

EBMC GP / PATIENT SURVEY 2016

**1,000 EBMC Patients, chosen at random and mailed by EBMC
May 2016**

Questionnaire based on NHS GP/Patient Survey

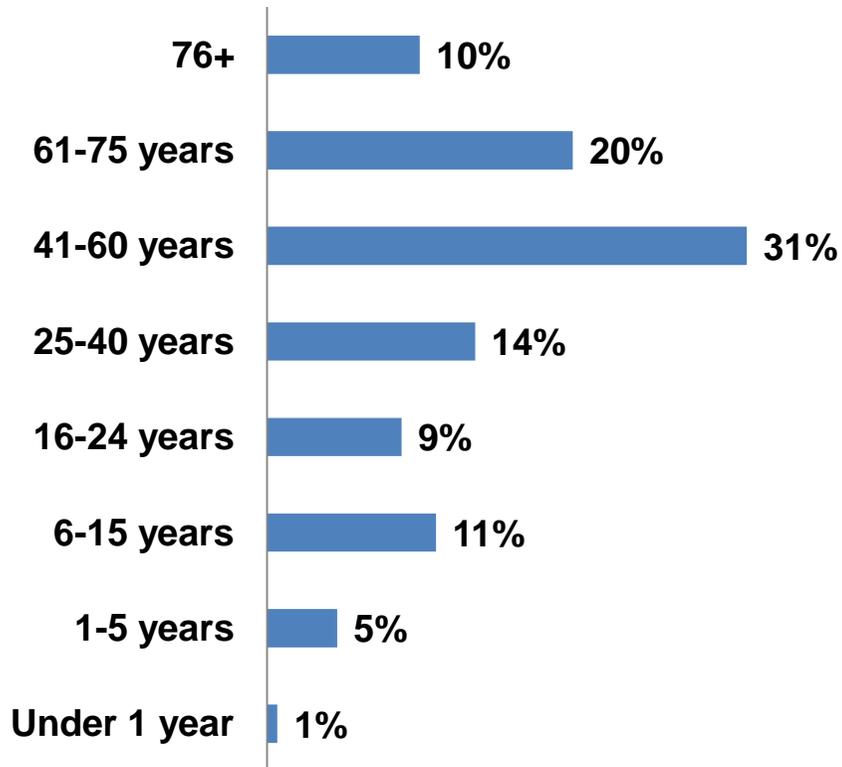
Questionnaires had to be dropped off in 6 collection box locations in 5 villages

Responses analysed 244 (24%)

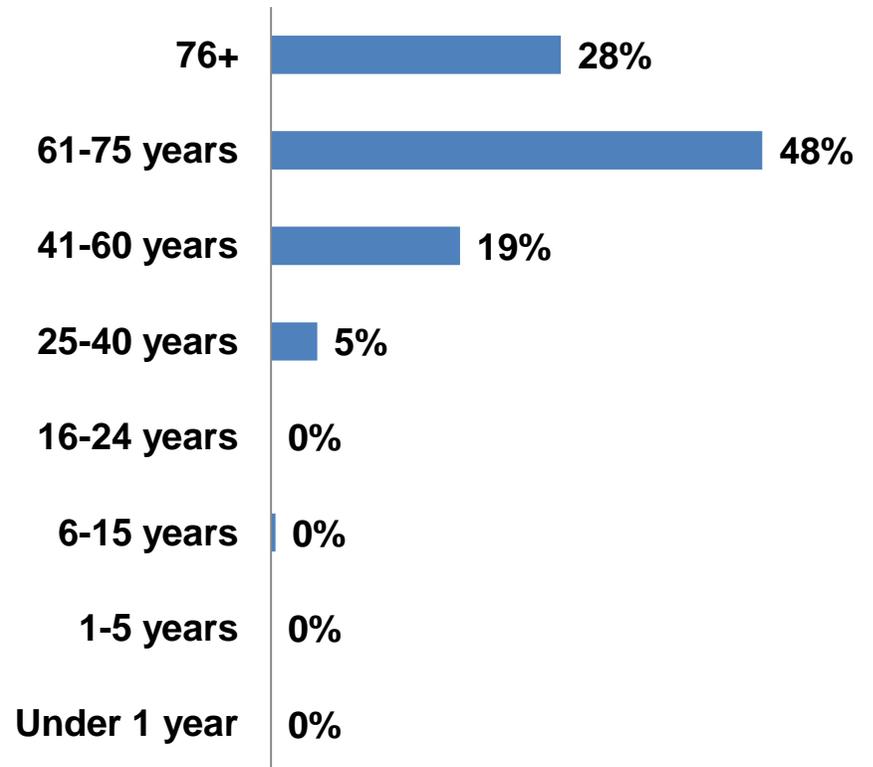
A Short Presentation was made to EBMC Partners by the PPG: June 22nd 2016

AGE profiles

EBMC Patients

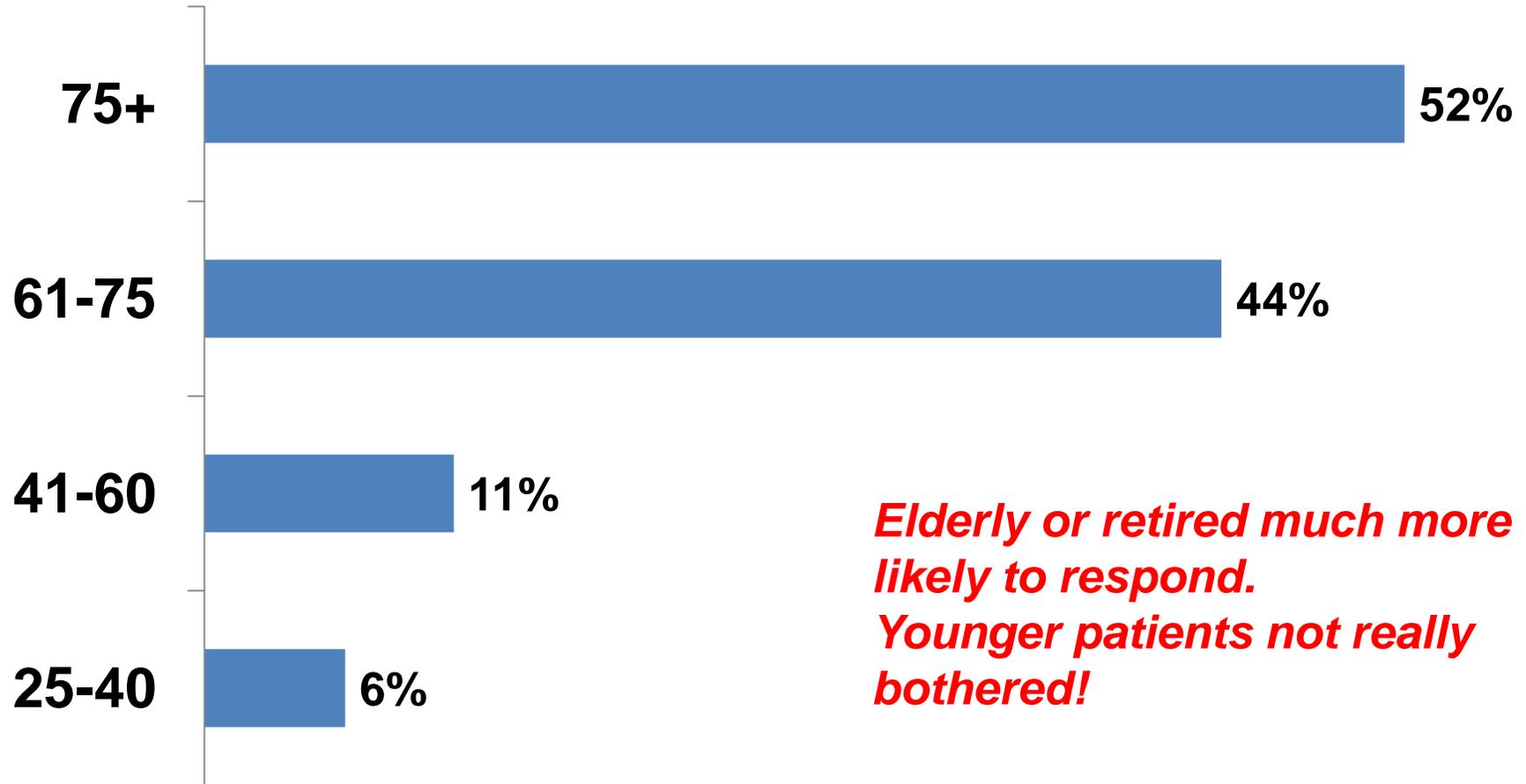


PPG Survey Respondents



Estimated Response Rates by Age

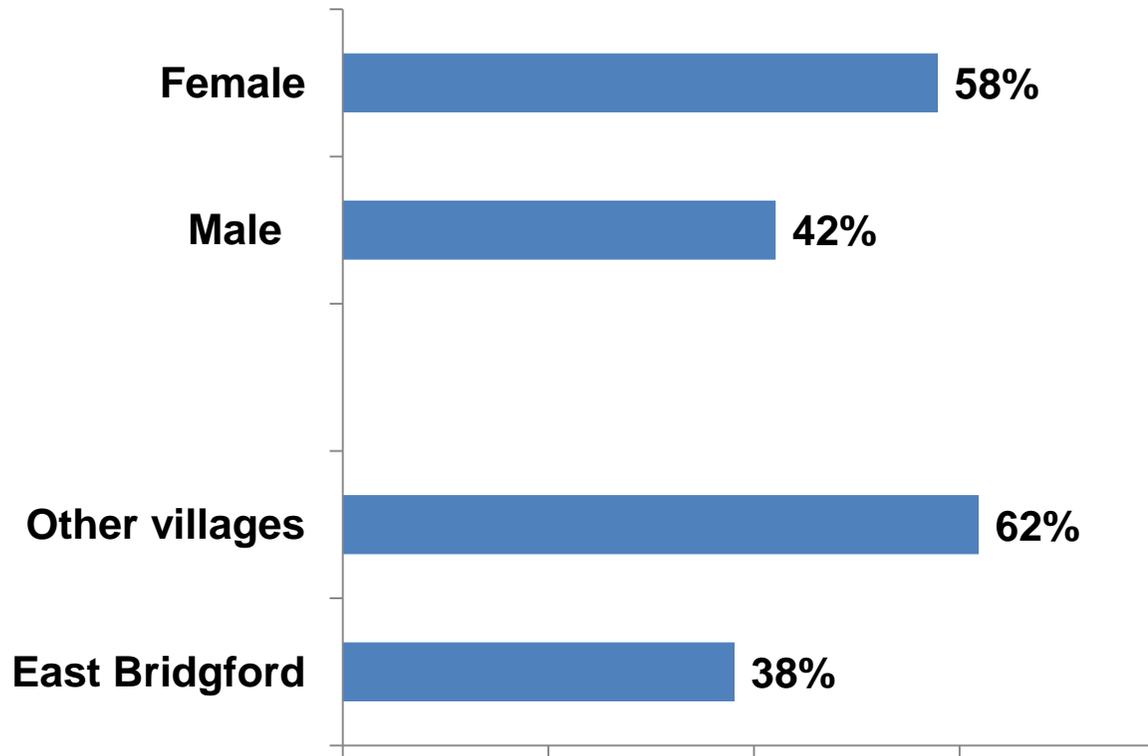
based on 25+ ages only



*Elderly or retired much more likely to respond.
Younger patients not really bothered!*

The Survey Respondents

Gender & Where They Live

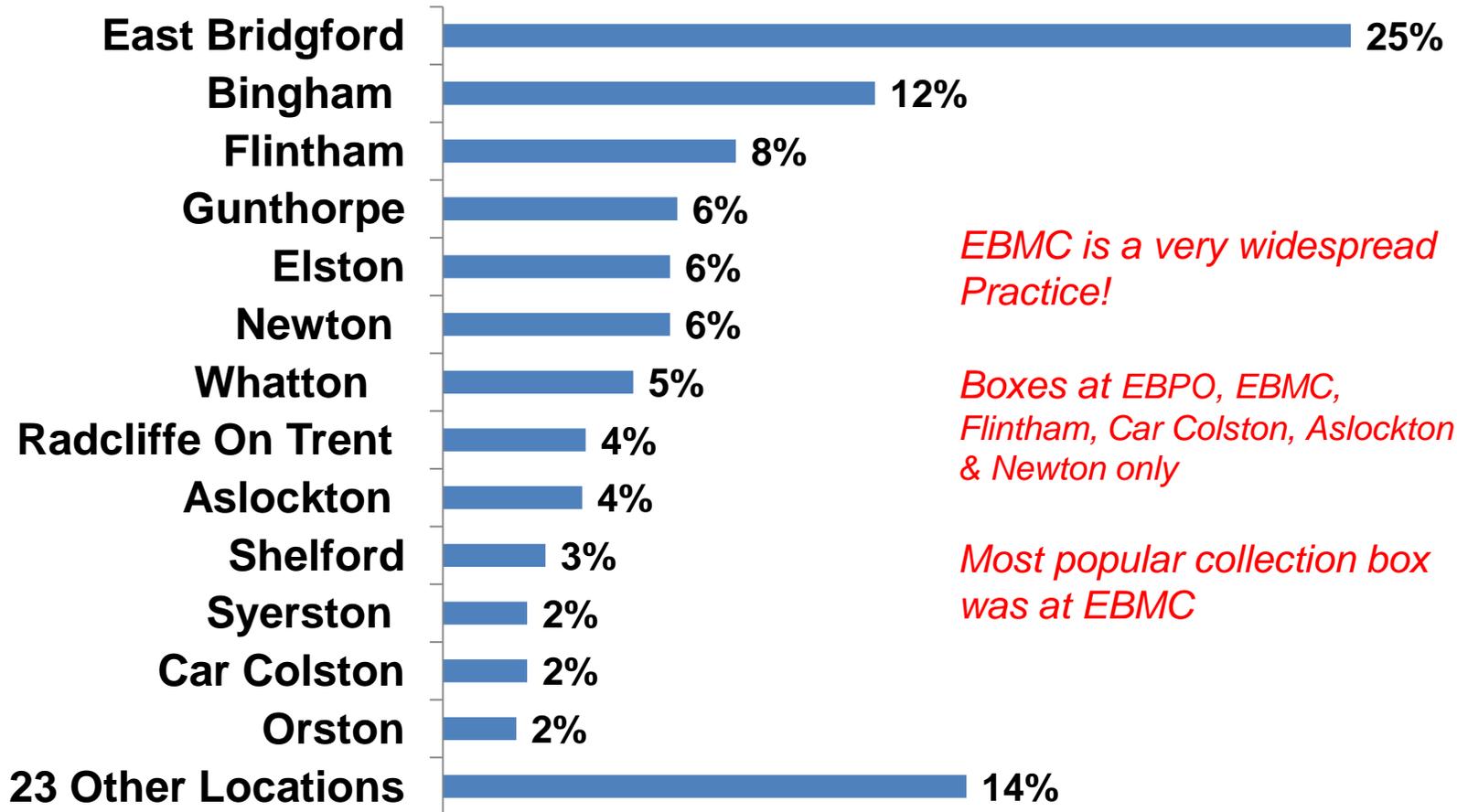


More Women (58%) than Men

Over 1 in 3 (38%) from EB

EBMC Mailing

1,000 patients, by Location

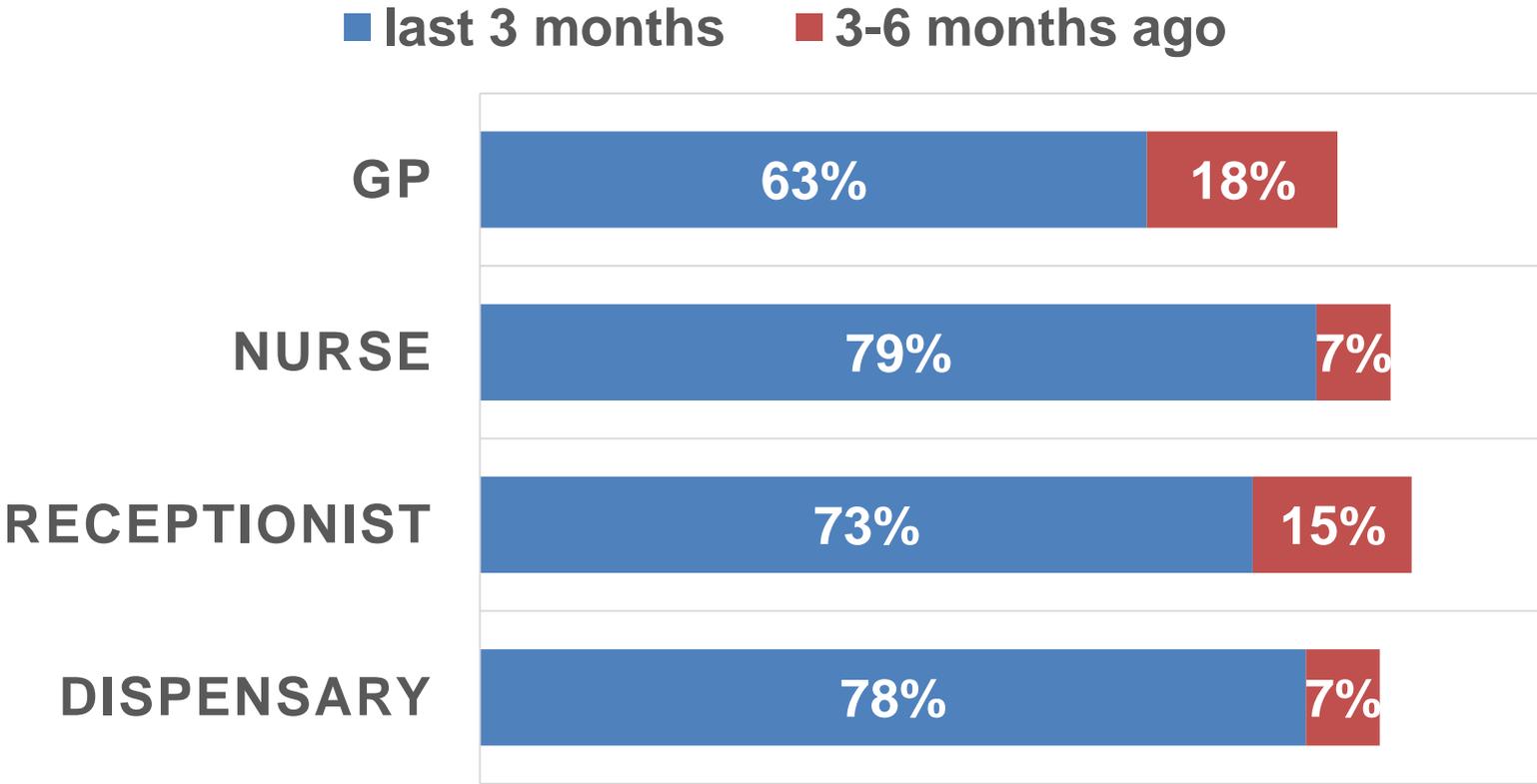


EBMC is a very widespread Practice!

Boxes at EBPO, EBMC, Flintham, Car Colston, Aslockton & Newton only

Most popular collection box was at EBMC

Over 80% of Respondents were Recent Visitors to EBMC



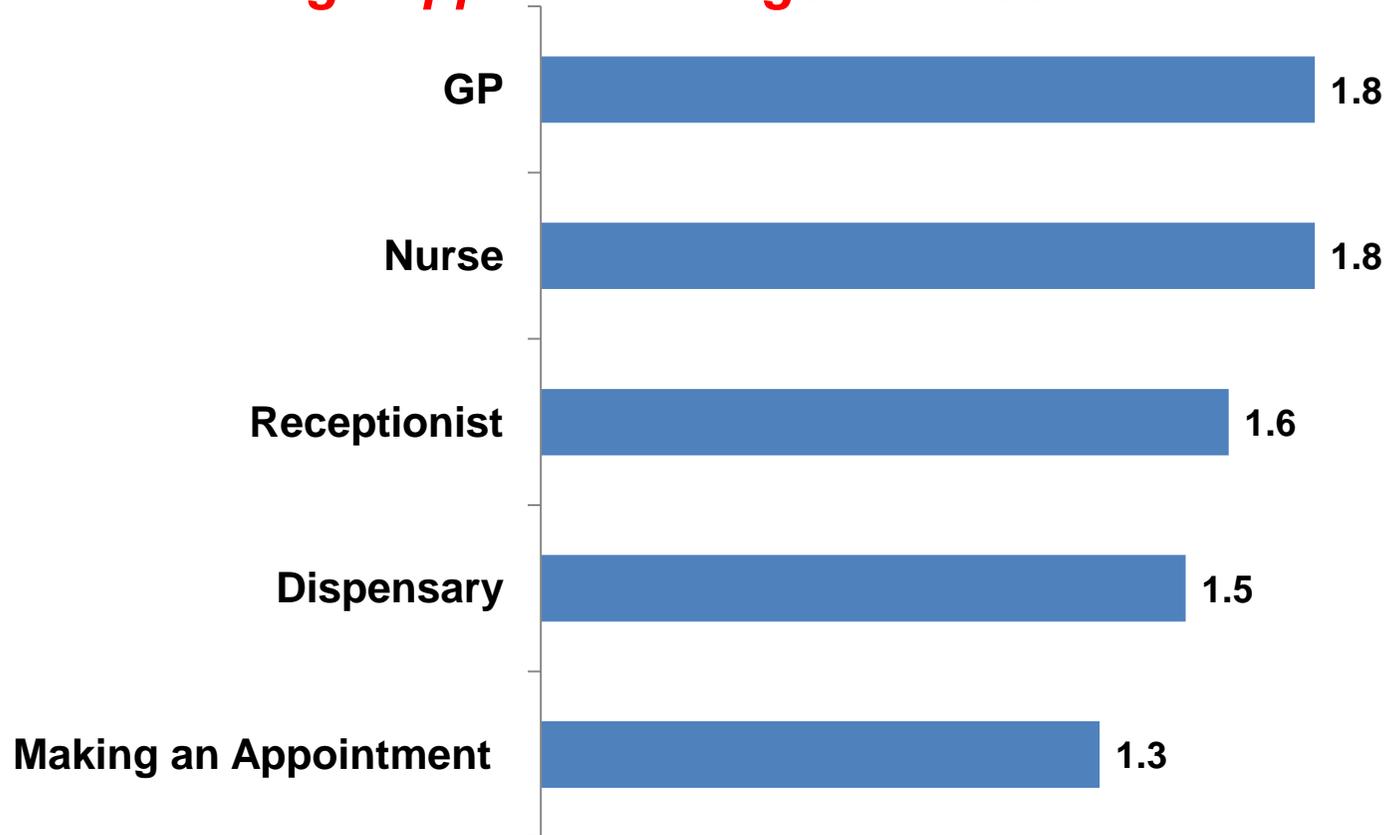
So how Representative is the Survey?

- It tell us the opinions of:
 - The older patients, especially the elderly
 - Those who have visited the EBMC more recently
 - Those living closer to the Collection Boxes, especially those living in East Bridgford
- It does not tell us much about younger, healthy registered patients
- And we know little about those who failed to reply
- **But it does give important feedback from those who are probably the most frequent users of the EBMC**

Last Contact Experience

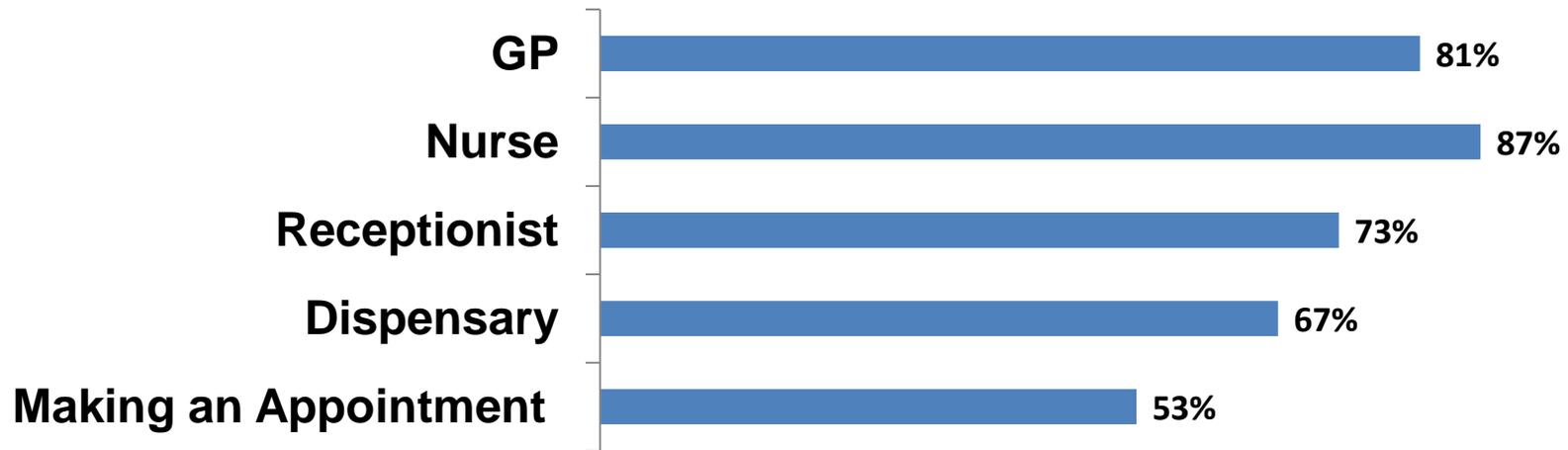
Score: Very Satisfied +2 Satisfied +1
to Very Dissatisfied -2

High Approval Ratings - All Positive



Last Contact: % “Very Satisfied”

Especially High for Nurses & Doctors

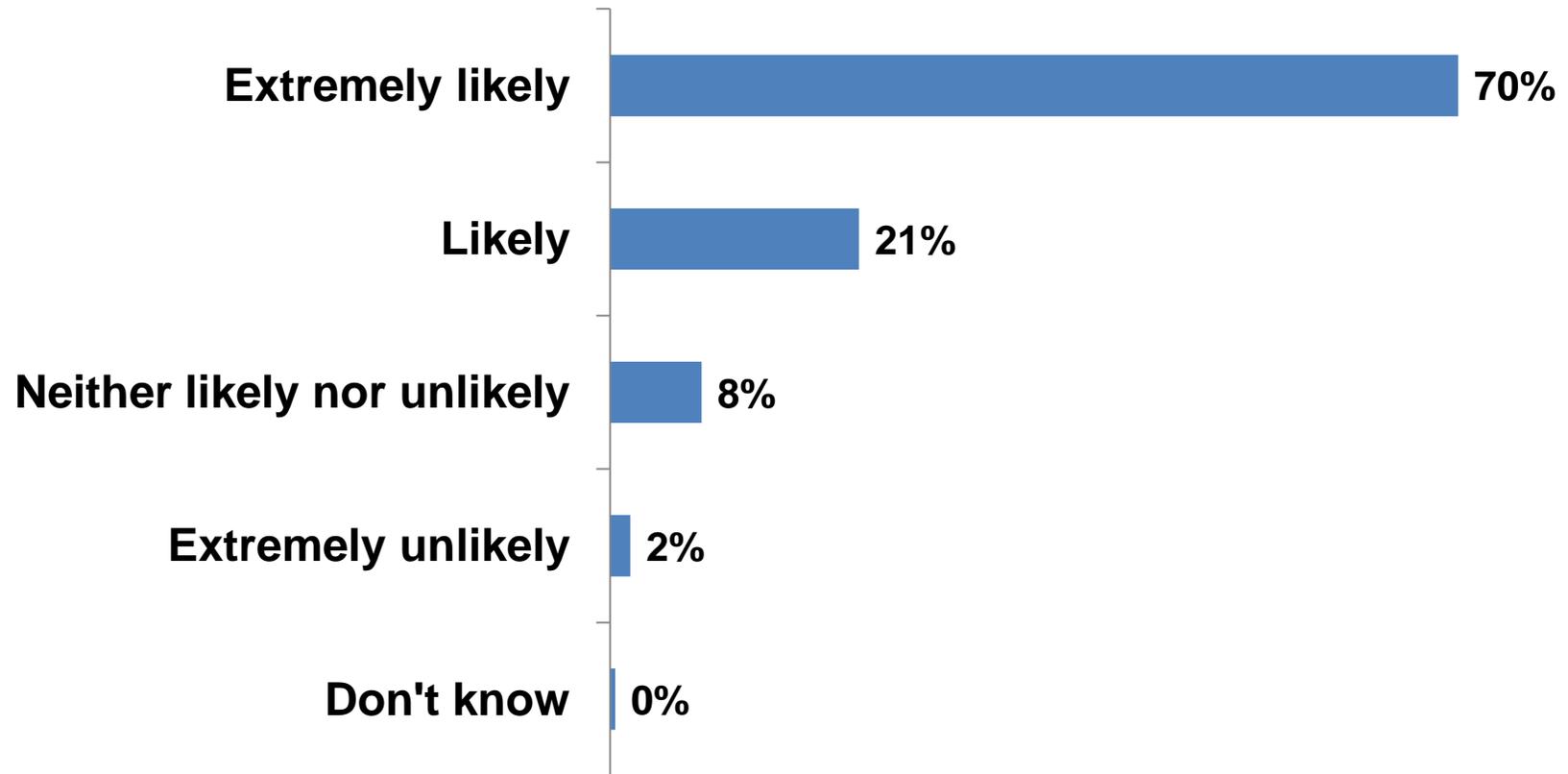


Low Number of Respondents “Very Dissatisfied”

Doctors - 2; Nurses - 3; Reception - 3; Dispensary - 2;
Making an Appointment - 2

Recommend to Friends & Family ?

Favourable!

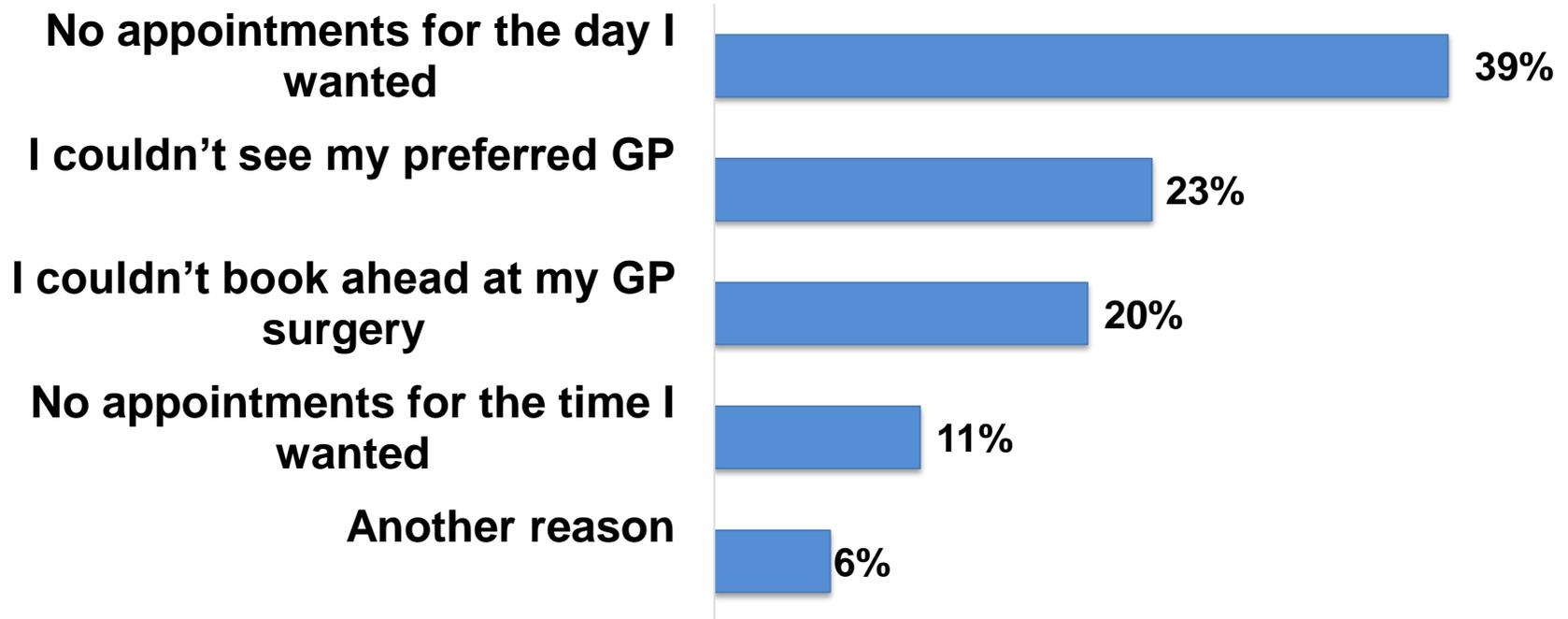


Friends & Family Score (+2 to -1) 1.6

No. of “Extremely Unlikely” Respondents 4

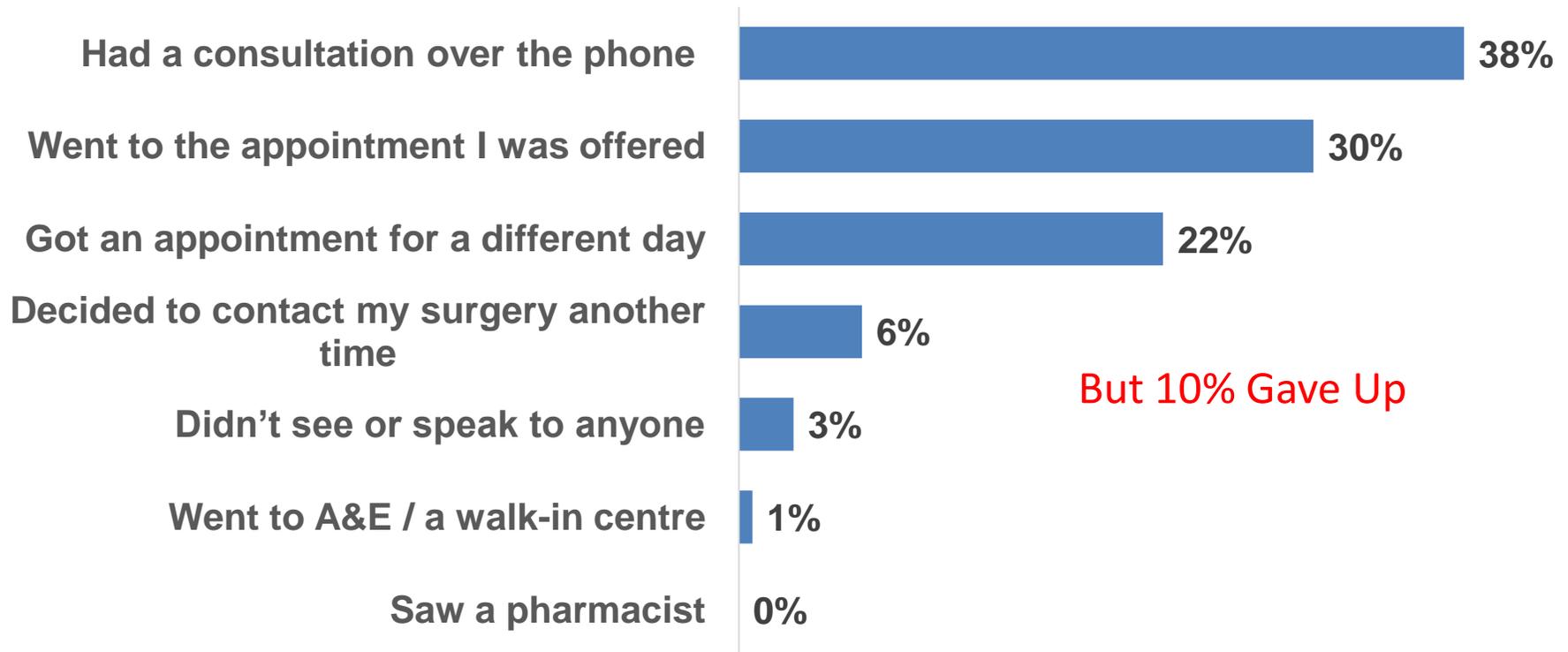
Making an Appointment:

“Problems” affected 60% of respondents

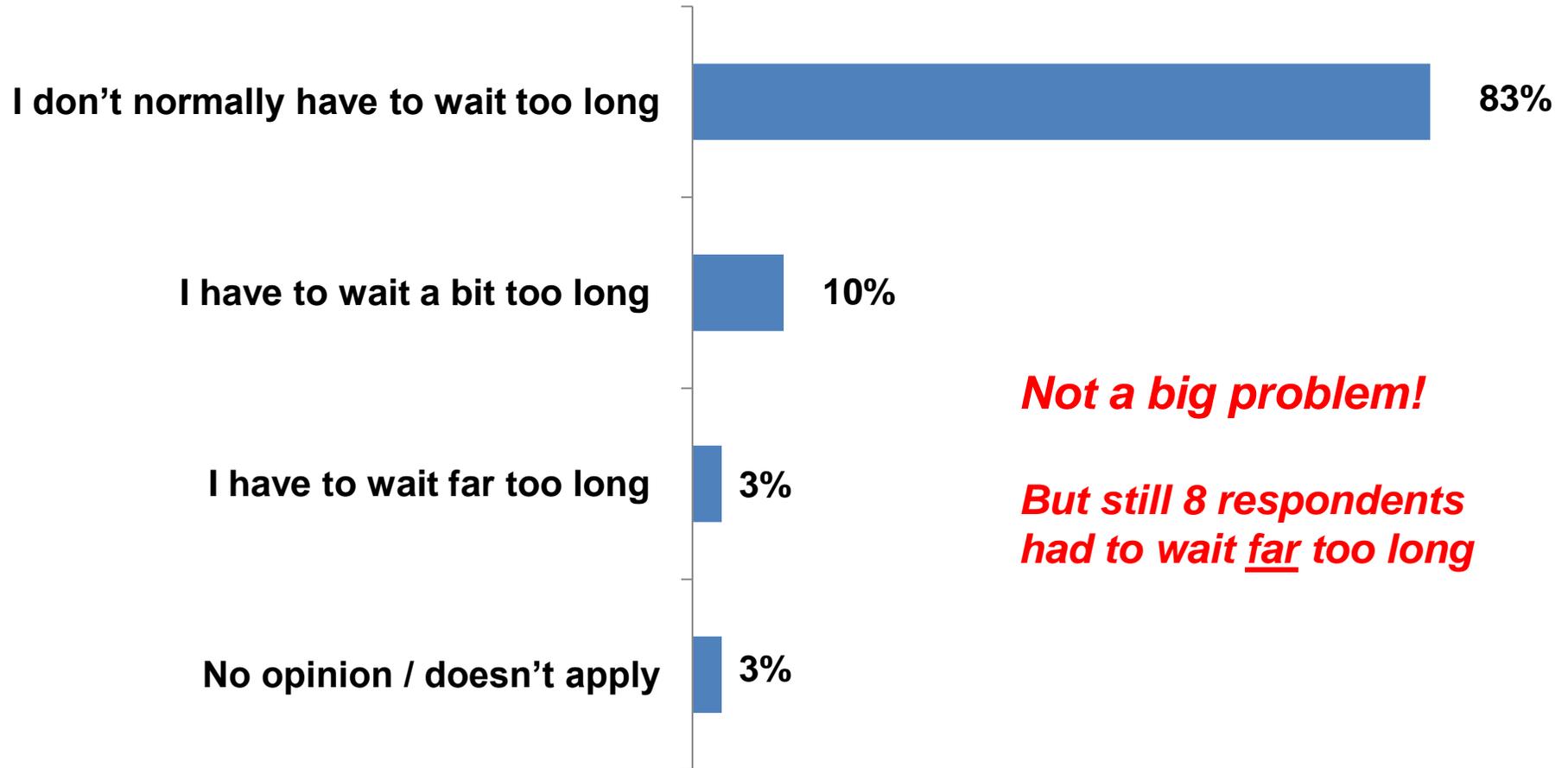


What Did They Do Next?

Most had either a phone consultation or
accepted the time offered



Waiting Times at the surgery



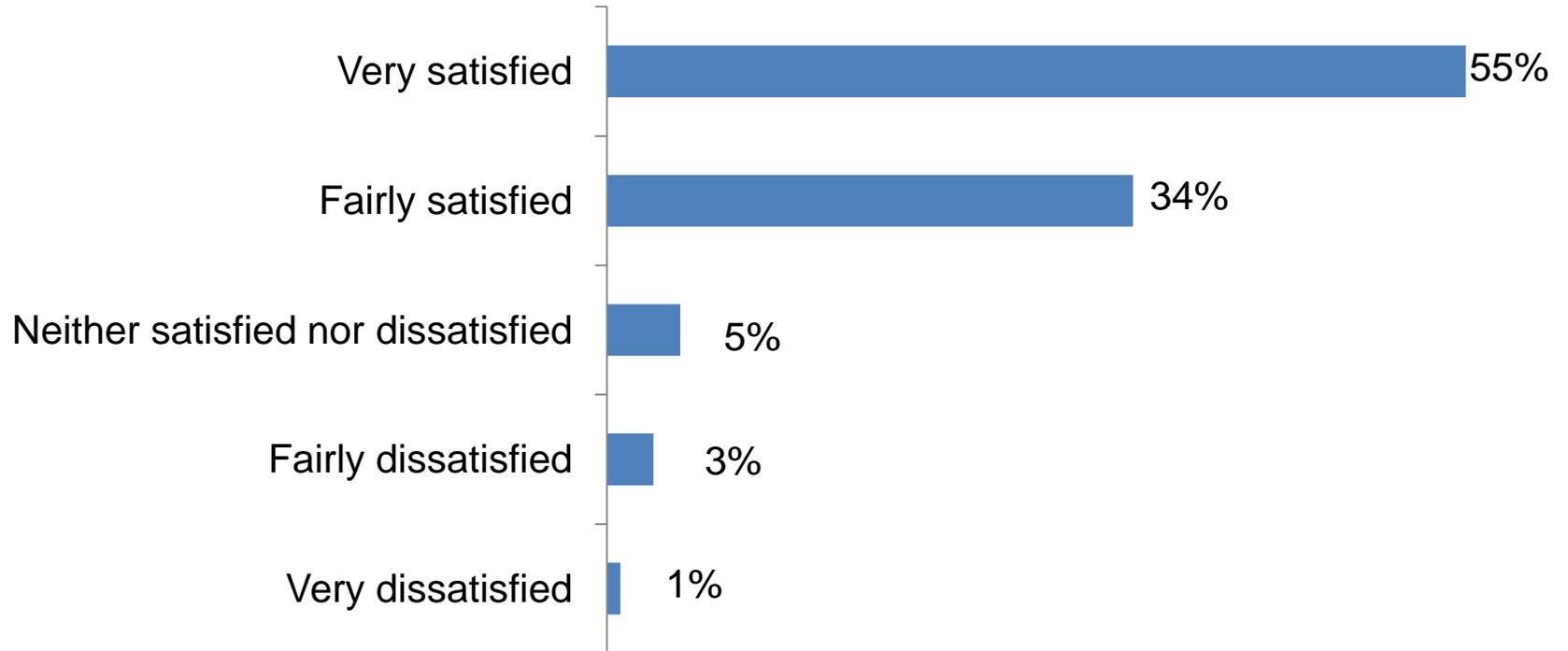
Not a big problem!

***But still 8 respondents
had to wait far too long***

Surgery Opening Hours

Not a Major Problem

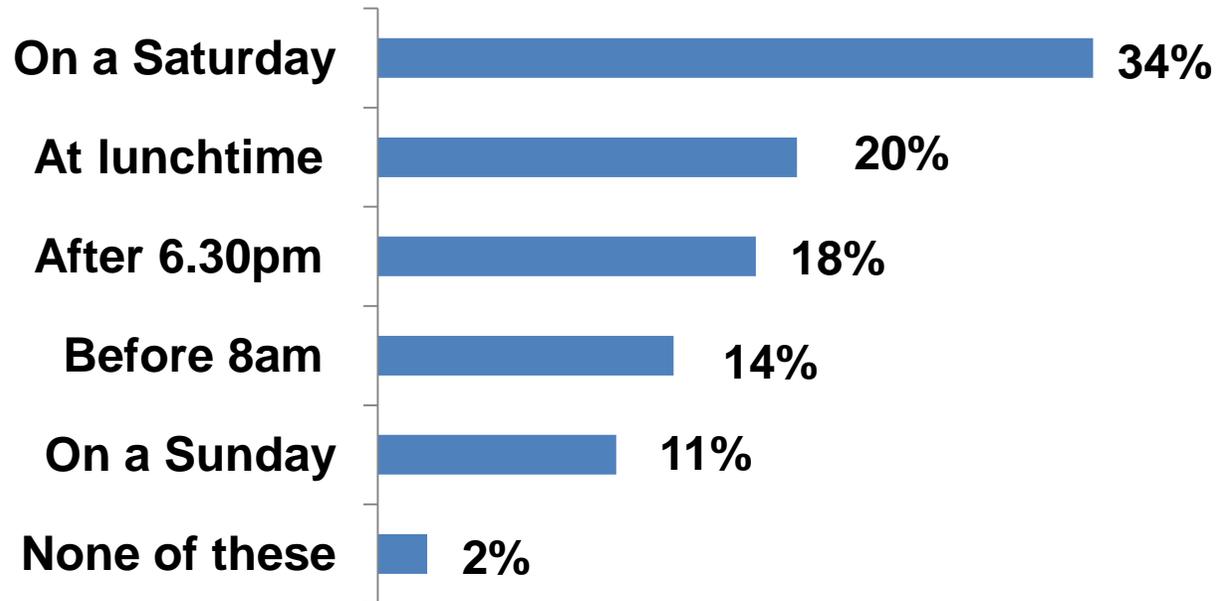
because a majority of respondents are retired ?



Only 2 respondents said they were "Very Dissatisfied"

When would they like the Surgery to be OPEN?

(multiple responses possible)



*Lunch time opening already achieved (for doctors too?)
Saturday opening the most popular addition*

Validating the PPG Survey against NHS National GP Patient Survey 2015

(published Jan 2016)

- Two comparable statistics
 - ***Describe Overall Experience of EBMC as good***

PPG Survey 2016	95%
NHS Survey 2015	95%
 - ***Would Recommend EBMC....*** ***Same or Very Similar Scores!***

PPG Survey 2016	91%
NHS Survey 2015	95%
- NHS Survey was more detailed and so adds to PPG Survey.....

EBMC vs Rushcliffe CCG

NHS National GP Patient Survey 2015

Out & Under Performance (the rest about the same)

EBMC a Bit Better

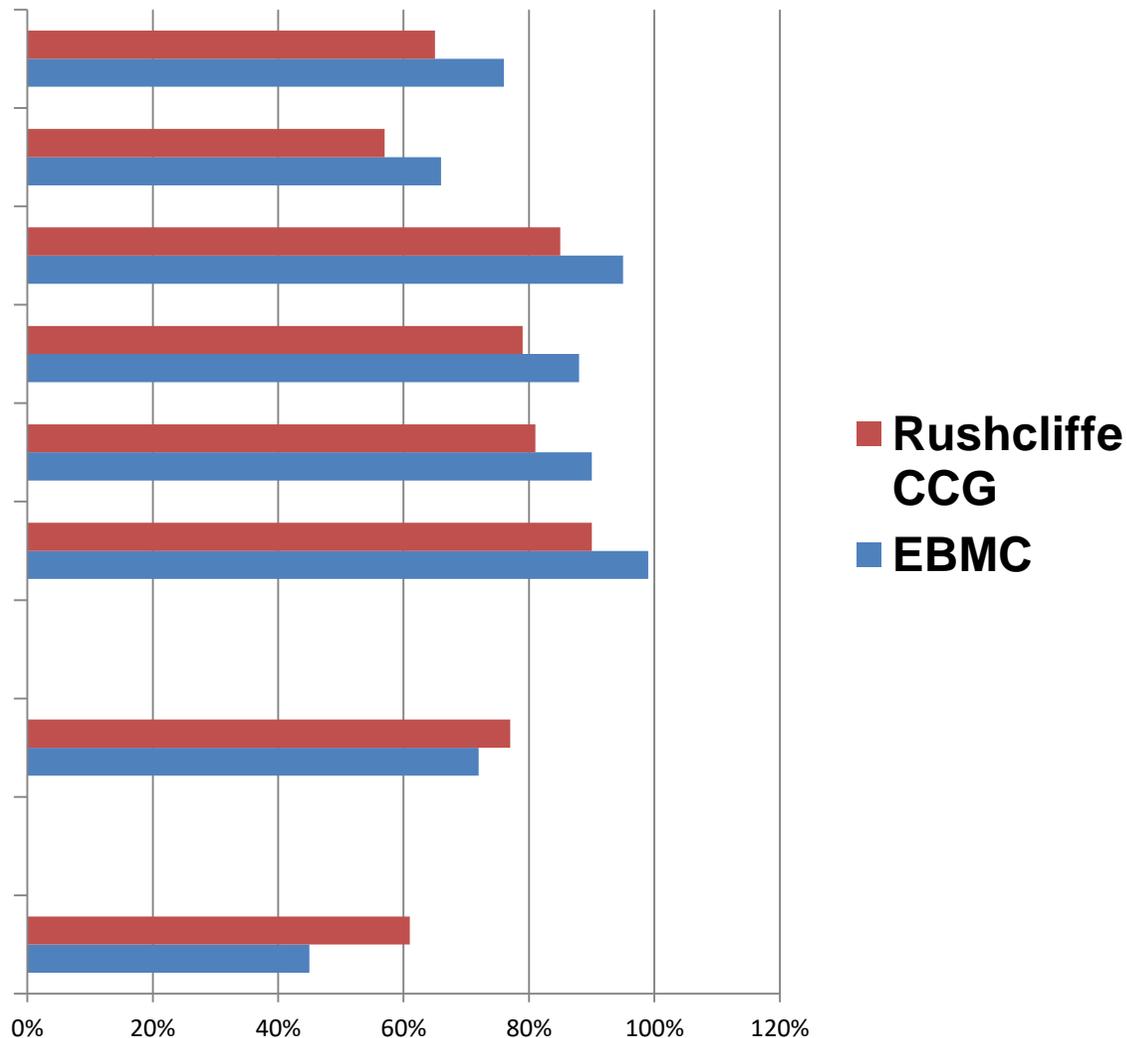
- Usually wait 15 minutes or less after their appointment time to be seen
- Feel they don't normally have to wait too long to be seen
- Would recommend this surgery to someone new to the area
- Describe their experience of making an appointment as good
- Find it easy to get through to this surgery by phone
- Say the last GP they saw or spoke to was good at listening to them

A Bit Worse

- Are satisfied with the surgery's opening hours

Quite a Bit Worse

- Usually get to see or speak to their preferred GP



The PPG Survey Write-Ins

- The tick box questions clearly demonstrate the favourable evaluation of EBMC
 - Overall Friends and Family Recommendation: 95%
- The Survey gave two opportunities for respondents to write-in comments
 - Reason why they would or would not Recommend the Practice to Family & Friends (201 comments)
 - One thing they would like to improve (154 comments)
- These write-ins add richness and detail

Why do I recommend EBMC.....?

The PPG Survey Write-Ins

“Fortunate to have own medical centre in our village from what one reads and hears does a better job than most.”

“Excellent medical centre, appointments always available. In the centre or by phone very conscientious and caring doctors. Good online prescription service.”

“Overall surgery good. Often made to feel I am wasting their valuable time and there is nothing wrong, rather than listening to my concerns.”

“Surgery is busy enough – any more patients would overload the system!”

Why don't I?

“One Thing to Improve”

1 in 2 made suggestions

- **“ Nothing to Improve”**
(29 respondents)
- **Reception/Appointments/Opening hours**
(37 respondents)
- **Car Park**
(23 respondents)
- **Dispensary**
(21 respondents)
- **Access to specific doctors**
(8 respondents)

One Thing to Improve.....?

DISPENSARY

“The pharmacy seems to be a little overstretched at times with staff unable to find prescriptions and a build-up of patients waiting”

APPOINTMENTS

“ Better facilities to book ahead instead of ring on the day. If at work this isn't possible. If not an emergency it gets left”

“Surgery very busy difficult to get an appointment when needed receptionists not always helpful”

CAR PARK

“Parking outside on Butt Lane, dangerous when coming out of Cross Lane”

“Larger car park”

OPENING HOURS

“Opening times not an issue for me (retired) but difficult for my husband and son who work all week”

LEARNINGS FOR EBMC

SUGGESTIONS TO THE PRACTICE BASED ON THE FINDINGS OF THE GP/PATIENT SURVEY

- 1. Generally high levels of patient satisfaction**, especially for Nurses and Doctors
 - **Congratulations and thanks to all staff** are in order, especially as the building phase is likely to create extra morale problems for all, particularly for Reception who have to deal with the initial patient contact
- 2. Improvement focus should be on**
 - **Dispensary** - internal systems, speed of completion and queuing
 - **Making an Appointment** – Reception receives favourable ratings despite problems created by inevitable congestion in the appointment system. Specific *“One thing to improve”* suggestions mean that skills training and monitoring in customer contact will be a continual need
 - **Car parking will be** an even more pressing issue when new treatment rooms increase visits (whose responsibility is it?)
- 3. Evidence of low level of younger & middle aged patients’ involvement** in and concern about the Practice, so
 - Increase the relevance of PPG Health Events and VPPG for this age group

Lessons for the PPG

- The GP Patient questionnaire worked well
- The paper based format was suited to the mainly elderly patients responding, but was tedious to analyse
- A survey package like SurveyMonkey would have been better suited to younger patients' ways and much easier to analyse
- The low response from younger patients re-emphasises the need for the PPG to recruit more Virtual members (VPPG)