

# BLM2 – Practice Survey 2015 - RESULTS

## HOW THE SURVEY WAS CARRIED OUT

The Survey was administered in the surgery for a period of five weeks starting from 02.02.2015 – 06.03.2015. The practice survey was handed to patients at reception and returned by the end of the appointment. Where this was not possible the patients were asked to complete the survey based on the last visit to the practice, or they were given freepost envelope, to post the survey back to the practice. 100 questionnaires were sent out to group of patients of different age groups and ethnicity.

The survey was also available on the practice website.

Survey was carried out at both sites Decima Street and Artesian Health Centre.

## RESULTS

It was estimated that approximately 600 questionnaires were given out. We had 230 surveys returned; over 62 questionnaires were rejected, as more than 6 questions were not answered, 168 questionnaires were analysed.

The results show how our patients responded to each of the questions, or how satisfied they are with particular aspect of our service.

### Q1 From 1 to 10 how would you rate helpfulness of the reception staff?

		Number of responses	% of responses
1	1 - Consistently bad	0	0
2	2	4	2
3	3	1	1
4	4	1	1
5	5 - all ok	18	11
6	6	3	2
7	7	16	6
8	8	38	23
9	9	32	19
10	10 - excellent	54	32

**Q1 TOTAL 167 RESPONSES**

### Q2 how easy is it to speak to a receptionist over the phone at our practice?

		Number of responses	% of responses
1	Very easy	60	36
2	Fairly easy	66	40

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3	Not very easy	27	16
4	Not at all easy	10	6
5	Don't know	4	2

**Q2 TOTAL 167 RESPONSES**

### Q3 if you have a usual GP how soon are you able to see your doctor?

		Number of responses	% of responses
1	Same day or next day	13	8
2	2 - 4 days	17	10
3	5 days - 10 days	29	17
4	10 days or more	68	40
5	Don't know	13	8
6	I don't have usual GP	28	17

**Q3 TOTAL 168 RESPONSES**

### Q4 when you want to see any GP how soon can you get an appointment?

		Number of responses	% of responses
1	Same day or next day	48	29
2	2 - 4 days	23	14
3	5 days - 10 days	45	27
4	10 days or more	32	19
5	Don't know	19	11

**Q4 TOTAL 167 RESPONSES**

### Q5 when you want to see any GP urgently are you able to see someone on the same day or next day?

		Number of responses	% of responses
1	Same day	97	60
2	Next day	20	12
3	Don't know	46	28

**Q5 TOTAL 163 RESPONSES**

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**Q6 Do you understand how our appointment system works?**

Number of responses      % of responses

1	Yes	138	87
2	No	21	13

**Q6 TOTAL 159 RESPONSES**

**Q7 How satisfied were you with the care you received at your last visit?**

Number of responses      % of

responses

1	Excellent	58	36
2	Very good	52	32
3	Satisfactory	44	28
4	Poor	6	4
5	No experience	4	3

**Q7 TOTAL 160 RESPONSES**

**Q8 How long after the official appointment time did you have to wait to see the Doctor/Nurse?**

Number of responses      % of responses

1	Early	3	2
2	On time	18	11
3	Within 5 minutes	22	14
4	5mins - 10mins	36	22
5	10mins - 20mins	39	24
6	20mins - 30mins	24	15
7	30mins and more	19	12

**Q8 TOTAL 161 RESPONSES**

**Q9 If you are referred to other services do you understand the referral system?**

Number of responses      % of responses

1	Yes	132	85
2	No	23	15

**Q9 TOTAL 155 RESPONSES**

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**Q10 Overall how you would you describe your experience at the surgery - Decima Street**

Number of responses      % of responses

1	Excellent	44	28
2	Very good	64	41
3	Satisfactory	39	25
4	Poor	5	3
5	No experience	4	3

**Q10 TOTAL 156 RESPONSES**

**Q10 Overall how you would you describe your experience at the surgery - Artesian**

Number of responses      % of responses

1	Excellent	39	26
2	Very good	60	40
3	Satisfactory	31	21
4	Poor	6	4
5	No experience	15	10

**Q10 TOTAL 151 RESPONSES**

**Q11 how do you rate the condition of our waiting area (Decima)**

Number of responses      % of responses

1	Excellent	30	20
2	Very good	53	35
3	Satisfactory	54	36
4	Poor	10	7
5	No experience	5	3

**Q11 TOTAL 152 RESPONSES**

**Q11 how do you rate the condition of our waiting area (Artesian)**

Number of responses      % of responses

1	Excellent	32	23
2	Very good	43	30
3	Satisfactory	53	38
4	Poor	1	1
5	No experience	12	9

**Q11 TOTAL 141 RESPONSES**

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**Q12 Do you know how to let us know if you are happy or unhappy with our service?**  
**The following are ways of communicating this to us. Please tick as many as you are aware of:**

		Number of responses	% of responses
1	Complaints procedure	76	30
2	NHS Choices feedback (website)	28	11
3	Practice Suggestion box	68	27
4	My Health London (website)	10	4
5	Ask to speak to a senior member of staff	71	28

**Q12 TOTAL 253 RESPONSES**

**Q13 what is your gender?**

		Number of responses	% of responses
1	Male	70	43
2	Female	92	56
3	Transgender	1	1
4	Prefer not to say	0	0

**Q13 TOTAL 163 RESPONSES**

**Q14 what is your age?**

		Number of responses	% of responses
1	Completing the survey on behalf of child under 16 years of age	4	2
2	16 - 24	9	5
3	25 - 34	35	21
4	35 - 44	21	13
5	45 - 54	29	18
6	55 - 64	29	18
7	65 - 74	27	16
8	75 - 84	10	6

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9	85+	1	1
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**Q14 TOTAL 165 RESPONSES**

### Q15 what is your ethnic group?

		Number of responses	% of responses
1	White British	85	51
2	White Other	25	15
3	Black British	15	9
4	Black African	17	10
5	Black Other	7	4
6	Asian / Asian British	6	4
7	Mixed: Black and White	2	1
8	Mixed: Asian and White	1	1
9	Chinese / Other Asian	4	2
10	Other	3	2
11	Prefer not to say	3	2

**Q15 TOTAL 168 RESPONSES**

### Q16 How often, during one year, do you visit the surgery?

1.	once	4	2
2	twice	33	20
3	Three times or more	104	65
4	Don't know	20	12

Q16 TOTAL 161 responses

### Comments:

- Keep up the good work
- Good Job!
- Phones go unanswered. I was at Artesian and Receptionist called Decima – after several minutes using dedicated line, she gave up. In addition, seeing a GP for first time, the first thing she wanted to do was reduce my medication – without having read my notes.
- Cannot get to Surgery any more – full time carer for husband. Have Home visits if need to. The care we get is very, very good, I would say excellent. Could not be better.

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- Waiting for an appointment has one advantage – quite often the condition will have improved on its own by the time you see the doctor.
- Generally a great service – Thank you!! Can we do more as a community to encourage people to use pharmacist help when GP visit – not really necessary – to help take pressure off your surgery
- Just Thanks for all the services through the years. And long may it continue!
- Thank you!
- There needs to be more on the day & emergency appointments available, and appointment time need to be kept as GPs are always running late.
- I am very grateful to the staff and team of doctors, both decima street and Artesian Health Centre. Keep it up! Thank you
- I like to txt reminder service/ on the day publish if doc/ nurses are running late, so we are prepared to wait
- No comments, I am satisfied with my GP practice. Thank you
- My usual doctor is busy due to high level of appts he has so it's understandable
- I'm very fortunate to have been registered at Decima for than 20 years in all this time the staff and doctors have been wonderful
- It's hard to get appointment
- Find all staff very helpful despite the difficult circumstances they may have to cope with at times
- I had been nervous about registering due to very, very high number of patients (10.000+ according it the website?) and poor reviews. However I have had very good experience so far, 2 major problems – 1. Same day call is almost impossible, lines busy immediately and appt go in a flash, 2. 2 week wait to see my GP of choice
- Reception staff are great always helpful, doctors are great also
- Telephone consultation – good service to offer
- I have enjoyed consistently excellent care with this service
- The dr's, Nurses and staff are always informative and helpful each appointment and every query I have
- Receptionists are very good. They are polite over the phone and during face to face with customers – many thanks
- I often struggle to get and keep doctors' appointments as I'm freelance so I have to work when I'm booked. I also prefer to see a female doctor when dealing with health issues particular to being a woman
- I very rarely get to see my GP as appointments are usually at least month away
- Very good practice doctors and staff

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- The phones take a long time to be answered. This is no reflection on the staff who are always friendly and helpful. I think this is probably due to high demand for appointments
- I think you should clean the outside of your surgery it is really filthy
- Never had any problems with the surgery!
- Very happy with the service after moving from (surgery named) it's much, much, much better!
- Doing a great job- thanks to all!
- I like the staff at both surgeries but things need to be done a bit more (more available appts and waiting times on time) / getting appts to patients that most need it
- Really good practice since I changed as old one was not up to standard.
- I think Dr (named) is brilliant – many thanks
- Prefer to visit long term doctors as new ones don't know me and don't have the same empassion
- I'm very happy with this surgery. Lack of appointments is letting you down
- Since the Saturday service for emergencies appointment closed. The emergency service appointments have deteriorated causing patient to attend A&E hospital services instead, you can never get an emergency service here on the day anymore. Why?
- I don't full like we get enough time with the GPs it's a conveyor built (in &out). Medical advice is always rushed
- The last time I visited was two years ago. When I have had an appointment nurse or doctor, I always seem to be the last one seen; you do call early enough for my flu jab.
- The waiting time to get an appointment with any GP, left alone a named one is becoming intorable
- Excellent service, only thing may like is Saturday morning URGENT appointments again
- Waiting times vary accordingly to the type of appointment I have. For a general appointment I have sometime had to wait for more than 30mins which I feel it is unacceptable when time is taken off from work in order to attend.
- I've always been extremely pleased with the quality of the service from GPs and nurses (not forgetting reception). I'm glad I'm registered with this practice.
- On afternoon visit – 9.3.15 late afternoon your receptionist was very patient and helpful despite long queues and the fact the workload was clearly too much to handle for her alone.



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- Prescriptions to collect have always been unreliable to collect at the chemist (computer faults etc.)
- Receptionist to be more patient
- Really difficult to see your regular doctor, really difficult to get any appointment
- Sometimes the time I have to wait too long for an appt, I feel it is disgusting and also the amount of time one has to wait to see a doctor is 10mins although I know we have to book double appt for longer but it does not work

Do you know how to let us know if you are happy or unhappy with our service?

- Practice Suggestion box
- More Obvious Comment box
- Complaints Procedure
- Ask to speak to senior member of staff
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- NHS Choices feedback (website)
- Ask to speak to senior member of staff
- I'm happy with service a big thank you. No complaints
- Complaints Procedure
- Ask to speak to senior member of staff
- There are enough ways as they are now
- Email
- Paper version in waiting area, like this one
- Patient groups
- Patients need a dedicated complaints phone line which should boldly displayed at the reception

COMMENTS: