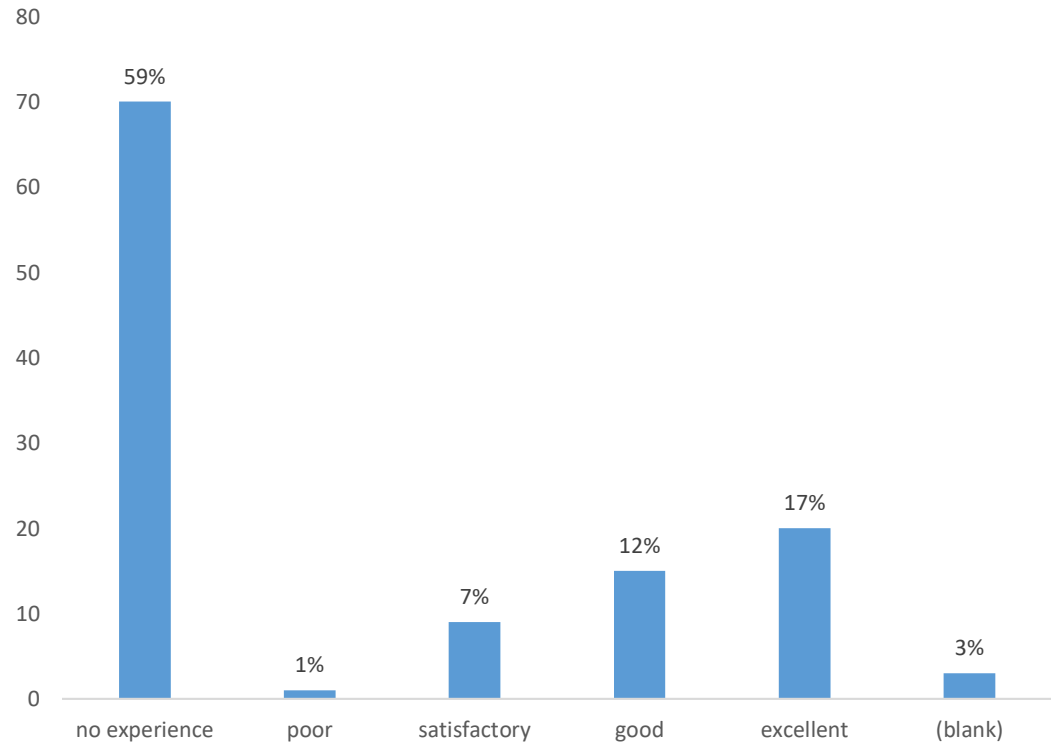
2019



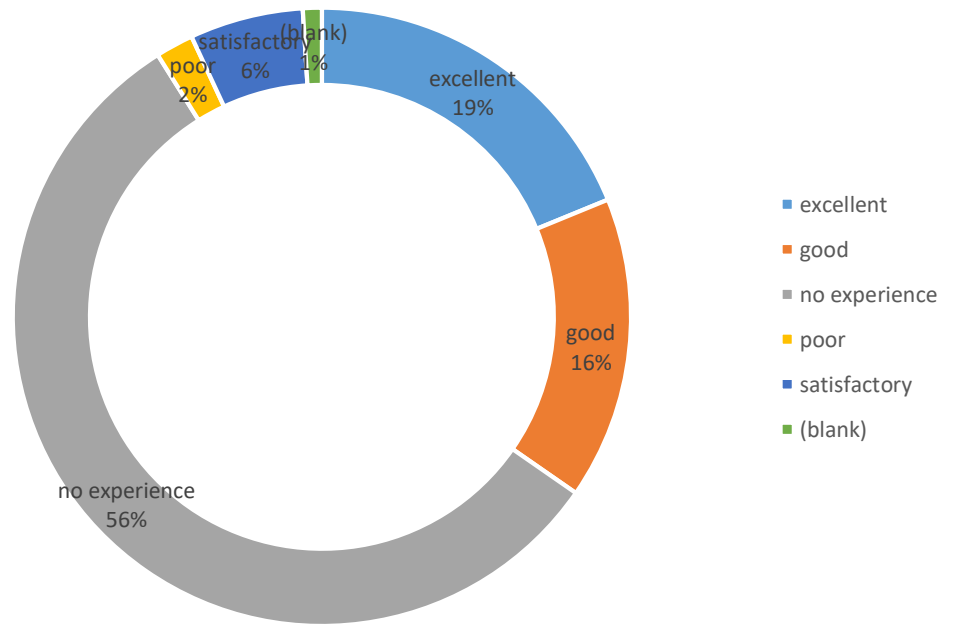
- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

On-line booking via website

2018

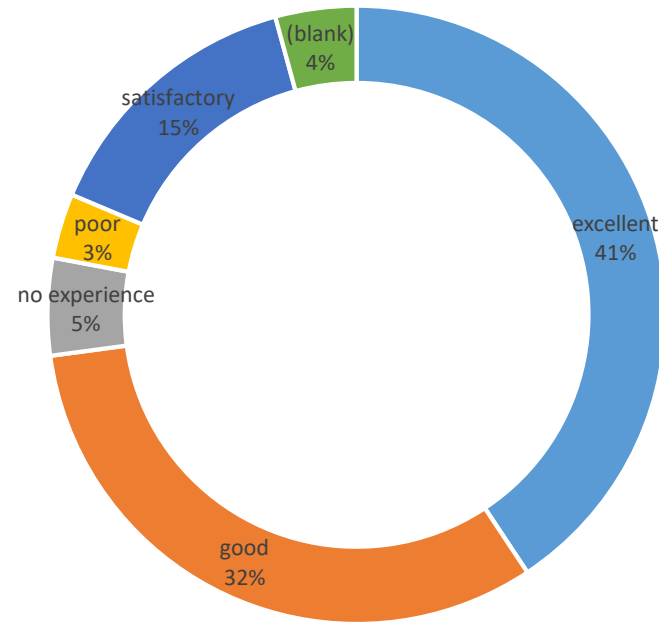


2019



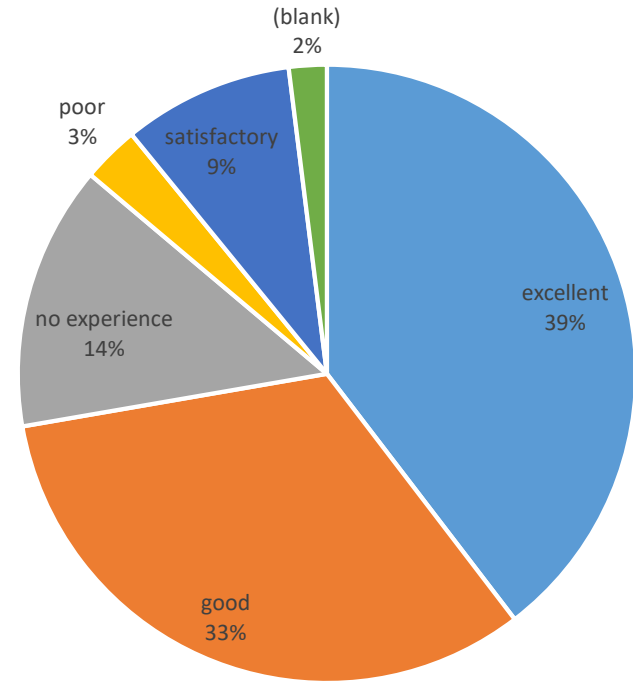
Prescription ready on time

2018



- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

2019

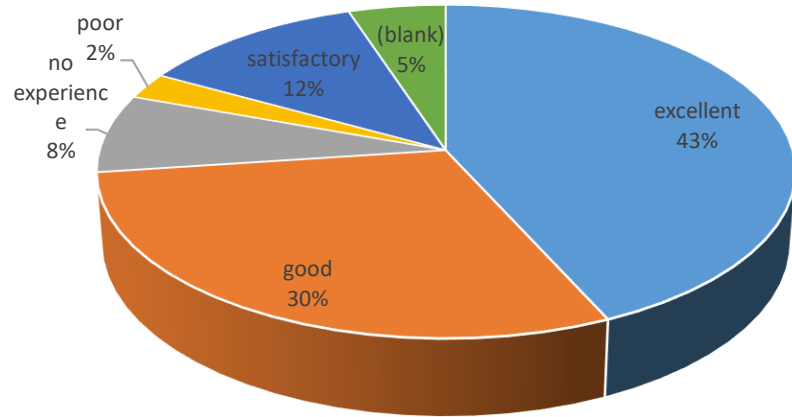


- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

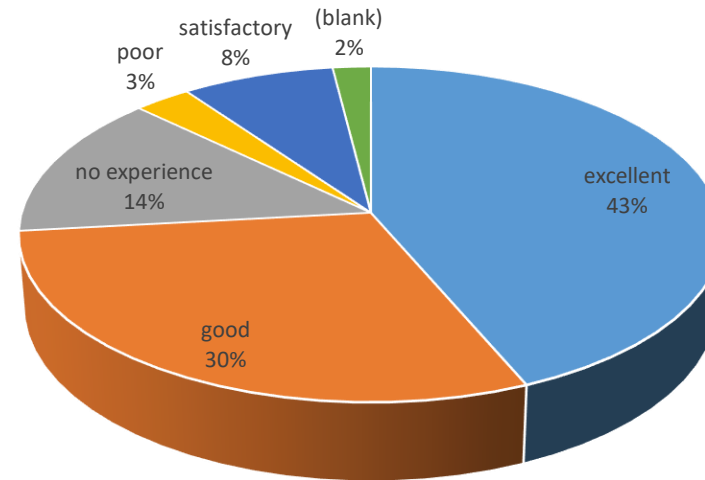
Prescription correctly issued

2018

2019



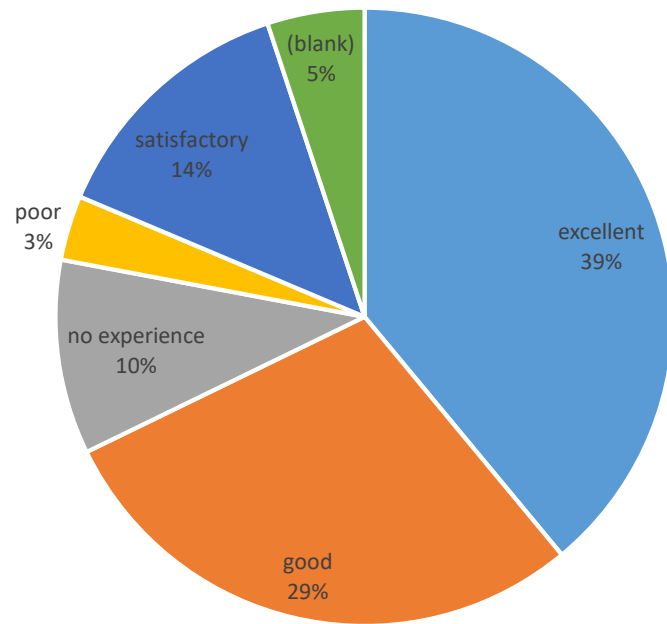
- excellent
- good
- no experience
- poor
- satisfactory
- (blank)



- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

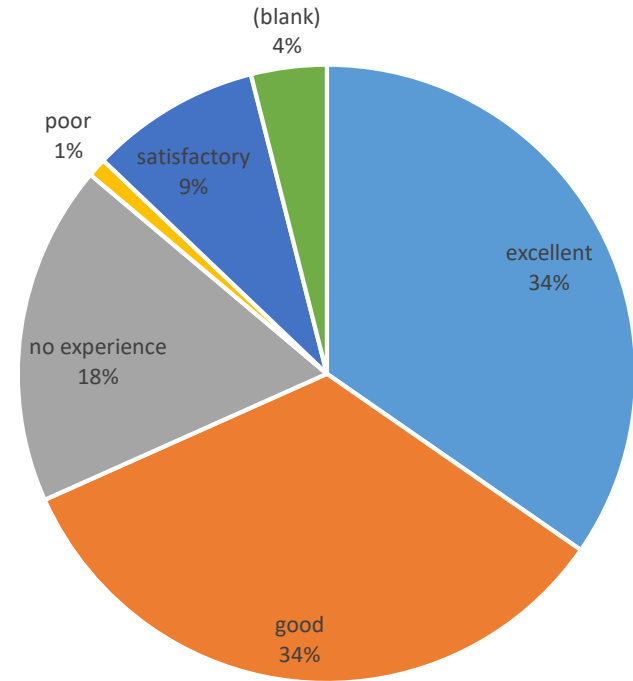
Handling of queries with scripts

2018



- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

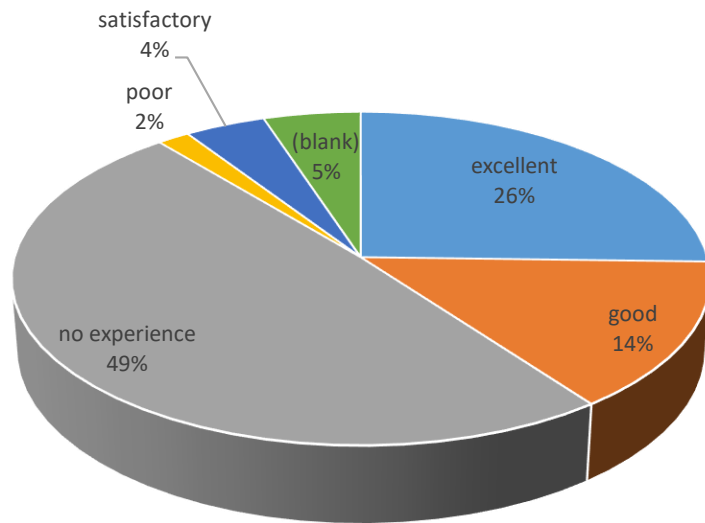
2019



- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

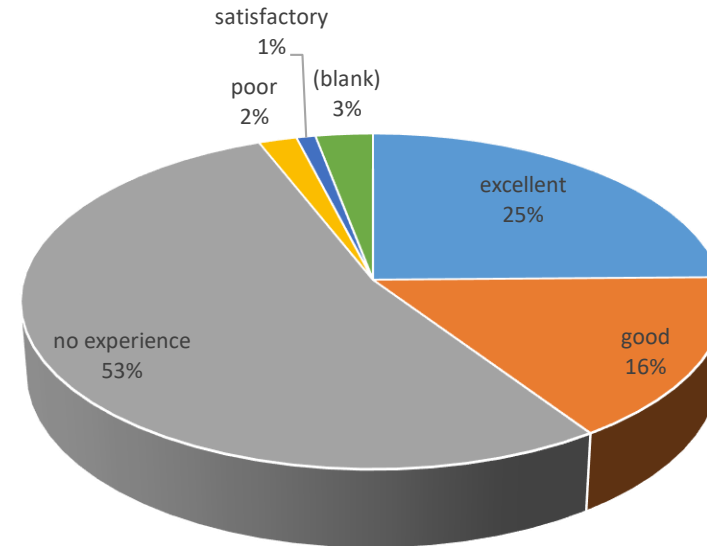
Ordering scripts on-line via the website

2018



- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

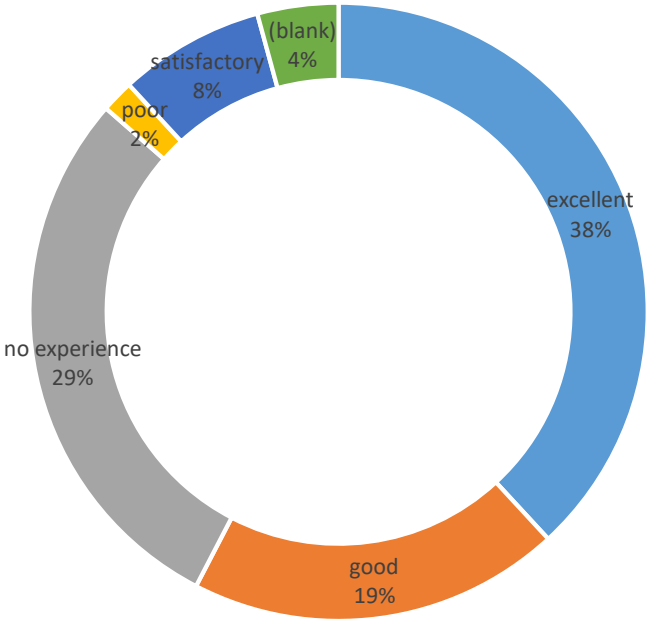
2019



- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

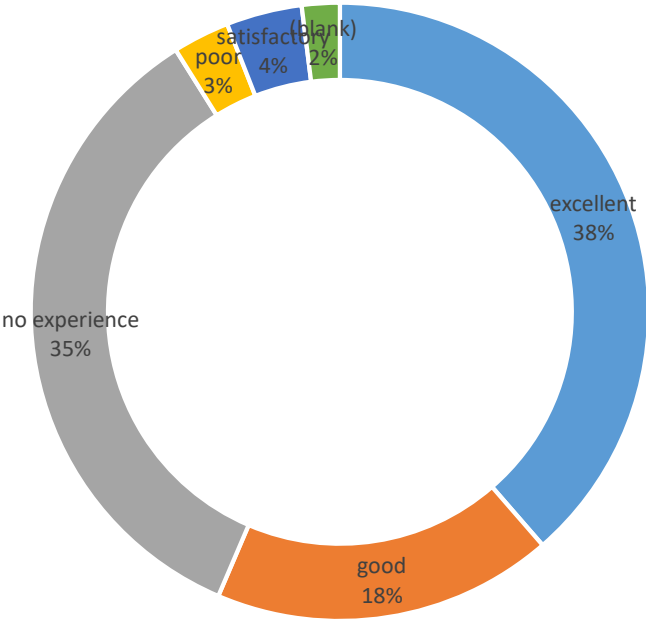
Electronic transfer of scripts to pharmacy

2018



- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

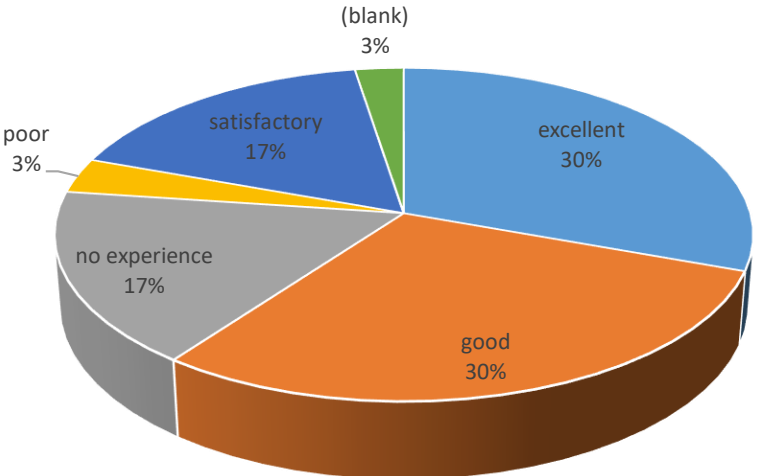
2019



- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

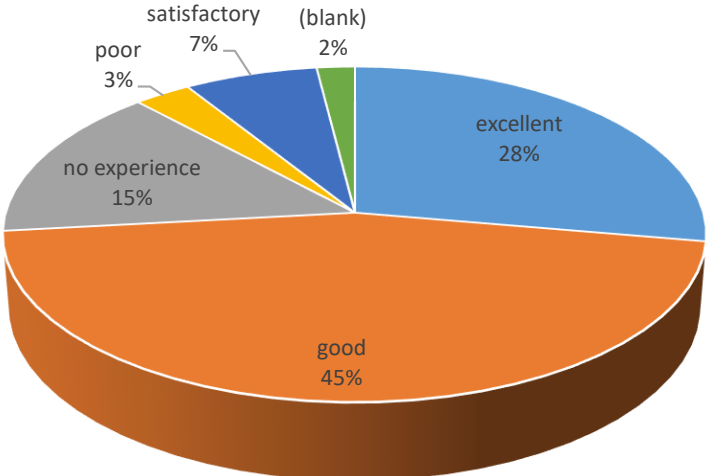
Told when to contact surgery for results

2018



- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

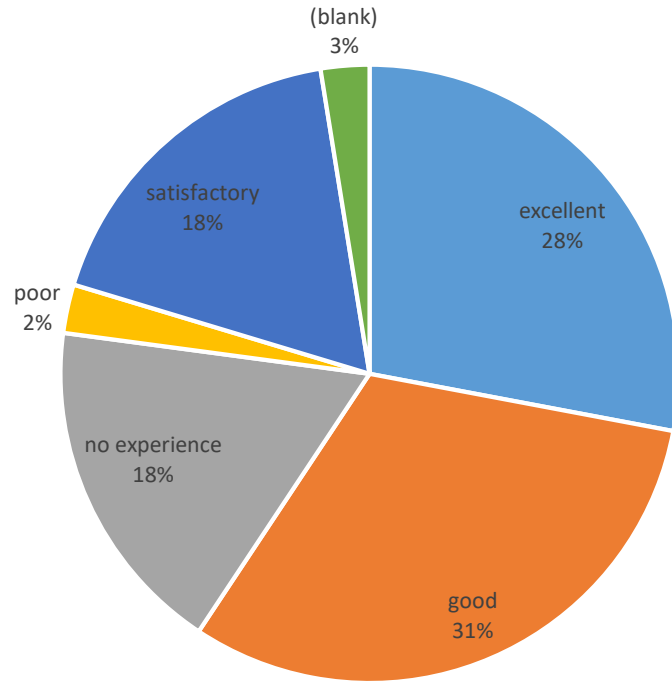
2019



- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

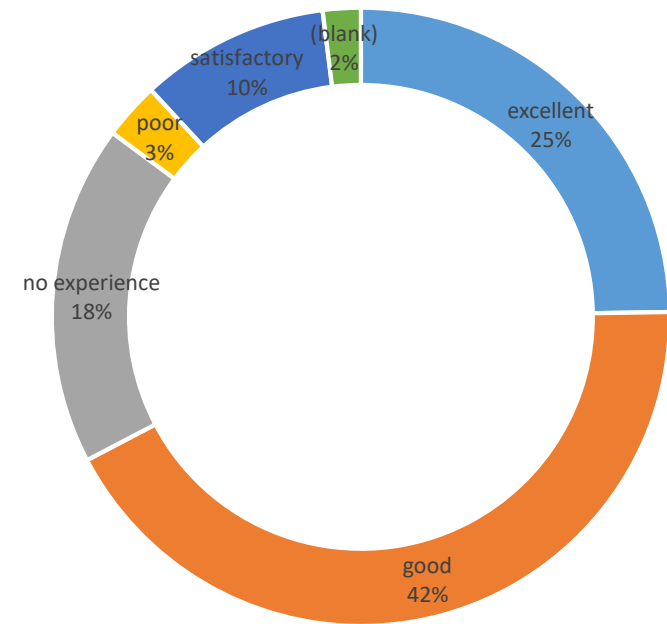
Results available when you contacted surgery?

2018



- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

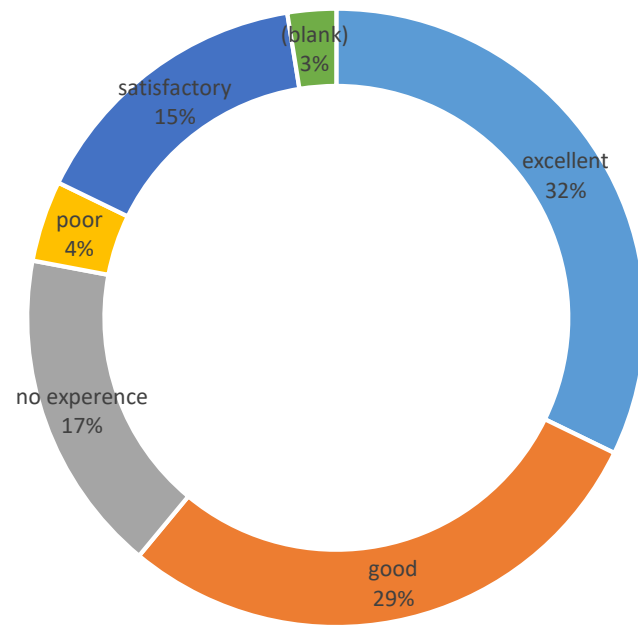
2019



- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

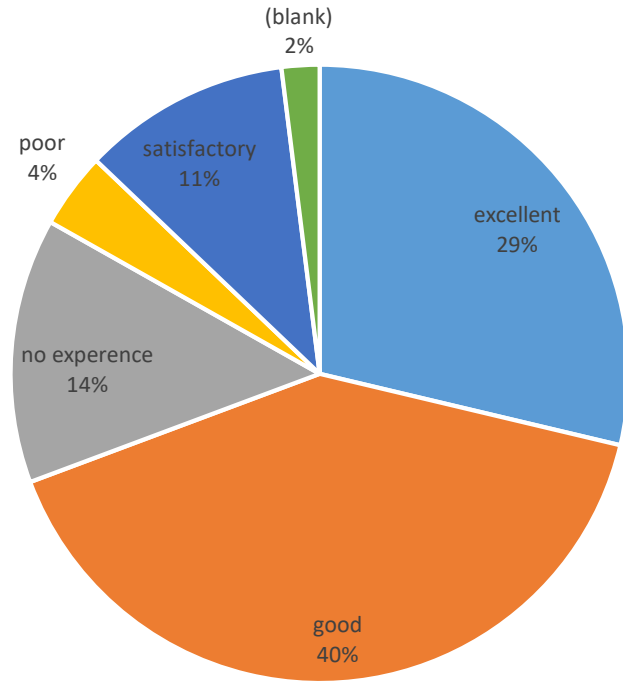
Satisfaction with the amount of information given about results

2018



- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

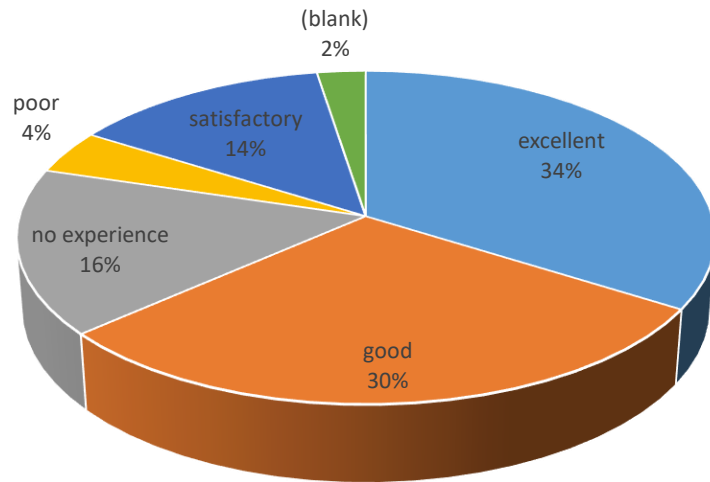
2019



- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

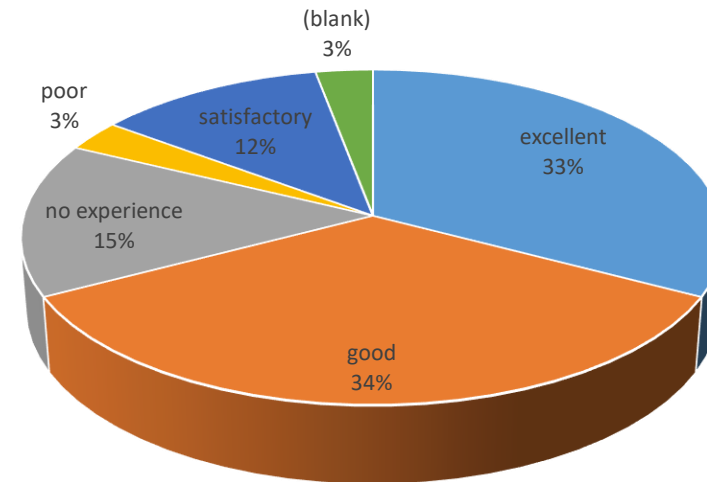
Satisfaction with the manner in which information was given

2018



- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

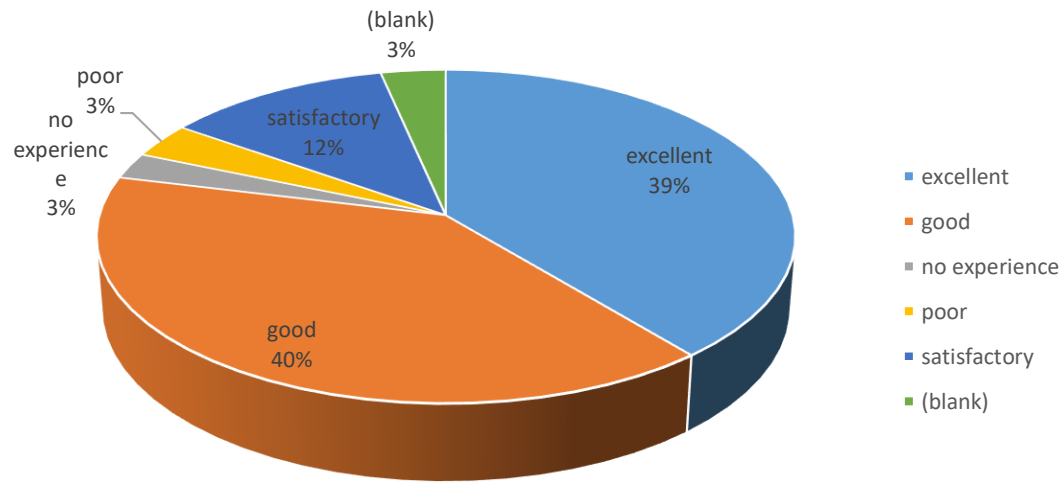
2019



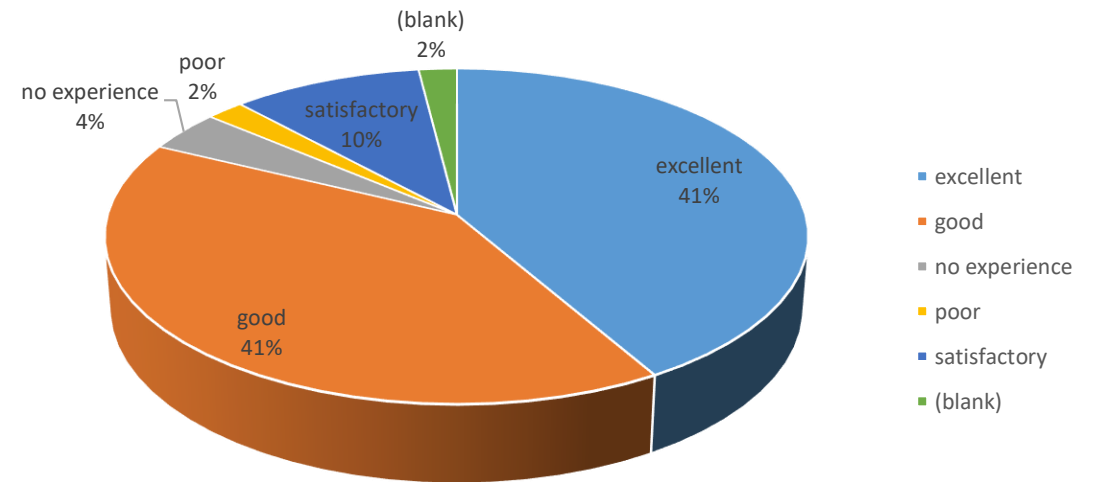
- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

Information provided by reception staff

2018

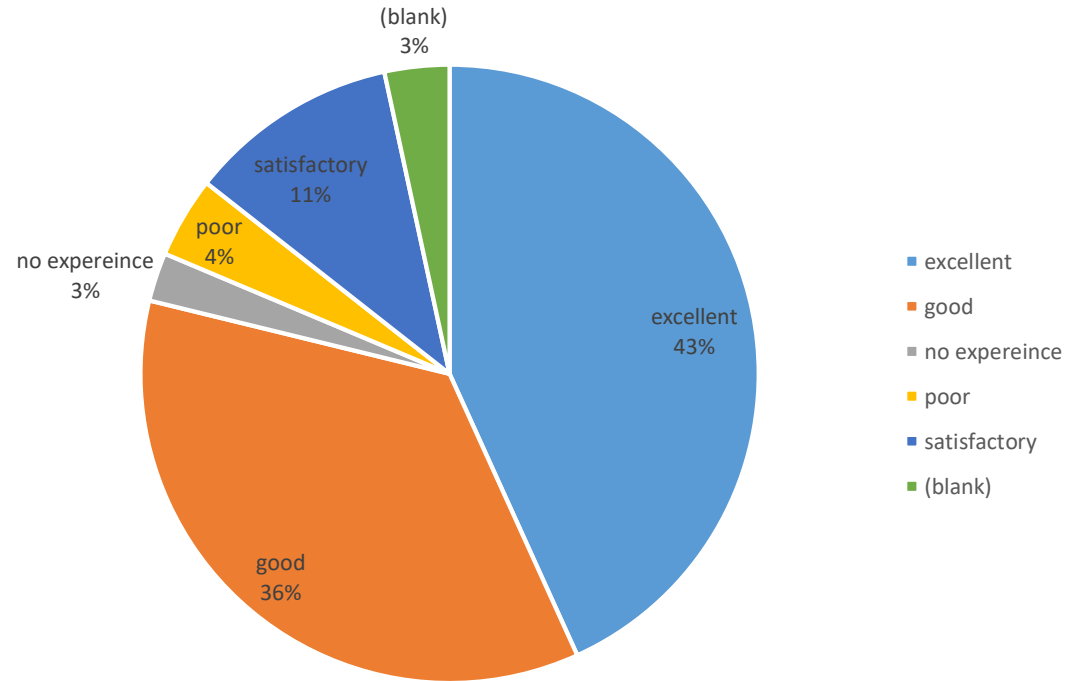


2019

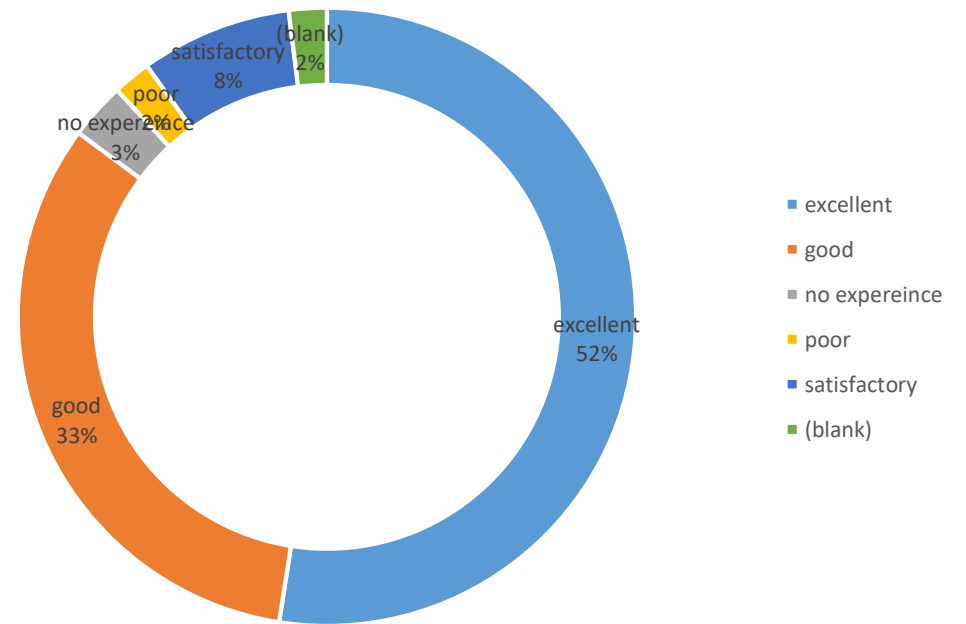


Helpfulness of reception staff

2018

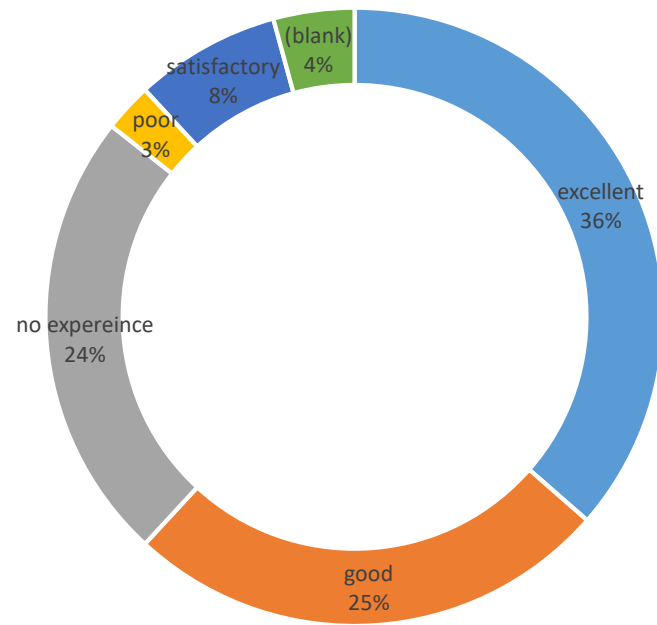


2019



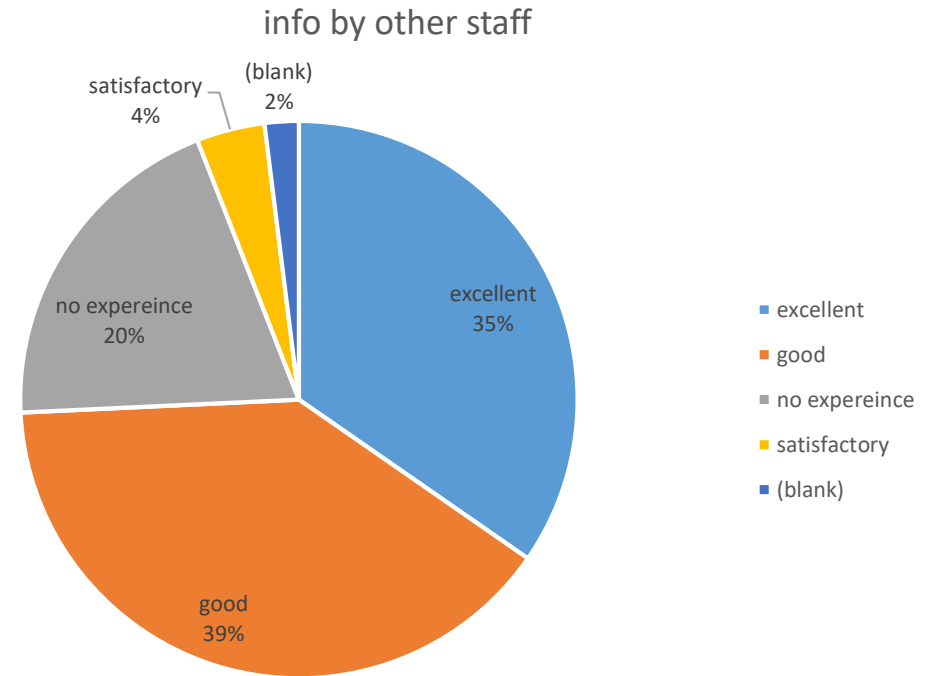
Information given by other staff

2018



- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

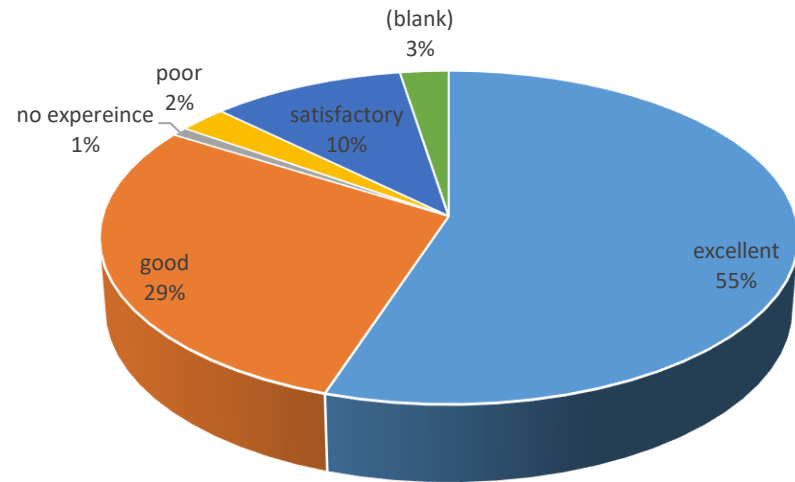
2019



- excellent
- good
- no experience
- satisfactory
- (blank)

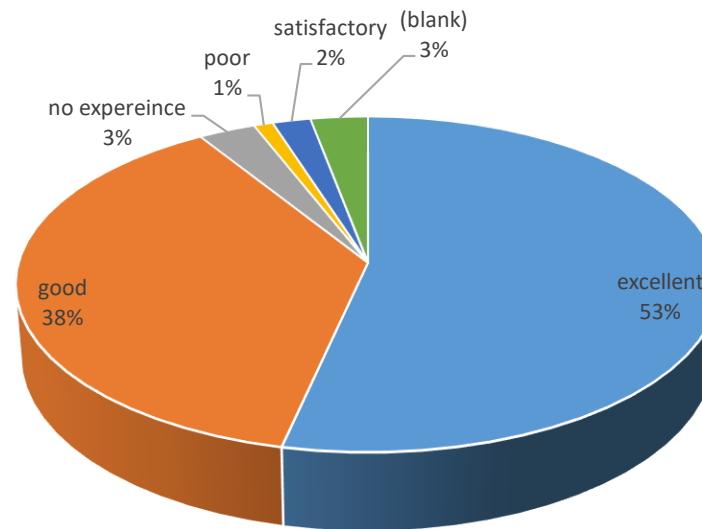
Overall satisfaction with practice

2018



- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

2019



- excellent
- good
- no experience
- poor
- satisfactory
- (blank)

comments

- A really good practice, appointments are easily obtained when required.
- All lovely helpful and very pleasant, Thank You!
- All the doctors at this surgery provide 100% patient care. Dr Chibby / Dr Subbu and Naomi Smith are by far the best practitioners you have.
- Carolyn on the reception is a delight and represents the Doctors fabulously.
- Excellent Service.
- Great experience & great practice.
- Have been with this surgery for only twelve months and found the surgery and staff excellent.
- I find Dr Halsall very helpful.
- I have been coming to this surgery all my life and it has always been excellent.
- In the short time I have been with the practice I have been very happy with my treatment.

comments

- Privileged to be part of the practice.
- To be a patient at this practice I feel is really putting the patient first. All staff are friendly and helpful. We are extremely fortunate to have our Rainhill Village Surgery. Thanks!
- Very good practice.
- Very helpful and efficient practice.
- Well run surgery.

Comments (for reflection)

- Always wait ages to be seen on time for my appointment but doctor always late. Takes an age in general to speak with someone for an appointment. Got appointment easily this time though, doctors always changing.
- Availability of online appointments are poor and have to wait over a week for an appointment. Phone made appointments aren't always suitable as have to ring at exact times- difficult with young children. Results provided by text / email are vague with no further steps provided.
- Have a radio in the waiting room as it not good for my P.T.S.D. to be quiet.
- I did experience problems on one occasion with results of swab test for serious leg infection. The reason given was that result was on a different part of the system. Trust this has been resolved.
- I made an appointment for Thursday on Monday. I was told to phone when the appointments would be released each day. I asked if these were for emergencies? I eventually was given an appointment for a doctor as planned. No text reminder this time. I phoned to check if helpful.

Comments (for reflection)

- It is a very busy surgery and this is reflected in sometimes answering the phone.
- Not fully aware of out of practice service so will enquire just for emergency or if that is the purpose or extent to...! Choice of practice nurse online service a bit confusing at times on choice.
- Occasional problems with prescription. I have it on auto delivery to a pharmacist. Twice this has not happened, when it fails I have no way of knowing other than to realise I've not heard from the pharmacist and come to the surgery. On one occasion (some time ago) it went to the wrong pharmacy, more recently it was printed at the surgery- the reception team could not tell me why. It is very rare that I can get to see a Doctor quickly. I tend only to attend when all else has failed rather than for chronic conditions so this can be frustrating. Also it would help if there were explanations of what the people who do have slots available could cover in the absence of a doctor being available e.g. practice nurse. Last time I saw a trainee doctor and it was fine, but I had to do my own research to find out what the letters meant.

Comments (for reflection)

- Some of the points raised hopefully have already improved. We can only reflect on previous issues for any poor scores.
- Sometimes difficult to get 'on the day' appointments. All the time people who work in the practice are helpful, polite and professional.
- When you order a prescription online there is not a text button to write a comment in or ask for something else not on your repeat but have had by a doctor before.