

**Blaydon GP Practice  
Patient Survey 2011/12  
Report**

Carer and Patient Involvement Team  
Clarendon  
Hebburn  
NE31 1AT

Work stream	Planned Care
Service	Blaydon Practice
Business Manager	Julie McDonald
Practice Manager	Sue Curtis
Primary Sample Size	122
Number of participants	122
Location of Interview	115 patient surveys completed 7 patients spoken to in clinic
Facilitator	Emma Chapman

## Introduction

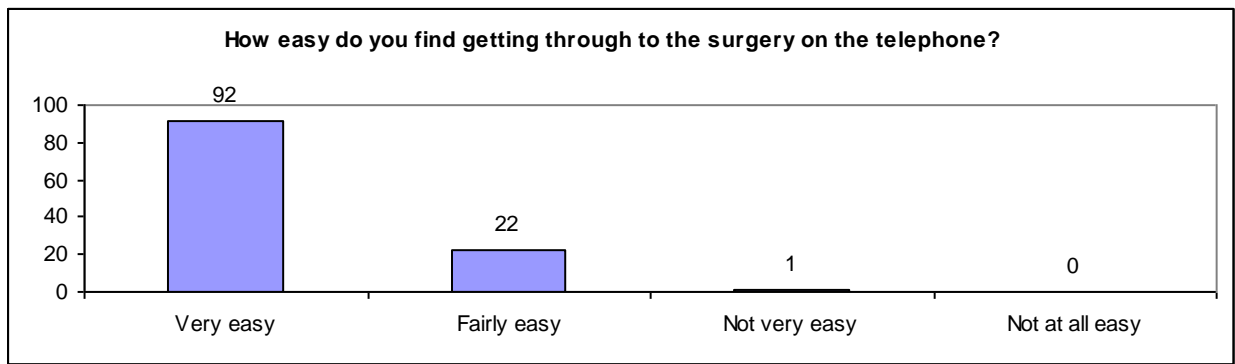
For the annual Patient Survey the Practice Manager worked with the new Virtual Patient Forum to agree the areas of priority for the questions in the survey. The final version of the questionnaire was agreed with the patient forum members.

115 patients were given a questionnaire in clinic over a period of 3 weeks and asked to complete this after their appointment but before they left the clinic. This qualitative questionnaire is attached

Seven additional patients were interviewed by a member of the Carer and Patient Involvement Team in clinic. A discussion guide, based around the questions in the main survey was put together to collect qualitative data to support the main survey findings, this is attached.

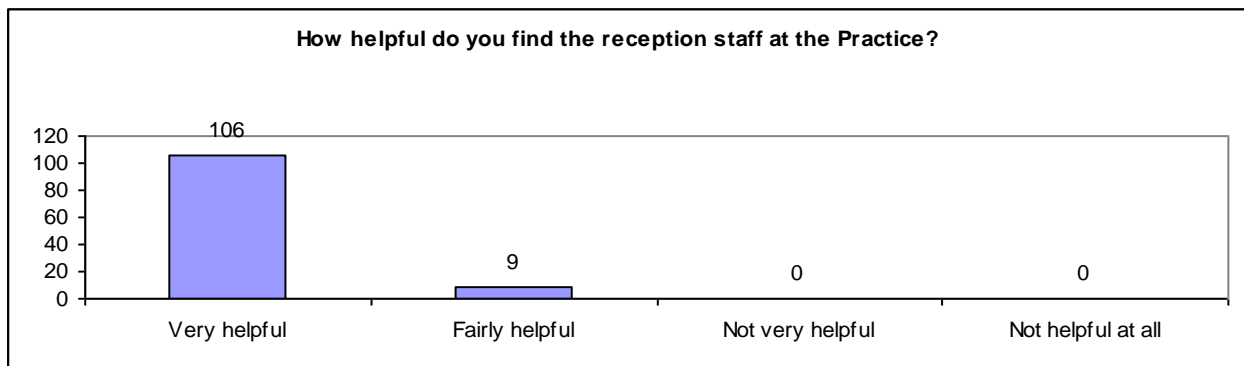
The comments of these patients have been added into the appropriate area of the main survey.

**Q1 How easy do you find getting through to the surgery on the telephone?**



Most patients (92) said they found it 'very easy' to get through to the clinic, 22 patients said 'fairly easy', one patient said they found it 'not very easy' to get through to the Practice on the telephone. None of the patients in clinic said they had any problems getting through.

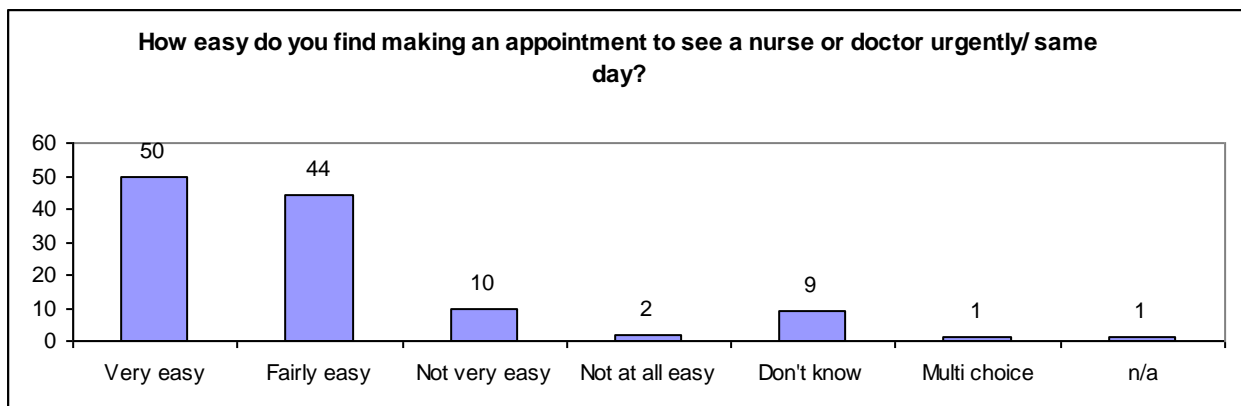
**Q2 How helpful do you find the reception staff at the Practice?**



All patients including those who were spoken to face to face said that reception staff were helpful, most said Very helpful.

*'Very helpful'*  
*'They are lovely'*

**Q3 How easy do you find making an appointment to see a nurse or doctor urgently / or on the same day?**



\* multi choice – one patient selected very easy / fairly easy

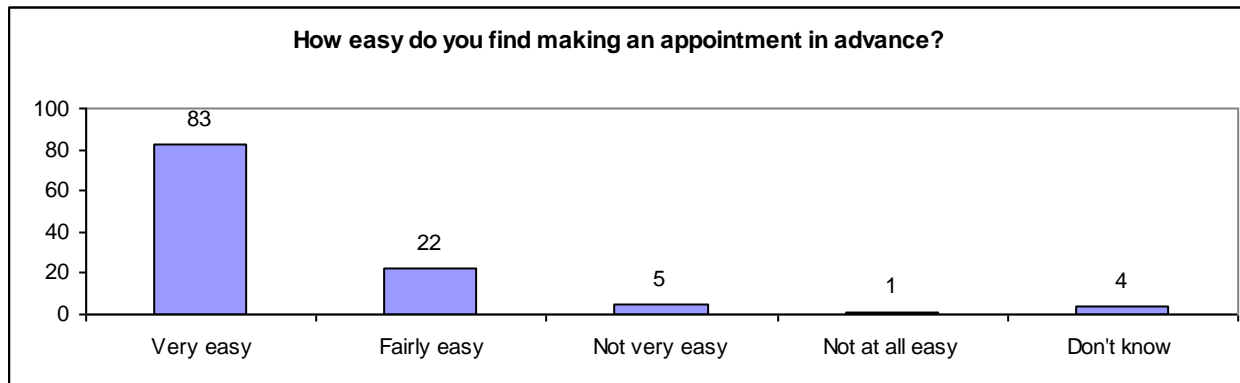
Most patients said that it was 'very easy' or 'fairly easy' to make an appointment;

*'I have only been three or four times but it has been easy when we have rang. They seem to have a sensible system, at the last practice I was at they seemed to allocate only a certain number of appointments for the same day'*

*'They are brilliant - I have called a lot as my daughter has had the same problem for a long time'*

There were 12 patients who said it hadn't been as easy for them to make an appointment urgently. Nine patients had not tried to make an urgent appointment.

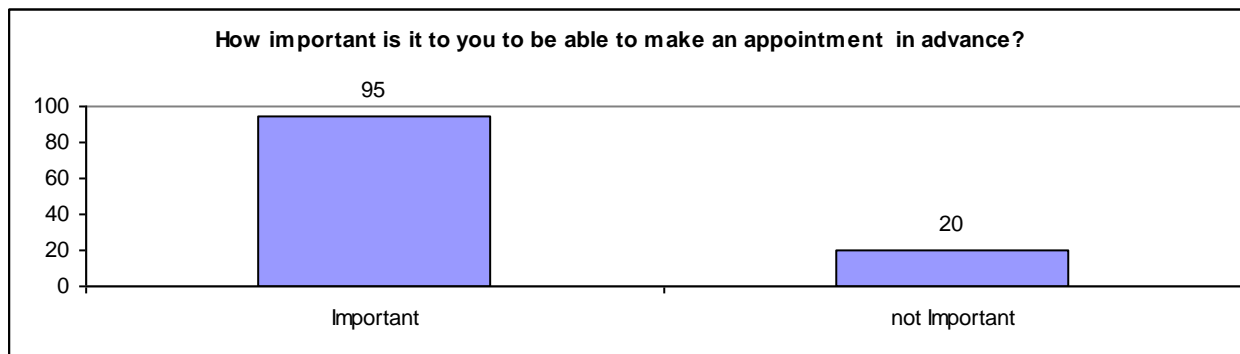
**Q4 How easy do you find making an appointment to see a nurse or doctor in advance?**



The majority of patients did not find any problems booking an advance appointment, 6 patients said they found this 'not very easy' or 'not at all easy'.

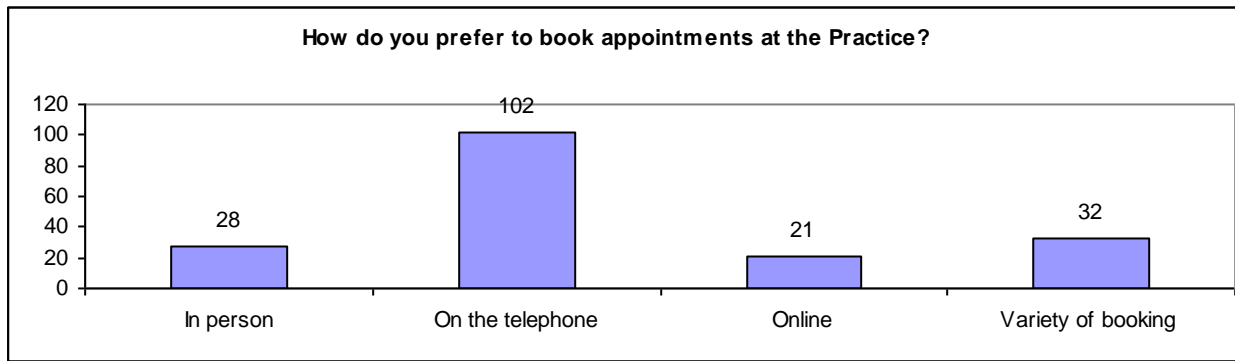
*'Absolutely, fantastic, we are 'refugees' of (another local) practice and it was hopeless there'*

**Q5 How important is it to you to be able to make an appointment to see a nurse or doctor in advance?**



Most patients do think it is important to be able to make an appointment in advance.

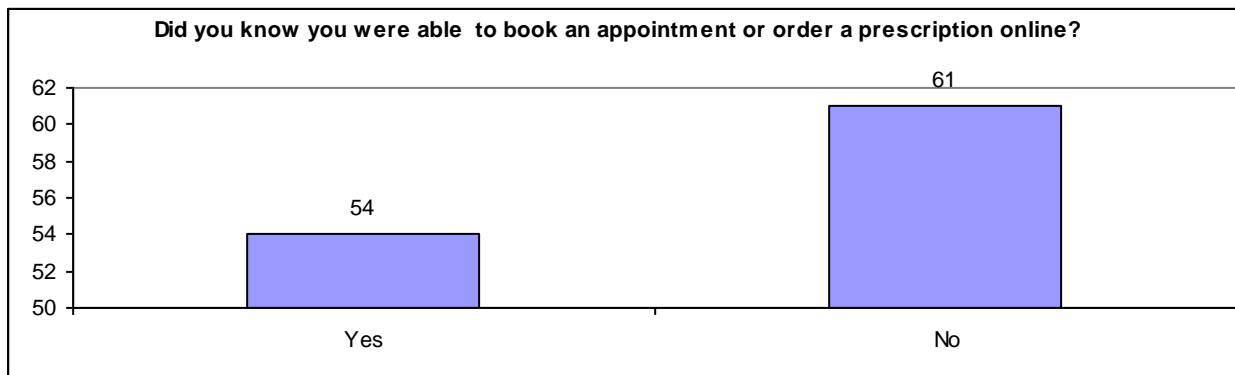
**Q6 How do you prefer to book appointments at the practice?**



Most patients call the practice to make an appointment, 32 patients said they used a variety of methods, either online or in person as well as calling (included in total numbers). All patients who were interviewed in clinic said they usually call the practice to make an appointment and were also sometimes contacted by the practice.

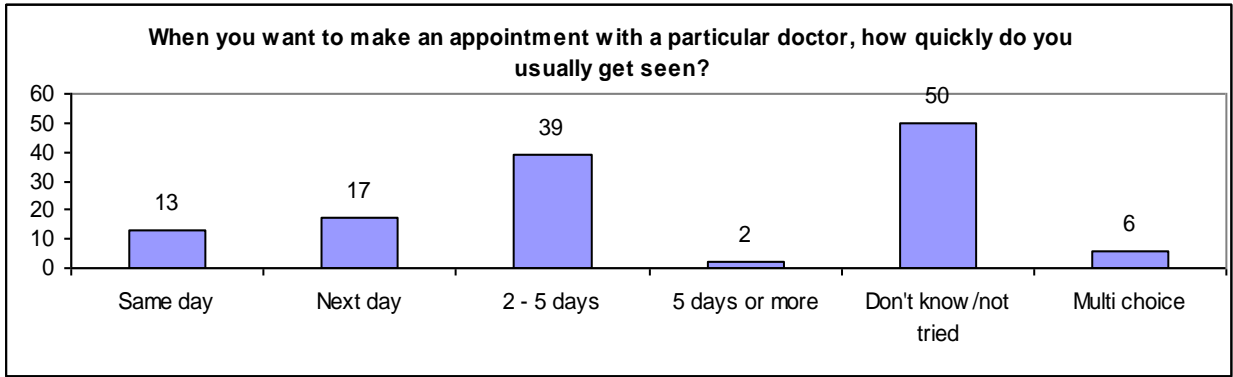
*'We usually telephone, and sometimes they telephone us, to remind us about flu jabs and things like that - at the last practice we were never offered a flu jab and we are over 70 now, apparently they should offer them when you are 65'*

**Q7 Did you know that you were able to book an appointment or order a repeat prescription online?**



Over half of patients did not know that they were able to book an appointment or order a prescription online.

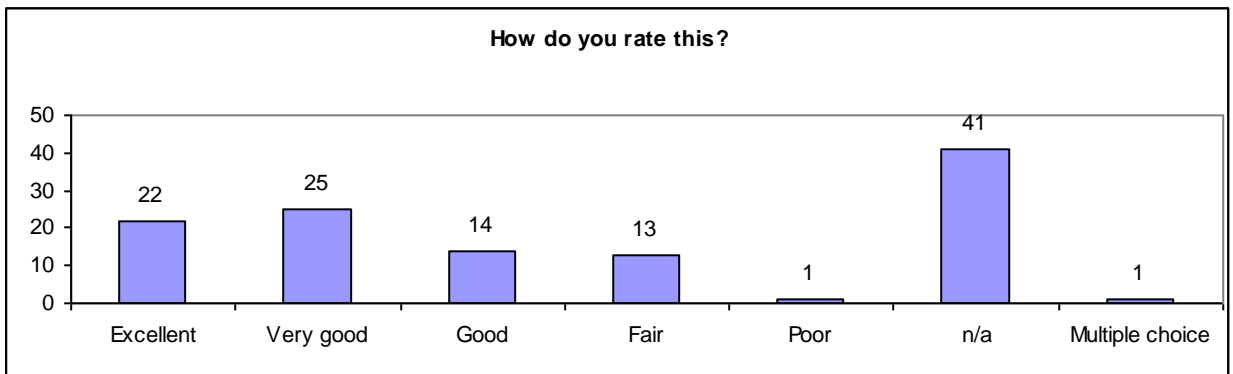
**Q8 When you want to make an appointment with a particular doctor, how quickly do you usually get seen?**



\* multi choice – 6 patients said they were able to book an appointment with a particular doctor either the same or next day.

Almost half of patients have not tried to make an appointment with a particular doctor at the practice. For those who have tried to see a particular doctor, most have experienced a wait of around 2-5 days.

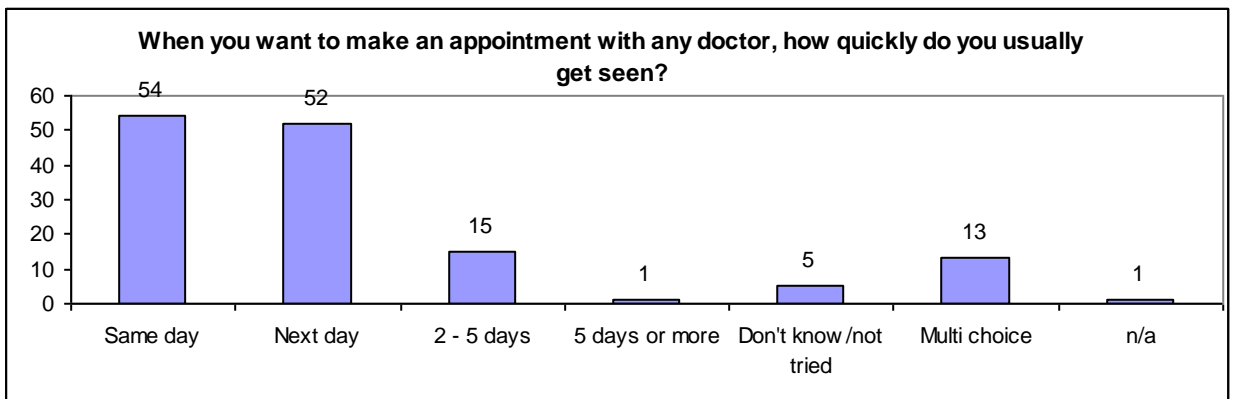
**Q9 How do you rate this?**



\* multi choice – one person rated good to fair

Most patients were happy with the speed in which they were able to book an appointment with a particular doctor, rating as 'excellent', 'very good' or 'good', one person said they felt this was 'poor'.

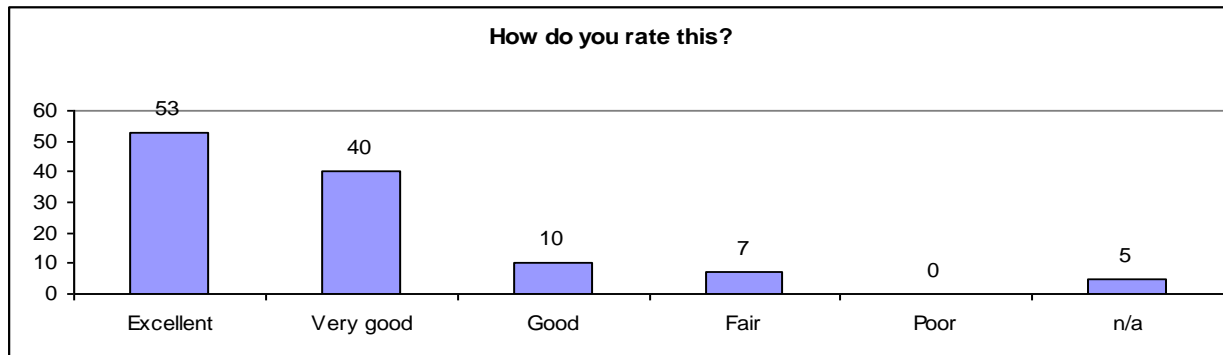
**Q10 When you want to make an appointment with any doctor at the practice, how quickly do you usually get seen?**



\*multi choice – 12 x same or next day / 1 x next day – 2 days

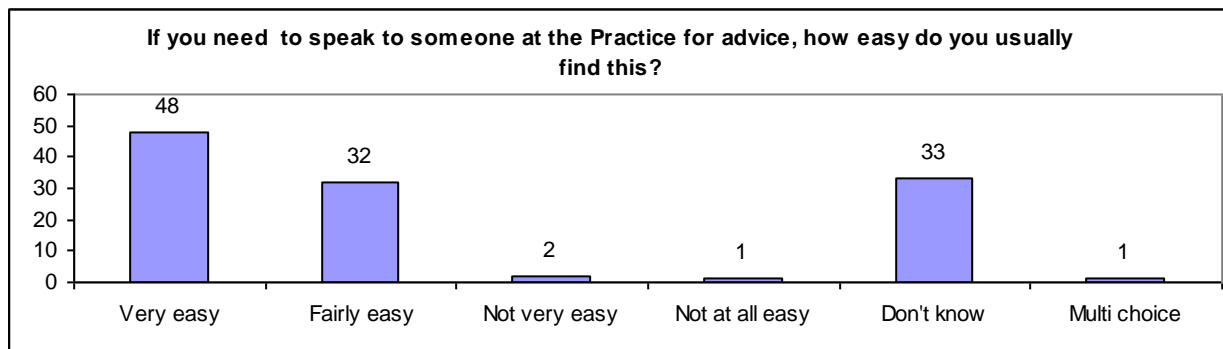
Most patients are able to see any doctor at the practice either the same or next day.

### Q11 How do you rate this?



Most patients rated the speed that they are able to make an appointment with any doctor as 'excellent' or 'very good'.

### Q12 If you need to speak someone at the Practice for advice how easy do you usually find this?



\*multi choice – 1 patient chose both, fairly easy and not very easy

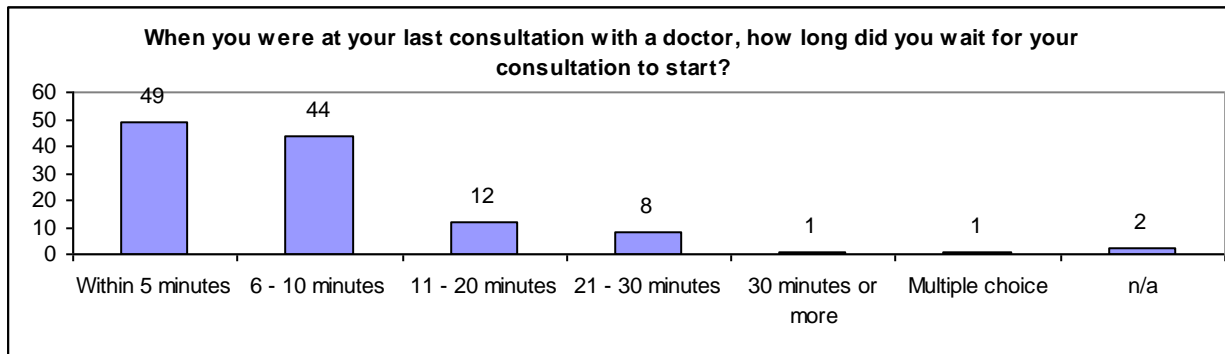
Around a third of patients haven't called the practice to ask for advice or to speak to a member of staff before. Of those who have called the practice, most people have found it at least 'fairly easy' to get through to the right person. Some patients in clinic mentioned how easy it was to discuss results, and that they had been left a message by the staff to call back.

*'The only time I have called is if they have left me a message to call them'*

*'Just really for blood test results, it was very convenient'*

## GP Consultations

**Q13 When you were at your last consultation with a doctor, how long did you wait for your consultation to start?**



Most patients waited less than ten minutes for their appointment to begin and only one patient said they had waited longer than 30 minutes. Patients said that they didn't wait too long for appointment in comparison to the walk in centre. Only one patient said that they had waited a while on the day they were interviewed in clinic.

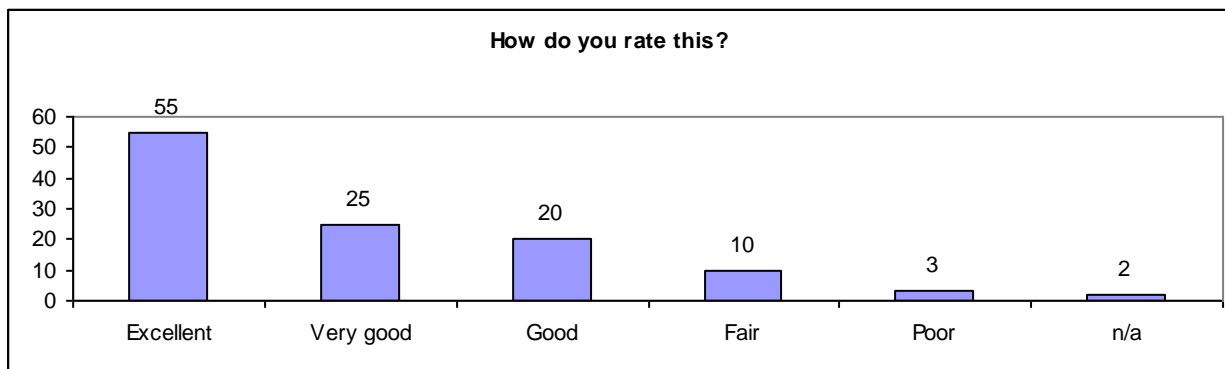
*'Spot on really, you wait at the walk in centre but the appointments are usually fine and you are usually seen on time'*

*'It's been alright, you know that you will have a little wait'*

*'5 / 10 minutes at the most'*

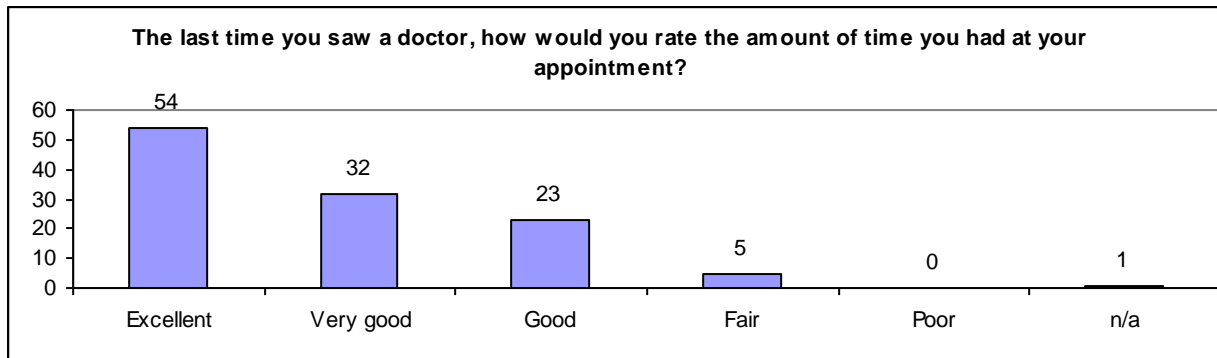
*'Always a little bit, late it has been 20 minutes today and there isn't anyone else here'*

**Q14 How do you rate this?**



Most patients said this was 'excellent', 'very good' or 'good', only 3 people felt waiting times were 'poor'.

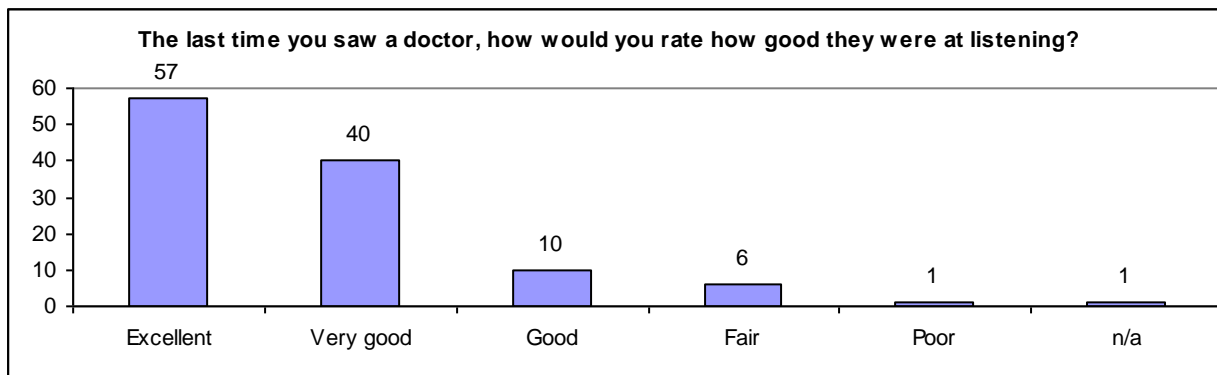
**Q15 The last time you saw a doctor, how would you rate the amount of time you had at your appointment?**



Most patients said that the amount of time they had with their doctor was 'excellent', 'very good' or 'good'. One patient interviewed in clinic said that they felt it was a bit inconvenient for them having to make another appointment to discuss an additional matter;

*' I would say so (enough time in an appointment) the only things really is that when I was here last week I wanted to ask something else I needed a letter, and I have had to come back today as I needed another appointment which was a bit inconvenient, especially at the time'*

**Q16 The last time you saw a doctor, how would you rate how good they were at listening?**



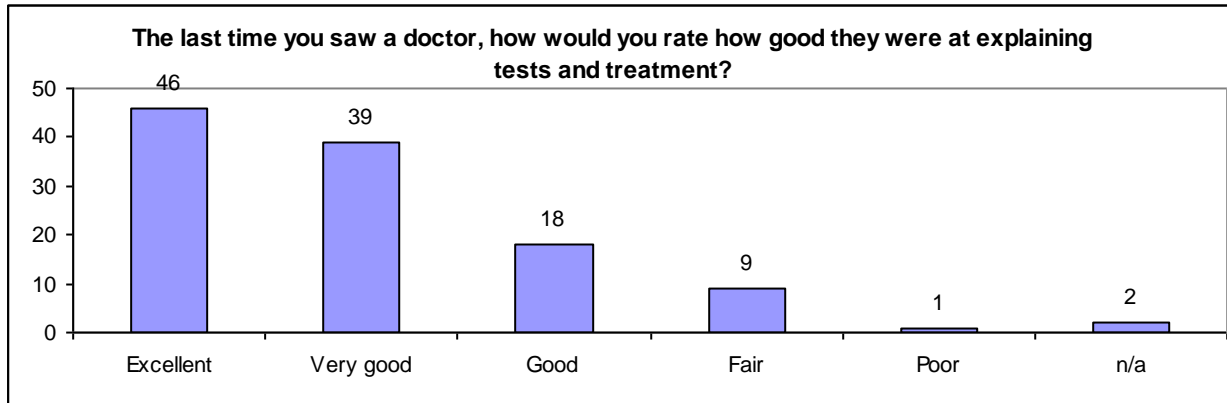
Most patients said that they thought the doctor was 'excellent' or 'very good' at listening to them during their consultation. Only one patient said they felt they were 'poor'.

*'Very positive, and they are thorough, do feel involved, they do listen'*

*'They are good, they sit and talk to you'*

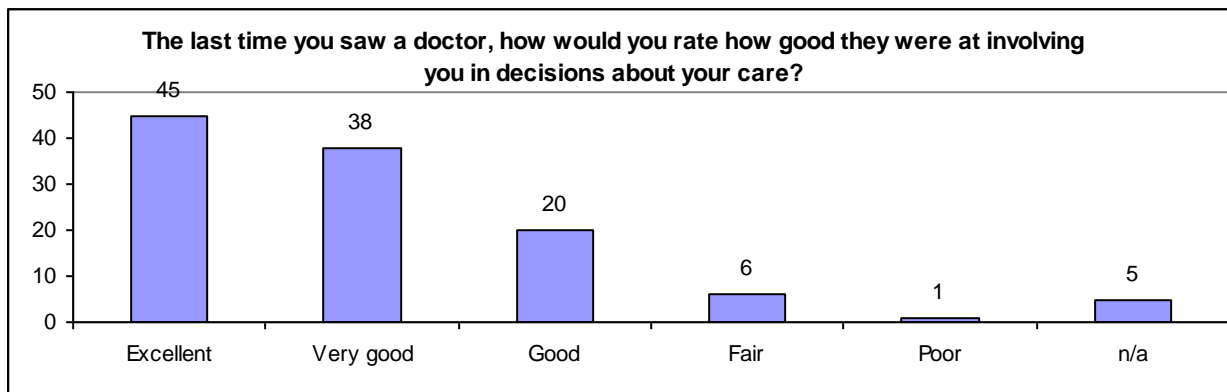


**Q17 The last time you saw a doctor, how would you rate how good they were at explaining tests and treatment?**



Most patients said that the Practice GPs were ‘excellent’, ‘very good’ or ‘good’ when explaining test results. There was one person who felt that the GP was poor in this area.

**Q18 The last time you saw a doctor, how would you rate how good they were at involving you in decisions about your care?**



Most patients said that they felt involved in decisions about their care, and one patient mentioned that they had been given more information about self referral services.

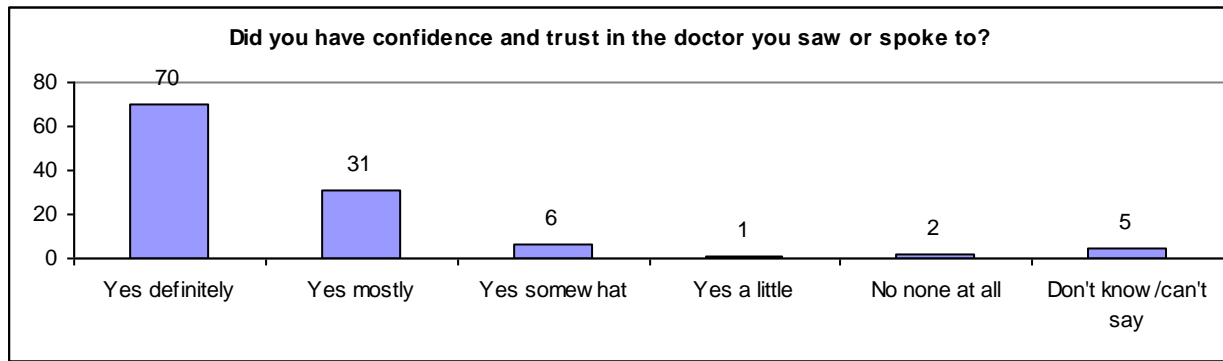
*‘It’s been alright, I have been able to refer myself for physio aswell’*

**Q19 The last time you saw a doctor, how would you rate how good they were at treating you with dignity and respect?**



Most patients said that they rated the doctor as ‘excellent’, ‘very good’ or ‘good at treating them with dignity and respect. Two patients gave a ‘fair’ rating.

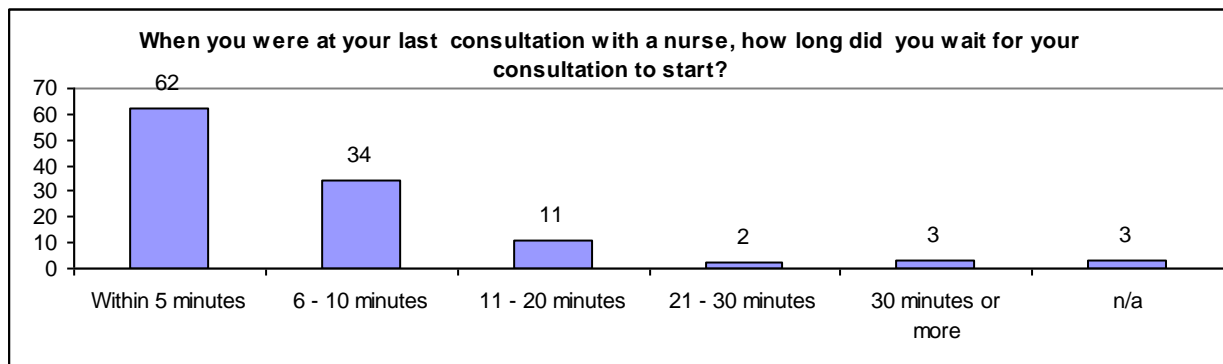
## Q20 Did you have confidence and trust in the doctor you saw or spoke to?



Seventy patients said they definitely had confidence and trust in the doctor they spoke to. Thirty one patients however said they 'mostly' had confidence in their GP, 6 said 'somewhat'. There were two patients who said they did not have confidence and trust in the GP.

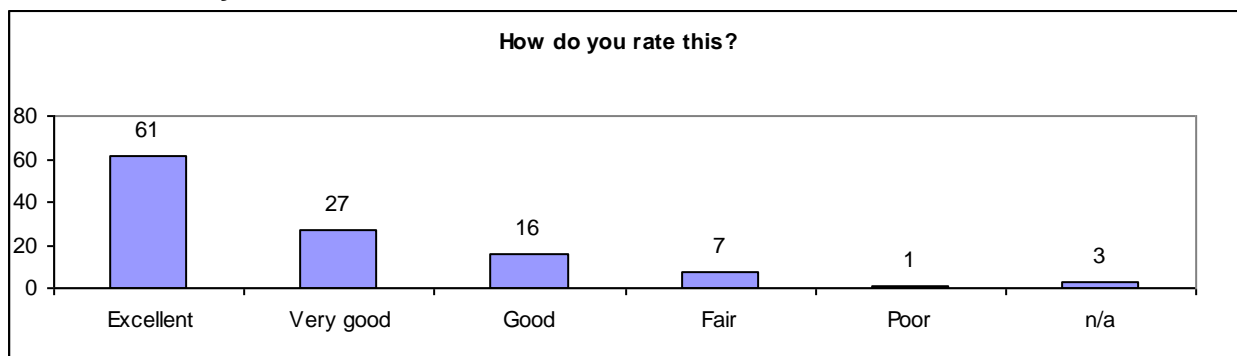
## Nurse Consultations

### Q21 When you were at your last consultation with a nurse, how long did you wait for your consultation to start?



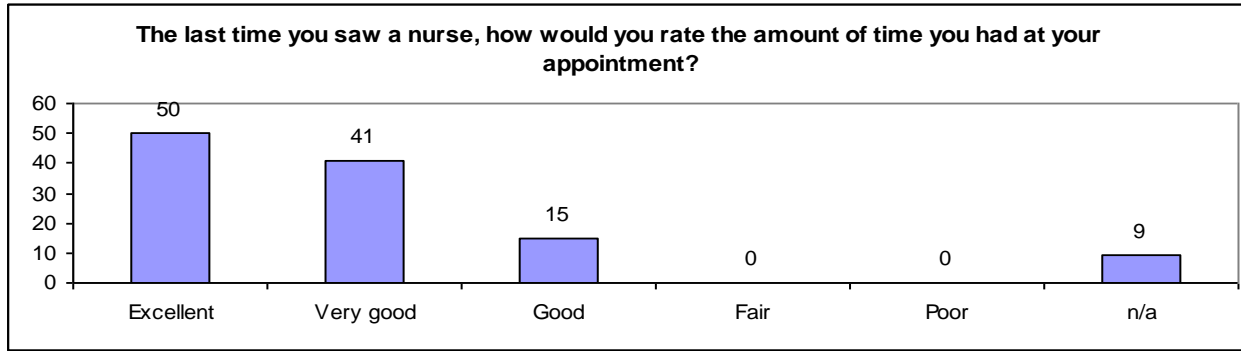
Most patients waited less than ten minutes for their consultation with a nurse to begin, though 3 patients said that they waited more than 30 minutes.

### Q22 How do you rate this?



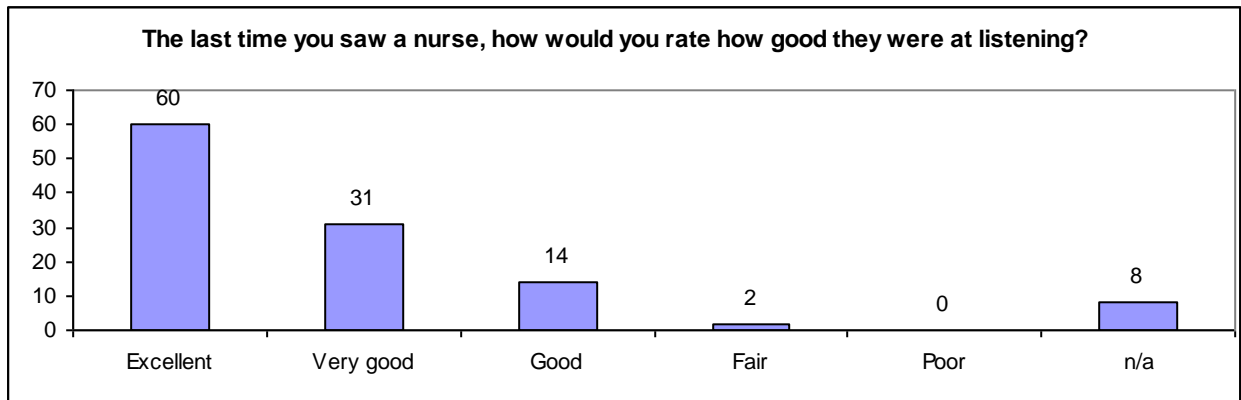
Most patients said their waiting time for their appointment with a Nurse was excellent / very good or good, though one patient rated their wait as 'poor'.

**Q23 The last time you saw a nurse, how would you rate the amount of time you had at your appointment?**



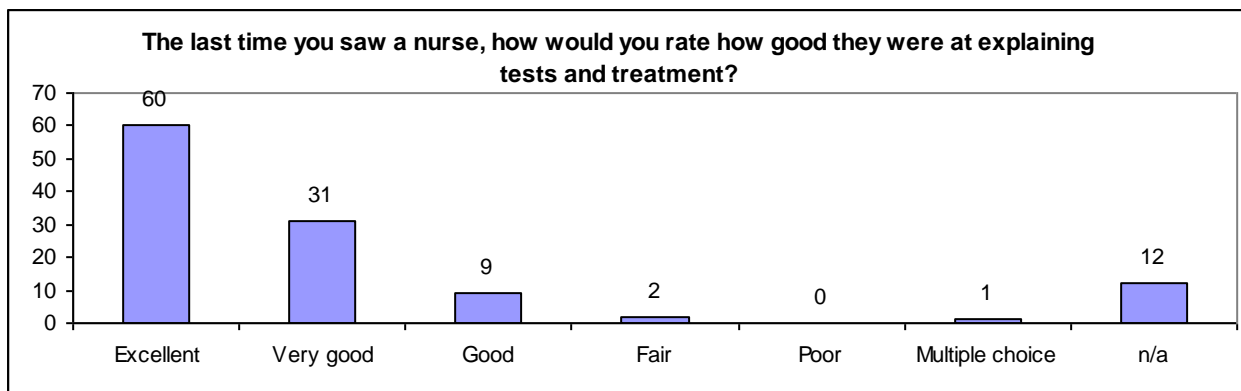
All patients said that they had enough time at their Nurse appointment, rating this as 'excellent', 'very good' or 'good'.

**Q24 The last time you saw a nurse, how would you rate how good they were at listening?**



All but 2 patients said that nurses were 'excellent', 'very good' or 'good' at listening.

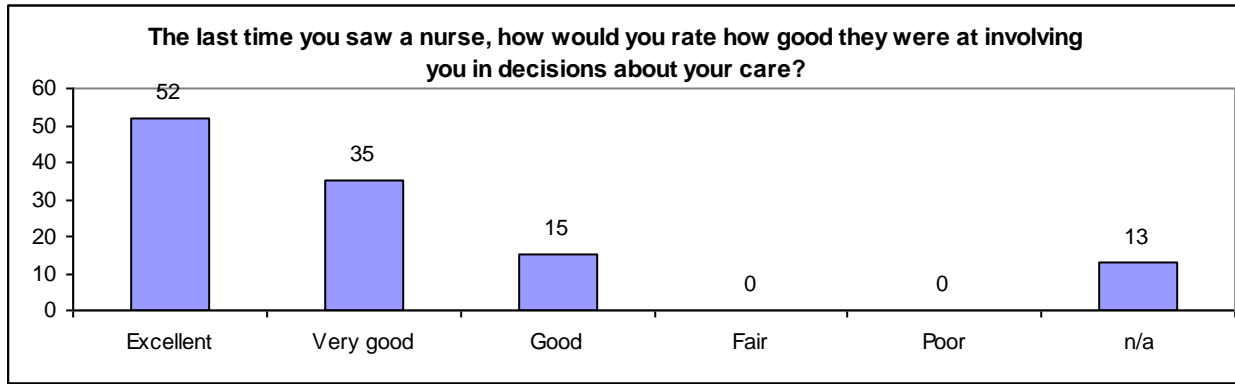
**Q25 The last time you saw a nurse, how would you rate how good they were at explaining tests and treatment?**



\* multiple choice – 1 person rated good / very good

Most patients said that they would rate the nurses 'excellent' or 'very good' at explaining tests and treatment.

**Q26 The last time you saw a nurse, how would you rate how good they were at involving you in decisions about your care?**



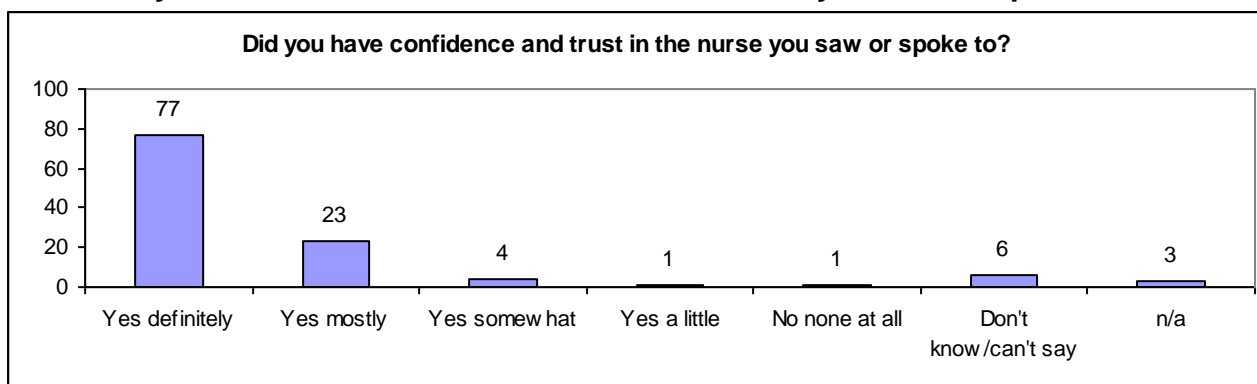
All patients rated the nurses 'excellent', 'very good' or 'good' in terms of feeling involved in decisions about their care.

**Q27 The last time you saw a nurse, how would you rate how good they were at treating you with dignity and respect?**



Almost all patients said they felt the nurses treated them with dignity and respect, one patient rated this as 'fair'

**Q28 Did you have confidence and trust in the nurse you saw or spoke to?**

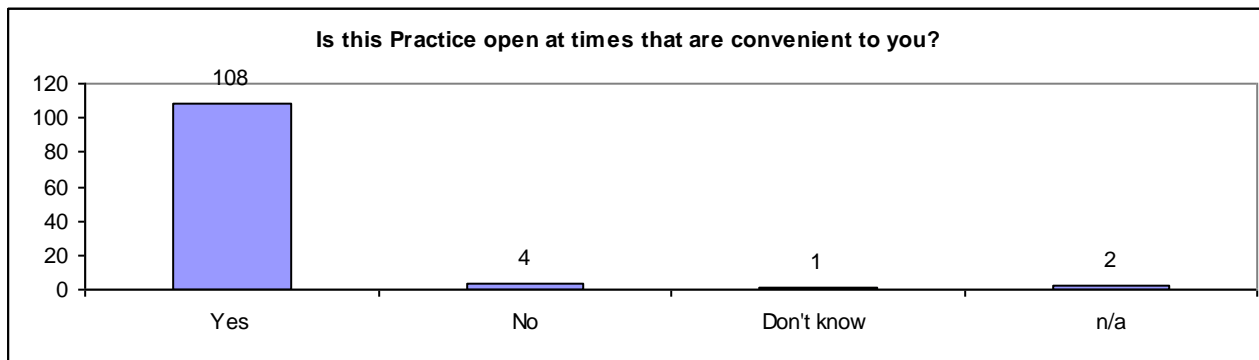


Most patients said that they had confidence in the nurse they saw or spoke to, 4 patients however said 'somewhat' confident, 1 patient 'a little' and 1 'not at all'.

*'They are great'*

*'Just for her immunisations and she was lovely'*

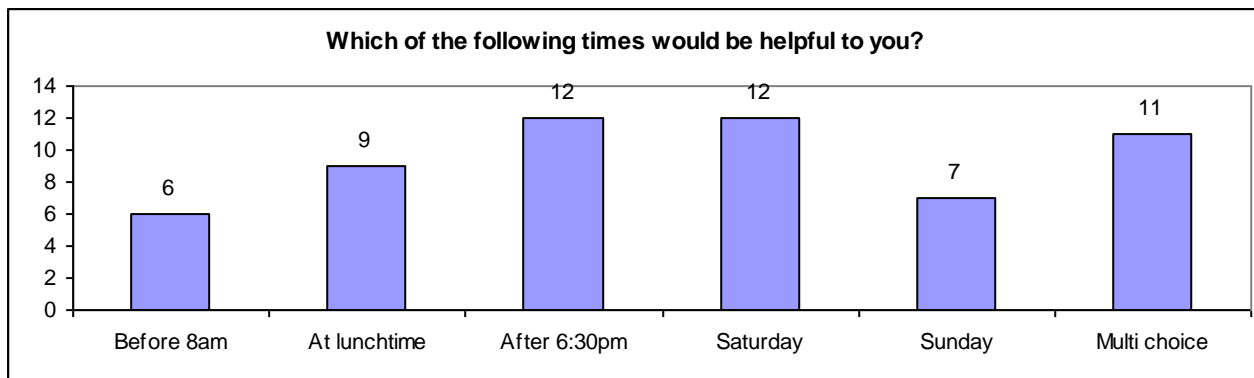
**Q29 Is the practice currently open at times that are convenient to you??**



Only four patients said that the practice was not open when it was convenient for them. One patient interviewed in clinic had also had to come during work time.

*'I think I would be better with an after work one but needed a quick apt'*

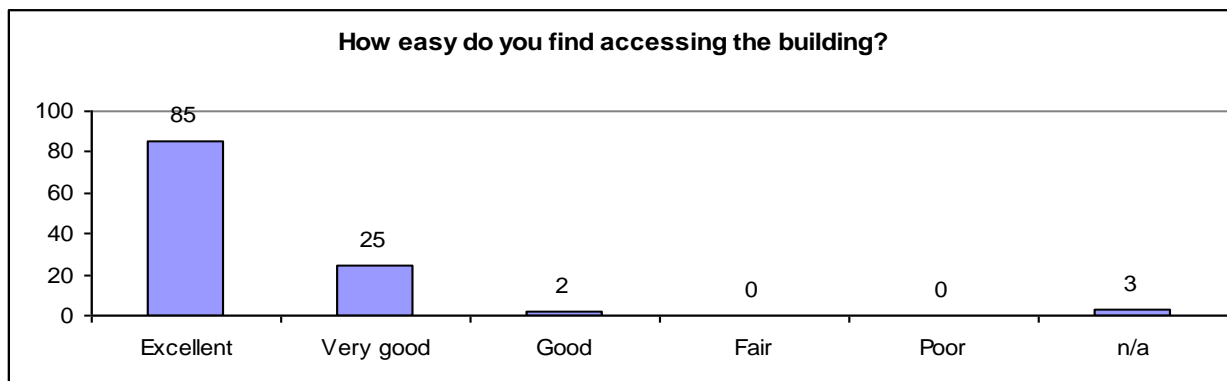
**Q30 Which of the following times would be helpful to you?**



\*30 patients answered the question / 11 patients chose more than one option

Even though most people said they were happy with the opening times of the practice, 30 patients did suggest alternative opening times that would be suitable for them. Hours after 6.30pm and weekend opening times were the most popular suggestions.

**Q31 How easy do you find accessing the building?**



All patients said that they found access to the building 'excellent', 'very good' or 'good' including those people who were spoken to in clinic;

*'It's alright, very clean'*

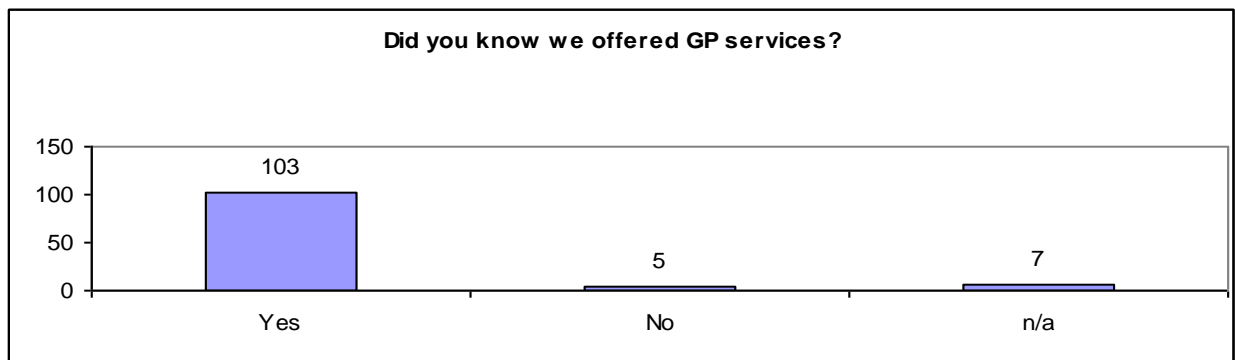
*'Very good, parking is great'*

*'It's easy enough to get to, and clean'*

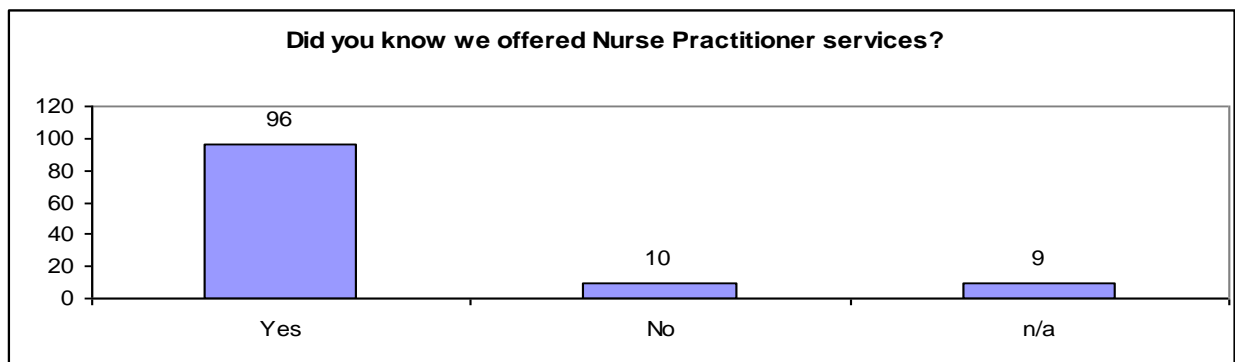
**Q32 Did you know that we offer the following In-house services?**

Patients were asked which services they were aware of that the Practice offers. One patient interviewed in clinic commented about the variety of services on offer;

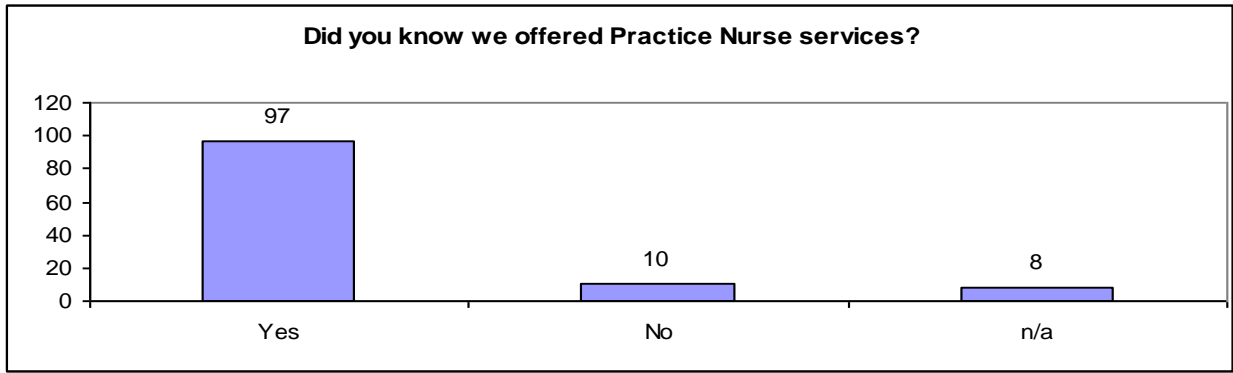
*'It's got everything you need'*



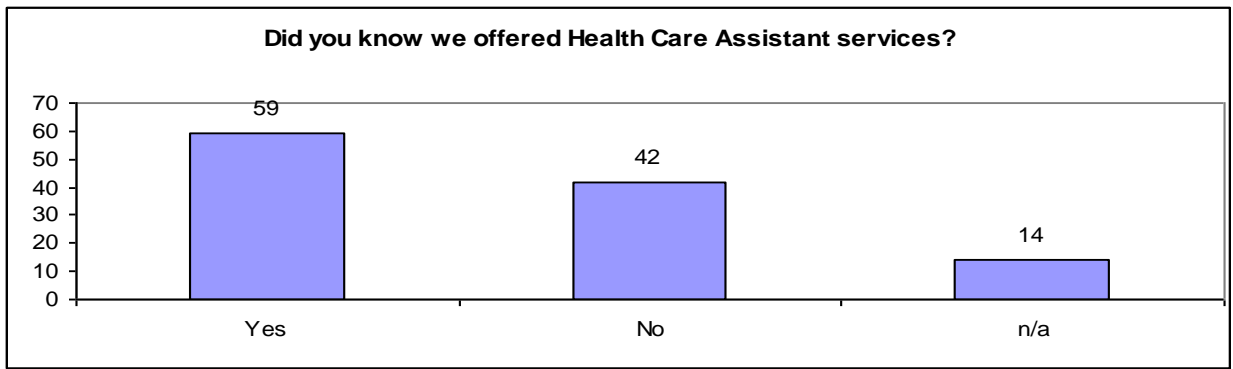
Most patients were aware that the Practice offers GP services. Five patients however did say they weren't aware of this.



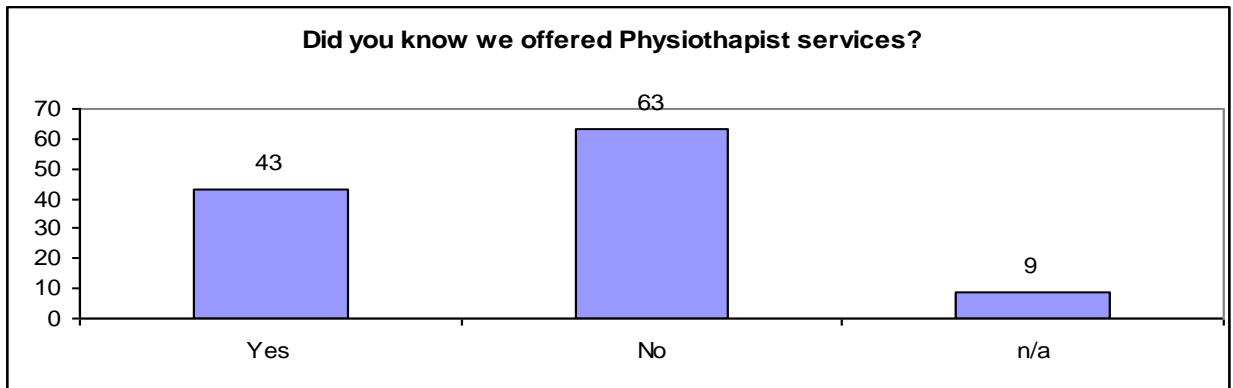
Most patients did know that there was a Nurse Practitioner at the Practice, though ten people weren't aware.



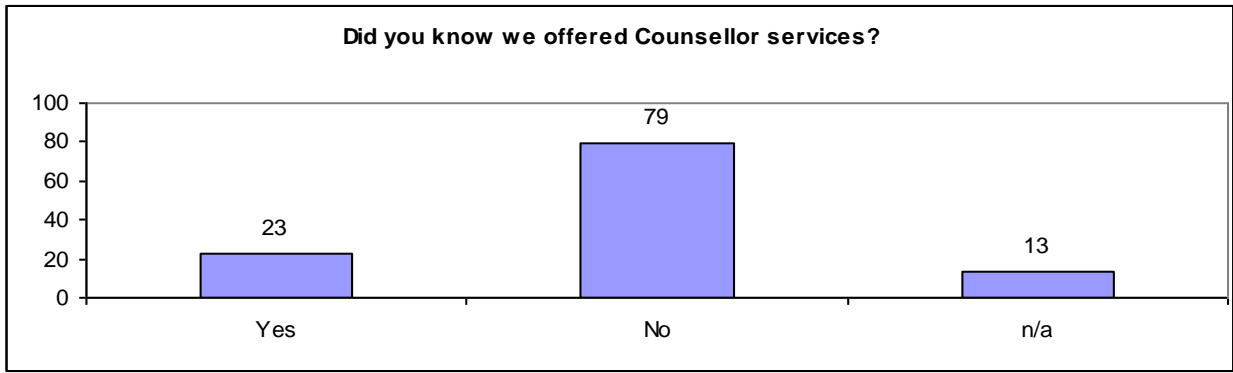
Most patients did know that there was a Practice Nurse at the Practice, though ten people weren't aware.



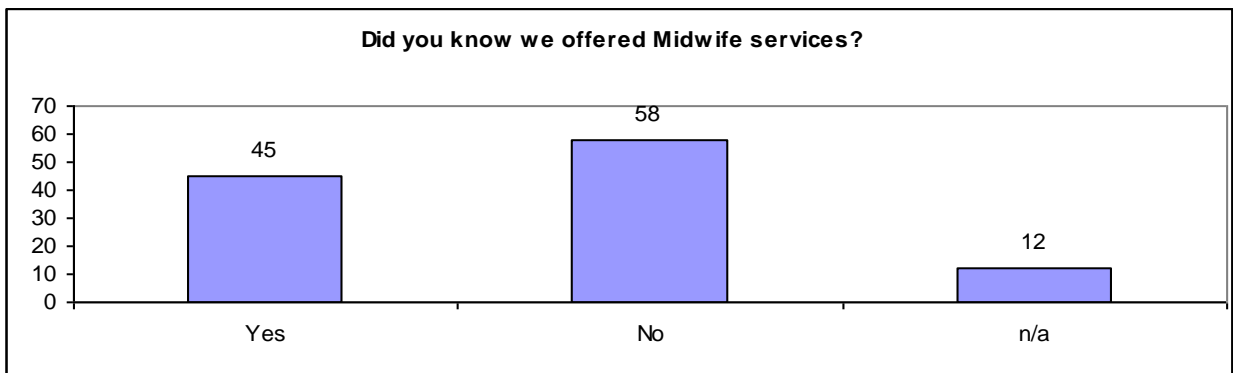
Although 59 people did know that there was a Health Care Assistant Service at the practice, 42 people were not aware of this service.



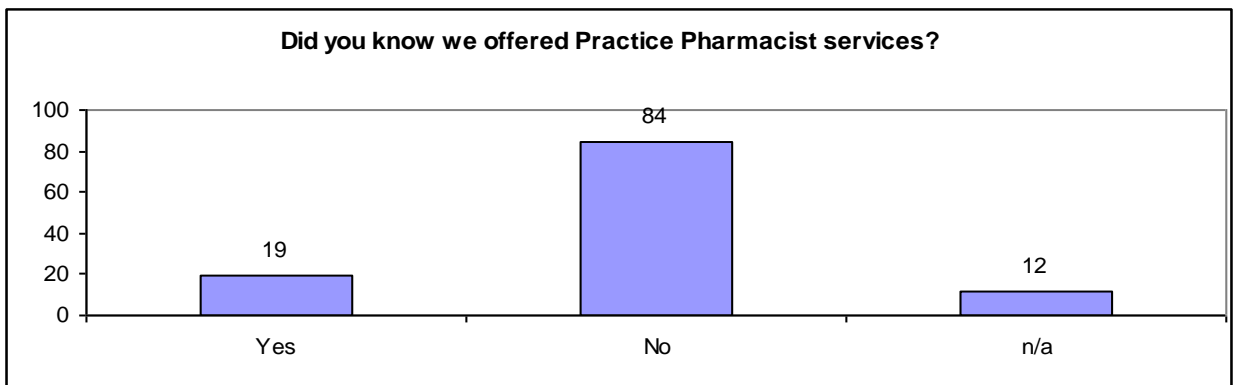
Over half of patients who carried out the self completion survey said that they were not aware that the service offered a Physiotherapist service.



Most patients did not know that the Practice offered a Counselling service.



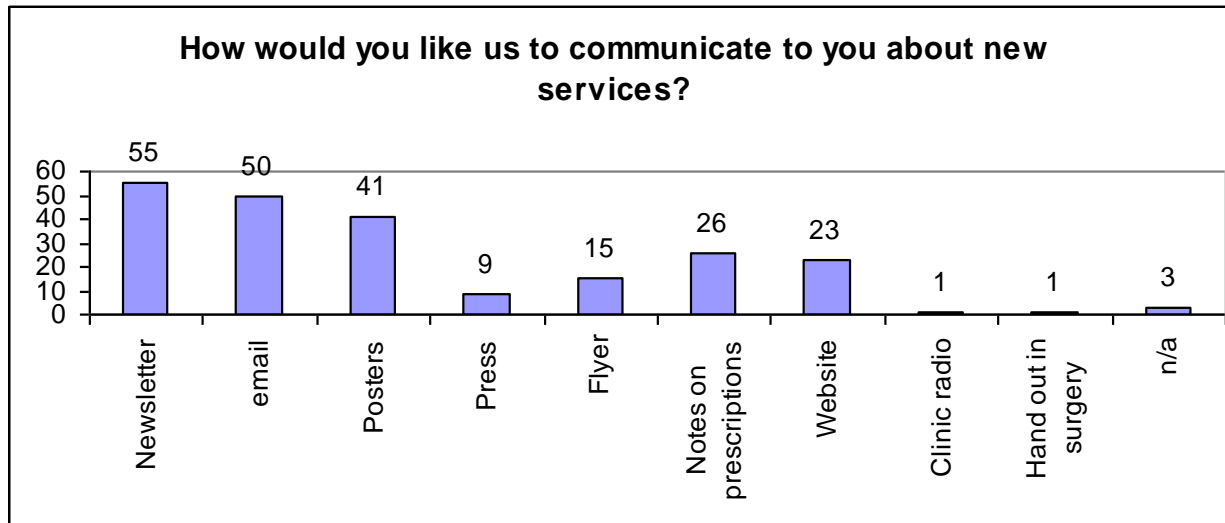
Over half of patients who carried out the self completion survey said that they were not aware that the service offered a Midwife service.



Most patients did not know that the Practice offered a Pharmacy service.



**Q33 How would you like us to communicate to you about new services?**



Patients said they would like to be communicated with in a variety of ways. Newsletters, e-mail, and posters were the three most popular ways of informing patients about new services.

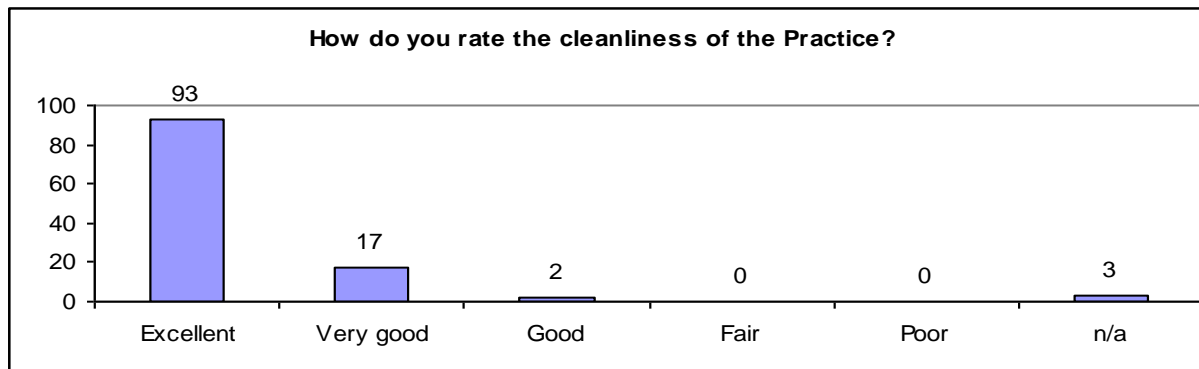
*'I did look at the newsletter when I was waiting'*

*'I do have a look if I am sitting - on the notice board'*

*'I do, especially the pregnancy ones, actually that reminds me that they sent me a reminder about my flu jab which was good'*

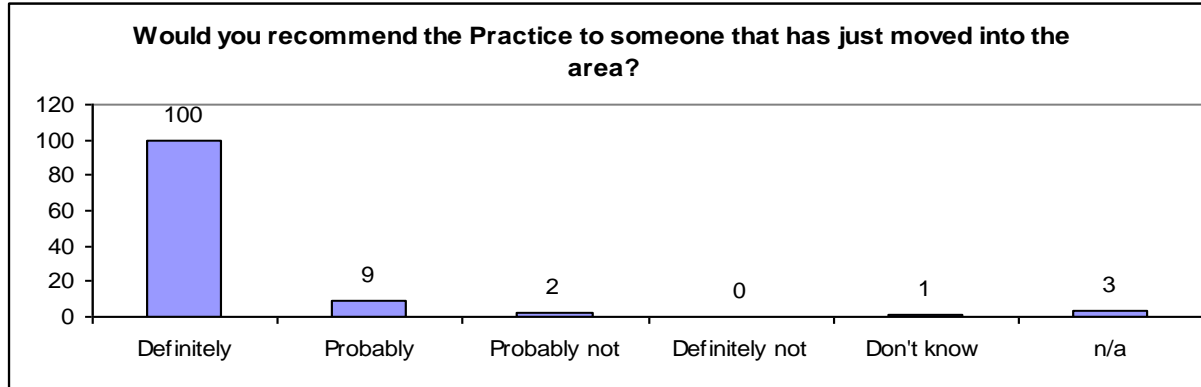
*'I didn't really take notice at my last practice, I don't think I would like e mails, but I'll read things in here'*

**Q34 How do you rate the cleanliness of the Practice?**



Most patients rated the practice as excellent for cleanliness, and all ratings were high.

**Q35 Would you recommend the Practice to someone that has just moved into your local area?**



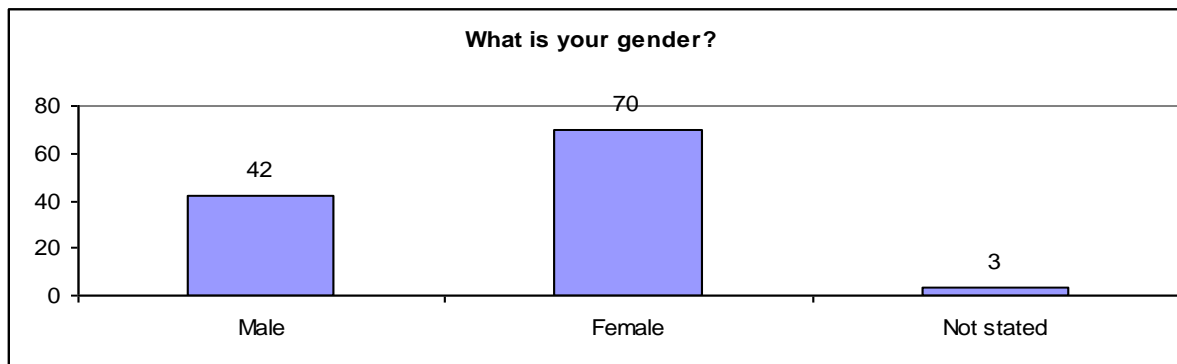
Most patients said that they would 'definitely' recommend the practice to another potential patient, though there were two patients who said probably not.

Additionally, one patient who was interviewed in clinic said that they felt the service stood out in comparison to other practices they had been with in the past. They said they felt the NHS was changing for the better and the Practice was moving with the times;

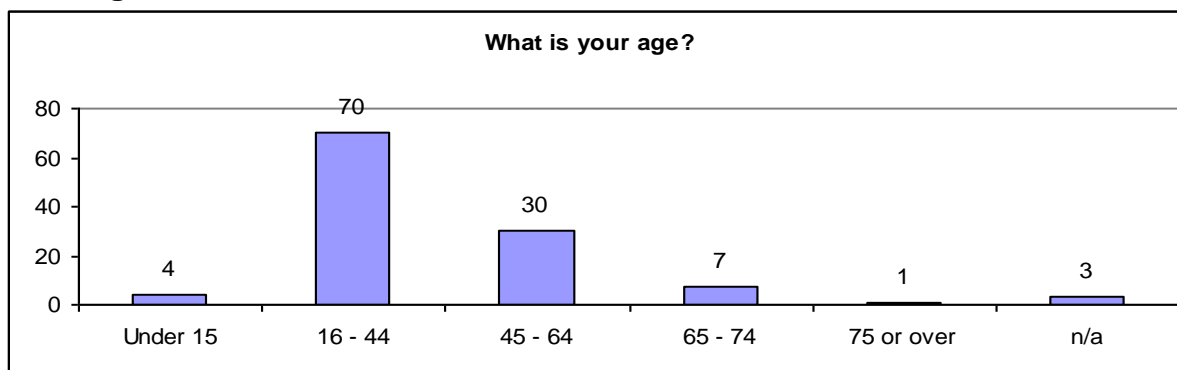
*'It's the just the availability, not used to it. You feel as though you can be seen, you're not a burden. I think the NHS has changed you used to feel like you were invisible and people would talk about you when you were in the room and you wouldn't be involved but its much better now'*

**Demographics**

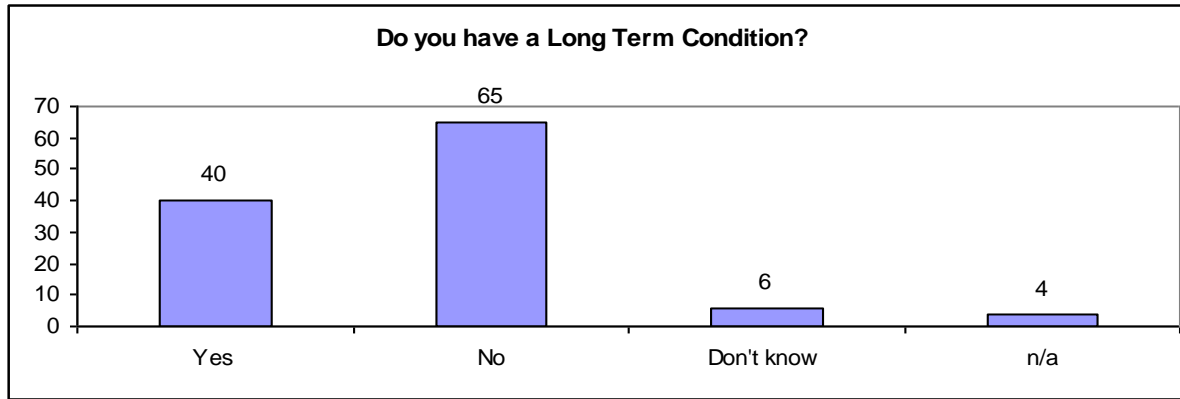
**Q36 Gender**



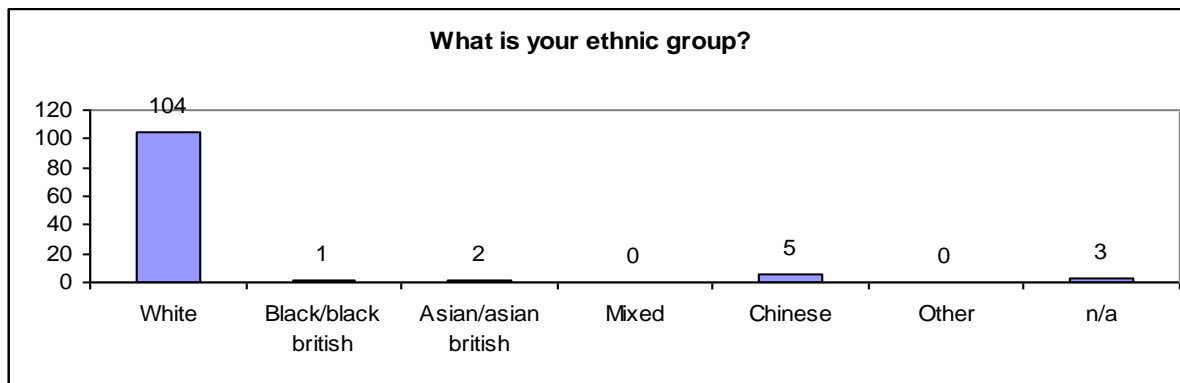
**Q37 Age**



### Q38 Long Term Conditions



### Q39 Ethnic Group



### Q40 Employment status

