

## THE BOURNE MEDICAL PRACTICE Findings from GP Survey for 2007/08

General evaluation questions show the following:-

- Satisfaction with receptionists improved to 82% (Benchmark 75). A 5% rise from last year
- Satisfaction with opening has remained fairly steady and once again above the national average (Benchmark 63).
- Satisfaction with phoning through to the practice is up by 25% since 2005 and for the first time above the national average (Benchmark 57).
- Availability of doctor levels have been maintained despite ever increasing demand and a growing population list (200 new patients since April 2006).
- Doctors caring and concern, explanations, patience, etc, all continue to be significantly above the national average k by typically 10%.

	Mean score (06/07)	Mean score (07/08)	GPAQ benchmark
Q2. Satisfaction with receptionists	77	82	75
Q3a. Satisfaction with opening hours	69	66	63
Q4b. Satisfaction with availability of particular doctor	75	68	58
Q5b. Satisfaction with availability of any doctor	78	76	67
Q7b. Satisfaction with waiting times at practice	61	58	53
Q8a. Satisfaction with phoning through to practice	46	60	57
Q8b. Satisfaction with phoning through to doctor for advice	73	67	56
Q9b. Satisfaction with continuity of care	75	71	66
Q10a. Satisfaction with doctor's questioning	84	81	75
Q10b. Satisfaction with how well doctor listens	87	83	77
Q10c. Satisfaction with how well doctor puts patient at ease	87	84	78
Q10d. Satisfaction with how much doctor involves patient	86	82	75
Q10e. Satisfaction with doctor's explanations	86	83	77
Q10f. Satisfaction with time doctor spends	84	81	73
Q10g. Satisfaction with doctor's patience	88	83	76

Q10h. Satisfaction with doctor's caring and concern	87	84	77
Q12a. How well nurse listens to what you say		73	77
Q12b. Quality of care nurse provides		75	78
Q12c. How well nurse explain problems/treatments		72	77

Further questioning on opening hours reveals similar demand for evening and weekend opening as last year. However, once again many patients are happy with the current opening hours.

### Survey 07/08

Q3b. Additional hours requested	Number of responses
Mornings	4
Lunchtime	2
Evenings	35
Weekends	44
None	52

(137 patients)

### Survey 06/07

Q3b. Additional hours requested	Number of responses
Mornings	15
Lunchtime	10
Evenings	30
Weekends	40
None	56

(151 patients)

- Availability of particular doctor, any doctor and urgent doctor for same day appointments have all improved by approximately 10% on last year.
- Waiting times have remained the same with the majority of patients waiting 6-10 minutes.

In the frequency tables showing amount of patients ticking each box.

- 07/08 once again shows that satisfaction with receptionists continues to grow in the Excellent category and have considerably improved our rating by having less Poor and Fair responses for our reception team.
- All areas of doctor availability and continuity of care are very similar to last year and we continue to achieve well in these areas.
- Satisfaction with waiting times at the practice has again remained similar to the 06/07 survey
- Phoning through to the practice has improved considerably on last year with a 60% increase for Good-Excellent. This can be almost wholly attributed to the Automated Booking System.
- All areas concerning doctors' patience, doctors' explanations, time doctor spends are all on a par with 06/07 and all continue to have very high ratios of patients in the Very Good and Excellent areas.

### **Examples of patient comments**

- *Superb facilities, caring staff, efficient practice.*
- *All the staff are friendly, helpful and very co-operative. We done Bourne Medical Centre*
- *I think we are very lucky to have such an excellent Health Centre with really good, helpful staff and excellent doctors.*
- *Amazing surgery! (My old one was terrible).*
- *Dr Brown & Dr Reynolds are excellent doctors who care a great deal for their patients*

### **Summary**

In conclusion the findings of this year's survey continue in a similar vein to 06/07..

The problem with phoning through to the practice has been improved by the Automated Booking System which has proved a great success, particularly as it gives patients the ability to book appointments 24 hours a day.

The majority of GP related areas are once again considerably above the national average.

Waiting times and satisfaction with receptionists were a little below average in 05/06 but have increased sufficiently to put these above the national average with particular improvement in the waiting times. Also we are achieving above average satisfaction with opening hours.

Patient comments are exceptionally positive with just a few commenting about the possibility of the practice opening in the evenings or at weekends.

Meeting held on 10 December 2007 to discuss findings as contained in this report and to decide on an action plan for the next 2 years.

## **Action Plan**

*Issue raised by Survey:* Evening & weekend opening

This has been considered in the past and will be looked at again when the practice merges with Dr Ibrahim & Partners. However doctors are no longer under contract to work out of hours and to do this would require a downsizing of appointment availability during the normal working day to compensate for extra hours worked during the evenings and weekend.

The information contained in this report/action plan will be available to patients on the practice's plasma screen display in the waiting room, on our website and will also be presented to a patient group during Feb/March 08.